

## URL Links Don't Work in Outlook or Word

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### Error message in Outlook

General failure. The URL http://whatever.edu cannot start the program needed to open this file.

### Error message in Word

Unable to open http://whatever.edu. Cannot start the program needed to open this file.

### Solution:

Click on the Start menu

Click on Set Program Access and Defaults

Click on the Custom button

You may have to click the expand button which looks like this:



After it's expanded, under Choose a default Web browser:

Click Internet Explorer

Make sure there is a check in Enable access to this program

Click OK