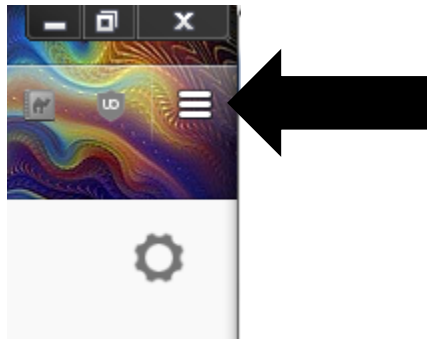


Resetting Firefox for using Banner Mailto Links.

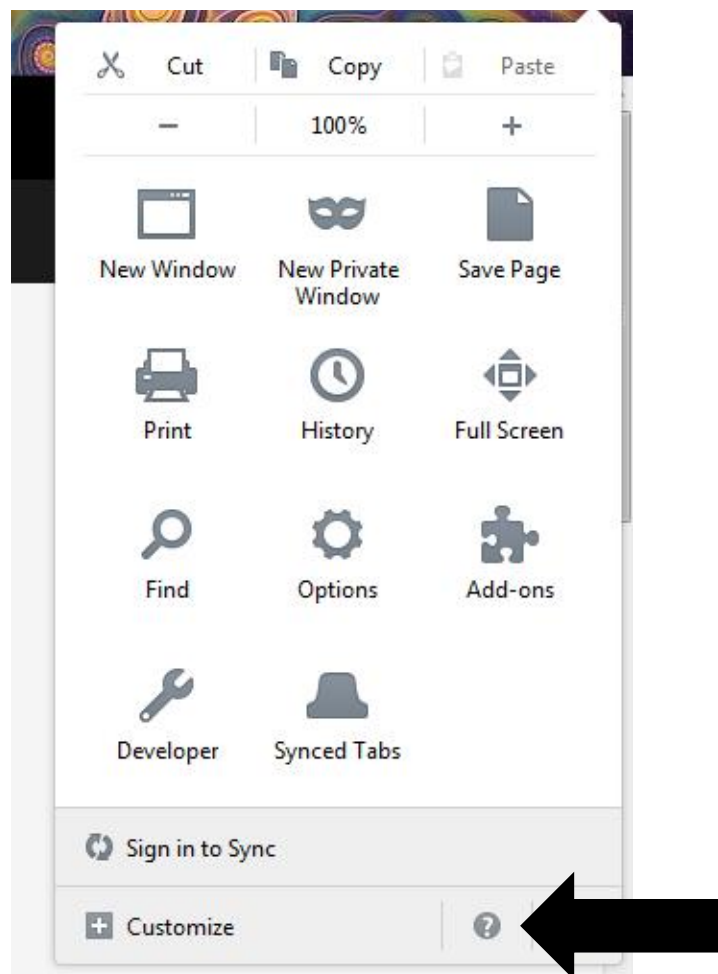
Tuesday, Oct 7, 2016
12:36 PM

This document discusses how to reset Firefox to use Banner Mailto links.

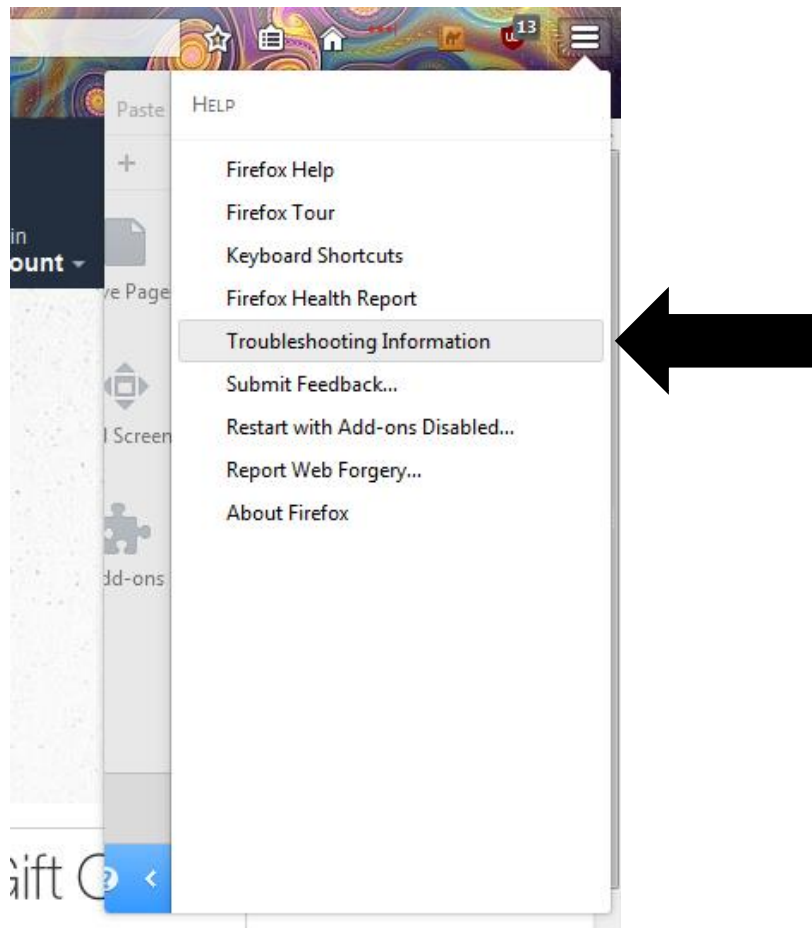
1. Start the Firefox browser, ensuring that you have a recent version.
2. Click the three lines button in the top right corner. It looks like this:



3. In this new menu, click the ? button, located in the lower part of the menu (as shown below).



4. Select and click the Troubleshooting Information from this menu.



5. On the Troubleshooting Information page click the Refresh Firefox button, located under the text Give Firefox a tune up. Please note that when you use the Firefox Refresh feature then a new profile is created and some personal data (bookmarks and history, form data, tabs) is automatically imported.

Troubleshooting Information

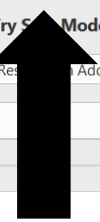
This page contains technical information that might be useful when you're trying to solve a problem. If you are looking for answers to common questions about Firefox, check out our [support website](#).

Application Basics

Name	Firefox
Version	45.4.0

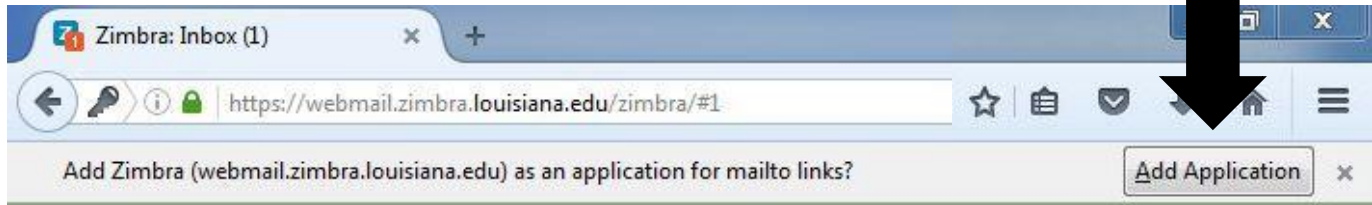
Give Firefox a tune up

Try Safe Mode

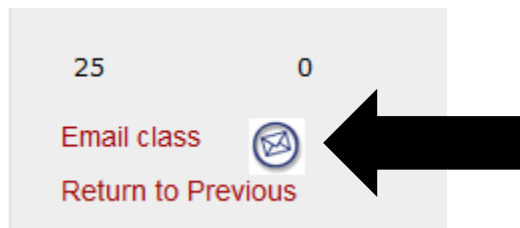


6. This will restart Firefox.

7. **CRITICAL STEP, DO NOT SKIP. READ CAREFULLY.** Open Zimbra in a web tab within Firefox (webmail.zimbra.louisiana.edu). In the top right corner, Zimbra will ask to be added as a Mailto Link, you must click yes to allow this option to work.



8. Now access the Banner links that have email icon next to them. This could be your class list, or your advisee list. The picture below shows a class list, other links will have the same image, albeit, a different list.



9. When you click on the email icon, a Launch Application will appear. Select Zimbra from the list and check the Remember my choice for mailto links and click the OK button.
10. This will prompt you to log into the Zimbra Web Client. Log into Zimbra. After you log in, you should see a blank email with the listed users imported from Banner in the address list. You can now compose your email.