

Course Summary

Course Duration

60 min

Audience

All IQ Users

Method of Training

WebEx/remote

Market

Federal/State/Local, House, Senate

Customer Service

US Senate email:
helpdesk_iq@scs.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:

January 2022

Course Agenda: Introduction to IQ4

DESCRIPTION

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

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 Introduction

Terminology

What is IQ?

Overview of Tiles, Menus, Icons

2 User Profile and Settings

Setting Preferences

Setting Shortcuts

Setting Favorites

Using History Log

Using Help Center

3 IQ Records

Creating a Contact Record

Creating a Message Record

Creating a Service Record

Creating an Events Record

Creating an Opinion Record

4 Tips and Techniques

Using the List, Analyze and Map features

5 Wrap-Up