

# K<sup>12</sup> My Info K-mail Instructions



## How do I send a K-mail?

Click on the  New K-Mail icon.

1. Choose who you will send to, any recipients you would like to receive a cc of the K-mail, and which of your students the K-mail is about.
2. To select recipients, click in the “To” box which opens a “Select Recipients” window. Choose and highlight student, teacher or administrator from the list. Next click the **Show All** button, or you can **Search**. Once you see the list populate with names, you can select only one recipient to send the K-mail to, then click on **Return to Message** once you’ve made your selection.
3. If you would like to add recipients to cc or select students the K-mail is about, use the same process as you did for the “To” field. You can add as many cc recipients or as many students in “about” that you need to.
4. After **Return to Message** has been selected, you can proceed to add any attachments, type your subject in, and fill in the body of your K-mail.
5. If you need to wait to finish it, you can **Save As** and retrieve it from your draft mailbox at your convenience, or you can choose to **Send Now**.

## How do I create a tag?

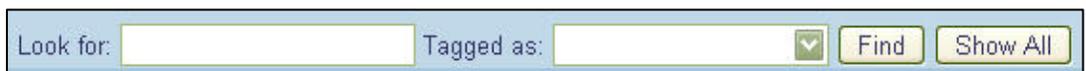
1. Tags can only be created when you are viewing an individual K-mail.
2. You can assign tags for K-mail you receive while reading them or you can go back later and add them. For K-mail that you send, you will look in your outbox or in the archive, open the K-mail and add the tag at that time.
3. Tags can only be added one at a time, but there is no limit to the number of tags you can add to a K-mail, nor is there a limit to the total number of tags you can create in your My Info account.



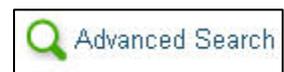
## How do I search?

There are two ways to search.

1. You can use the search feature within an individual mailbox and it will search the recipients, subject, and body of all the K-mail in that mailbox.



2. To do a more comprehensive or more specialized search, you will need to use the advanced search option found in the navigation bar down the left side of your communication center.



\*If you seem to be having trouble with your search, be sure you are choosing the **Search** button rather than the **Show All** button after selecting your search parameters.

## How can I print a K-mail I received?

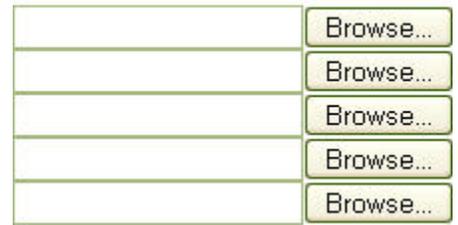
When you are reading your K-mail, there is a Print button right up next to the reply and reply all options that allows you to print the K-mail you are viewing.



## How can I send multiple attachments?

When creating your K-mail, you will see a link to 

This will open a window to be able to browse, select and add up to five attachments (15 MB combined limit for all five attachments).



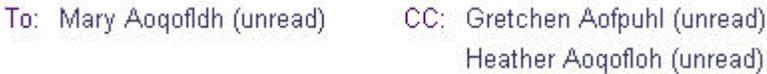
## How do I use spell check?

After you finish typing your message, simply click on the “ABC” over the checkmark button  and any misspelled or unrecognized words will display a wavy red line underneath it. If you continue typing after doing a spell check, it will reset, remove the wavy red lines, and you will need to perform another spell check when you finish.

## What is the archive?

The archive is a mailbox that provides you with an area to move your K-mail out of your inbox or outbox to store them. This will allow you to leave K-mail in your inbox/outbox that you would like take further action with or leave visible in those boxes. You have the option to archive individual K-mail while reading or viewing them or you can select multiple and “archive” from within the mailbox view. You can view items in the archive at any time and you can remove items from the archive at any time.

## How do I know that my teacher has read the K-mail I sent?

If you look at the item in your outbox, the envelope status icon will either show the K-mail is unopened,  that “some” have read the K-mail if you sent to multiple recipients, or it will show an opened envelope to indicate that the K-mail has been read. If you have sent your K-mail to multiple recipients, you can open the K-mail to see the “read” status by 

## Does my teacher know when I have read the K-mail sent by him/her?

Your teacher will have a similar envelope status icon in their communication center that will enable them to see from their mailbox view that you have read the K-mail and will be able to view the “read” status when they open their K-mail whether you, your student, or other recipients have read the communication or not.

## How do I report problems, suggestions, or get help if I need it?

If you have any questions, suggestions or problems while using My Info, be sure to start with the Help center that is found in the upper right hand corner of your My Info account. There are a number of resources there that can assist you. If you are unable to resolve your issue there, please contact your teacher for further assistance.