

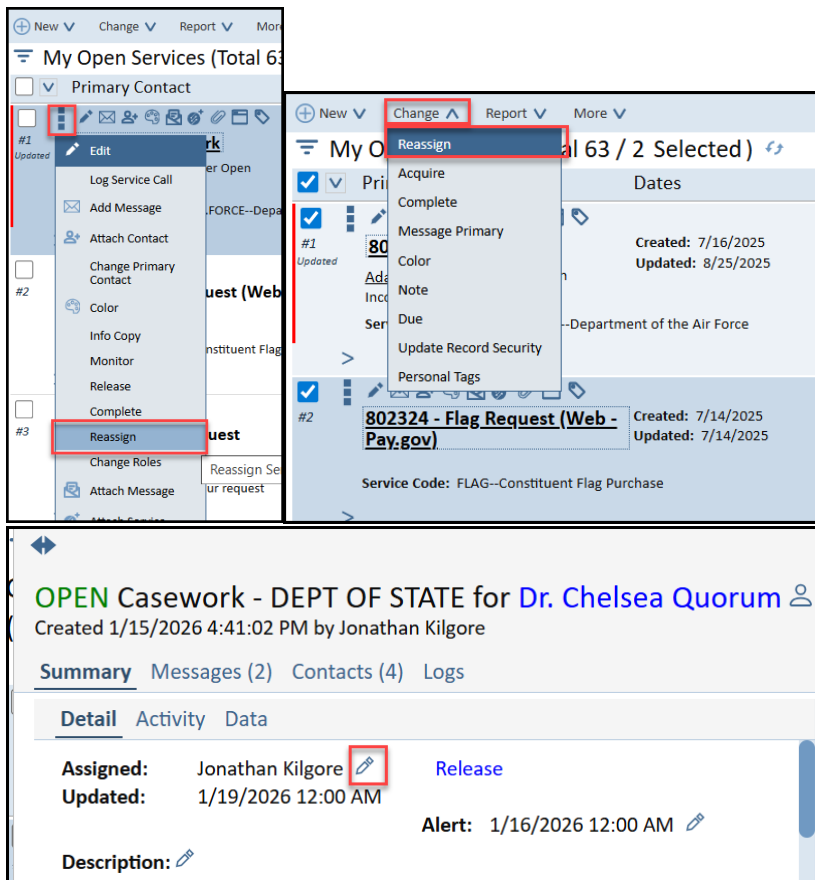


Assigning and/or Reassigning a Service Record

Market: 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** → **My Open Services** view
2. The results display all active services assigned to you. Select the service record and select either the check boxes next to each Service you'd like to Reassign or  next to the individual service you'd like to Reassign in the list view.
 - Note that within the Service itself you can click on the  icon next to your name to Reassign.
3. Select **Reassign**.



The screenshot displays the 'My Open Services' interface. The top section shows a list of services with columns for selection, service details, and dates. A red box highlights the 'Reassign' option in the context menu for a selected service. The bottom section shows a detailed view of a service record for '802324 - Flag Request (Web - Pay.gov)'. The 'Assigned' field shows 'Jonathan Kilgore' with a red box around the edit icon next to the name. The 'Updated' field shows '1/19/2026 12:00 AM'. The 'Alert' field shows '1/16/2026 12:00 AM'.

4. Complete the information in the **Reassign Service** window and click **Save**.

Reassign Service

Reassign Service 802326

Assign To

Send Alert

Subject (optional)

Note

ID#802326
Row 1

Save

Close