RIT Event Request Form opening wrong Mail Client

CADTech Student Employee - 2022-04-14 - Troubleshooting Guides

ISSUE:

When filling out the RIT Event Room Request form, the user click's the "Submit" button. On clicking submit, Acrobat will try to open the default Mail application (which is usually Apple Mail). Most users will want Outlook to open instead.

Resolution:

To fix this problem, you have to do the following.

1. Download Rich Trouton's tool to set Outlook to the default
    1. https://github.com/rtrouton/set_microsoft_outlook_as_default_application
2. Run his app
3. All good.