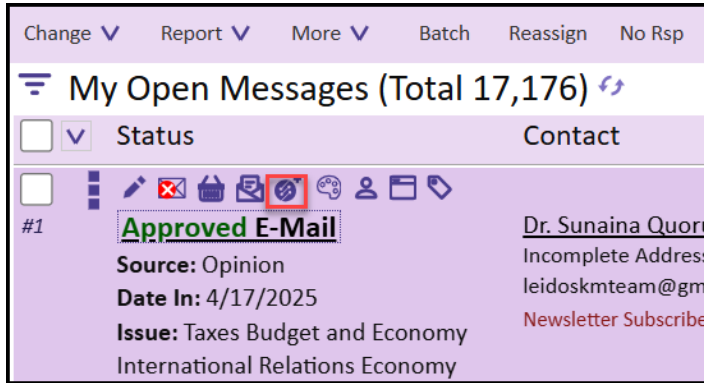# Attaching a Message to an Existing Service

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.
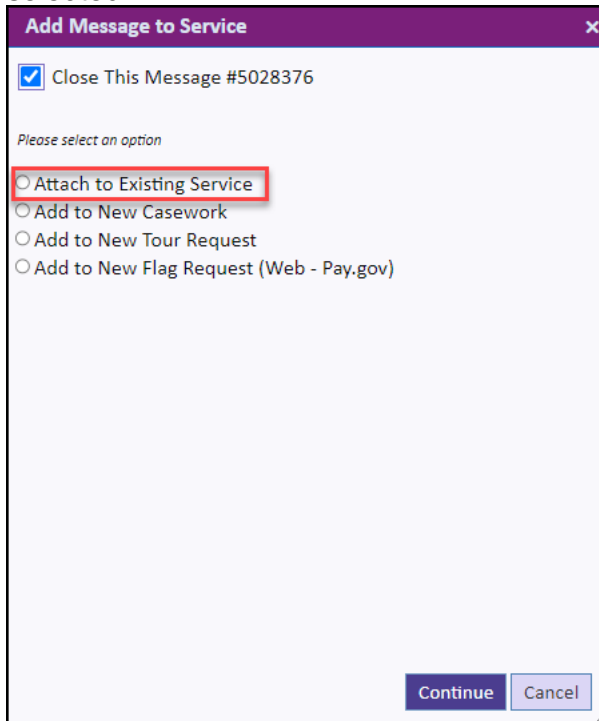
*Note: If the contact who sent the message has an open/closed service in IQ already, you will have the option to add the message directly to that service without searching for it, as in the example below:
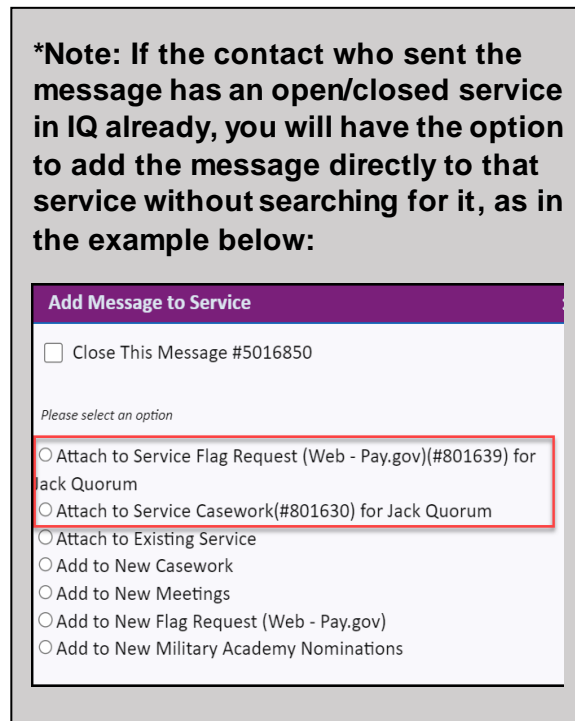
3. Search for the existing service. Enter any data value to search, i.e., last name, agency, etc. Select the service and select "Continue".

Add Message to Service ✕

☑ Close This Message #5028375

Find Existing Service

Search For

Turner

Ms. May Belle Turner	#801789
Incomplete Address	
Type: Casework	
Opened: 5/30/2023 by Joy Betaharon	
Codes: U.S. Citzenship and Immigration Services USCIS	

[Continue] [Back] [Cancel]