Application Note

Associated Project: None

Related Documents: None

KEYWORDS: CTC SUPPORT FORUM   WEB BASED INFORMATION   IMMEDIATE WEB SOLUTIONS

This document describes how to:
1. Get to the CTC Support Forum.
2. Register for the CTC Support Forum.
3. Log into the CTC Support Forum.
4. Navigate through the CTC Support Forum.
5. Post Topics into the CTC Support Forum.
6. Subscribe\Unsubscribe to a Topic or Category

1. Getting to the CTC Support Forum

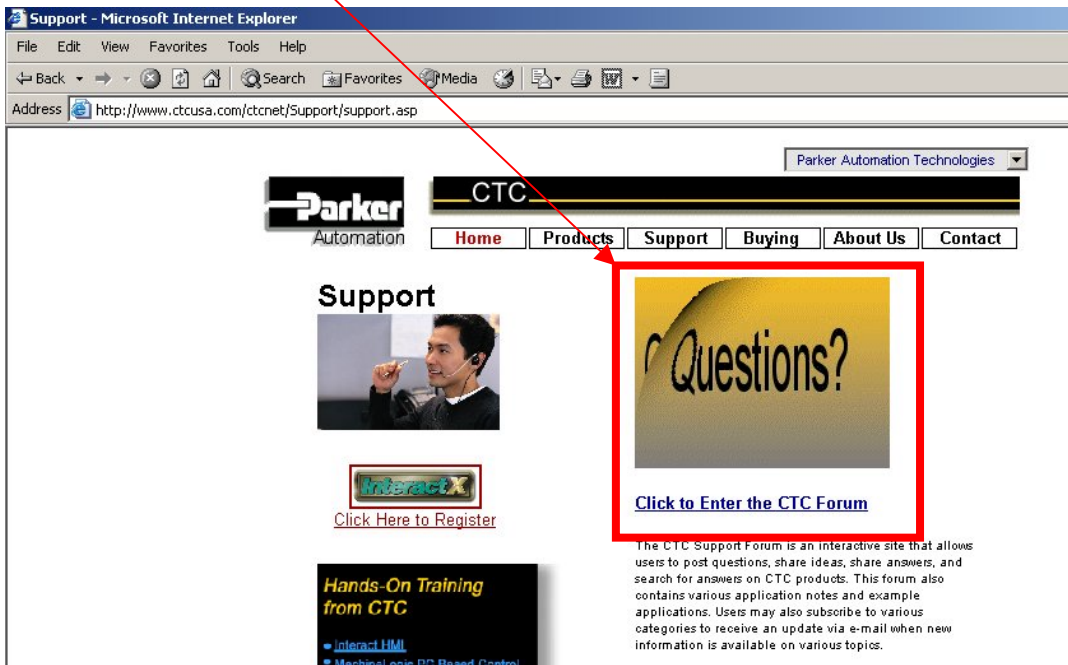To get to the CTC Support Forum open your web browser and go to HTTP://www.ctcusa.com and click on the Support Tab.

anything Parker Possible.
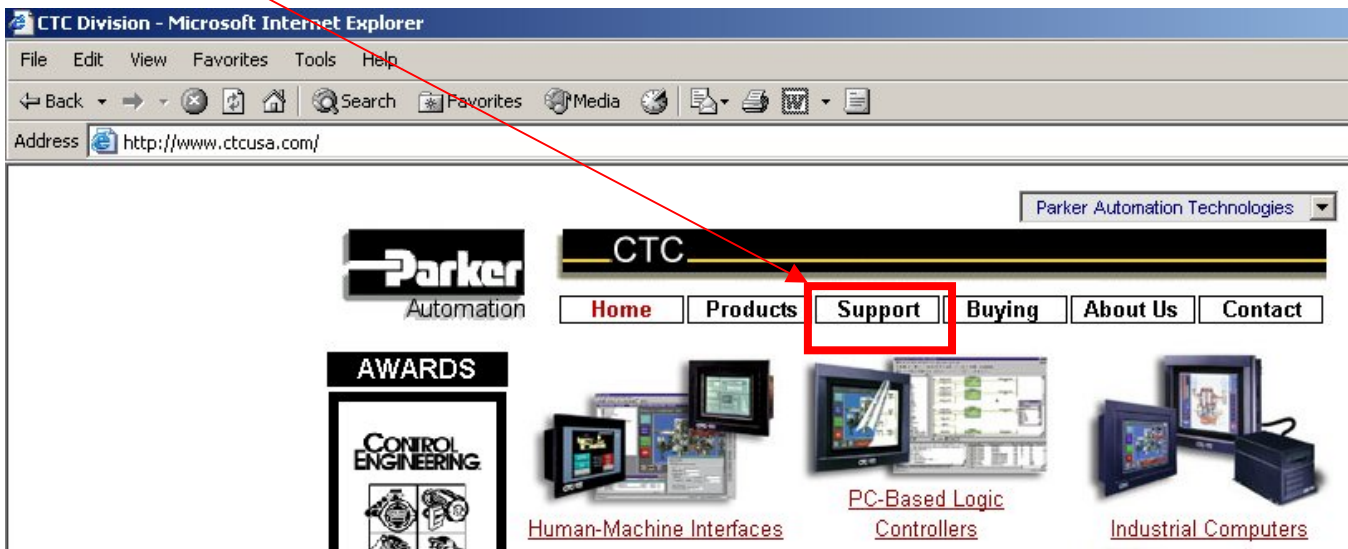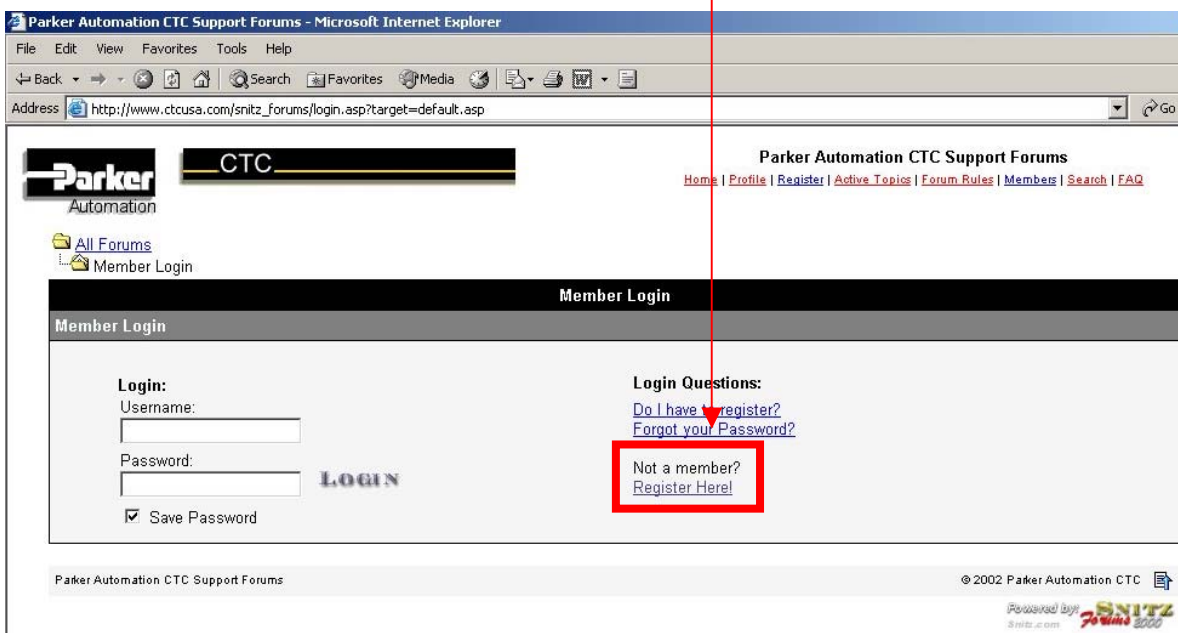
Once you are on the CTC Parker Automation Support Website you will see a moving icon with a link below it that says, "**Click to Enter the CTC Forum**." Click on this link to go to the Forum main page.

2.   **Registering for the CTC Support Forum (If you have already registered please proceed to topic 3)**

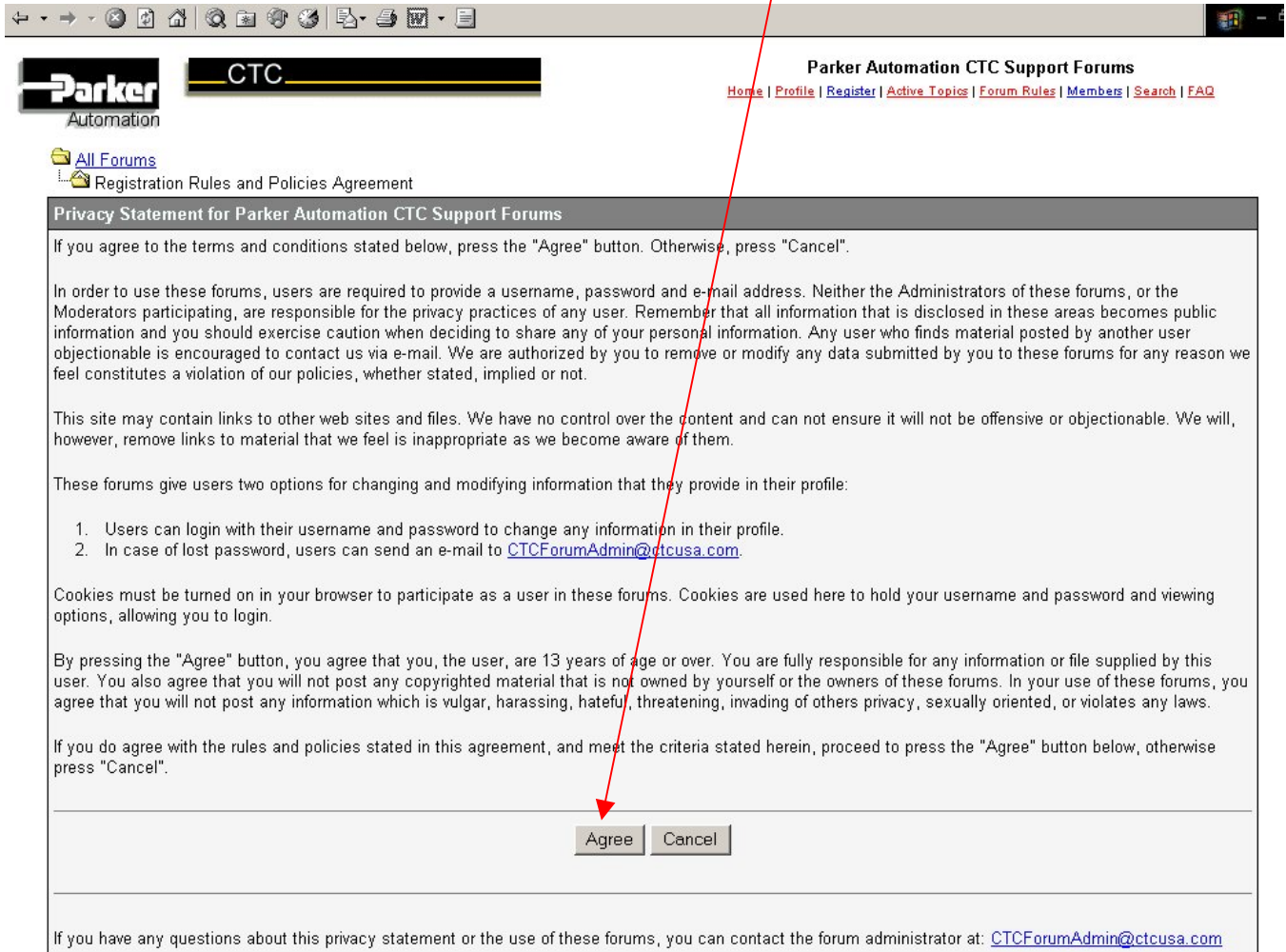If you need to register click on the link that says, "**Register Here!**"

Note: If you experience a problem with this page reappearing when you are pressing the Agree button it is related to the security settings in your browser not allowing cookies, or you may have Norton's Internet Security or a similar firewall package that needs to be configured to allow you to accept cookies.

You will then be taken to a Privacy Statement. Click on the *Agree* button to continue onto the registration page.

You only need to fill in the fields marked with a red * (all other fields are optional and are up to the users discretion) and then click on the **Submit** button.

You will then be e-mailed a link back to the address that you entered in the e-mail address field that must be clicked on to activate your account.

The e-mail will be from CTCForumAdmin@ctcusa.com and will look similar to the example below. To activate your account you will need to click on the link to complete the registration.
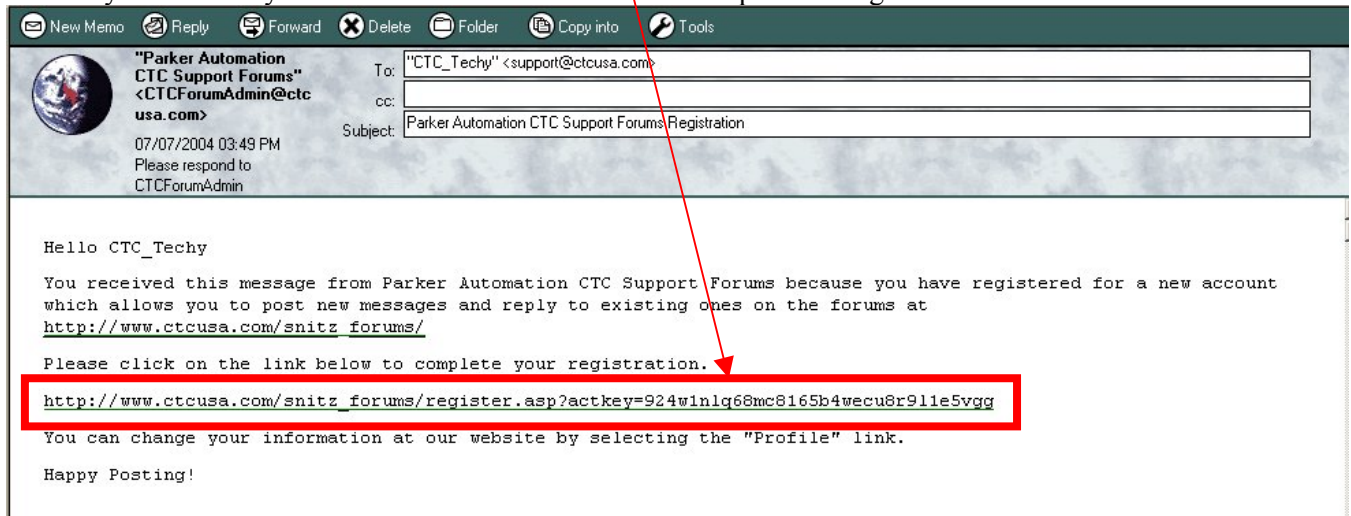
3. Logging into the CTC Support Forum

To log on to the forum type in the user name and password you used when registering. Then click the **LOGIN** icon. A message will appear telling you that you were successfully logged in. You may also check the save password if you desire for easy access in the future.
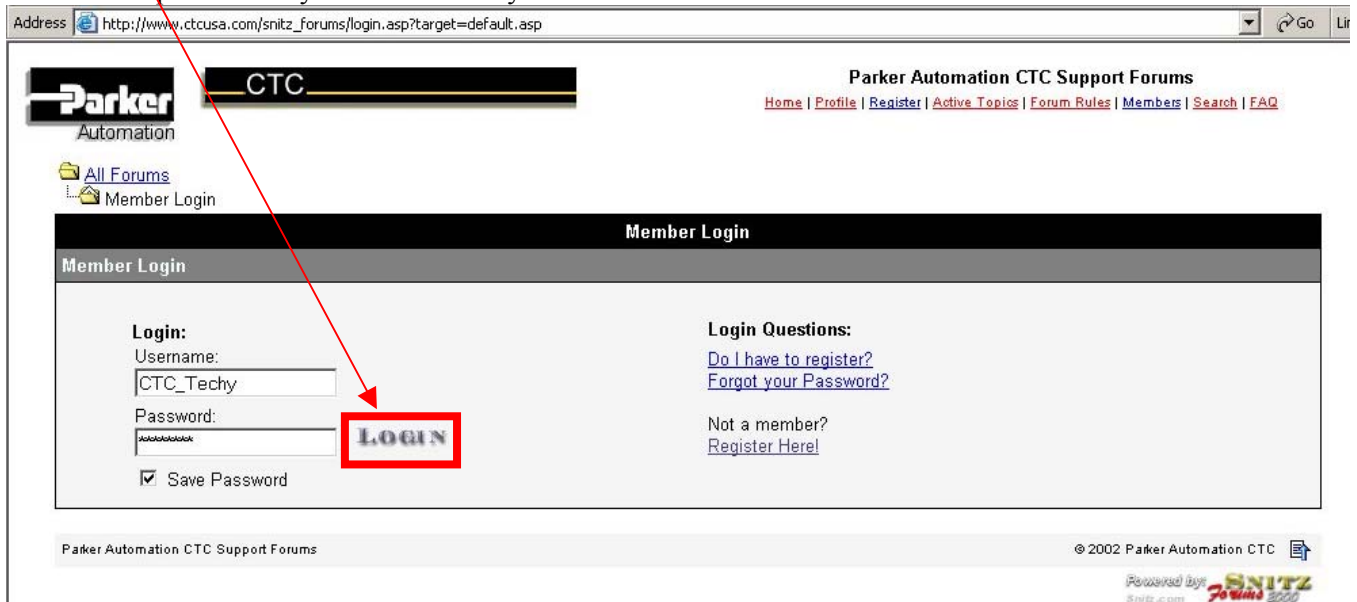
4. Navigating around the Forum

You can navigate around the forum by expanding the categories and then the topics under each category. You can also use the **Search** Feature of the forum to look for specific keywords.

After clicking on the Search button the following screen will appear and allow you to search for Keywords, Specific Forums, Specific Messages, Specific Dates, or Search for a specific Member who posted it.

5. Posting a topic to the Forum

Note: Before posting a topic to the forum PLEASE USE THE SEARCH FEATURE TO MAKE SURE THE TOPIC DOES NOT ALREADY EXSIST.
You can post to any topic that is **NOT LOCKED**. Locked Topics are Read Only.

All posts are moderated to insure that no offensive content is posted!

In this example Application Questions was clicked on from above and then the following screen appears. To post a New Topic in InteractX Application Questions you would click on the "**New Topic**" folder.

After clicking on New Topic the following screen will appear. Type in a short description in the Subject line that describes what the topic addresses. Then in the message field type in a more detailed description about your topic, any description about attachments, and also keywords for other users to find your post via the search field. You can add attachments to your post by clicking on the Browse button and then browsing to the folder that contains the item that you wish to attach. Once you have finished it is advisable to do a Preview to make sure that every thing looks correct. Once you are sure, you can click on Post New Topic to submit it to the Forum Administrator for final review. Once your topic has been reviewed it will be made viewable to the general public. Our goal is to post it to the forum within one week of being submitted for review.

6. Subscribe\Unsubscribe to a topic or category

You can also receive e-mail when someone posts to the forum by **subscribing** to the forum.

If the folder appears to be purple in color it means new content has been added to this topic or category.

By clicking on this Icon it will subscribe you to receive e-mail on this topic or category every time that it is updated.

By clicking on this Icon it will unsubscribe you from receiving e-mail on this topic or category every time that it is updated.