



RPOST

E-SIGN & E-SECURITY (FREE) WORK-FROM-HOME FAQ'S

FAQs for RPost Customers:

How RPost's E-Sign & E-Security Work-from-Home Readiness Program is Good for RPost Customers

RPost is here to help its customers immediately assist their staff, their friends, and their friends' friends; free and easily. Through our **E-Sign & E-Security (Free) Work-from-Home Rapid Readiness Program**, we are providing RMail-Business and RSign-Business licenses for RSign e-signatures and RMail email encryption, file sharing, open tracking, and e-delivery proof for our customers to provide their staff at no cost through May or longer if needed.

“Even though RSign and RMail are highly affordable, we believe making these free for people everywhere in light of the pandemic will simplify life for IT and procurement staff, as they can put e-signature and email security services in the hands of all end-users now and optimize later,” stated RPost CEO Zafar Khan. **(Read the full text of the RPost CEO letter [here](#) and recent coronavirus tech tips blog [here](#).)**

You can read more about this on our pandemic response page and view how-to videos ([click here](#)) where we describe this Work-from-Home Rapid Readiness Program. Getting started is simple--users just add the RMail add-in for Outlook or RMail for Gmail (at no cost for a business license for a couple months per the program) at [RMail Apps](#) or [RSign](#) --- and that is it. No credit cards, no telephone calls.

Why the urgency?

We believe these coming weeks will mark the largest global migration from work-in-office to work-from-home, ever. And people will need to find ways to do more themselves without the comfort of their support staff and office

equipment. IT staff will be hard pressed to urgently get all their staff equipped to continue business from home.

To make things worse, cyber criminals appear to be salivating at all the new opportunities to gain access to systems, information, and funds, according to the US Department of Homeland Security National Cyber Awareness System [Alert](#).

Why are we doing this?

RPost worked over the last few weeks to put together a quick, responsive action to requests from customers everywhere -- to help IT staff and procurement staff respond to the urgent business needs; to set everyone up to be productive with easy-to-use and secure work-from-home tools. RSign and RMail are the easiest (and best) and most affordable.

But, even though RSign and RMail are already highly affordable, we believe the challenge was to help business executives and IT staff get these tools in the hands of all end users first (and urgently), without the natural delays of the typical procurement process. Then IT staff could (a) focus on other crisis demands and (b) follow-up later to optimize RMail and RSign and configure the most affordable go-forward plans over the coming months.

To solve this business challenge, we decided to make these RSign e-signature and RMail email security services free in their most advanced forms, with a business license, through May or longer if needed. This achieves the goal of getting the tools in the hands workers everywhere now in light of the current crisis and, at the same time, simplifies life for IT and procurement staff, as they can respond to these and other needs now, and then optimize any desired go-forward service plans later on.

How does this help our customers?

- **Solves urgent client needs.** This will let you immediately solve some of your work-from-home tech needs without delays sorting through the most appropriate service plan for their needs and costs. Your staff can arm their

end-users with tools they need now, and you can follow-up later to optimize with the most affordable go-forward service plan.

- **Simple as a few clicks, install and use now, optimize later.** There is no need to register users, get license keys or deal with any human interaction (although we at RPost are here to help as needed). You or your staff can register as many users for RSign or install RMail into Microsoft Outlook, Office 365 or Gmail for as many people as you would like, with no cost to you or them during this program. All your users can be associated with you and your clients and be locked into RPost's provisioning system with a simple cut-and-paste of email addresses when you have time to optimize, later.
- **Grows your business in challenging times.** You will still be able to focus on your core business needs now, with the tools in hand for all your staff.

How does this help if we already have some of these tools?

RMail is all-in-one and can complement existing solutions now (free) and may replace others in the future.

- **E-Sign.** Even if the customer already has one e-sign service, deploying RMail with its e-sign service, or RSign will be far more affordable now (free) and more so in the long term as compared to others. Plus, RMail e-sign is so easy, users can get started without training. Many large companies have multiple e-sign providers so this can either complement for now, or potentially replace what they have in the future.
- **E-Security.** Now that users are at home, they need to encrypt more as there may be more external email that is critical and sensitive; plus, hackers are going to target them more. **RMail encryption** has the easiest user experience, especially for the receiver, because encrypting email will be just like emailing. Plus, it includes advanced **email impostor protection** that is looking to alert users when those very tricky emails come to staffers looking like they are being sent from the boss. This is not included in other security packages. Many large companies have multiple e-security providers so this can either complement for now, or potentially replace what they have in the future.

- **E-Productivity.** Even if one has an online drop e-box, RMail file share is easier to use for one-time-transfers, right from Outlook our RMail Web to external parties. Save time working and be more productive. And nowadays, no one wants to visit the post office, or have the FedEx person stop by for a pick-up. Registered Email™ services are a must for certified delivery proof today or to replace trackable paper mail.
- **Why RMail? and Why RSign? comparison sheets are [here](#)**

Do I need to register my customers, so they are under my exclusive control?

Registering your customers in advance of having them install is not needed. Why?

- a. When users install RMail or RSign as new users, from any source they can start using the services immediately. This was the objective.

Behind the scenes: Users are automatically provisioned with the RMail or RSign pandemic response program plan, which has a fair use policy limit of 500 RMail Messages and 200 RSign Envelopes per user per month through May or longer if need.

After this period ends, users can still access the RMail and RSign services installed, but the permissible monthly volumes revert to the default complimentary service levels (5 RMail messages per month and 3 RSign messages per month.

Users are under a global default account, which as a special rule that moves the user to a customer that is set up with that particular user if the user email address is in RPortal under that customer (before install or after install).

- b. Through the end of May, customers can contact their RPost customer success staff to discuss appropriate terms of continued service beyond May. For monthly plans purchased through May, the start date will be the date of the upgrade or one can schedule the billing plan to start on June 1.

Can I use this free work-at-home program licenses if I am already a customer?

Current paying customers with users only using RMail services can use this Program to use RSign or to add NEW users for either RMail or RSign or both.

(Remember, the username and password for the users' RMail access is the same for RSign, so they can log-in to RSign and start using.)

Current paying customers only using RSign services can use this Program to use RMail or to add NEW users for either RMail or RSign or both. *(Remember, the username and password for the users' RSign access is the same for RSign, so they can log-in to RMail web app or download any other app.)*

If one changes passwords in RMail it changes for RSign also, and vice versa.

Users with a paid RMail or paid RSign plan cannot use this Program to increase their volume to the Program volumes, those users should upgrade their plans in the normal process.

Can I share this free work-at-home program with friends or other business associates?

Yes – spread the word to help everyone in these challenging times. Share the website link: <https://www.rpost.com/pandemic>

Can I use this for my personal business?

Yes – follow the instructions and install into Gmail, Outlook Online, Hotmail or use the RMail or RSign web apps. Access here: <https://www.rpost.com/pandemic>

GET STARTED: RPost customers, friends, and friends of friends can click [here](#) to learn more.

Service Overview:

Built on RPost's award-winning, patented, and time-tested **RMail®** and **RSign®** platforms, RPost's products are often part of **HealthTech, FinTech, and LegalTech** initiatives to improve operations, add more cybersecurity, improve privacy compliance, and digitize workflows.



Email Encryption

Data Privacy, Proof of Compliance



Registered E-Mail™

Open Track, Delivery, Content Proof

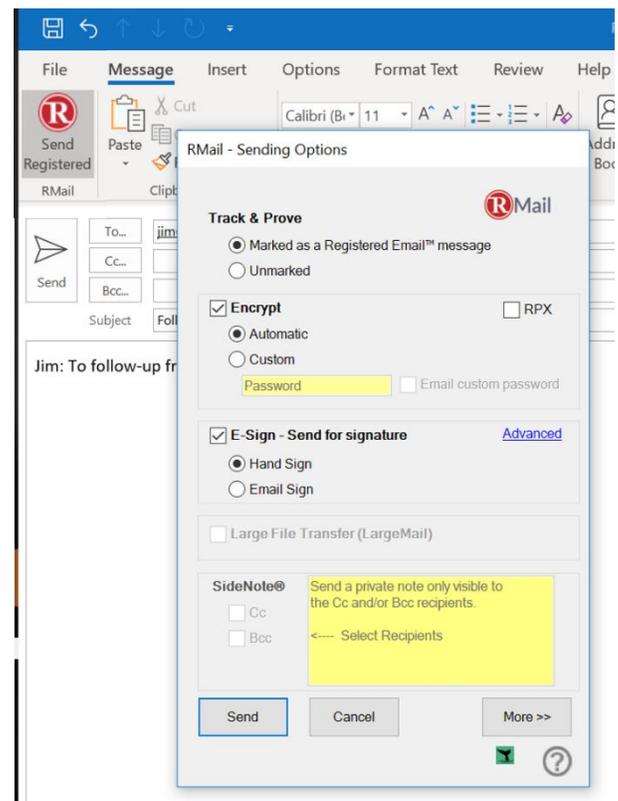


Electronic Signatures

Speed Signoff, Authenticated, Legal

RMail specializes in security and compliance with its top-rated email encryption, auditable proof-of-privacy compliance, and certified e-delivery services. Some of the most popular features:

- **RMail® email encryption** automatically delivers email in a unique way to each recipient, creating the simplest user experience for the recipient while returning auditable proof of privacy and compliance to the sender-- going far beyond basic TLS and link-retrieval systems. RMail includes security gateway content-based encryption automation, wire fraud protection, and volume sending options using APIs.
- **Registered Email™ certified e-delivery tracking and proof** provides advanced open and delivery tracking and proof, with timestamped proof of original content legally delivered. It returns to the sender a court-admissible timestamped Registered Receipt™ email without requiring any action or setting at the recipient level.
- **RMail Gateway Secure Send™ and Endpoint Protect™** automates security and compliance. RMail Gateway Secure Send makes it easy to encrypt, track and



prove e-delivery, and/or retain an audit-ready privacy compliance record for all outbound email or for certain messages based on message content, senders, recipients, or patterns inside messages. RMail Gateway Endpoint Protect™ makes it easy to have all your essential inbound anti-virus, anti-malware, and anti-spam protection for your inbound messaging.

RSign makes e-signatures simple and makes digitizing workflows affordable.

- **RSign® e-signatures** are the simplest, fullest featured, and most affordable web-based electronic signature service. RSign makes it easy for signers to complete and sign documents using any desktop or mobile web browser in an intuitive, guided signing process.
- **RSign Digital Transformation™** features make it easy to digitize workflows with security, forms, and e-signatures; we are friendlier to work with and offer expansive enterprise-grade features at lower cost. With a simple user design, sharable templates, template rules and dependencies, custom workflows, real time reporting, advanced document configuration, and much more, RSign® has everything one needs in an e-signature service.

RPost has set the global standard for secure and certified electronic communications with its patented e-delivery proof, encryption, and e-signature technologies. Millions of users have enjoyed RPost services for more than a decade in more than 100 countries. Our largest customers are some of the world's most respected brands, across industry and geography.

Our mission is to help our customers worldwide communicate and transact electronically in the most secure, compliant, and productive ways possible, and to continuously innovate our products to support their evolving needs. We successfully accomplish this through our expert teams and customers everywhere.