

## Closing and Reopening a Service Record

**Market:** House, Senate

**Description:** These instructions teach users how to close a service record or reopen a closed service record in IQ.

Click the following link to be brought straight to the topic:

[Finding and Reopening a Closed Service](#)

### Closing a Service Record

1. Find the active service record assigned to you.
2. Select **Complete**.
3. If additional information is needed before the Service can be closed you will be prevented from closing the Service and must click **Change Data** to add the missing information.

4. Complete the information in the **Complete Service** window. Click **Save**.

Complete Service

Route Service 801613 from Process Case

Available Routes

Completed

Selected Route Information...

Route to Completion

Send Info Copies

Closing Note...

Closed Status Code...

<

>

ID#801613  
Row 5



Save

Close

[Top of page](#)

## Finding and Reopening a Closed Service

**Note:** You must have specific security permissions to reopen a closed Service. Talk to your IQ Consultant if you don't have permission and need it enabled.

1. Search for your closed service record.
2. Select either  in the detail record in the bottom left corner, or  next to the service name in the list view of your services.
3. Select **Reopen**.
4. In the Reopen Service window, select **Reopen** → **Save**.

### Reopen Service

☒ Reopen ☐ Change Status