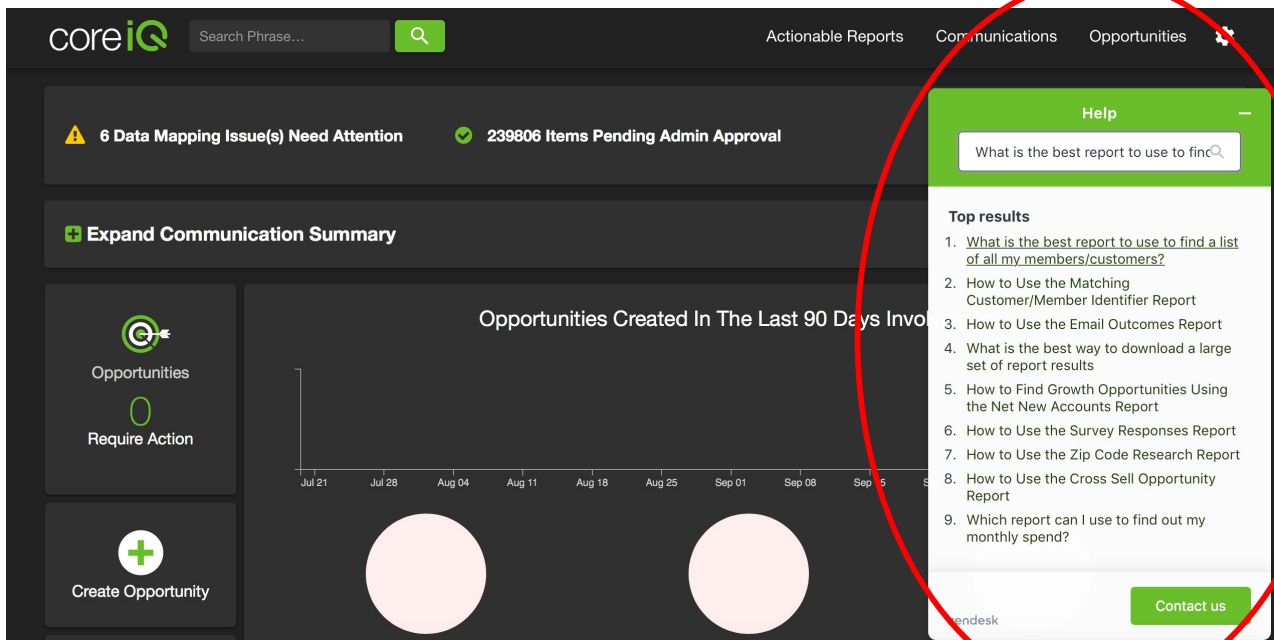
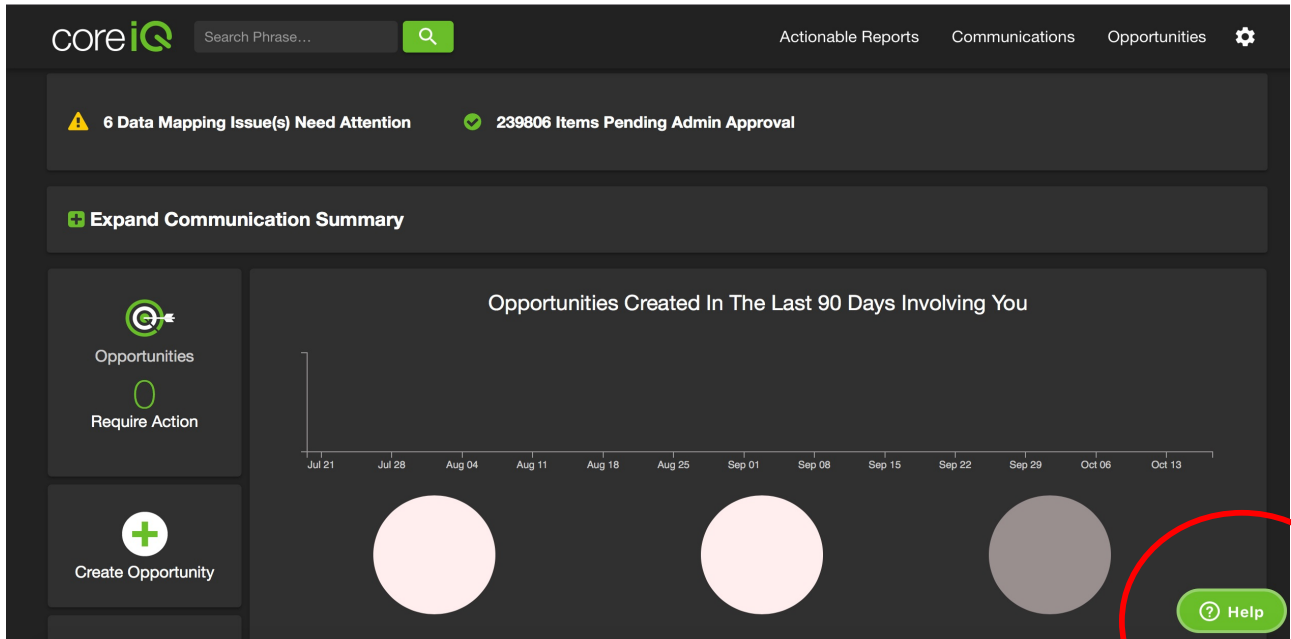


# HELP has arrived...

Easily find answers to your Core iQ questions by clicking on the green  button at the bottom of the Core iQ dashboard.



## Core iQ Articles to Commonly Asked Questions

### Logos & Branding:

**Q. How do I change an image or logo in a Core iQ email or postcard?**

<https://onovative.zendesk.com/hc/en-us/articles/360006179173-How-do-I-change-an-image-or-logo-in-a-Core-iQ-email-or-postcard->

**Q. How can I create a Logo for Core iQ in Illustrator?**

<https://onovative.zendesk.com/hc/en-us/articles/360004057853-How-to-Create-a-Logo-for-Core-iQ-in-Illustrator>

**Q. How do I update my letterhead in Core iQ?**

<https://onovative.zendesk.com/hc/en-us/articles/360009295454-How-do-I-update-my-letterhead-in-Core-iQ->

**Q. How do I create email images for Core iQ in Photoshop?**

<https://onovative.zendesk.com/hc/en-us/articles/360003581173-How-to-Create-Email-Images-for-Core-iQ-in-Photoshop>

**Q. How do I add an employee signature or photo for Core iQ print items?**

<https://onovative.zendesk.com/hc/en-us/articles/360003680154-How-do-I-add-an-employee-signature-or-photo-for-Core-iQ-print-items->

### Employee Access & Updates:

**Q. How can I manage user rights for employees in Core iQ?**

<https://onovative.zendesk.com/hc/en-us/articles/360017581133-How-to-Manage-User-Rights-for-Employees-in-Core-iQ>

**Q. How can I create and edit an Employee?**

<https://onovative.zendesk.com/hc/en-us/articles/360002709354-How-to-Create-and-Edit-an-Employee>

**Q. What do I need to do in Core iQ if any employee leaves?**

<https://onovative.zendesk.com/hc/en-us/articles/360004946113-What-do-I-need-to-do-in-Core-iQ-if-any-Employee-leaves->

**Q. Can I preview what my employees see in Core iQ?**

<https://onovative.zendesk.com/hc/en-us/articles/360003679694-Can-I-preview-what-my-employees-see-in-Core-iQ->

## Reports:

**Q. Is there a catch all report that can be used when you already know exactly who you want to pull a list of in Core iQ?**

<https://onovative.zendesk.com/hc/en-us/articles/360006944634-How-to-Use-the-Matching-Customer-Member-Identifier-Report>

**Q. What is the best report to use to find a list of all my members/customers?**

<https://onovative.zendesk.com/hc/en-us/articles/360011562894-What-is-the-best-report-to-use-to-find-a-list-of-all-my-members-customers->

**Q. How can I find conversions by Template or Timeframe in Core iQ?**

<https://onovative.zendesk.com/hc/en-us/articles/360002815714-How-to-Find-Conversions-by-Template-or-Timeframe-in-Core-iQ>

**Q. How do I use the Email outcomes report?**

<https://onovative.zendesk.com/hc/en-us/articles/360002633374-How-to-Use-the-Email-Outcomes-Report>

**Q. How do I use the Survey Responses Report?**

<https://onovative.zendesk.com/hc/en-us/articles/360012283354-How-to-Use-the-Survey-Responses-Report>

**Q. How do I use the list upload feature to import non-customers?**

<https://onovative.zendesk.com/hc/en-us/articles/360032488994-How-to-Use-our-List-Upload-Feature-to-Import-Non-Customers>

## HELP ARTICLES

### Want to know how to do something in Core iQ?

Whatever you are interested in learning how to do on the platform, our How-To area will help you find answers. From articles about our reports and campaigns, to breakdowns of the larger settings on the platform, our How-To articles are here to guide you to success. We even have lists of Admin and Retail training articles for new Core iQ users.

**CLICK THE LINKS BELOW:**



<https://onovative.zendesk.com/hc/en-us/categories/360000220653-Help-Articles>

<https://onovative.zendesk.com/hc/en-us/articles/360003281613>