

## Course Agenda: Managing Messages in IQ

### Course Summary

**Course Duration**

90 min

**Audience**

Congressional Legislative Team or IQ users who manage an office’s mail correspondences

**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@IQservicesdesk.com](mailto:support@IQservicesdesk.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:**

March 2021

DESCRIPTION
<p><b>Pre-requisite: New users of the IQ Tool are recommended to take the <i>Introduction to IQ</i> course prior to attending this course.</b></p> <p>This content of this course is focused on the activities and features associated with the <i>Messages</i> module of the IQ Tool.</p>
OPTIONAL
<p>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.</p> <p>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.</p>

### 1 Introduction

Overview of Homepage Tiles

### 2 IQ Mailboxes

Bill Related Messages  
 Advocacy Messages  
 Individual Messages

### 3 Batching

Setting Batches for Advocacy Mail, Bills, and Individual Mail

### 4 Advanced Features

Using the Ready to Send Tile  
 Utilizing the Task Tile  
 Generating Reports

### 5 Wrap Up