CHENANGO
BROKERS LLC

OfficeScope
FOR A NEW GENERATION

Directions

* Go to our website www.chenangobrokers.com

* Click on the "Get Your Chenango Mail" icon in the dark green toolbar at the top. This will bring you to the Office Scope login page.
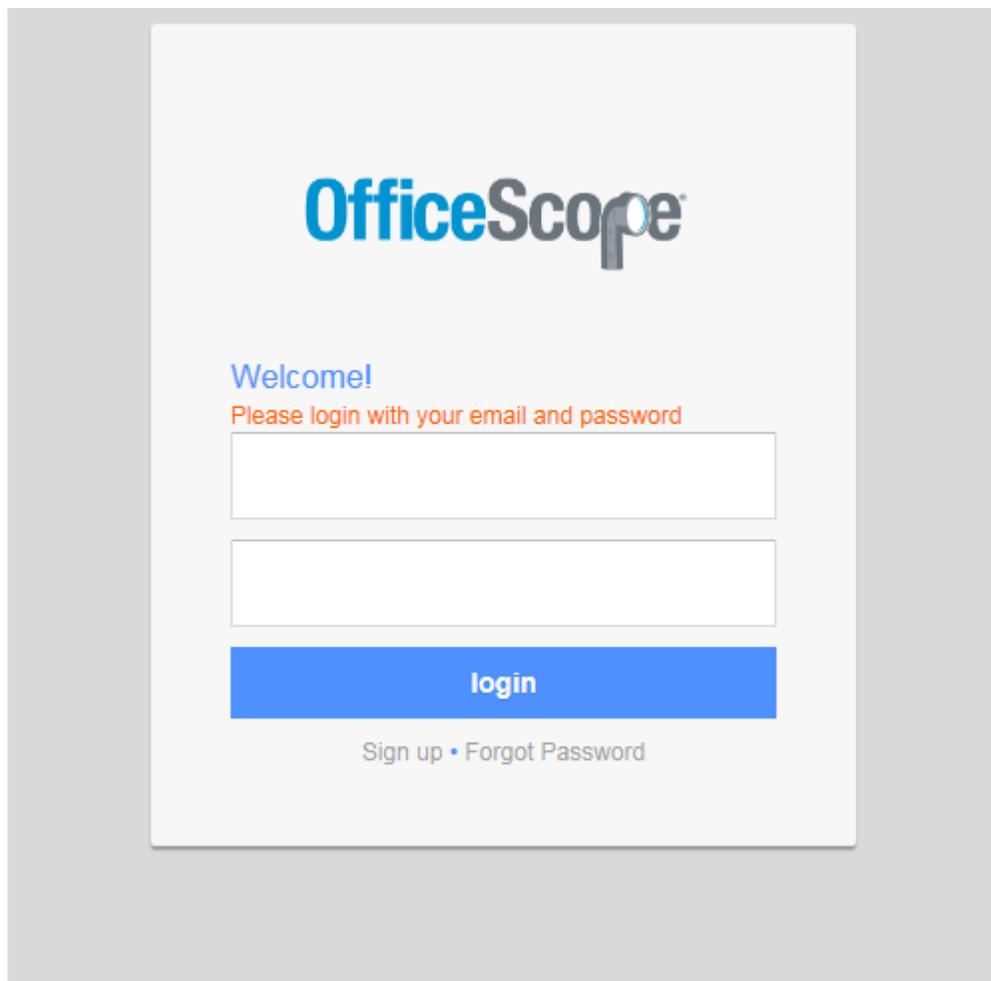
OfficeScope®

Welcome!
Please login with your email and password

login

Sign up • Forgot Password

To Log in

* In order to be able to login properly, you will need to use Internet Explorer

* Log in using your 3-digit agent code assigned by Chenango Brokers. Please note, the login not your email address as indicated on the website

* The password was provided when you signed up. If you do not have it, please contact our office.

* Please keep in mind, the password is case sensitive and is all lowercase.

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* Once you get in, you will see in the middle there is a large white box that is labeled "My Documents" in blue at the top.

* If you previously used the Docstar Webmail system, you will have two folders. The older dated folder will be the Docstar Webmail files. The newer dated folder will be the OfficeScope documents.

* The date on the folders are the date the folders were created, not the date the most recent document was added.

* If you hover your mouse over the agent code, you will see it becomes a hyperlink. If you click on it, it will get you into the folder.

* As you can see, the documents are listed alphabetically by customer. You can go into each folder by hovering over the clients name. There you will see the documents for each customer listed. There is not a way to search or to   rearrange by date.

* When you click on a document, it will come up in another screen. You will see there is a toolbar on the bottom. If you hover over the icon, it should tell you what the tool is.

* To get back to the main screen, please click the My Documents link in the left toolbar under Favorites. Clicking the back button will not work in this system.

Troubleshooting

⇒ If you click on a document and it doesn't load or is just a white page, it means that there are too many resources being used, ie. Too many people are in at the same time and the server cant handle the flow of traffic.

⇒ If you don't remember your username or password, please contact us. Anyone in the office can get that information for you.

⇒ If you have any other issues, please contact us so we can make the vendor aware and request it be corrected or explained.