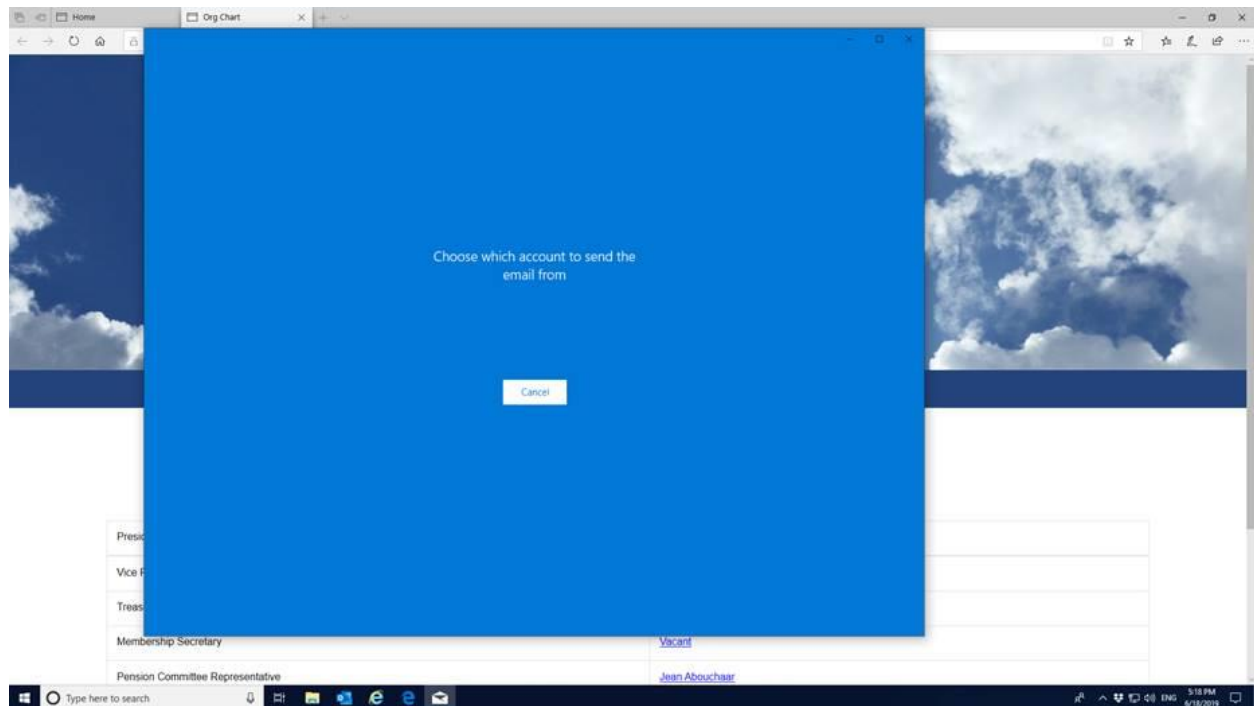


Information about a Windows 2010 mail default problem and how to fix it

The website uses a clickable field for email addresses which when you click, opens whatever the default mail system is on that particular PC, and then places the hidden and full email address in the TO field. This feature is not specific to this IAIR website but is a general feature that exists on any website.

We noticed that those people whose PC's had Windows 2010 or above installed, had the default mail system that this Operating system installs on the PC automatically. However, most people have their own mail system that they use on their PC, whether it be MSOffice-Outlook, or gmail, or other, but frequently not the one that it defaults to. Once again this has nothing to do with the website but is an issue based on what is installed in Windows2010 or above. When you click this is what you see:



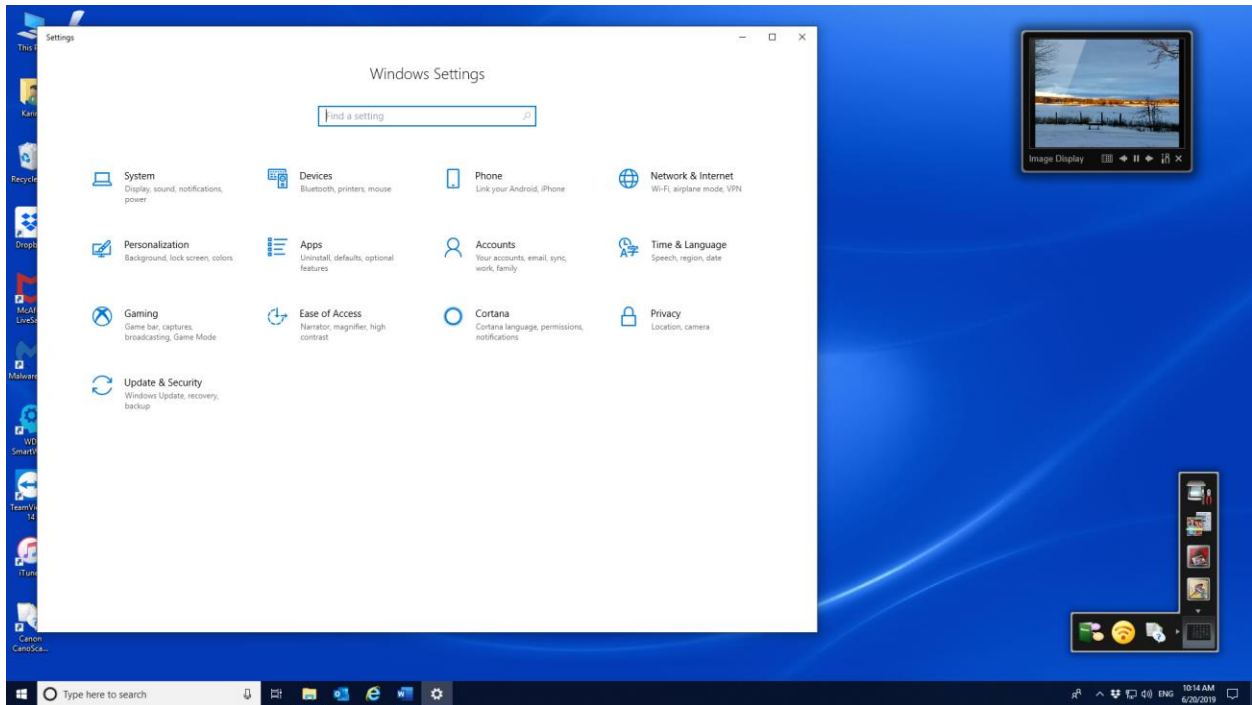
The solution to this is that you (or your technical support) simply has to go into Default Settings in Setup and change the Default Mail Program to the one you are using (e.g. Outlook or whatever you use). *Please note that this does NOT happen with older Windows installations and also not on Apple/MAC or iPad, iPhone etc.* These platforms work simply because the default settings are correct in that it brings up the correct email program.

The following video explains what you need to do:

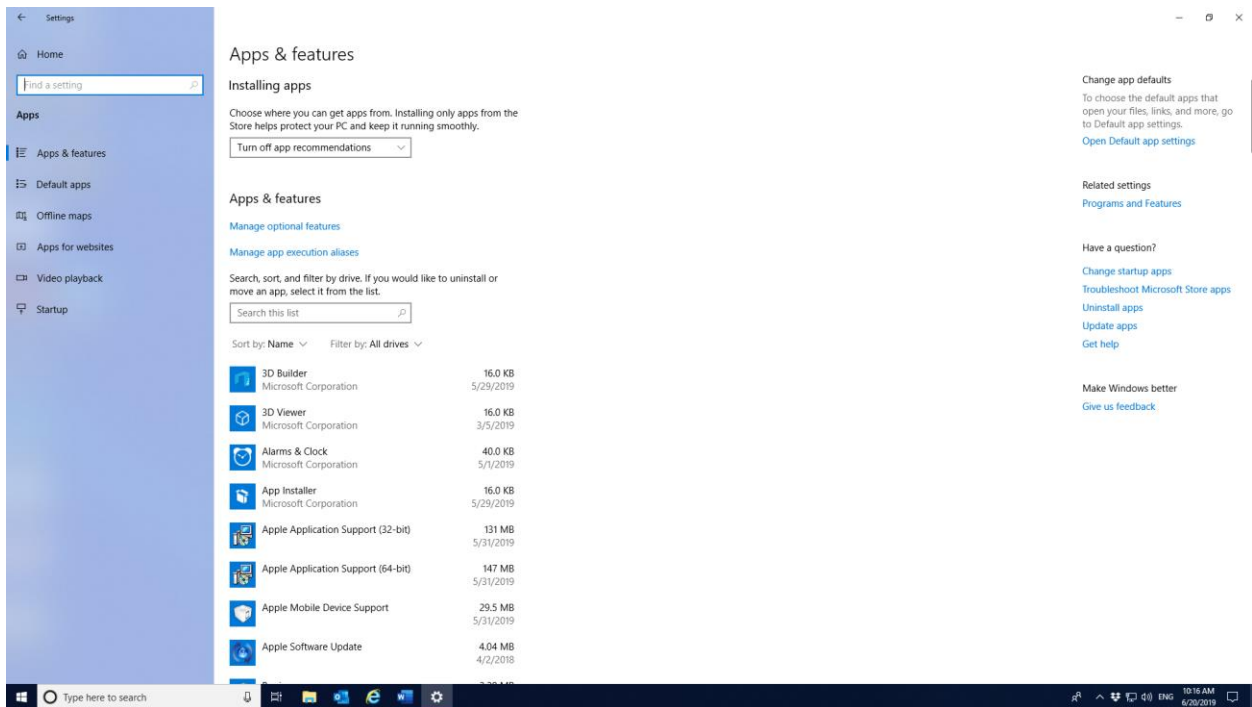
<https://pchelp.ricmedia.com/change-default-email-client-windows-10/>

Please note that in any screen shots in this document, there could be small variations depending on which recent version of Windows is installed on a said PC.

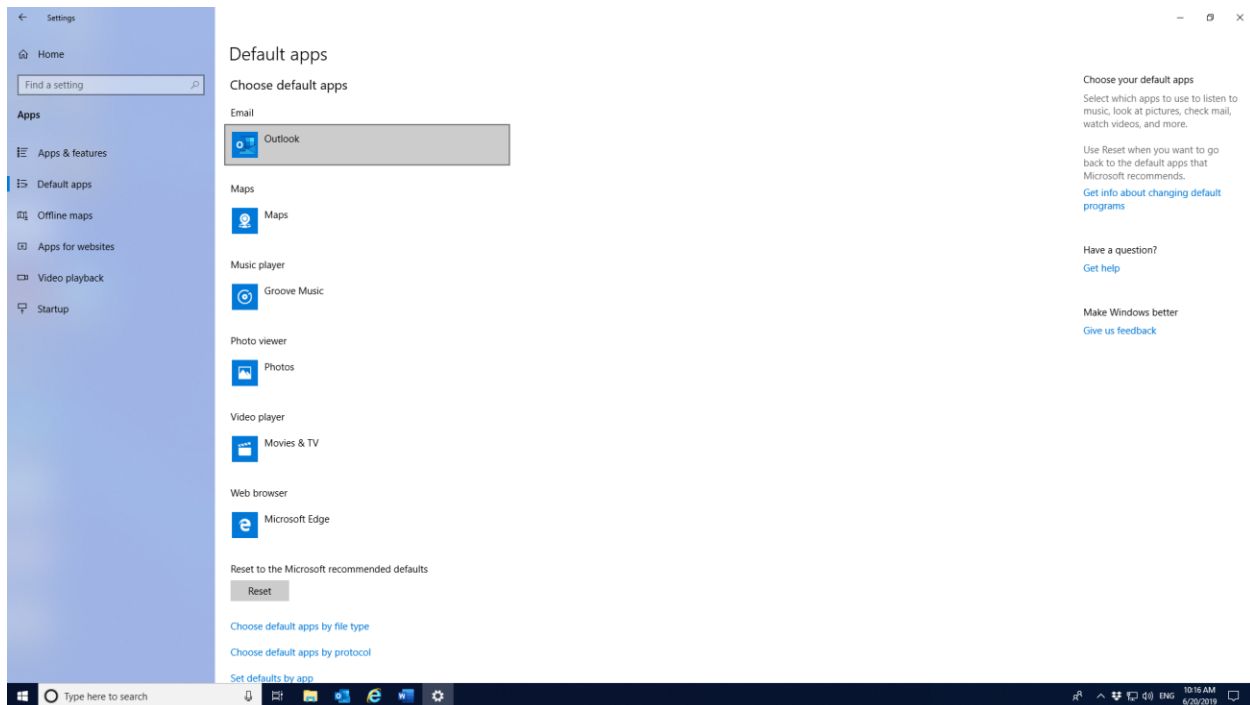
Here are some pointers:



Settings screen that you get to when clicking on bottom left MSoft sign where you have the drop down of all the programs and functions on your PC.



Click on Apps and then on Default Apps



Choose Default Apps – see above the first one says Email. This is where you click to choose the Application that needs to be your DEFAULT email application that runs when you choose a clickable link that has an email embedded and that automatically opens up the correct Email application. The Default that comes with a standard Windows10 installation is often NOT the one that the user actually uses. That is why it needs to be set correctly to the Custom usage of the user of that PC.

Important to note that this issue is NOT related to the IAIR website as such but to the default settings of certain PC's with Operating Systems like Windows10 (2010 and above).

Should you have a problem doing this, we suggest you get a technical support help.

Otherwise you can also go to the CONTACTS page and copy paste the full email address, open your Mail program on your PC and paste it into your TO field.