



IQ TECHNOLOGY SUPPORT

These are general guidelines for iQ Tech Support contact.

Following these recommendations will provide a strong foundation to support you, our customer, and resolve any challenges you are facing.

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KNOWLEDGE BASE WEBSITE

For additional support documentation, including instruction guides for using our iQ Technology software portal, you may access our Knowledge Base website.

<https://iqtech.zendesk.com/hc/en-us>

This website includes:

- Troubleshooting
- Software Features / Instructional guides
- Machine Features
- Additional Resources
- Machines Reconfiguration
- FAQ

For additional assistance, you may Submit a Request for Support by Email.

1. Click on **SUBMIT A REQUEST**
2. Select:
 - **IQ TECH SUPPORT** – for software or vending machine support
 - **FEATURE ENHANCEMENT OR BUG** – to request software features or report an issue
3. Complete all required fields
4. In the **ADDITIONAL INFORMATION** field, please provide a detailed description of the issue
 - What is happening vs what you expect to happen
 - Steps to recreate the issue
 - Steps you have tried to resolve the issue
 - Videos/pictures of the issue occurring
5. Click **SUBMIT**

Contact us:

Website: <https://idsvending.com/> **E-mail:** support@iqtechportal.com **Phone:** 515-271-8510



SUPPORT BY EMAIL

Email address: support@iqtechportal.com

You may email iQ Tech Support directly, which will create a ticket in our system and begin a channel of communication.

When submitting your ticket, please provide as much detail as you can. This will give iQ Tech more to work with and allow us to eliminate possible options before responding.

What to include in your Support email:

- State what type of assistance you are requesting:
 - How to support
 - Troubleshooting issues
 - Technician request
- Detailed description of the issue
 - What is happening vs what you expect to happen
 - Steps to recreate the issue
 - Steps you have tried to resolve the issue
 - Videos/pictures of the issue occurring
- Machine serial number (if machine related)
- If you are in front of the machine or on the web portal and are looking for immediate assistance, please call iQ Tech Support, see [Phone Support](#)

IQ TECH PORTAL

You may submit support requests via your iQ Tech Account. To submit a request:

1. Click on **ISSUES**
2. Click **ADD NEW**
3. Complete the information required, including:
 - Control Board Serial Number. This can be found on the **MACHINE** page of your account. If you cannot locate this number, please enter **UNKNOWN**
 - Frequency of Issue (optional)
 - Type of Issue (optional)
 - Type of Solution (optional)
 - Please provide further details about your issue. This should include:
 - What is happening vs what you expect to happen
 - Steps to recreate the issue
 - Steps you have tried to resolve the issue

Contact us:

Website: <https://idsvending.com/> **E-mail:** support@iqtechportal.com **Phone:** 515-271-8510



PHONE SUPPORT

You may contact iQ Tech for phone support if you are at the machine or on the web portal and are looking for immediate assistance.

Phone: 515-271-8510

Hours: Monday – Friday 8am – 4:30pm CT

When calling, please note:

- Reaching out to the correct support team reduces the time for response:
 - Questions or issues with the web portal or machine – **iQ Tech Support**
Email: support@iqtechportal.com
Phone: 515-271-8510
 - Questions or issues about orders, delivery, installs, etc – **IDS Support**
Email: support@idsvending.com
- You should not call team members directly, unless specifically requested. Calling our iQ Tech Support line will ensure you receive timely assistance
- If Support reps are not available during your call, please leave a detailed voicemail including:
 - Full name
 - Call back number
 - Email address (if iQ Tech is unable to reach you during a callback, an email will be sent)
 - Call outs cannot always be completed due to timing and the customer no longer being at the machine or available

BOOK A MEETING

For questions regarding the software or machines, you may schedule a meeting with one of our Software Support Specialists by accessing the link below.

[Click Here to Book a Meeting](#)

Session Details:

- Platform: Microsoft Teams
- Duration: 30 min

Once your meeting is scheduled, you will receive a Teams meeting link. You may forward this link to whomever you would like to attend the meeting.

Contact us:

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