User Guide for Experts

AWS IQ

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AWS IQ: User Guide for Experts

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What is AWS IQ for experts?

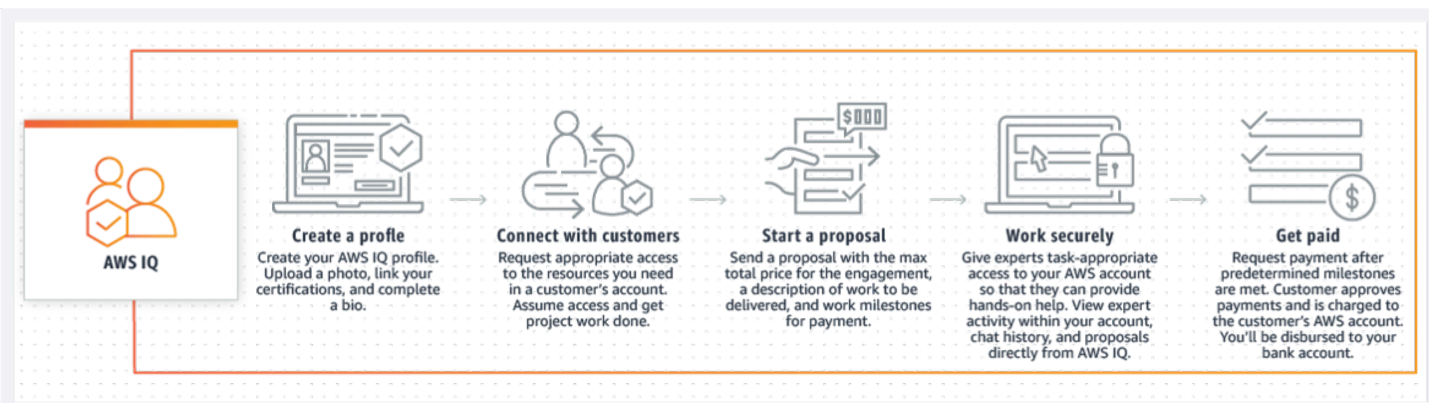
AWS IQ is a service that connects customers to hands-on help with Amazon Web Services (AWS). If you're based in an eligible jurisdiction supported by AWS Marketplace, you can sign up to become an expert in AWS IQ. As an expert, you can get paid for work that you complete for customers within their AWS account.

How it works

In the AWS IQ console, customers create requests for hands-on help. If you have an AWS Certification and register as an expert, you can view and respond to customer requests. You can choose for customers to contact you directly through your public profile page. You'll have a unique URL to share with customers.

Before you start working on a project, discuss the work details with the customer. After you understand the scope of the work, you create a proposal with tasks, milestones, and payment terms. Customers grant you task-appropriate permissions to their AWS account, and you perform the work in their account on their behalf. You're paid according to the terms of your proposal as work is completed upfront or according to a schedule.

The following illustration shows the phases of how an AWS IQ expert creates a profile, connects with customers, starts a proposal, works securely to complete work, and then requests payment.



To participate in AWS IQ as an expert, you must have an address in an eligible jurisdiction supported by AWS Marketplace and tax information.

To view customer requests, at least one expert in your firm must link a valid AWS Certification (Associate, Professional, or Specialty) to their IQ profile. AWS Certifications help learners build credibility and confidence by validating their cloud expertise with an industry-recognized credential. To learn more about certifications, see AWS Certification. An AWS Certification is not required for a public profile where customers can directly contact you. For more information about becoming an IQ expert, see Prerequisites.

Getting paid

As an expert you set the price for your services. Other fees and charges may apply. Payments are processed through AWS Marketplace and charged directly to a customer's AWS bill. For more information, see the *Set up Payments* section of Getting started as an expert in AWS IQ.

Getting started as an expert in AWS IQ

To get started using AWS IQ, first determine if you meet the following requirements. Then, you can sign up to become an expert.

Prerequisites

To allow customers to contact you through your public profile page, all of the following must be true:

- You, as a freelancer or working for a company, must be based in an eligible jurisdiction supported by AWS Marketplace and have valid tax and U.S. banking information. If you don't have a U.S. bank account, you might be able to obtain one through Hyperwallet. For more information about Hyperwallet, see Seller registration process in the *AWS Marketplace Seller Guide*.
- You're registered as a seller on AWS Marketplace with banking and tax details provided.
- You have a user account with approved permissions. For more information, see Setting up permissions to use AWS IQ.
- You have an AWS account with multi-factored authentication (MFA) enabled. For more information, see Enabling MFA devices for users in AWS in the *AWS Identity and Access Management User Guide*.

To view and respond to available requests, in addition to the above prerequisites, the following must be true:

- At least one expert in your firm must have a valid AWS Certification (Associate, Professional, or Specialty).

For an overview of working as an AWS IQ expert, see AWS IQ for Experts.

Setting up your individual or company details in AWS IQ

Sign up to become an expert

Set up payments in AWS IQ

Setting up permissions to use AWS IQ

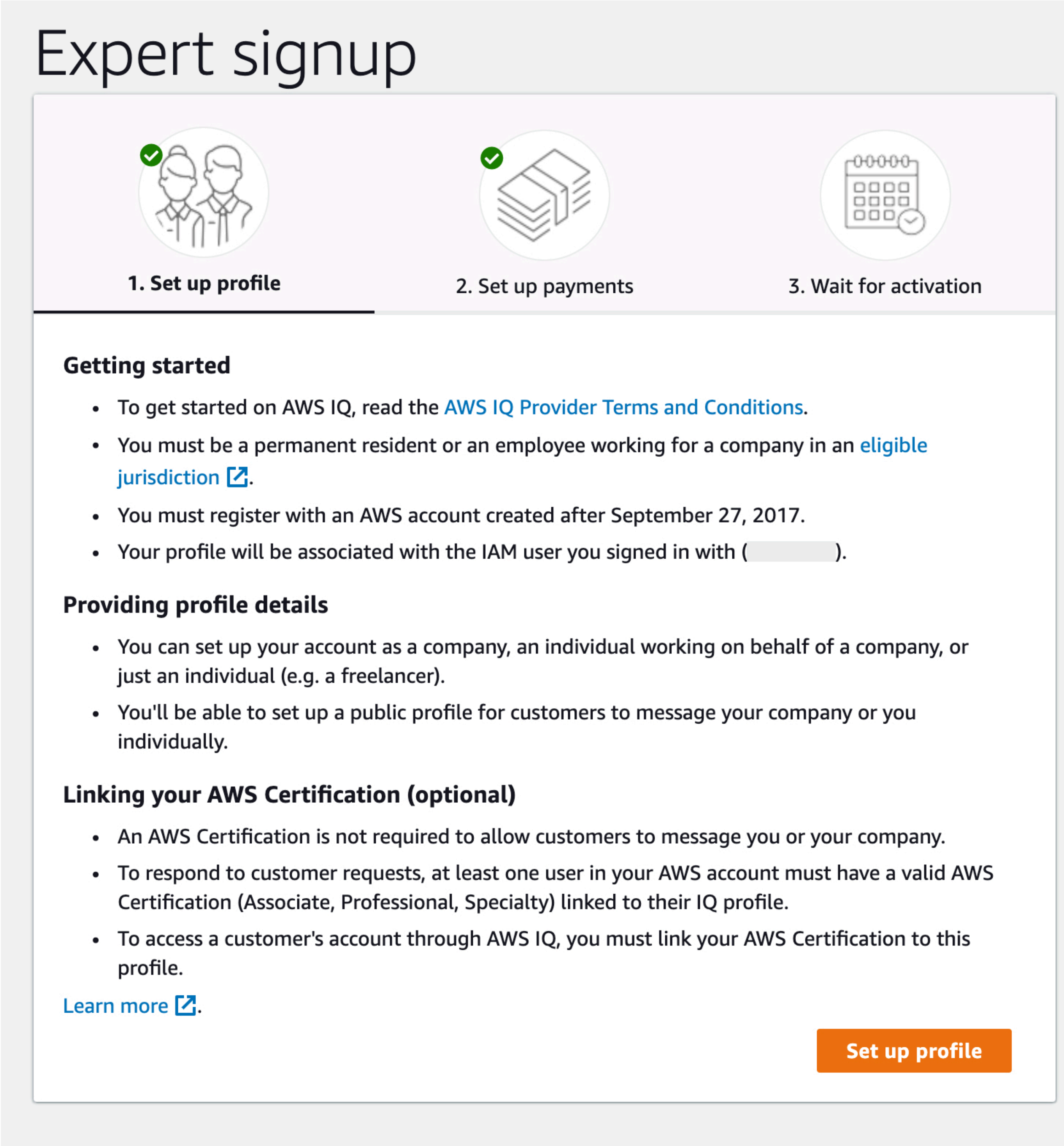
Sign up to become an expert

Companies can complete AWS seller information (payment and disbursement) one time for all employees. Employees use an IAM account under the AWS account of the company to link to the company's payment information. The company only needs to complete payment setup once.

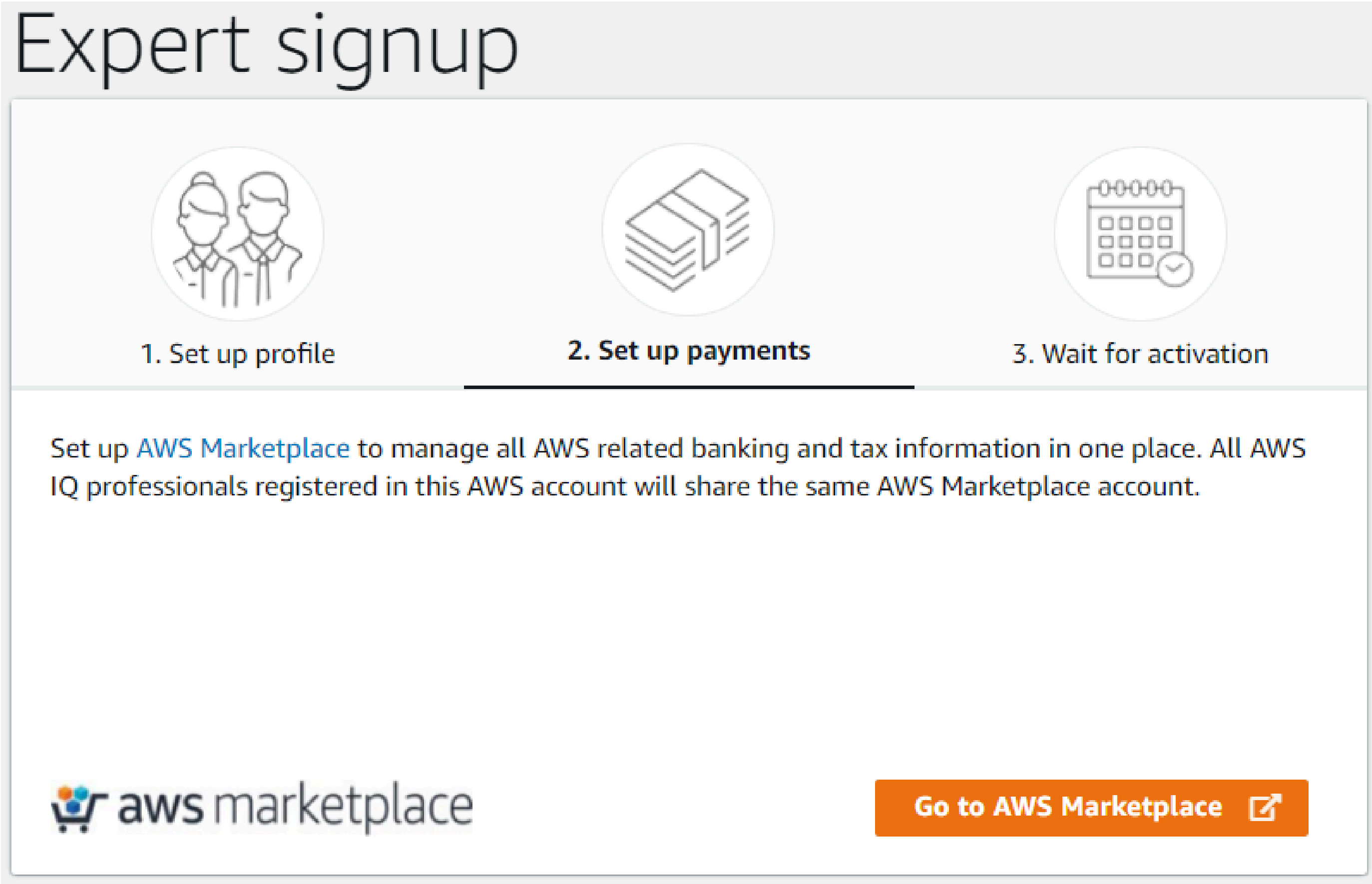
> **Note**
>
> Setting up your profile and setting up payments can be completed in any order.

To sign up as an expert

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/work.
2. Under **Expert signup**, choose **Set up profile**, and then provide your profile information. For more information about how to set up your profile, see Setting up your individual or company details in AWS IQ.



3. Under **Expert signup**, choose **Set up payments**, and then choose **Go to AWS Marketplace** to set up an AWS Marketplace account with your payment information. For more information about how to set up payments, see Set up payments in AWS IQ.



4. After Steps 2 and 3 are complete, AWS IQ will contact you with the next steps for activation. This can take up to three weeks.

The following topics provide tips for filling out your profile and payment information:

[Set up payments in AWS IQ](#)

[Setting up your individual or company details in AWS IQ](#)

Set up payments in AWS IQ

To be activated as an expert in AWS IQ, you must set up an AWS Marketplace account with your payment and tax information.

For members of a firm, all team members can use the same seller account. Each team member can set up their own AWS IQ profile as users in the firm's AWS account. An individual can have only one expert profile.

Set up initial payment information

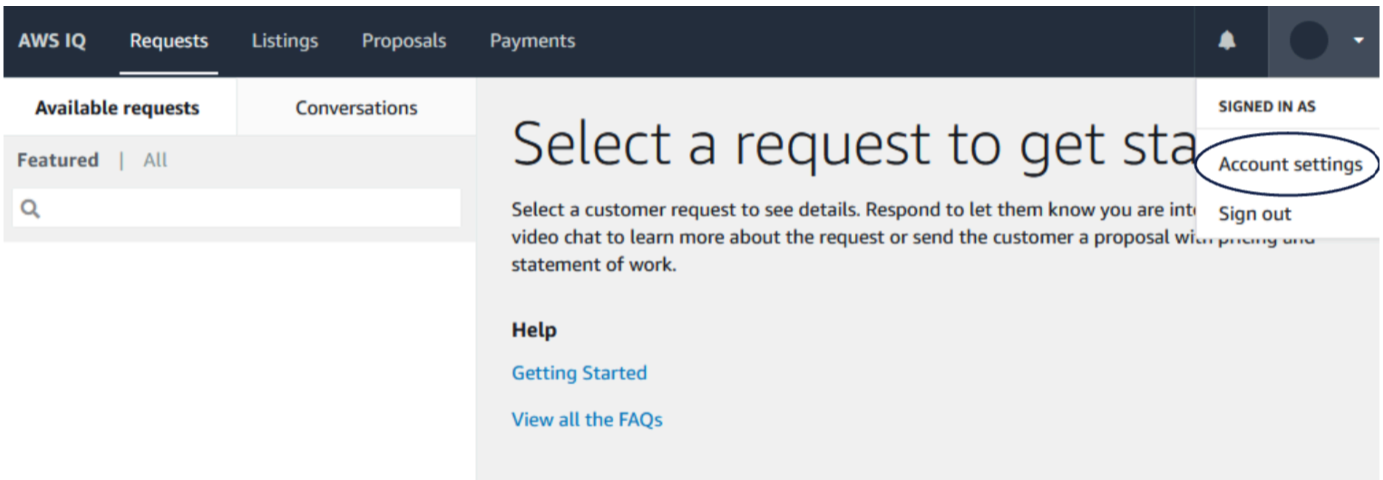
Set up an account on AWS Marketplace with your payment and tax information.

Updating your payment information

After setting up your payment information in an AWS Marketplace account, you can update it by using the AWS IQ console. Then, you're directed to AWS Marketplace to edit your seller information.

To update your payment information

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/.
2. Open your profile by choosing the down arrow next to your account, and then choose **Account settings**.



3. On the Profile page, choose **Payments**.
4. Update your payment information as necessary.

Setting up your individual or company details in AWS IQ

Set up your individual or company details in AWS IQ to respond to customers. If you're working as a freelancer (and not on behalf of your company), you might prefer to provide only individual details. If you're working on behalf of your company, we recommend providing both individual and company details so customers know who they're working with at the company. This helps you earn trust with customers.

Add information to your profile by using the AWS IQ console. Your profile is completed when you've provided individual or company details, and contact information. For individual details, you must provide a photograph of yourself and a short biography. You can also include links to case studies or examples of completed work. To respond to custom requests, you or someone in your AWS account, must link to your AWS Certifications.

Company details are provided when setting up your AWS Marketplace seller profile. The information you enter in the AWS Marketplace account settings is prefilled in AWS IQ.

The following sections provide tips for filling out your profile information.

Entering your personal details

When entering your personal details, keep the following things in mind:

- Your **Individual name** is the name a customer sees on your profile and when you chat in AWS IQ. You can choose to only provide company details and your name will only be used for internal identification.
- Your **Email address** isn't shared with customers. All AWS IQ email notifications are sent to this address.

Setting up your company details

Set up your company details to create a company public profile or work on behalf of a company.

To set up a company public profile page, you create a public profile in AWS Marketplace Account Settings. The company setup is only completed once. All AWS IQ professionals registered in the AWS account share the same company setup.

> **Note**
>
> This step is optional if you're a freelancer and are the only person using your account. If you don't provide company details, you must provide your individual details in the individual section.

Adding your individual details

Add your individual details to message customers with your name (either as a freelancer or on behalf of your company).

When you add personal information, such as your biography and profile photograph, you increase the credibility of your profile. You can earn trust with customers when your profile is more complete.

> **Note**
>
> This step is optional, but recommended, if you're working on behalf of a company. If you don't add your individual details, you must add your company details in the company section.

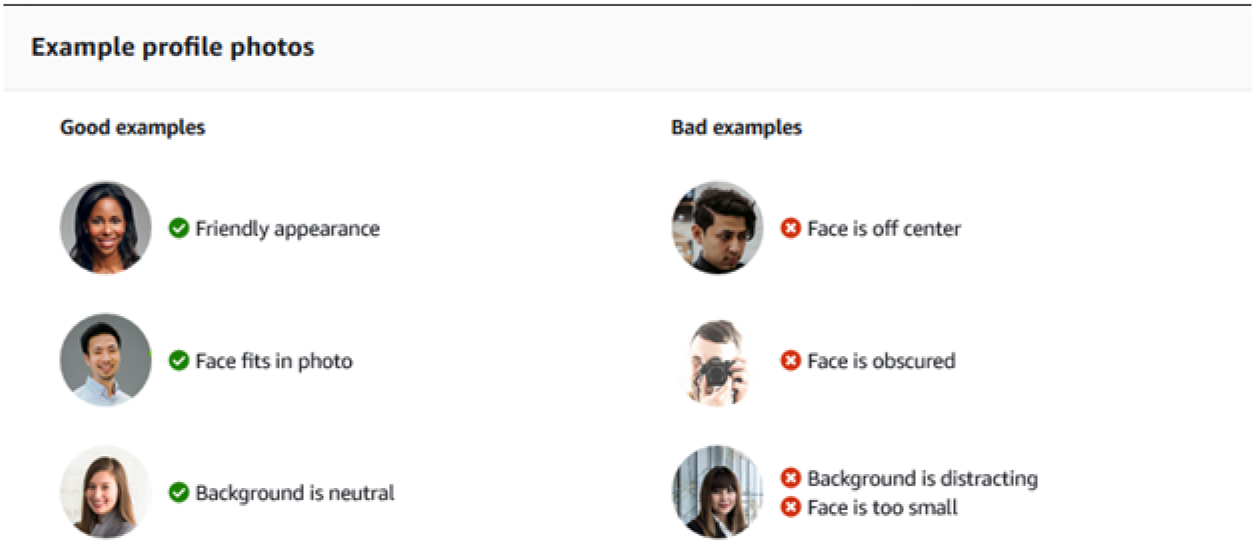
Choosing a great photograph

Your profile photo can be in a `.jpg`, `.png`, or `.gif` format. You add a photo or change it at a later time.

Your face should take up at least 60 percent of the frame. Crop the photo from the top of your shoulders to just above your head so that your face fills the frame.

Use an approachable and friendly expression. Don't force an unnatural smile, but also don't look too serious.

Use a simple background that doesn't distract from your face.



Linking to your AWS certifications

To access a customer's account through AWS IQ, you must have a valid AWS Certification linked to your profile. To respond to customer requests, at least one user in your AWS account must have a valid AWS Certification linked to the profile.

Only Associate, Professional, and Specialty Certifications are accepted. An AWS Certification account can only be linked to one profile.

For more information about AWS Certifications, see AWS Certification.

Describing your skills and experience

Help customers by making your experience as easy to scan as possible. Include headers and short, descriptive sentences, and bullet points where possible.

If you have integrated or used any third-party services or applications with AWS also include them, for example, Tableau or WordPress.

Describe what your strengths and interests are, for example, migrating databases or configuring new instances of Amazon Redshift.

Give an indication of how long you have been working in this field, for example, “I have been an AWS Solutions Architect for more than 10 years.”

List the types of engagements you like to work on, for example:,“I am available for short consultations.”

Example:

I have more than 10 years of hands-on experience with AWS. I've worked with many clients migrating workloads to AWS or helping them design and build new cloud solutions. I am also capable of helping you with security related work.

I am experienced and comfortable helping troubleshoot production or performance problems in AWS, as well as helping you plan scalable, cost effective, and secure solutions.

I am proficient in WordPress and love helping clients large and small. I'd be happy to answer questions in a consultation or complete end to end project work.

Setting your hourly rate

Setting your rate is optional, but it gives customers an idea of your fees. Use a wide range if you're flexible on pricing.

Verifying your identity and reviewing your profile

AWS IQ verifies your identity for security purposes. You must provide your personal details even if you're registering on behalf of a company. You must have an address from an eligible jurisdiction supported by AWS Marketplace. The information collected is shared with a third party for verification purposes. It is not shown to customers or stored. We may need to schedule a video call with you to verify your information.

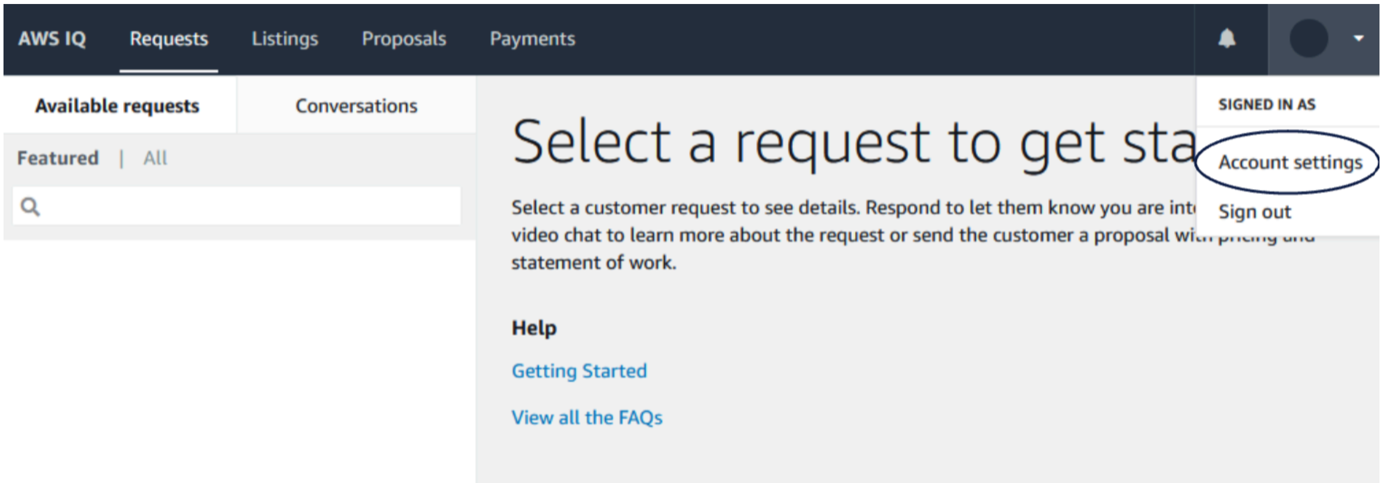
You can review or edit your profile at any time. Check for anything you might want to add or change, and then save your profile.

Updating your profile

After you're activated as an expert, you can continue to edit your profile in the AWS IQ console or in the AWS Marketplace console.

To update your profile

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/.
2. Open your profile by choosing the down arrow next to your account, and then choose **Account settings**.



3. Update your individual details as necessary in the **Individual** section.
4. Update your company details as necessary in the **Company** section. To update the company's description, logo, or URL, sign in to AWS Marketplace.
5. Preview your profile by choosing **Preview profile**.

Setting up permissions to use AWS IQ

To access AWS IQ, you must have the necessary permissions. Navigate to the AWS Management Console to view or set up permissions. To leverage all resources on AWS IQ, add the `AWSIQFullAccess` managed policy. For more granular controls, add specific permissions to your IAM identity.

> **Note**
>
> As a security best practice, we recommend periodically changing your user access keys. For more information, see Managing access keys in IAM.

This topic describes how to create an IAM user, attach policies to an existing user, and set up granular permissions in the AWS Management Console.

Topics

- Creating a user with AWSIQFullAccess permissions
- Attaching managed policies to an existing user
- Granular IAM permissions

Creating a user with `AWSIQFullAccess` permissions

You, or your AWS account administrator, can create a new user with the `AWSIQFullAccess` managed policy on your AWS account. You can also attach this managed policy to an existing user. For more information, see [`AWSIQFullAccess`] in the AWS *Managed Policy Reference Guide*.

To create an IAM user with managed policies

1. Sign in to the **AWS Management Console**.
2. Choose **Users** and then choose **Add users**.
3. Enter a **User name**, and then choose **AWS Management Console access**. Accept the default information or change to custom values.
4. Choose **Next: Permissions** and then choose **Attach existing policies directly**.
5. Choose **`AWSIQFullAccess`** from the list of policy names, and then choose **Next: Tags**.
   - *(Optional)* Add tags and then choose **Next: Review**.
6. Choose **Create user**.
7. Choose **Show** to display the password, and then copy your password to a secure location. You can also choose **Send email** to send the login instructions within an email message.

Attaching managed policies to an existing user

If you already have an IAM user, you can attach the `AWSIQFullAccess` managed policy using the following procedure.

To attach managed policies to an existing IAM user

1. Sign in to the IAM console.
2. Choose **Users**.
3. Choose the user name to see the summary page for the user.
4. Choose **Add permissions**.
5. Choose **Attach existing policies directly**.
6. Choose **`AWSIQFullAccess`** from the list of policy names.

   If you don't see the policy names on the first page, filter the policies or search for the names using the console.

7. Choose **Next: Review**.
8. Choose **Add permissions**.

For more information, see Adding and removing identity permissions.

Granular IAM permissions

As a user with administrative access, you can create one or more users in your AWS account. To configure your users with chosen levels of access on AWS IQ, you can deny specific permissions. First, add the `AWSIQFullAccess` managed policy. Then, you can add inline policies to deny specific permissions. For more information, see Actions, resource, and condition keys for AWS IQ.

The following are examples of how to use granular permissions in AWS IQ.

To use granular permissions in AWS IQ

1. Sign in to the IAM console.
2. To restrict a user from requesting access to a customer's AWS account, create a deny policy on the **CreatePermissionRequest**, which is used to grant permission for creating permission requests.

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Sid": "VisualEditor0",
            "Effect": "Deny",
            "Action": "iq-permission:CreatePermissionRequest",
            "Resource": "*"
        }
    ]
}
```

3. To restrict a user from requesting payments and proposals, create a deny policy for the following permissions:

   - `CreatePaymentRequest` – grants permission to create a payment request.
   - `CreateMilestoneProposal` – grants permission to create a milestone proposal.
   - `CreateUpfrontProposal` – grants permission to create an upfront proposal.

- `CreateScheduledProposal` – grants permission to create a scheduled billing proposal.

```
{
    "Version": "2012-10-17",
    "Statement": [
        {
            "Sid": "VisualEditor0",
            "Effect": "Deny",
            "Action": [
                "iq:CreateScheduledProposal",
                "iq:CreatePaymentRequest",
                "iq:CreateMilestoneProposal",
                "iq:CreateUpfrontProposal"
            ],
            "Resource": "*"
        }
    ]
}
```

4. To restrict a user from sending chat messages, create a deny policy on all resources for the following permissions:

   - `SendIndividualChatMessage` – grants permission to chat messages as an individual.
   - `SendCompanyChatMessage` – grants permission to send chat messages as a company.

```
{
"Version": "2012-10-17",
"Statement": [
    {
        "Sid": "VisualEditor0",
        "Effect": "Deny",
        "Action": [
            "iq:SendIndividualChatMessage",
            "iq:SendCompanyChatMessage"
        ],
        "Resource": "*"
    }
  ]
}
```

To attach inline policies to an existing IAM identity

1. Sign in to the [IAM console](https://console.aws.amazon.com/iam/).
2. Choose **Users**.
3. Choose the username to see the summary page for the user.
4. Choose **Add permissions**.
5. Choose **Create inline policy**.
6. Select **Switch to deny permissions** to deny access.
7. Under **Service**, search for **IQ** or **IQ Permissions**.

> **Note**
>
> If you're searching for permission requests and access grants, use **IQ Permissions**. For all other permissions, use **IQ**.

8. Under **Access level**, select the permissions to deny.
9. Choose **Review policy**, provide the name for your policy, and then choose **Create policy**.

Responding to requests in AWS IQ

To view and respond to requests, at least one expert in your company must have a valid AWS Certification (Associate, Professional, or Specialty) linked to their AWS IQ profile.

You can view customer requests in the **Available requests** tab. Choose the request to respond. The request includes the following information:

- The customer's approximate budget for the project
- The number of other experts who have responded
- The customer's preferred expert location

Use the prefilled response, or type a custom response and then choose **Respond**.

Customers can indicate their preferred expert location when they submit a request. You can contact the customer to discuss the details of the request and ask if they're flexible about their preferred location.

When you respond, the request and conversation with the customer is located in the **Conversations** tab. Requests move to the top of the list when the customer continues the conversation.

You can chat or video chat with the customer to clarify their requests. When you're ready to proceed, the section called "Create a proposal".

Direct messaging

You can receive direct messages from customers through your individual or company profile. If you have provided your individual and company details in the **Account Settings**, you can respond using your individual name or the name of your company.

You can view customer messages in the **Conversations** tab. Select the message to respond.

Working with proposals in AWS IQ

To formalize an agreement with a customer in AWS IQ, create a proposal. The proposal can include details about the work to be performed, the project milestones, the timeline for payments, and any additional terms. The proposal also includes the maximum amount to charge the customer.

Customers review and accept or decline proposals in the AWS IQ console.

You can withdraw a proposal, or a customer can decline a proposal if the proposal doesn't meet their needs. You and the customer can discuss what changes are needed through a chat session or a call, and then you submit a new proposal for approval.

> **Note**
>
> AWS IQ doesn't support modifying a proposal after it's created. If you need to make changes to a proposal, withdraw the proposal and create a new one.

Create a proposal

Create a proposal in the AWS IQ console after you have enough information to understand a customer request. If you need more information before proceeding, chat with the customer or set up a call to discuss the details.

To create a customer proposal in AWS IQ

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/.
2. On the **Requests** page, choose **Conversations**.
3. Choose the customer request for the proposal you are creating.
4. In the **Proposals** pane, choose **Create**.
5. Choose your **Payment Type** by selecting **Milestone**, **Upfront**, or **Schedule**. For more information about payment types, see *Payment types*.

    a. If you select **Schedule**, choose a date and amount to charge the customer. Choose **Add payment** to enter a new scheduled payment. The total amount of this proposal is the sum of all payments.

b. If you select **Upfront**, specify a total amount for the proposal.

   This is the amount your customer is charged when they approve the proposal. You can't request additional payments on this proposal.

c. If you select **Milestone**, specify a total amount for the proposal.

   This is the maximum amount you can request in payments. To request more, you must create an additional proposal. For more information, see *Milestone payments*.

6. In the **Proposal Terms** text box, describe what you will deliver to the customer. Include the terms for this project, milestones, and any necessary changes to the Engagement Agreement.

   Limited Markdown styling is supported. For more details, see the following the section called “Markdown guide”.

7. When you're finished writing your proposal, choose **Send**.

   The customer will receive the proposal and accept or decline it.

Complete a proposal

After you have completed the work or collected all payments, you can close a proposal by using the AWS IQ console. You can close a proposal by sending the final payment request or closing without a payment request. After completing a proposal, you can't send payment requests and any previously scheduled payment requests will be canceled.

To complete a customer proposal in AWS IQ

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/.
2. On the **Requests** page, choose **Conversations**.
3. Choose the customer request for the proposal that you're completing.
4. Close the proposal by sending a final payment request to the customer. For more information, see *Milestone payments*.
5. If there are no additional payments needed, select the proposal that you want to close, and then choose **Complete**.

> **Note**
>
> If there are open payment requests for the proposal, you won't be able to use the **Complete** feature. After you complete the proposal, you won't have access to the customer's account and can't request additional payments.

Markdown guide

You can format the text in your proposal using the following Markdown styles.

<table>
<tr><th>Formatting</th><th>Markdown</th><th>Display</th></tr>
<tr><td>Bold text</td><td><code>**Apples**</code></td><td>Apples</td></tr>
<tr><td>Italic text</td><td><code>*Apples*</code> or <code>_Apples_</code></td><td>Apples</td></tr>
<tr><td>Hyperlinks</td><td><code>[Amazon](https://smile.amazon.com)</code></td><td><u>Amazon</u></td></tr>
<tr><td>Bulleted lists</td><td><code>* Apples
* Oranges
* Pears</code></td><td>• Apples
• Oranges
• Pears</td></tr>
<tr><td>Numbered lists</td><td><code>1. Apples
2. Oranges
3. Pears</code></td><td>1. Apples
2. Oranges
3. Pears</td></tr>
</table>

Working with permissions requests in AWS IQ

After you and a customer agree on a proposal, request access to the customer's AWS account, if necessary to complete the work. This topic explains how to create such a request.

The following permissions policies are available in AWS IQ. You can include details about why you're requesting that level of permissions.

> **Tip**
>
> An AWS security best practice is to grant the least amount of privileges necessary to perform a task.

Prerequisite

- You need an accepted proposal from a customer.

  Learn more about Working with proposals in AWS IQ.
- You need a valid AWS Certification.

Create a permissions request

Create a permissions request by using the AWS IQ console.

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/.
2. On the **Requests** page, choose **Conversations**.
3. Choose the customer request for which you're creating the permission request.
4. Choose **Request Permission** in the **Proposals** pane under the accepted proposal.
5. Choose the **Permission policy** that you need to perform the work.
6. Optionally, explain why this role is appropriate for your project in the **Description** field.
7. Choose **Request**.

The customer will receive the request and accept or decline it.

Note

The customer can review AWS CloudTrail logs of your activity in their account. The customer can revoke access at any time.

Permission levels in AWS IQ

The following AWS Identity and Access Management (IAM) managed policies for job functions are available in AWS IQ:

`AdministratorAccess`

Provides full access to AWS services and resources. For more information, see AWS Managed Policies for Job Functions.

`Billing`

Provides full access to billing and cost management. This includes viewing account usage and viewing and modifying budgets and payment methods. For more information, see AWS Managed Policies for Job Functions.

`DatabaseAdministrator`

Provides full access to AWS services and actions required to set up and configure AWS database services. For more information, see AWS Managed Policies for Job Functions.

`NetworkAdministrator`

Provides full access to AWS services and actions required to set up and configure AWS network resources. For more information, see AWS Managed Policies for Job Functions in the *IAM User Guide*.

`PowerUserAccess`

Provides full access to AWS services and resources but doesn't allow management of users and groups. For more information, see AWS Managed Policies for Job Functions.

`SecurityAudit`

Provides full access to read security configuration metadata. It's useful for software that audits the configuration of an AWS account. For more information, see AWS Managed Policies for Job Functions.

`SupportUser`

Provides full access to troubleshoot and resolve issues in an AWS account. This policy also enables the user to contact AWS Support to create and manage cases. For more information, see AWS Managed Policies for Job Functions.

`SystemAdministrator`

Provides full access to resources required for application and development operations. For more information, see AWS Managed Policies for Job Functions.

`ViewOnlyAccess`

Provides full access to view resources and basic metadata across all AWS services. For more information, see AWS Managed Policies for Job Functions.

Working with payment types in AWS IQ

In AWS IQ, you decide how to request payment from your customers. While creating a proposal, you can select one of the following three payment types:

Milestone

Allows you to send custom payment requests to your customers as work is completed. You can send as many payment requests as you want, up to the amount specified in the proposal.

Upfront

Requests full payment from your customers with acceptance of the proposal. You can't request additional payments on this proposal.

Schedule

Request payments based on the schedule and amounts you set in the proposal.

Customers review and accept or decline the payment type as part of the proposal agreement in the AWS IQ console.

Select a payment type

1. Sign in to the AWS IQ Console.
2. From **Requests**, choose **Conversations**.
3. Choose the customer request for the proposal you are creating.
4. In the **Proposals** pane, choose **Create**.
5. Choose your **Payment type** by selecting **Milestone**, **Upfront**, or **Schedule**.

Working with milestone payment requests in AWS IQ

In AWS IQ, you can request payment as you complete work using milestone payments. This topic leads you through creating a milestone payment request in the AWS IQ Console.

Prerequisites

You must have an accepted proposal from a customer before you can submit a milestone payment request. For more information, see Working with proposals in AWS IQ.

Create a milestone payment request

To create a milestone payment request in AWS IQ

1. Sign in to the AWS IQ console at https://iq.aws.amazon.com/.
2. On the **Requests** page, choose **Conversations**.
3. Choose the customer request for which you're creating the payment request.
4. Choose **Request Payment** in the **Proposals** pane under the accepted proposal.
5. For **Requested payment amount**, specify the amount that you're requesting at this time for this proposal.

   Your payment request can't exceed the **Amount remaining**.
6. Describe what you delivered to the customer in the **Description of work delivered** field. Tell the customer about the work associated with this payment request. Refer back to the proposal if needed.
7. If this is your final request, select **Final payment request**. Otherwise, go to step 8.

   > **Note**
   >
   > After you select **Final payment request** and then choose **Request** in step 8, you can't submit additional payment requests for this proposal. The proposal is considered complete. For more information about completing a proposal, see *Proposals*.
8. Choose **Request**.

Processing refunds in AWS IQ

Customers review work before approving a payment request. After approving a payment request, if a customer is unhappy with the work, they can request a refund. You can issue the refund, or not, at your sole discretion.

To initiate a refund request, open a ticket with AWS Marketplace Customer Service:

1. Gather the following information:
   - The customer's AWS account ID for the account used to post the AWS IQ request. You can get this directly from the customer.
   - Accepted **Payment Request** date. This is the date the customer accepted the payment request; it's recorded in the AWS IQ chat under the **proposal** tab.
   - Payment Request ID. This is also located in the AWS IQ chat under the proposal tab.
   - Full Refund or Partial Refund. If Partial, provide the refund amount.
2. Navigate to the Support Console:
   a. Choose **Account and billing support**.
   b. From the **Type** dropdown, choose **IQ**.
   c. Choose **I am an AWS expert and need assistance**.
3. In the subject line, enter **AWS IQ Refund Request**
4. Provide the following case details:
   - Customer AWS account ID
   - Payment Approved Date
   - Payment Request ID
   - Refund Type (Full/Partial)
   - Refund Amount (if Partial)
   - Refund Reason
5. Submit the case to notify the Support team. A case is created in the AWS Support Center Console with status information about the refund request. The subject line contains one of the following:

   Completed – The refund was processed and no further action is required.

   Pending – The refund will be processed after the current billing cycle ends.

Action Required – The request could not be processed, and we need additional information from you. You can respond directly to the support case; however, you will also need to submit a new refund request form.

Document history

The following table describes the documentation for this release of the *AWS IQ User Guide for Experts*.

Change	Description	Date
AWS IQ adds granular permissions	AWS provides more control over IQ specific resources by enabling granular permissio ns. For more information, see Granular IAM permissions.	May 1, 2023
AWS adds company public profile	AWS Partners and consultin g firms can now create an AWS IQ public profile for their company.	December 15, 2022
International expert expansion	AWS IQ has expanded support for IQ customers to all locations supported by AWS Marketplace.	October 7, 2022
Scheduling payments	In AWS IQ, you can now request payment as you complete work using milestone payments. For more information, see Working with milestone payment requests in AWS IQ.	August 24, 2022
Completing a proposal	In addition to creating a proposal, you can now complete a proposal by sending the final payment request. For more informati	March 15, 2022

	on, see Working with proposals in AWS IQ.	
Experts based in France and the UK	In addition to the United States, individuals who are based in France or the UK and have at least one AWS Certification can now sign up to be an expert in AWS IQ.	September 15, 2021
Getting started as an expert	The procedure for getting started as an expert has been updated. For more informati on, see Getting started as an expert in AWS IQ.	August 11, 2021
Processing refunds	Your customers can request refunds for work they have approved for payment. Issuing a refund is your discretion.	November 13, 2020

AWS Glossary

For the latest AWS terminology, see the AWS glossary in the *AWS Glossary Reference*.