

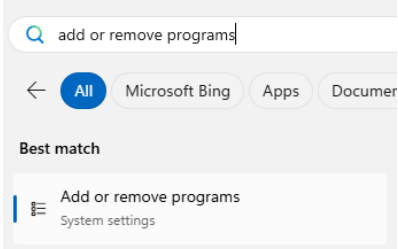
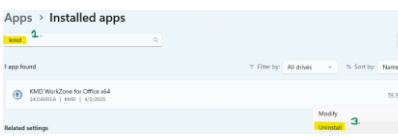
# Reinstallation of plugin


This guide shows how to remove your Workzone for Office plugin so that it can be automatically reinstalled afterwards.

This may be necessary:

- If you are missing the function “Share > In Email” on documents and cases in Workzone Client.
- If your Office plugin is not working as expected.

Always ensure that your computer is up to date by installing the updates you are prompted to run.

Instruction	Explanation	Navigation
<p><b>Prerequisite</b></p>	<p>Your AU computer must be connected to AU’s wired network, eduroam, or be logged on to VPN.</p>	
<p><b>Uninstall and re-start</b></p>	<ol style="list-style-type: none"> <li>1. Close all your Office applications (Word, Outlook, Excel, and Power-Point).</li> <li>2. To uninstall the Workzone for Office plugin, you must first obtain administrator rights. Follow this guide: <a href="#">How to activate administrator rights on your computer - Heimdal</a></li> <li>3. Now close all your browsers.</li> <li>4. When you reach the step in the guide describing how to install a new program, do the following:</li> <li>5. Via Start, open “Add or remove programs”.</li> <li>6. Type KMD in the search field.</li> <li>7. Select KMD Workzone for Office.</li> <li>8. Click the three dots and then uninstall.</li> <li>9. Confirm that changes may be made to your computer.                             <ol style="list-style-type: none"> <li>a. The plugin is now uninstalled.</li> </ol> </li> </ol>	 

	<p>10. Now restart your computer. The plugin may be automatically installed (within approximately 24 hours), or you can activate it yourself via the Company Portal. See the next section.</p>	
<p><b>Install plugin</b></p>	<ol style="list-style-type: none"> <li>1. Open the Company Portal by searching for “Company Portal” on your computer.</li> <li>2. Open the “Apps” menu.</li> <li>3. Find <b>KMD Workzone plugin</b> and click “Reinstall” if available.</li> </ol> <p><b>If the above cannot be done:</b></p> <ol style="list-style-type: none"> <li>4. Select “Settings” in the menu on the left.</li> <li>5. Click the “Sync” button.</li> <li>6. Restart your computer.</li> </ol>	 <p>The screenshot shows a search interface with the following elements from top to bottom:     <ul style="list-style-type: none"> <li>A search bar containing the text "Company Portal App".</li> <li>A button labeled "Apps" with a grid icon.</li> <li>A search result for "KMD Workzone" with a green logo and the text "WorkZone for Office".</li> <li>A button labeled "Settings" with a gear icon.</li> <li>A blue button labeled "Sync".</li> </ul> </p>