

RPost[®] Registered Email[™] Getting Started

The State of Ohio investigated vendors that can provide “service” and “perfection” for sending email regarding administrative hearings. The mailing requirements are a part of Ohio Revised Code (ORC) Chapter 119 and are for the purpose of ensuring proper notice to the party (“service”) and proof of that service back to the agency (“perfection). [RPost Registered Email[™]](#) does appear to be the only solution based on analysis and conversations with Gartner.

RPost acts as an intermediary between our users sending Registered Email[™] messages and the recipients being “served”. Because of that, they can collect message headers which is a critical component of tracking that the email message was received by the recipients’ email service. Since the emails originated from our email solution, we can see that messages were sent via the product. The senders can retrieve delivery reports to determine if the “service” (aka legal notice) was delivered, which, per ORC 119.063, is sufficient to meet the objective of “perfection” (trackable delivery).

Agency Onboarding

- 1. Overview:** RPost has been set up with a State of Ohio Master Cloud Service Agreement (MCSA0133). This provides a procurement vehicle for agencies. Additionally, it allows agencies to have their own RPost account for agency branding, reporting, and daily support.
 - A RPost Registered Email[™] plan (also referred to as a RMail[®] service plan) will need to be assigned to each user that must send emails requiring “service” and “perfection.”
 - Once procured, your agency will be assigned an RPost account liaison. They will help with onboarding, training, access to RPortal (administrator web portal to manage users and settings) for ongoing account maintenance, and invoice information.
 - There will be a one-time fee for branding setup which is handled by the RPost Professional Service Team. This is optional.
- 2. Recommended on-Demand Training:** This webinar was co-produced with The Florida Bar and is a useful free on-demand session that can explain the need for email proof and tracking and walks through the anatomy of the Registered Email[™] service proof.
 - <https://rpost.com/webinars/florida-bar-power-of-proof>
- 3. Step 1 – User Authorization:** The agency “Admin” (primary contact for administering RMail[®]) must contact RPost Order Support (<https://rpost.com/contact>) to begin the process.
 - Ensure that you complete this form with an Ohio government email address domain (i.e., xxx@agency.ohio.gov) and the request will automatically be routed to appropriate RPost staff. If you do not use an Ohio government email domain,

- indicate in the form notes, "State of Ohio Master Cloud Service Agreement MCSA0133".
- Each agency must provide RPost the completed [New User Template](#) which will be used to set up your agency account. Submit this completed form to the RPost staff that contacts you after the initial user authorization form has been submitted.
4. **Step 2 – Procurement:** Submit your requisition in OhioBuys to procure from MCSA0133 and route for approvals.
 5. **Step 3 - Domain Association with RPost:** Open a support case with RPost for DKIM configuration. <https://support.rpost.com/hc/en-us/articles/360038810554-Setting-up-DKIM-with-RMail>
 - Create your agency DKIM record for <youragency>.ohio.gov in public DNS. If DAS manages your agency's DNS, open a [Customer Service Center \(CSC\) ticket](#) with the DAS Microsoft 365 (M365) team which will work with DAS Unified Network Services (UNS) for DKIM DNS record creation.
 6. **Step 4 - User Access:** Deploy the Microsoft Outlook Desktop add-in to your agency users. It is downloaded directly from the RPost website found here: <https://rmail.com/apps>
 - <https://support.rpost.com/hc/en-us/articles/360033832974-Installing-RMail-app-for-Outlook-Desktop>
 - If you have any Outlook for the Web users, work with your MIM Administrators to create a security group and ensure the authorized RPost RMail® users have been added to it.
 - Format is *AgencyShortCode-RPost-Users*.
 - If you install the add-in to the Outlook Desktop and you add them to this group, they will see two RMail® buttons on new messages.
 - Send the new group to DAS via a [Customer Service Center \(CSC\) ticket](#) for the DAS Microsoft 365 (M365) team which will add the group to the "RMail for Outlook" add-in policy and ensure that any Outlook for the Web users get the add-in.
 7. **Step 5 – User Registration:** This is to register the RMail® add-in with the user sending email.
 - <https://support.rpost.com/hc/en-us/articles/360047420853-RMail-app-for-Outlook-How-to-register-and-activate-your-user>
 8. **Step 6 - Send Registered Email**
 - <https://support.rpost.com/hc/en-us/articles/360024687034-The-Send-Registered-Button>
 9. **Step 7 – Ongoing User Administration:** After your agency activates its account with RPost, your agency administrator can re-assign user licenses to other users or change settings. RPost staff will train the administrator on how to do this. Alternatively, you can contact

RPost Support (<https://rpost.com/contact>) directly with the email addresses you would like removed and/or added.

Supporting Information

1. Standard usage reports (daily, weekly, or monthly) come with the service. These reports can be generated directly from the customer admin portal – [RPortal](#).
2. Your Chief Legal contacts have already been working with DAS Chief Legal for your agency.
3. Although RPost does provide eSignatures, this product is not replacing OneSpan.
4. The RPost Registered Email® solution has been approved by the Department of Administrative Service (DAS) Office of Information Security and Privacy (OISP). The following links can be reviewed to learn about the privacy and HIPAA compliance:
 - **Privacy Policy** - <https://rpost.com/legal-notices/privacy-notice>
 - **GDPR Compliance** - <https://rmail.com/guides/buyers-guide-gdpr-compliance-data-privacy-for-email>
 - **HIPAA Compliance** - <https://rmail.com/guides/us-law-abstract-rmail-rsign-hipaa-requirements-for-privacy-proof-of-delivery> and <https://rmail.com/guides/us-law-review-rmail-rsign-meet-hipaa-requirements-for-privacy-proof-of-delivery>
 - **Technical and Organizational Measures (TOMS)** - <https://rpost.com/legal-notices/gdpr-tech-and-ops-measures>
5. RPost Support Center Articles - <https://support.rpost.com/hc/en-us?rmail-list>
 - **Recommended User Training Video Library**
 - i. <https://registeredemail.com/rmail-training-videos-list>
 - **RPostOne App**
 - i. Creates customized training based on selected features and web user access
 - ii. <https://rpost.com/#signup>
 - **Send Encrypted REmails**
 - i. <https://support.rpost.com/hc/en-us/articles/360033815074-VIDEO-How-to-send-encrypted-emails-with-REmail->
 - ii. <https://support.rpost.com/hc/en-us/articles/360024874533-Encrypting-a-message-using-REmail>
 - **Track and Prove REmails**
 - i. <https://support.rpost.com/hc/en-us/articles/360025895373-VIDEO-How-to-Track-Prove-your-emails-with-REmail->
 - ii. <https://support.rpost.com/hc/en-us/articles/360023529414-Track-Prove-Sending-Options-Marked-as-Registered-vs-Unmarked>