

Closing and Reopening a Service Record

Market: House, Senate

Description: These instructions teach users how to close a service record or reopen a closed service

record in IQ.

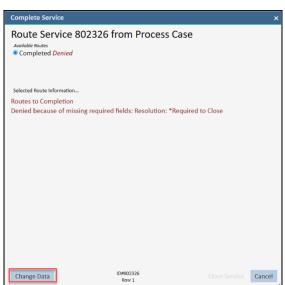
Click the following link to be brought straight to the topic:

Finding and Reopening a Closed Service

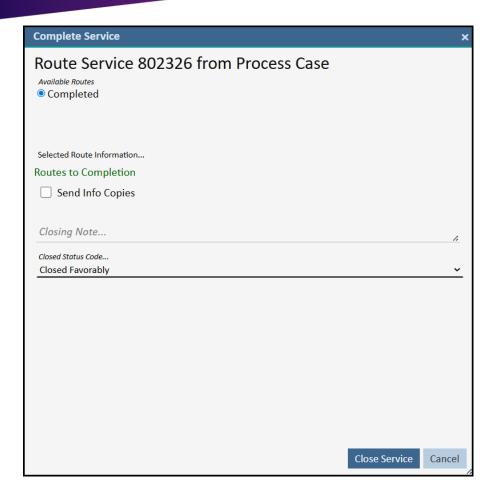
Closing a Service Record

- 1. Find the active service record assigned to you.
- 2. Select Complete.
- **3.** If additional information is needed before the Service can be closed, you will be prevented from closing the Service and must click **Change Data** to add the missing information.





4. Complete the information in the **Complete Service** window. Click **Save**.



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Finding and Reopening a Closed Service

Note: You must have specific security permissions to reopen a closed Service. Talk to your IQ Consultant if you don't have permission and need it enabled.

- **1.** Search for your closed service record.
- 2. Select either in the detail record in the bottom left corner, or next to the service name in the list view of your services.
- 3. Select Reopen.
- **4.** In the Reopen Service window, select **Reopen** → **Save**.

