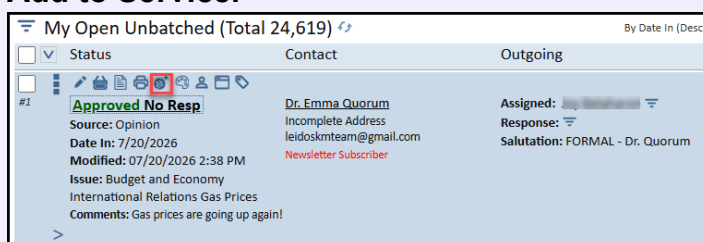


Attaching a Message to an Existing Service

Market: House, Senate

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

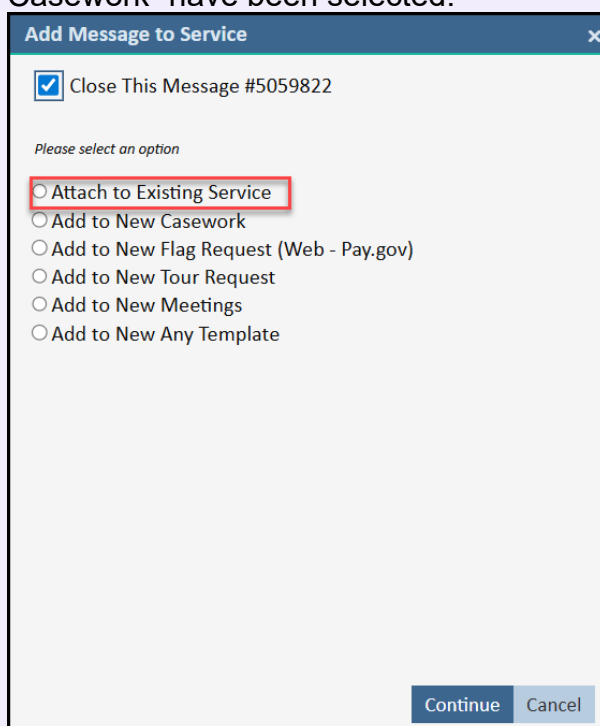
1. From within the **Messages** application, navigate to the message and click on **Add to Service**.



My Open Unbatched (Total 24,619) By Date In (Desc)

Status	Contact	Outgoing
#1 Approved No Resp Source: Opinion Date In: 7/20/2026 Modified: 07/20/2026 2:38 PM Issue: Budget and Economy International Relations Gas Prices Comments: Gas prices are going up again!	Dr. Emma Quorum Incomplete Address leidoskmtteam@gmail.com Newsletter Subscriber	Assigned: [redacted] Response: [redacted] Salutation: FORMAL - Dr. Quorum

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)

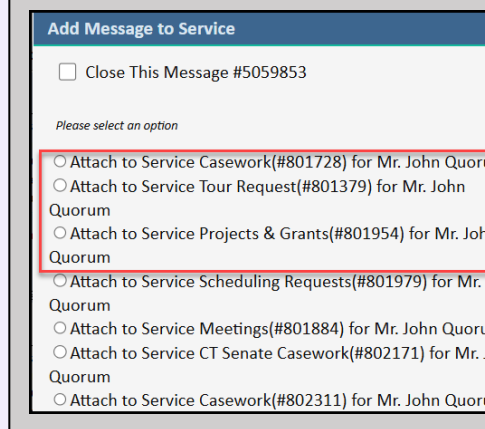
☐ Add to New Tour Request

☐ 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

☒ Close This Message #5059822

Find Existing Service

Search For

quorum

☐ Include Closed Services

Mr. Tom Quorum

Codes: Scheduling Request

#800995

Mr. Tom Quorum

Codes: Scheduling Request

#800996

Mr. Tom Quorum

Codes: Scheduling Request

#801016

Mr. Tom Quorum

Type: Tour Request

#801047

Continue

Back

Cancel