

How to Make Email Links Work on Your Device

A guide to ensure clicking “Email Order” or other mailto: links works properly across devices.

macOS (Mac)

1. Open the Mail app
2. Go to Mail > Settings (or Preferences)
3. In the General tab, find “Default email reader”
4. Choose: Apple Mail, Outlook, Chrome (for Gmail), or another installed app

If your desired app doesn’t appear, open it once, then return to this menu.

Windows 10

1. Go to Start > Settings
2. Click Apps > Default Apps
3. Scroll down to Email
4. Choose your email app (Mail, Outlook, Chrome, etc.)

Windows 11

1. Open Settings
2. Go to Apps > Default Apps
3. Search for the email app you want to use
4. Click it and scroll to find MAILTO
5. Click MAILTO and set it to your preferred app

iPhone / iPad (iOS)


1. Download your preferred email app (e.g., Gmail, Outlook)
2. Open the Settings app
3. Scroll to and tap on the email app
4. Tap Default Mail App
5. Select Gmail or Outlook

Android

1. Go to Settings > Apps > Default Apps
2. Tap Email app
3. Choose Gmail, Outlook, or another app

Alternate: Open Gmail > Tap Profile > Settings and accept prompt to make Gmail default

Chrome for Gmail (Web)

1. Go to <https://mail.google.com>
2. Look for the  icon in the address bar
3. Click it and select "Allow" Gmail to open email links

If not visible:

- Go to <chrome://settings/handlers>
- Enable 'Sites can ask to handle protocols'
- Reload Gmail

Troubleshooting Tips

Problem: Nothing happens → Fix: Set your default email app

Problem: Opens wrong app → Fix: Reset default settings

Problem: Gmail not opening → Fix: Enable Gmail handler in Chrome

Problem: Device is managed by IT → Fix: Contact your admin

Problem: Link doesn't work on mobile → Fix: Set default mail app in mobile settings