

## Course Summary

**Course Duration**

30 min

**Audience**

All IQ Users

**Method of Training**

WebEx/remote

**Market**

House, Senate

**Customer Service**

US Senate email:  
[helpdesk\\_iq@scc.senate.gov](mailto:helpdesk_iq@scc.senate.gov)

General Support Email:  
[support@IQservicedesk.com](mailto: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](http://www.intranetquorum.com)

**Document Revision Date:**

December 2021

## Workshop Agenda: Managing Contacts

### DESCRIPTION

This course is intended to teach the user how to create and manage contact records in IQ.

### OPTIONAL

To enhance the learning experience of this virtual training, participants may follow the instructions provided in the presentation by logging into their IQ account using an additional workstation.

Since the training session is a LIVE demonstration, please keep in mind that technical issues unrelated to the course may need to be addressed outside the session by an Office IQ Consultant.

### 1 Agenda

Creating Contact Records

Understanding Contact Record Details

Searching for Contacts

Managing Duplicates

Merging Contacts

### 2 Wrap Up