

Frequently Asked Questions

Run your business, better

Q: What is iQ?

A: iQ is our latest generation payments self-service and reporting platform. It's a one-stop portal where you can view and act upon your payments data to assist you in making more informed business decisions.

Q: Are there any browser requirements for iQ?

A: You can access iQ on the following browsers: Chrome™ 88, Firefox® 64+, and Edge. 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 one uppercase letter, one lowercase letter, and one number
- Must be different than the last 5 previous passwords
- The following special characters may be used: -!@#\$%^&*()_+

Note: Your iQ password expires and must be reset every 60 days.

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, email address and phone number. You can also manage your Alert preferences from the Manage Alerts tab. Any changes to your access must be requested from your Administrator.

Q: What if I've forgotten my password or I think my account is locked?

A: Click on the "Reset Password" link on the log-on page to initiate a password reset or to unlock your account. You will need access to your email to complete the necessary next steps. Check your spam or junk folder for emails from no-reply-iq@accessmyiq.com if you don't receive the email in your inbox.

If you are experiencing issues logging in, we are always available to help at support@accessmyiq.com. For any questions post login, check our robust online Help area, our detailed How-To videos, or sign up for a live training session all available from the login screen.

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