

Microsoft 365 Email How-to

Using the AskAMasterGardener mailbox for Plant Clinic email

WSU Extension Master Gardener plant clinic email is moving from Google/Gmail to Microsoft 365. **Ask a Master Gardener** is the new statewide branding for our clinics. This document explains how MG Plant Clinic volunteers can access the new clinic email environment.

The new clinic email approach is part of a Statewide MG infrastructure project that provides greater flexibility and opportunities for County Master Gardener Programs. Clinic email is just the first of numerous Master Gardener sectors that will utilize MS365.

A long-term goal of the project is to provide information-sharing across counties. Short-term, clinic volunteers are provided individual login credentials access a shared mailbox and shared files on OneDrive.

How the Shared Mailbox works: clinic volunteers sign into the shared mailbox with individual accounts or dedicated clinic accounts. For example, PascaleMichel@skagitmg.org or PlantClinic1@skagitmg.org. All of these accounts are members of a central shared mailbox, so all signed-in clinic volunteers see the same inbox and folders. Clients see only the shared mailbox name, AskAMasterGardener@skagitmg.org. The volunteer experience and the client experience is almost identical to the current gmail system; differences are primarily behind-the-scenes.

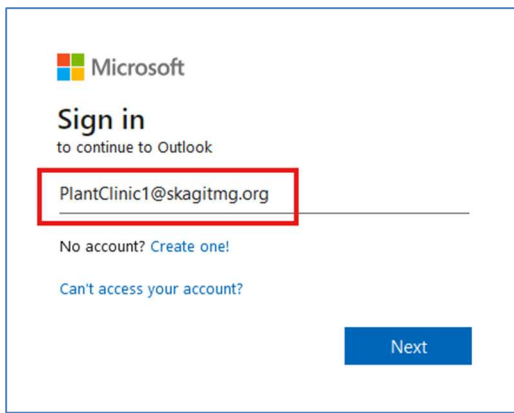
The use of individual accounts prevents the situation where one volunteer's actions require verification from another volunteer's phone. Also, client data such as addresses, phone numbers, and emails will be stored in the Microsoft 365 server space that is owned (via tenancy) by the Skagit County Master Gardener Foundation.

How to Access and Use the Mailbox

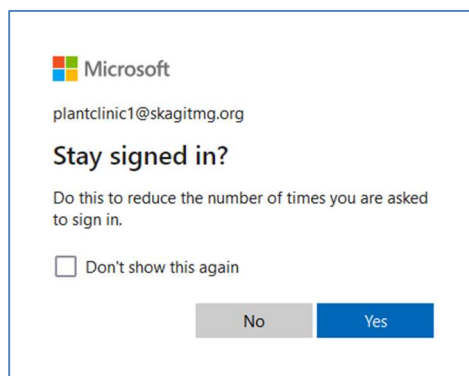
1. Starting at Members Corner (<https://www.skagitmg.org/home/members-corner/>), click the **Clinic Admin** tab and then click **Clinic Shared Mailbox**.



- In the Sign in box, type the name of the account you want to use, then click **Next** and type the password provided to you depending on the account, then click **Sign In**.
 - On the shared clinic computers, use one of the general accounts created for clinic work. Current options are PlantClinic1@skagitmg.org through PlantClinic6@skagitmg.org. It's a good idea to use a different account on each device. Passwords will be provided by your SharePoint administrator.
 - To access clinic mail from your home computer, you can use one of the PlantClinic accounts OR the account that has been set up for you by name. Each of the clinic leads has an account in their own name. Initial passwords will be provided by your SharePoint administrator. If you don't know your login or password, ask your admin for a reminder or password reset.

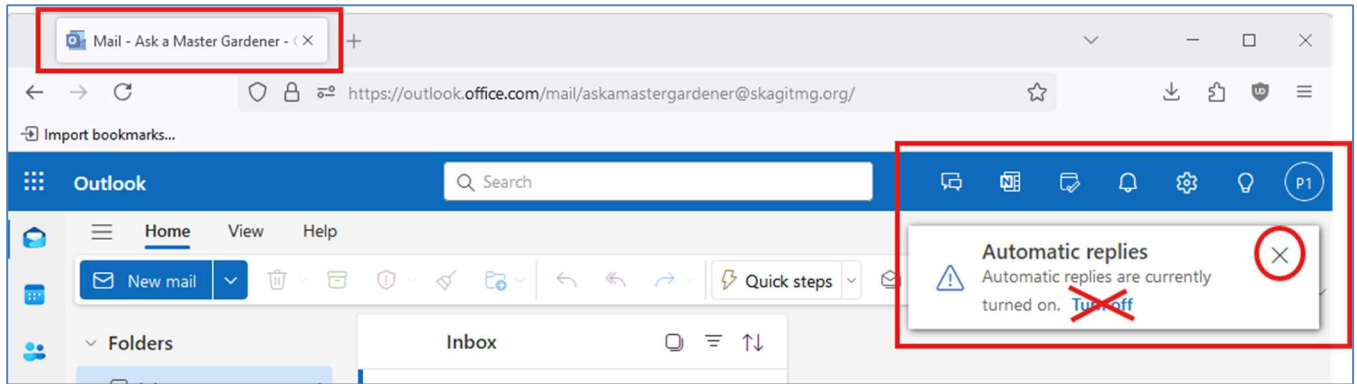


- When asked whether you want to Stay signed in, choose either **No** or **Yes** according to your personal preference.



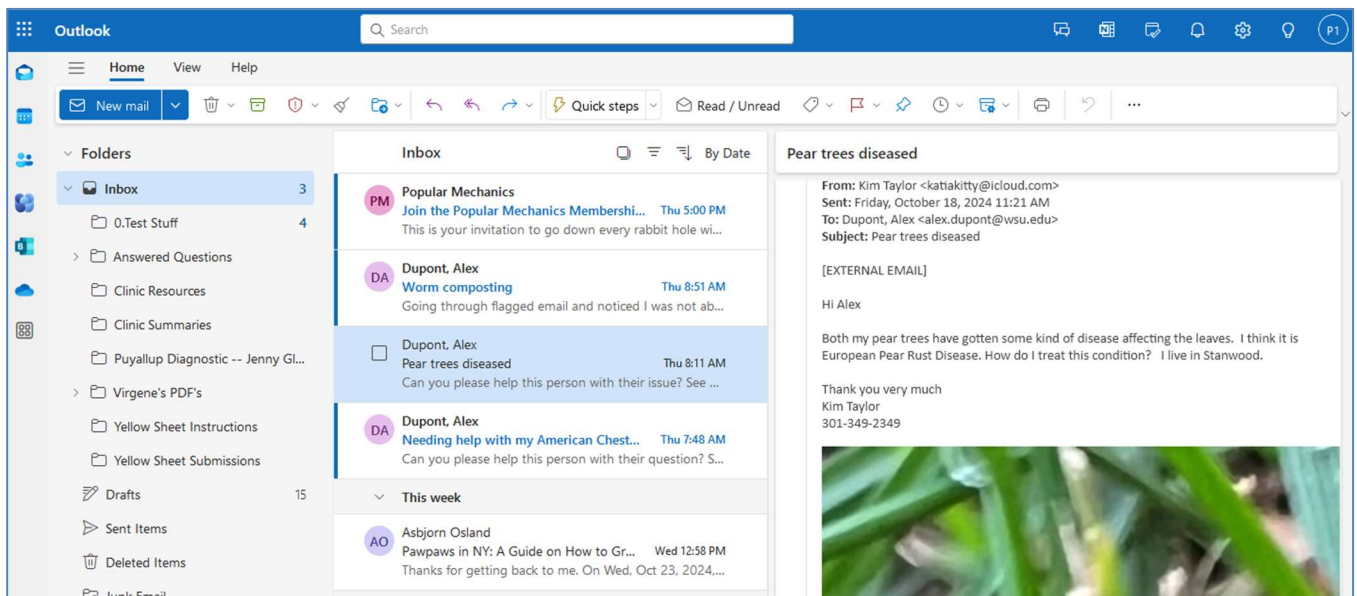
- In the Outlook window that appears, notice that the mailbox name is Ask A Master Gardener.

You will also notice that the Automatic replies feature is turned on. Don't turn it off—it works better here than in gmail and should not repeatedly add itself to every message in a thread. Click the black "x" to dismiss the notification.

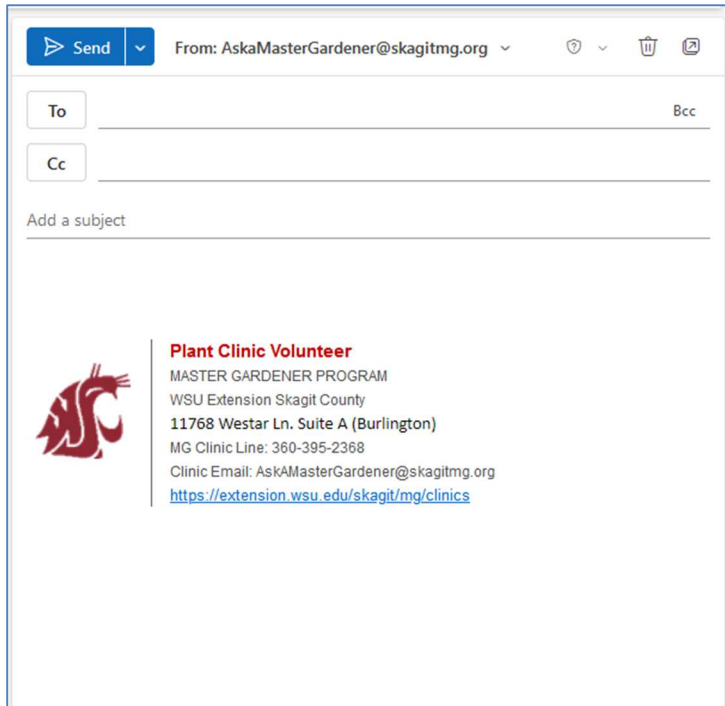


- Click a message in the Inbox to see it in the reading pane on the right.

Note that the folders are the same as in the clinic gmail account. (All of the contents of the gmail folders will be copied into the new mailbox.)



- Click the **New mail** button and notice that your new message will be sent from the AskAMasterGardener@skagitmg.org email address and that the standard signature shows up by default. Type your message as usual, being sure to sign the message with your first name as you've been doing in gmail since all messages will appear to come from the same mailbox.

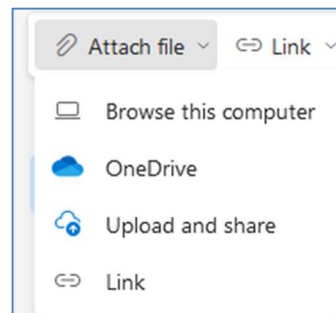
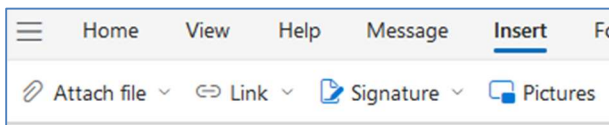


7. Type your message, sign it per clinic process, and click Send. Done!

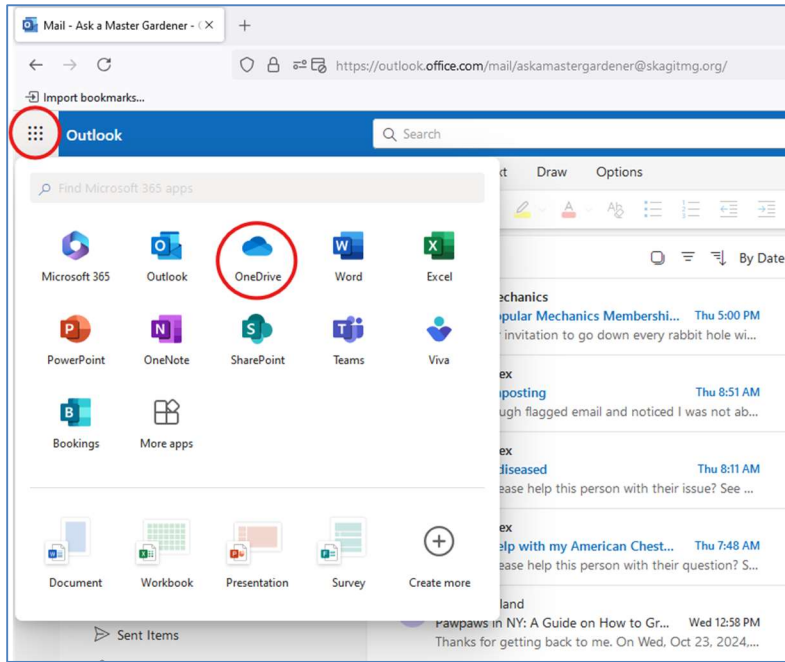
How to Attach Pictures or Documents to Messages

Microsoft 365 provides a file-sharing application called OneDrive. The clinic’s OneDrive files are shared with everyone who’s signed into a clinic account.

1. To attach a picture or document to a message, while composing the message click **Insert** on the top menu and then click **Attach file**. Using the menu that appears, you can choose a file from the local computer’s hard drive or from a set of shared folders on OneDrive.



2. To add or manage OneDrive files and folders, click the nine-dots **App launcher** in the top-left corner of the mail window and then click **OneDrive**.



- 3. In the new browser tab that opens, you'll see a menu on the left. Click **Shared**. Now you can see the **Clinic Files** folders. You can create new folders, add files, and organize files and folders however you like. (Use the **Add new** button to create or upload files, or drag files into the clinic folders.)

Note also that you can edit Word, Excel, and PowerPoint files using the Microsoft 365 online applications available to the clinic accounts.

