

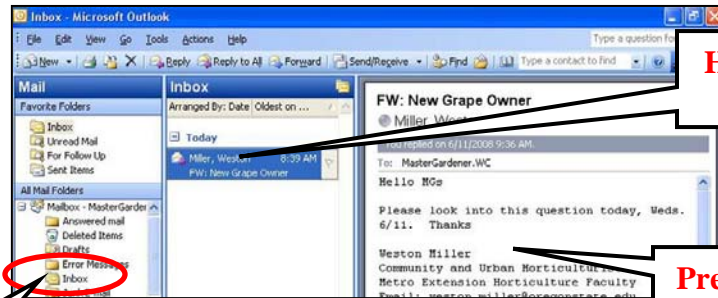
Communicating with Clients through Email Clackamas County

Email address for Clackamas County MGs

clackmg@oregonstate.edu



Fig 1:
Outlook icon
on Desktop



Inbox

**Fig 2: Outlook screen with Inbox at left,
Highlighted email in center, Preview at right**

**Highlighted
email**

Preview panel

- **To open Outlook**, double click Outlook icon on the Desktop (Fig 1)
Or single click the Outlook icon in the Quick Launch bar at the bottom of the screen
- **To view client emails**
 - Click **Inbox** in left menu of Outlook screen (Fig 2)
(List of emails is now in center panel)
 - Click on an email to see a preview in the right panel
Note: Sometimes the preview panel is lacking
- **To respond to a client email**
(Important: See additional email Guidelines in next article)
 - Double click an email (Figure 2) to open it
 - Click **Reply** in upper left corner of email (not shown)
 - Click at the top left of the message area of the email, above the automatic signature
 - Type your response
 - If the automatic signature is missing, sign your email by typing
Thank you for your inquiry,
OSU Master Gardener Volunteer
Clackamas County OSU Extension Service
 - Review the message for completeness and accuracy
 - To send the email, click **Send** in top menu bar (not shown)
NOTE: **Spell Check** activates automatically; respond to prompts as needed
 - Record the client contact in the Daily Log (See Tab B)
(e.g.: Summarize client's question and MG response, including resources whenever possible)

Note: Please don't change any settings for Outlook email.