Southwestern Community College

Gmail Usage Guide for Faculty and Staff

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Working With Email Messages

Sending Messages

Here's a guide to sending messages in Gmail:

- Click the **Compose** button on the left side of your Gmail page.
- Type your recipient's email address in the 'To:' field.
- We suggest using the *carbon copy* feature when you'd like to include additional recipients whose responses are welcome but not required. Display this field by clicking **Add Cc**. The *blind carbon copy* field (click **Add Bcc** to display) lets you hide recipients' addresses and names from one another.
- Enter a subject for your message in the 'Subject:' field.
- Write your message! Just click in the large field below and type away.
- When you're done composing, click the **Send** button (located just above the 'To:' field). You'll see a confirmation at the top of the window that your message was sent.

Replying to Messages

To reply to a message, just click in the box below the message and type away! Or, you can click the

arrow icon in the top right corner of the message you received.

If there are multiple recipients of the message and you want to respond to all of them, click **Reply to all** in the box below the message and begin typing.

You can also click the down arrow next to the Reply button and select **Reply to all**.

Forwarding Messages

Forwarding allows you to easily re-send a message to other people.

To forward an individual message:
1. Open the appropriate conversation and select the message you want to forward.
2. Click the **Forward** link in the box below the message.
3. Enter the email address(es) to which the email should be forwarded, and add any additional text you want in the message field. If the message has attachments, you can choose not to forward them by deselecting the checkbox next to the filename below the **Subject** field.
4. Click **Send**.

To forward an entire conversation:
1. Open the appropriate conversation.
2. Click on the **More** button in the toolbar above your messages and select **Forward all**.

Forwarding an entire conversation will add all messages from a conversation into a single message. Each message will be clearly marked and listed in chronological order, from oldest to most recent.

Saving drafts

Don't worry about losing messages as you compose them -- Gmail automatically saves drafts every few minutes. If you'd like to save a draft manually, just click **Save Now** above the message you're composing, or press **Ctrl+S** when your cursor is in any of the text fields (**Cmd+S** for Macintosh users).

To retrieve a draft:
1. Click **Drafts** along the left side of any Gmail page. (If you don't see **Drafts** along the left side of your Gmail page, go to the **Labels** tab in **Settings**, then click the **show** link next to the **Drafts** label.)
2. Click the message you'd like to continue composing.
3. Edit the message, and click **Send**, **Save Changes**, or **Discard**.

If you'd like to delete a draft:
1. Click **Drafts** along the left side of any Gmail page. (If you don't see **Drafts** along the left side of your Gmail page, go to the **Labels** tab in **Settings**, then click the **show** link next to the **Drafts** label.)
2. Check the box next to the message you'd like to delete.
3. Click **Discard Drafts** near the top of the page. Your draft will be permanently removed.

Sending a Message with a File Attachment

To attach a file to a message you're composing, follow these steps:
1. Click **Attach a file** under the subject field.
2. Browse through your files and click the name of the file you'd like to attach.
3. Click **Open**.

If you'd like to remove a file you've attached to a message and are using the advanced attachment features (requires flash), uncheck the box next to the file. If you're using the basic attachment features, click **Remove**.

To attach another file, click **Attach another file**.

Keep in mind that you can't send executable files or messages larger than 25 MB.

Using spell check

It's easy to check your spelling while composing Gmail messages. Here's how:
1. Click 'Check spelling' along the top of the message you're composing.
2. Click the misspelled word (highlighted in yellow) to see Gmail's suggestions for similar words.
3. Select a suggested word from the list to replace the misspelled word.
4. Click 'Done' along the top of the message to continue composing, or click 'Send' to send your message.

Gmail's spellchecker operates in the same language you've selected for your interface. If you compose a message in a language other than your interface language, you can check the spelling of that message, too -- just click the arrow next to 'Check spelling' to select the appropriate language.

This feature is not available in Gmail's basic HTML view.

Organizing Messages

Using Labels (similar to folders in Groupwise)

Labels do all the work folders do, but with one added bonus: you can add more than one to a conversation.
Once you've created a label, you can view all the messages with that label by searching, or by clicking the label name along the left side of any Gmail page.

To create a label
1. Click **More** at the bottom of your labels list. If you don't see "More", grab the gray dividing line with your cursor and drag it down to show more labels.
2. Click **Create new label**.
3. Type the name of your new label and click **Create**.

If there's a message in your inbox you want to create a label for, select the message and click the **Label** button in the toolbar above your message list. 🏷️ Then, choose **Create new**.

To keep organized, many people like to have incoming messages be automatically labeled and removed from their inbox until they can look at it later at a more convenient time. If you want to do this, create a filter.

To label a message

Select the checkbox next to the message(s), click the **Labels** button 🏷️, and choose the label you want. You can also click and drag a label from the left side, and drop it on the message.

To edit a label
Hover your cursor over the label on the left side of your Gmail page, and click the down-arrow that appears.
You can change the color of your label, or you can change your label name by selecting **Edit** at the bottom of the list.

You can also edit your labels in the Labels tab of your Gmail Settings.

To organize and delete labels
You can control which labels appear in your list on the left.

1. Click the **gear icon** ⚙️, select **Settings**, then **Labels**
2. In the 'Show in label list' column, click the 'show' or 'hide' link next to each label to choose whether it's listed. You can also set labels to appear only when they contain unread messages; otherwise, they'll be hidden.
3. If you see a label you don't need anymore, you can always click **remove** in the 'Remove label' column. (You'll have to confirm that you'd like to remove the label by clicking **Delete**.

In the 'Show in message list' column, you can choose whether you'll see each label title displayed on the messages it contains; click **hide** if you don't want to see that label name when you look at the messages it contains.

You can also create a hierarchy of labels, to add a sub-label to a more general one. For example, if you have a label for your vacations, and want to create another specifically for a trip to Hawaii, you can nest

the Hawaii label inside your Vacations label. Just add a slash to your label name to have it live inside another label: in this case, you'd name the Hawaii label "Vacations/Hawaii".

Note: If you have more than 500 labels, either because you created them or they appeared after migrating from another email system, you may find that your Gmail experience is slower. We suggest removing the labels that you might not be using anymore (this action won't delete the messages that were assigned those labels).

Using Filters (to organize incoming messages)

Gmail's filters allow you to manage the flow of incoming messages. Using filters, you can automatically label, archive, delete, star, or forward your mail, even keep it out of Spam.

To create a filter
1. Click the down arrow in your search box. A window that allows you to specify your search criteria will appear.
2. Enter your search criteria. If you want to check that your search worked correctly, click the search button.
3. Click **Create filter with this search** at the bottom of the search window. If you need to verify the search results, you can click the **x** to collapse the filter options. Clicking the down arrow again will bring the window back with the same search criteria you entered.
4. Choose the action(s) you want the filter to take.
5. To keep organized, many people like to have incoming messages automatically labeled and removed from their inbox until they can look at them later at a more convenient time. If you want to do this, make sure to select **Skip the Inbox (Archive it)** and **Apply the label:**when you create your filter.
6. Click the **Create filter** button.

Please note: When you create a filter to forward messages, only new messages will be affected. Any existing messages that the filter applies to will not be forwarded.

To use a particular message to create a filter
1. Select the message in your message list.
2. Click the **More** button, then **Filter messages like these**.
3. Enter your filter criteria in the appropriate field(s).

To edit or delete existing filters
1. Click the gear icon ⚙ and select **Settings**.
2. Click the **Filters** tab.
3. Find the filter you'd like to change and click **edit** or **delete** to remove the filter.
4. If you're editing the filter, enter the updated criteria for the filter in the appropriate fields, and click **Edit filter actions**.
5. Update any actions and click the **Update filter** button.

You can create an unlimited number of filters, but only 20 filters can forward to other addresses. You can maximize your filtered forwarding by combining filters that send to the same address.

Mark Messages with Stars

Assign stars to special conversations or messages, or use them as a visual reminder that you need to follow-up on a message or conversation later.

To star a message in your message list, click the star icon ⭐ located to the left of the sender's name on a message.

You can also choose to use multiple types of stars to indicate different types of messages. For example, use a green star for messages where you need a reply, or the exclamation mark for messages that you need to follow up on. To access different star options, follow these steps

1. Click the gear icon ⚙ in the upper-right corner of Gmail.
2. Click **Settings**.
3. On the **General** tab, find the **Stars** section. There, you can select the number of stars you'd like in your rotation.
4. Click **Save Changes**.

You can search for particular stars using "has:" with the star's name (you can find these names on the General tab of the Settings; just hover your mouse over each star icon). For example, you can search for "has:blue-star", "has:red-bang", or "has:orange-guillemet".

Priority Inbox (Prioritize your incoming messages)

Priority Inbox can help save you time if you're overwhelmed with the amount of email you get. It attempts to automatically identify your important incoming messages and separates them out from everything else. Gmail uses a variety of signals to prioritize your incoming messages, including who you've emailed and chatted with most and which keywords appear frequently in the messages you opened recently.

Enable Priority Inbox
To change your inbox style:

1. Click the **gear icon** ⚙ at the top of your Gmail page, and choose **Mail settings**.
2. Select the **Inbox** tab.
3. In the "Inbox type" section, select an inbox style in the drop-down menu.

You can also quickly change your inbox style by hovering over your Inbox label and clicking the down-arrow that appears.

When you enable the **Priority Inbox**, you'll see messages grouped in three sections: Important and unread, Starred, and Everything else.

If Priority Inbox mistakes an email as important or doesn't flag one that's important to you, you can teach it to make better selections. Just select the message in question, and click the "mark as important" or "mark as not important" button; they're the buttons with plus and minus icons just to the left of the **Move to** and **Labels** drop-down menus.

When you mark a message as not important, it will move out of the Important section. Over time Priority Inbox will learn what's important to you and incorporate the feedback you give via these buttons.

Note: Priority Inbox is not fully available in Gmail on a mobile device.

Archiving Messages

Archiving lets you tidy up your inbox by moving messages from your inbox into your <u>All Mail</u> label, so you don't have to delete anything. It's like moving something into a filing cabinet for safekeeping, rather than putting it in the trash can.

Any message you've archived can be found by clicking the "All Mail" label on the left side of your Gmail page. You can also find a message you've archived by clicking on any other labels you've applied to it, or by <u>searching</u> for it.

When someone responds to a message you've archived, the <u>conversation</u> containing that message will reappear in your inbox.

To archive messages:
1. In your inbox, select the message by checking the box next to the sender's name.
2. Click the **Archive** button in the toolbar above your message list.
3. (If you have a message open, you can also archive it by clicking the **Archive** button above the message.

To move an archived message back to your inbox, follow these steps:
1. Click **All Mail**. (If you don't see **All Mail** along the left side of your Gmail page, click the **More**drop-down menu at the bottom of your labels list.)
2. Check the box next to the sender's name.
3. Click the **Move to Inbox** button.

Common Customizations

Setup a Signature

1. Click the **gear icon**, then select **Settings**.
2. Enter your new signature text in the box at the bottom of the page next to the **Signature** option.
3. Click **Save Changes**.

Signatures are separated from the rest of your message by two dashes. To see a signature in Gmail, click the **Show trimmed content** button at the bottom of the message.

Formatting, fonts, and colors

Customize Gmail messages with rich formatting, add color to your greetings, underline key points, or make your words bold. Use the icons in the formatting toolbar above the compose window to enhance your messages.

	Gmail's Formatting Options
B	**Bold** - bold all or some of your message

I	**Italics** - italicize all or some of your message
U	**Underline** - underline all or some of your message
T	**Font** - select a special font
₮T	**Font Size** - change the font size of all or some text
A	**Font Color** - change the color of all or some text
T	**Highlight Color** - highlight the text of a message
*Ɪ*ₓ	**Remove Formatting** - remove formatting from selected text
ᴄᴆ	**Hyperlink Text** - hyperlink the selected text
₁≡	**Numbered List** - create a numbered list in your message
≔	**Bulleted List** - create a bulleted list in your message
⬛≣	**Indent Less** - move text closer to the left of the page
≣⬛	**Indent More** - indent text further to the right of the page
,,	**Quote Text** - format a block of text as a quote
≣	**Left Align** - align text along the left side of the page
≣	**Center Align** - align text in the center of the page
≣	**Right Align** - align text along the right side of the page
¶	**Right to left*** - changes the directionality of text composing
¶	**Left to right*** - changes the directionality of text composing

Rich formatting is not available in Gmail's basic HTML view or in your signature settings. If you decide you'd like to write a message in plain text format, just click **Plain text** along the top of the compose window.

* Directionality controls are only available in the Arabic and Hebrew interfaces.

Managing Contacts

Creating contacts

1. Click **Mail** at the top-left corner of your Gmail page, then choose **Contacts**.
2. Click the **New Contact** button in the top-left corner.
3. Enter your contact's information in the appropriate fields. Any information you add will save automatically.

Editing contacts

1. Find and click the name of the contact in the Contacts list.
2. Make any changes you'd like to make. Exit the editing field to save automatically or click **Save now** in the upper right hand corner.

Merging contacts

If you have duplicate contacts, there are two ways you can fix this problem: merge your contacts manually, or have the system find and merge contacts automatically, as well as duplicate data within contacts.

To merge two or more contacts manually:

1. Select the contacts you'd like to merge from your contacts list.
2. Click the **More actions** drop-down menu, and select **Merge contacts**.
3. Make any edits to the suggested solution (if you'd like to change anything).
4. Click **Save** at the top of the page.

To find and fix all of your duplicate data at once, use the following instructions:

1. Open the Contact Manager.
2. Click the **More actions** drop-down menu, select **Find and merge duplicates**.
3. We'll display the names of the contacts with duplicate data. If an entry has only one contact, then the contact itself has duplicate data (repeated phone numbers, emails, etc.) If an entry has two or more contacts, be sure to check whether these are duplicate contacts; many people have similar names. You can expand them by clicking **details** next to each one and unchecking any that you don't want to fix.
4. When you're ready, click **Merge** at the top of the list.

Deleting contacts

1. Select the contact in the Contacts list.
2. Click **More**, then click **Delete contact**.
3. If you change your mind or mistakenly delete a contact, you'll be able to recover deleted contacts for 30 days. But 30 days after you delete a contact, it will be removed permanently.

Managing contact groups

To edit the contact group name:

1. Click **Mail** at the top-left corner of your Gmail page, then choose **Contacts**.
2. Select the group you'd like to edit along the left side of the page.
3. Click **More** and select **Rename group**.
4. Enter the new name and click **OK**.

To add contacts to a contact group:

1. Click **Mail** at the top-left corner of your Gmail page, then choose **Contacts**.
2. Select the contacts in the Contacts list.
3. Click the **Groups** button.
4. Select the name of the groups you'd like to add these contacts to, or select **Create new** to create a new group.

To remove contacts from a contact group:
1. Click **Mail** at the top-left corner of your Gmail page, then choose **Contacts**.
2. Select the contact in the Contacts list.
3. Click the **Groups** button.
4. Deselect the checkbox of any groups you'd like to remove these contacts from.

To delete a contact group:
1. Click **Mail** at the top-left corner of your Gmail page, then choose **Contacts**.
2. Select the contact group from the groups list.
3. Select **Delete group** from the **More** drop-down menu at the top of the page.
4. Click **OK**.

This will delete the group but not the actual contacts themselves. Those will remain in your Contacts list.

Sending messages to multiple contacts

It's easy to send one message to many to people at once.

From the Contact Manager:
1. Log in to your account.
2. Click **Contacts**.
3. Select all the contacts you'd like to send to.
4. Click **Email** in the group details pane.

From the Compose window:
1. Log in to your account.
2. Click **Compose**.
3. In the **To:** field, separate individual addresses or auto-complete suggestions with commas.
4. Compose your mail.

Setup Email on Mobile Devices

Android Phone or Tablet

Using Google Apps on an Android is really easy. Just add your Google Apps account to the phone, then select the services you want to use. Each user should follow these instructions on their own phone.

1. Open the Accounts & Sync Settings screen on your phone. You can do this in Contacts by pressing **Menu** and touching **Accounts**, or directly in the Settings application.
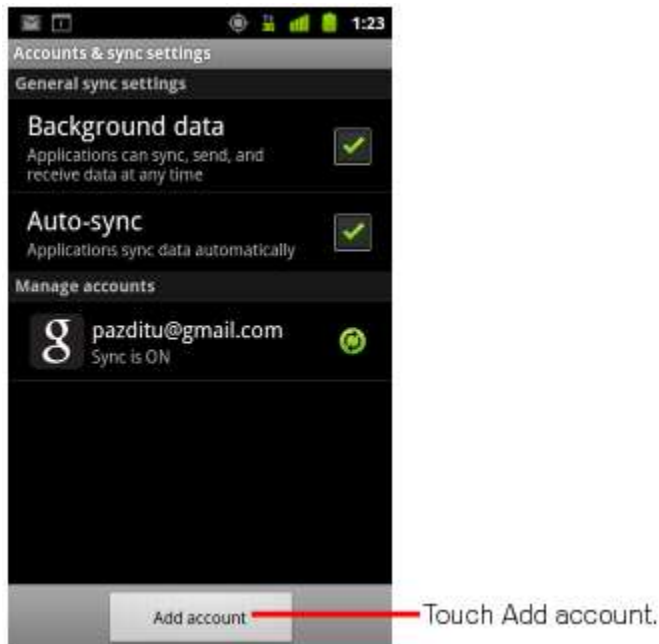
2. The Accounts & Sync Settings screen displays your current sync settings and a list of your current accounts.
3. Touch **Add account**.
4. Touch **Google** to add your Google Apps account.
5. Touch **Sign in** when prompted for your Google Account.
6. Enter your full Google Apps email address as your username, and then enter your password.
7. Select which services you'd like to sync between your phone and Google Apps.

That's it! You can now use Google Apps from your Android.

Apple iPod, iPhone or iPad

Google Apps (including Gmail) works great on iPhones and other iOS products, where you can access your email, contacts, and calendar using the device's built-in apps. This is easy to set up, using Google Sync.

Setting Up SCC Gmail (Mail & Contacts)

1. Open the **Settings** application on the iPhone's home screen.
2. Open **Mail, Contacts, Calendars**.
3. Tap **Add Account...**.
4. Select **Microsoft Exchange**.

5. In the **Email** field, enter your full SCC Gmail address.
6. Leave the **Domain** field blank.
7. Enter your full SCC email address as the **Username**.
8. Enter your SCC password as the **Password**.
9. Tap **Next** at the top of your screen. (Choose **Cancel** if the **Unable to Verify Certificate** dialog appears.)
10. When the new **Server** field appears, enter **m.google.com**.
11. Press **Next** at the top of your screen again.

12. Select the Google Apps services (Mail and Contacts) you want to sync. *Do not choose the calendar unless you only want your SCC calendar to display, but not any other calendars you subscribe to such as the Academic Calendar, etc).*

13. Unless you want to delete all the existing Contacts and Calendars on your phone, select the **Keep on my iPhone** option when prompted. This will also allow you to keep syncing with your computer via iTunes.
14. To sync only the **My Contacts** group, you must choose to **Delete Existing Contacts** during the Google Sync install when prompted. If you choose to keep existing contacts, it will sync the contents of the "All Contacts" group instead. If there are no contacts on your phone, the latter will happen -- the contents of your **All Contacts** group will be synced.


That's it! You can now access Google Apps from your iPhone. If you have Push enabled on the phone, synchronization starts automatically. You can also just open the Mail, Calendar or Contacts app and wait a few seconds to start a sync.

Syncing Multiple Calendars on iOS devices (iPod, iPhone, or iPad)
By default only your primary calendar will be synced to your device. You can sync additional calendars by visiting the following page from any web browser:

1. Open the **Settings** application on the iPhone's home screen.
2. Open **Mail, Contacts, Calendars**.
3. Tap **Add Account...**.
4. Select **Gmail**.
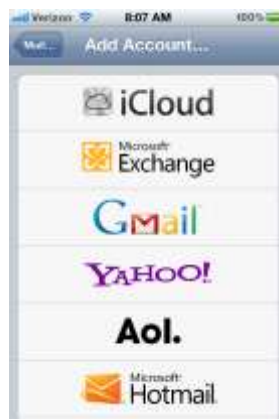
5. In the **Name** field put your name.
6. In the **Email** field put your SCC e-mail address.
7. In the **Password** field put your SCC password.
8. In the **Description** field put SCC Calendar.
9. Choose only the **Calendar** to display.

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References

Google Help Website: http://support.google.com/mail/?hl=en

http://learn.googleapps.com/gmail

http://learn.googleapps.com/tips-and-tricks/tips-and-tricks