

Frequently Asked Questions for ISQ

Q.1) ISQ is not opening properly.

Ans. We recommend using Microsoft Edge browser for logging in to ISQ. Please follow the edge compatibility settings for best results.



Edge compatibility
settings.pdf

Q.2) How do I get access to ISQ?

Ans. Request needs to be raised through IDM portal for ISQ access.

If your email id is like firstname.lastname@industowers.com, you need to raise request through IDM portal yourself. SOP :



Request for
Self.pdf

If you are an associate/partner/vendor/customer (your email id starts with “a-” or “p-” or “v-” or “c-”), you need to connect with your reporting manager for raising request. SOP :



Request for
Reporting Associate

Q.3) How do I get **ROLE/CIRCLE** addition or modification on user id in ISQ Portal?

E.g. 1. You have “MIS” role and now you want “Site Planning” role.

E.g. 2. You have “Haryana” circle and now you want to add “Punjab” and “Himachal Pradesh” circles.

Ans. You need to raise an SR Application through Wired Portal for getting a new role/circle in ISQ.
SOP :



Role_Circle.pdf

Q.4) How do I get access to share point for various reports?

Ans. You need to raise an SR-End User Support request through Wired Portal for getting access to share point.



SR for Sharepoint
Access Ticket.pdf

Q.5) When should we raise incident tickets or SR tickets in ISQ?

Ans. Incidents tickets should be raised only when you face some technical issues with ISQ website. If you want to update/change some data on ISQ, please raise SR Application.

SOP for raising incidents:



Incident SOP for
Applications.pdf

SOP for raising SR Application



SR for Changes in
ISQ.pdf

Q.7) How to reset/change password in ISQ Portal?

Ans. Change password option is available on ISQ login page.

Please login below to access the iSmartCube system.

User name :

Password :

You are required to have authorisation from Indus Towers before you proceed and you are strictly limited to the use set out within that authorisation. Unauthorised access to or misuse of this system is prohibited and constitutes an offence.

If you disclose any information obtained through this system without authority Indus Towers may take legal action against you.

By logging in you accept the Terms & Conditions of use for this system

Indus Users Can login complaint at <http://wired.industowers.com/>

For any ISQ related queries please contact iSmartCubeHelpdesk@industowers.com or call on +91 1244208857,+91 1244296731
Timings - Mon to Fri: 9 am to 8 pm
Sat: 9 am to 6 pm

For any login related issues or help, Please contact 24*7 available Indus IT Service Help Desk Team @+91- 0120-613-4444. Alternatively team can be contacted over mail as well ITServiceDesk@industowers.com

Login Tips

- Username is not case sensitive.
- Password is case sensitive.
- Logging in with incorrect username and password for 5 times will disable your user account.

Please click above to change ISQ and Indus account password.

Refer [User Guide](#) in case of any concern.

If you are facing issue while updating it, please connect with IT Service Desk:

Direct Phone :- 08045305163. E-mail : ITServiceDesk@industowers.com

Q.8) How to enable/disable an id?

Ans. IDs can be enabled or disabled through IDM portal. If you are an associate/partner/customer/vendor (your email id starts with "a-" or "v-" or "p-" or "c-"), please connect with your reporting manager to get it done through IDM portal.

SOP for enabling an ID :



Enable.pdf

SOP for disabling an ID :



Disable.pdf