

Course Summary

Course Duration

60 min

Audience

Schedulers/ Event Managers or IQ users who manage an office’s calendar of events.

Method of Training

WebEx/remote

Market

House, Senate

Customer Service

US Senate email:
helpdesk_iq@scc.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:

December 2020

Training Agenda
Course: Events Management

This course will teach the user how to create and manage events in IQ.

1 Introduction

What are Events?
Overview of Events Menus

2 Event Preferences

Setting a Default End Time

3 Create an Event

New Events
Recurring Events
Unscheduled Events
Quick Events

4 Search/View Events

Search Events
View Calendars
Switch Calendars

5 Attaching Contacts and Services

Purpose
Attach Contacts to Event
Add Existing Service to Event
Attach New/Existing Events to Service

6 Event Reports

Locating Event Reports

7 Wrap-Up