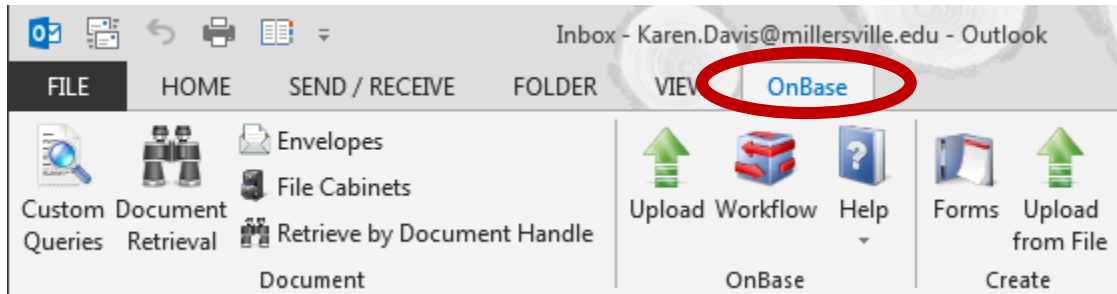


Outlook 2013 Tab Called “OnBase” is Missing

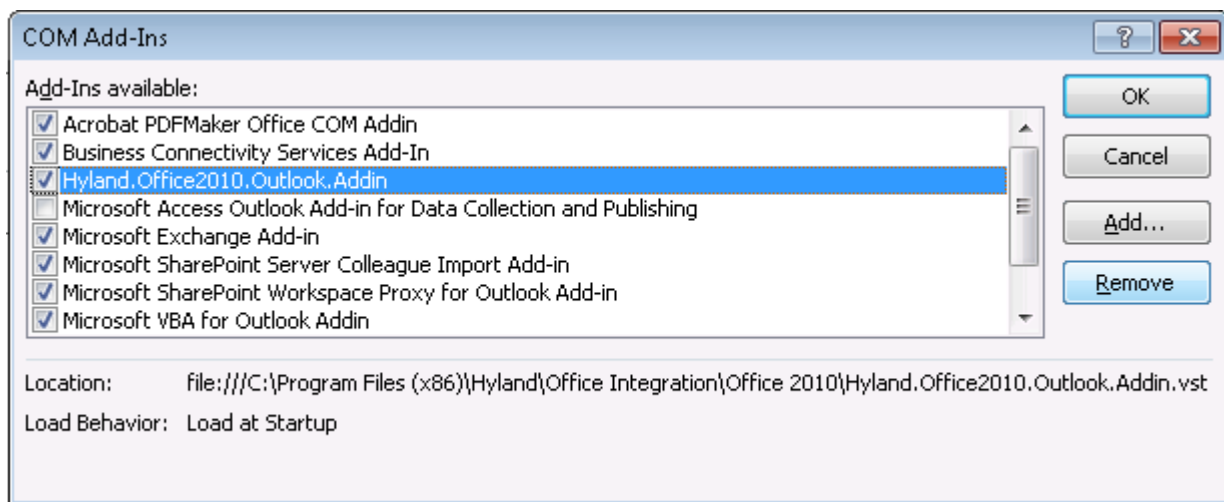
After an OnBase users PC is upgraded to Office 2013... the OnBase tab in Outlook may be missing.



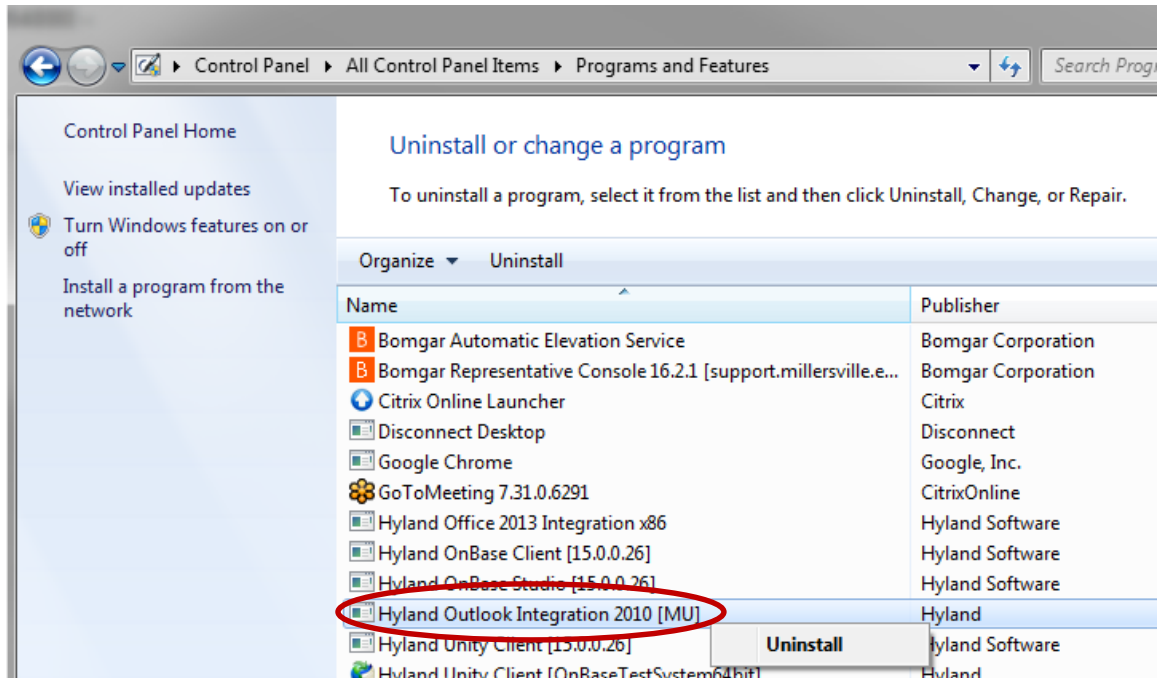
Follow These Steps to make the OnBase Tab Available....

Remove 2010 Add-In and Reinstall OnBase

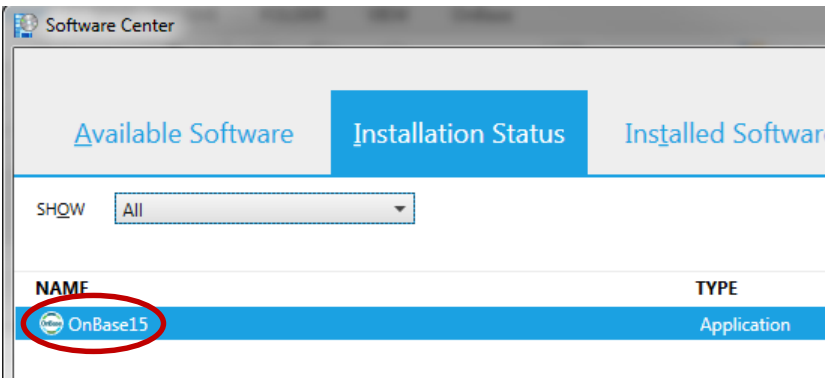
1. Remove 2010 Add-In



2. Uninstall “Hyland Outlook Integration.

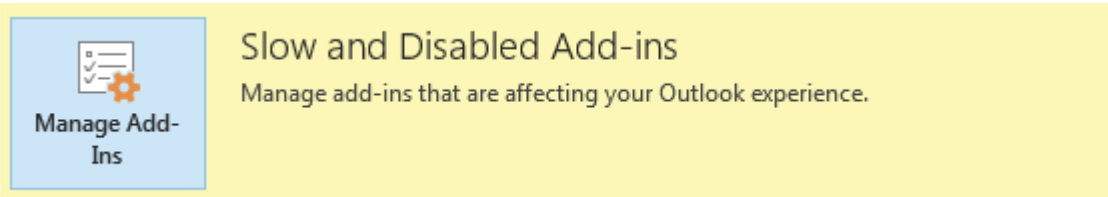


3. Reinstall OnBase from System Center.

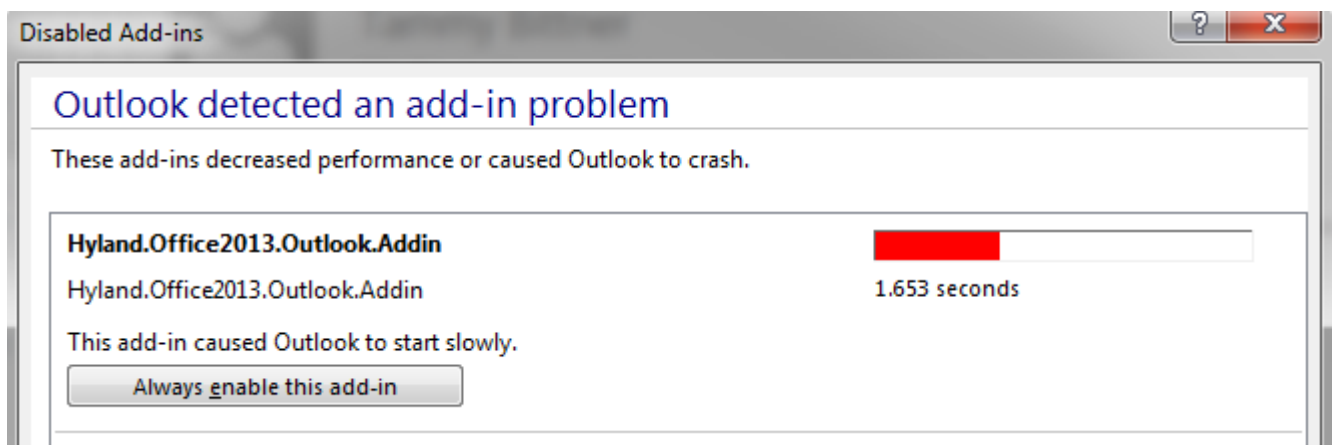


Enable 2013 OnBase Add-In

1. Open user's Outlook
2. Go to File Tab
3. Click on "Slow and Disabled Add-ins"

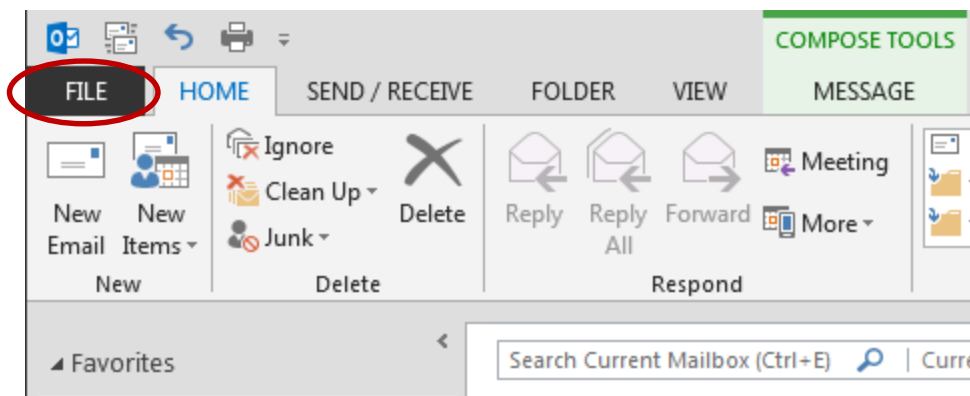


4. If disabled click on the button "Always enable this add-in" (otherwise leave it the way it is)

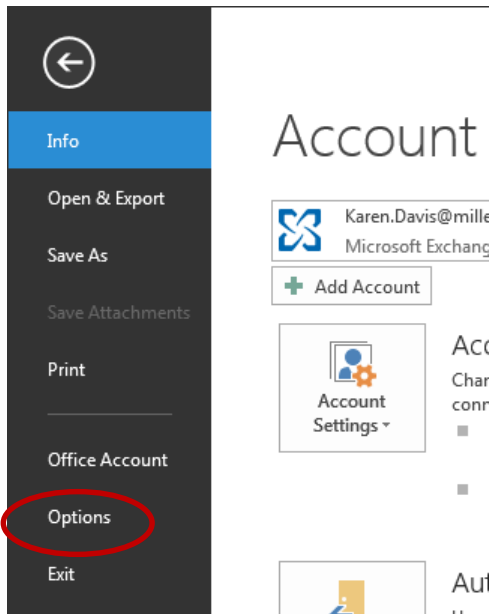


Activate Add-In

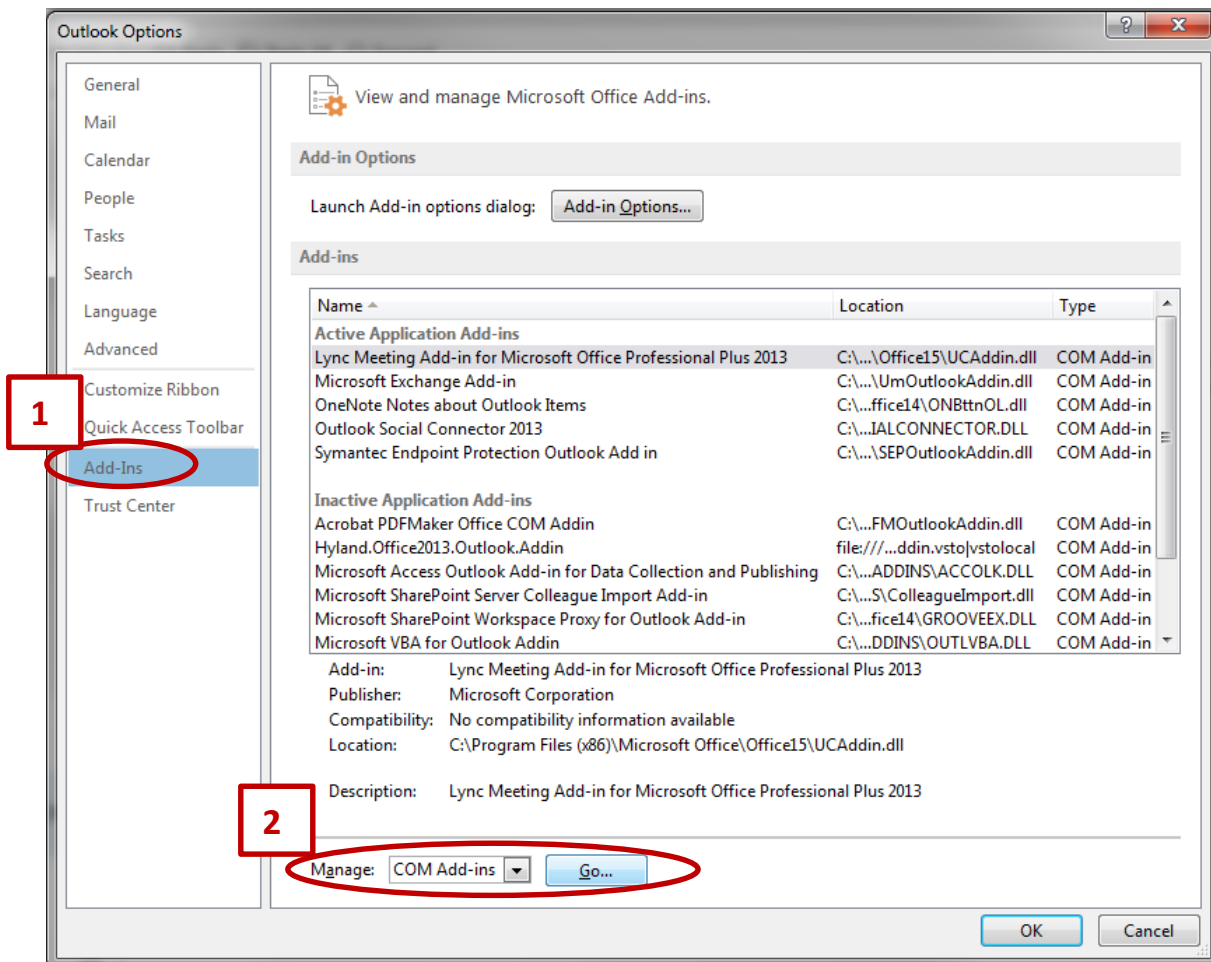
1. To locate the Onbase Add-In to Enable first go to the menu ribbon of your Outlook and Click on the "File" tab.



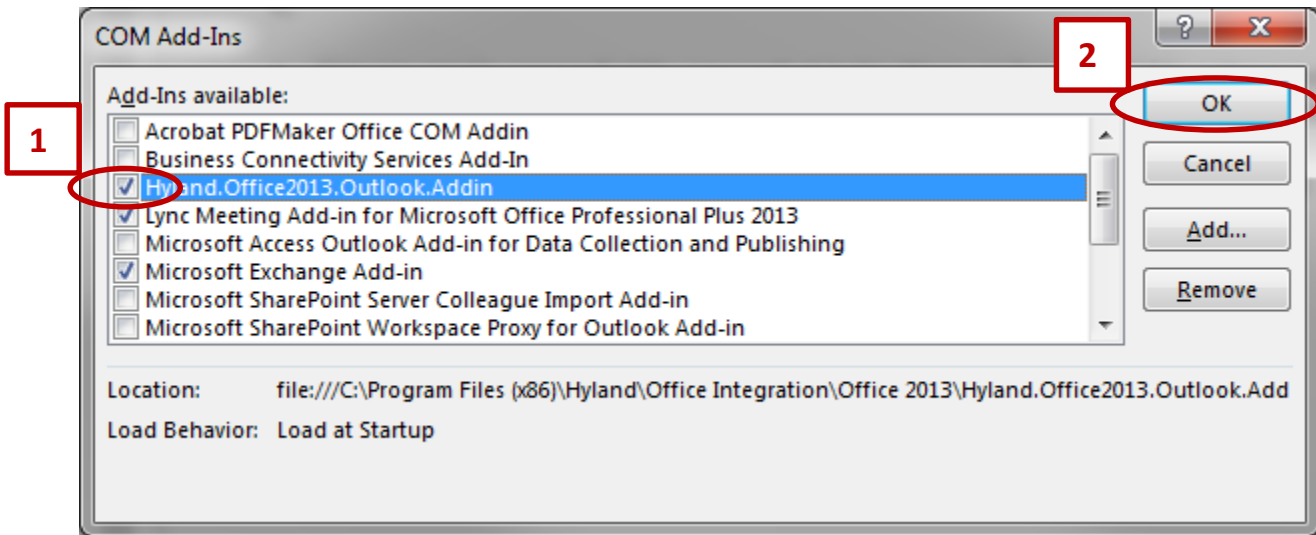
2. Click on "Options" in the side panel.



3. Click on "Add-Ins," located on the side panel of the new window. And then make sure "COM Add-ins" is selected in the Manage dropdown at the bottom of the window; click "Go...."

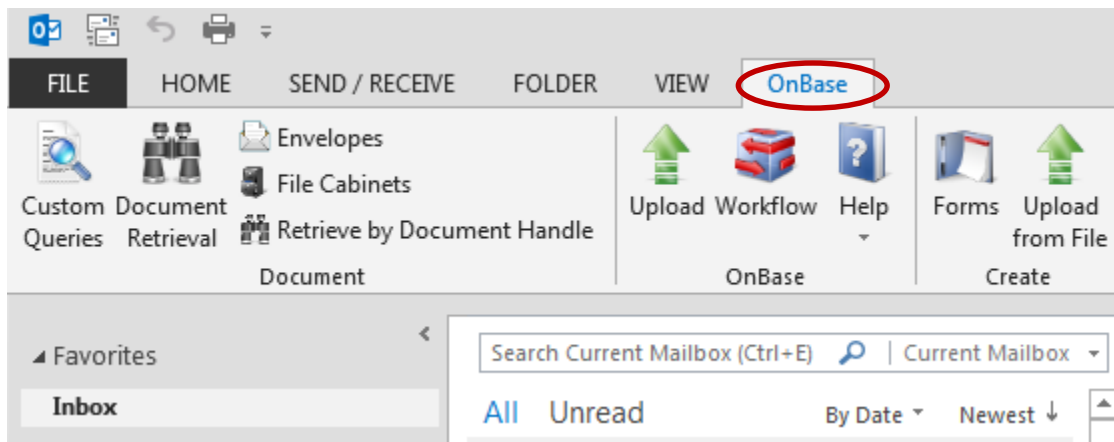


4. New COM Add-Ins window will appear. Check the box next to “Hyland.Office2013.Outlook.Addin;” and then click the “OK” button.



Note: Enable only one Hyland.Office Add-In; you may have a 2010 and 2013 one, make sure to enable the one that matches the year of your Outlook Email software.

5. Check that the user has an OnBase tab on their Outlook menu ribbon and click on it. You should see a list of OnBase tool icons.



NOTE: If presented with a door icon. Click on it and log into OnBase and then you will see the OnBase tools.

Double Check the Add-In STAYS!

1. Close and re-open Outlook. Is the OnBase Tab still there?
If Not, please run through parts of this process until you get it to stay.