

## Creating a Service from a Message

**Market:** House, Senate

**Description:** These instructions show users how to create service requests from messages from three different areas in IQ.

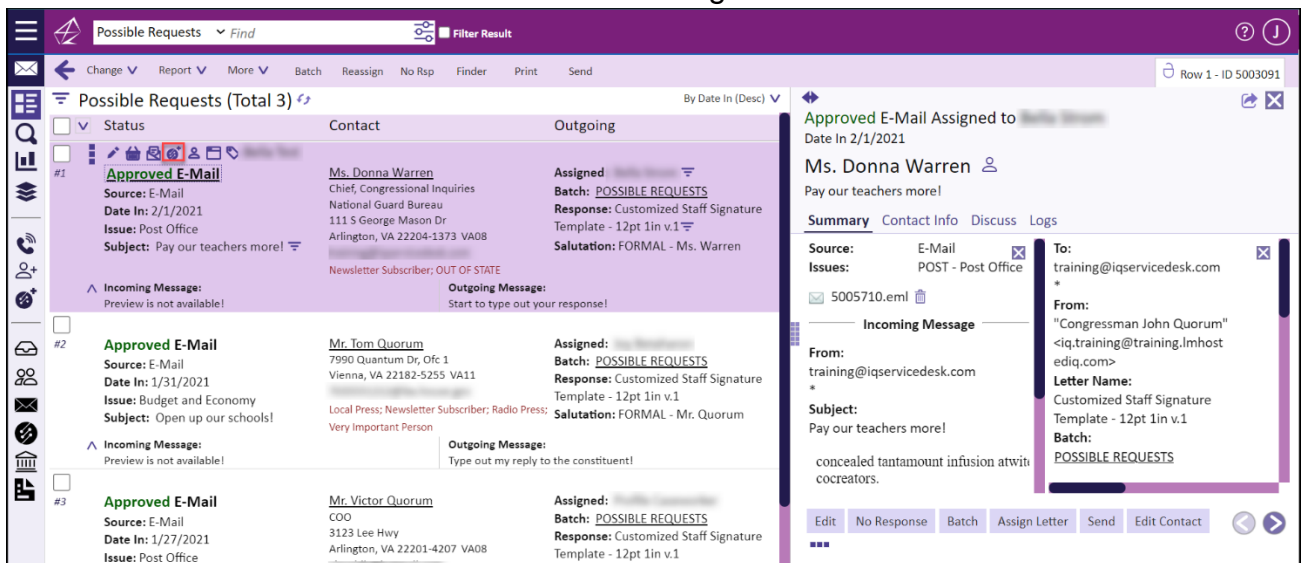
[Creating a Service from the Possible Requests view in the Messages Application](#)

[Creating a Service from the Casework Related Messages view in the Services application](#)

[Creating a Service from the My Open Service Messages in the My Inbox application](#)

### Creating a Service from the Possible Requests view in the Messages Application

1. From within the **Messages** application, expand the **Message Processing** view and select "Possible Requests".
2. Select the **Add to Service** icon above the Message.



3. Complete the fields in the "Add Message to Service" window, as necessary. In this example, the options to "Close This Message" and "Add to New Casework" have been selected.

### Add Message to Service ✕

Close This Message #5003091

*Please select an option*

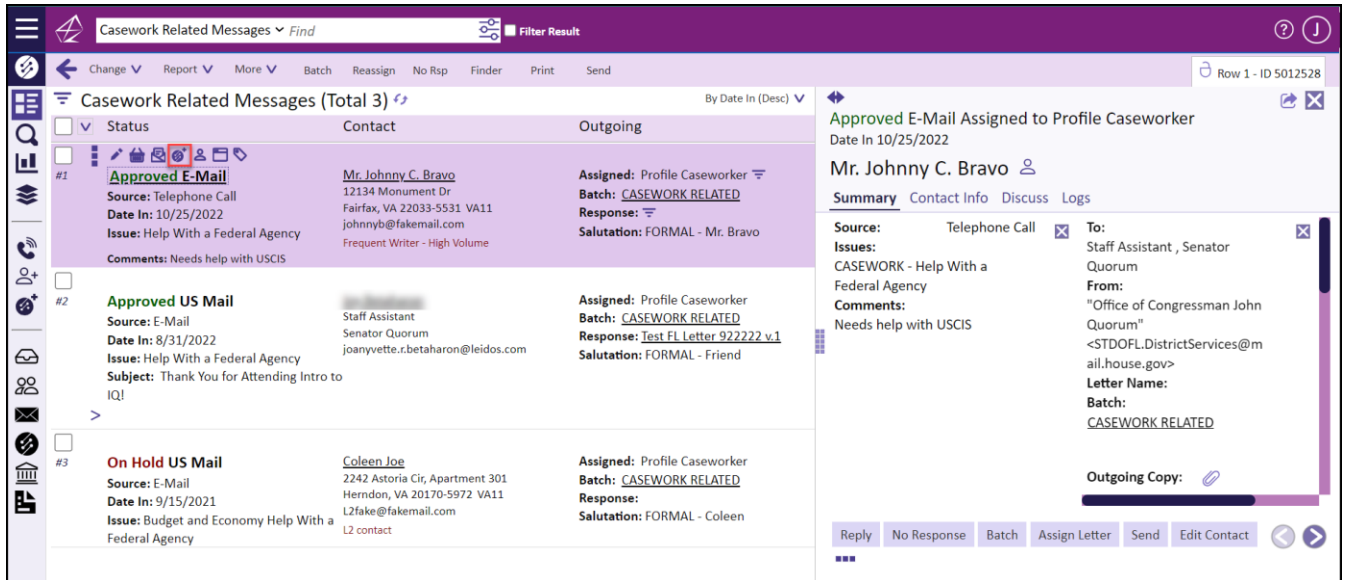
- Attach to Service Casework(#802063) for Ms. Donna Warren
- Attach to Existing Service
- Add to New Casework
- Add to New Flag Request (Web - Pay.gov)
- Add to New Meetings
- Add to New Tour Request
- Add to New Scheduling Requests
- Add to New Military Academy Nominations
- Add to New Projects & Grants
- Add to New Any Template

**Continue** Cancel

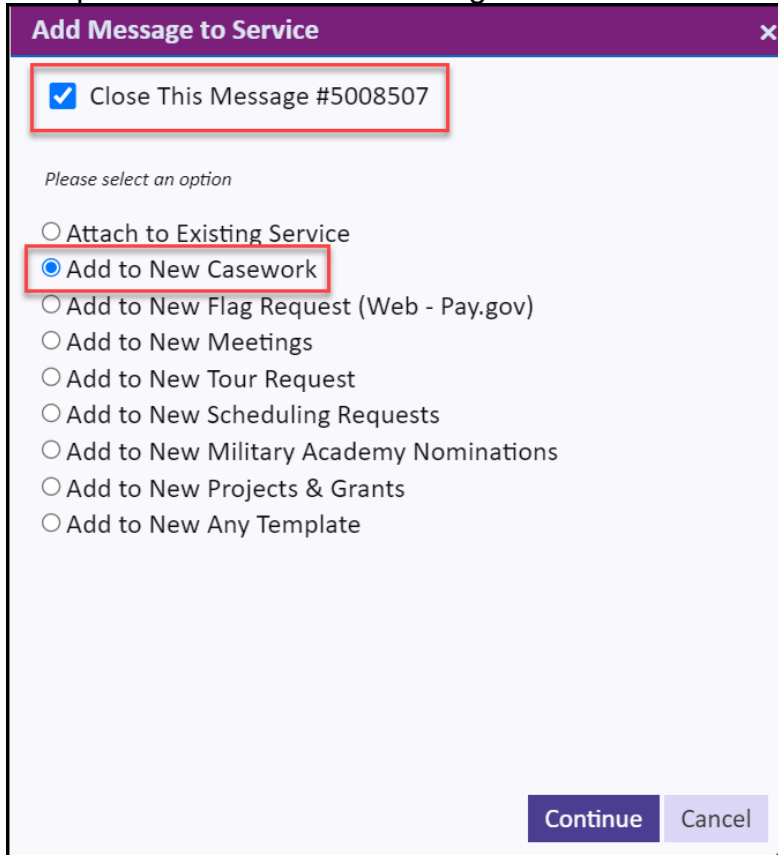
4. Click "Continue".

### ***Creating a Service from the Casework Related Messages view in the Services application***

1. From within the **Services** application, select the "Casework Related Messages" view.
2. Select the **Add to Service** icon above the Message



3. Select "Add Service".
4. Complete the fields in the "Add Message to Service" window, as necessary. In this example, the options to "Close This Message" and "Add to New Casework" have been selected.



5. Click "Continue".