Communicating with Clients through Email  
Washington County  

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

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

[Image: Fig 1: Quick Launch icon]

[Image: Fig 2: Desktop icon]

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

[Image: 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)  
  o Double click an email (Figure 3) to open it  
  o Click Reply in upper left corner of email (not shown)  
    (Notice that the cursor is just 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  
    Washington County OSU Extension Service  
  o Review the message for completeness and accuracy  
  o To send the email, click Send (top left corner of the email; 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)

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