

# Communicating with Clients through Email Multnomah County

## Email address for Multnomah County MGs

[mcmastergardeners@yahoo.com](mailto:mcmastergardeners@yahoo.com)

- **To open Yahoo Email**
  - Click Yahoo icon on the Task Bar at the bottom of the screen or double left click the Yahoo icon on Desk Top
  - Wait briefly for the password screen
  - Click in box labeled Yahoo!ID
  - Type the Yahoo!ID exactly as posted
  - Click in the box labeled **Password**  
Type the password exactly as posted  
(**Note:** Password is case-sensitive)
  - Click on **Sign In** box
- **To view client emails**
  - Click **Inbox** on left hand side of the Yahoo mail page
  - Click on email to view
  - Click on the **Check Mail** button periodically throughout the shift to check for new messages in the **Inbox**.
    - Check **Spam** folder periodically to make sure Client emails were not misdirected.
    - To move non-spam emails from the **Spam** folder to the Inbox, click on the message and drag it to the Inbox folder
- **To respond to a client's email**
  - Click **Reply** box in the Inbox toolbar above the email
  - Type your response
  - Review the message for completeness and accuracy.
    - Click on **Spelling** box and make necessary corrections.
  - To send the email, left click **Send**
  - Record the client contact in the Daily Log (see Tab B)  
(e.g. summarize client's question and MG response, including resource.)
  - After responding to client, move the client's e-mail to a folder by left clicking the Move box, then clicking the appropriate folder.
  - If you are unsure where to file the email, put it in the **Unsure Where to File** folder.
- **End of Shift**
  - File answered emails in the appropriate folder.
  - The only emails remaining in the **Inbox** should be those that need attention by the next shift or those designated to remain in the **Inbox**.

**Note:** Please **do not change** any settings on the Multnomah County Master Gardener Phone Clinic email account.  
Attempts to change settings are tracked by the account managers.