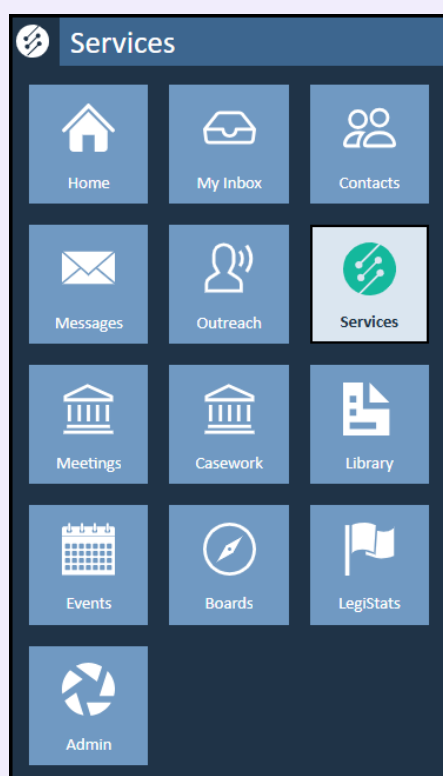


# Acquiring a Service Record

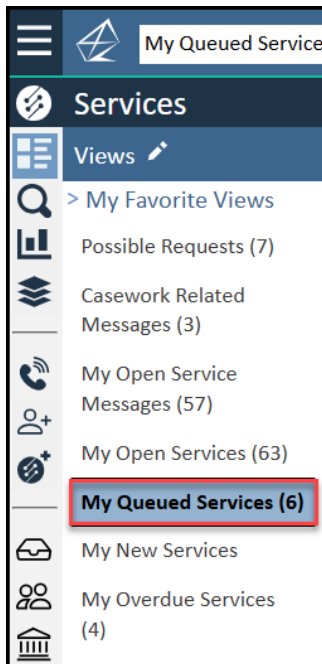
**Market:** House, Senate

**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.

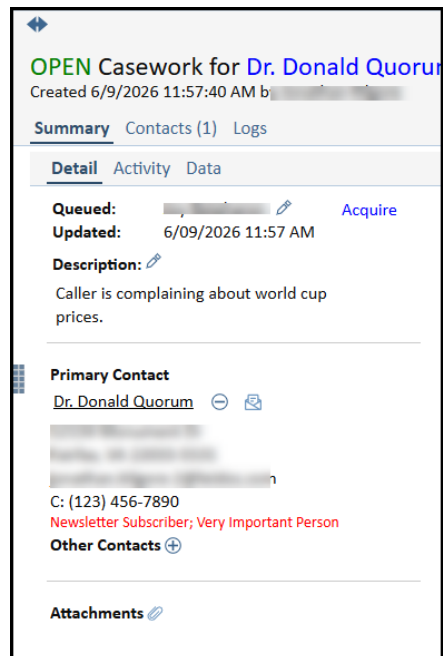


## 2. Select **My Queued Services** in the Views list.

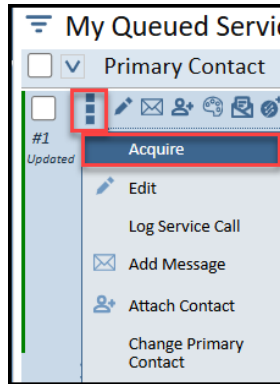


3. To acquire:

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**.

