The Clicky Click

IQS has gremlins and sometimes it appears everything is good but a qualification won’t show up in IROC. If this happens, nine times out of ten, doing the “clicky click” will fix the problem. I recommend doing this while on the phone with GPC – they will know quickly if it worked. If this doesn’t fix the problem, I will need to take a look.

1. Log into IQS and select the person with the issue.
2. On the Person/Organization page click on Certifications in the upper right hand corner.
3. Making sure you are on the qualifications tab, find the qualification not showing in IROC and click on the edit button (in blue box).
4. This will open the following screen:
5. Unclick the Integration Qualification button and click ok.
6. Repeat step 3 and reclick the Integration Qualification button and press ok.
7. This resends the qualification to IROC and GPC should now be able to see it.