

Your teachers are not only subject matter experts in their chosen fields, but are generally very knowledgeable on the use of computers and our online learning environment. Think of your teachers as your first point of contact when you need help with your course materials or for any technical concerns. You should feel free to contact your teacher with any question and especially when you do not understand a concept in your readings or the instructions for an assignment or a test. If your teacher cannot answer a question, they will give you the information you need to contact the appropriate person(s) or department.

Your teacher is dedicated to answering your questions within **48 hours** of the time you contact them.

If you are letting your teacher know about a problem in your course and/or leaving your teacher a message, be sure to provide the following information:

### Calling

- Your full name (spell out your last name!)
- Your telephone number with the area code
- The best time to reach you (to avoid the dreaded "telephone tag")
- The time zone you are calling from
- Be sure to speak clearly when leaving a telephone message

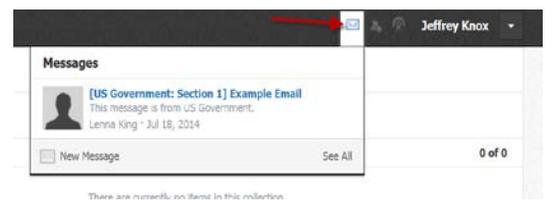
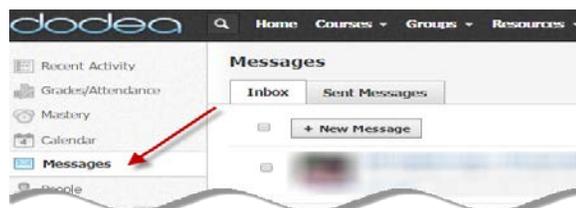
### Emailing

- Include a brief description of your problem or question.
- The course you are writing about, i.e. Earth and Space Science
- The area of the course you are having problems with (ex: Module 3 | Section 2 | Page 9).
- When and where the problem occurred: Home or School.

You should use your DoDEA Google Mail to send and receive emails to your Virtual School teacher and classmates. Emails sent from Schoology will automatically be sent to your DoDEA Google email address. There may also be occasions where your need to access Messages in Schoology. Please see the instructions for both email options below.

### Schoology Messages

Schoology Messages can be accessed from the folded envelope icon in the top right navigation bar or from the Messages link from the Home screen in Schoology. Emails can be sent from this location. A red number next to the envelope indicates that new mail has been received. A copy of the message is also sent to your **DoDEA Google Mail**.



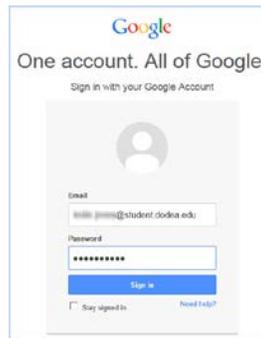
**DoDEA Google Mail**

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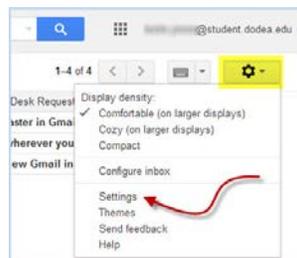
**Step 1:** Open Google and Click the Sign In button.



**Step 2:** Sign in with your DoDEA login and password.



**Step 3:** If needed, change the language settings.



**Step 4:** Select the Language you prefer.

