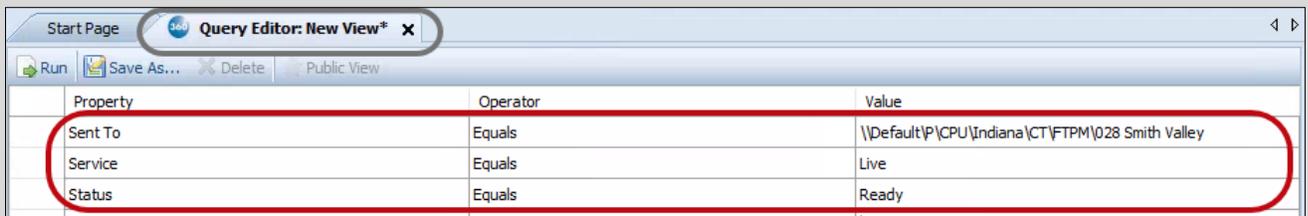


Live/Track is an integrated product used to push documents and messages to the inHere application and portal. Check with your management if you have questions specific to your operation’s workflow.

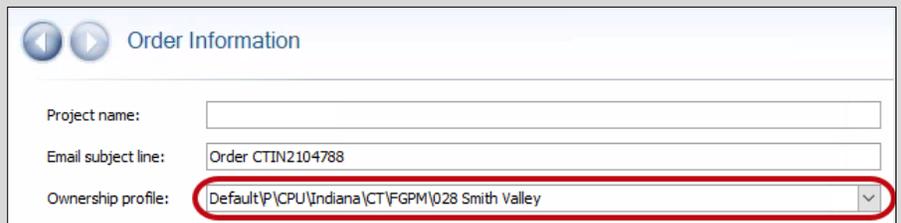
NOTE: If you have not already created a customized **View** in the **360 Queue**,

1. Click the **360 Queue** button
2. Click the **New View**  icon
3. From the **Query Editor** tab select/enter the following fields,

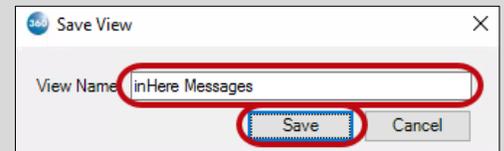
	Property	Operator	Value
Line 1	Sent to	Equals	Profile* (e.g., \\Default\P\CPU\Indiana\CT\FTPM\028_Smith_Valley)
Line 2	Service	Equals	Live
Line 3	Status	Equals	Ready



*Your Profile is located on the Order Information screen > Ownership profile field. You must include the leading back slashes, \\, when entering in the **Value** field.



4. Click the **Save As** button
5. Enter a name for the **View Name** (i.e., inHere Messages)
6. Click **Save**

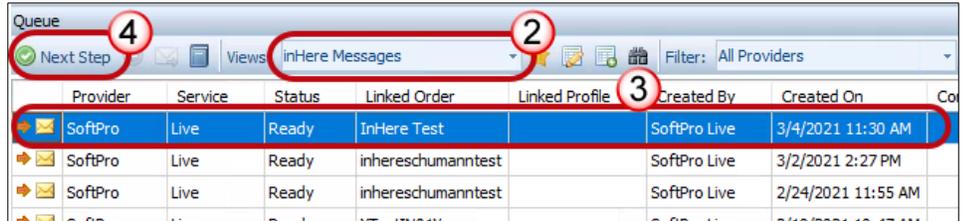


Monitoring the 360 Queue

1. Click the **360 Queue** button



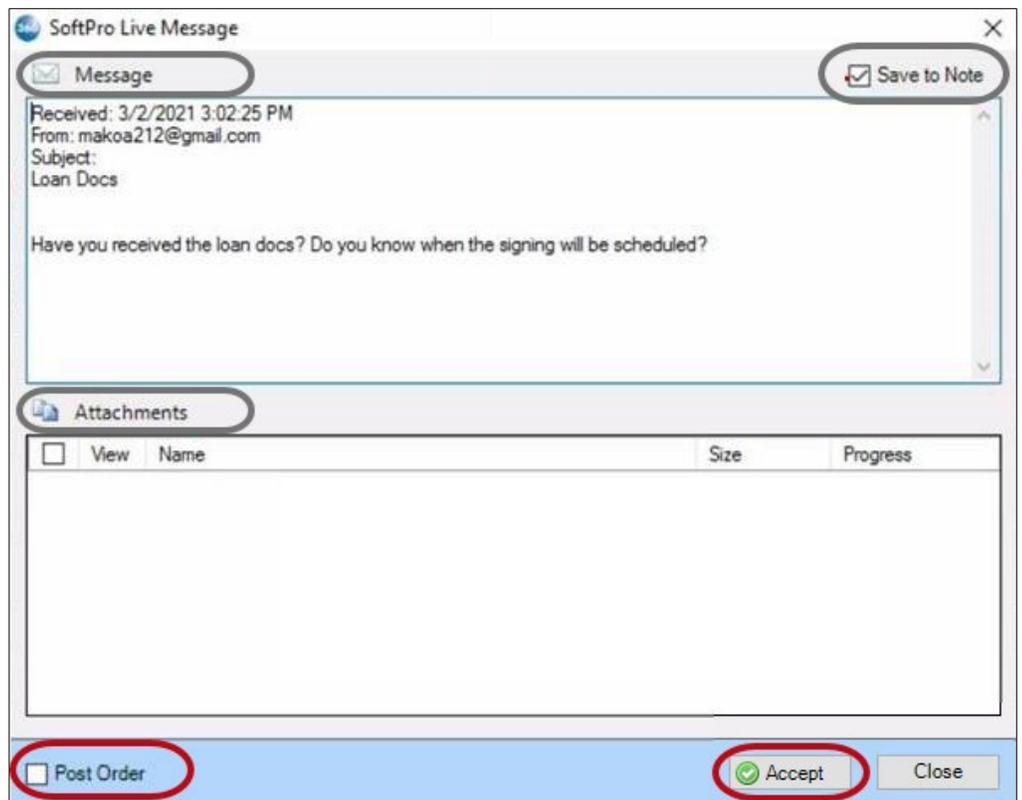
2. From the **Views** drop-down, select the customized view created above
3. Click the applicable transaction
4. Click the **Next Steps** button



TIP: You can also double-click the entry to continue.

The corresponding order opens in SoftPro Select and the SoftPro Live Message window opens showing the incoming message and any documents sent with the message.

- > **Message** shows the incoming message and saves to the Order **Notes** by default. This setting should not be changed.



- > **Attachments**, documents sent with the message are listed here and are saved to the Order **Attachments** and smartview once accepted.

5. Check the **Post Order** check box if you wish to create a new message in response to the incoming message; this is a shortcut to SoftPro Live/inHere.
6. Click the **Accept** button