

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.

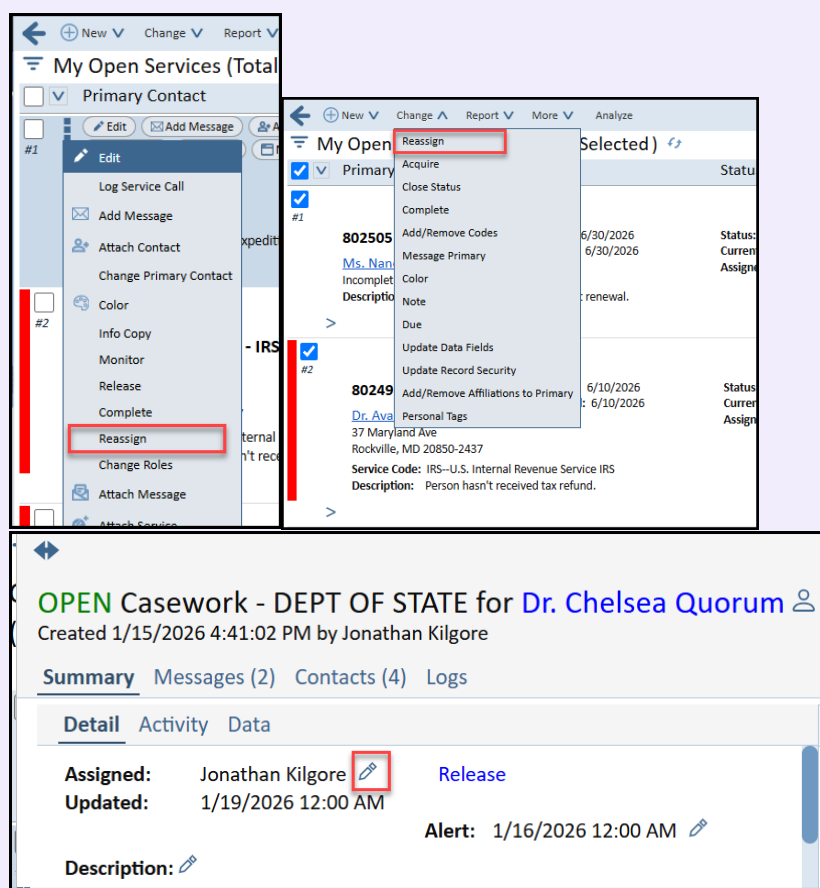
1. Navigate to **Services** → **My Open Services** View

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. On the left, a list of services is shown with checkboxes. The 'Edit' menu is open, and the 'Reassign' option is highlighted. On the right, a detailed view of a service record is shown. The 'Assigned' field is highlighted, showing the name 'Jonathan Kilgore' and a pencil icon for editing. Below this, the 'Updated' field shows the date and time '1/19/2026 12:00 AM'. The 'Alert' field shows the date and time '1/16/2026 12:00 AM'. The 'Description' field is also visible.

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