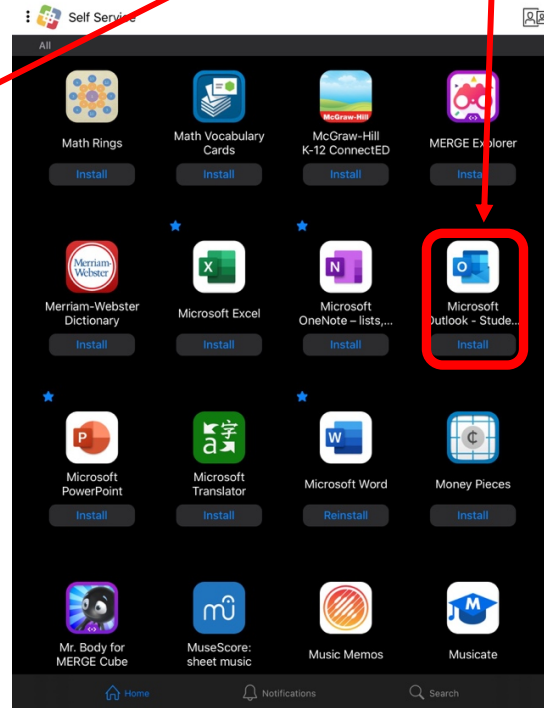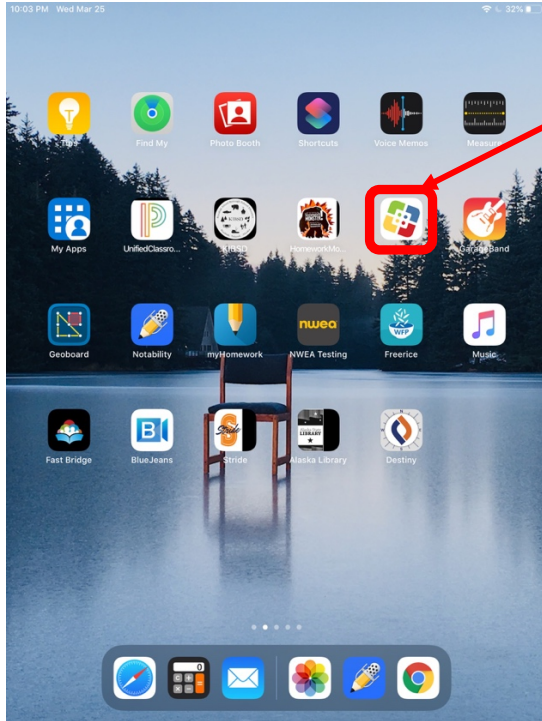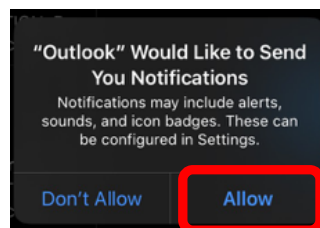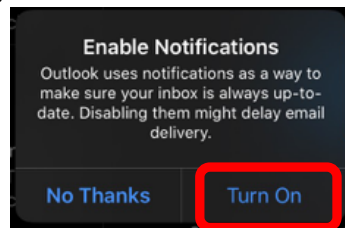# Using the Outlook App for Email

Be sure the app is downloaded on your device. Go to Self Service & install Microsoft Outlook.

Installation Note: When prompted, allow "Turn On" and "Allow" for notifications so you don't miss any emails.


Once installed on your iPad, tap on the Outlook icon to open the app. If this is the first time you've opened it this year, you might find many emails you didn't know you had! Surprise!

- To delete emails you don't need, swipe left.
- Tap any email to see it open on the right side of your screen so you can read it.
- Any emails with a subject line that starts with [EXT] means that it was sent by a person or program that was outside of the district. This *could* mean a spam account or a fake email, but it doesn't always. Be cautious when opening, and only respond to these if you're certain you can trust the sender.

To email someone in the school or district:

Open the Outlook app and tap on the envelope to start a "**New Email."** In the window that pops up, type the name in the **"To"** box.
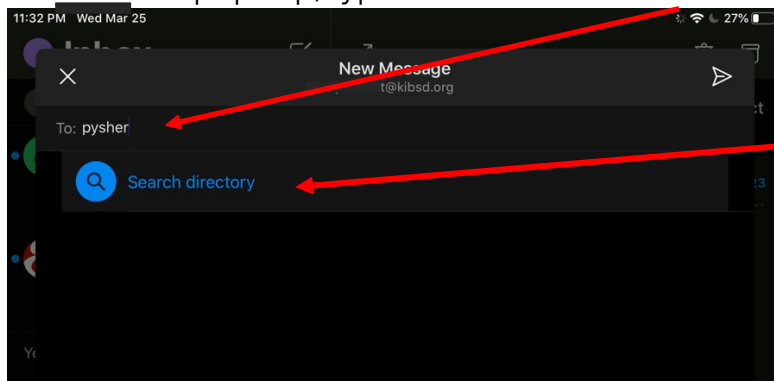
If you don't know their full name or email address, you can enter part of the name and click "Search directory" for suggestions. Tap on the correct person from the list of suggestions.
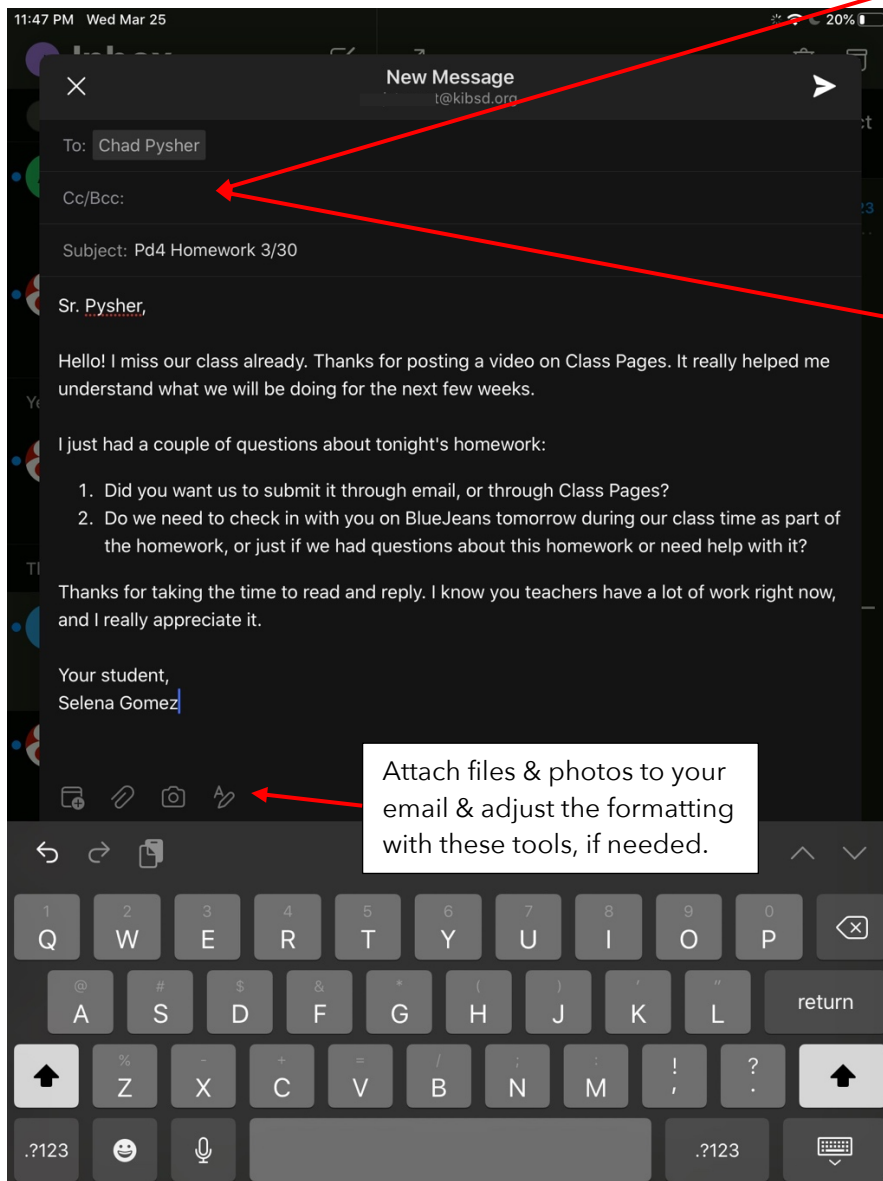
CC stands for "carbon copy," which means that a copy of your email will also be sent to people you include here. It's different than "to" because it's more of an FYI, and you usually don't expect a response.

BCC stands for "blind carbon copy" which means that a copy of your email will also be sent to people you include here but their names *are hidden from to the recipient*. It's best to avoid using this because it can appear to the BCC'd person that you're going behind someone's back or "tattling" by using a BCC.

Exception: when you're emailing many people but don't have permission to share all the addresses with everyone else. Then you'd want to keep the email addresses private by hiding them.

Attach files & photos to your email & adjust the formatting with these tools, if needed.

Anatomy of a Professional Email:

11:47 PM   Wed Mar 25

New Message
@kibsd.org

To: Chad Pysher

Cc/Bcc:

Subject: Pd4 Homework 3/30
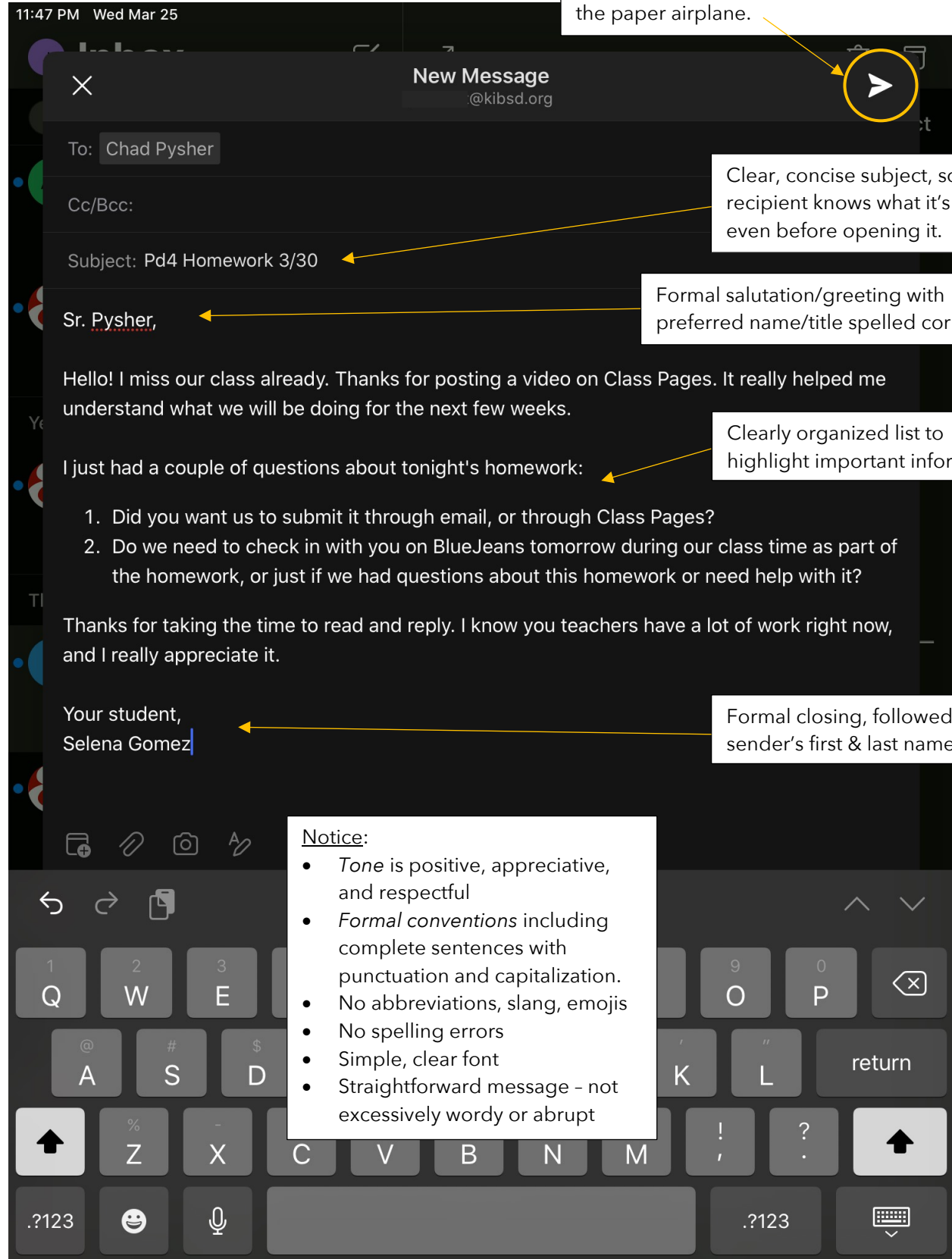
> Clear, concise subject, so the recipient knows what it's about even before opening it.

Sr. Pysher,

> Formal salutation/greeting with preferred name/title spelled correctly

Hello! I miss our class already. Thanks for posting a video on Class Pages. It really helped me understand what we will be doing for the next few weeks.

I just had a couple of questions about tonight's homework:

> Clearly organized list to highlight important information

1. Did you want us to submit it through email, or through Class Pages?
2. Do we need to check in with you on BlueJeans tomorrow during our class time as part of the homework, or just if we had questions about this homework or need help with it?

Thanks for taking the time to read and reply. I know you teachers have a lot of work right now, and I really appreciate it.

Your student,
Selena Gomez

> Formal closing, followed by the sender's first & last name

> **Notice:**
> - *Tone* is positive, appreciative, and respectful
> - *Formal conventions* including complete sentences with punctuation and capitalization.
> - No abbreviations, slang, emojis
> - No spelling errors
> - Simple, clear font
> - Straightforward message – not excessively wordy or abrupt

Professional Email Etiquette

DON'T	DO
❌ Email the same way you text. Srsly.	✅ Write in complete sentences without abbreviations.
❌ Use ALL CAPS or multiple exclamation points!!! It is the same as yelling in written communication.	✅ Use proper sentence formatting and appropriate punctuation, *including capitals at the beginning and periods at the end of sentences.*
❌ Use "Reply All." Does everyone else *really* need to get a copy of your reply as a separate email? Not likely.	✅ Reply just to the original sender. If there are others who also need your response, you can add them in the "cc" line to send them a copy.
❌ Leave the subject line blank ❌ Use a vague subject line like "*question*" or "*homework*" ❌ Write a full message or run-on sentence in the subject line	✅ Use a clear, concise subject line with the class period & specific subject. Remember: the subject line is like the header of a paper.
❌ Use slang, casual language, or an informal tone, *amirite*?	✅ Use a formal, professional tone
❌ Use a variety of *fonts and colors, especially* those that are scripted or hard to read	✅ Use a standard, plain, easy-to-read font and color (default settings are good)
❌ Use sarcasm, emojis, or gifs 🙅‍♂️🤦‍♀️	✅ Keep your message simple and clear, as tone can be easy to misread in email.
❌ Skip a greeting (a.k.a.: salutation) or use an informal greeting like "Hey,"	✅ Use a formal greeting followed by the person's name like "*Good morning, Dr. LeDoux,*" or "*Hello, Ms. Blair,*"
❌ Write a novel…or an endless string of run-on sentences that just keep going without really explaining anything at all and can be really confusing for the reader you know?	✅ Keep it straightforward, with bullet points and paragraph breaks to organize key information at a glance.
❌ Write & send wihtout proofreading	✅ Proofread carefully, names included
❌ Write or send the email while you're angry ❌ Blame the other person for a situation *e.g.: Why's it taking you so long to grade that assignment? You're taking freaking forever!!! I turned it in almost two weeks ago!!!*	✅ Wait to write until you are calm ✅ Accept responsibility when you can, and show understanding & appreciation *e.g.: I know I turned it in late, and I apologize. I wanted to see when you might have time to enter it in Powerschool. I know you're busy.*
❌ Send without a closing signature ❌ Send with an informal signature like "*later*," or "*k thx.*"	✅ End your email with a respectful closing like "*Sincerely,*" or "*Respectfully,*" followed by your first & last name underneath