

Communicating with Clients through Email Washington County

Email address for Washington County MGs
mastergardener.wc@oregonstate.edu

- To open Outlook
 - Click Outlook icon on the Quick Launch bar at the bottom of the screen (Fig 1)
 - Or double click desktop icon for Outlook (Fig 2)



Fig 1: Quick Launch icon



Fig 2: Desktop icon

- To view client emails
 - Click **Inbox** in left menu of Outlook screen (Figure 3)
(List of emails is now in center panel)
 - Click on an email to see a preview in the right panel

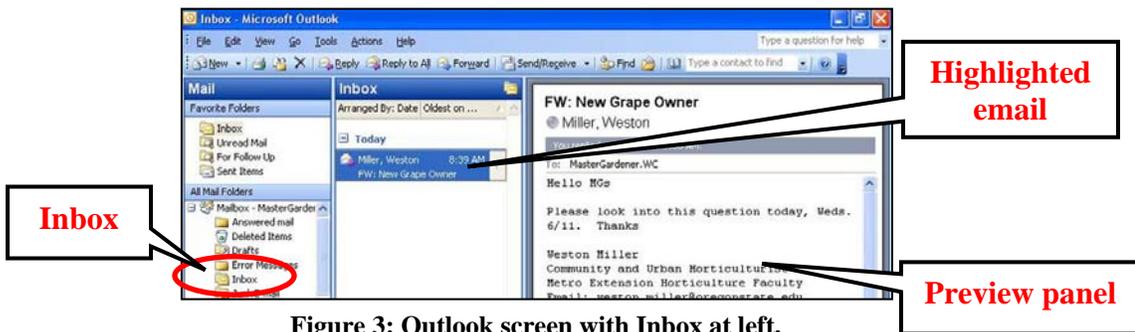


Figure 3: Outlook screen with **Inbox** at left,
Highlighted email in center, **Preview** at right

- To respond to a client email
(**Important: See additional email Guidelines in next article**)
 - Double click an email (Figure 3) to open it
 - Click **Reply** in upper left corner of email (not shown)
(Notice that the cursor is just 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
Washington County OSU Extension Service
 - Review the message for completeness and accuracy
 - To send the email, click **Send** (top left corner of the email; 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)

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