

Franchisee Hub Upgrade – November 2019

In a continuing effort to secure DQ systems and information, IDQ upgraded the Franchisee Hub on the morning of Sunday, November 24th. Because of these changes you may be having trouble logging in.

The following steps can help you troubleshoot any login issues.

1. CLEAR YOUR CACHE:

Clearing your cache helps make sure that your web browser doesn't bring you to outdated content. [Clear-my-cache.com](https://clearmycache.com) is a great resource to help walk you through the process.

2. DELETE YOUR BOOKMARKS:

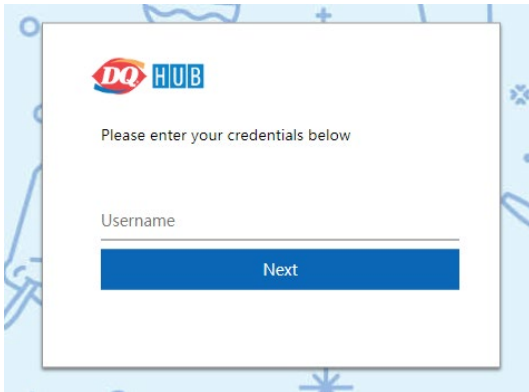
Because addresses within the Franchisee Hub occasionally change, we discourage you from bookmarking pages on the Franchisee Hub. However, if you would like to create new bookmarks, please delete your old bookmarks

To delete your existing bookmarks in Chrome, Firefox, or Edge, right-click on the bookmark and select "delete".

To access the Franchisee Hub, visit <https://dqhub.dairyqueen.net/>

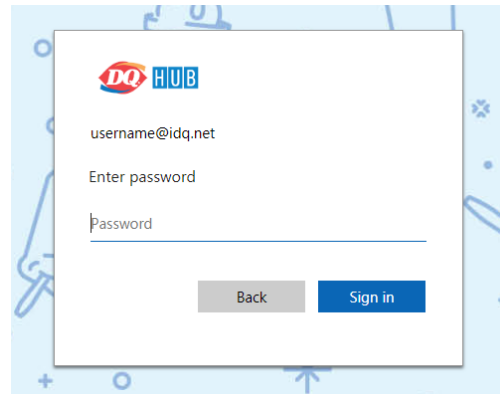
New Two-Step Login Process

First you will be prompted for your user id:

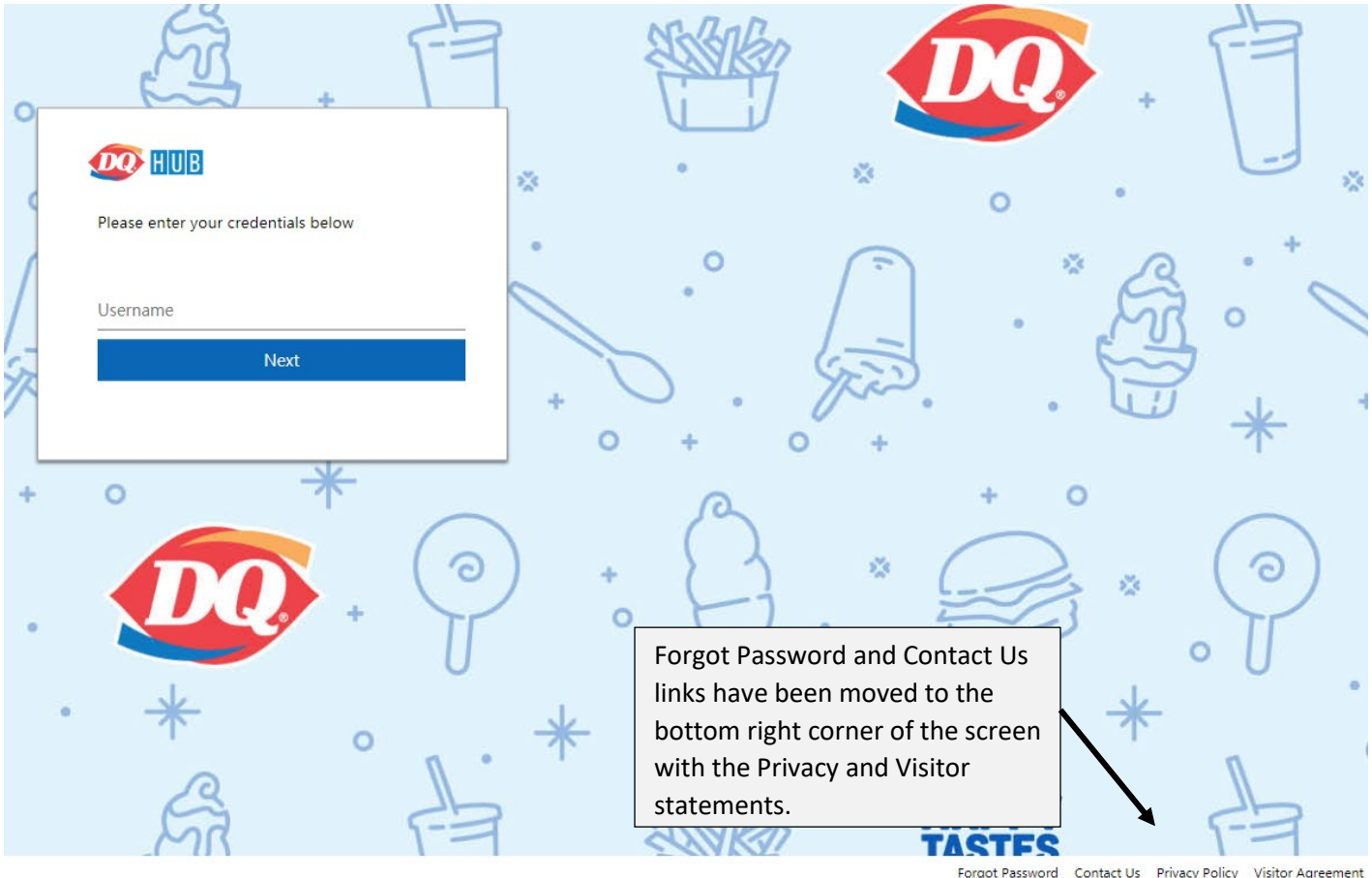


The login form for the DQ HUB. It features the DQ HUB logo at the top left. Below the logo, the text "Please enter your credentials below" is displayed. A label "Username" is positioned above a text input field. A blue "Next" button is located at the bottom right of the form.

Then for your Password:



The login form for the DQ HUB, showing the password step. It features the DQ HUB logo at the top left. Below the logo, the text "Please enter your credentials below" is displayed. A label "username@idq.net" is positioned above a text input field. A label "Enter password" is positioned above a password input field. A blue "Sign in" button is located at the bottom right of the form, and a grey "Back" button is located to its left.



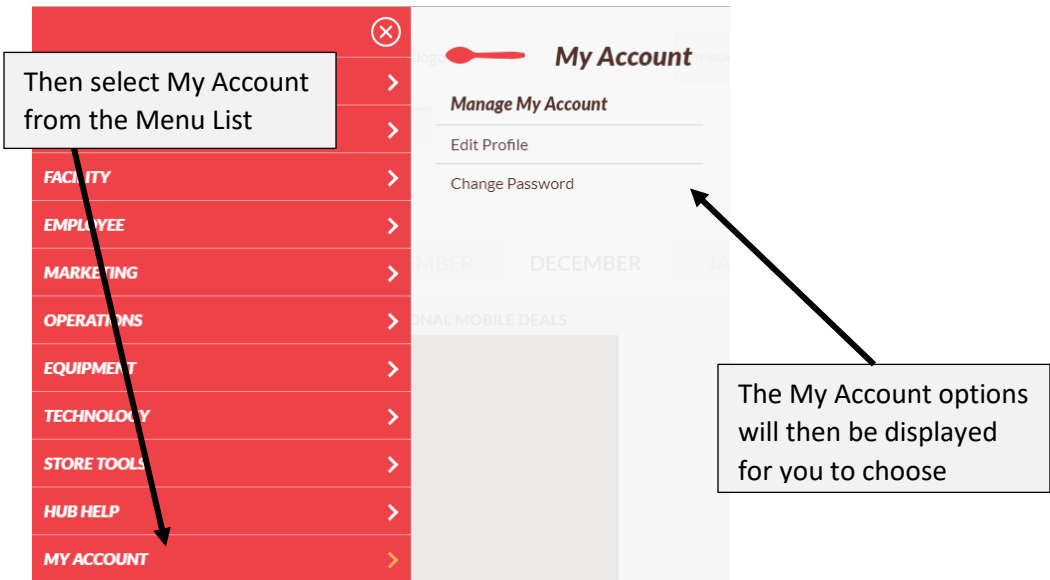
The login form is shown in a larger context with a blue background featuring DQ logos and food icons. A text box with an arrow points to the footer links. The footer links are: [Forgot Password](#), [Contact Us](#), [Privacy Policy](#), and [Visitor Agreement](#).

Forgot Password and Contact Us links have been moved to the bottom right corner of the screen with the Privacy and Visitor statements.

New Location for Profile/Password Updates



First, navigate to the main Menu in the upper left corner:



New Crew Page Appearance

