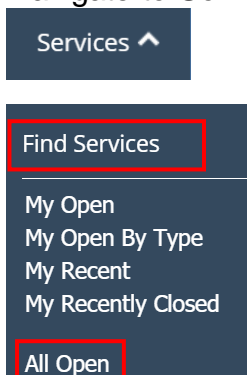# Acquiring a Service Record

Market: Federal/State/Local, House, Senate

Description: These instructions teach users how to acquire an active service record to process the service request in IQ. The process of starting and finishing a service may involve several steps and/or the involvement of service agencies. By enabling a service record to be acquired by any or specific users within an office, IQ can help streamline the process.

1. Navigate to **Services > Find Services> All Open**.

2. The results will display all open service records for your office. Search for a service record that has not been acquired. This type of record is indicated with a description, "**This Service has not been Acquired."**
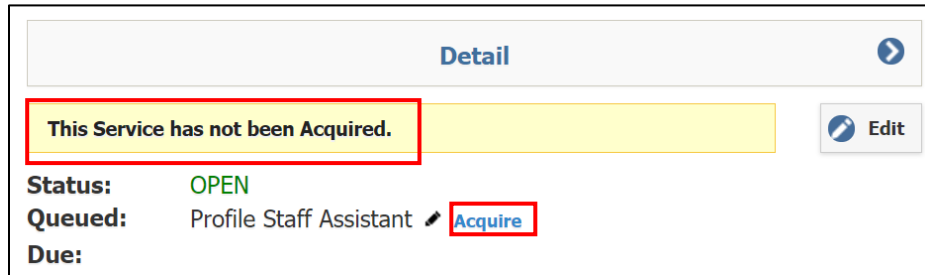
3. Click **Acquire**.

4. Review and complete the information for the service record.