



# iQ Frequently Asked Questions (FAQs)



**Q: What is iQ?**

**A:** iQ is our latest generation payments reporting and customer data platform. It's a one-stop portal where you can view and act upon your transactional information so you can make more informed business decisions.

**Q: Are there any browser requirements for iQ?**

**A:** You can access iQ on the following browsers: Internet Explorer® 9+, Firefox® 34+, or Chrome™ 56+. Our goal is to support at least the last three major releases of the most popular browsers, as well as any other browsers that are frequently used to access iQ.

*Notes:* You must have JavaScript™ enabled in your browser in order for iQ to work properly (this is on by default for all major browsers). Your browser needs to be TLS1.2 compliant.

**Q: Can I receive notifications via text message?**

**A:** Yes. Simply check the alerts you would like to receive via text and provide the mobile number you'd like to use.

**Q: Can multiple users access iQ?**

**A:** 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 settings.

**Q: What are iQ's password requirements?**

**A:** Passwords must adhere to the following requirements:

- Must be between 8 and 24 characters in length
- Must contain at least 5 unique characters
- Must contain at least one uppercase letter, one lowercase letter, and one number

*Note:* Your iQ password expires every 60 days, and must be reset. When you have 7 days left to set a new password, you will begin receiving on-screen alerts.

**Q: How do I make changes to my own account – such as name or phone number?**

**A:** Click on the user silhouette icon, which appears at the top right of all iQ screens. Then, click on your name. You'll see your User Profile, from which you can edit your first name, last name or phone number. All of the other fields on this screen are read-only; if an update is needed, you'll need to contact your Administrator.

**Q: I've forgotten my password; how do I initiate a password reset for myself?**

**A:** Click on the "Forgot Password" link on the log-on page to initiate a change password request. You will need to correctly answer the security questions you have set before you can change your password.

**Q: What do I need to do if I get locked out of my account?**

**A:** If you're locked out of your account due to too many bad password attempts, you will need to contact your Administrator to get your account unlocked.

## General iQ Troubleshooting Tips

If you are experiencing system errors or are having problems with iQ that are not listed in the in-system Help content, FAQs or other guides, please attempt the following:

- **Check browser compatibility:**
  - [www.accessmyiq.com](http://www.accessmyiq.com) is compatible with IE 8+, Firefox 34+ or Chrome 36+. Our goal is to support at least the last three major releases of the most popular browsers, as well as any other browsers that are heavily used to access iQ. Please note that you must have JavaScript enabled in your browser in order for iQ to work properly. (This is on by default for all major browsers.)
- **Clear cache/cookies:** Sometimes users may experience issues with the portal because of an error with their browser's cookies or cache. Clearing the Browser cache and cookies can solve many problems. Please see the below instructions if you are unsure of how to clear this data in your browser:
  - **Chrome:** Navigate to `chrome://settings/clearBrowserData` or open Chrome's settings and navigate to Clear Browsing Data. Select "All Time" as the time range and make sure cache and cookies are checked. Click clear data, and try signing into iQ again.
  - **Firefox:** Open the History menu (if the menu bar is unavailable, press ALT) and select Clear Recent History. Select "Everything" from the dropdown menu and make sure cache/cookies are selected. Click clear now and try signing into iQ again
  - **IE 11:** Select Tools -> Safety -> Delete browsing history. Make sure to uncheck the "Preserve Favorites Website Data" if you are presented with that option, and select "Temporary Internet Files" and "Cookies." Click Delete and try signing into iQ again.
- **"500" error** *If you are experiencing a '500' error and have already tried the steps above, then iQ is likely experiencing an internal error. In these scenarios, it is advised to wait several moments and try again.*

*If you have any other questions that are not covered in this document, check our robust online Help area, our detailed How-To videos, sign up for a live training session, or contact us at [support@accessmyiq.com](mailto:support@accessmyiq.com).*