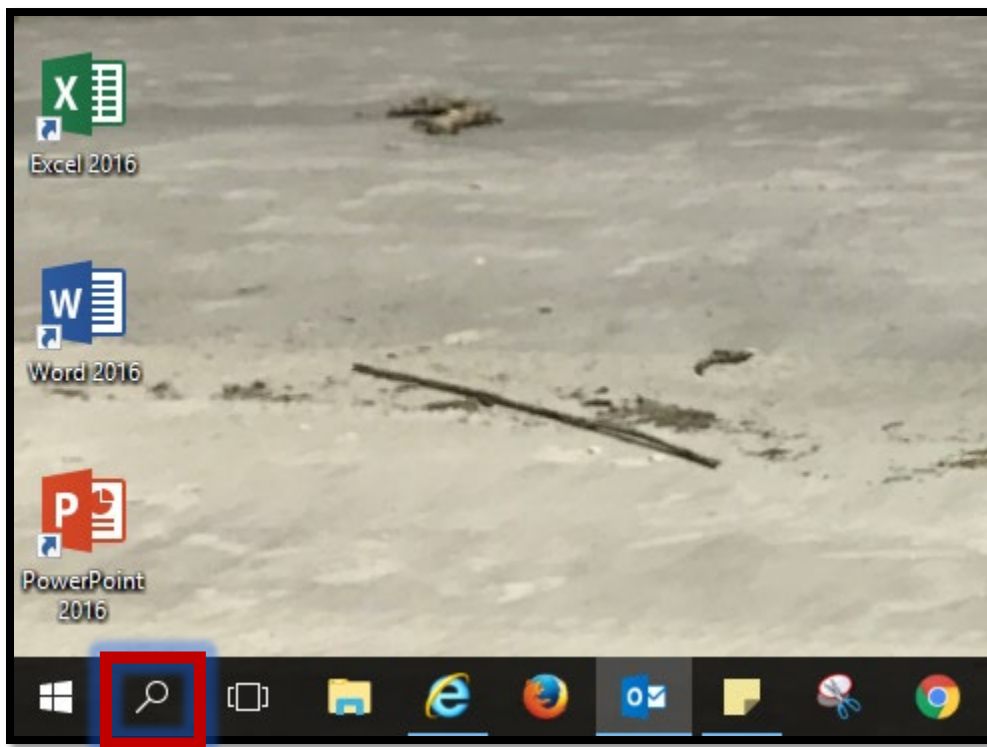


HOW TO SET MICROSOFT OUTLOOK AS THE DEFAULT EMAIL PROGRAM

Some users are experiencing issues with Chrome River e-mail approvals that are caused by Microsoft Outlook not being set as the default email program for Windows or Mac OS. This document will show you how to set Outlook to be the default program on a Windows 10 or Mac OS.

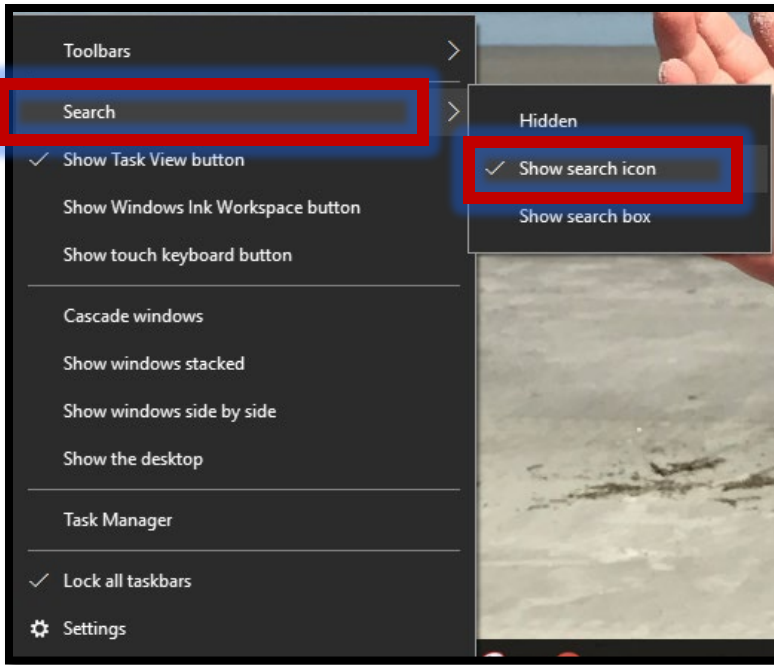
Windows 10 Instructions

1. Access the search icon in the bottom left corner



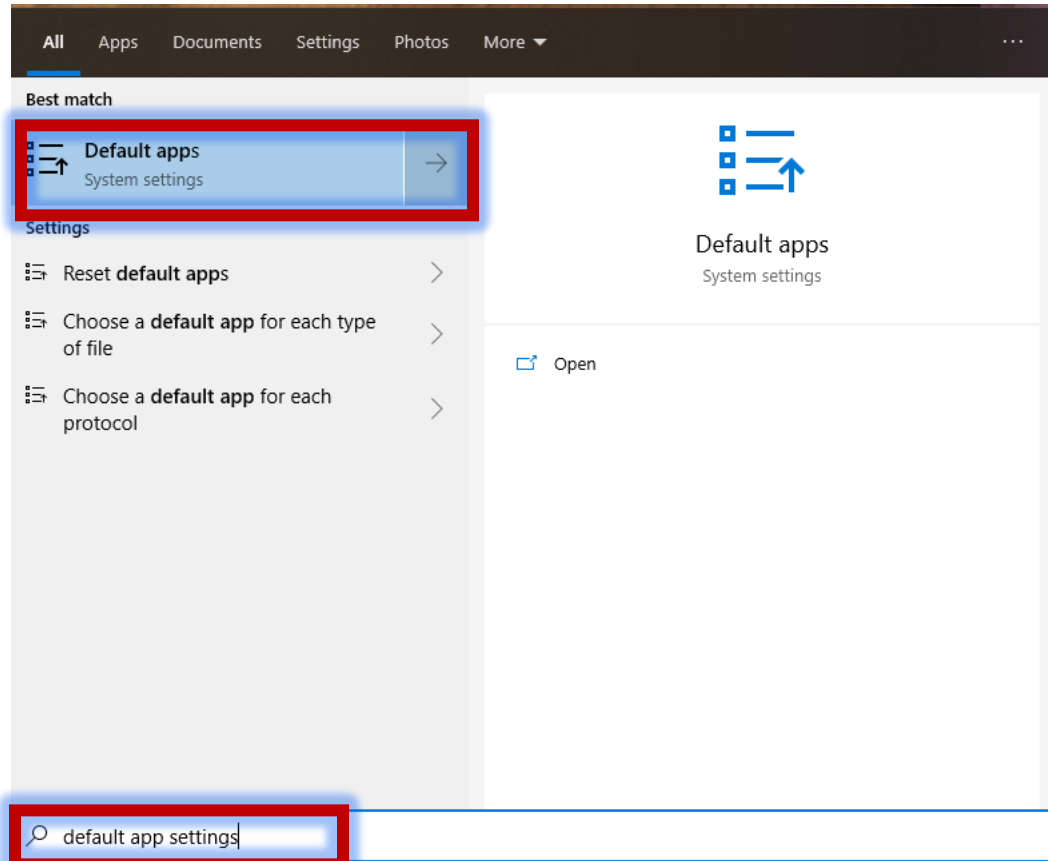
If you do not see the search icon, you will need to unhide it as described below

- a. Right click anywhere on the bottom black bar where your icons are
- b. Hover over the 'Search' menu item.
- c. Select 'Show search icon' so that there is a checkmark next to it.



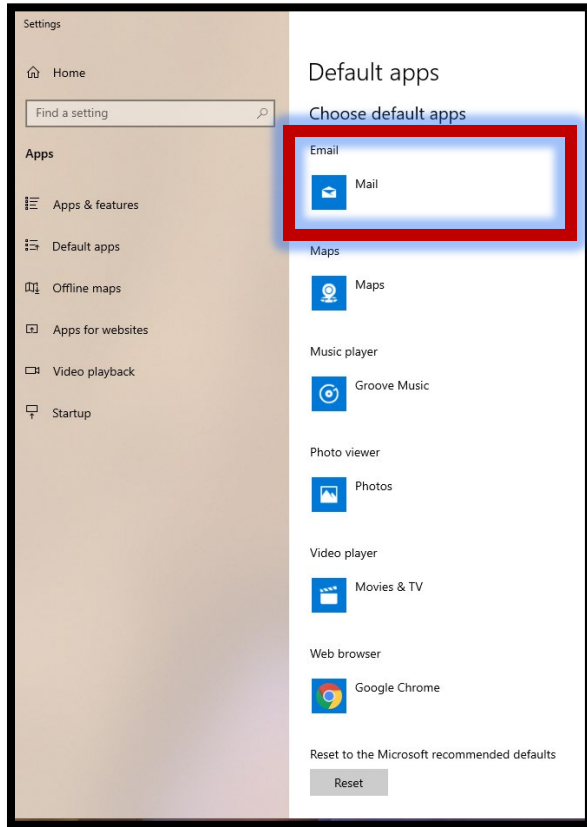
2. Search for Default App Settings

Left click the search icon and type in 'default app settings'. You will see the system settings desktop app appear as the best match up top. Left click that icon to open the settings panel.



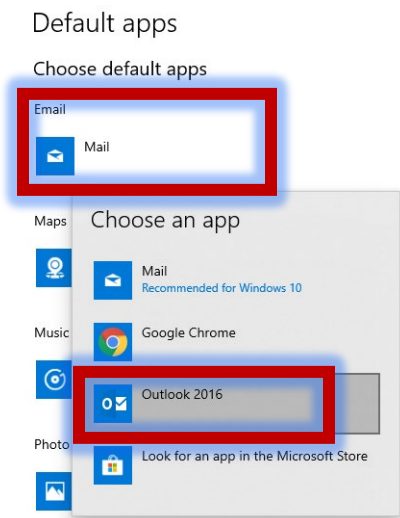
3. Review Default App for Email

A list of your default applications will populate. If you are experiencing issues with email approvals then the selection for Email will likely say (Mail, Internet Explorer, Mozilla Firefox, Google Chrome, or will be blank).

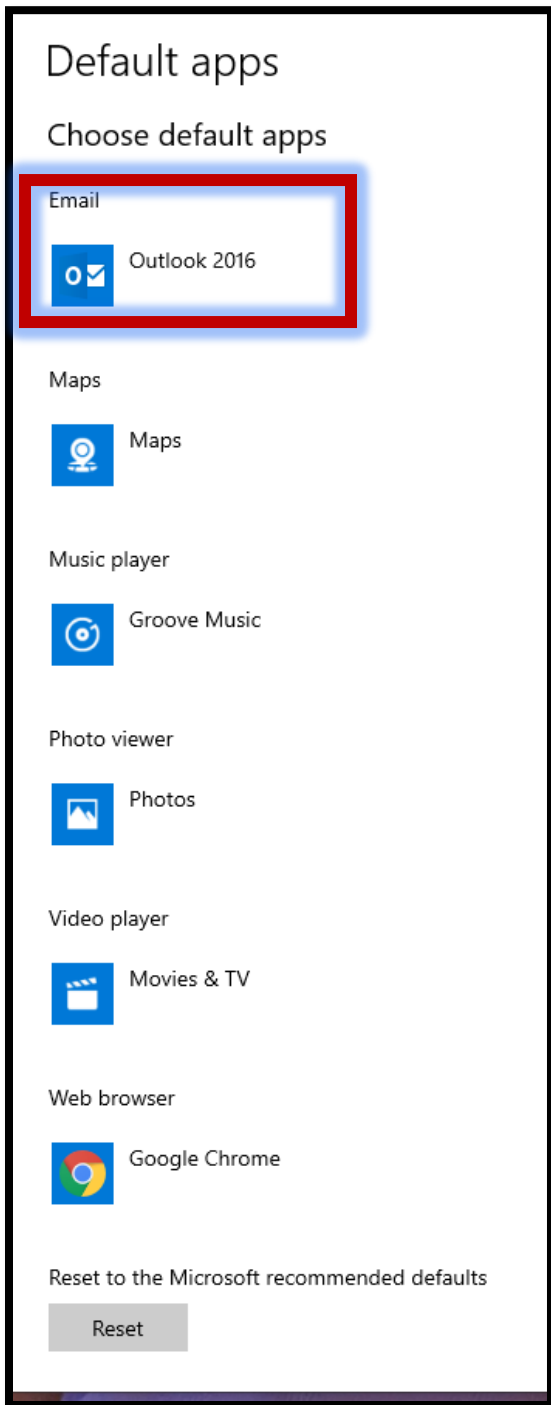


4. Change Default App for Email

If Microsoft Outlook is not the selection for Email, you will need to change it. Left click the icon that is currently assigned (Mail in our example) and change it to Outlook.



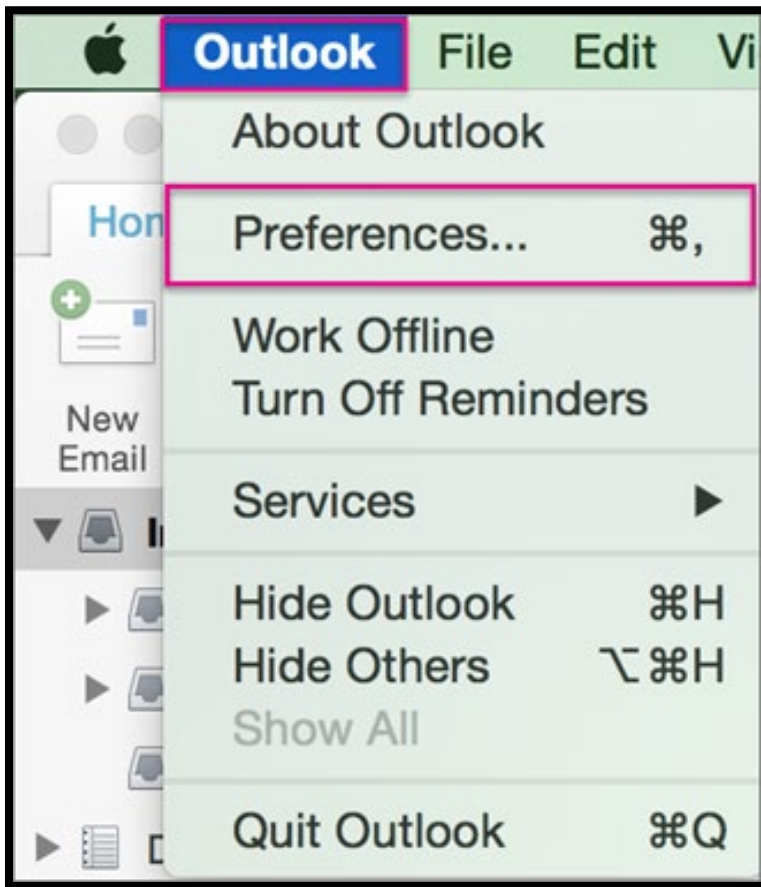
5. Verify that Outlook is the Default App for Email



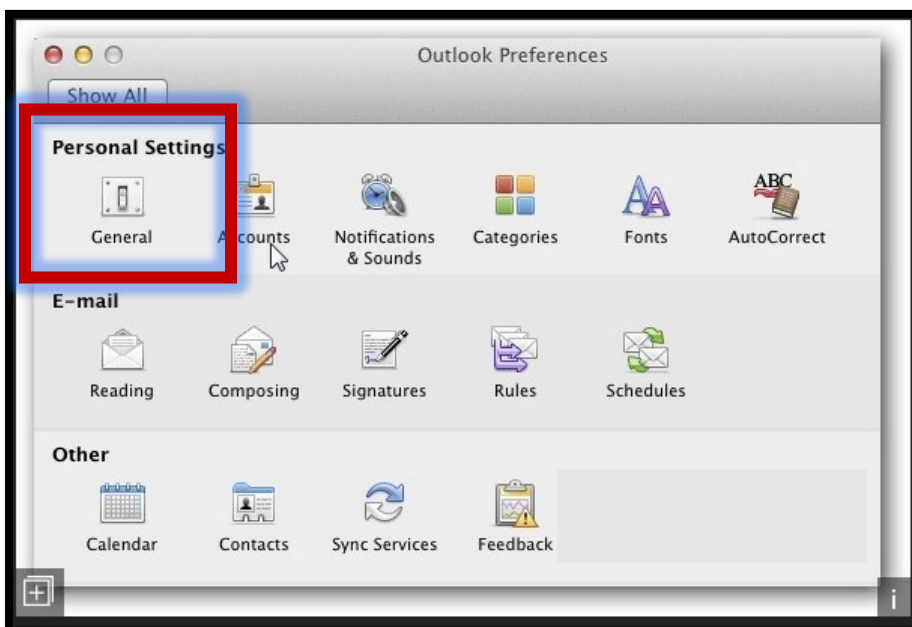
Now that Outlook is set as the default application, clicking on the button in an expense report email to Accept or Return will generate an email in outlook that gets sent to Chrome River to process your action.

Mac Instructions

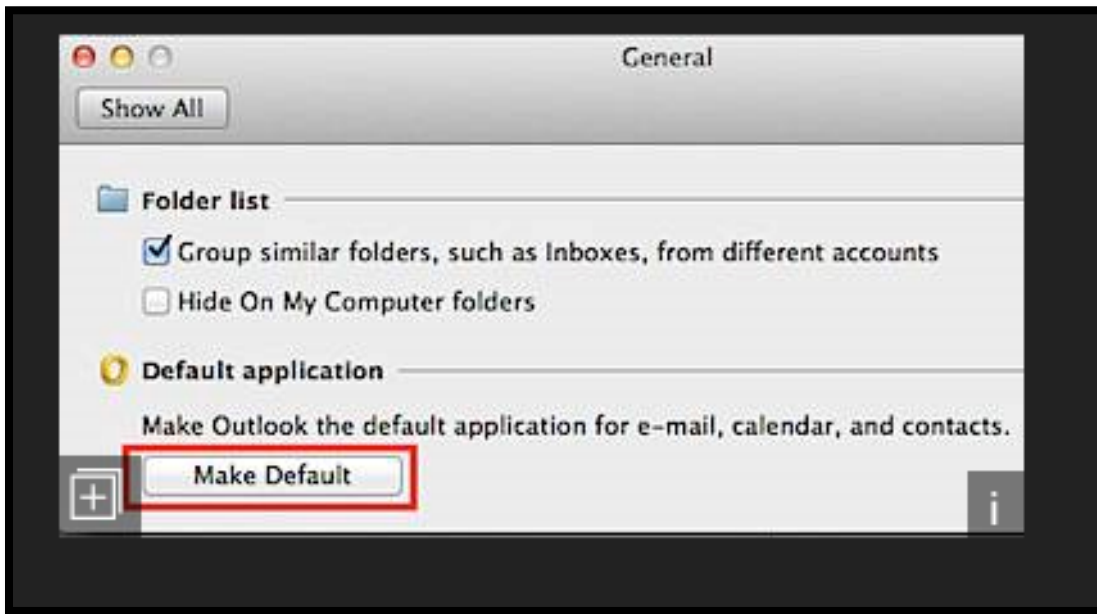
1. Open the Microsoft Outlook program and then click on the Outlook menu on your top bar. Select 'Preferences'.



2. Select 'General' under the heading for Personal Settings.



3. Click the button for 'Make Default' under the Default application heading.



Now that Microsoft Outlook is set as the default application, clicking on the button in an expense report email to Accept or Return will generate an email in outlook that gets sent to Chrome River to process your action.