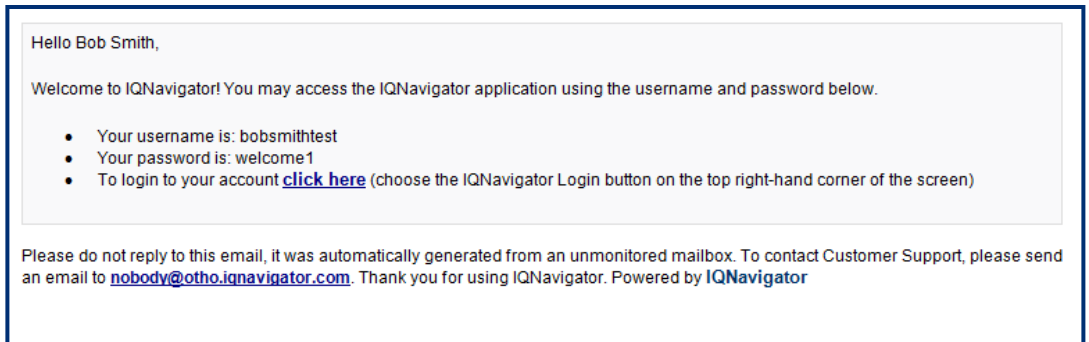# JOB AID: IQNavigator First Time Users Login

This job highlights the key steps for users logging into the application for the first time.

All new users for IQNavigator will receive an email with "Welcome to IQNavigator" in the subject line from email_bouncebacks@iqnavigator.com. This email will contain a username and password along with a link to the IQNavigator website

Hello Bob Smith,

Welcome to IQNavigator! You may access the IQNavigator application using the username and password below.

- Your username is: bobsmithtest
- Your password is: welcome1
- To login to your account **click here** (choose the IQNavigator Login button on the top right-hand corner of the screen)

Please do not reply to this email, it was automatically generated from an unmonitored mailbox. To contact Customer Support, please send an email to nobody@otho.iqnavigator.com. Thank you for using IQNavigator. Powered by **IQNavigator**

To login for the first time, users should follow the instructions below:

1. The user will need to click the URL and navigate to the website where they will input the username and password.

If you have questions or require assistance with the new application please call theIQNavigator Customer Service Desk at 1-877-706-4394 or send an e-mail to iqcustomerservice@iqnavigator.com.

2. Then the user will need to accept the end user license agreement by clicking Yes. If this agreement is not accepted, the user will not be able to access the application.

3. The user will be prompted to change their password. After a new password is created, the user must click Save Changes and then they will have system access. At this point, the password provided in the original email will be invalid.

If you have questions or require assistance with the new application please call the IQNavigator Customer Service Desk at 1-877-706-4394 or send an e-mail to iqcustomerservice@iqnavigator.com.