


Releasing a Service Record




Market: Federal/State/Local, House, Senate

Description: This guide provides instructions on how to release an active service record so other users can acquire and process the service record in IQ. In IQ, the user who creates a new service record is automatically assigned the owner of the service. By releasing ownership, the owner is allowing the service to be acquired by another user so they can further process the service.

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

Detail	
Status:	OPEN
Assigned:	Profile Staff Assistant  Release
Due:	

4. IQ will indicate the record is available for user(s) to acquire so they can process the service.

Detail 	
This Service has not been Acquired.	
 Edit	
Status:	OPEN
Queued:	Profile Staff Assistant  Acquire
Due:	