

MASTER GARDENER VOLUNTEER HOTLINE OUTLOOK PROCEDURES

Effective January 3, 2023

i Utilize the chart below for technical information needed to work Hotline Outlook inquiries.

TECHNICAL INFORMATION CHART	
Access link to Hotline Outlook Inbox:	365.ucdavis.edu
Sign in: Enter username: Enter password: (note use of 1's in lieu of letters)	mgplacer@ucdavis.edu Mas1erP1ace\$1
<p>Click on "View" from Home page to access Settings, Messages and Layout options:</p> <p><i>Please note that Outlook may appear differently on your home computer/laptop than how it appears on the MG office computers. Because of this, you will need to use the Settings, Messages and Layout features in Outlook to show the following needed views:</i></p> <ul style="list-style-type: none"> • Folder pane • Inbox pane with "From", "Subject", and "Received" columns • Preview text on messages 	<ul style="list-style-type: none"> ➤ Use "View Settings" for: <input type="checkbox"/> Focus Inbox <ul style="list-style-type: none"> • Text size and spacing • Message Height • Message Organization • Sender Image • Reading Pane • Message List Format • Message Preview Text • Inline Attachment Previews • Date Headers • Message Reminders ➤ Use "Messages" to: <ul style="list-style-type: none"> • Show preview text on messages ➤ Use "Layout" for: <ul style="list-style-type: none"> • Folder pane (select "Show") • Reading pane (select "Show on the right")
Logout:	From the "Home" page, click on the three vertical buttons in the upper right-hand corner of the screen, scroll down and click on "Exit."

OUTLOOK WORKFLOW ALLOCATION AND PROCESS STEPS

i See the shift chart below to determine workflow allocations for Outlook AGQ's.

All shifts: In addition to AGQ's, work any gardening question-related emails received during your shift hours that were not submitted via an AGQ.

SHIFT DAY	WORKFLOW ALLOCATION
Tuesday: NOTE: Coverage has been broken into two shifts: One shift for AGQs and one shift for calls. Hotline volunteers have the option to sign up for one or both of the shifts.	AGQs and/or Calls: Work all inquiries from the previous Thursday, received after 12:00 pm, and all inquiries received on Friday, Saturday, Sunday, Monday, and up to 12:00 pm on Tuesday.
Wednesday:	Work all inquiries from Tuesday, received after 12:00 pm, and up to 12:00 pm on Wednesday.
Thursday:	Work all inquiries from Wednesday, received after 12:00 pm, and up to 12:00 pm on Thursday.

i Process steps are shown below:

PROCESS	STEPS
Working AGQ's:	<ul style="list-style-type: none"> • Access the AGQ information and work as usual. • Upon completion of working the AGQ, close the email. • Click on the "Volunteer" folder in the Folder pane to open the sub-folders. • Click on the closed AGQ and move it with your mouse to your applicable sub-folder.
Working CCF's:	<ul style="list-style-type: none"> • Access the CCF and work as usual. • Upon completion of the CCF, it will immediately appear as an email in the Outlook inbox. • Click on the "Volunteer" folder in the Folder pane to open the sub-folders. • Click on the unopened CCF and move it with your mouse to your applicable sub-folder.

Working incoming emails not on an AGQ format:

- Follow all applicable steps above for AGQ's and CCF's.

FAQ'S

i The following FAQ's have been included below to assist you with answering procedural questions you may have but which may not be included in the workflow charts.

Q: Do I continue to work my shift's AGQ's or incoming calls from start to finish?

A. Yes, because when working from home, we do not have the capability of a "carry over" folder like we did when working from the MG office. Be sure, however, to document all time worked in VMS beyond your 3-hour shift even though the work extended beyond your scheduled shift day.

Q: What do I do if I'm waiting for additional information from the customer to work the AGQ or incoming calls?

A. For AGQ's, if additional information is needed, forward your email to the client via Outlook with the following information in the subject line: **MG (your last name): Response to Gardening Question: (insert topic) Sample:** MG (Wold): Response to Gardening Question: Redwood trees

A. For incoming calls, follow BAU procedures.

Q: How will I know if the additional information I requested from the client via Outlook was received? A.
For non-shift days of Friday thru Monday: Monitor the Outlook inbox for your response.

A. For shift days of Tuesday thru Thursday: Forward an email to the MG identified in the subject line of the incoming email that a response has been received from the client. Move both a copy of your email and the incoming email from the client to the applicable MG's sub folder under the Volunteers master folder.

Q: Do I continue to copy and paste my response in the "Recommendation" section of the CCF?

A. Yes. This information is a way of replacing previous in-office procedures where we would make a copy of the response to be kept in the red binder. In addition, this information will be used in the formation (in process) of a onestop **Hotline Reference Resource Index** utilizing completed CCF data. (Note: If your CCF is being completed via a phone response to the client vs an email response, in the "Recommendation" section of the CCF, indicate "Via Phone" prior to entering your comments.

Q. Who should I contact if I have additional questions not covered in these FAQ's?

A. Contact either Lynn Merrick or Linda Wold, Hotline Co-Chairs