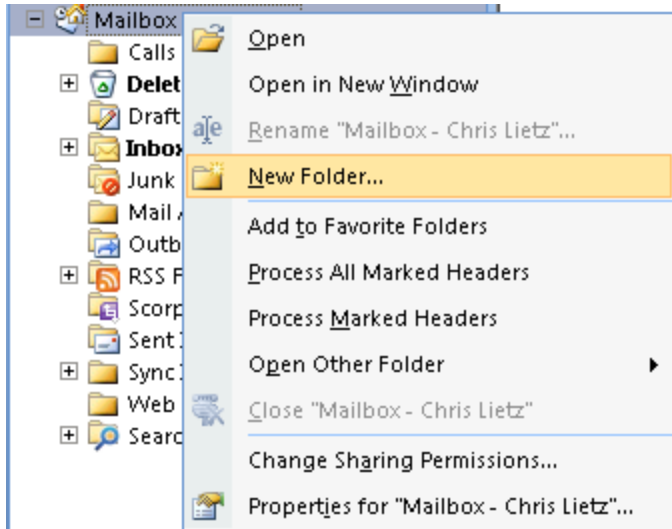# Scorpion Interactive 3.0 Setup
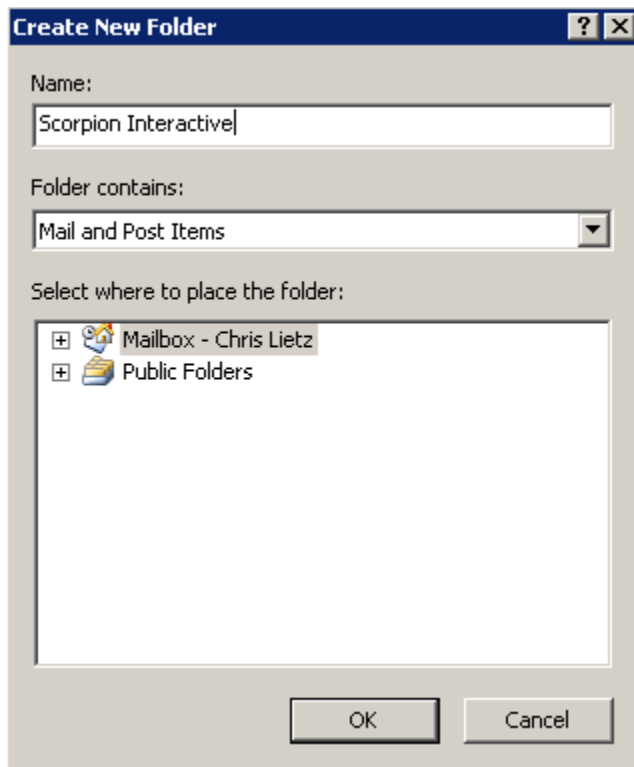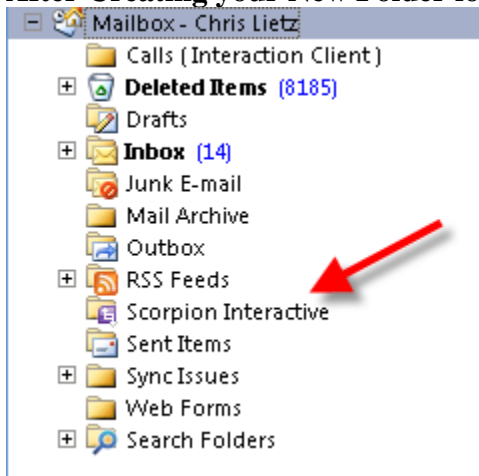
Open Outlook

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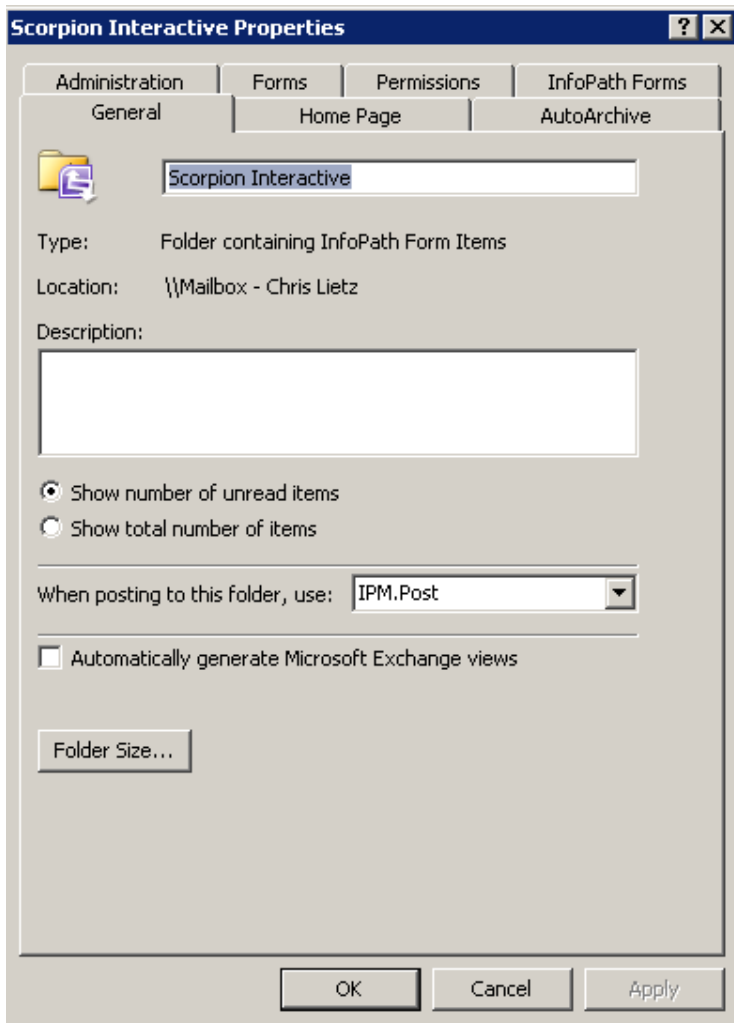

The New Folder Create Option comes up. Type in a name for your New Folder "Scorpion Interactive". Click OK to save your new folder.

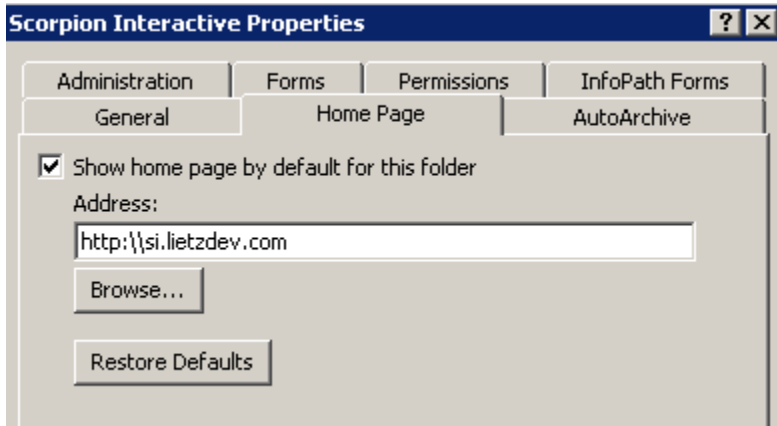**After Creating your New Folder locate it in your Outlook Folder List.**

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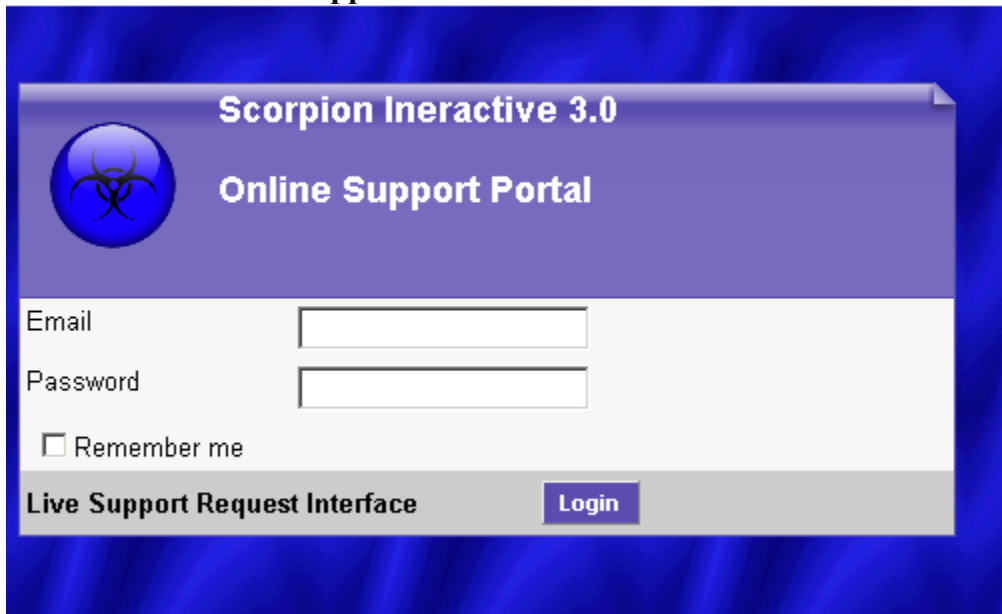
Login with the Username and Password assigned to you by your support agent.

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

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.

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

|◄ ◄ 1 of 1 ► ►| &nbs p;