## **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.

Create New Folder	? ×
Name:	
Scorpion Interactive	
Folder contains:	
Mail and Post Items	•
Select where to place the folder:	
<ul> <li>         • ● Mailbox - Chris Lietz         • ● Public Folders     </li> </ul>	
OK Cance	el



**Right Click on the Scorpion Interactive folder and select Properties.** 

Scorpion Interactive Properties ? 🗙							
Administration Forms Permissions InfoPath Forms General Home Page AutoArchive							
	Scorpion Interactive						
Type:	Folder containing InfoPath Form Items						
Location:	\\Mailbox - Chris Lietz						
Description:							
<ul> <li>Show nu</li> <li>Show to</li> </ul>	Show number of unread items     Show total number of items						
When postin	ng to this folder, use: IPM.Post						
Automatically generate Microsoft Exchange views							
Folder Size							
	OK Cancel Apply						

Click on the Home Page Tab.

Put a check in the "Show Home Page by Default for this folder box. I FORMATION TECHNOLOGY PROVIDER

So	orpion Interactive	? ×					
	Administration	Forms	Forms Permissions InfoPath				
	General	Home Page		AutoArchive			
	Show home page by default for this folder Address:						
	Browse						
Restore Defaults							

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.

s o	corpion Ineractive 3.0 nline Support Portal			
Email				
Password				
🗖 Remember me				
Live Support Request Interface Login				
	and the said the said			

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 Scr	een and	l Ticket I	List Po	ortal			DR.		TECHNOLOG	
	Scor Onlii	pion Ine ne Suppo	ractiv ort Po	e 3.0 rtal				Data-Te 7904 Ho Tampa	ch: Tampa pi Place FL 33634	
Email Beauward	Ch	nrislietz@lietz	zdev.con	n			18	813-872	-8011	
Password	er me							support@	@lietzdev.com wv.lietzdev.com	
Live Suppo	rt Request	t Interface		Login	_	100				
Interacti	on Trac	ker						-		
<u>Call ID</u> <u>Ca</u>	<u>II Date</u>	<u>Updated</u>	<u>Name</u>	<u>Status</u>	<u>Category</u>	<u>Tech</u>	Important	<u>ce</u>		
<u>7338</u> 12/	18/2007	5:03:17 PM	Tiffany	Closed	Email	kevinkohrs	Low			
<u>New Ticket</u>			<u>First</u> P	<u>rev 1234</u>	<u>5678</u> 9of 9 N	ext Last 🔤	ancel			

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 Serv	rice Request	
Call Date	12/20/2007 12:34:37 AM	
Company Name	Data-Tech	
My Name	Christopher Lietz	
My Email	chrislietz@lietzdev.com	
My Phone Number	888-9999	
Catagory	Printer: New	
Importance	Medium	
Request	New Printer Purchased. IP 100.0.0.100	*
	Model HP 9100 Color Printer Everyone can print to it.	
		-
	For User Maintenance Please fill in the information below.	

## **Ticket Review Portal**



Scorpion l	nteraction		
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	Interacti	on Tracker
Call Taken By	CallTracker	Action Date Action Time Action By	12/18/2007 12/30/1899 kevinkohrs
Status Catagory	Closed Email	Action Done	Message content contained closetmaid.com, this was being filtered by the barracuda. Added th
Tech Assianed	kevinkahrs		Tof1 Subsp;
Importance	Low	199	ULICATION
Extended Notes	×		VI AVI AV