

Course Summary

Course Duration

90 min

Audience

All IQ Users

Method of Training

WebEx/remote

Market

House, Senate

Customer Service

US Senate email:
helpdesk_iq@scc.senate.gov

General Support Email:
support@IQservicedesk.com

Live Chat support available
within IQ
703-206-0188
Monday –Friday
7 AM to 7 PM (EST)

**Extended Hours vary by
contract.*

Website

www.intranetquorum.com

Document Revision Date:

December 2020

Training Agenda

Course: Introduction to IQ

This is an introductory-level course and is a pre-requisite course for new users of the IQ Tool.

1 Introduction

What is IQ?
Overview of Menus, Icons
Overview of Reports

2 User Profile and Settings

Setting Preferences
Setting Shortcuts
Setting Favorites
Using History Log
Using Help Center

3 Search

Conducting Basic Search
Conducting Advanced Search

4 IQ Records

Creating a Contact Record
Creating a Message Record
Creating a Service Record
Creating an Events Record
Using the List, Analyze and Map features

5 Library

Managing Library Files and Folders
Version Control
Using the Opinion Center

6 Wrap-Up