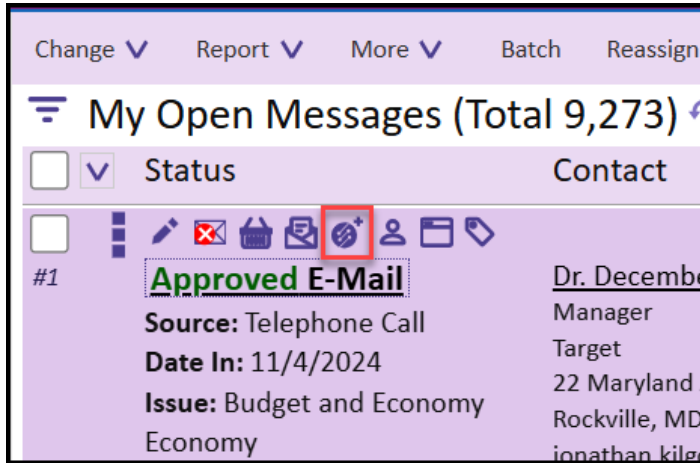


## Attaching a Message to an Existing Service

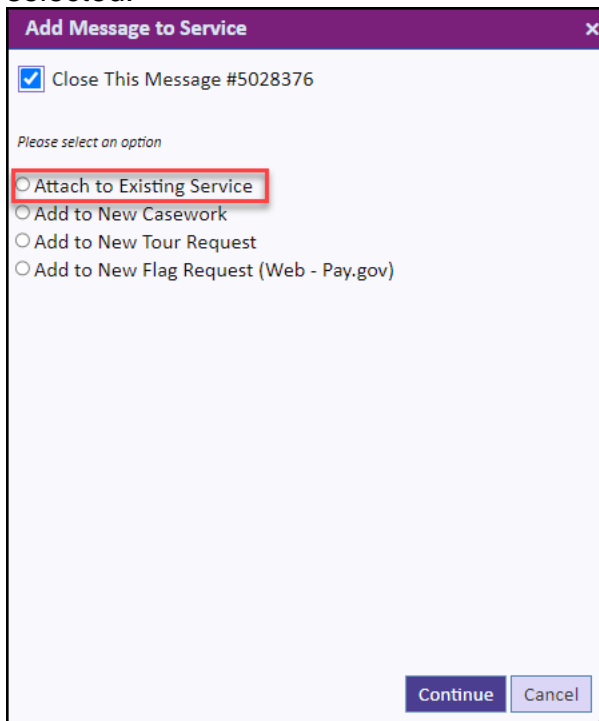
**Market:** House, Senate

**Description:** These instructions show users how to attach a message to an existing service.

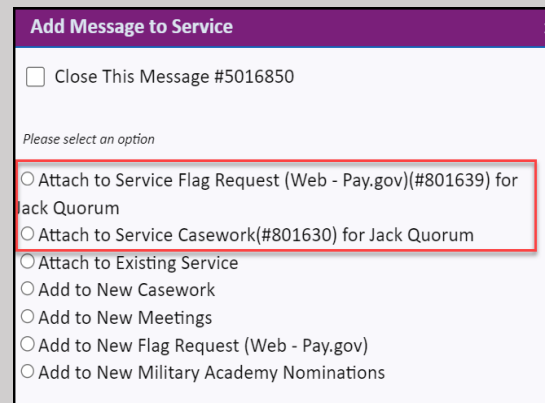
1. From within the **Messages** application, navigate to the message and click on **Add to Service**.



2. Complete the fields in the “Add Message to Service” window, as necessary. In this example, the options to “Close This Message” and “Attach to Existing Casework” have been selected.



**\*Note:** If the contact who sent the message has an open/closed service in IQ already, you will have the option to add the message directly to that service without searching for it, as in the example below:



3. Search for the existing service. Enter any data value to search, i.e., last name, agency, etc. Select the service and select "Continue".

