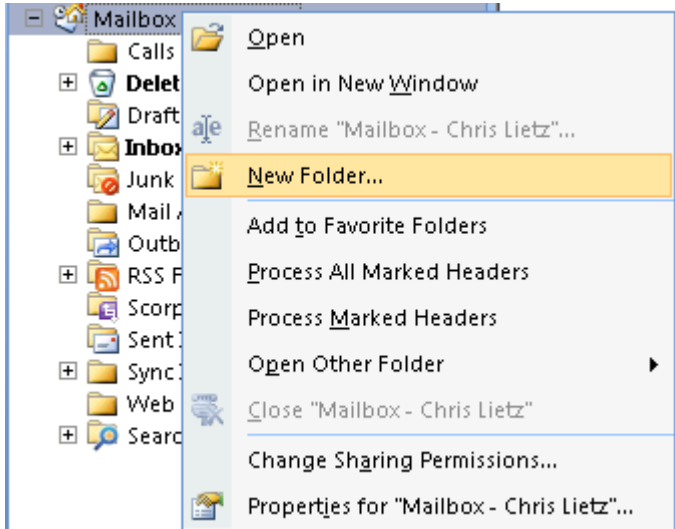


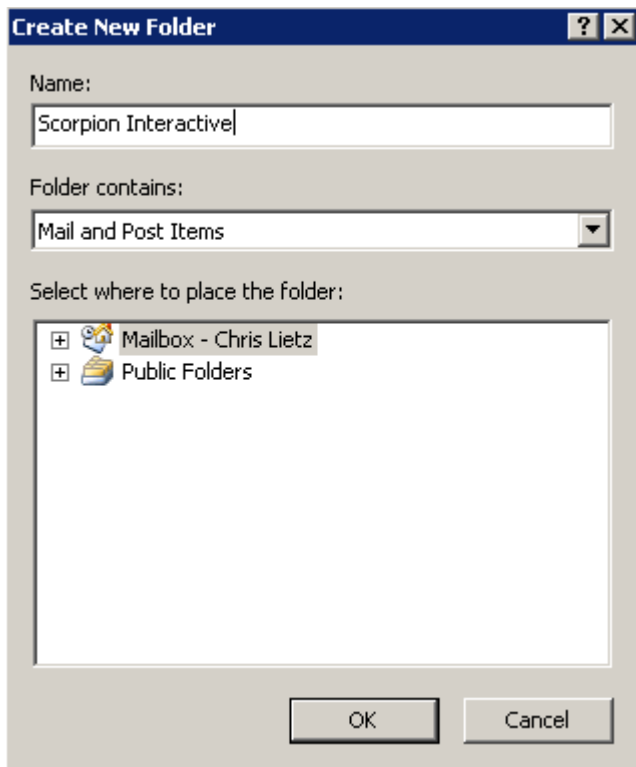
Scorpion Interactive 3.0 Setup

Open Outlook

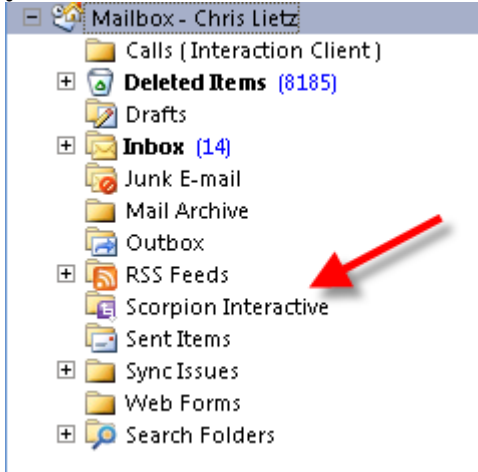
Right Click on the Root of your Mail Folders and Select New Folder.



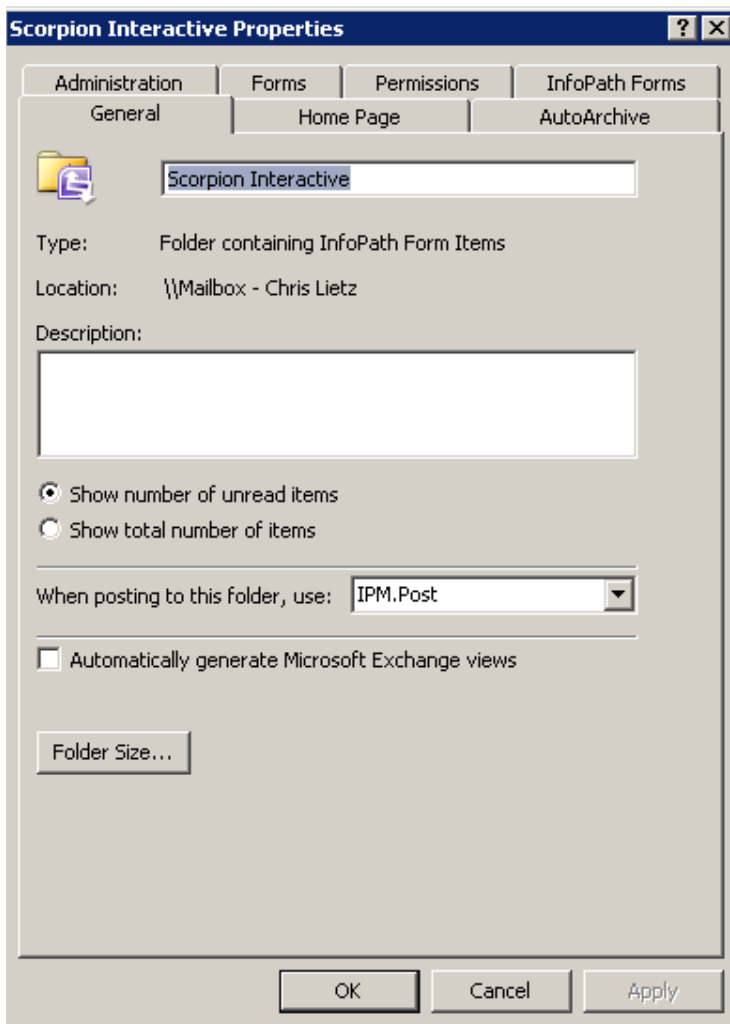
The New Folder Create Option comes up. Type in a name for your New Folder "Scorpion Interactive". Click OK to save your new folder.



After Creating your New Folder locate it in your Outlook Folder List.



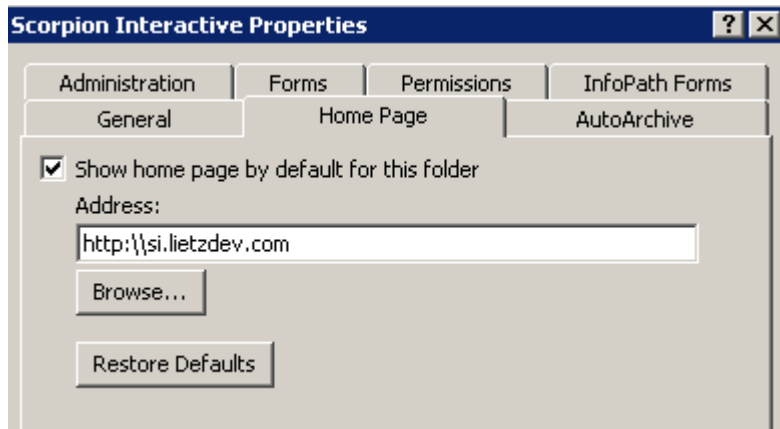
Right Click on the Scorpion Interactive folder and select Properties.



Click on the Home Page Tab.

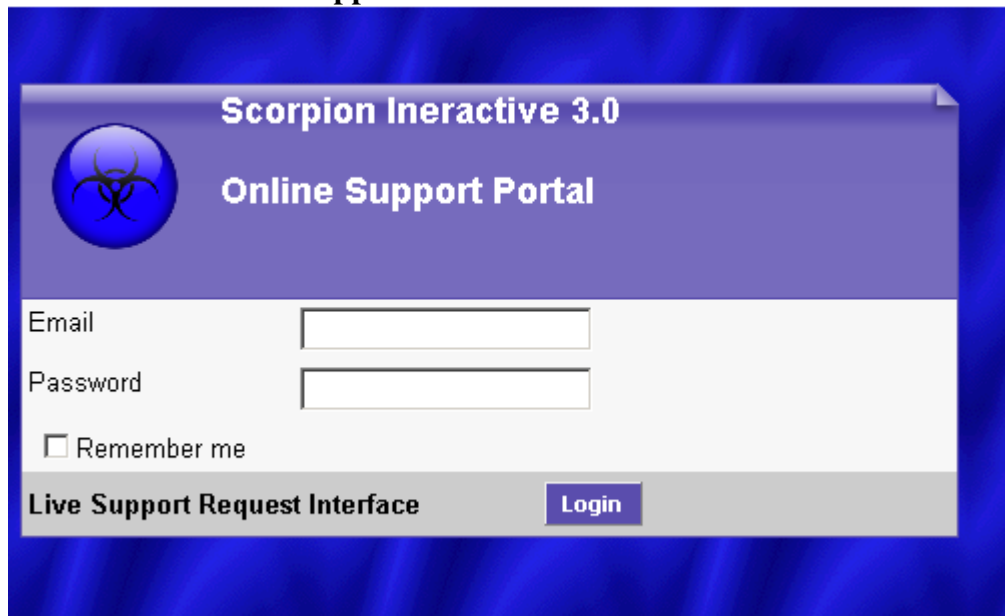
Put a check in the “Show Home Page by Default for this folder box.

In the Address box put this URL: <http://si.lietzdev.com>



Click “Ok” at the bottom of the page to save your settings.


Now click on your New Scorpion Interactive Folder. The main login for Scorpion Interactive Portal will appear.



Login with the Username and Password assigned to you by your support agent.

You will see a list of Submitted Tickets. From here you can View the Status of existing Tickets or Submit a new trouble ticket. (See Below)

Login Screen and Ticket List Portal



Scorpion Interactive 3.0

Online Support Portal

Data-Tech: Tampa
7904 Hopi Place
Tampa FL 33634
813-872-8011
813-872-1800
support@lietzdev.com
http://www.lietzdev.com

Email:

Password:

Remember me

Live Support Request Interface

Interaction Tracker

Call ID	Call Date	Updated	Name	Status	Category	Tech	Importance
7338	12/18/2007	5:03:17 PM	Tiffany	Closed	Email	kevinkohrs	Low

[New Ticket](#) [First](#) [Prev](#) [123456789](#) of 9 [Next](#) [Last](#)

New Ticket Portal. Enter your service request information and Click Add at the bottom of the Form. Once your Ticket is process by the support staff it will appear in your list.

Enter a Service Request

Call Date:

Company Name:

My Name:

My Email:

My Phone Number:

Category: ▼

Importance: ▼

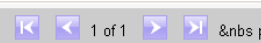
Request:

For User Maintenance Please fill in the information below.

Ticket Review Portal

Scorpion Interaction	
Call Date	12/18/2007 12/30/1899 579
Company Name	Rita Staffing
Name	Tiffany
Request	We're having a problem receiving emails from anyone @emerson.com - but I've checked the spam lists for the recipients and there is nothing
Call Taken By	CallTracker
Status	Closed
Catagory	Email
Tech	kevinkohrs
Assigned	
Importance	Low
Extended Notes	

Interaction Tracker	
Action Date	12/18/2007
Action Time	12/30/1899
Action By	kevinkohrs
Action Done	Message content contained closetmaid.com, this was being filtered by the barracuda. Added the domain emerson.com to the whitelist and deliv


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