



## RMail® Product Update: RMail for Gmail App

Google's new Gmail and G-Suite update includes a feature that lets users recall messages within a few seconds of sending. In doing this, Google has revamped the process in which outbound messages are transmitted, providing the message a temporary storage area until the recall time has passed.

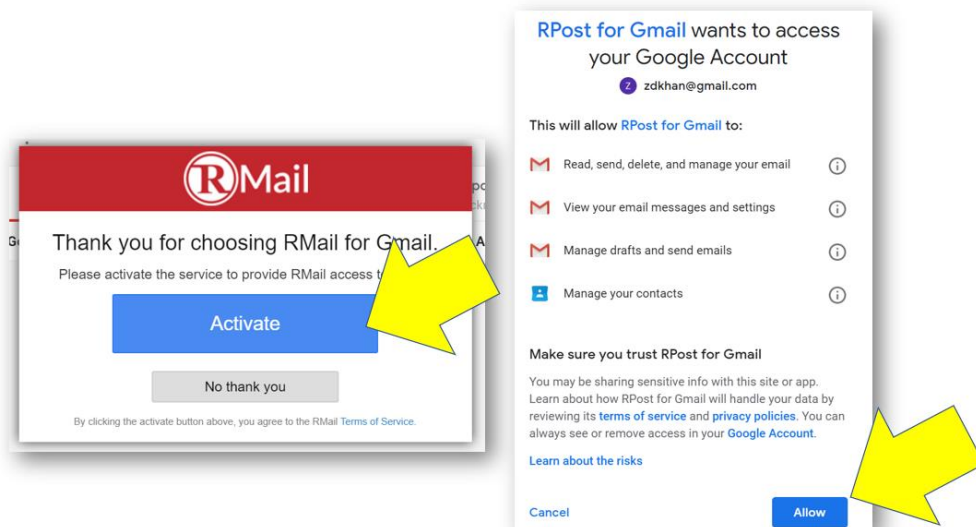
RMail for Gmail users should have received notification to verify their RMail for Gmail app, starting on 1 October 2018. This release of RMail for Gmail app has been specially designed to preserve the levels of proof and privacy provided by the RMail Registered Email™ service, considering these new Google features.

This release, **version 1.0.1**, set to auto-deploy, replaces all prior releases (versions 1.0.0 and 0.10.x) and is configured to operate in the "new" Gmail and G-Suite interfaces.

If you need assistance installing this RMail update, please contact your RMail account manager. If you do not have an account manager assigned and need assistance, you may create an RMail support request ([click here](#)).

**Before contacting your account manager or logging a support request, the RMail team recommends you read the following installation and upgrade instructions.**

- 1. If you are prompted to re-activate the RMail for Gmail app, follow the instructions to activate and allow.** There are scheduled follow-on automated minor updates; you may need to re-activate periodically as these updates are pushed out by Google.

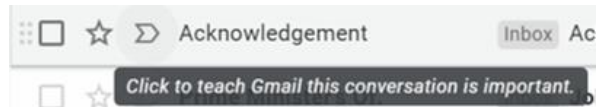


2. **While Google generally does not require you to clear your browser data history for these updates**, the RMail team recommends that you clear your “browsing data history” before using RMail updates if you are experiencing any issues. To clear your browsing data history,
  - a. hold **ctrl-shift-delete** or go to your browser’s Chrome Settings (three vertical dots in the upper right of your browser) → More Tools → Clear Browsing Data History.
  - b. Click on Advanced → select all check boxes.
  - c. Set to clear “**All Time**”. Then, close all Chrome browser tabs and **restart Chrome**.
  
3. **Once the RMail for Gmail app is updated, the user experience will be the same as before, with the following exception.** The new RMail for Gmail update locks the “Send Registered” process for approximately 2-seconds after you click the “Send Registered” button (so that the new Gmail send-recall functions complete in the background and don’t interfere with the RMail proof of delivery functions). This 2-second delay only occurs when users opt to “Send Registered”. Users have indicated that this becomes unnoticeable after one gets accustomed to the new Gmail experience.

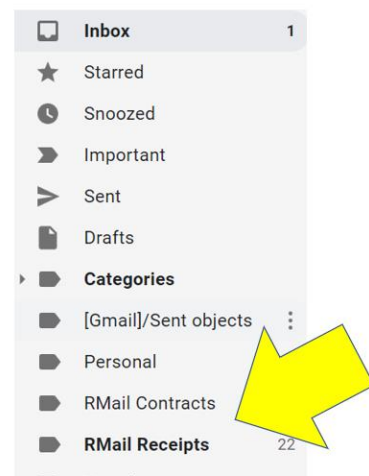
→ *If you notice delays longer than 2-3 seconds, the RMail team recommends that you review any ad-pop-up blockers and other add-ins, and consider disabling, as these may be blocking the RMail for Gmail app communications.*

4. **The RMail team recommends “teaching” Gmail that RMail service emails are important.** To do this, click the arrow in your Inbox and other folders (i.e. “Updates”) where some of these messages may be visible or routed).

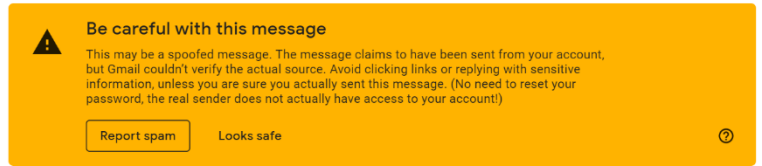
Teach Gmail that **Acknowledgement** emails, **Registered Receipt** emails, and **Contract Signoff** emails are “important”.



→ *If you notice Registered Receipt emails in your “Update” folder view, keep in mind that these also should be inside your “RMail Receipt” and “RMail Contracts” folders.*



- 5. Sending to Yourself.** If you send a message from your Gmail account to yourself at the same Gmail account from which you sent, Google may display this below message.



If this does appear, don't worry; it is not appearing for other recipients of your messages. We recommend if you see this when sending messages to yourself, you click "Looks Safe" so Google learns your behavior.

- 6. Pop-up Blockers.** The RMail for Gmail app involves adding the pop-up for the users to select the options for each message after the "Send Registered" process. If you notice delays or the RMail functions freezing, the RMail team recommends **disabling pop-up blockers**, or setting your RMail for Gmail app setting to "One-Click Send".

- 7. Feedback.** The RMail team is committed to improving the app and adding more functionality based on user feedback. Please let us know your feedback or suggestions, by using the Feedback button in the RMail for Gmail options menu.

