Troubleshooting

What to do if the links provided in the emails are not working for you

Certain Windows 10 and Windows 11 settings may prevent some of the links in the Australian Retirement Trust emails from working.

If this is an issue that is affecting you, please try the following which should correct the problem:

Changing your default email program on Windows 10:

- Go to the Start Menu, Select 'Apps and Features', then 'Default Apps'.
- Select 'Choose default apps by protocol' (bottom of page).
- Scroll down to 'MAILTO' (left hand column on the page, halfway down), for its corresponding program, select the desired email program e.g. 'Outlook' (this is typically set to Chrome or another browser).

Changing your default email program on Windows 11:

- Open the Start menu on your computer. Select the "Settings" option with a gear icon from the list that appears.
- In the dialog that opens, select "Apps" on the left, and then choose "Default apps."
- Select the appropriate email program in the list (you may need to scroll down the page).
- On the next page, find the "MAILTO" option and select the desired email program e.g. 'Outlook' (this is typically set to Chrome or another browser).

If you're still having trouble with the links, please email alcoa_transition@art.com.au