

Releasing a Service Record

Market: House, Senate

Description: This guide provides instructions on how to release an active service record so other users can acquire and process the service record in IQ. In IQ, the user who creates a new service record is automatically assigned as the owner of the service. By releasing ownership, the owner is allowing the service to be reassigned and acquired by another user so they can further process the service.

1. Navigate to **Services** → **My Open Services** view.
2. The results display all active services assigned to you. Select the service record.
3. Select **Release**.
4. IQ will indicate the record is now queued and can be reassigned to a new user.

