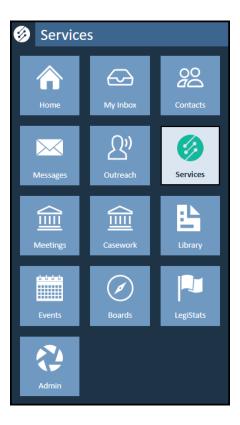


Acquiring a Service Record

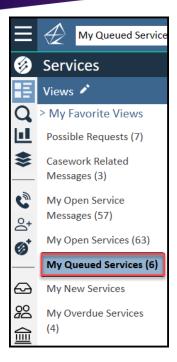
Market: House, Senate

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 the Services application.

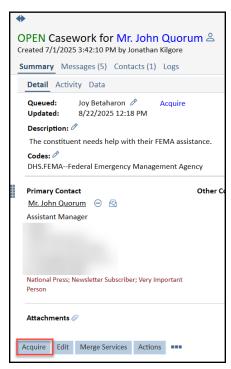


2. Select My Queued Services in the Views list.

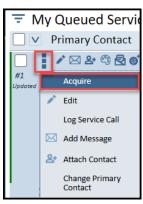


3. To acquire:

a) Click the Acquire button in the reading pane.



b) Click the stacked dots → **Acquire**.



c) Click the boxes next to each Service you'd like to acquire, then click Change > Acquire.

