



OUTLOOK - 2000, XP, 2003

Please follow the sequence of steps below if the “Send Registered” button does not appear, disappears or becomes inactive. You may want to print this document for your records.

Step 1: Re-boot the machine, restart Outlook and see if the button reappears and/or works properly.

Step 2: In some instances the “Send Registered” button may become disabled due to another program or general Outlook instability. As a result, the button may need to be re-enabled. While viewing the Inbox click:

- a. *Help*
- b. *About Microsoft Office Outlook*
- c. *Disabled Items*
- d. Highlight *RPost* in the disabled item list
- e. Click *Enable*
- f. Press *Close*
- g. Close the Microsoft Outlook program for one minute
- h. Open Microsoft Outlook, press *New* and click the “Send Registered” button to ensure proper functionality.

Step 3: While in the Inbox press *Tools* then *Options*. A *Registered E-mail* tab should be present. If not, you may want to uninstall and re-install the button.

- i. Uninstall the current version
 - i. Close Outlook
 - ii. Press Start / Control Panel
 - iii. Click Add/Remove programs
 - iv. Wait for the list to populate and remove “RPostOffice”
- j. Install new version
 - i. Close Outlook
 - ii. Log on to www.rpost.com/site/install/outlook.htm
 - iii. Choose the correct Outlook software version
 - iv. Follow the steps to install the Registered E-mail button
- k. Choose your features
 - i. Open Outlook
 - ii. Click on Tools / Options / Registered E-mail (tab)
 - iii. Choose the features you want turned on and off by checking or un-checking the appropriate boxes.

If these steps do not resolve the technical issue please send an e-mail to support@rpost.com and an RPost representative will contact you at your convenience.

Thank you,
RPost Support