



Changing Your Default Web Browser Setting For Microsoft Outlook[®] Users

Microsoft Outlook[®] users may have trouble using the password reset link that EvaluationWeb[®] or PartnerServicesWeb[®] sends by email for password reset requests.

This is because many computers with Microsoft Outlook are set up to use Internet Explorer 8.0 (or earlier) to open Web pages. However, EvaluationWeb and PartnerServicesWeb do not support Internet Explorer 8.0 or earlier.

This Job Aid explains to how to change your setup so that clicking a link in an Outlook email will open a Web page in a supported browser. This will ensure that the EvaluationWeb / PartnerServicesWeb password reset link will work correctly whenever you request a password reset.

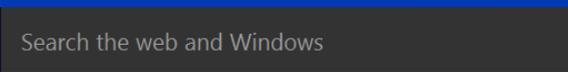
Browsers supported by EvaluationWeb and PartnerServicesWeb are:

- Internet Explorer 9.0 and later
- Mozilla Firefox 4.0 and later
- Google Chrome (any version)
- Safari 5.0 and later
- Opera 11

Changing Your Default Browser Setting in Windows 10

Note: If you open a supported browser manually on your computer, sometimes you'll receive a pop-up message in which you can make that browser your default browser. If you do this, you do not have to follow the instructions below.

1. Click the "Search the web and Windows" search box in the bottom left corner of the window.



2. Type "settings" into the search box.
3. Press **Enter** on your keyboard to open the Settings window.
4. Click the **System** option in the Settings window.



System

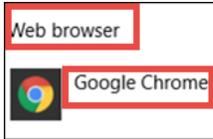
Display, notifications, apps, power

5. Scroll to select **Default apps**.

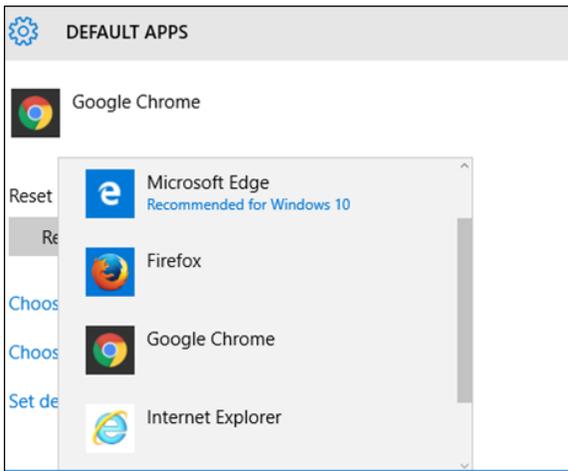


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6. Scroll to the **Web browser** section and click whichever Web browser is displayed in the section. (In the screen shot below, the browser displayed happens to be Google Chrome, but it may be different on your computer.)



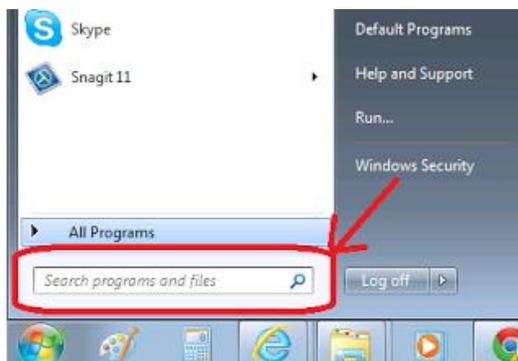
Result: A window listing various browsers opens.



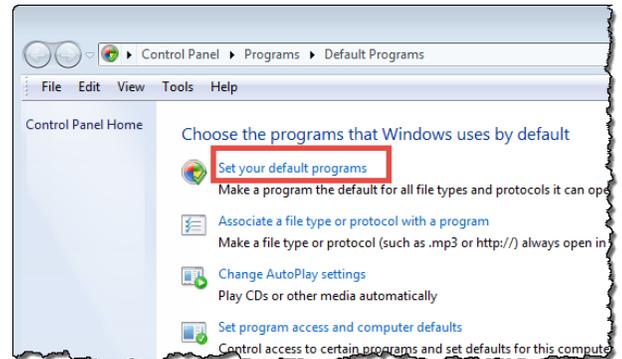
7. Select a supported browser from this window.

Changing Your Default Browser Setting in Windows 7

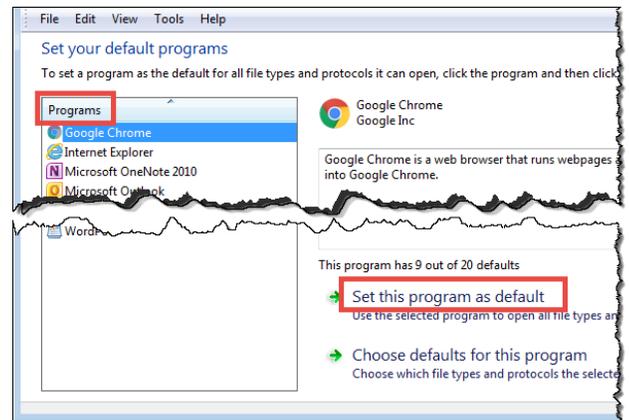
1. Select the Windows start button  (normally located in the bottom left corner of the window).
2. Type "default" in the "Search programs and files" search box, and then press **Enter** on your keyboard.



3. Select "Set your default programs" in the Control Panel window.



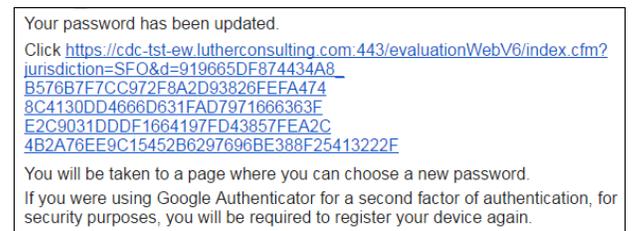
4. Select a supported browser in the Programs panel, and then click **Set this program as default**.



Copying and Pasting the Password Reset Link into a Web Browser

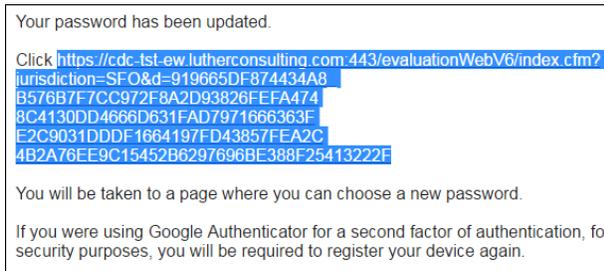
An alternative to resetting your default browser when the password reset link doesn't work is to copy and paste the link as explained in this section.

1. Open the email containing the password reset link.

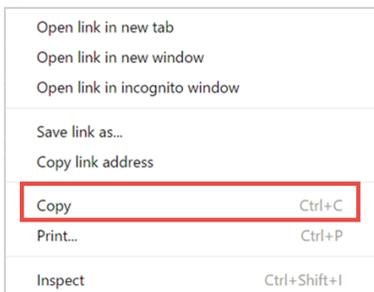


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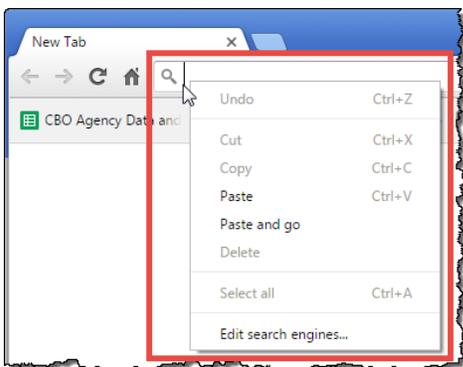
- Place your mouse pointer at the beginning of the link, and then hold down the left mouse button while moving the mouse pointer over the entire link to highlight it.



- With the link highlighted, click the right mouse button to bring up a menu.
- Select **Copy** in the menu.

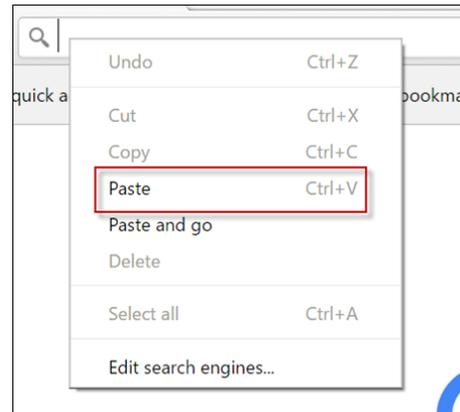


- Open a new browser window using a supported browser.
- Right click your mouse in the browser address bar to open a menu

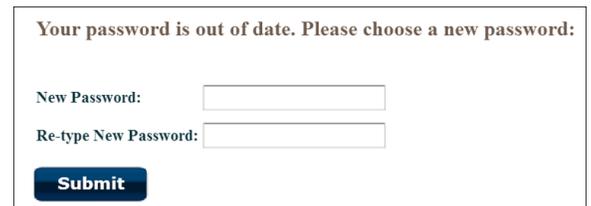


Note: If there is already a Web address in the address bar, remove it before performing this step.

- Select **Paste** in the menu and then press **Return** on your keyboard.



Result: the EvaluationWeb or PartnerServicesWeb password creation window opens.



- Type a **New Password**, and then **Re-type New Password**.
- Click **Submit**.