## Why has my SenditCertified Icon disappeared in Outlook 2010?



The SenditCertified Icon should not disappear in MS Outlook once installed, but if this occurs it is likely due to the Add-in being disabled my MS Outlook. Review the following steps to re-enable the Add-in.

- 1. Start Outlook.
- 2. On the main menu, click "File"



From the Info section, select "Options".

General	<u></u>		
Mail	View and manage Microsoft Office Add-ins.		
Mail			
Calendar	Add-in Options		
Contacts	Launch Add-in options dialog: Add-in <u>Options</u>		
Tasks	Add-ins		
Notes and Journal			
Search	Name A	Location	Туре
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	Windows Search Email Indexer	C:\Windows\System32\mssphtb.dll	COM Ad
	Add-in: Business Connectivity Services Add-In Publisher: Microsoft Corporation		
	Compatibility: No compatibility information available Location: C:\Program Files\Microsoft Office\Office14\ADDINS\	BCSAddin.dll	
	Description: This Add-in is used by Business Connectivity Service	5.	
	Manage: COM Add-ins 💽 💁 🛃		

In the Outlook Options window, complete the following steps.

1. Select "Add-Ins" from the menu on the left.

2. Verify that "COM Add-ins" is selected In the drop down list at the bottom of the window and Click "Go"

Add-Ins available:	
Outlook2007ToolBar	
PDFMOutlook	
Redemption Helper Outlook Extension	
Salesforce for Outlook Add to Salesforce Toolbar	
Salesforce for Outlook Side Panel	Ac
Salesforce.com Outlook Edition Enhanced	
SendItCertifiedAddIn 1	- Re
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First look for the "SendItCertified AddIn" in the <u>Add-Ins available list</u>. Next you will check the box to left of "SendItCertified AddIn", then click "OK" to exit.

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Click "New Email" to open the new email window.

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The SenditCertified icon should now be displayed in the new email window as shown in the image above.

NOTE: If the SenditCertified button is showing up... you are done. If not, please continue with the following steps.

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- 1. Start Outlook.
- 2. On the main menu, click "File"



From the Info section, select "Options".

General	🙀 View and manage Microsoft Office Add-ins.		
Mail			
Calendar	Add-in Options		
People	Launch Add-in options dialog: Add-in Options		
Tasks			
Search	Add-ins		
Language	Name 🔺	Location	Туре
	Microsoft Exchange Add-in	C:\UmOutlookAddin.dll	COM Add-in
Advanced	Microsoft SharePoint Server Colleague Import Add-in	C:\\ColleagueImport.dll	COM Add-in
Customiza Pibbon	OneNote Notes about Outlook Items	C:\office15\onbttnol.dll	COM Add-in
Customize Ribbon	Outlook Social Connector 2013	C:\IALCONNECTOR.DLL	COM Add-in
Quick Access Toolbar	Skype Meeting Add-in for Microsoft Office 2013	C:\\office15\ucaddin.dll	COM Add-in
Add-Ins	Inactive Application Add-ins		
Touch Combox	Microsoft Access Outlook Add-in for Data Collection and Publishing	C:\5\ADDINS\accolk.dll	COM Add-in
Trust Center	Microsoft VBA for Outlook Addin	C:\\ADDINS\outlvba.dll	COM Add-in
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	iCloud Outlook Add-in	C:\ices\APLZOD6432.dll	COM Add-in
	SendItCertifiedAddIn	https://www.privacyvsto	COM Add-in
	Windows Search Email Indexer	C:\stem32\mssphtb.dll	COM Add-in
	Add-in: GoToMeeting Outlook COM Addin		
	Publisher: Citrix Online		
	Compatibility: No compatibility information available		
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In the Outlook Options window, complete the following steps.

1. Select "Add-Ins" from the menu on the left.

2. Verify that "**Disabled Items**" is selected In the drop down list at the bottom of the window and Click "**Go**"

	Outlook Options		f
General	View and manage Microsoft Office Add-ins.		
Mail	••••••		
Calendar	Add-in Options		
People	Launch Add-in options dialog: Add-in Options		
Tasks			
Search	Add-ins		
Language	Name A	Location	Туре
Advanced	Microsoft Exchange Add-in Microsoft SharePoint Server Colleague Import Add-in	C:\\ColleagueImport.dll	COM Add-ii COM Add-ii
	OneNote Notes about Outlook Items	C:\office15\onbttnol.dll	COM Add-in
Customize Ribbon	Outlook Social Connector 2013	C:\IALCONNECTOR.DLL	COM Add-ii
Quick Access Toolbar	Skype Meeting Add-in for Microsoft Office 2013	C·\_\office15\ucaddin_dll	COM Add-ii
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In the "Disabled Items" window, select the SenditCertified Addin and click "Enable". Click "Close" and "OK" to exit.



Click "New Email" to open the new email window.

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The SenditCertified icon should now be displayed in the new email window as shown in the image above.

Note:

1) Verify that the once "Enabled" that the addin status is Active. Occassionally Outlook will make the addin "Inactive" after the "Enable" step.

2) If the SenditCertified button is still not displayed, please verify that the antivirus software on your PC is not blocking the SenditCertified Add-in.