

# CodeTwo EMAIL SIGNATURES GUIDE

---

New standardized email signatures for Outlook will be coming soon! Here are a few things you need to know about the new signatures:

1. **What do I need to do?**
2. **How do I add my signature to a reply message?**
3. **What if I send messages from a shared mailbox?**
4. **What if the new signature is not showing up?**

Please see the following sections to answer the questions above.

**IMPORTANT:** Complete Section 1 to ensure your signature is correct.



# 1 WHAT DO I NEED TO DO?

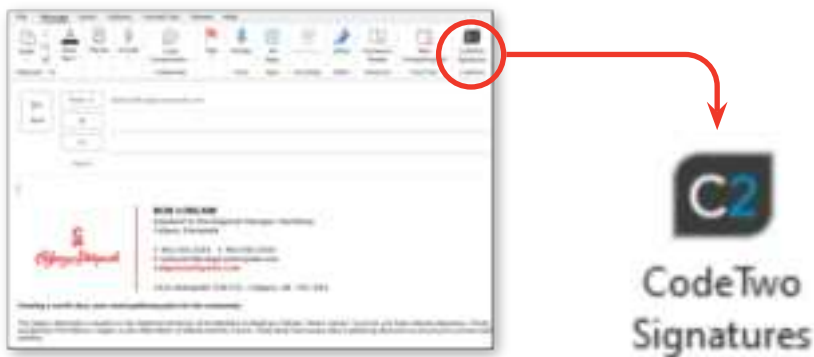
When your new signature is deployed, it will automatically show up after just a few seconds of creating a new message in Outlook on your computer, Outlook on the web, and Outlook for iOS or Android (default mobile mail apps not supported). Check the following:

1. Make sure you are assigned the correct signature (e.g. Calgary Stampede, BMO, etc.)
  - Contact [IT Support](#) if you do not have the correct signature. See Question 4 if the new signature does not show up at all
2. Verify the personal details shown are correct:
  - Title
  - Telephone, Mobile
  - Email address

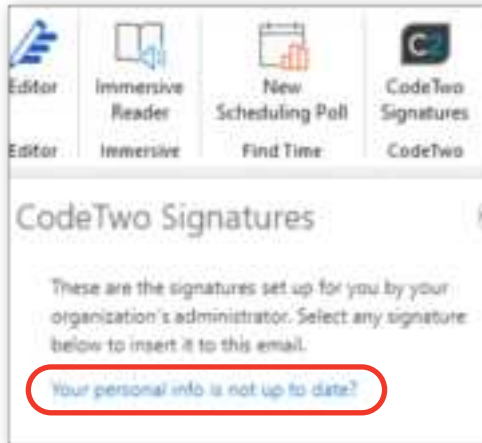
## Modifying your Personal Details:

Your default “Title” information is based on internal coding and may not be appropriate for the email signature. If you are unsure what the title should be, contact your supervisor. Making the change is very simple:

1. From a new mail message, click the **CodeTwo Signatures button** on the ribbon.



2. Click the **Your personal info is not up to date?** link at the top of the side panel.



3. You will be taken to a web page to edit your info. If prompted, enter your Calgary Stampede email address and password.
  4. Update your information and click **Save & Update**.
    - Enter your Title as you would like it to appear on your email signature
  5. When prompted that your changes were saved successfully, click **OK**.
  6. Close your new email message and start another new message. Verify the new title information displays correctly.
    - If other personal details are incorrect, please contact [IT Support](#) so that the information may be corrected in all relevant systems.
3. Send yourself a test message to ensure the signature is working properly. Contact [IT Support](#) if there are issues.

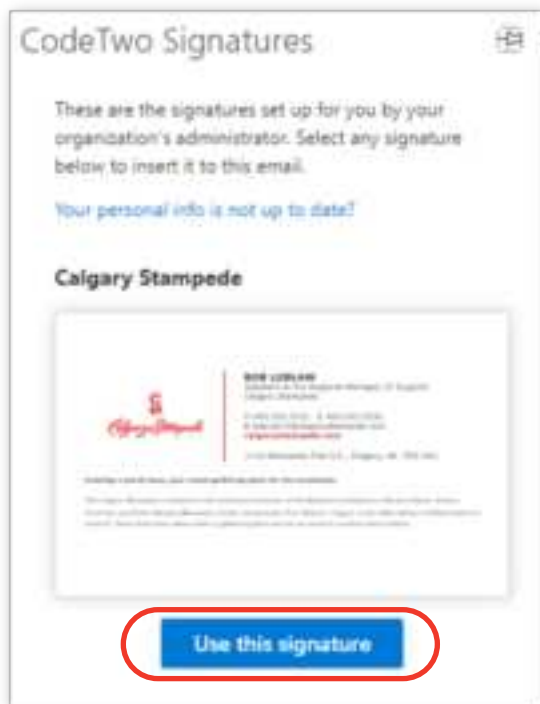
## 2 HOW DO I ADD MY SIGNATURE TO A REPLY MESSAGE?

By default, the email signature is only added to new messages. The default for replies or forwards is to remove any old reply signature and replace it with an empty space. However, you can manually add the signature to replies or forwards as well.

1. When composing a reply or forward, click the **CodeTwo Signatures** button in the ribbon.



2. Click the **Use this signature** button under your signature.



## 3 WHAT IF I SEND MESSAGES FROM A SHARED MAILBOX?

---

When you select a different email address in the “From” field of a new message, your personal email signature is automatically removed, but the signature for the shared mailbox is not automatically added.

While the shared mailbox’s email address is in the “From” field, follow these steps:

1. Click the **CodeTwo Signatures** button in the ribbon.
2. Click the **Use this signature** button under the signature.

If a signature is not available for a shared mailbox that should have one, please contact [IT Support](#).

## 4 WHAT IF THE NEW SIGNATURE IS NOT SHOWING UP?

If you **do** see the “CodeTwo Signatures” icon in the Outlook ribbon:

1. Click the **CodeTwo Signatures** button in the ribbon.
2. Click the **Use this signature** button under the signature.



This will force the system to synchronize the signature with the server and should reset the signature to appear for new email messages.

If you **do not** see the “CodeTwo Signatures” icon in the Outlook ribbon:

- Make sure you are composing a new message. The icon will not show up when viewing received messages, only when composing.
- Enlarge your window so that it is wider. Outlook gives priority to other icons in the ribbon, so it may be hiding out of sight. Alternatively, the ribbon has large scrolling arrows at the end if there is more to see, so you can click those to gain visibility of icons that don't fit on screen.
- Restart your computer. Ensure that it has a working Internet connection and then open Outlook.
- Wait a little while, as the add-in may not be installed yet. Make sure your computer is online and signed-in and it should automatically install. Try again in 15 minutes, and if still is not there try again in another hour or so.
- If you still do not see CodeTwo Signatures, contact [IT Support](#).

If you are still experiencing issues, please contact [IT Support](#).