

## Attaching a Message to an Existing Service

**Market:** House, Senate

**Description:** These instructions show users how to attach a message to an existing service.

1. From within the **Messages** application, navigate to the message and click on **Add to Service**.



My Open Messages (Total 22,982)

Status Contact

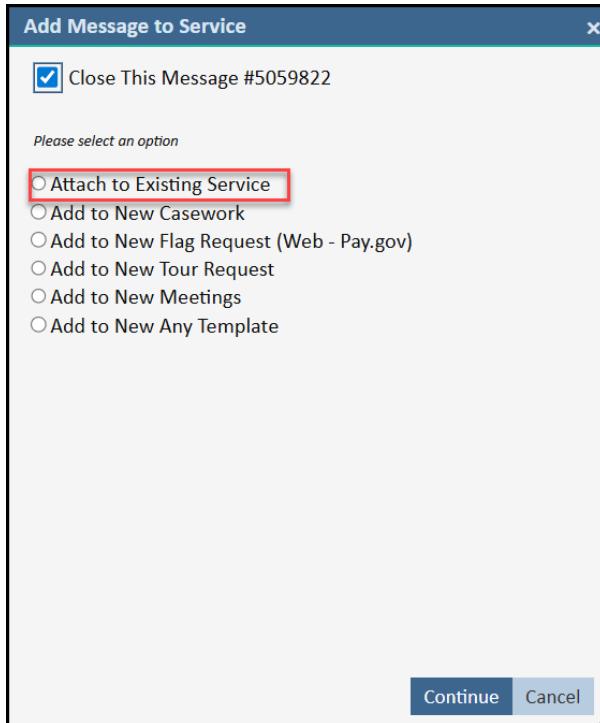
#5 Approved E-Mail

Source: Opinion  
Date In: 8/18/2025  
Issue: International Relations Tariffs

Mr. David Quorum  
Incomplete Address  
leidoskmtteam@gmail.com  
Newsletter Subscriber; Veteran - Thank them for their service

Comments: Tariffs - This is my opinion on tariffs....

2. Complete the fields in the “Add Message to Service” window, as necessary. In this example, the options to “Close This Message” and “Attach to Existing Casework” have been selected.



Add Message to Service

Close This Message #5059822

Please select an option

Attach to Existing Service

Add to New Casework

Add to New Flag Request (Web - Pay.gov)

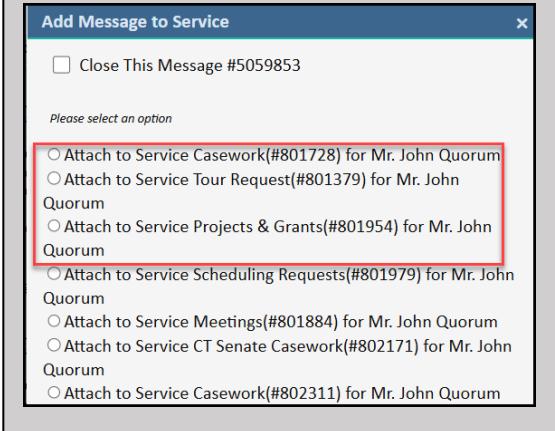
Add to New Tour Request

Add to New Meetings

Add to New Any Template

Continue Cancel

**\*Note: If the contact who sent the message has an open/closed service in IQ already, you will have the option to add the message directly to that service without searching for it, as in the example below:**



Add Message to Service

Close This Message #5059853

Please select an option

Attach to Service Casework(#801728) for Mr. John Quorum

Attach to Service Tour Request(#801379) for Mr. John Quorum

Attach to Service Projects & Grants(#801954) for Mr. John Quorum

Attach to Service Scheduling Requests(#801979) for Mr. John Quorum

Attach to Service Meetings(#801884) for Mr. John Quorum

Attach to Service CT Senate Casework(#802171) for Mr. John Quorum

Attach to Service Casework(#802311) for Mr. John Quorum

3. Search for the existing service. Enter any data value to search, i.e., last name, agency, etc. Select the service and select “Continue”.

**Add Message to Service** x

Close This Message #5059822

**Find Existing Service**

Search For   Include Closed Services

Mr. Tom Quorum	#800995
Codes: Scheduling Request	
Mr. Tom Quorum	#800996
Codes: Scheduling Request	
Mr. Tom Quorum	#801016
Codes: Scheduling Request	
Mr. Tom Quorum	#801047
Type: Tour Request	

**Continue** **Back** **Cancel**