iQ submit to order issue resolved

DEALER BULLETIN xx-20

June 2, 2020

Katie brekke, Sr Contact Services Manager

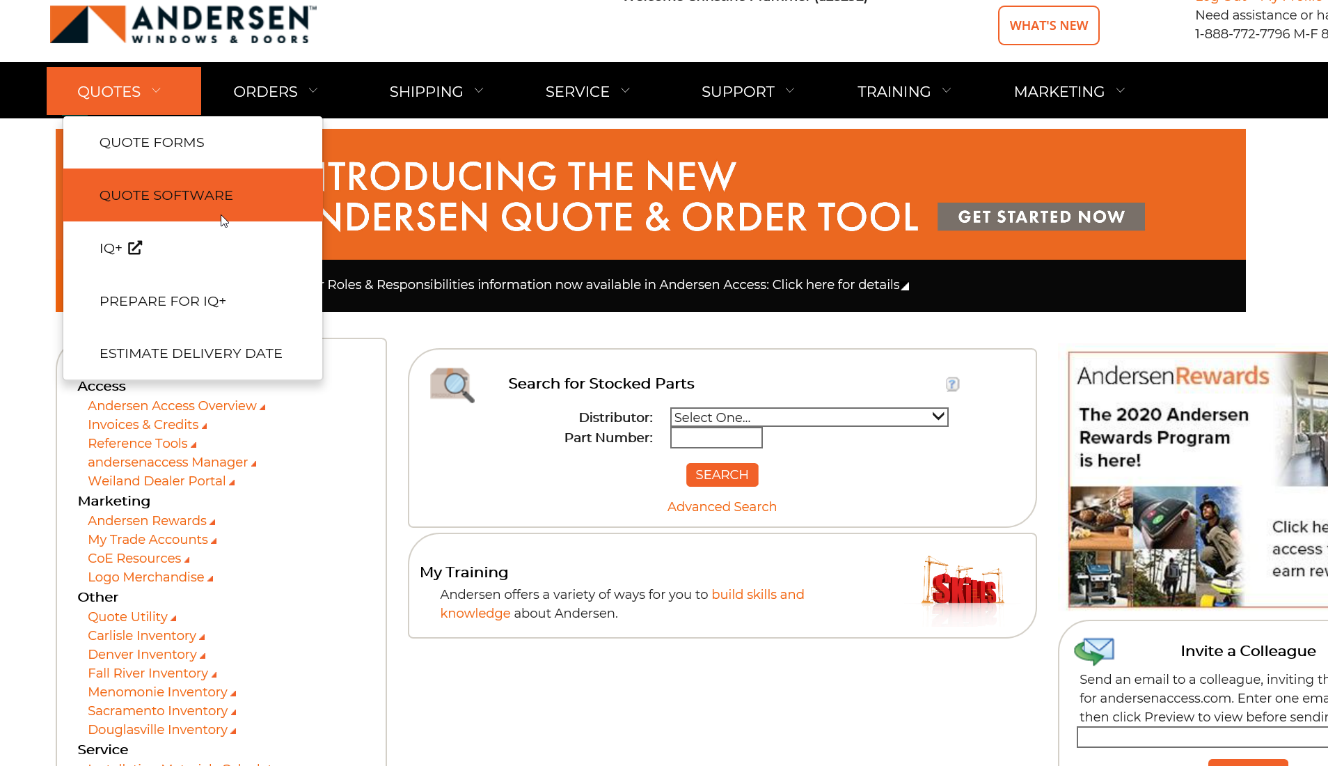
On Monday, June 1st, Andersen experienced an issue with the *Submit to Order* function in our iQ quoting tool.  I am pleased to report we have resolved the issue and have a fix available. To implement this fix, download the iQ patch from [andersenaccess.com](http://www.andersenaccess.com/) and update your iQ tool following the steps below.

Once you have updated your system, return to using the *Submit to Order* process to place orders from iQ.  If you have any questions, contact our Customer Service Team at 1-800-229-6091 for help.

instructions for downloading the iQ patch to update your iQ Software.

This fix will need to be done on each installation of iQ. If you run a centralized iQ platform these should most likely be done by your IT department.

1. Log into [Andersenaccess.com](http://www.andersenaccess.com/) using your credentials
2. Under the Quotes menu bar select **Quote Software**

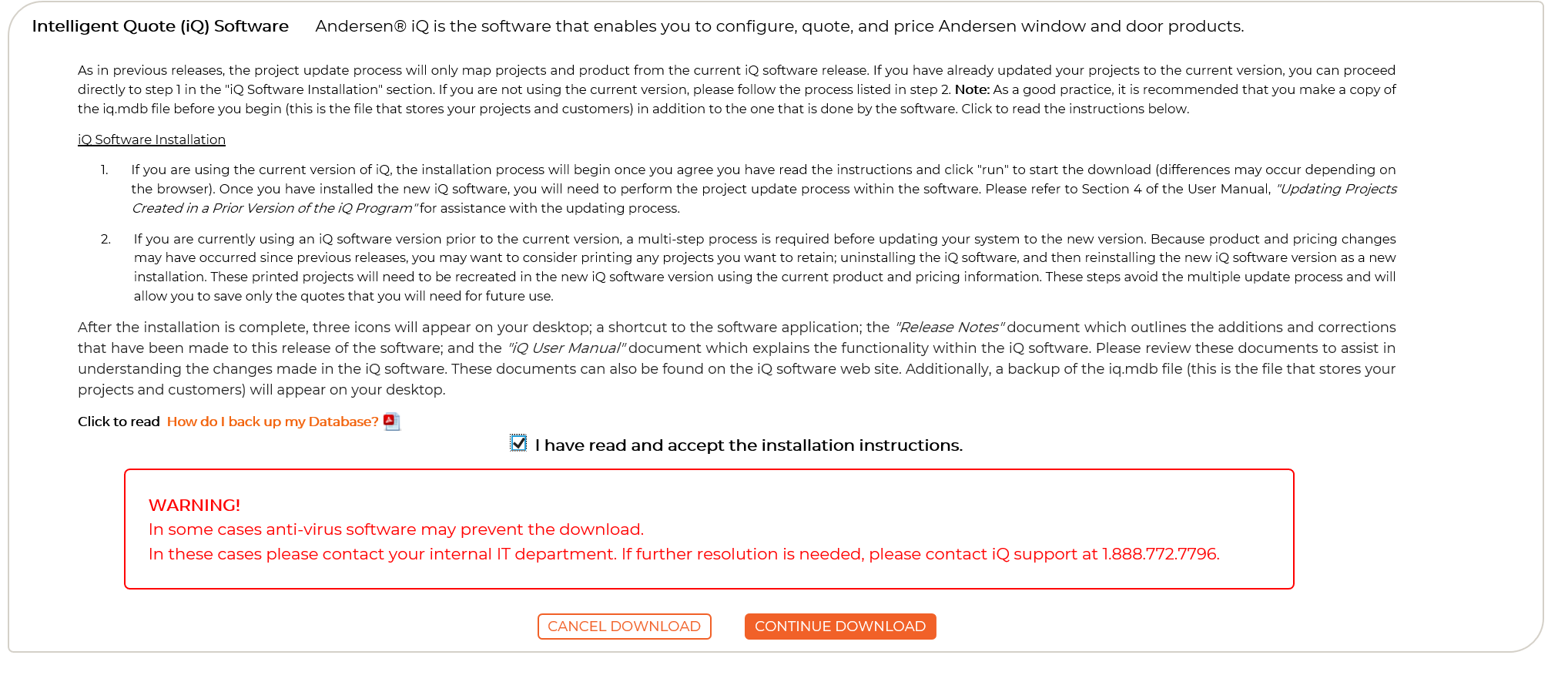


1. Click on the **06-01-20 Dealer Patch** link

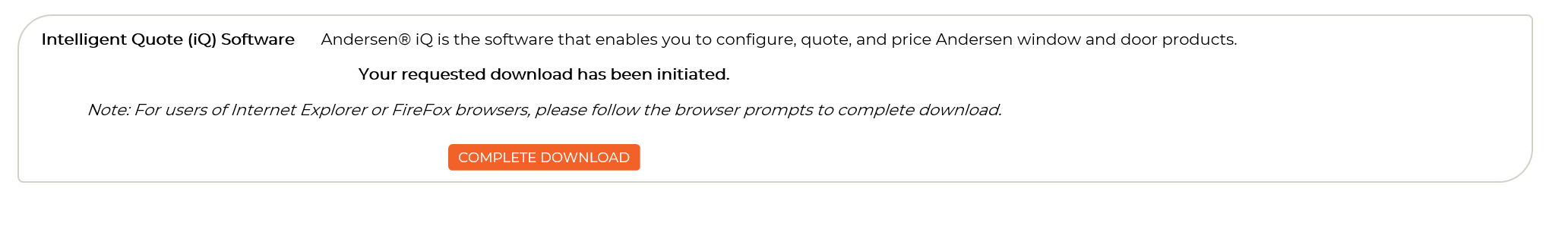
A screenshot of a cell phone

Description automatically generated

1. Click the checkbox for the **I have read and accept the installation instructions** then click **Continue Download**



1. The download will give the option where to save the downloaded file. By default, it will most likely go your **Downloads folder**. Once the download has completed click on the **Complete Download** button.



1. **Shutdown your iQ software** if it isn’t already and **locate the downloaded file and double-click on it**, this will start the installation
2. Click on **Update** to start the install and **Finish** when it has completed and then restart iQ

