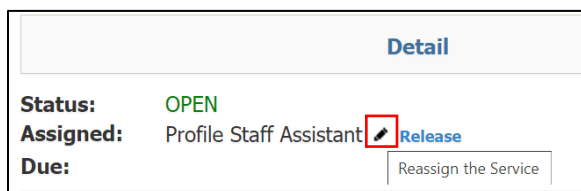


## Assigning and/or Reassigning a Service Record

**Market:** Federal/State/Local, House, Senate


**Description:** These instructions teach users how to reassign an existing service record to another user or group of users. in IQ.

1. Navigate to **Services > Find Services > My Open**.
2. The results display all active services assigned to you. Select the service record.
3. Click the **Pencil** icon.



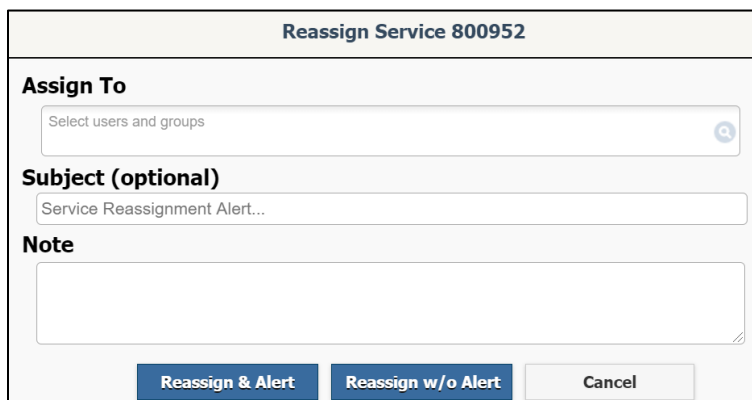
**Detail**

**Status:** OPEN

**Assigned:** Profile Staff Assistant  [Release](#)


**Due:** [Reassign the Service](#)

4. IQ opens a new window that allows you to select which user or group of users you can (re)assign the service.



**Reassign Service 800952**

**Assign To**

Select users and groups 

**Subject (optional)**

Service Reassignment Alert...

**Note**

[Reassign & Alert](#) [Reassign w/o Alert](#) [Cancel](#)

### 5. Option 1

Click **Reassign & Alert** to complete the reassignment process and send an IQ alert to the selected user(s).

### Option 2

Click **Reassign w/o Alert** to complete the reassignment process without sending an IQ alert to the selected user(s).