



# IOL Frequently Asked Questions

## How do I set my IOL screen size? This is a one-time setting.

1. Select "Customer Activities", "Log In" button and enter your Username and Password. Press the "Log On" button.
2. Select "Preferences", "Session Settings", "Window Size". Select the drop down menu and set your window size from "seamless" to a size that will fit on your monitor. Iroquois recommends 1024 X 768. Do not select "Full Screen" or the application window will be off the screen.

## Do I have the correct Citrix client installed on my computer?

For optimal IOL performance, please check with your IT support staff to see if you have at least Citrix client version 11.2. IOL will work with a lower version of Citrix and with a Java client, but you may have printing issues. Iroquois is aware that some users are not using the version that we support.

## How do I customize my nomination screen?

In order to enhance your experience with IOL, we customized the nomination screen to give you three different views.

1. The default view is the NAESB view. The columns were reordered from the original view.
2. We kept the original view for the seasoned user and named it IOL Classic. To use this view, select the View button and choose IOL classic. Select the View button and choose save view.
3. For those who like to customize their view you can move and re-size the columns to your liking. When done, select the View button and choose "Save View".

## How do I set my preferences to receive Iroquois critical and non-critical notices?

Iroquois recommends that you sign up to receive the notices that you need. You can turn them on or off quickly and easily. Log into IOL, choose "Contract and Administration", then "Notice Preference". Check the boxes for the notices you want to receive and select both in the critical type column. Press the "Save" button.

## How do I receive my park and loan balance information in my e-mail?

Iroquois recommends that you monitor your park and loan balances by signing up to receive them in your e-mail. Log into IOL, choose Contract and Administration, then Notice Preference. Check the box called PAL balance and press the save button. Iroquois sends out the e-mail daily at 7 AM.

## How do I print from IOL?

Open the screen in IOL you want to print. You must retrieve the data first. When you press the print button, a print dialog box will open. Please note that you may have to scroll to see your printer.

## How do I save a PDF from IOL?

IOL has the capability to save your data to a PDF behind the Print or PDF button. You must retrieve the data first. When you press the print or PDF button, you may need to scroll to get to the DeskPDF printer. A dialog box should open and you will need to map to your computer by following the steps highlighted in red below.

## How do I save to MS Excel from IOL?

IOL has the capability to save your data to MS Excel behind the Save as button. Open the screen you want to save to Excel. Retrieve the data and press the "Save As" button. **In the "Save In" drop down choose "C\$ on Client (V)". Select "Users" then the name of your computer and desktop or documents. Enter a filename** and in the "Save As" type select Excel with headers.