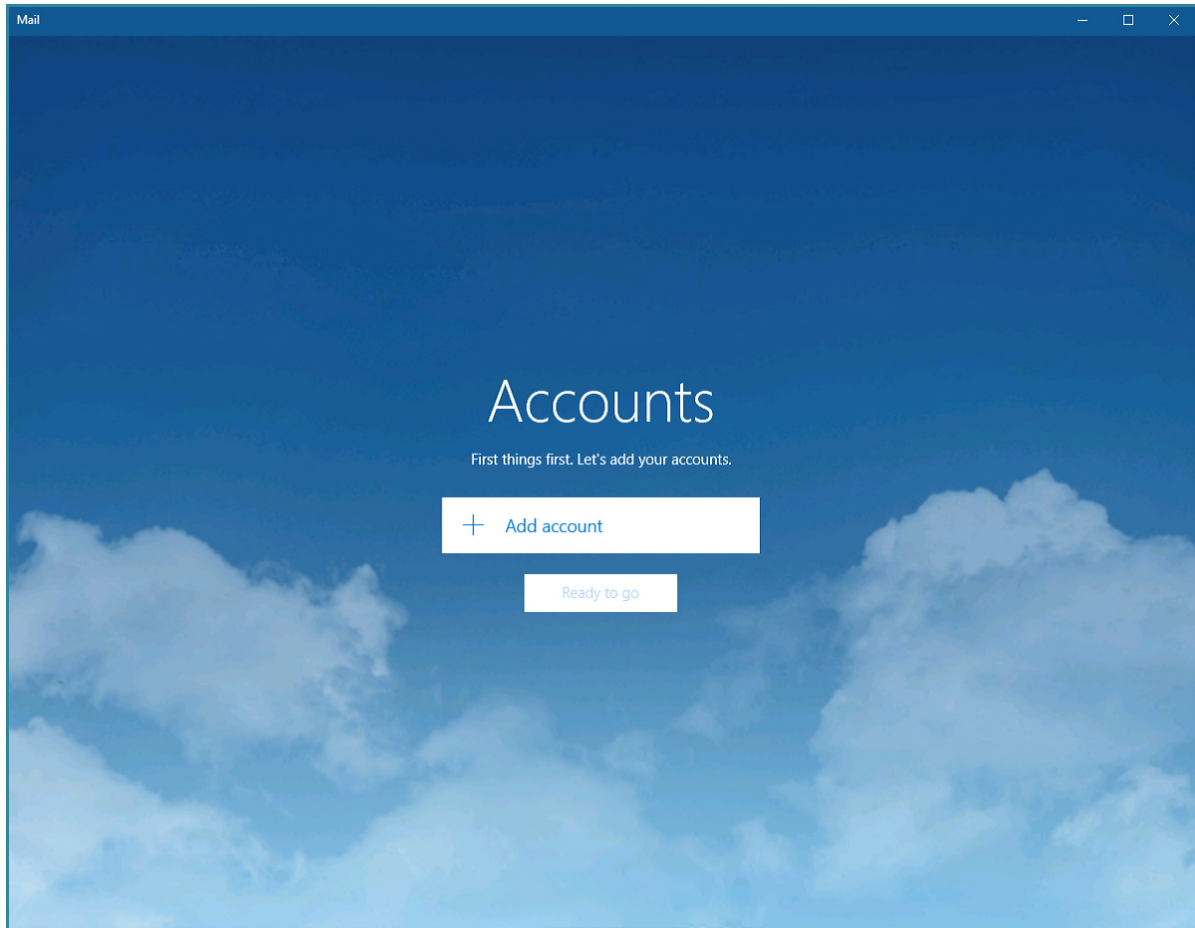
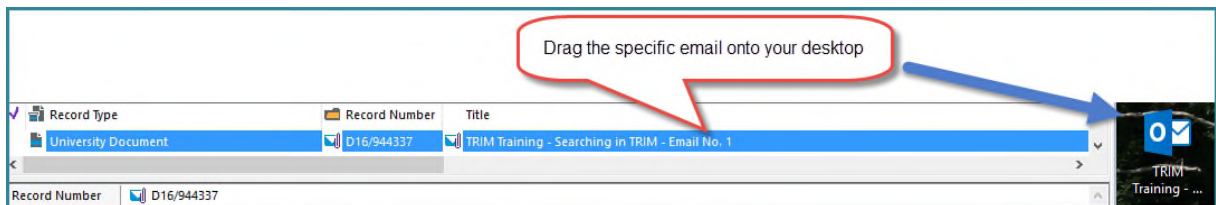


## Guideline to have .EML emails in TRIM open with Outlook

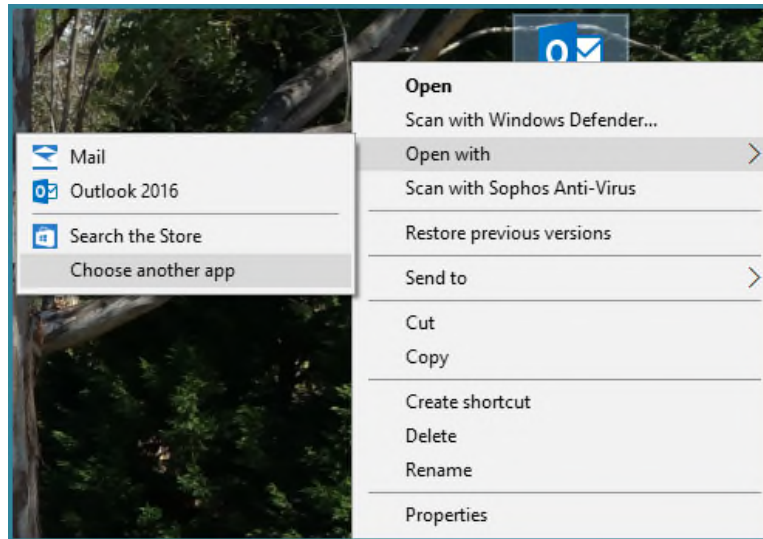
If the below message is received when attempting to open an email from within TRIM, follow the below steps to have the email open successfully.



### 1. Drag and drop the Email from TRIM onto your PC desktop

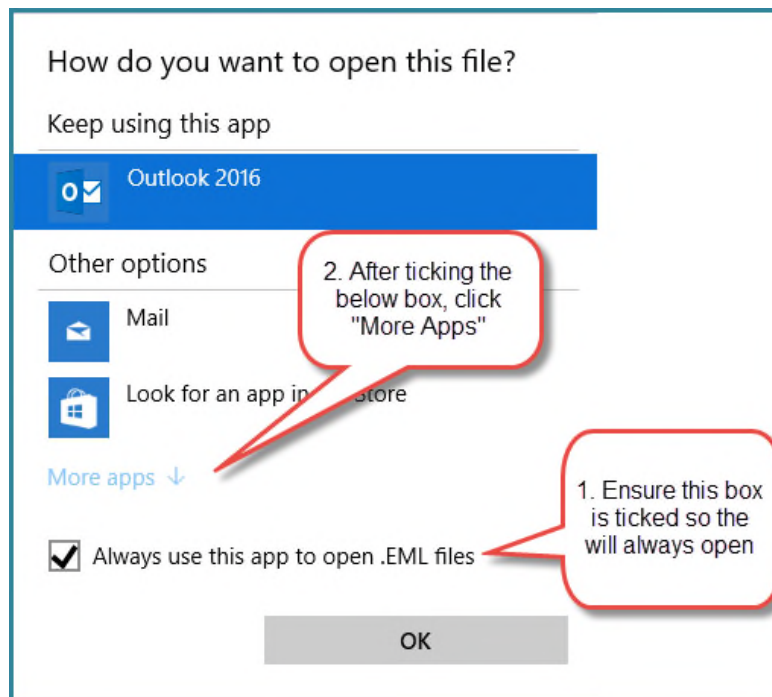


**2. On the desktop icon: Right Click – Open with – Choose another app**

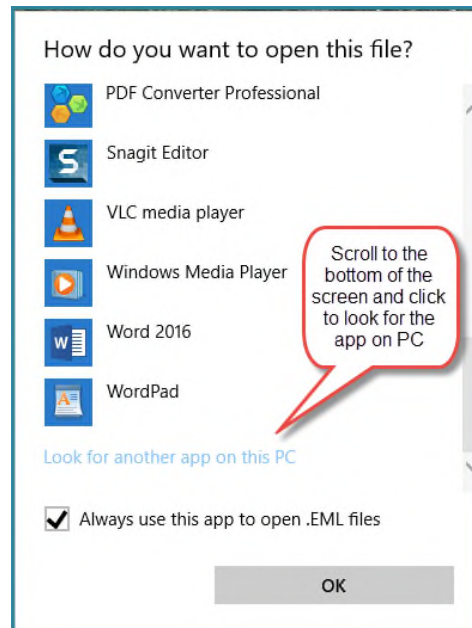


**3. Tick the “Always use this app to open .EML files” check box**

**4. Click – More apps**



5. Scroll to the bottom of box and click – “Look for another app on this PC”



6. Search for “Outlook” by following the directory path in the below screen shot. When OUTLOOK is found, double click and the process is complete.

