



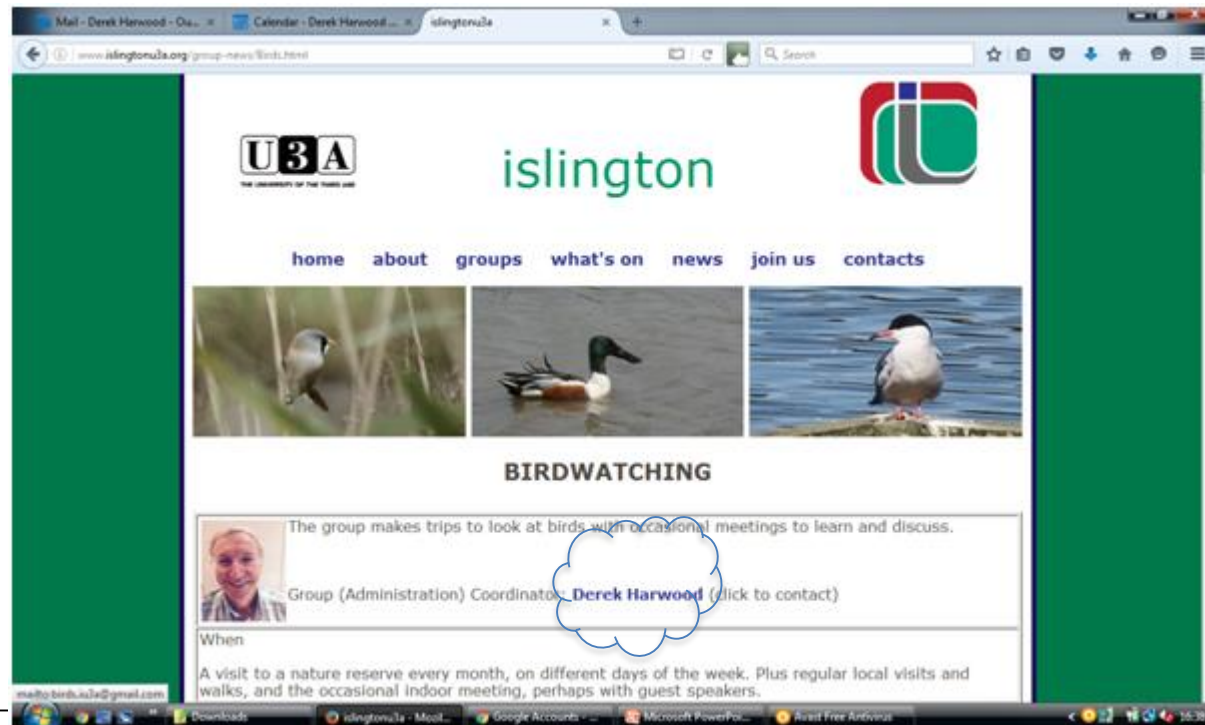
Computer Help Session – Tutorial Material “MailTo” Protocol

October 2017
Rev. 01



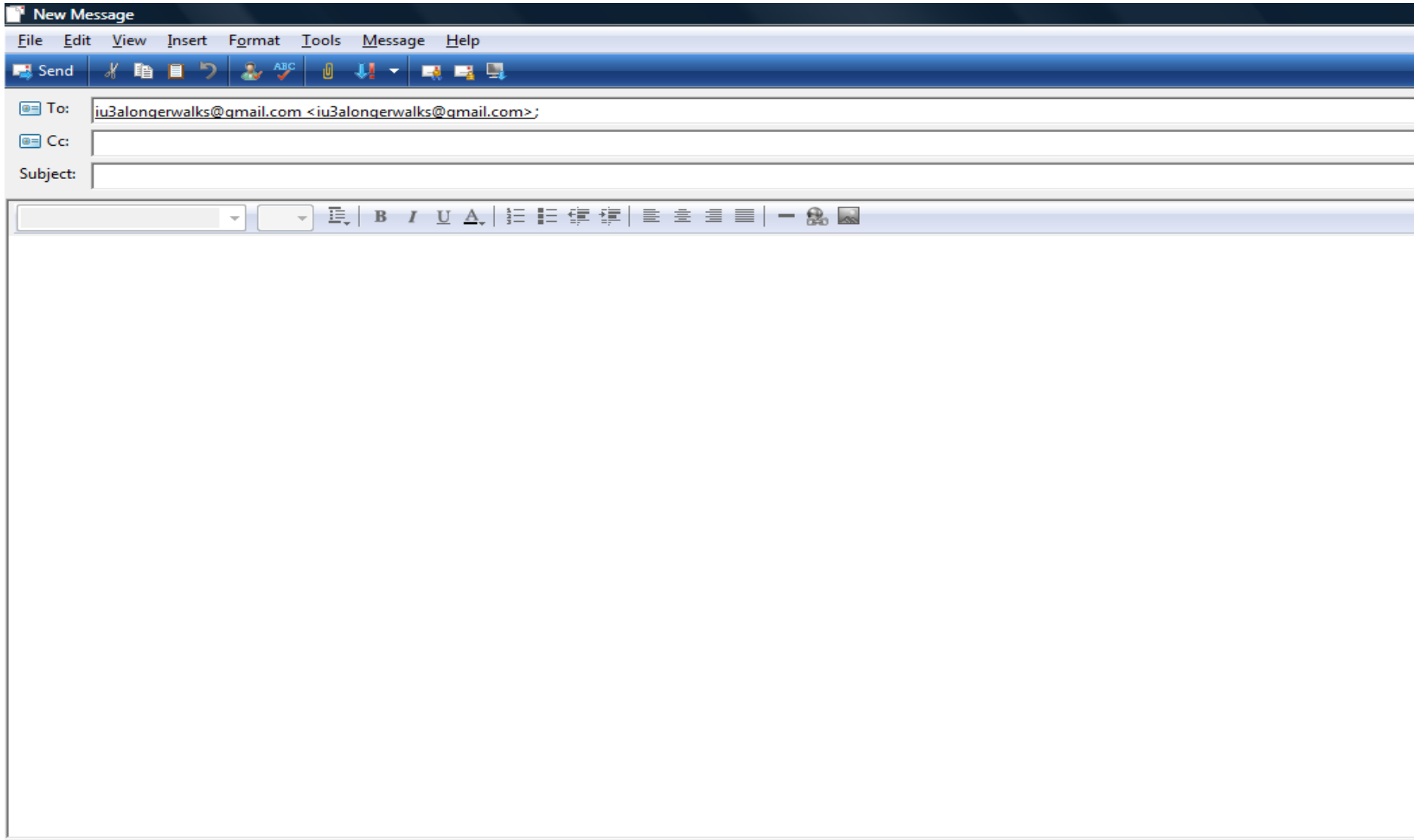
How the “MailTo” links work

- These are a type of (hyper) link
- They are used to trigger a reply to a specified person by email
- If you click on a (MailTo) link a blank email *should* open, ready for you to type up your response then send





MailTo Links





How the “MailTo” links work (continued)

- If you try this but it doesn't work – either you get some sort of warning message, or it won't send - this is probably due to either:
 - if your computer's configuration is such that your default email program (for MailTo) is not set to the type of email you use;
 - or similarly the web browser you are using is expecting a different email program



How the “MailTo” links work (continued)

- How to get around the problem (4 ways)
 1. Try to re-set your default program.

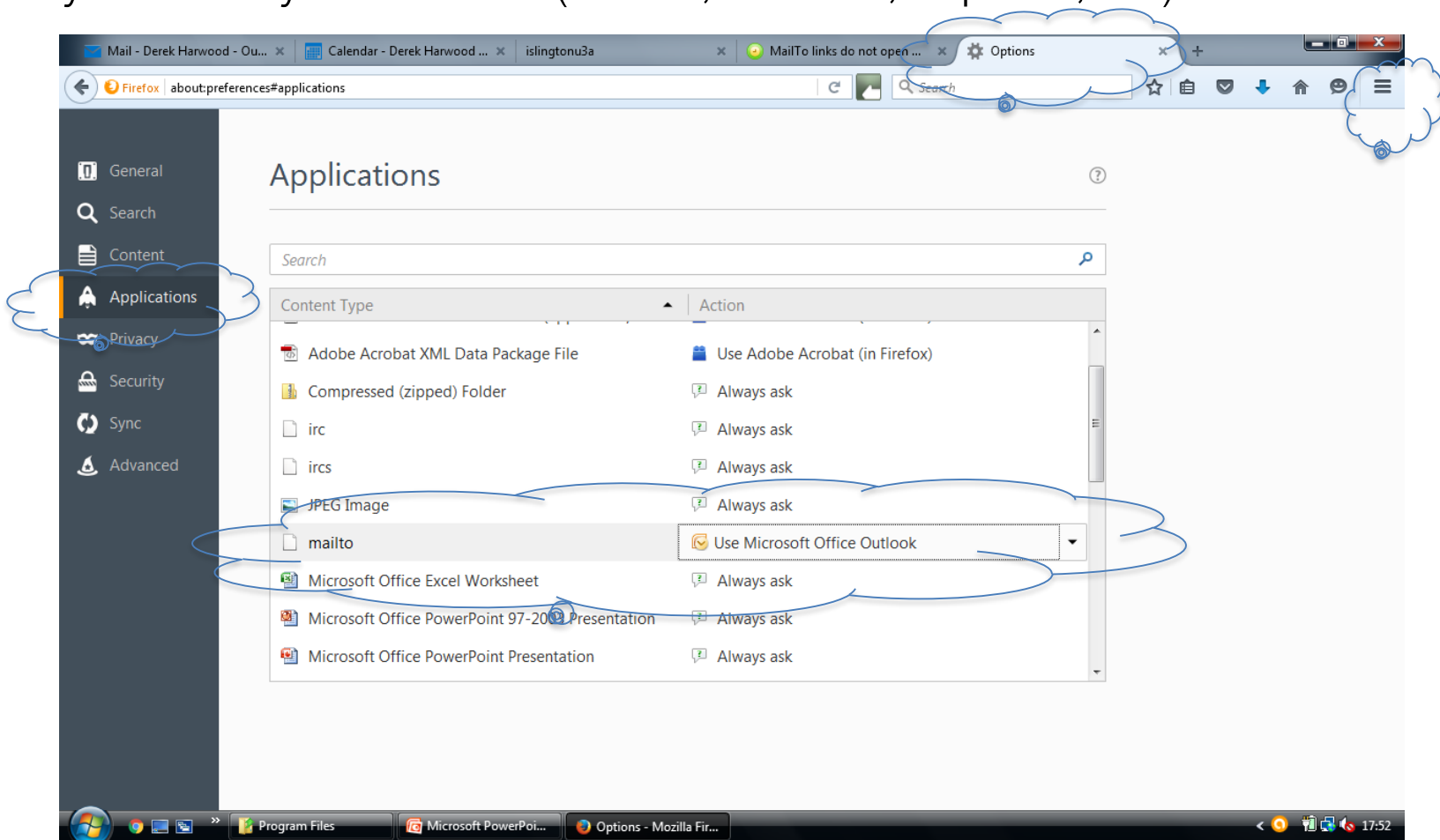
Reset the mail client by going to: Settings --> Control Panel --> Default Programs -->

Then set your program defaults, clicking Windows Live Mail (or your own mail program) and confirm that it is set as the default mail program. If Windows Live Mail doesn't work, then it might be useful to check if others do, to find out if it is Windows Live Mail that is causing the problem.



How the “MailTo” links work (continued)

2. Try to re-set your browser (Firefox, Chrome, Explorer, etc)

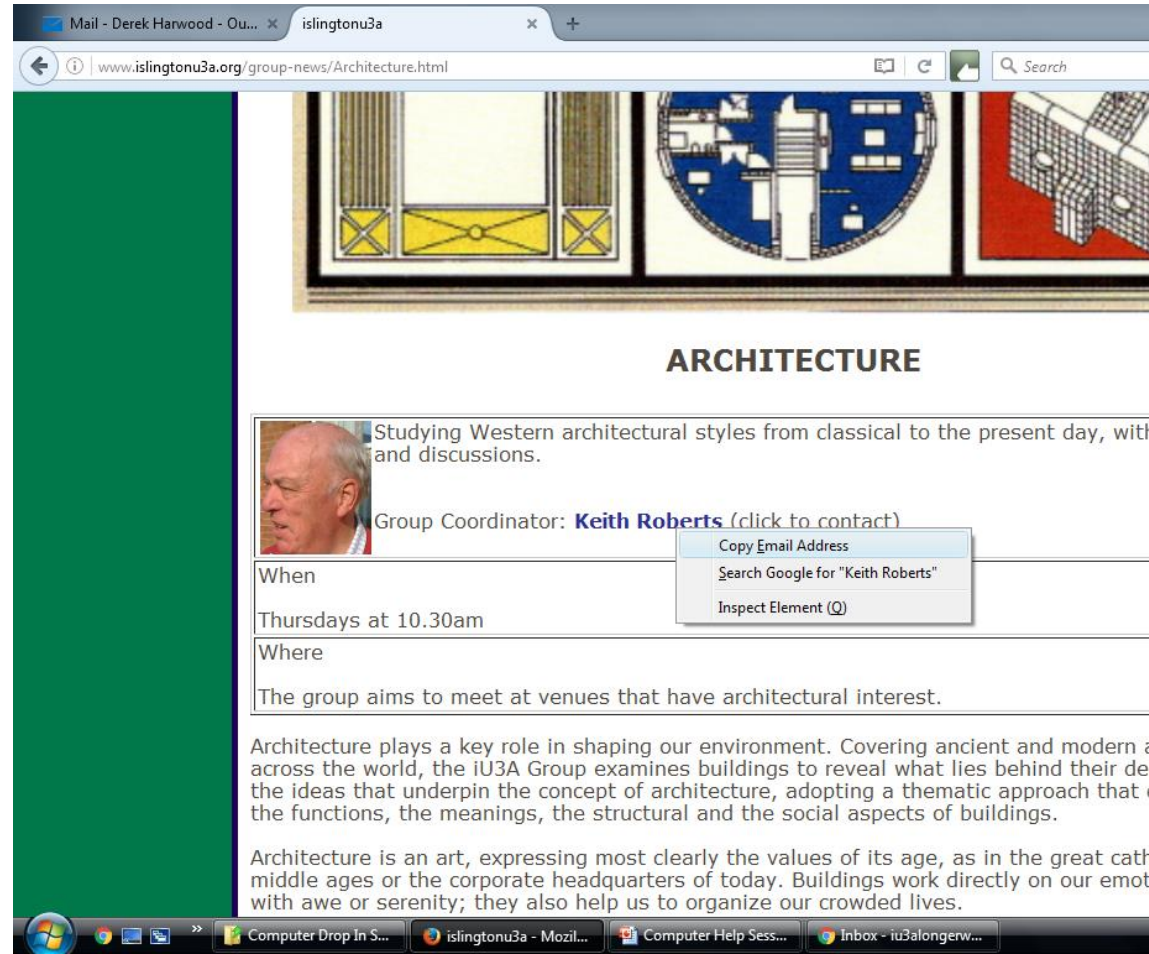




How the “MailTo” links work (continued)

- These two methods may be too difficult, so instead you can:

3. Copy & Paste the email address by:
 - Click on the (MailTo) link you want to use
 - When it opens copy the email address shown (by Copy & Paste or “copy email address”), open your own email system, open a new email and paste in the address





How the “MailTo” links work (continued)

4. Or as a last resort, the old manual way:
 - Hover over the link
 - The address should become visible (in bottom left corner of your computer)
 - Manually write down the address (the bit after [mailto:](#))
 - Open your normal email account, start a new email and type in the address



How the “MailTo” links work (continued)

- Useful help sites:
- <http://www.msoutlook.info/question/mailto-links-do-not-open-outlook>
- <https://www.youtube.com/watch?v=hBpeuPke3Hk>