User Guide

NeoCertified

Secure Email Messaging

Installing the Outlook Add-in

MED1.neocertifiedmail.com

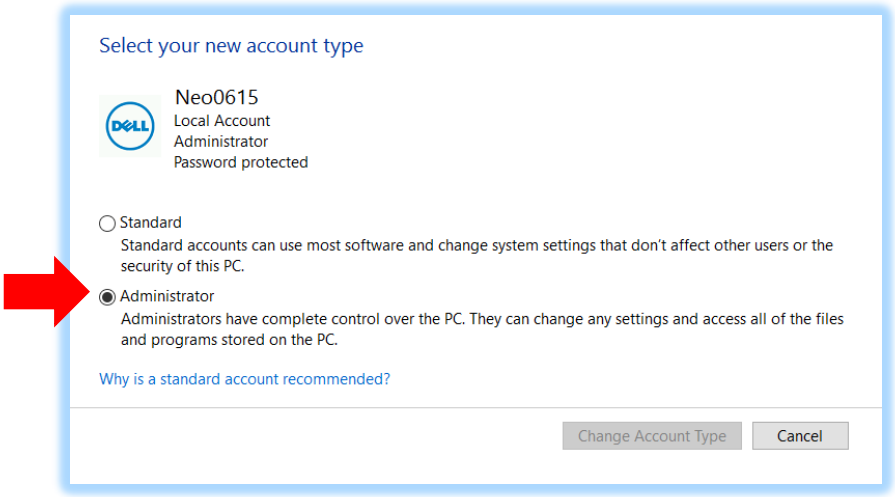
Installing the NeoCertified Outlook®Add-in

Each NeoCertified Secure Email account is accessed, controlled and can be used to send and receive secure emails w/attachments at the individual user's Secure Message Center. (also referred to as the "web portal")

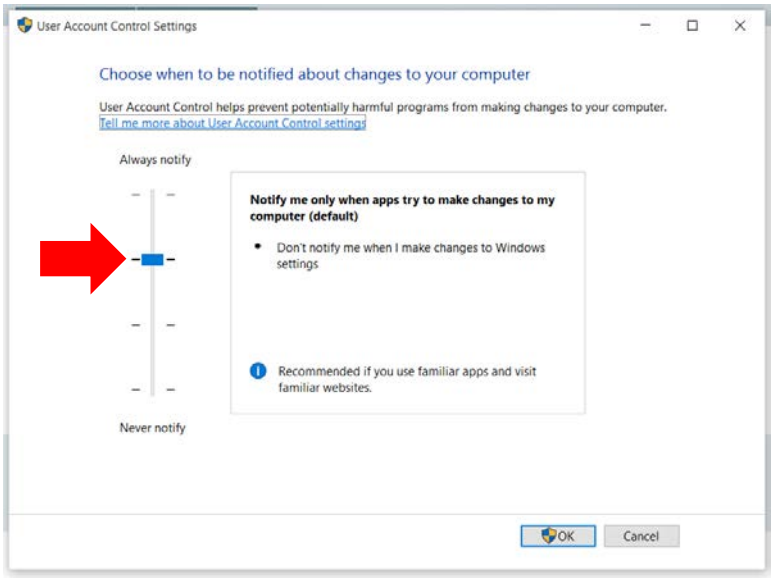
Each user's Secure Message Center contains access a SaaS download of the NeoCertified Outlook Client Add-in. Installing this add-in in a user's Outlook application enables the user to send and receive NeoCertified secure emails directly from Outlook. This makes the use of the NeoCertified much more efficient and seamless.

There are two requirements for installing the NeoCertified Outlook Client Add-in successfully:

1.) When installing the add-in, the user's Windows account-type **must be an administrator account.**



2.) The User Account Control Settings **must be at/or above the Default level setting**.

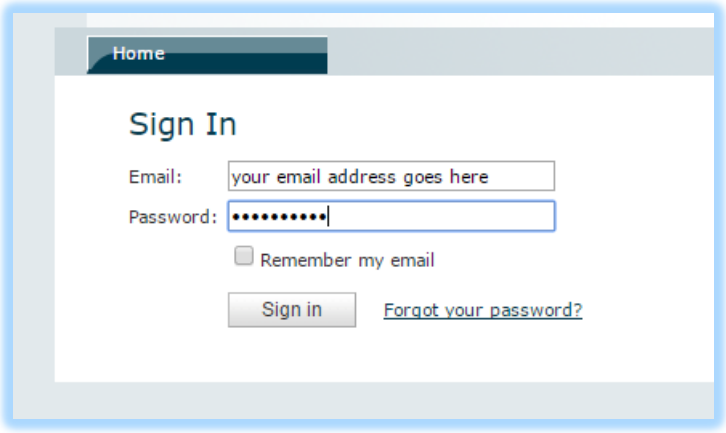


** If you are not able to affect the changes required, please contact your IT Administrator. If you do have an IT Admin, please contact **The NeoCertified Support Team via email at support@neocertified.com or call 1.877.613.5036.**pp**

To begin installing the NeoCertified® Outlook Client Add-in

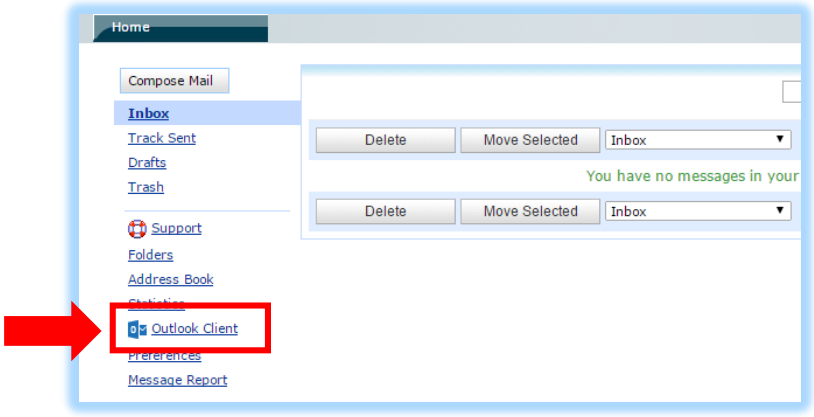
1.) Please close/save all Office applications including Outlook®, Word®, Excel®, PowerPoint®, etc.

2.) Open a web browser and go to: https://med1.neocertifiedmail.com/Default.aspx?PageName=Home . This will take you to the NeoCertified login page.

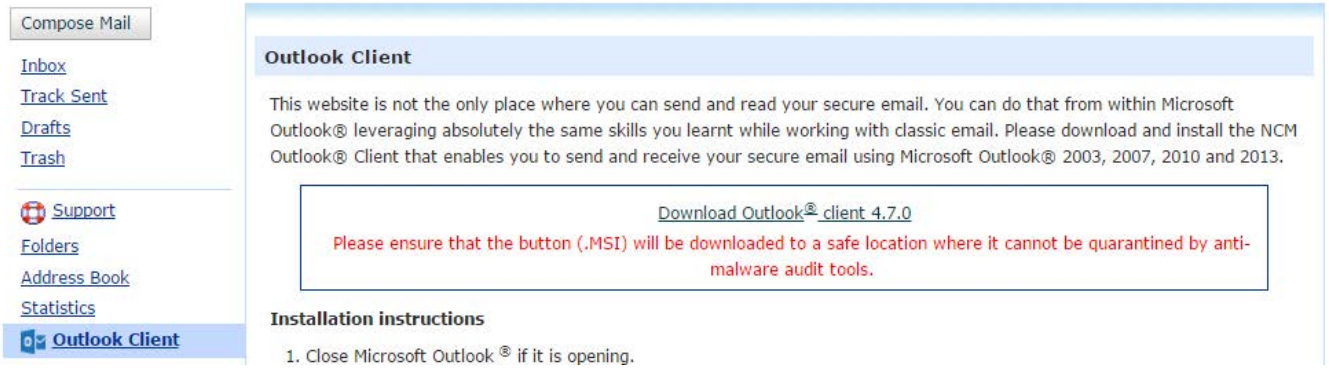


3.) Login using your email address and password. (*if you have forgotten your password, please select the "Forgot your password" option and follow the instructions to gain access to your NeoCertified account.*)

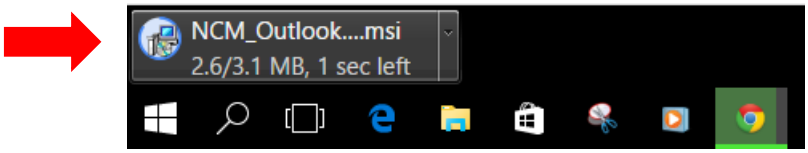
4.) Once you are logged in to your Secure Message Center (web portal) you will need to click on the "Outlook Client" option in the left-hand menu of your Secure Message Center



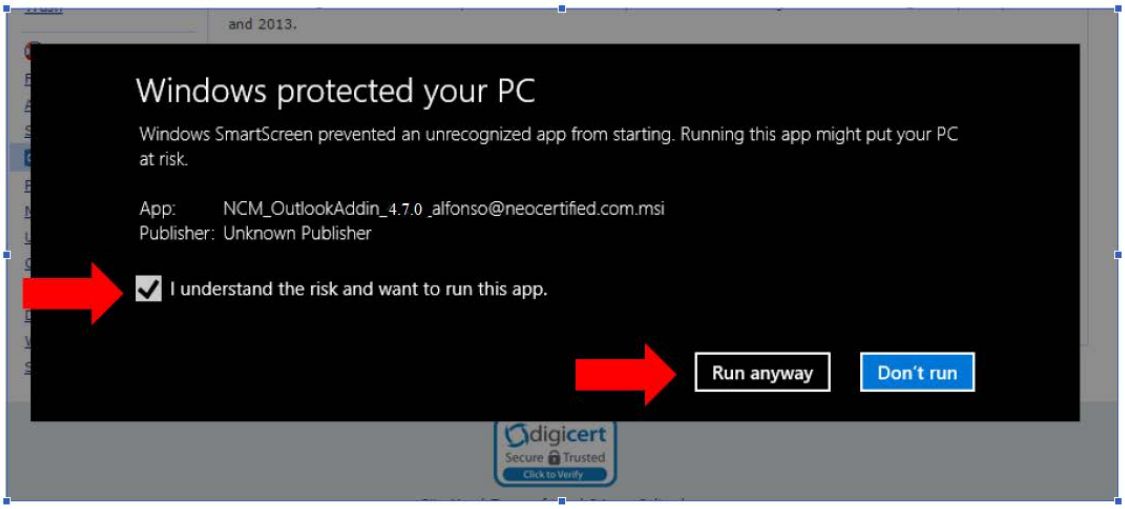
5.) A user Interface will appear that will present the Outlook client installer package for download. **Click on the "Download Outlook Client 4.7.0" option** to begin downloading the .MSI installer package.



6.) The .MSI installer package will begin to download. Depending on which web browser you are using, the download will appear and show you the download progress somewhere on the screen. Once the download has completed, you will need to click on the download to begin the installation process.

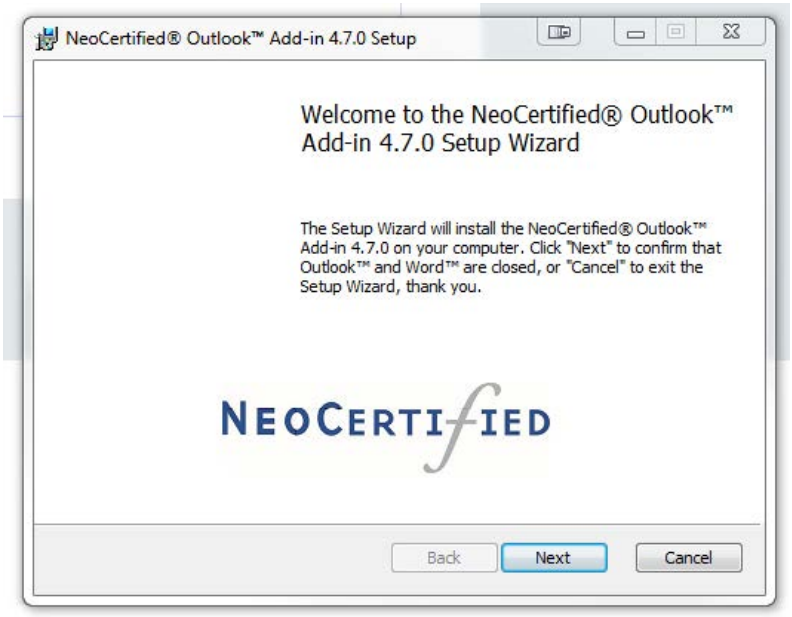


7.) Depending on which operating system is installed on your machine, you may see a safety screen appear. You may need to click “Allow”, “More Actions” followed by “Run Anyway” or you may need to check a box stating that you understand the risk of running the app and then select “Run Anyway”

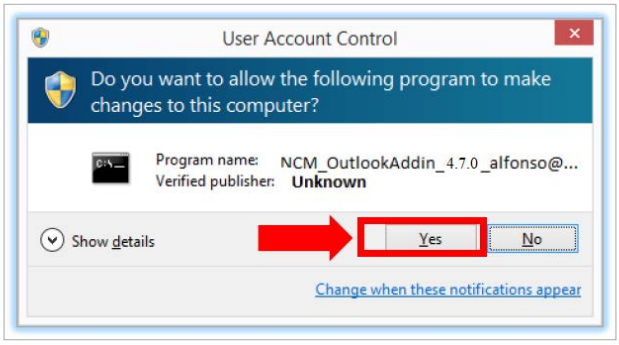


7a.) Additionally, you may have an antivirus/antimalware application installed on your machine that may prompt you again, stating that it is trying to protect you from an application that it does not recognize. If this occurs, **please select “Allow” or any prompt that will allow you to continue with the installation of the Outlook Add-in.**

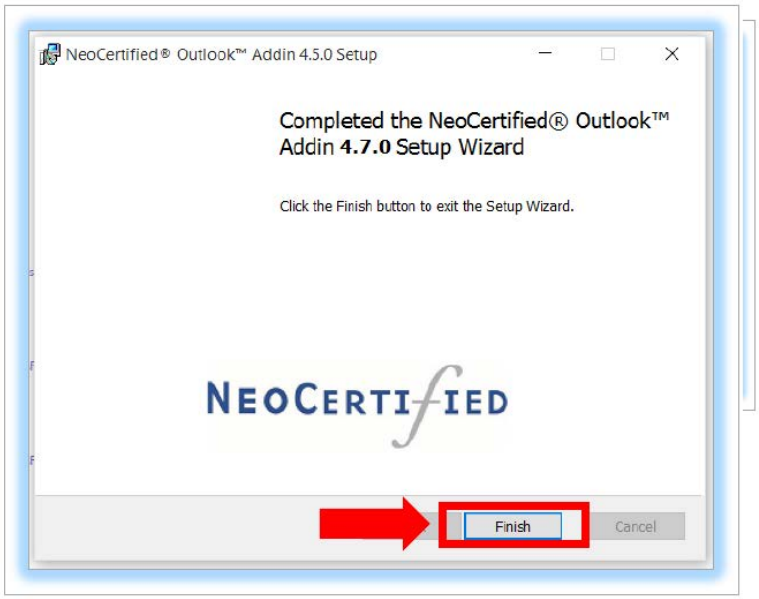
8.) Once you have moved through the necessary prompts and screens to begin the installation of the Outlook Add-in, you will see the following UI window appear. This is where you will run through the set-up process to proceed through the install. **Click Next.**



9.) For a default set-up (recommended) you will agree to the “Terms and Conditions” and select a “Typical” install. After you have finished the Set-up Wizard, a UAC window will appear, asking you if you want to allow the following program to make changes. **Click Yes.**

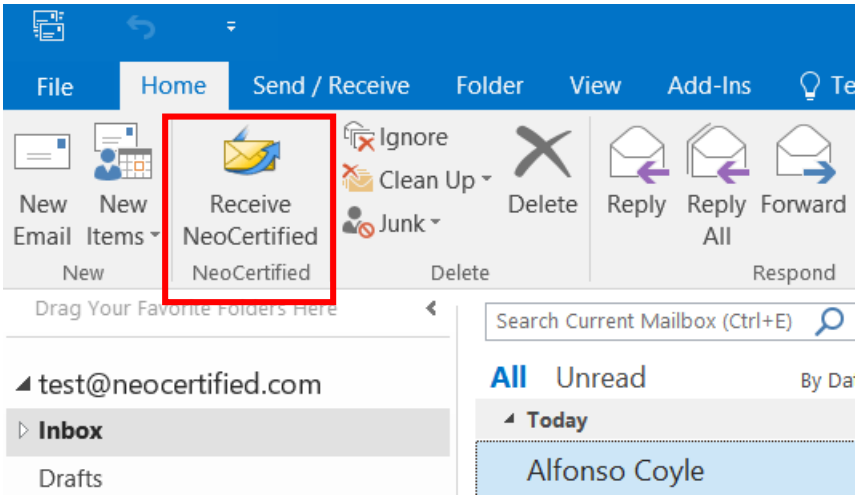


10.) An installation Set-up Wizard screen will then appear. When you see this, **Select Finish.**

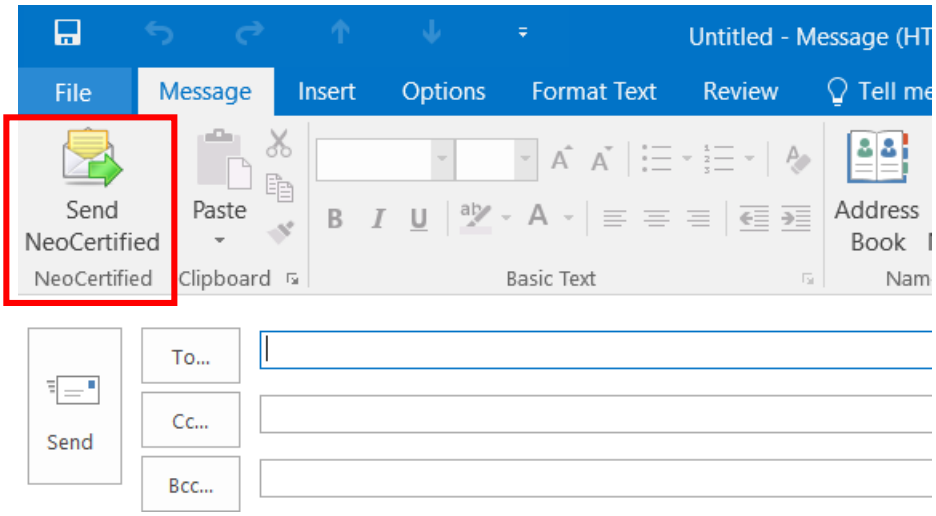


11.) You have completed the NeoCertified Outlook Client Add-in installation. To verify that the installation was successful, open Outlook. You will need to check two things:

1.) When you open the Outlook application, do you see the “Receive NeoCertified” button in the top ribbon?



2.) When you open the Outlook application and select the “New Email” option from the ribbon, do you see the “Send NeoCertified” button at the top of the ribbon?



**** If you do not see these options, please contact the NeoCertified Support Team via email at support@neocertified.com or call 1.877.613.5036. ****