



# Outlook Support Form

## Contact Information

Service Request Date	Company Name in RPortal
Partner Name	Submitter Name/Email
Sender Email/Domain	Service Language

## Case Details

<b>Feature(s) Affected</b> <ul style="list-style-type: none"><li>Marked/Unmarked as a Registered Email message</li><li>Encrypt with the Local Encryption setting ON</li><li>Encrypt with the Local Encryption setting OFF</li><li>E-Sign</li><li>Large File Transfer</li></ul>
<b>Original issue with clear description (in detail)</b>
<b>Steps taken to attempt to resolve (in detail)</b>
<b>Steps to Reproduce (in detail if applicable)</b>
<b>Additional Information</b> <ul style="list-style-type: none"><li>The sender is provisioned correctly in RPortal</li><li>The sender did not have this issue in the past</li><li>The issue has been reported by other senders in the company</li><li>The issue has been reported by other companies</li><li>The issue reproduces</li></ul>
<b>Included Information</b> <ul style="list-style-type: none"><li>Support logs are included Outlook Logs attached</li><li>Custom Config file included (if applicable)</li><li>Screenshots attached (if applicable)</li><li>Video demonstrating issue (if applicable)</li></ul>
<b>Additional Notes</b>