

## HELPSHEET - REINSTATING YOUR IN-TRAY OUTLOOK ADD-IN

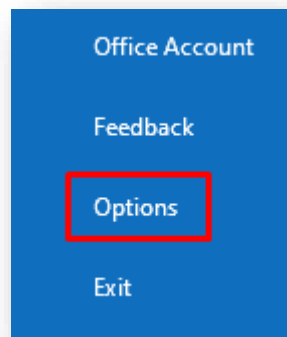
If you've not used the Outlook In-Tray Add-in for a while, Microsoft can sometimes de-activate it. Follow the steps below within Outlook to be able to reinstate your Add-in and have it reappear as an option.

*Please note that this Helpsheet has been written using Outlook 2019 and if you are using a different version, the menus may appear slightly differently.*

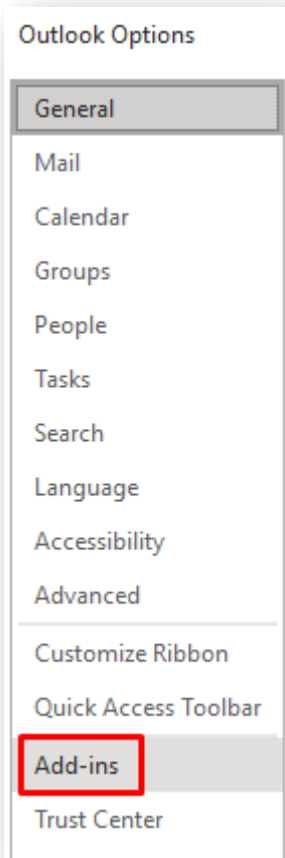
- Click on the **File** option in the top-left of your Outlook screen.



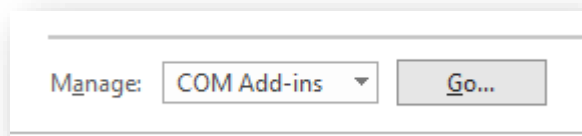
- Click on **Options** in the blue banner section of the screen at the bottom-left.



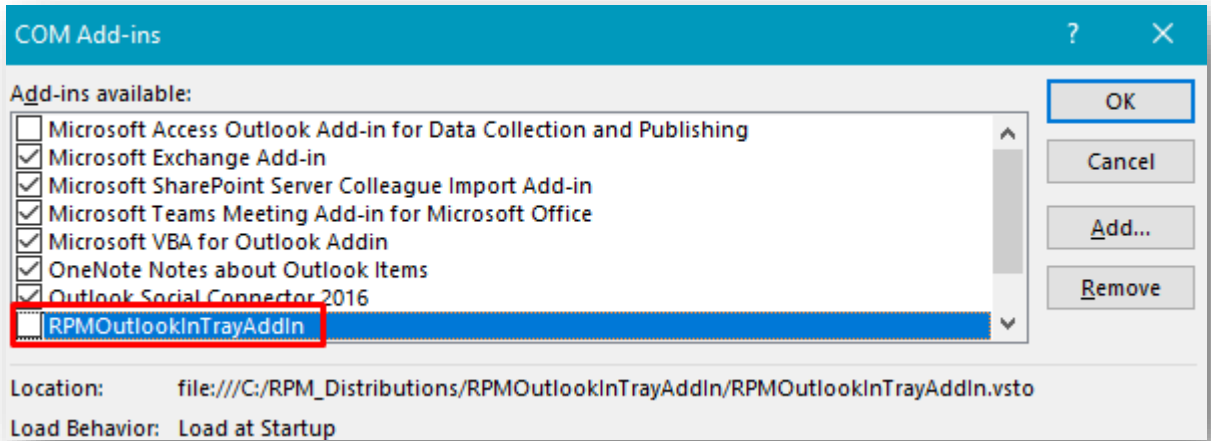
- Click on **Add-ins** in the Outlook Options menu.



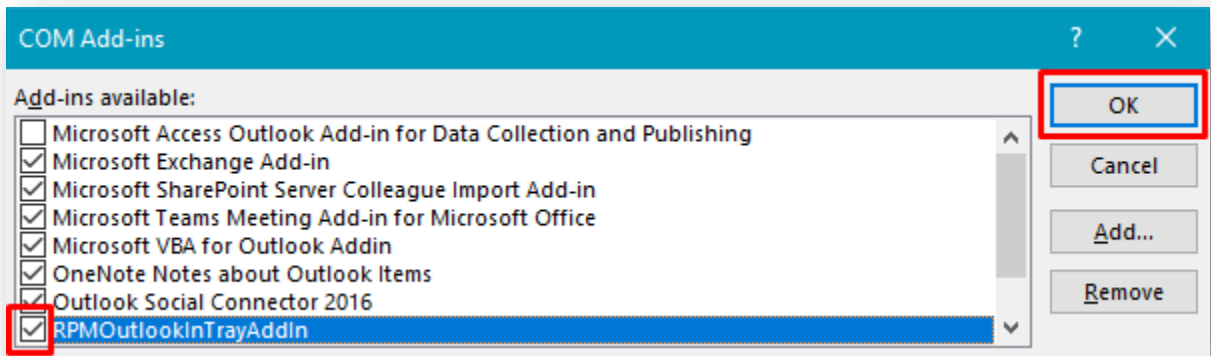
- At the bottom of this window there should be a **Manage COM Add-ins** option. Click on the **Go** button beside it.



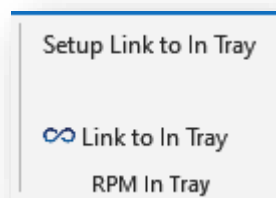
- This will open the **COM Add-ins** window and you should see **RPMOutlookInTrayAddin** in the list



- If this is not ticked, then place a tick in the box to the left and click **OK** to have this applied.



- The In-Tray options should now be appearing on your Outlook ribbon at the top-right of your screen.



- You may have to exit from Outlook and launch the application again.

If you need to re-install the Add-in then you can access the installer file from your RPM shared area of the network.



The CPL Knowledge Base will be continually updated with additional guides and information. If you have any questions or suggestions for further guides, we'd be happy to hear from you. You can contact CPL Support by emailing us at [support@cplsoftware.com](mailto:support@cplsoftware.com) or through our portal at <https://contact.cplsoftware.com/portal/home> or calling us on 0345 646 0240 (option 1).

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