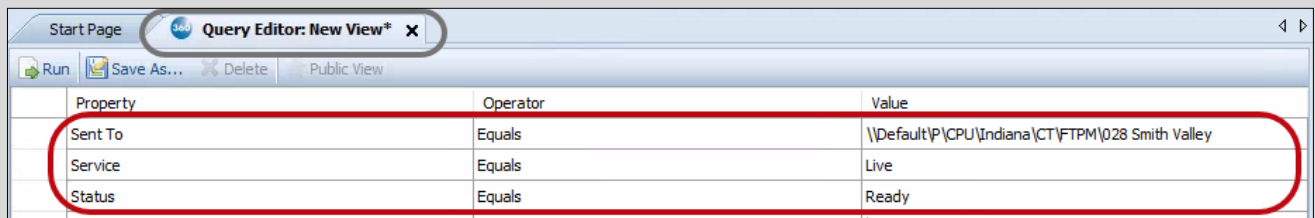


Live/Track is an integrated product used to push documents and messages to the inHere application and portal. Check with your management if you have questions specific to your operation's workflow.

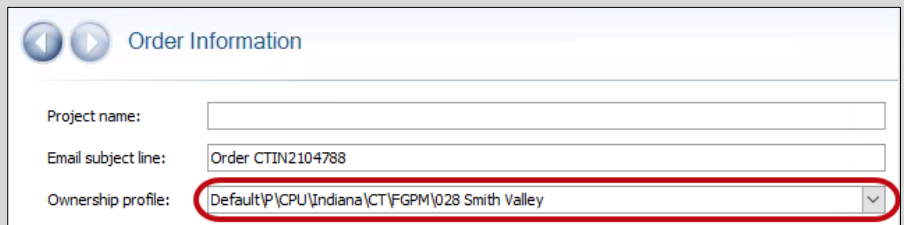
NOTE: If you have not already created a customized **View** in the **360 Queue**,

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

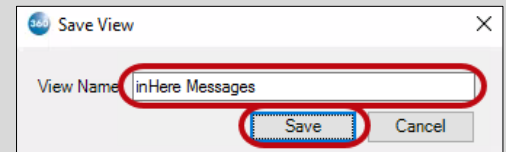
	Property	Operator	Value
Line 1	Sent to	Equals	Profile* (e.g., \\Default\P\CPU\Indiana\CT\FTPM\028_Smith_Valley)
Line 2	Service	Equals	Live
Line 3	Status	Equals	Ready



*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.

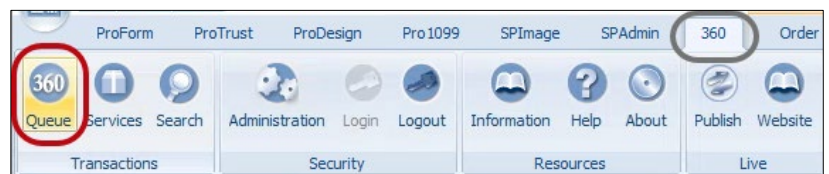


4. Click the **Save As** button
5. Enter a name for the **View Name** (i.e., inHere Messages)
6. Click **Save**



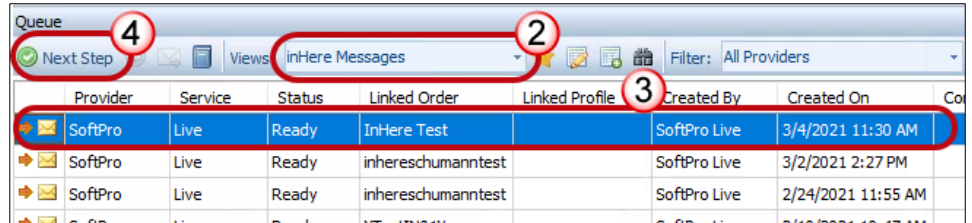
Monitoring the 360 Queue

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

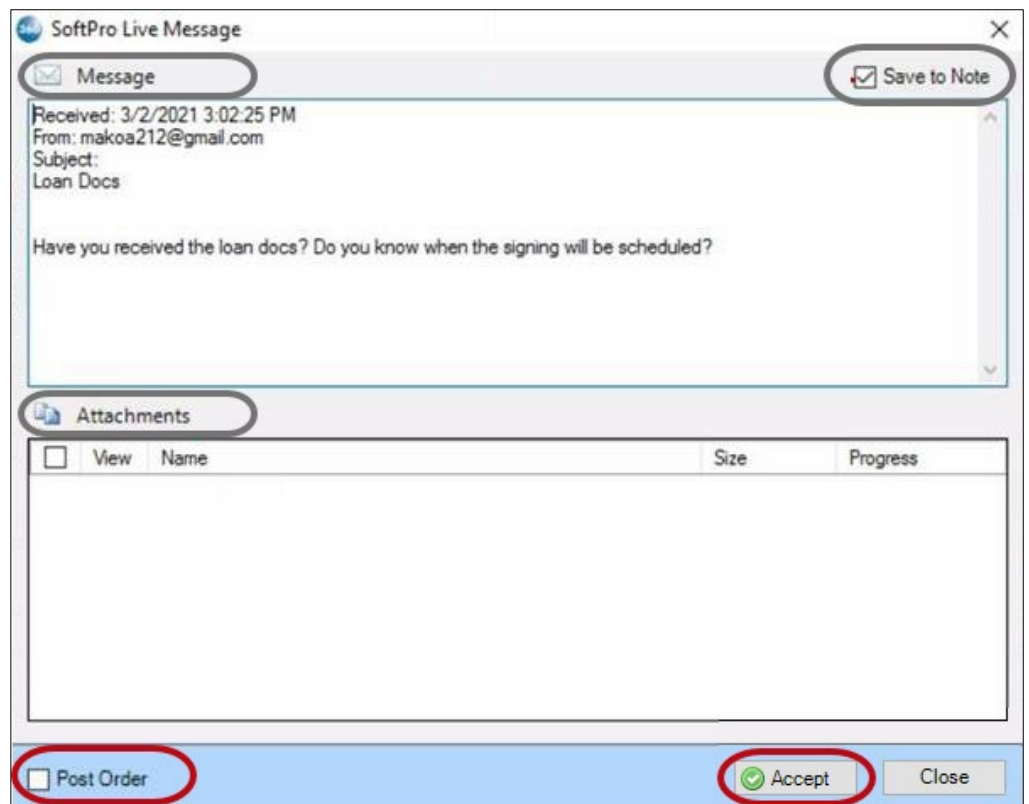
TIP: You can also double-click the entry to continue.



Provider	Service	Status	Linked Order	Linked Profile	Created By	Created On	Co
SoftPro	Live	Ready	InHere Test		SoftPro Live	3/4/2021 11:30 AM	
SoftPro	Live	Ready	inhereschumannstest		SoftPro Live	3/2/2021 2:27 PM	
SoftPro	Live	Ready	inhereschumannstest		SoftPro Live	2/24/2021 11:55 AM	

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.



SoftPro Live Message

Message

Received: 3/2/2021 3:02:25 PM
From: makoa212@gmail.com
Subject: Loan Docs

Have you received the loan docs? Do you know when the signing will be scheduled?

Attachments

View	Name	Size	Progress
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☐ Post Order Close

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