Why has my SenditCertified Icon disappeared in Outlook 2010?
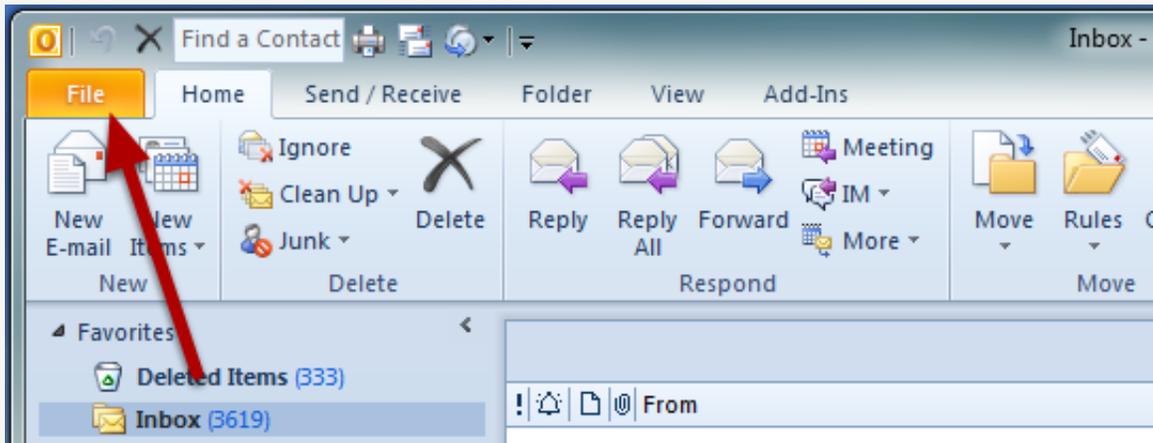
The SenditCertified Icon should not disappear in MS Outlook once installed, but if this occurs it is likely due to the Add-in being disabled my MS Outlook. Review the following steps to re-enable the Add-in.

1. Start Outlook.

2. On the main menu, click **"File"**
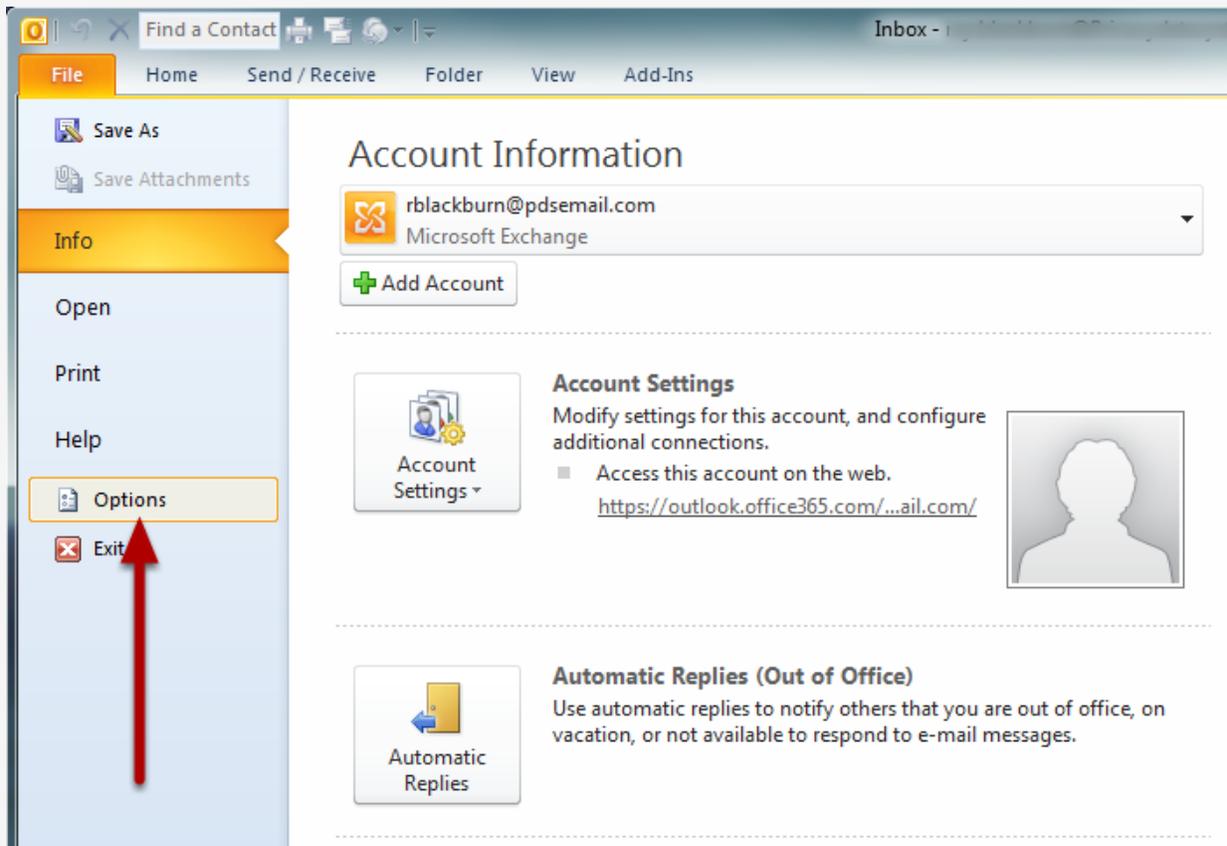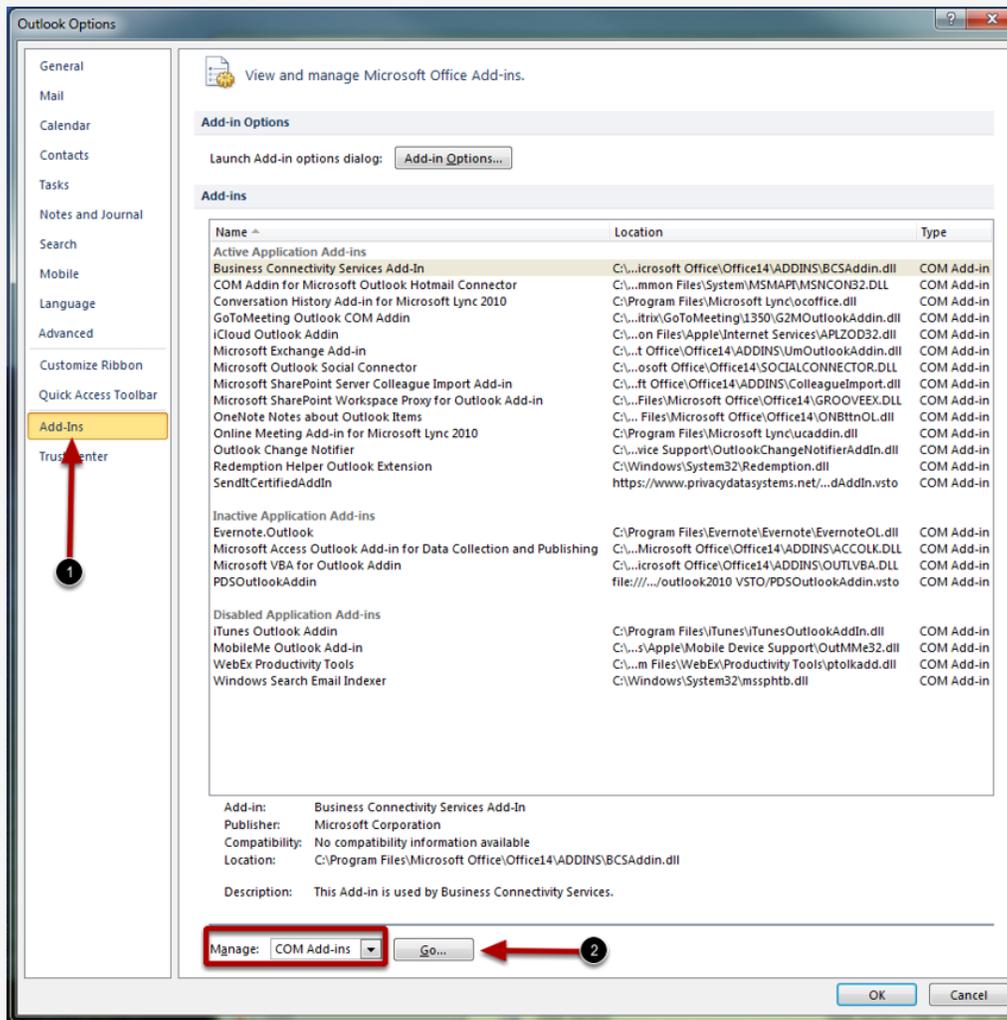
From the Info section, select **"Options"**.

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**"
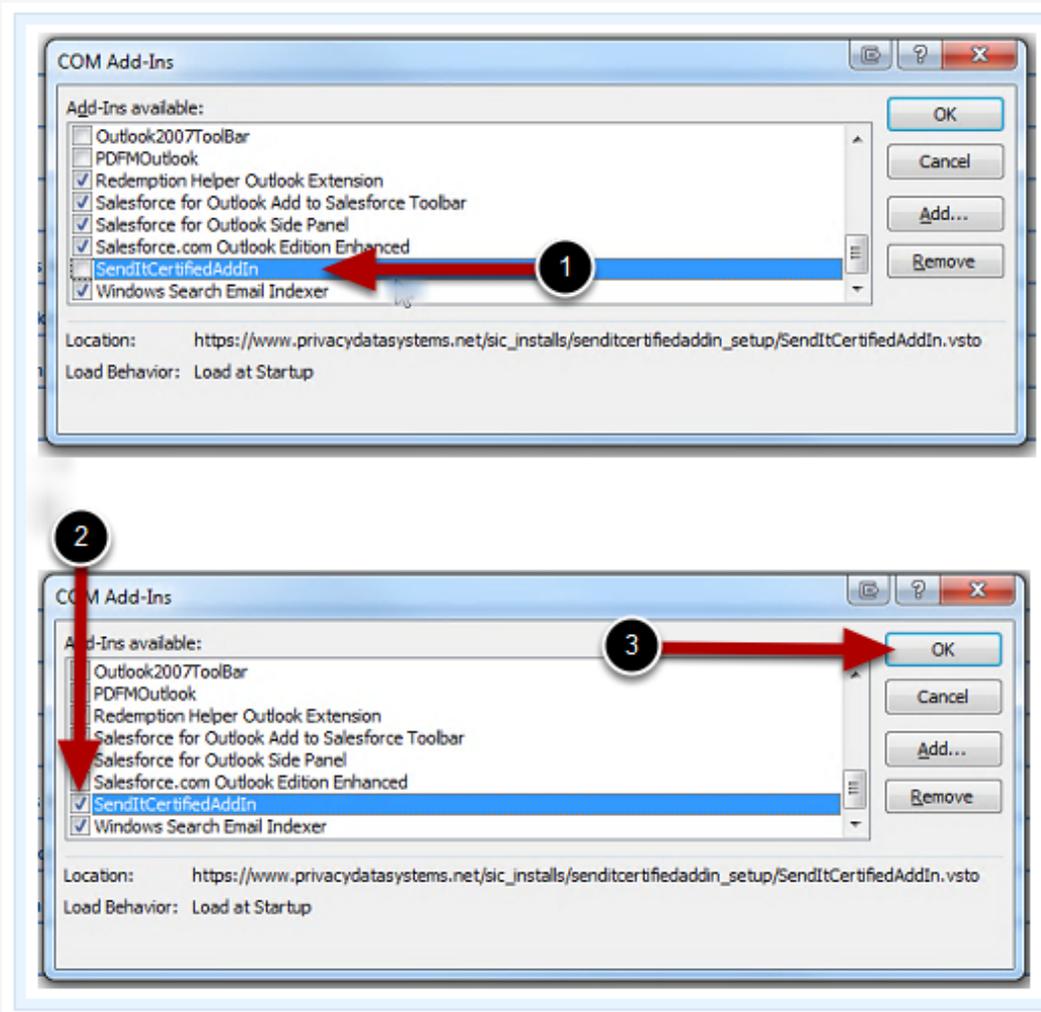
First look for the **"SendItCertified AddIn"** in the <u>Add-Ins available list</u>. Next you will check the box to left of **"SendItCertified AddIn"**, then click **"OK"** to exit.
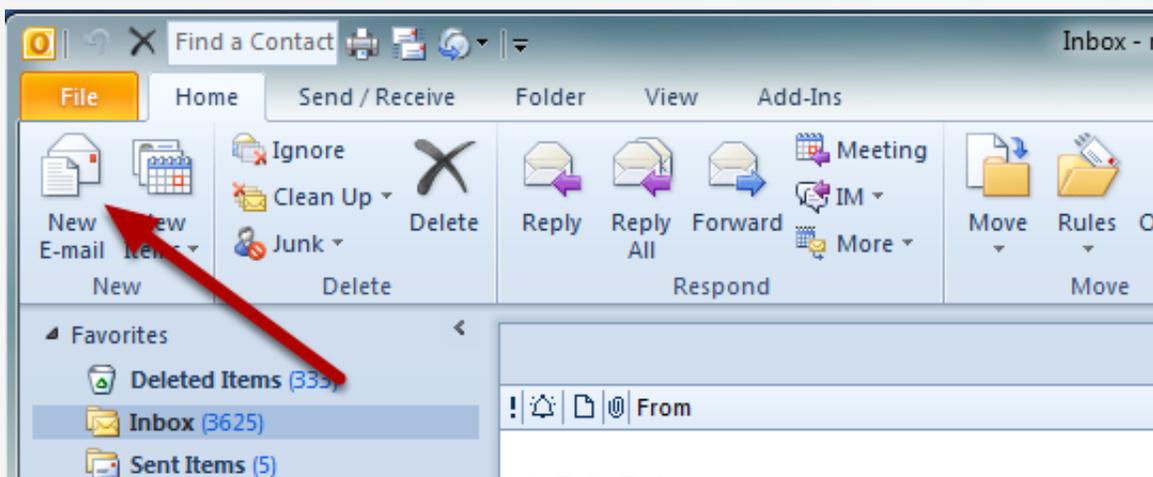
Click **"New Email"** to open the new email window.
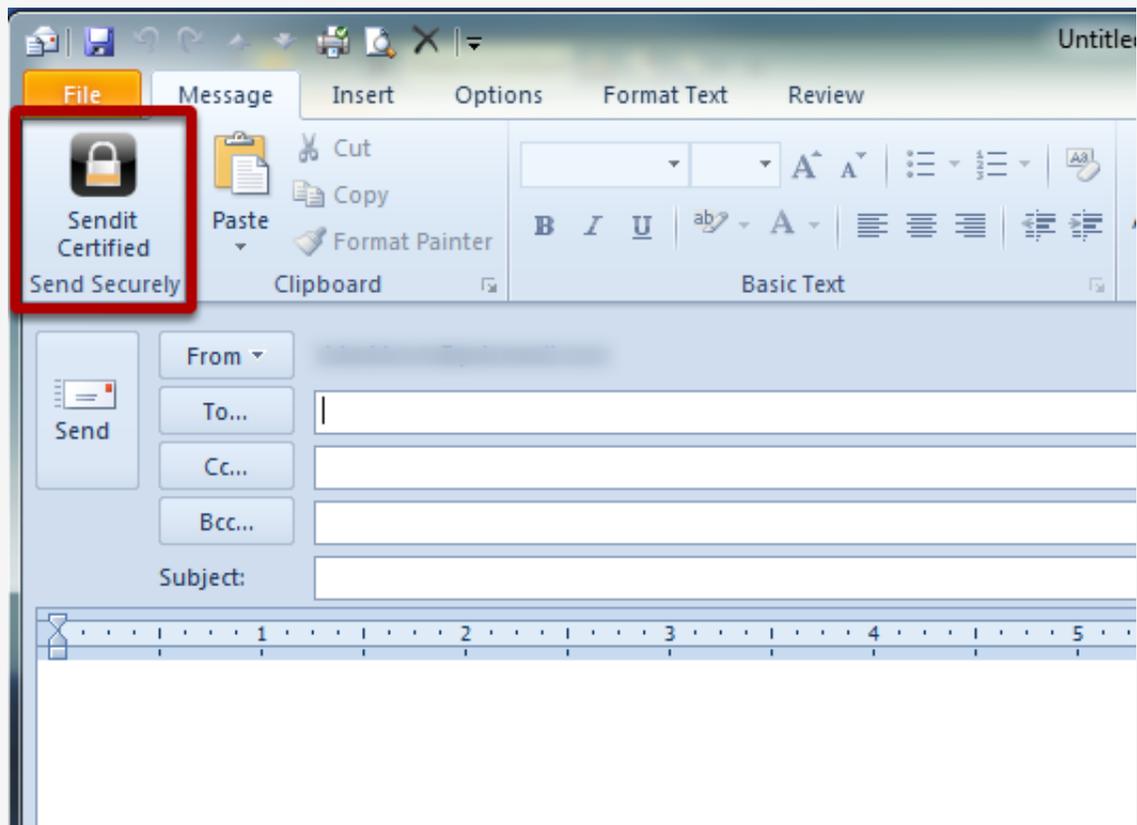
The SenditCertified icon should now be displayed in the new email window as shown in the image above.

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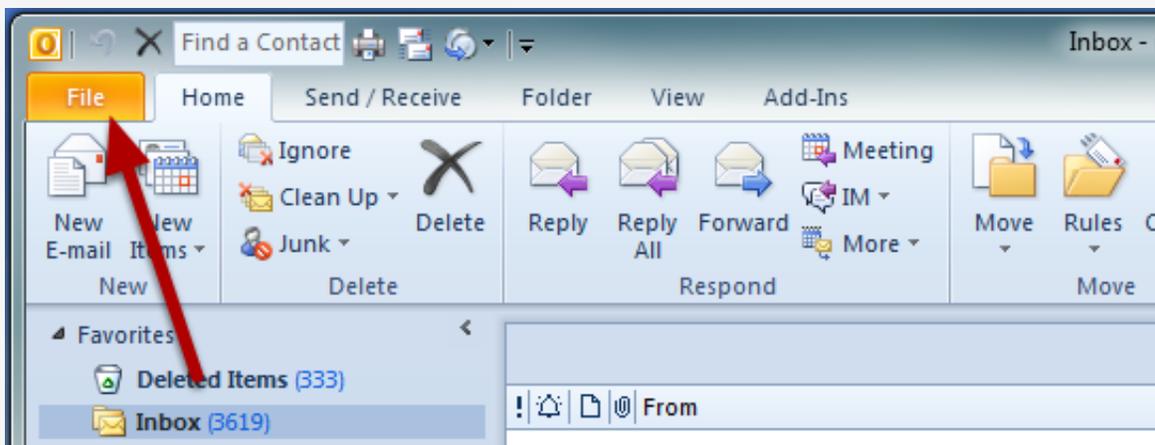
1. Start Outlook.

2. On the main menu, click **"File"**
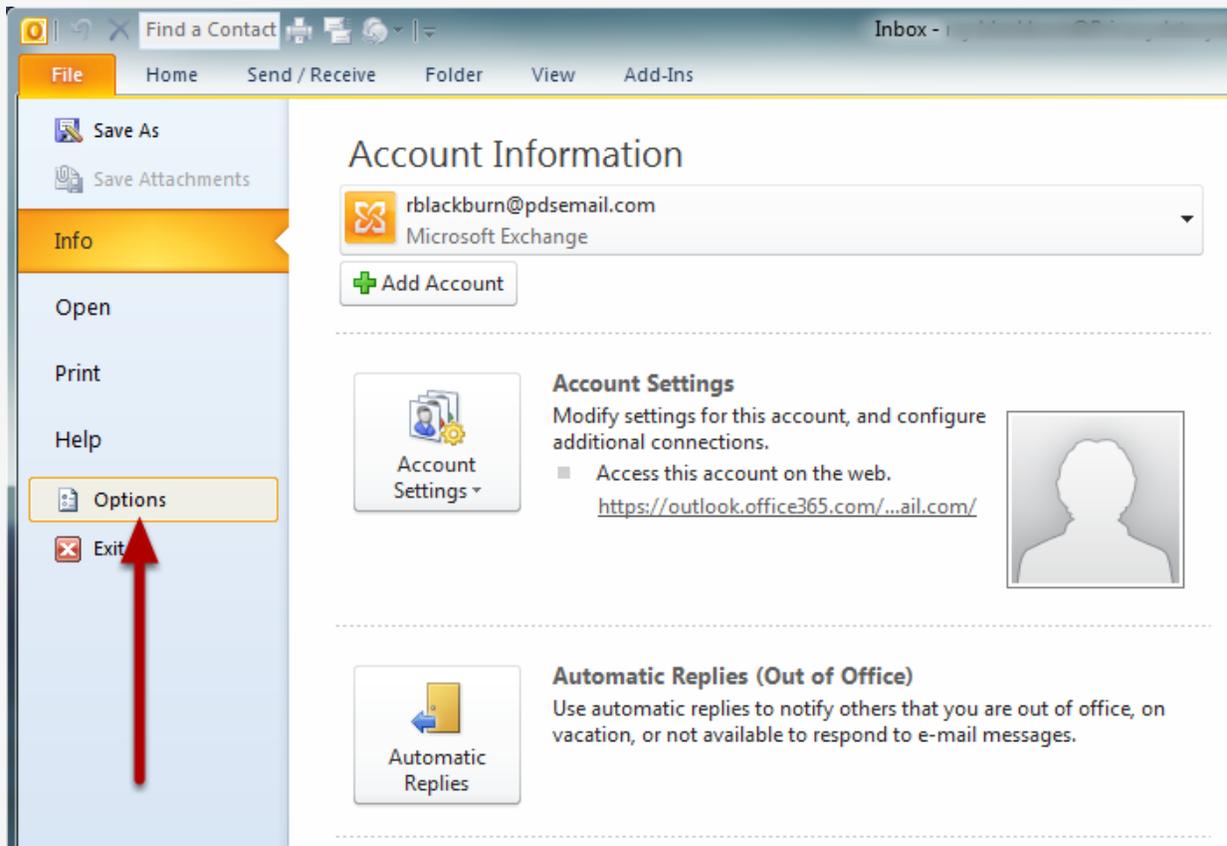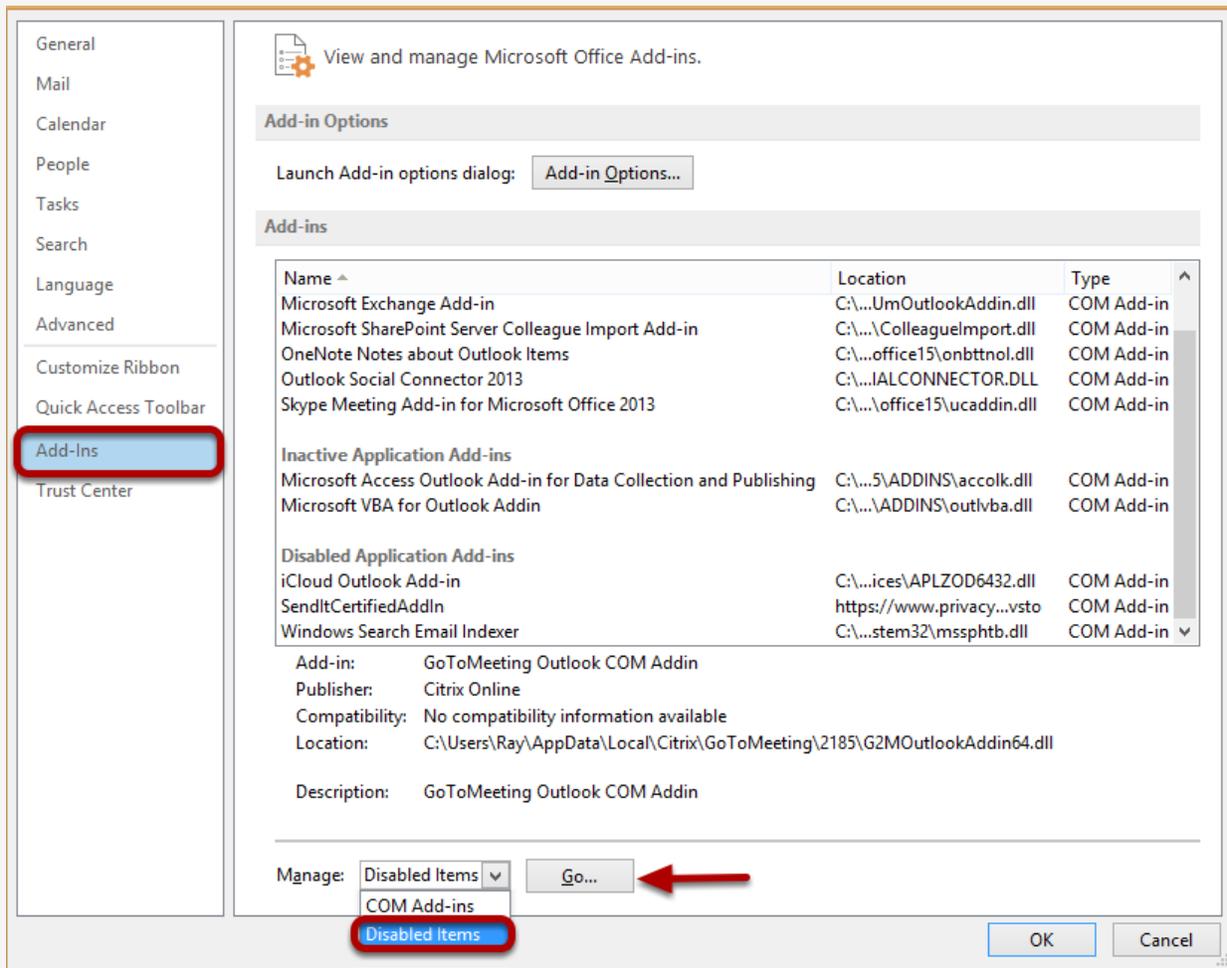
From the Info section, select **"Options"**.

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**"
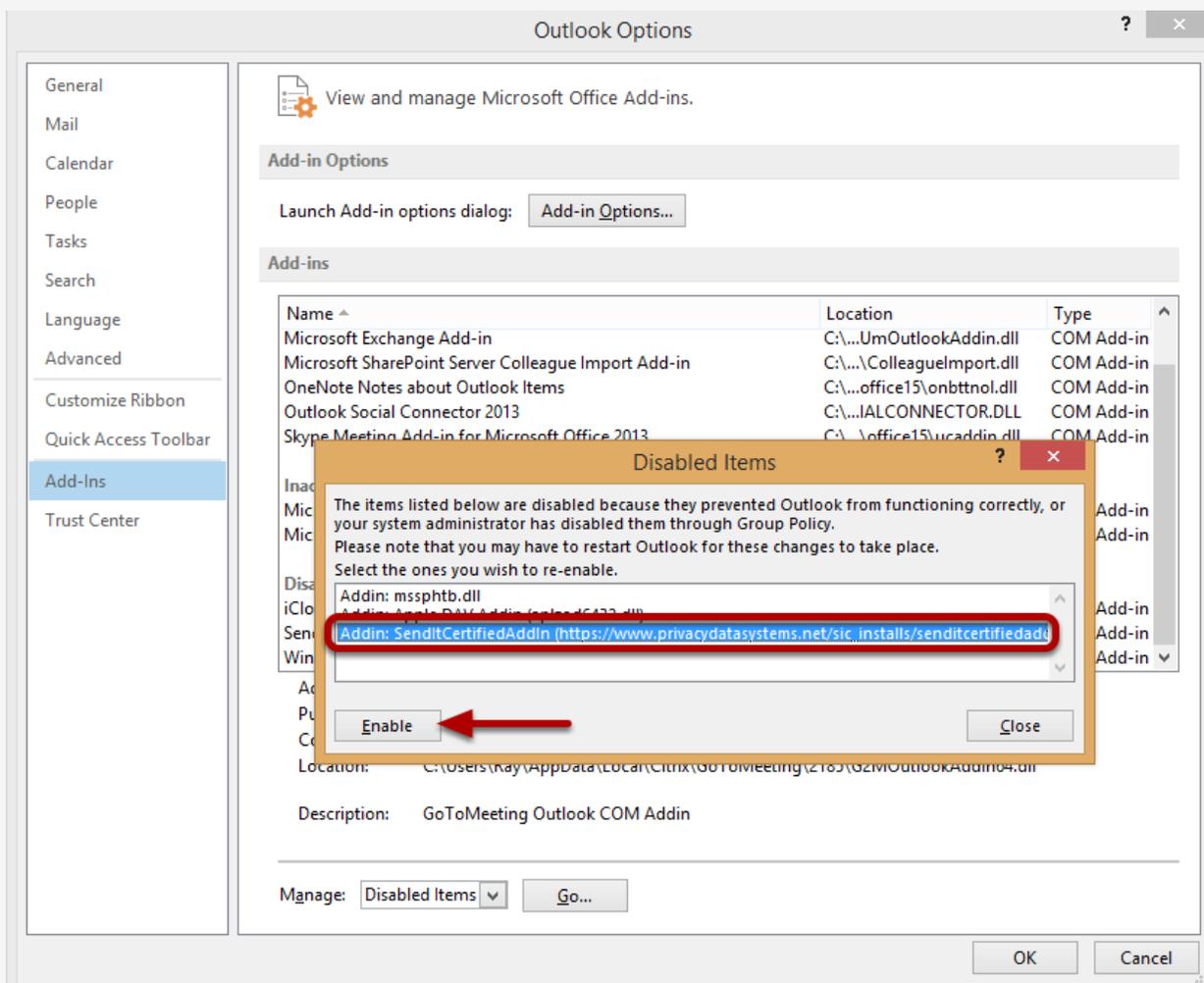
In the "Disabled Items" window, select the SenditCertified Addin and click "**Enable**". Click "**Close**" and "**OK**" to exit.
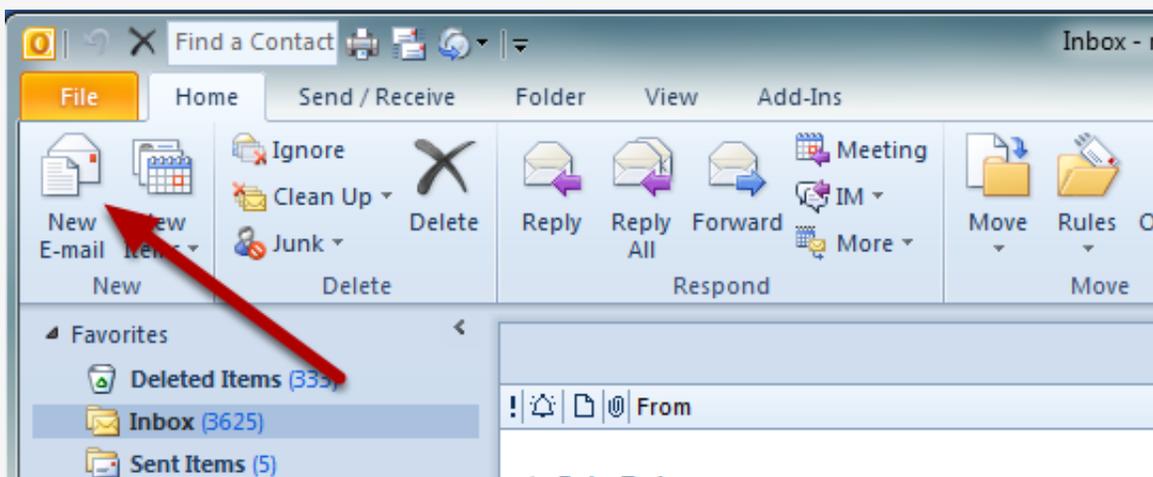
Click "**New Email**" to open the new email window.
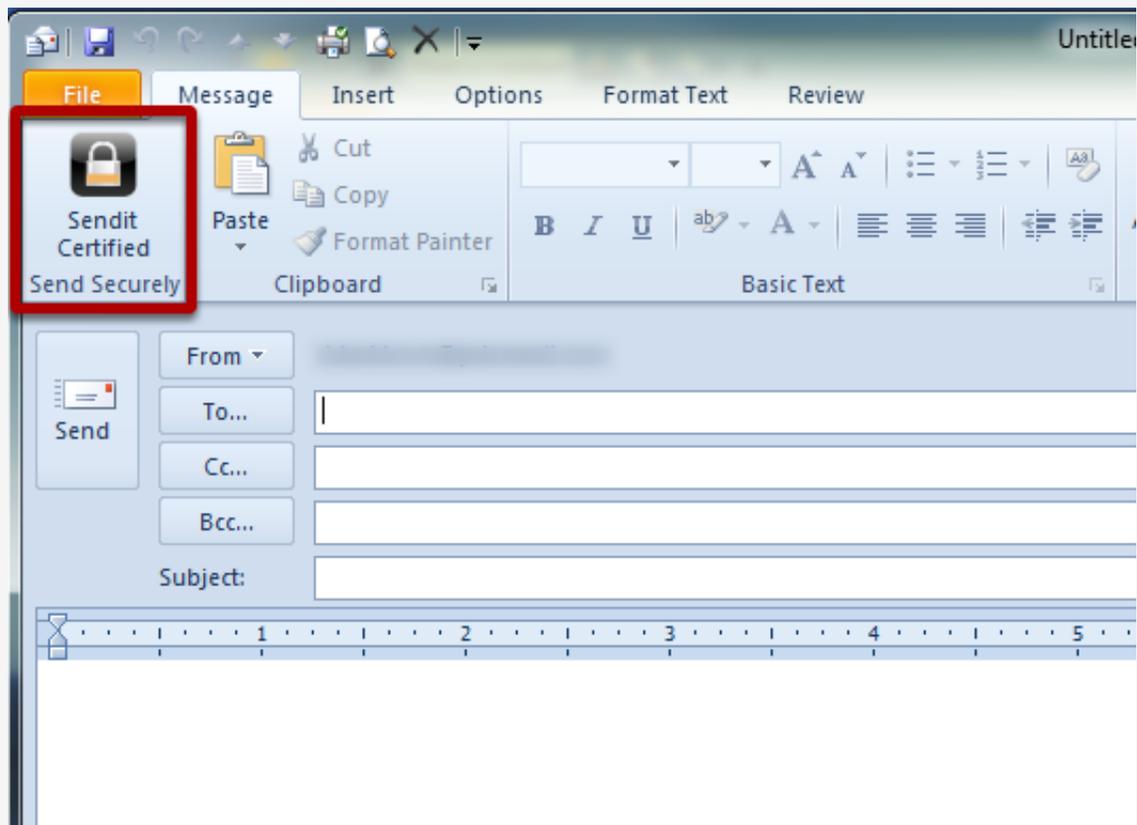
The SenditCertified icon should now be displayed in the new email window as shown in the image above.

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.