

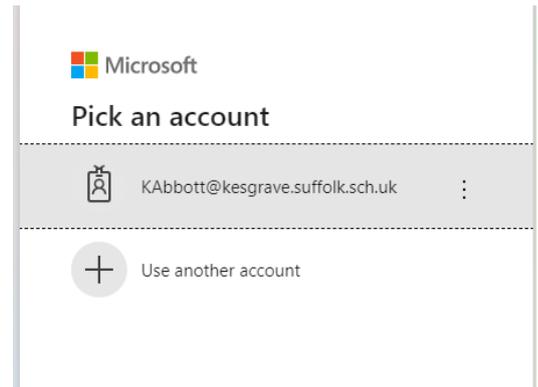
# Year 10 Email

## Accessing email

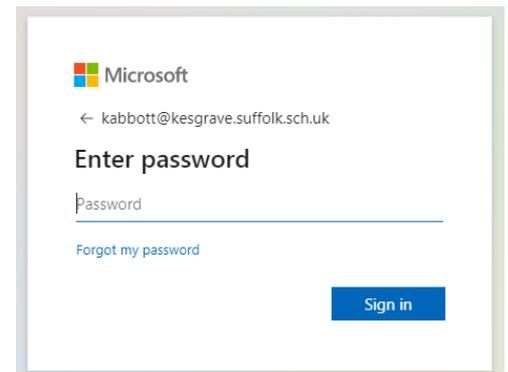
1. Click on the Office 365 link on the school website or go to [www.Office.com](http://www.Office.com)



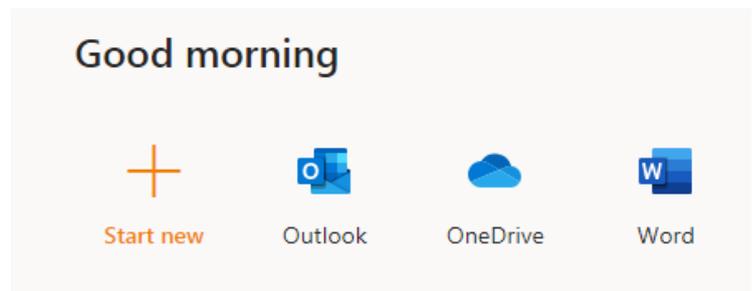
2. If you have logged on before you may be able to pick your account. Otherwise select use other account. If nobody has logged on to Office 365 before you may be asked to enter your username without being shown this window. You MUST use your full username with @kesgrave.suffolk.sch.uk. This is your email address.



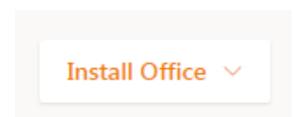
3. Next enter your password. This is the same password for Firefly, the school computers, GCSE Pod etc. We have single sign in so you use the same credentials. If you cannot remember your password please get your parent/carers to email [password@kesgrave.suffolk.sch.uk](mailto:password@kesgrave.suffolk.sch.uk) to ask for your password to be reset. However remember that if it is changed, it will be changed for Firefly too.



4. Once logged into Office 365, your email can be accessed by clicking on the Outlook button on the home screen.



REMEMBER: Office 365 can be used to access your OneDrive and all of the online Microsoft applications such as Word, PowerPoint, and Excel. You can also download the Office software onto your computer by clicking the Install Office button on the Office 365 home screen.



## Sending an email

You can only use outlook to send email to staff in school. You do not have access to email other students or receive email from outside of school.

Staff email addresses are in the format: <First name initial><surname> i.e. kabbott for Mrs Abbott. You do not add a title such as Mr, Mrs to the email address.

If you do not know the member of staff's email address, you can search for their surname.

1. Click new message.

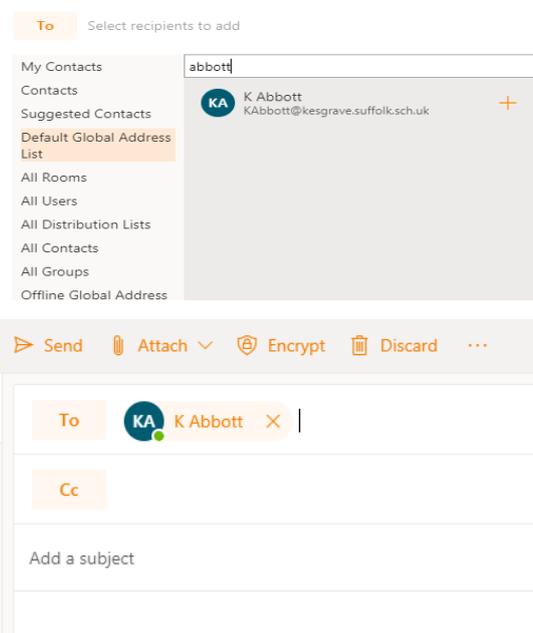


2. Click the To button.



3. An add recipients box should display, from this select 'Default Global Address List', then type the surname of the teacher you are looking for. When you find the teacher click on the + sign next to their name to add them to your email. Click on the X on the top right of the window to close the Add recipient window.

### Add recipients



4. If you added a recipient then they will appear in your email in the To section.

## Email etiquette

It is really important to remember that when you are sending an email, you are in effect talking to a teacher. Therefore you must remember the following:

- Add a subject to your email, this will let your teacher know what they email is about.
- Add a greeting i.e. Dear ..., Morning, Afternoon etc.
- Try to be clear about what it is you are asking – is it about a task? which one? what help do you need. Do not just say you are stuck, you MUST be specific.
- Remember if you are emailing you are probably asking for clarity or help so be polite.
- Sign off the email with a thank you.
- Do not expect an instant reply, your teacher may have many students/classes to deal with so they will get back to you as soon as they can.
- Try not to email outside of normal school hours.