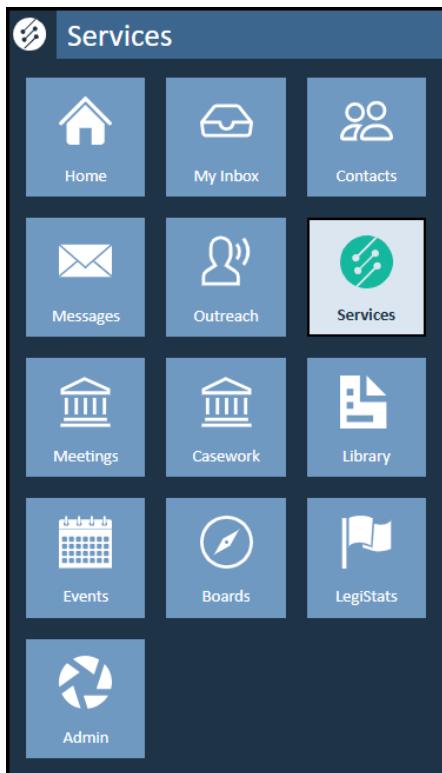


Acquiring a Service Record

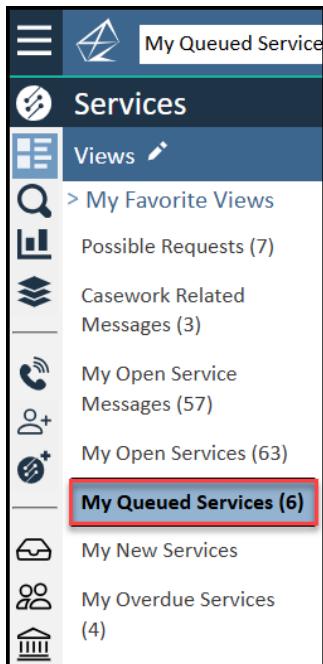
Market: House, Senate

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.

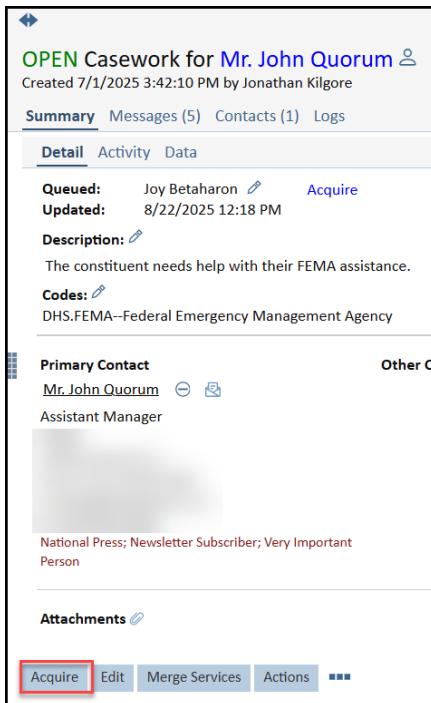


2. Select **My Queued Services** in the Views list.



3. To acquire:

a) Click the **Acquire** button in the reading pane.



OPEN Casework for Mr. John Quorum

Created 7/1/2025 3:42:10 PM by Jonathan Kilgore

[Summary](#) [Messages \(5\)](#) [Contacts \(1\)](#) [Logs](#)

[Detail](#) [Activity](#) [Data](#)

Queued: Joy Betaharon [🔗](#) [Acquire](#)
Updated: 8/22/2025 12:18 PM

Description: [🔗](#)
 The constituent needs help with their FEMA assistance.

Codes: [🔗](#)
 DHS.FEMA--Federal Emergency Management Agency

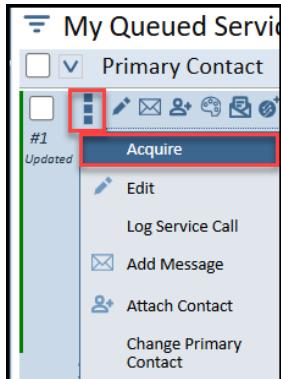
Primary Contact
 Mr. John Quorum [🔗](#)
 Assistant Manager

National Press; Newsletter Subscriber; Very Important Person

Attachments [🔗](#)

[Acquire](#) [Edit](#) [Merge Services](#) [Actions](#) [☰](#)

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



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

