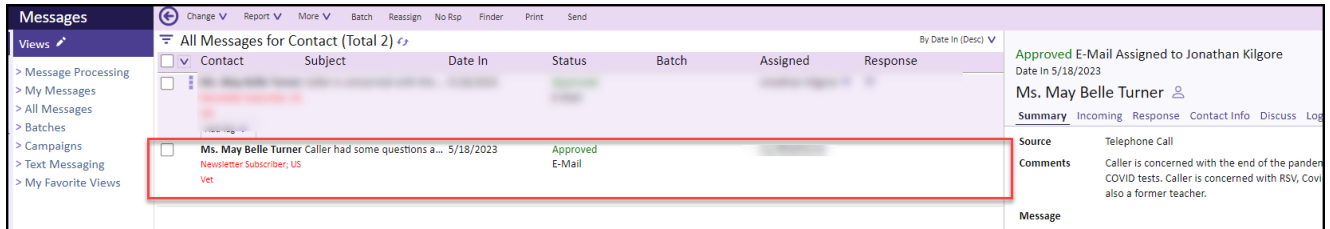


Attaching a Message to an Existing Service

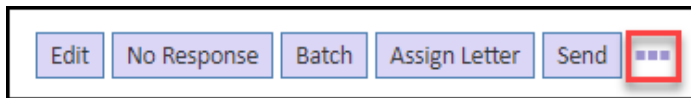
Market: House, Senate

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

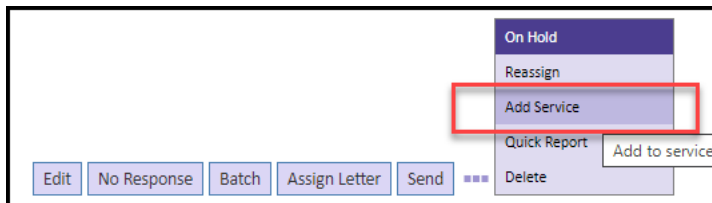
1. From within the **Messages** application, navigate to the message.



2. In the Message detail window, click the .



3. Select “Add Service.”



4. 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 #5028376

Please select an option

☒ Attach to Existing Service
☐ Add to New Casework
☐ Add to New Tour Request
☐ Add to New Flag Request (Web - Pay.gov)

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 #5016850

Please select an option

☐ Attach to Service Flag Request (Web - Pay.gov)(#801639) for Jack Quorum
☐ Attach to Service Casework(#801630) for Jack Quorum
☐ Attach to Existing Service
☐ Add to New Casework
☐ Add to New Meetings
☐ Add to New Flag Request (Web - Pay.gov)
☐ Add to New Military Academy Nominations

- 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 #5028375

Find Existing Service

Search For

Turner

Ms. May Belle Turner

#801789

Incomplete Address

Type: Casework

Opened: 5/30/2023 by Joy Betaharon

Codes: U.S. Citizenship and Immigration Services USCIS

Continue

Back

Cancel