

## Login to IQNavigator Application

### Login to IQNavigator web-based application:

- 1 Access the IQNavigator system at [www.iqnavigator.com](http://www.iqnavigator.com) in the web-browser URL field.
- 2 Select **IQNAVIGATOR LOGIN** (upper right hand corner of the screen)



- 3 Enter **Username** and **Password** (case sensitive). Passwords must be a minimum of eight characters in length and contain at least one non-alpha character. Users will be prompted to change passwords every 90 days for heightened security. Select **enter** to display the IQNavigator Dashboard.
- 4 If you forget your password select the blue hyperlink, [Forgot your password? Click Here.](#) You will be brought to the forgot password screen, enter in your user name and email address, and select submit. A temporary password will be emailed to you.



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### Login to the IQNavigator Support Console:

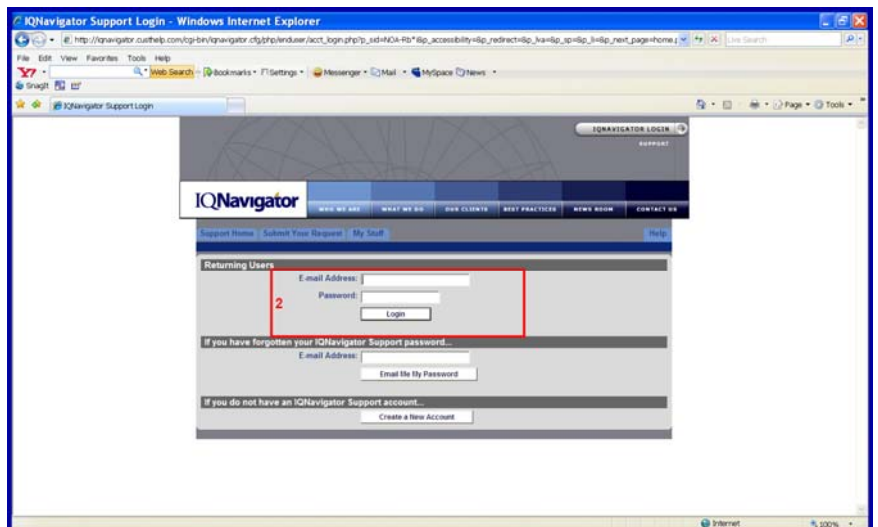
- 1 To access customer support, from the Login screen click on the [application support](#) hyperlink to create an account to log IQN application issues or questions to be sent to the Customer Support team. You will receive an immediate response.

-OR-

Click on [iqcustomerservice@iqnavigator.com](mailto:iqcustomerservice@iqnavigator.com) to email any questions to Customer Support, or phone the Customer Support help desk at 1-877-706-4393 to speak with a CS representative.



- 2 You will be brought to the Support Login page. Fill out the appropriate information. If you are a new user create a new account, for returning users enter in email address and password.



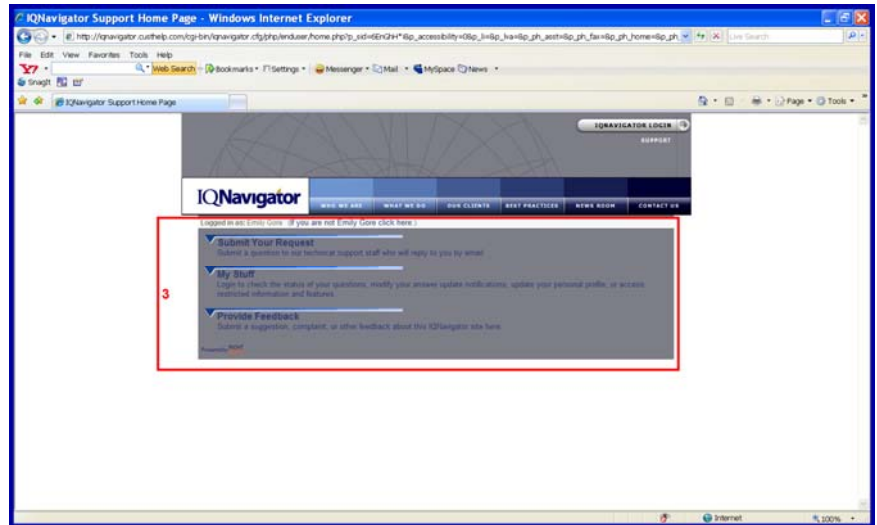
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- 3 Once logged into support, choose from the following actions.

To create an incident in the system click 'submit your request'

To check on the status of questions click on 'my stuff'

To provide feedback or submit general comments, select 'provide feedback'



- 4 Enter in the request details. From the drop-down field select the category, product, and the priority level of the incident.

- 5 Next enter the subject of the question as well as the question in the fields provided.

- 6 Documents can be attached to this incident by browsing and attaching the files.

- 7 Once the form is complete, click the 'submit request' button at the bottom of the form.

