

Installing and Uninstalling IQ Outlook Add-In

Market: Federal/State/Local, House, Senate

Description: These instructions teach users how to install IQ Outlook Add-In, which allows integration between MS Outlook and IQ4.

Click the following link to be brought directly to the subtopic:

Uninstalling the Outlook Add In

Configuring IQ Outlook Add In

In order to install the IQ Outlook add-in, you will first need to log into IQ through **Microsoft Edge**. You will then need to locate the **shortcuts** menu on the top right of your home page and click it.

(? €)	\star 😟 Shortcuts ^	~
' Boar	Dashboards Announcements	
	Alerts	
	Downloads	

A drop-down menu will appear. Select the **Downloads** option and a new window will open.

IQ Downloads and Installs	
Description	
IQ Drag and Drop for Outlook Adds drag and drop support to Microsoft Outlook to drag attachments directly from Outlook messages to IQ browser attachments dialogs. Close Outlook before installing.	Install 32-bit Installer (for older PC's)
IQ Outlook Add-in v. 4 for Outlook 2016+ Adds support to Microsoft Outlook to create IQ Contacts, Services, Messages and Events directly from Outlook message or calendar records. The IQ Outlook Add-in requires these prerequisites: • Microsoft .Net 4.0 runtime - install through Windows Update. • Microsoft Visual Studio 2010 Tools for Office Runtime	Install
IQEdit Allows library files to be transferred directly between IQ and your computer.	Install

Select the option for IQ Outlook Add-in v. 4 for Outlook 2016+. Click Open on the pop up.



A new window will open. Select the **install** option. After doing so the add-in will install automatically. Wait a few moments for the installation to finish.



Once installed successfully, **close** the confirmation window.



If you had **Outlook open** prior to the installation, you will need to **close and relaunch Outlook** in order for the add-in to show up.

Navigate the top menu and locate the IQ Add-in option.

After selecting the add-in option, you should see a **configure and settings** option. Select **Configure**.



You will now see a screen as shown below.

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Q IQ Configuration and Authentication	
IQ Web Server Path IQ Account TRAINING2	~
IQ Login	
Using IQ User ID and Password	_
IQ User ID IQ Password	
O Using IQ Single Sign-on (Windows Credentials)	
Using IQ User ID and Authentication Token Request Token Email Address	
IQ User ID	
Token	
✓ Log Into IQ Automatically	
Alternate Network Credentials to IQ Web Server	
Domain	
User ID	
Password	
3 Proxy Server Path	
Test Connection to IQ OK	Cancel

The **IQ Web Server Path** should auto populate for you. Select the drop-down menu for **IQ Account** and select the appropriate account. If the option is **blank** you will need to talk to your IQ Consultant or our Customer Service Center for assistance.

You have three different ways to log into IQ through this screen:

- Using IQ User ID and Password
- Using IQ Single Sign-On
- Using IQ User ID and Authentication Token

If neither Using IQ User ID and Password and Using IQ Single Sign-On work for you, choose the Using IQ User ID and Authentication Token option to log in.

If selecting the Using IQ User ID and Authentication Token option for log in:

Email Address	
IQ User ID	
Token	

Verify that your email is listed and select Request Token.

A new window will open

🔁 IQ - Request User Login Authorization Token	-	×
IQ Outlook Add-in Access Token		
IQ Add-in Configuration		
User Login ID: IQ Account ID: IQ Path: User Email Confirm Information and Request Access Token		

Verify that the User Login ID, IQ Account ID, IQ Path, and User Email are all correct and select the Confirm Information and Request Access Token option. You will then get another screen with additional token information.



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Select the **Configure IQ Outlook Add-in to Use the Token** option. After selecting the option, you will see that the information is auto filled in the previous **Using IQ User ID and Authentication Token** window.

O Using IQ Single Sign-on (Windows Credentials)						
Using IQ User ID and Authentication Token Request Token						
Email Address						
IQ User ID 🛑						
Token	•••••					

Verify that the fields now have information in them and select **Test Connection to IQ** at the bottom left of this window. After doing so, you will receive a small window that states the information is valid if everything is entered correctly.

Using IQ User ID	and Authentication Token	Request Token
Email IQ Out	look Add-in	×
IC		
IQ acce	ess and credentials appears val	lid!
Log Into	ОК	c
Alternate Network Cred	lentials to IQ Web Server	
Domain	us	
User ID		
Password		
Proxy Server Path		
Test Connection to IQ]	OK Cancel

When you receive the notification that the credentials are valid, you can now select **OK**. You can now click the **OK** option next to the cancel button to verify and proceed. (**IMPORTANT:** click **OK** only one time and wait a few seconds for it to load. Multiple clicks may cause the window to error out).

When successful you will now see different options available. You should see Log Out of IQ, Settings, Ready status, and the IQ Upload options available.



You have now successfully installed the IQ Outlook Add-in.

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Top of Page



Uninstalling the Outlook Add In

Click the **Search Bar** at the bottom left of your windows screen and type **Control Panel**. Select **Control Panel**.



A window named **All Control Panel Items** will open. If the window is in the **View by: Small Icons** format, select **Programs and Features.**

All Control Panel Items					_	Х
$\leftarrow \rightarrow \ \ \ $	All Control Panel Items >	~	5			Q
Adjust your computer's setting	S			View by:	Small icons 🔻	
a Administrative Tools	📑 AutoPlay	🐌 Backup and Restore (Windows 7)	RitLocker Drive Encryption			
Color Management	Credential Manager	👚 Date and Time	🐻 Default Programs			
📇 Device Manager	🕫 Devices and Printers	DTS Audio Control	🕲 Ease of Access Center			
File Explorer Options	🕢 File History	A Fonts	🔒 Indexing Options			
🔂 Internet Options	📖 Keyboard	🧼 Mail (Microsoft Outlook)	Mouse			
Network and Sharing Center	📰 Phone and Modem	Power Options	Programs and Features			
Recovery	🔗 Region	🐻 RemoteApp and Desktop Connections	陀 Security and Maintenance			
📢 Sound	🌡 Speech Recognition	Storage Spaces	🔇 Sync Center			
👱 System	🖳 Taskbar and Navigation	📧 Troubleshooting	🍇 User Accounts			
P Windows Defender Firewall	Work Folders					

If the window is in the View by: Category format, select Uninstall a program under the Programs option.



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After selecting the option, you need now see a window with a list of all your programs. Locate the **IQ Outlook Add-in v. 4.0 beta for Outlook 2016 or 2019** program.

o	Programs and Features - X							
÷	🗧 🔶 👻 🛧 🖬 > Control Panel > All Control Panel Items > Programs and Features 🗸 🗸 Search Programs and Features							
Control Panel Home Uninstall or change a program								
	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.					
Ŷ	Turn Windows features on or							
	off	Organize 🔻						· ?
	Install a program from the network	Name	Publisher	Installed On	Size	Version		^
		Adobe Acrobat Reader DC	Adobe Systems Incorporated	10/20/2021	555 MB	21.007.20099		- 1
		■ AtHocGov	AtHoc Inc.	6/27/2018	2.36 MB	6.2.4.272		
		🏧 Axon Agent	Tripwire, Inc.	11/9/2020	168 MB	3.10.0.584		
		BigFix Client	HCL Technologies Ltd.	10/20/2021	29.0 MB	9.5.17.94		
		🕙 Cisco AnyConnect Secure Mobility Client	Cisco Systems, Inc.	11/17/2021	5.85 MB	4.10.03104		
		💽 Cisco Webex Meetings	Cisco Webex LLC	10/20/2021	406 MB	41.8.5.6		
		📀 Google Chrome	Google LLC	10/29/2021	76.3 MB	96.0.4664.45		
		📧 IQ Drag and Drop Add-in 64bit	Leidos Digital Solutions, Inc.	11/9/2020	2.78 MB	2.0.0		
		IQ Outlook Add-in v. 4.0 beta for Outlook 2016 or 2019	Leidos Digital Solutions Inc.	11/22/2021		4.0.0.16		
		📣 IOEdit (64-bit)	Leidos	11/16/2021	93.2 MB	1.0.0.8		

Either click the program and **Select the Uninstall option**, or right click the program and select **Uninstall.**

Organize 🔻 Uninstall				
Name	Publisher			
🔑 Adobe Acrobat Reader DC	Adobe Systems Incorporated			
■ AtHocGov	AtHoc Inc.			
Avon Agent	Tripwire, Inc.			
BigFix Client	HCL Technologies Ltd.			
🔇 Cisco AnyConnect Secure Mobility Client	Cisco Systems, Inc.			
💽 Cisco Webex Meetings	Cisco Webex LLC			
💿 Google Chrome	Google LLC			
📧 IQ Drag and Drop Add-in 64bit	Leidos Digital Solutions, Inc.			
IQ Outlook Add-in v. 4.0 beta for Outlook 2016 or 2019	Leidos Digital Solutions Inc.			
🕁 lQEdit (64-bit)	Leidos			

0	Programs and Features - X								
← → × ↑ 👩 > Control Panel > Programs and Features v 🖏 Search Programs and Features									
	Control Panel Home Uninstall or change a program								
L	View installed updates	To uninstall a program, select it from the list and then	click Uninstall, Change, or Repair.						
P	Turn Windows features on or							_	
1	σπ	Organize 🔻 Uninstall				== -	?		
L	Install a program from the network	Name	Publisher	Installed On	Size	Version		^	
L		🚴 Adobe Acrobat Reader DC	Adobe Systems Incorporated	10/20/2021	555 MB	21.007.20099			
L		■ AtHocGov	AtHoc Inc.	6/27/2018	2.36 MB	6.2.4.272			
L		🏧 Axon Agent	Tripwire, Inc.	11/9/2020	168 MB	3.10.0.584			
L		BigFix Client	HCL Technologies Ltd.	10/20/2021	29.0 MB	9.5.17.94			
L		🕙 Cisco AnyConnect Secure Mobility Client	Cisco Systems, Inc.	11/17/2021	5.85 MB	4.10.03104			
L		💽 Cisco Webex Meetings	Cisco Webex LLC	10/20/2021	406 MB	41.8.5.6			
L		📀 Google Chrome	Google LLC	10/29/2021	76.3 MB	96.0.4664.45			
L		IQ Drag and Drop Add-in 64bit	Leidos Digital Solutions, Inc.	11/9/2020	2.78 MB	2.0.0			
L		IQ Outlook Add-in v. 4.0 beta for Outlook 2016 or 2019	Leidos Digital Solutions Inc.	11/22/2021		4.0.0.16			
				11/16/2021	93.2 MB	1.0.0.8			
		All the second secon	15 50 5	C (07 (0040	400 1/0	6200			

A confirmation window will open. Select **OK** to confirm the uninstallation.

		Adobe Systems Incorporated AtHoc Inc.	10/20/2021 6/27/2018	555 N 2.36 N	1B 1B	21.007.20099 6.2.4.272
	Microsoft Office Customization Installer X					3.10.0.584
					в	9.5.17.94
lity Client		Are you sure you want to remove this customization (IO			B	4.10.03104
		Outlook Add-in v. 4.0 beta for Out	look 2016 or 2019) from	B	41.8.5.6
		this computer?			B	96.0.4664.45
					B	2.0.0
r Outlook 20			ок с	ancel		4.0.0.16
					В	1.0.0.8

You have now successfully removed the IQ Outlook add-in from Outlook.

Top of Page