



RMail Outlook Desktop App
Installation Manual 2018



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1. **Welcome**

To access the RMail track, prove, sign and encrypt platform through Microsoft Outlook (desktop), users may download the RMail App either locally on their machine or through terminal services. A new button is added to the email compose page allowing the sender the option to “Send” as they currently do or “Send Registered” on demand.

This document outlines the software installation and deployment options for both single and multiple computers running Microsoft Office (desktop). See the RMail Apps Marketplace for Office 365 Online and additional Apps.

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2. System Requirements

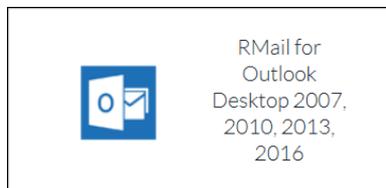
System Area	Details
Windows version	Vista, 7 (32/64 bit), 8 (32/64 bit), 10 (32/64 bit)
Office Version	2007 (32-bit) and 2010, 2013, 2016 (32/64-bit)
Function model	Outlook client runs locally or through terminal services
Program size	5MB
Operating System	Windows
Program type	Outlook COM Add-In using IDTEExtensibility for a shared Add-In. Shimmed to provide an isolated, unique AppDomain.
Program language	Written in C# in Visual Studio 2010
.NET	Framework 4.0 or greater.
Install package	Windows Installer MSI. Installs using Visual Studio Installer technology for Windows Installer.
Additional applications needed to run or start-up	None
Specific application conflicts	None
Uninstall	Control Panel, Programs (clean uninstall)
Deployment	Single, group or company-wide deployment
Updates	Manual upgrades only.
Requirements	Valid inbound and outbound email account. Administrative rights required for installation only.
Recommended email format	HTML or plain text (Rich Text not recommended)
Licensing	User or usage-based
Maintenance	None required after installation.
Account Authorization	Service plan dependent
Username/Passwords	RMail account required for sending.
Feature customization	Outlook 'Options' panel or Configuration file (XML)
"Send Registered" Button location	Above the native Outlook "Send" button.
Download link	See RMail Apps https://www.globalmicro.co.za/software-downloads

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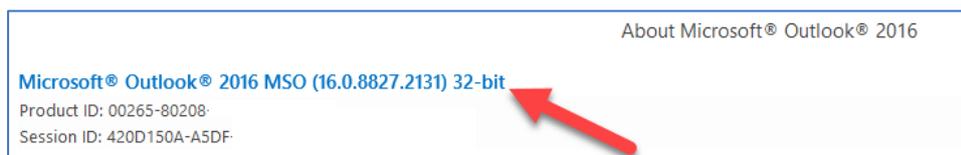
3. Outlook Desktop App Installation

To install the RMail App for Outlook Desktop onto a Windows computer please follow these steps:

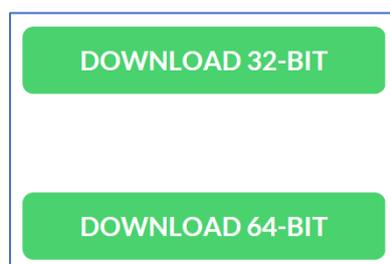
1. Ensure you have **Administrative Rights** with your computer
2. Close Outlook
3. Uninstall any previous versions of the RMail App for Outlook from **Add or Remove Programs**
4. Open the RMail Apps Marketplace: <https://www.globalmicro.co.za/software-downloads>
5. Select **RMail for Outlook Desktop**



6. Confirm the **bit** version of Microsoft Office
 - a. Open Outlook
 - b. Press **File**
 - c. Press **Office Account**
 - d. Press **About Outlook**



7. Select the **bit** version of your Microsoft Office program



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8. Click **Download Now**

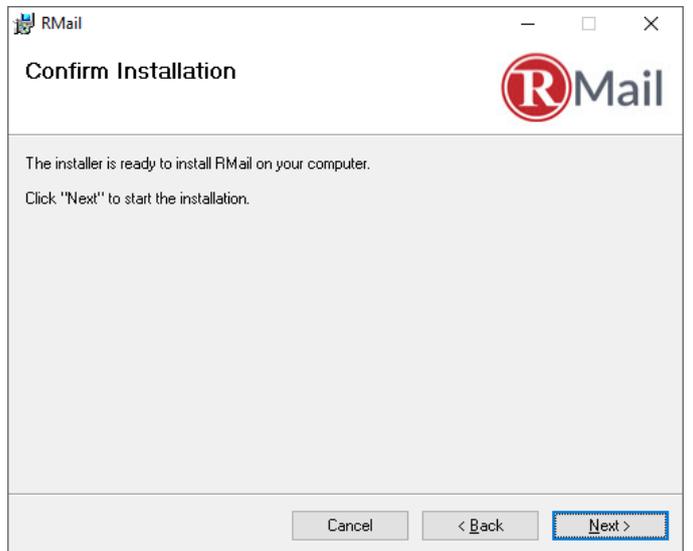
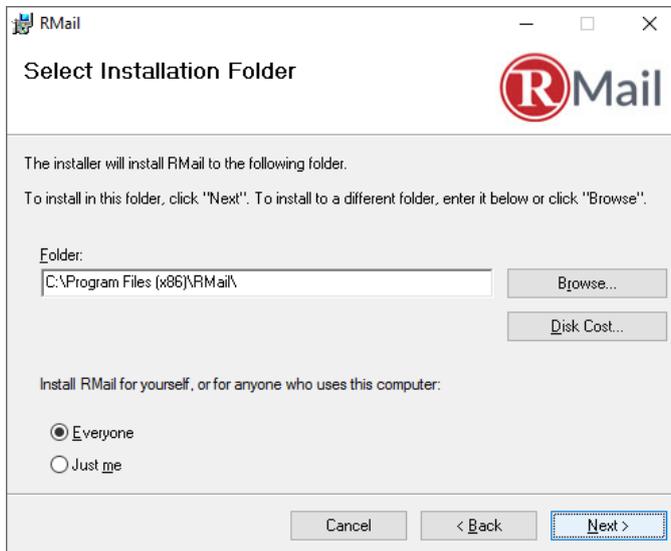
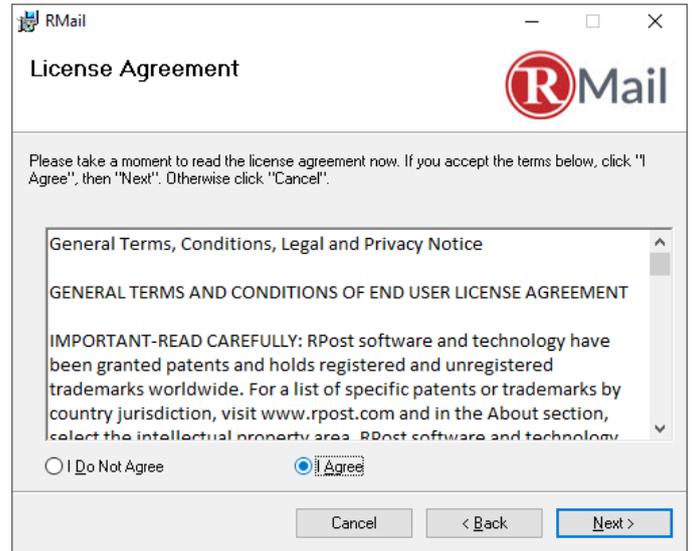
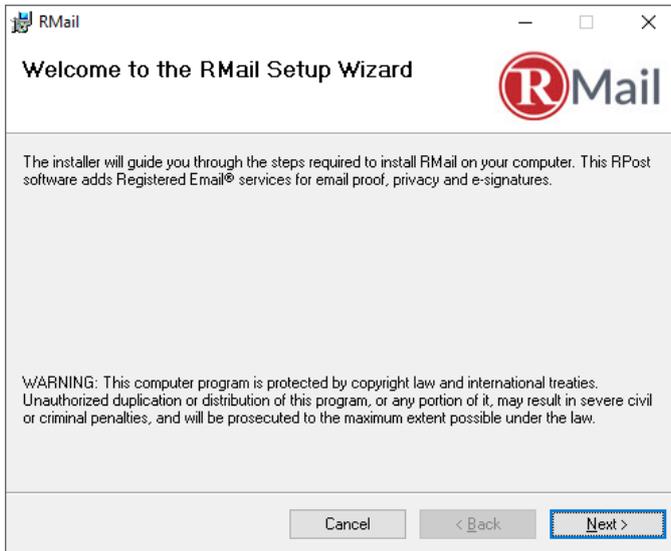


9. **Save** and **Run** the installation file
10. Follow the installation instructions

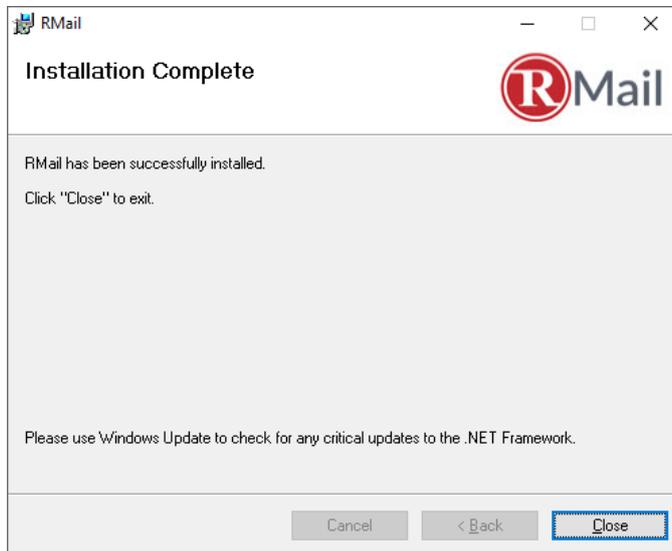
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4. Installation Wizard

The below steps will walk you through the installation for x64 bit machine would be different.



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5. One-time Registration

1. Open Outlook
2. Complete the required one-time registration process for the RMail service necessary for these processes:
 - a. The RMail App for Outlook uses a token to verify the identity of the sender for added security.
 - b. The LargeMail, Large File Transfer service, uses an asynchronous web services connection to securely upload the to the RMail Cloud. The one-time log-in is required to confirm the identity of the sender using this feature.
3. The registry is written when the MSI is run during installation. If the App is pushed out to multiple users, the registration wizard appears when the user starts Outlook with the Add-in running if the user is not already registered.

Account Activation

Thank you for selecting the RMail service!

All current and new users must complete the required registration form below to get started. You will receive a confirmation email with an activation link in your Inbox for your security. Note: all fields are required.

Your Name:

Example: Jane Smith

Email Address:

RMail always sends from your default email account.

Password: (6 character minimum, no spaces, at least 1 number)

Confirm Password:

Show password

Show me this again

Cancel Next >

Account Activation

Thank you for selecting the RMail service!

All current and new users must complete the required registration form below to get started. You will receive a confirmation email with an activation link in your Inbox for your security. Note: all fields are required.

Your Name:

Example: Jane Smith

Email Address:

RMail always sends from your default email account.

Password: (6 character minimum, no spaces, at least 1 number)

Confirm Password:

Show password

Show me this again

Cancel Next >

Almost Done!

Your account is almost ready!

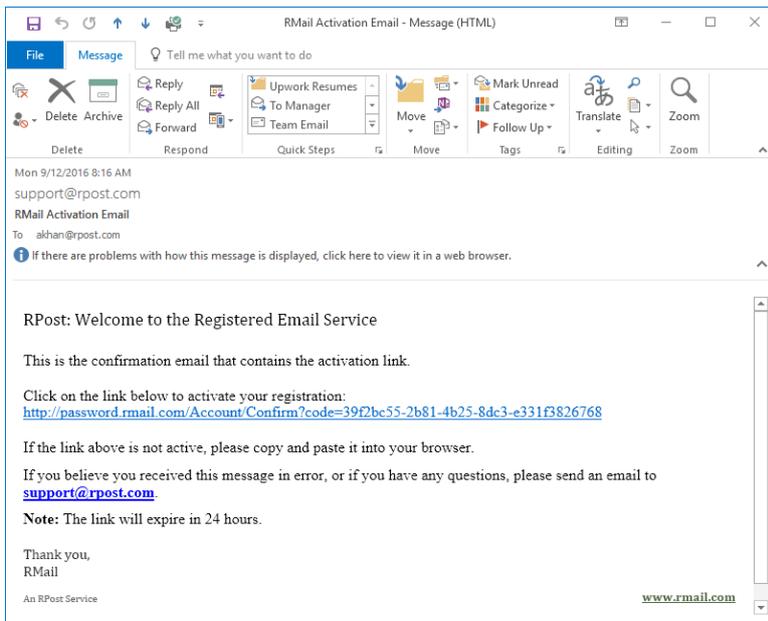
Please restart your Outlook and look for a confirmation email containing an activation link from RMail Support.

Click on the activation link to complete the registration process and begin enjoying the RMail service.

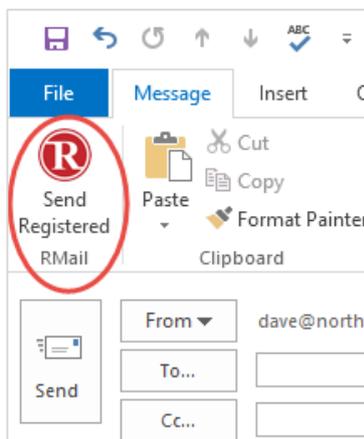
Close

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1. Open Outlook and click the activation link in the RMail Activation Email sent from support@rpost.com. If you do not see the activation email in your inbox, please check your junk mailbox



2. Your account should now be active to use the RMail plugin
3. Press **New Email** and make sure you have the new, **Send Registered RMail** button



Note: The registration wizard will appear on Outlook startup. It will continue to appear on startup until the user registers. If they press Cancel the wizard won't reappear until they either restart Outlook or try to use some RMail functionality.