Communicating with Clients through Email
Clackamas County

Email address for Clackamas County MGs
clackmg@oregonstate.edu

- 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
  o Click Inbox in left menu of Outlook screen (Fig 2)
    (List of emails is now in center panel)
  o 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)
  o Double click an email (Figure 2) to open it
  o Click Reply in upper left corner of email (not shown)
  o Click at the top left of the message area of the email, above the automatic
    signature
  o Type your response
  o 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
  o Review the message for completeness and accuracy
  o To send the email, click Send in top menu bar (not shown)
    NOTE: Spell Check activates automatically; respond to prompts as needed
  o 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.