The inHere email invitation is automatically sent when a milestone has been triggered in the order. However, an invitation may also be sent manually if the customer has missed the window to create the inHere account (72 business hours).

Follow these steps to manually resend the email invitation with a link to create their inHere account.
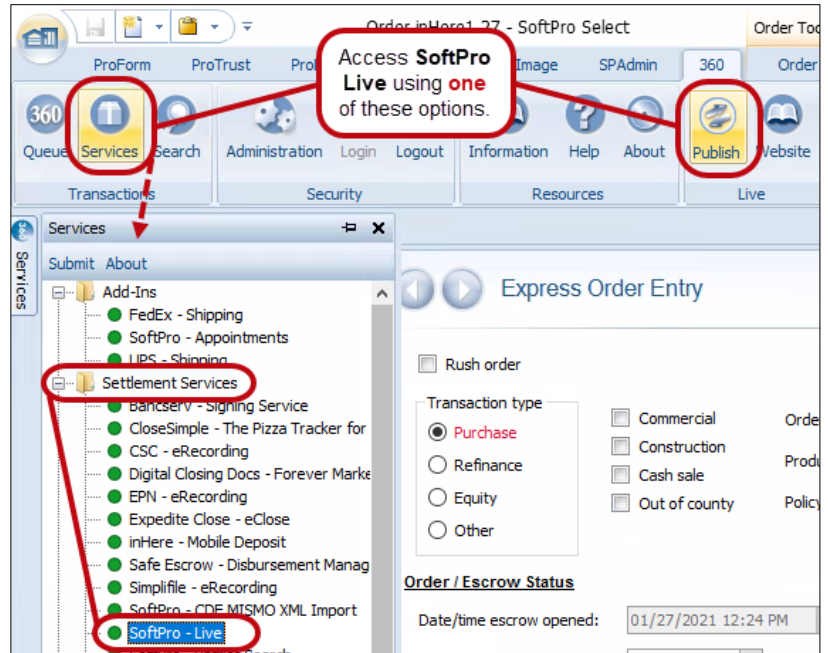
Creating a Message

From your SoftPro order,

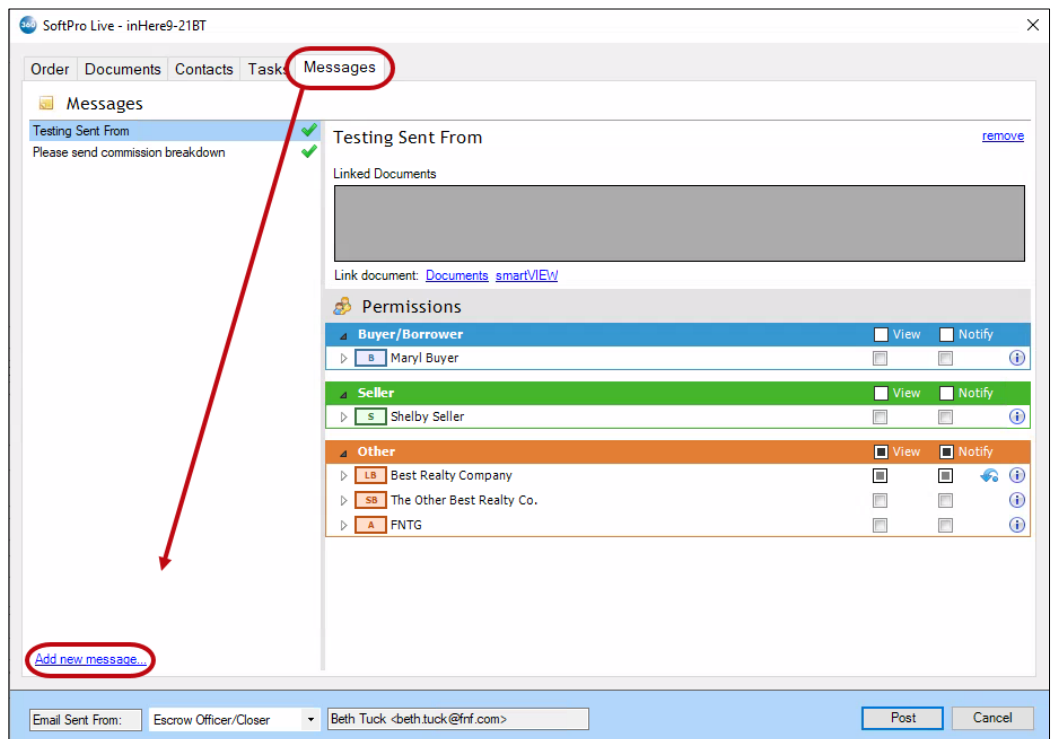1. Click the **360** tab

2. Access **SoftPro – Live**

   From the **360** ribbon,

   〉 Click the **Publish** button, if active

   -Or-

   a) Click the **Services** button

   b) Expand the **Settlement Services** folder

   c) Double-click **SoftPro – Live**

   d) Click **OK** when prompted for the linked order

3. From the **SoftPro Live** window, click the **Messages** tab

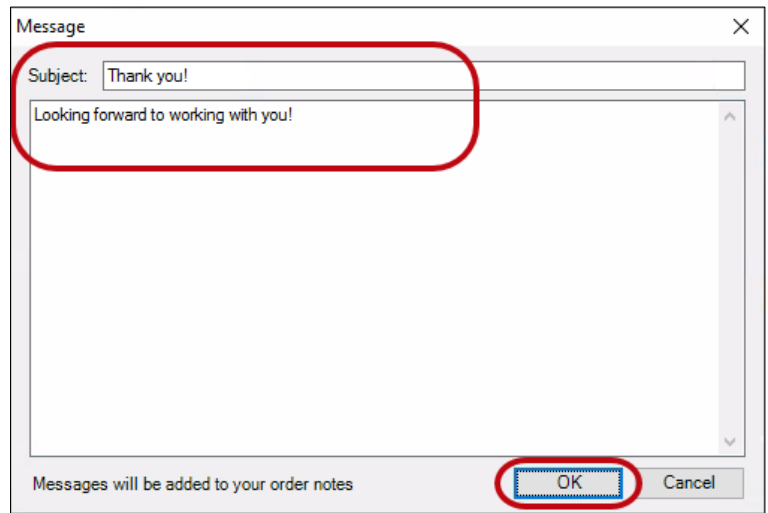4. Click the **Add new message** link

5. When prompted, enter the,

   〉 **Subject**

   〉 **Message**

6. Click **OK**
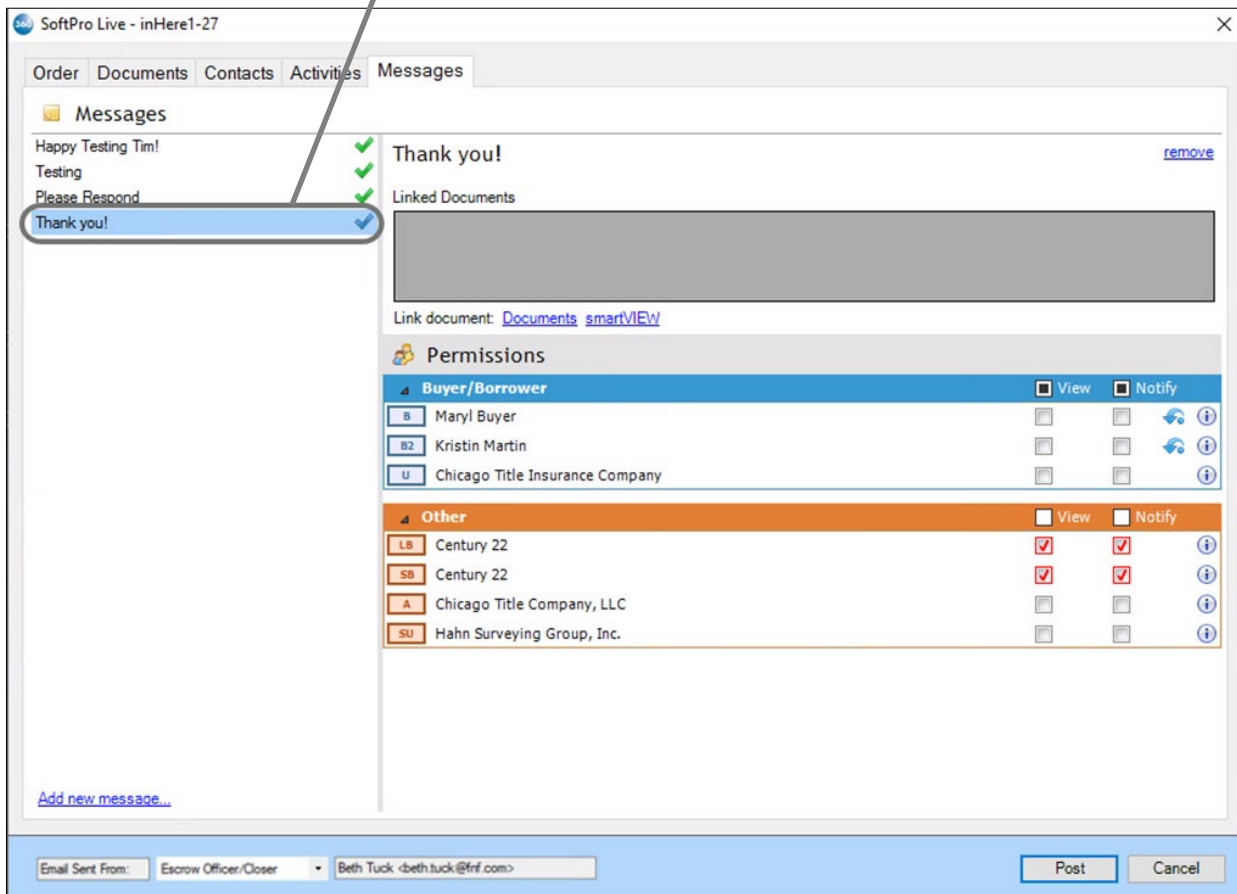
Your message is added to **Messages** section.

7. In the **Permissions** section, check the,

   〉 **View** check box to share the message with the corresponding Contact

   〉 **Notify** check box to send a notification to the corresponding Contact indicating a new message has been posted

NOTE: You can set an individual's **View** or **Notify** settings by clicking the drop-down versus setting all at the LB/SB level.

REMINDER: Only available for the **Listing Broker/Agent** and **Selling Broker/Agent**.

8. Verify or select the Contact to display in the **Email Sent From** field

NOTE: Selecting an individual name from the drop-down, shows the corresponding email address. Selecting **Default** from the drop-down, shows the noreply@inHere.com email address.

The contact selection remains until manually changed or a system update occurs.

9. Click the **Post** button

The inHere email invitation is sent to the selected contact(s).