

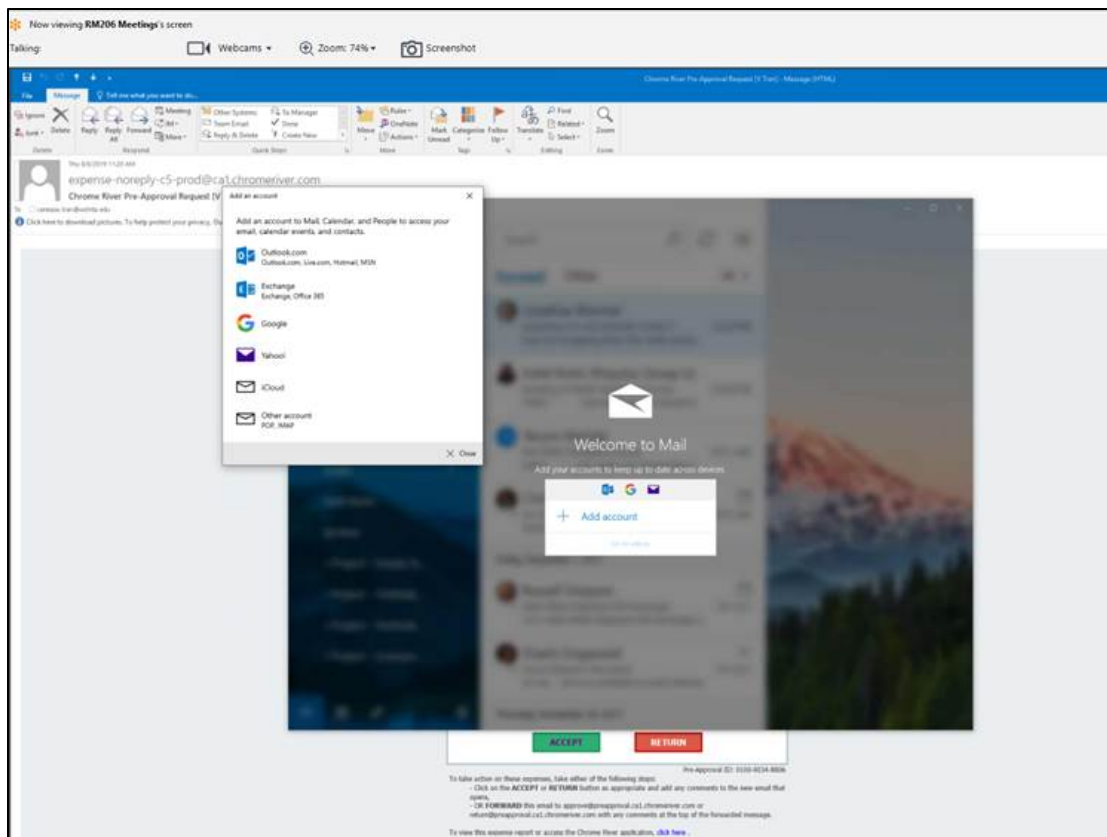


## APPROVAL EMAIL MESSAGE

Chrome River sends an email to each approver when they have an item in their queue to approve. The email provides the ability for the approver to either Accept (approve) or Return (Deny) the document.

Some approvers are receiving a message after they click the Accept or Return buttons. The message says:

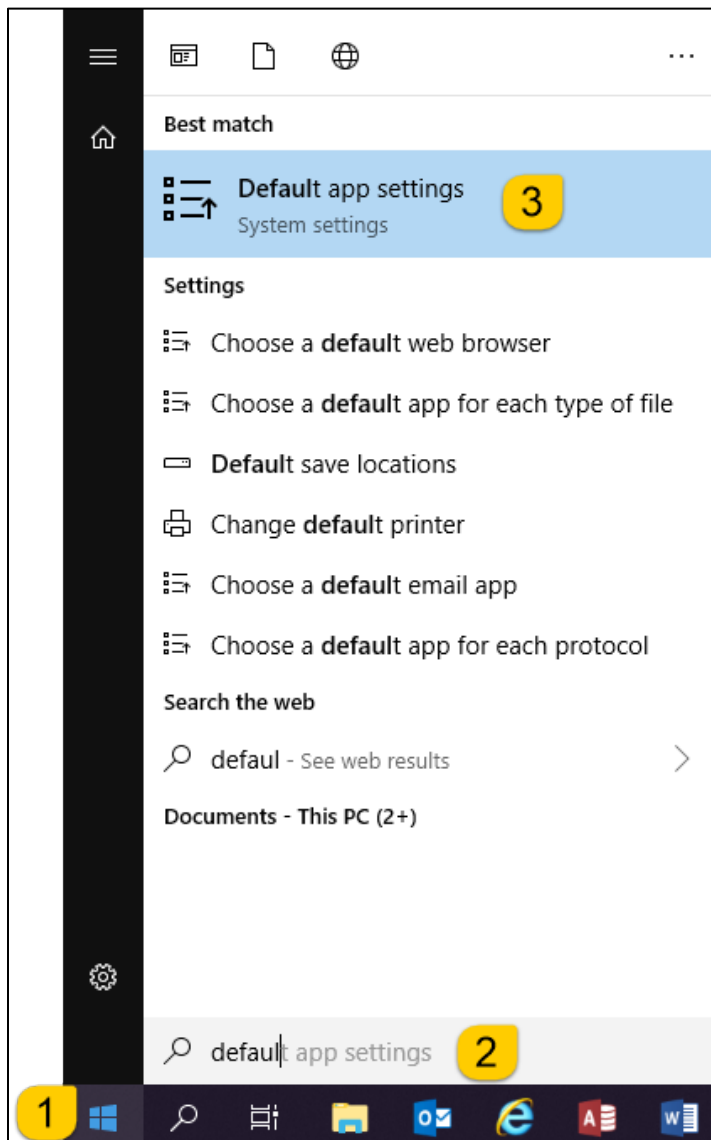
“Add an Account to Mail, Calendar, and People to access your email, calendar events, and contacts.”



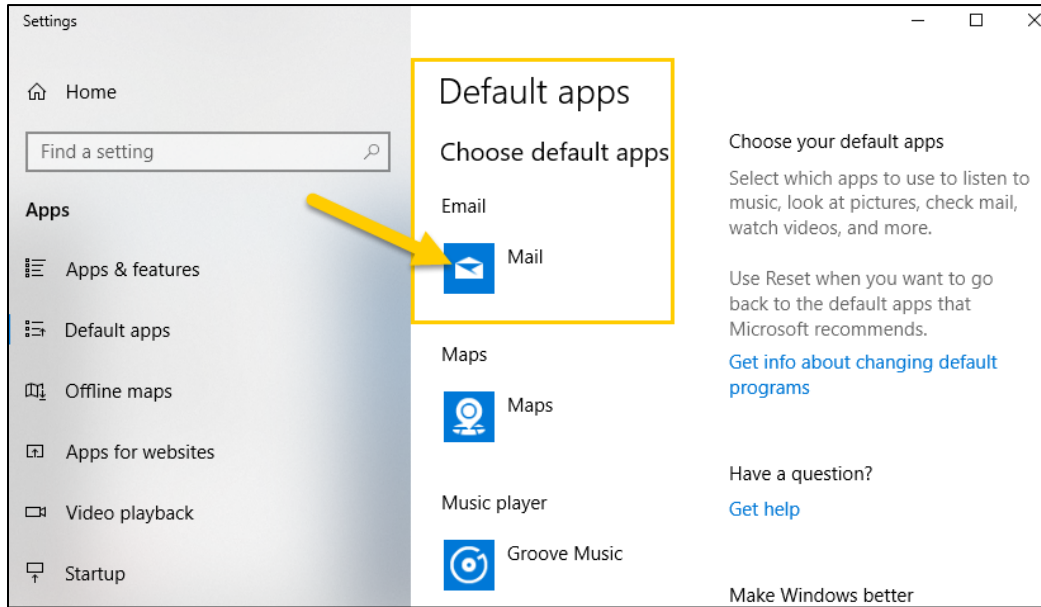
## Solution

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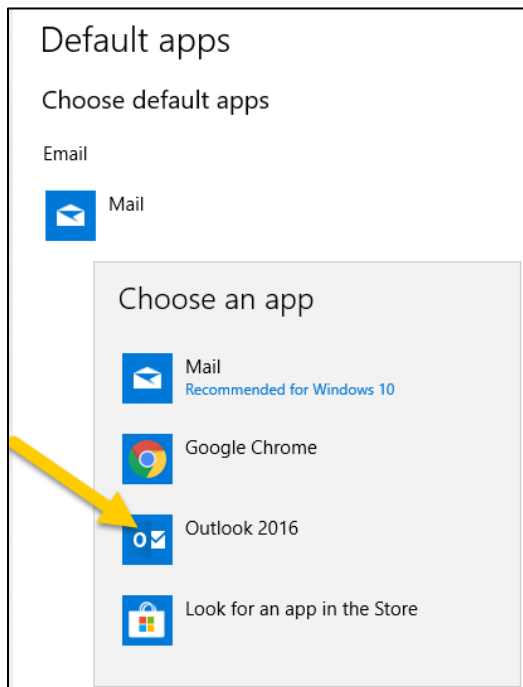
1. Click on Windows 10 home button
2. Start typing "Default" – The **Default app settings** window should open
3. Click on **Default app settings**



4. The **Choose default apps** window should open
5. Click on **Mail**



6. Choose the app for the Outlook client installed on your PC



7. Ensure Outlook is now listed as your Email default, and click the "X" in the upper right corner of the screen.

