

Course Summary

Course Duration

30 min

Audience

All IQ Users

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@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:

March 2021

Workshop Agenda: IQ Outlook Add-in

DESCRIPTION

Office Staff often receive emails from constituents in their outlook mailboxes. These emails would be great to have in IQ and that’s exactly what the IQ Outlook Add-in allows users to do.

In this workshop, users learn to select emails and send them straight to IQ as their own message records, how to add events straight from Outlook into IQ, and how to create contact records and services from outlook emails/contacts.

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 Agenda

What is the Outlook Add-in?

How to send Outlook emails straight to IQ

How to send Outlook emails to services/events

How to create contacts and events from Outlook

Utilizing the Drag and Drop Outlook add in

2 Wrap Up