

On October 21, 2020 the Med-IQ platform was changed and as either an experienced or new learner of Med-IQ programing through MAIC here is what you can expect to see:

**Better Experience and Improved Enhancements**

- **Stronger Security.** To ensure the privacy and security of your information, Med-IQ has enhanced the security of their platform to better protect against current cyber threats. With this enhancement, you will be stepped through the process of changing your passwords and will be asked to change your passwords on a more frequent basis. You will be reminded on login when your password expires to ensure a seamless experience.
- **Automated Course Reminders.** You will receive two automatic course reminders throughout the year to remind you to complete your coursework.
- **Course Views.** There will be a tab that shows the core/yearly or required courses and there will be a separate tab that shows the supplemental courses.
- **Required Courses.** Courses chosen annually by MAIC for the Risk Advantage Program will say “required” above the title of the course.

**To Start Taking Courses, Please Do The Following:**

- **MAIC Website** look to the menu on the right **Important Links** for the Online **Continuing Education link**
- **First-Time Log-In Experience.** When logging into the new platform for the first time, the learner will:
  - Log in with the same user name or email address and password that you currently use. The system will prompt you to create a new password. If you don't remember your password, you can click on the “forgot password” link, and an email will be sent to reset it.
  - Once in the program, please verify your specialty and setting. Once complete, you can access your courses. You will not see this screen again.
- **Support.** Support is always available and can be contacted by using [support@med-iq.com](mailto:support@med-iq.com) to email the Med-IQ support team or call 888.315.4356. You can also contact MAIC by emailing Lisa Galvan @ [lgalvan@team-iha.org](mailto:lgalvan@team-iha.org) or call 630.276.2694.

To ensure you receive e-mails and notifications from Med-IQ on the MAIC educational programs, please ask your IT department to consider the following:

- Place the “**@med-iq.com**” domain on your organization’s “safe senders list” (if this has not already been done).
- Add **\*.med-iq.net** to your trusted domains list.

As always, please let us know if you have any questions or if we can be of any assistance.