

Login

Why can't I log in to iQ?

For a smoother login process, please keep in mind:

- By default, your username is your email address
- If you are using a bookmark to access iQ, please ensure that the URL is set to <https://www.accessmyiq.com>

What if I've forgotten my password or my account is locked?

After you enter your username, click on the **Trouble Signing in** link beneath the password input field. Follow the instructions to **reset your password***. You will need access to your email to complete the necessary steps. Check your spam or junk folder for emails from no-replyiq@accessmyiq.com if you don't receive the email in your inbox.

*The temporary password emailed to you contains a trailing space which can accidentally be selected when copying and pasting from the email. Please be aware that the trailing space is not a part of your password.

General

What is iQ?

iQ is our latest generation payments self-service and reporting platform. It's a one-stop portal where you can view and act upon your payments data to assist in making more informed business decisions.

Can multiple users access iQ?

Absolutely. iQ is completely customizable for the way you do business. You can also control administrative functions such as user set-up and employee profile.

Technical

Are there any browser requirements?

You can access iQ on the following browsers: **Chrome™ 88+**, **Firefox® 64+**, and **Edge**. We aim to support the last three major releases of the most popular browsers, as well as any other browsers that are frequently used to access iQ. You must have JavaScript™ enabled in your browser for iQ to work properly. Your browser needs to be TLS1.2 compliant.

What if I need support?

Search for an answer on **Knowledge365**, our robust iQ knowledge base which is accessible via the help link in the top navigation bar. If you require additional support or need help logging in, please contact the number shown on your billing statement.