

What to do if RMail plugin will not activate after Outlook update

1. Go to file.
2. Click on options.
3. Click on add-ins.
4. Click on Go.
5. Tick RMail sent registered.
6. Click ok.
7. Go to file and you should be able to see the RMail options.
8. Close and reopen Outlook.
9. Go to file.
10. You should be able to see the RMail options located below options.

If this doesn't work can you try this:

Go to your SEARCH function on windows and search "regedit" to open up "Registry Editor" program. You might not see all of the locations mentioned below (in the Registry Editor), if that is the case, DO NOT add any folders to the regedit.

1. Close Outlook
2. In the Registry, follow the path pictured below:

`Computer\HKEY_CURRENT_USER\Software\Microsoft\Office\Outlook\Addins\RPostOffice.Connect`

3. Modify the LoadBehavior to set the value to 3
4. Close the Registry,
5. Remove the file "RMailOffice.settings" from the file path
C:\Users\(\your)Username\AppData\Roaming\RMail\RMailOffice
6. Open Outlook. Go about the Outlook steps to make the RMail button active within
FILE>OPTIONS>ADD INS.