

# Working with Email

---

## Overview

Email remains a dominant method of communication in the workplace. This assignment is to help you better understand how to use email as a communication tool and to reinforce your knowledge of the Lamar email system.

## Before you Begin

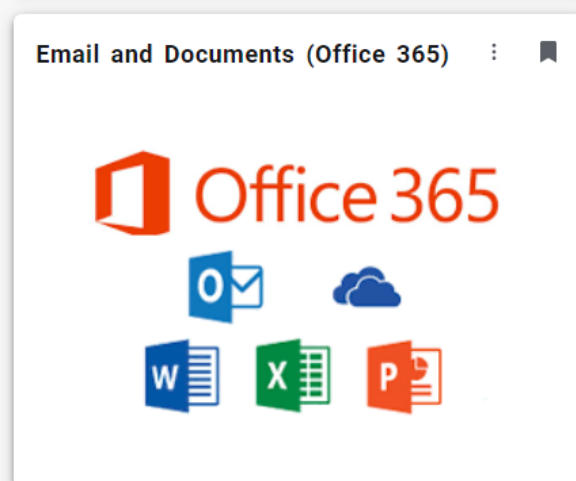
Be sure you know how to take a screenshot on your computer. Read the information and watch the videos here: [https://csus4.com/windows/ScreenCapture\(Screenshots\).pdf](https://csus4.com/windows/ScreenCapture(Screenshots).pdf)

## Assignment:

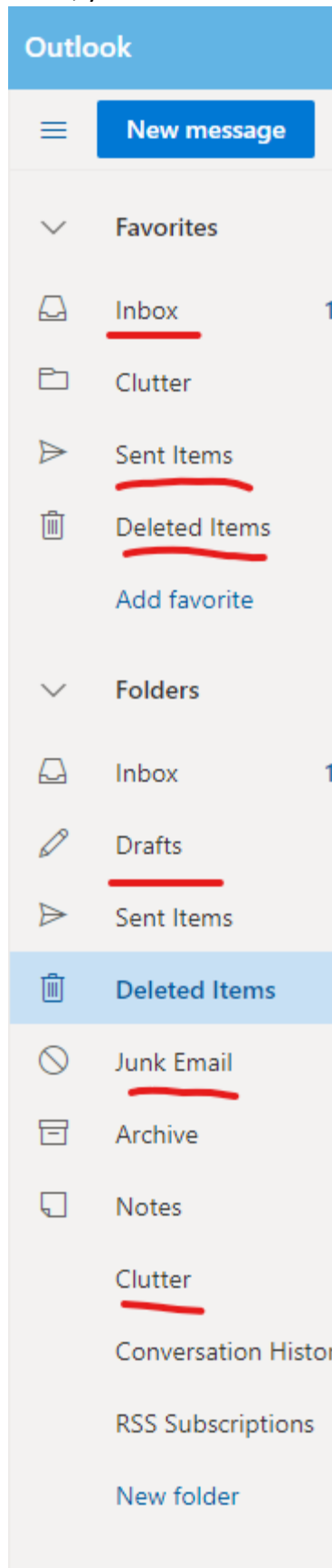
1. Read this short article [Re: Your Recent Email to Your Professor](#) The article provides important tips for creating email. For emails, I am not a stickler for grammar, and informality is fine for me. But others might not be like me. Know your audience. On the job, it is best to err on the side of caution and follow the guidelines outlined in the article.
2. Look over these additional tips. Many of the questions you might have will deal with technical problems on your computer. Follow these suggestions when you ask for technical support.

### Tips for Asking for Technical Support.

- a. Google it. Always try an Internet search first. You might get lucky :)
  - b. Try to isolate the problem. For example, if it is a problem with a website, try another website to see if the problem is with that particular website. Switch to another browser, such as Microsoft Edge, Google Chrome, or Apple Safari. Try accessing the site on another device, such as a computer or on your phone. Try rebooting your device. The more things you try, the better. That way, when you ask for help, you can say something like " I tried it in both Edge and In Google Chrome and I've tried it on my phone and on my PC and I am still having the problem."
  - c. Provide as much information as possible. But if you don't know the information, go ahead and ask for help anyway--don't be intimidated! Include information such as the device you are using (PC or Mac, iPhone, Android) the version of the Operating System (OS) if you know it (for example, Windows 10 ), the software/app you're running, error messages (the actual message is helpful --not just paraphrased) and screenshot(s) if you can get them. Describe things you've done-- for example, "i've rebooted and tried this on two different computers."
  - d. The more information you're able to provide, the more quickly you can get a solution. If your tech support person has to reply with a series of questions (what model of phone are you using? did it just freeze or did you get an error message? What message did you get?), it will make the process longer
3. Check your Lamar email. You should check your Lamar email daily! One way to get to your email is to go to <http://webmail.lamarpa.edu> It will then prompt you to log into MyLSCPA. Another way to check your email is to log in to MyLSCPA and then click the **Email and Documents** as shown in the following screenshot.



4. Working in Outlook: Lamar uses a service from Microsoft called **Outlook** to provide email to LSCPA students, faculty and staff. When you are in Outlook, you should see the Outlook menu, as follows:



You use **Inbox** to see incoming emails, you can view email you've sent in **Outbox**. In **Drafts**, you will find email you've started but haven't sent. In **Junk** email you will find email the Microsoft program believes to be "junk" or spam. Occasionally, Microsoft may flag something as junk when it's not, so check your junk folder if you're not receiving email as expected

5. Using your Lamar email account, send an email to your instructor with the subject: **Ready to GO!!** In your email, just say hello! :) NOTES: Remember, when you email me, always please **list your course and section in the subject**. Also, when using email, you shouldn't just reply to an old email unless your email relates to that subject. Instead, you should start a new email with new subject. **NOTE:** because of the large quantity of emails I receive for this assignment, I may not respond to your email. If you have a question about anything, please do not include it with this email. Instead create a separate email with a different subject line.
6. Check your email and take a screenshot of the latest email you have received from me. Make sure it is from me, and not just from Lamar. Save the screenshot as **yourname-email**. If you have not received an email from me, check your Junk folder or Clutter folder. If you find an email from me in your junk or clutter folders, right click and "mark as not junk" or "move to inbox." If you still do not see an email from me, contact me and I'll send you one.

## **Completing the Assignment**

In Blackboard, submit the screenshot for this assignment. Be sure you have also emailed the instructor as specified.