Gmail Help Guide

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Gmail Help Guide Table of Contents

Important Notices 5

Gmail Labs 5

Warning about forwarding and replying to emails in Gmail 5

Adding a Preview Pane 6

Change Gmail User Buttons from Icons to Text 7

Create rules to filter your emails 8

Or create a new filter from Settings. 8

Choose whether replies to emails are grouped in conversation threads (email chains) or each email appears separately in your inbox. 9

Creating multiple signature and/or canned responses (email templates) 10

Enable Canned Responses 10

Save Canned Responses 11

Inserting Canned Responses into Email 12

Reminder 13

How to check spelling 14

Understanding and using Labels (Gmail's version of Outlook Folders) 15

To create a label: 15

To edit a label: 16

Delete a label: 16

Add a label to a message you receive: 16

Add a label to a message you are writing: 17

Move a message to another label: 17

How to Mute or Ignore conversations from group emails 17

How to mute a conversation: 17

How to find a muted conversation: 17

How to unmute a conversation: 17

Archive a message in Gmail 18

Archive an email: 18

Open the "All Mail" label: 18

Move archived messages back to your inbox: 18

Sound Notifications for new email 19

Searching for Emails 20

Recall an email with Undo Send 21

First, turn on Undo Send 21

Undo sending your message 21

Creating Contacts 22
How to enter a contact: 22
How to enter a contact from an email: 22
Creating contact groups 23
How to create a contact group: 23
Add a contact to a group: 23
Remove a contact from a group: 23
Important Note about deleting contacts: 23
Rename a group 24
Delete a group 24
Adding the Google Calendar widget to your Email inbox 25
Changing your Inbox Type (e.g. separating emails between Read and Unread Messages) 26
Keeping Track of Important Emails Using the Star System 28
Add a Star to a Message 28
Use Multiple Star Designs on Your Messages 30
Find Starred Messages 31
Find Messages with a Particular Type of Star 31
Using Google Tasks 32
Add a Task 32
Create a Task from an Email 33
Reorder Tasks 34
Add Tasks to the Middle of Your Task List 35
Create Subtasks 36
Add Details to a Task 36
Minimize the Tasks Window 38
Rename a Task List 39
Print or Email a Task List 40
Create Additional Task Lists 41
Switch to a Different Task List 42
Check Off Completed Tasks 43
Clear Completed Tasks 44
View Hidden Completed Tasks 45
Delete a Task 46
View Your List in a Pop-Out Window 47
Showing and hiding labels (i.e. folders such as Spam) 48

How to save an email as text or PDF 49
FAQs provided by the University 50

Important Notices

Gmail Labs

Some of the features you can add to make Gmail more user friendly are called Labs. This basically means they are not permanent features and may change, break, or disappear at any time. Some of the features covered in this handout are Labs.

Remember
If one breaks, you may not be able to access your inbox. Use the following link if you find you can't access your inbox because one of the Labs features broke.

http://mail.google.com/mail/u/0/?labs=0

Warning about forwarding and replying to emails in Gmail

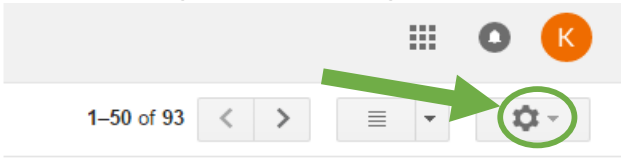
In Outlook when replying or forwarding an email, it is very clear you are sending the entire thread of emails and you have the opportunity to edit the email.

When forwarding or replying to an email in Gmail, you are actually forwarding the entire thread of emails of that particular conversation. Recently the receiver of a forwarded email was accidently sent the entire thread of a conversation and saw comments not meant for her.

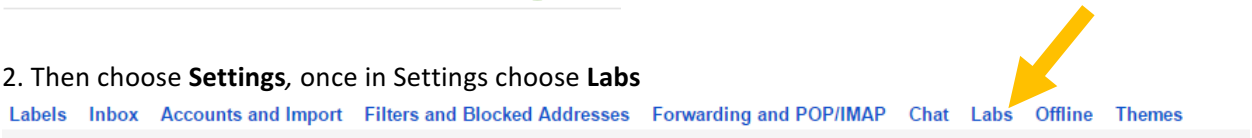
Be aware of what threads you send when forwarding and replying to emails. When in doubt, compose a new email.

Adding a Preview Pane

1. Click on the gear icon in the right hand corner of Gmail

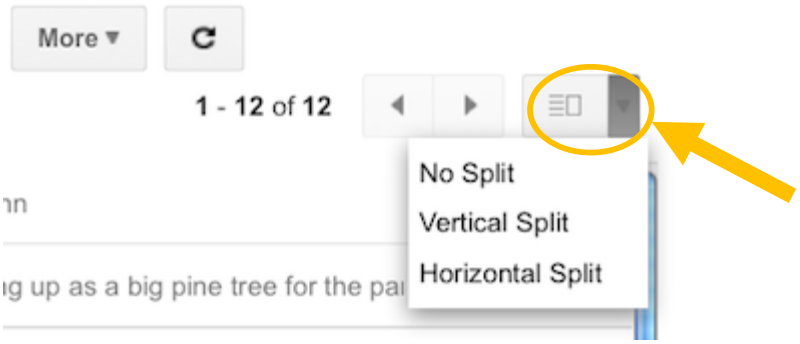


2. Then choose **Settings**, once in Settings choose **Labs**



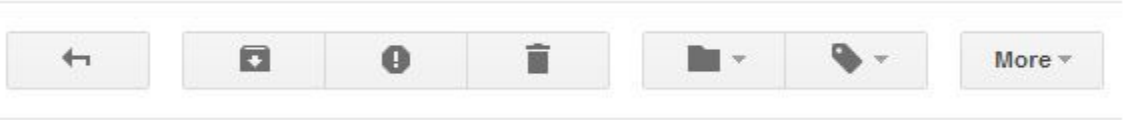
3. In the **Search for a lab** box type in *Preview.* You should then see the image and description below.

4. Choose **Enable**
5. Click **Save Changes.**
6. You can arrange the preview pane vertically or horizontally, using the drop-down menu on the right. See image below.

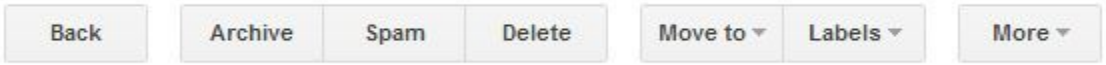


Change Gmail User Buttons from Icons to Text

This is the general appearance:



If you would like for the icons to appear as text:

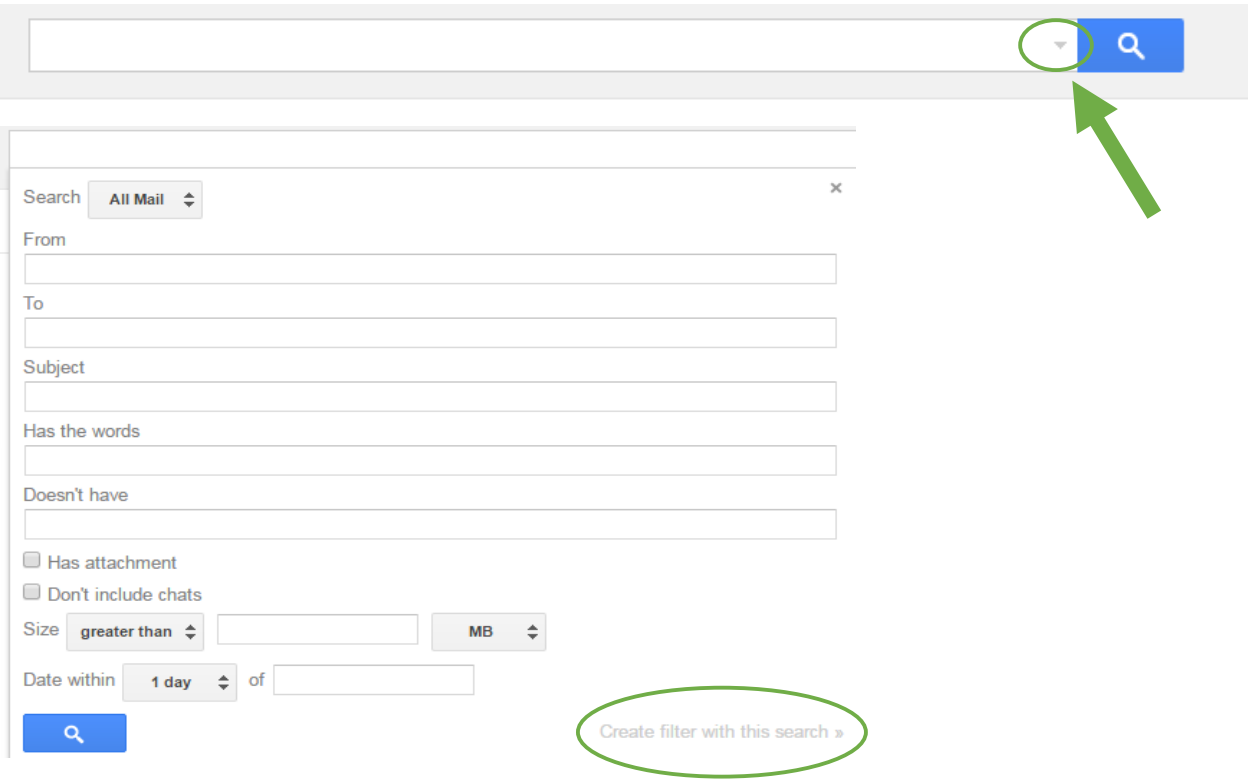


Follow these instructions:

1. Open Gmail.
2. In the top right, click Settings.
3. Click **Settings**.
4. Scroll down to the "Button labels" section.
5. Select **Text**.
6. At the bottom of the page, click **Save Changes**.

Create rules to filter your emails

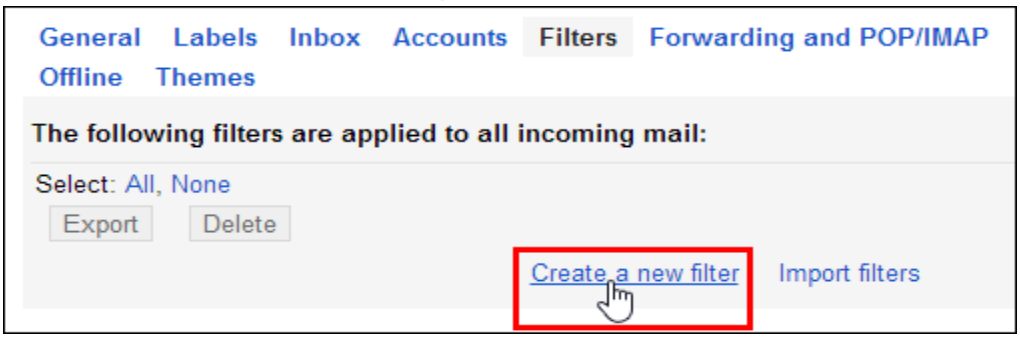
1. Open Gmail .
2. In the search box at the top, click the Down arrow .



3. Enter your search criteria. If you want to check that your search worked correctly, see what emails show up by clicking Search .
4. At the bottom of the search window, click **Create filter with this search**.
5. Choose what you'd like the filter to do.
6. Click **Create filter**.

When you create a filter to forward messages, only new messages will be affected.

Or create a new filter from Settings.



Use a particular message to create a filter

1. Open Gmail .
2. Check the checkbox next to the email you want.
3. Click **More**.
4. Click **Filter messages like these**.
5. Enter your filter criteria.

Choose whether replies to emails are grouped in conversation threads (email chains) or each email appears separately in your inbox.

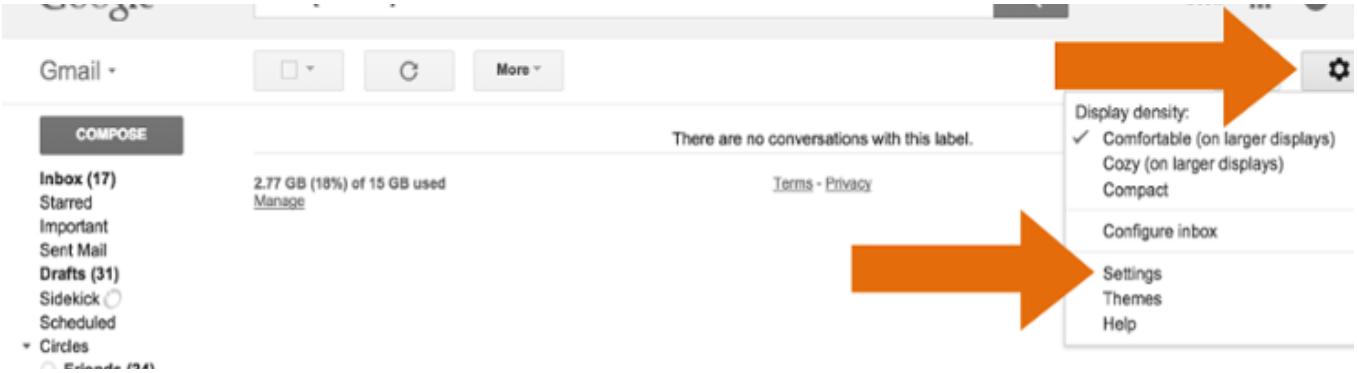
When people reply to an email, Gmail groups responses together in conversations (i.e. email chains) with the newest email on top. If you leave “Conversation View” on an email chain will break off into a new email only if the subject line changes or the chain gets to more than 100 emails. To turn Conversation View off:

1. Open Gmail .
2. In the top right, click Settings .
3. Click **Settings**.
4. Scroll down to the "Conversation View" section.
5. Select Conversation view on (messages will be grouped) or Conversation view off (messages won't be grouped).
6. At the bottom of the page, click **Save Changes**.

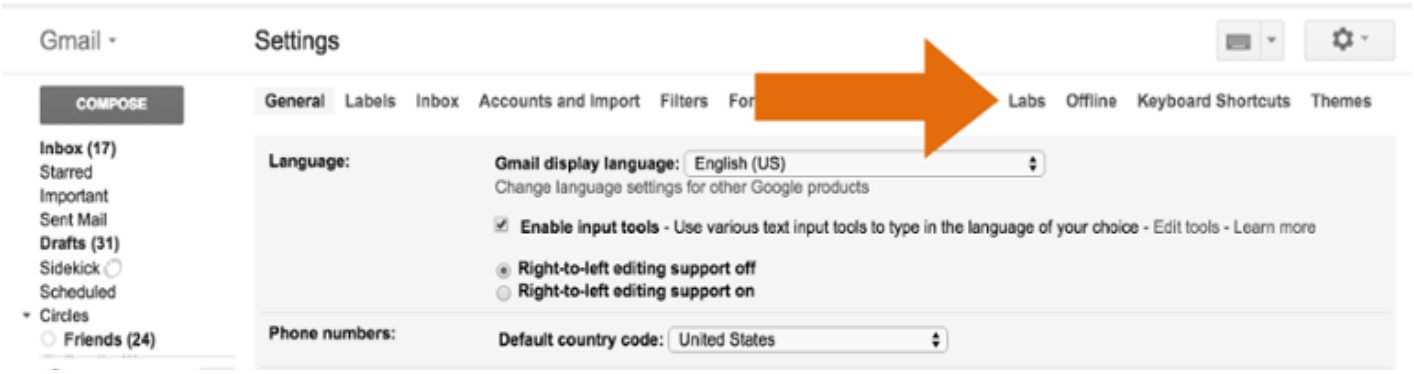
Creating multiple signature and/or canned responses (email templates)

Enable Canned Responses

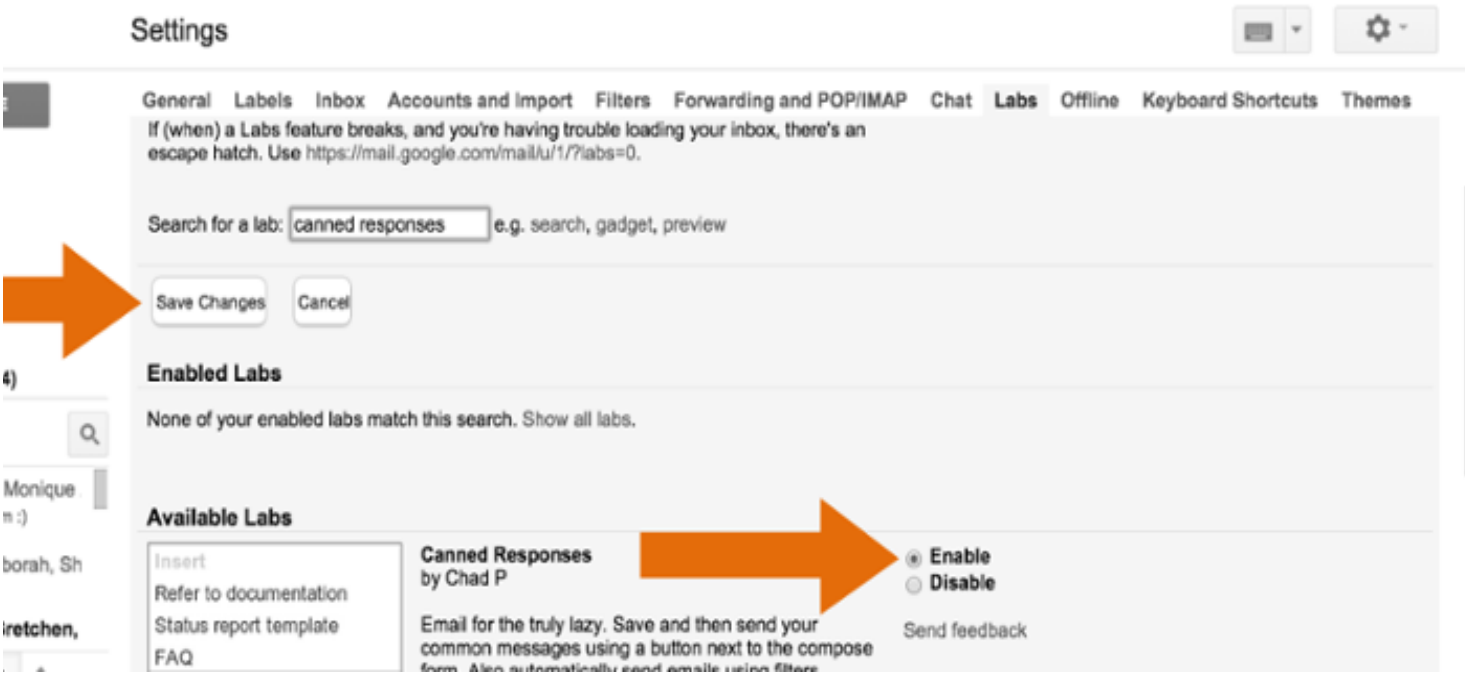
1: In Gmail, click the **Gear Icon** , then click **Settings**:



2**:** Click the tab that says **Labs.**



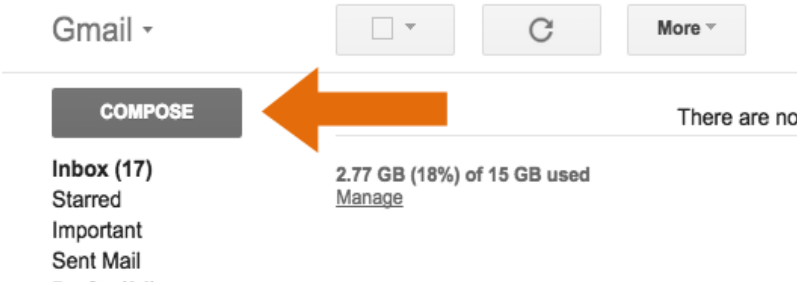
Step 3: Search the term "canned responses," click **Enable**, then **Save Changes**.



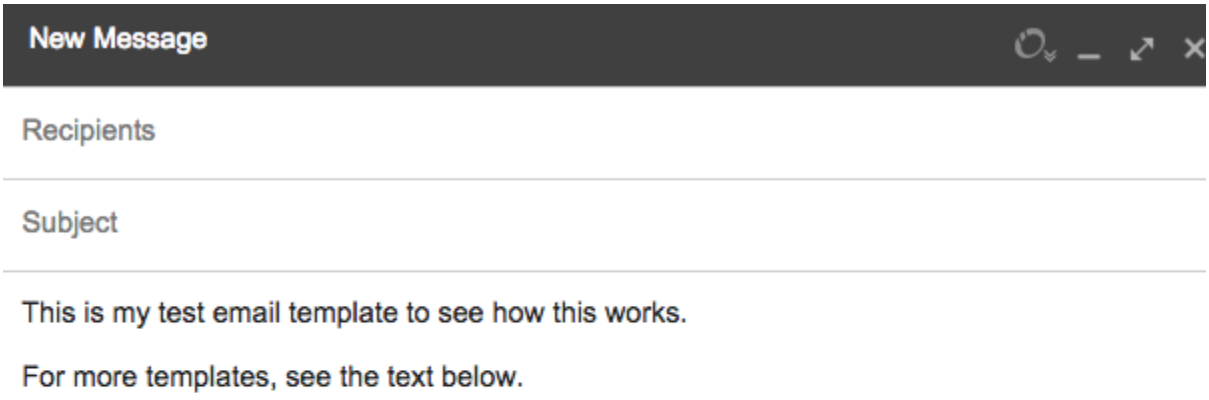
Save Canned Responses

We have activated Gmail canned responses. Now we need to save them to use for later. Instructions below:

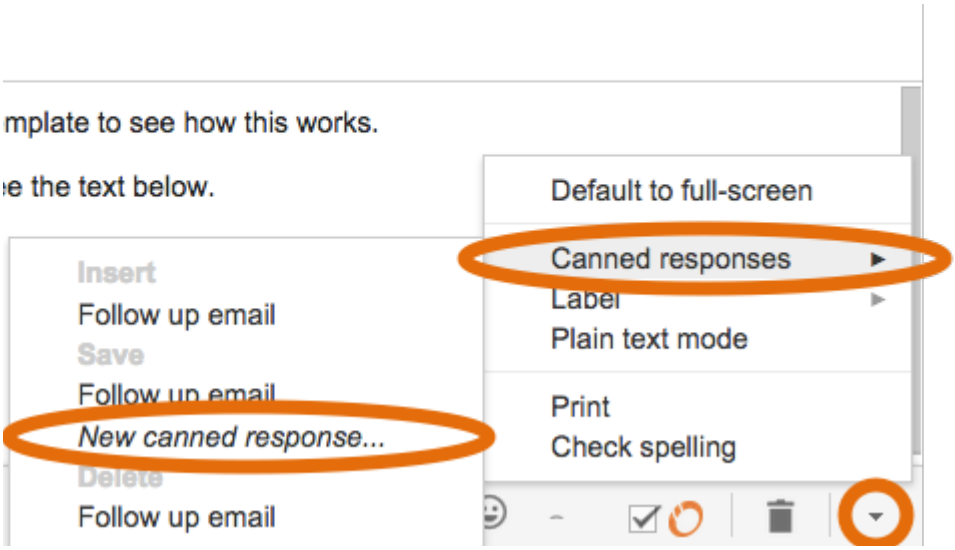
Step 1: Start a new email by hitting **Compose.**



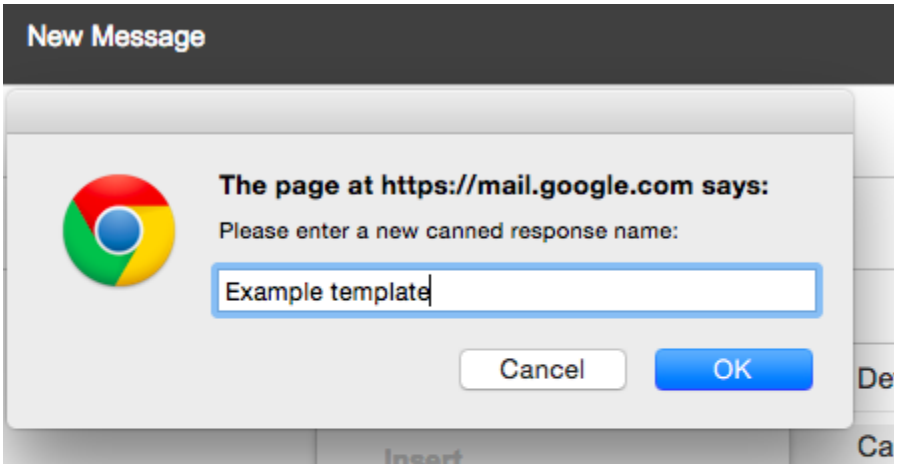
Step 2: Type the email template, signature, or canned response you want to save as a template.



Step 3: Click the down arrow on the bottom-right-hand corner of the compose window, hover over **Canned responses**, then click ***New canned response…***

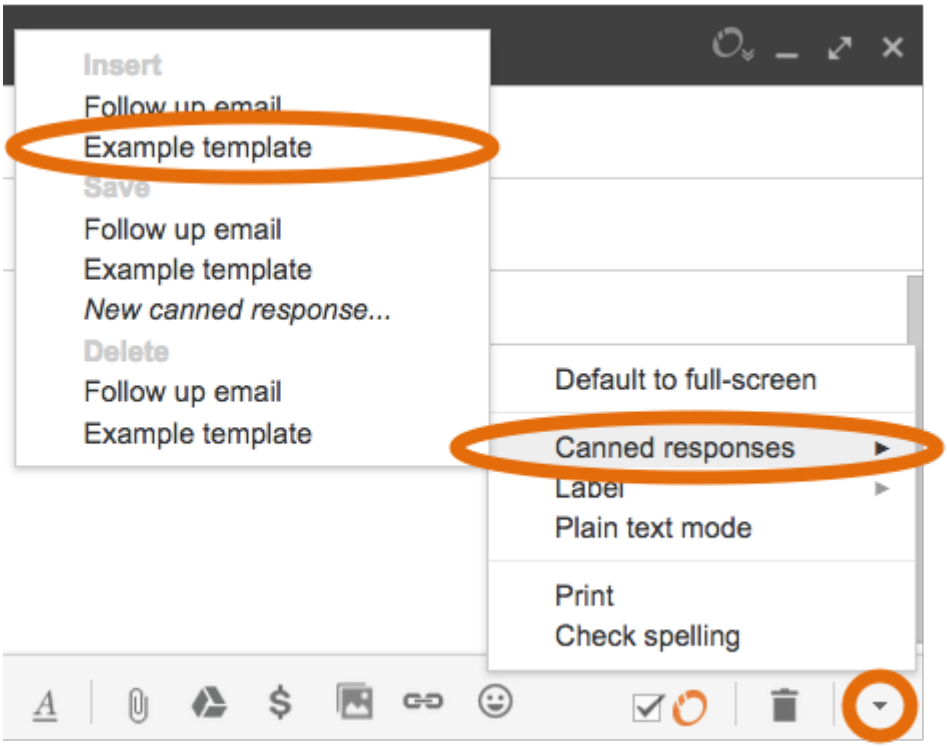


Step 4: A new window will pop up where we can name the canned response.

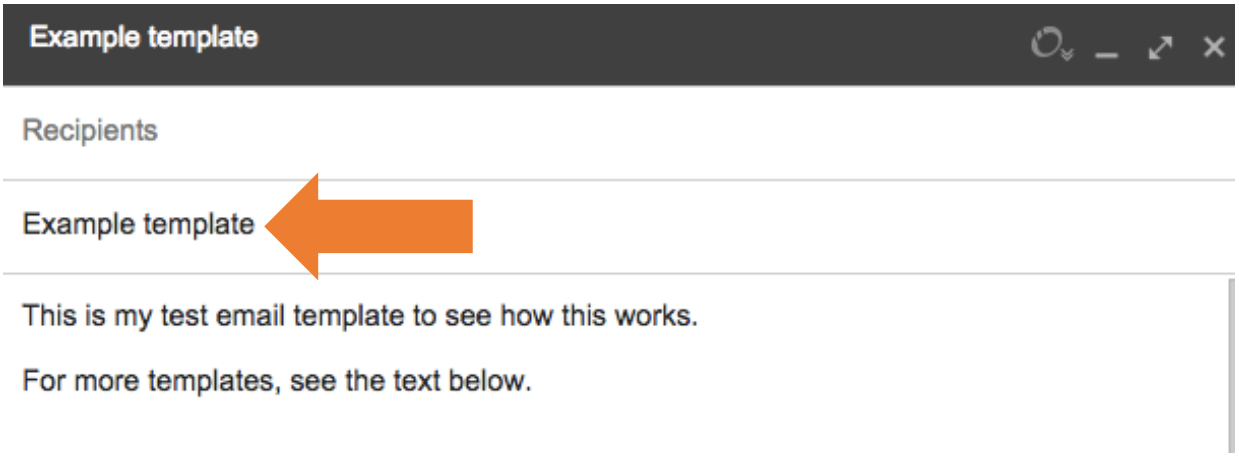


Inserting Canned Responses into Email

Now here's how to insert the saved response into a new email:
Step 1: Start a new email by hitting **Compose.**
Step 2: Click the down arrow on the bottom-right-hand corner of the compose window, hover over **Canned responses**, then click on the canned response name (in this case, "Example template") under the *Insert* section.



Step 3: After the response is pasted, add your recipient, and click send!



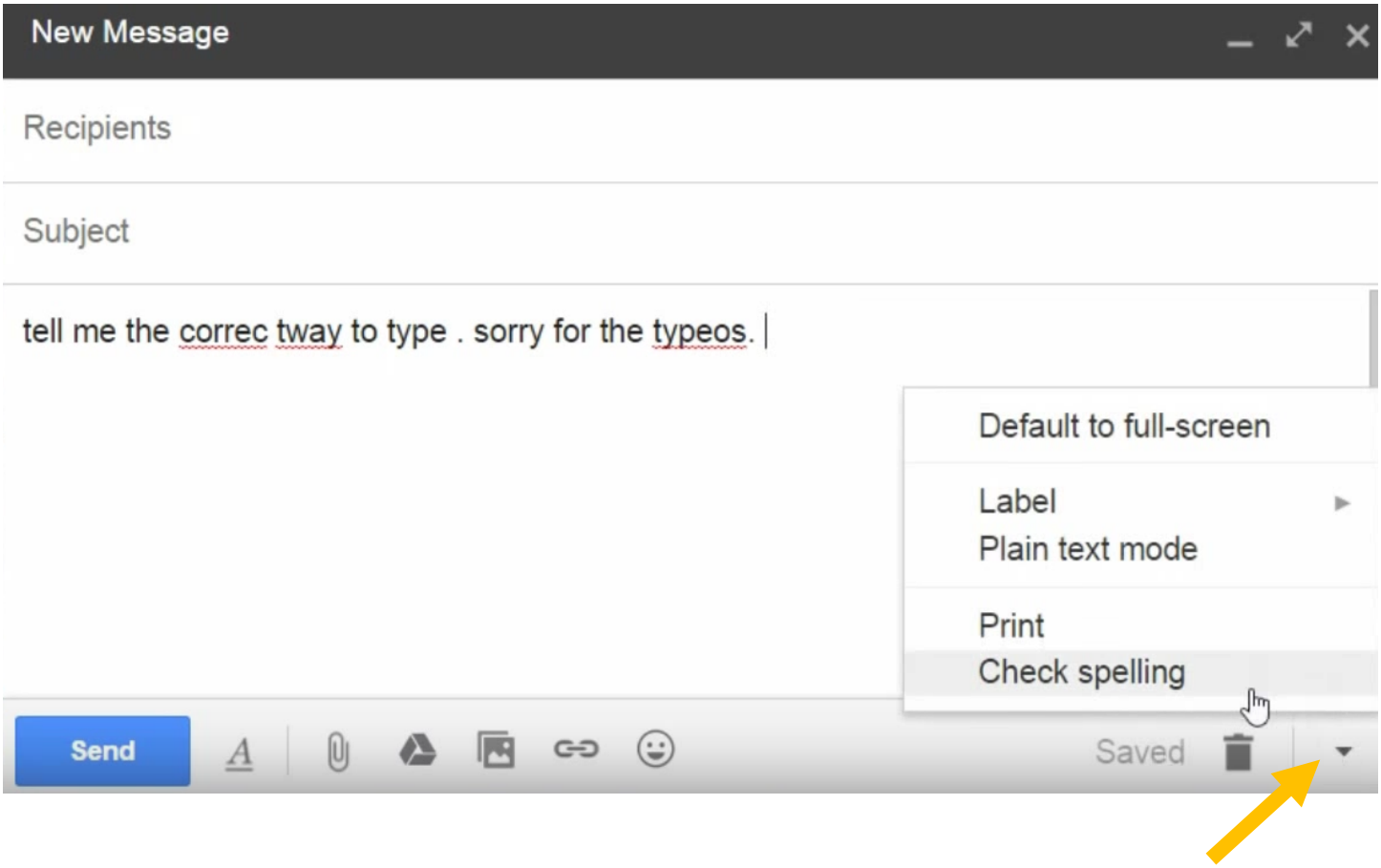
Reminder

Whatever name you give to a canned response (in this example it was “Example Template”), it will be entered into the subject line. Be sure to edit the subject line if needed after inserting the canned response or complete the subject line before using the canned response.

How to check spelling

You can check the spelling of your emails before you send them.

1. On your computer, open Gmail.
2. In the top left, click **Compose**.
3. Write your message.
4. In the bottom right corner, click the Down arrow .
5. Click **Check spelling**.

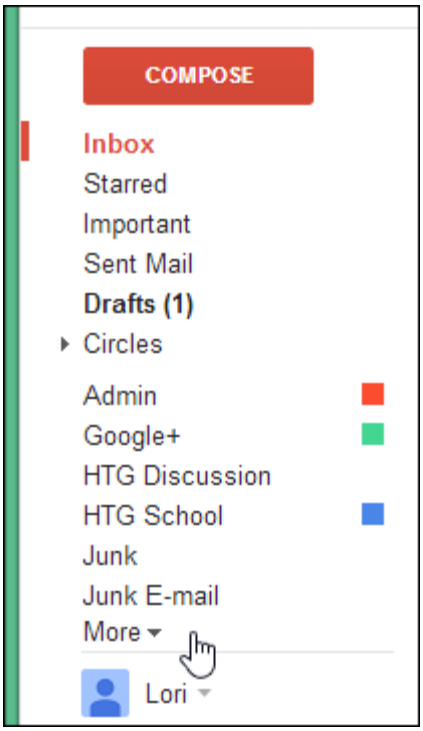


Understanding and using Labels (Gmail's version of Outlook Folders)

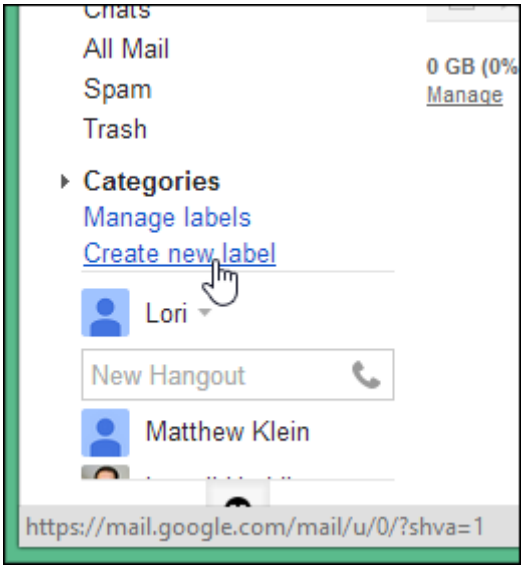
Labels are much like folders in other email clients. The nice thing about labels is that a single email can have multiple labels, so you don't have to copy your message into various folders if it needs more than one category. You can also "move" emails to labels have an empty inbox.

To create a label:

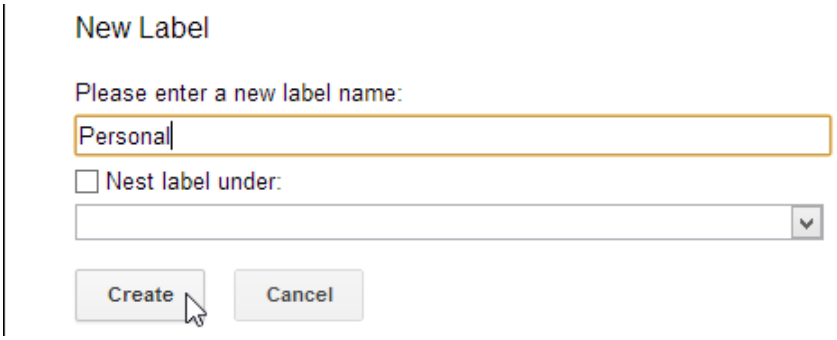
1. To create a new custom label that will be the main folder, click **More** in the list of labels on the left side of the main Gmail screen.



2. When the list expands, click the **Create new label** link.



3. Enter a name for the label in the **Please enter a new label name** edit box on the **New Label** dialog box. Click **Create** to finish creating the new label.



To edit a label:

1. On a computer, open Gmail. You can't edit labels from the Gmail app.
2. On the left side of the page, hover your cursor over your label's name.
3. Click the Down arrow .
4. Click **Edit**.
5. Make changes to your label.
6. Click **Save**.

Delete a label:

1. On a computer, open Gmail. You can't edit labels from the Gmail app.
2. On the left side of the page, hover your cursor over your label's name.
3. Click the Down arrow .
4. Click **Remove label**.

Add a label to a message you receive:

1. Open Gmail.
2. Open a message.
3. At the top, click Label .
4. Add a label, or create a new label to add to the message.
5. Click **Apply**.

Tip: To add a label to multiple messages, select those messages in your inbox, then click Label .

Add a label to a message you are writing:

1. Open Gmail.
2. Click **Compose**.
3. In the bottom right corner, click More options.
4. Click **Label**.
5. Choose a label to add.

Move a message to another label:

1. Open Gmail.
2. Open the email you want to move, or select it in your inbox.
3. Click Move to.
4. Select the label you want to move the email to.

How to Mute or Ignore conversations from group emails

If you're part of a long message conversation that isn't relevant, you can mute the conversation to keep all future additions out of your inbox.

How to mute a conversation:

1. Open Gmail.
2. Open or select the conversation.
3. Click the **More** button above your messages.

4. Select **Mute**.

When you mute a conversation, new messages added to the conversation bypass your inbox so that the conversation stays archived.

Muted conversations will only pop back into your inbox ready for your attention if a new message in the conversation is addressed to you and no one else, or if you're added to the "To" or "Cc" line in a new message.

Any relevant filters you have set up will still be applied to muted messages.

How to find a muted conversation:

If you need to find a muted conversation, or if you accidentally muted a thread, don't worry. Muted messages are not marked as read, and are still searchable. You can type **is:muted** into your Gmail search box to find all muted conversations.

How to unmute a conversation:

If you no longer want a conversation to be muted, there are two ways to unmute it so that future messages will be delivered to your inbox:

Select the conversation, click the **More** button and select **Unmute**.
Click the **X** on the "Muted" label.

Archive a message in Gmail

If you want to clean up your inbox without deleting your emails, you can archive the emails. When you archive an email, it gets moved from your inbox to a label called "All Mail" and isn't deleted. If someone replies to a message you've archived, the message will come back to your inbox.

Archive an email:

1. Open Gmail.
2. Open the message or check the box to the left of it. To archive multiple emails, check the box next to all emails you want to archive.
3. Near the top of the page, click Archive .

Open the “All Mail” label:

The All Mail label is added to every message. If a message has been archived, you can find it by opening the All Mail label.

1. Open Gmail.
2. On the left side of the page, hover your mouse over the label list.
3. At the bottom of the list, click **More**. You may need to scroll down to see it.
4. Click **All Mail**.

Move archived messages back to your inbox:

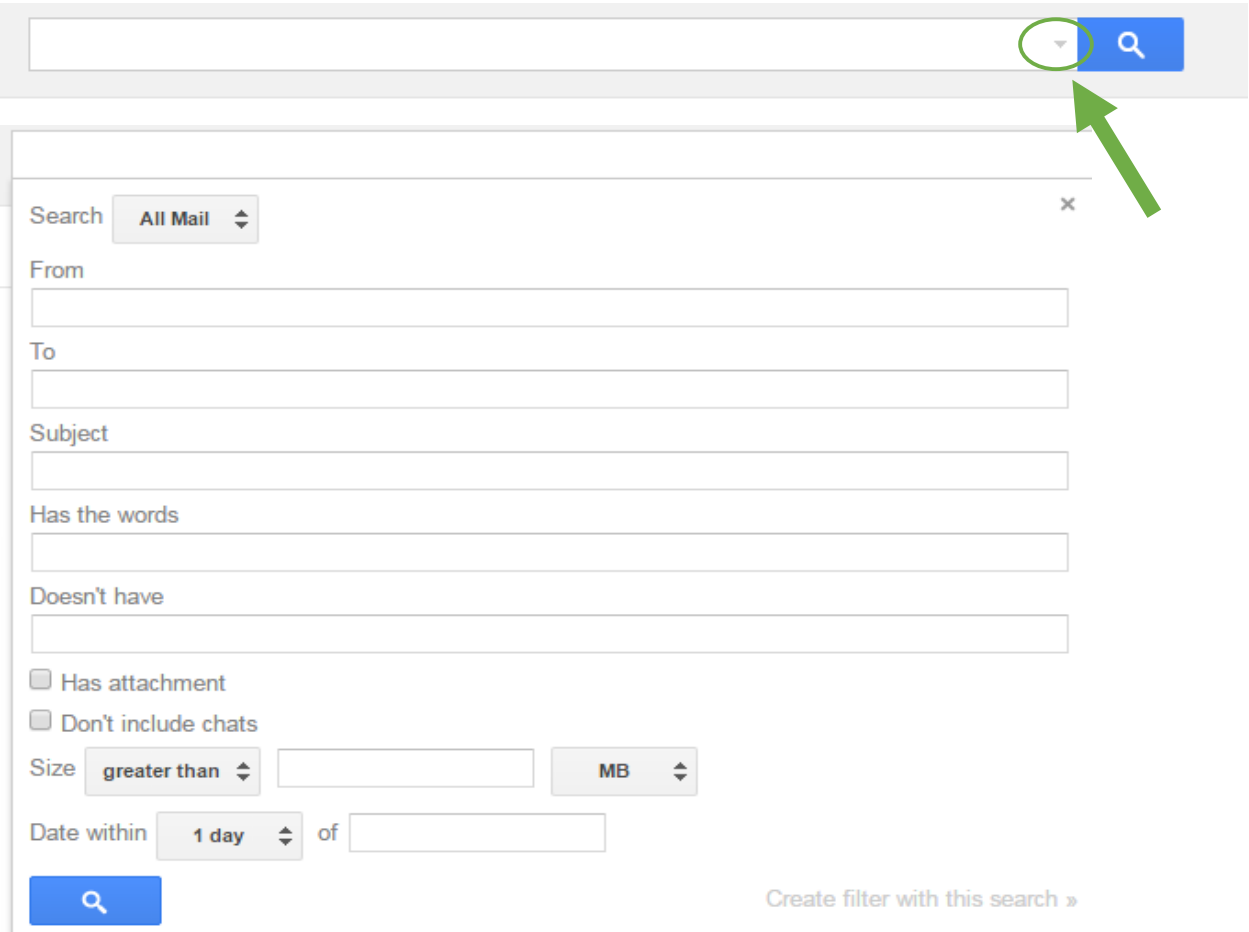
1. Open Gmail.
2. Open an email message.
3. Click **Move to Inbox**.

Sound Notifications for new email

Unfortunately, after some digging it appears that Gmail does not support a sound notification for new emails as Outlook did. You can, however, download a web browser add on through Google Chrome (https://chrome.google.com/webstore/category/extensions) or Firefox (https://addons.mozilla.org/en-US/firefox/) for this feature**. Be sure to read product reviews because add-ons are not always developed by Google or Firefox, and sometimes are more trouble than they are worth.**

Searching for Emails

To search for emails you simply enter or name or word into the search bar. You can also click on the drop down arrow to enter parameters for a detailed search.



Recall an email with Undo Send

If you turn "Undo Send" on, you can retract a message right after you sent it.

First, turn on Undo Send

1. On your computer, open Gmail.
2. In the top right, click Settings .
3. Click **Settings**.
4. In the "Undo Send" section, check the box next to "Enable Undo Send."
5. In the "Send cancellation period" section, set the amount of time you want to decide if you want to unsend an email.
6. At the bottom of the page, click **Save Changes**.

Undo sending your message

After you turn on Undo Send, you can cancel sending an email.

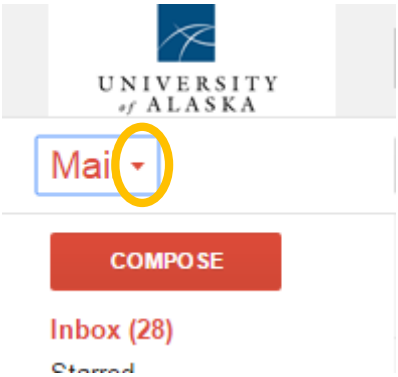
1. After you send a message, you'll see the message "Your message has been sent" and the option to Undo or View message.
2. Click **Undo**.

Creating Contacts

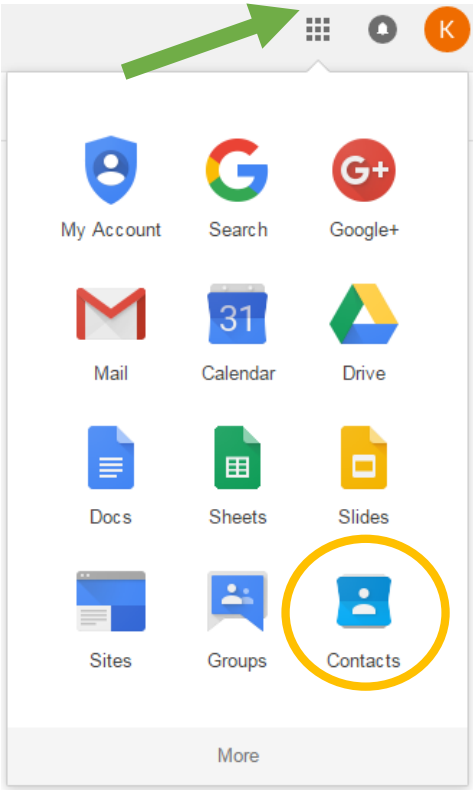
There a few ways to save a contact.

How to enter a contact:

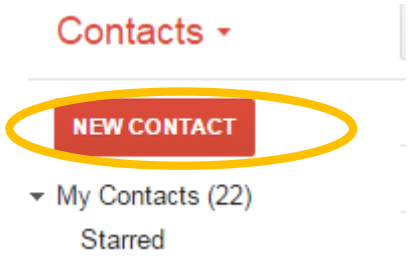
1. Click on the Mail dropdown arrow



OR 1. Click the Waffle icon in the upper right Corner and choose Contacts.

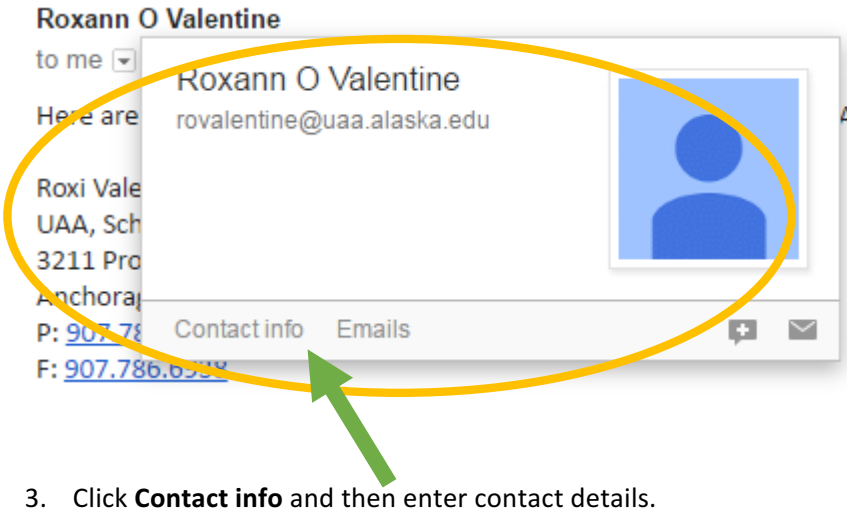


2. From the dropdown choose **Contacts.**
3. Click **New Contact** to add Contact details.



How to enter a contact from an email:

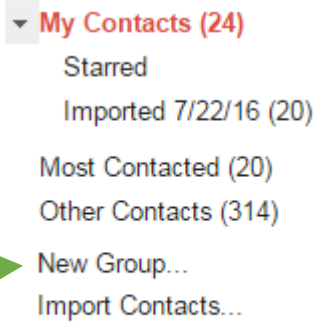
1. Hover over the name of the sender with the cursor.
2. A new window should appear. See below.



3. Click **Contact info** and then enter contact details.
4. *Note:* If you click **Emails** next to **Contact Info** all emails from the contact will then appear in your inbox.

Creating contact groups

How to create a contact group:



1. Go to Google Contacts.
2. On the left, click **New group**.
3. Type a new group name.
4. Click **OK**.

Add a contact to a group:

1. Go to Google Contacts.
2. Next to the contact's name, check the box.
3. At the top, click Group .

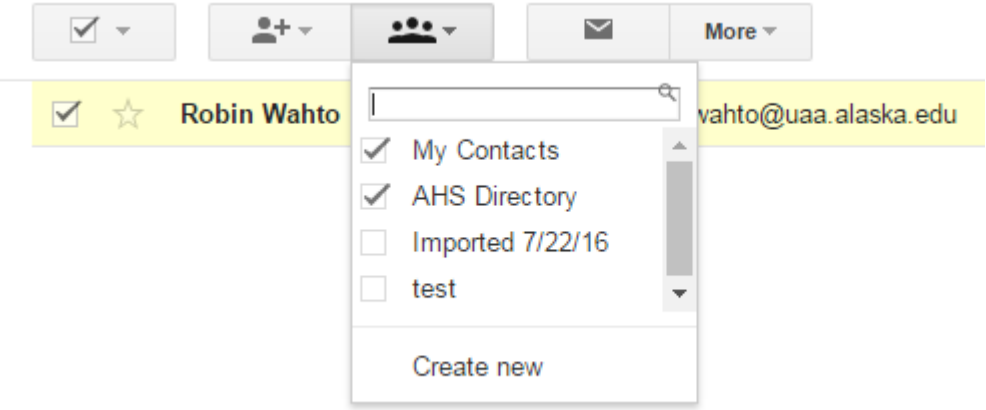
4. Check the groups you want to add your contact to.

Remove a contact from a group:

1. Go to Google Contacts.
2. On the left under **My Contacts**, click a group.
3. Next to the contact name you want to remove, check the box.
4. At the top, click Group .
5. A checked box will be next to any group the contact is in. To remove a contact from a group, uncheck the group.
6. Click **Apply**.

Important Note about deleting contacts:

Remember that **My Contacts** is the main hub of all your contacts. The contact Robin Wahto, in the image below, is checked for both **My Contacts** and **AHS Directory**. If **My Contacts** is unchecked and only **AHS Directory** is checked, Robin Wahto is then only saved in **AHS Directory**. If the AHS Directory group is deleted, the contact Robin Wahto is deleted entirely, including from **My Contacts**. So, long story short all contacts should be checked (saved) in **My Contacts**.



Rename a group

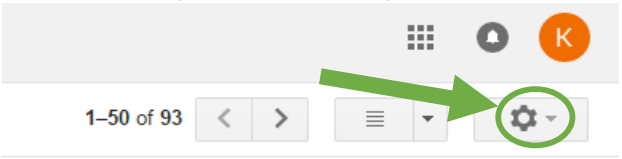
1. Go to Google Contacts.
2. On the left under **My Contacts**, click a group.
3. At the top, click **More** > **Rename group**.
4. Type a new group name.
5. Click **OK**.

Delete a group

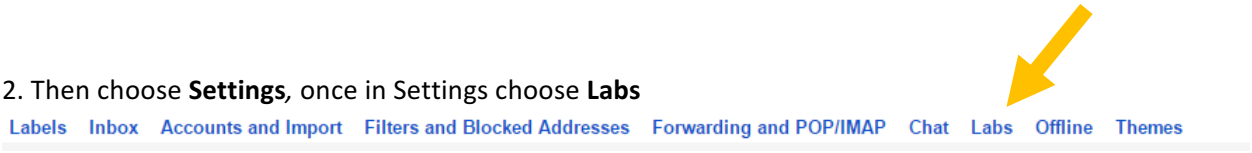
1. Go to Google Contacts.
2. On the left under **My Contacts**, click a group.
3. At the top, click **More** > **Delete group**.
4. Click **OK**.

Adding the Google Calendar widget to your Email inbox

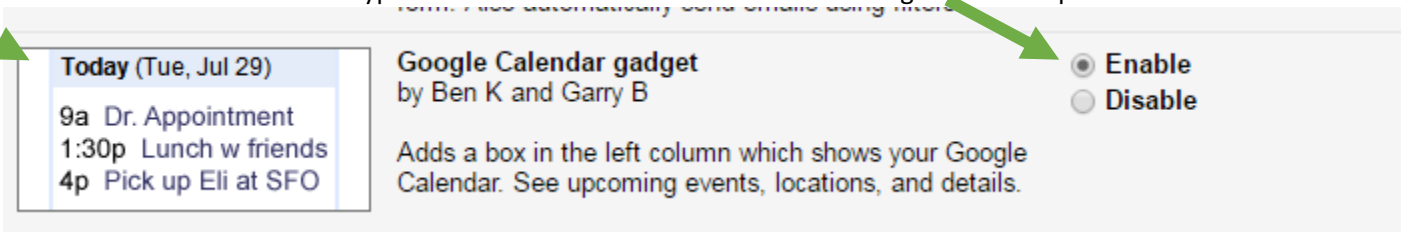
1. Click on the gear icon in the right hand corner of Gmail



2. Then choose **Settings**, once in Settings choose **Labs**



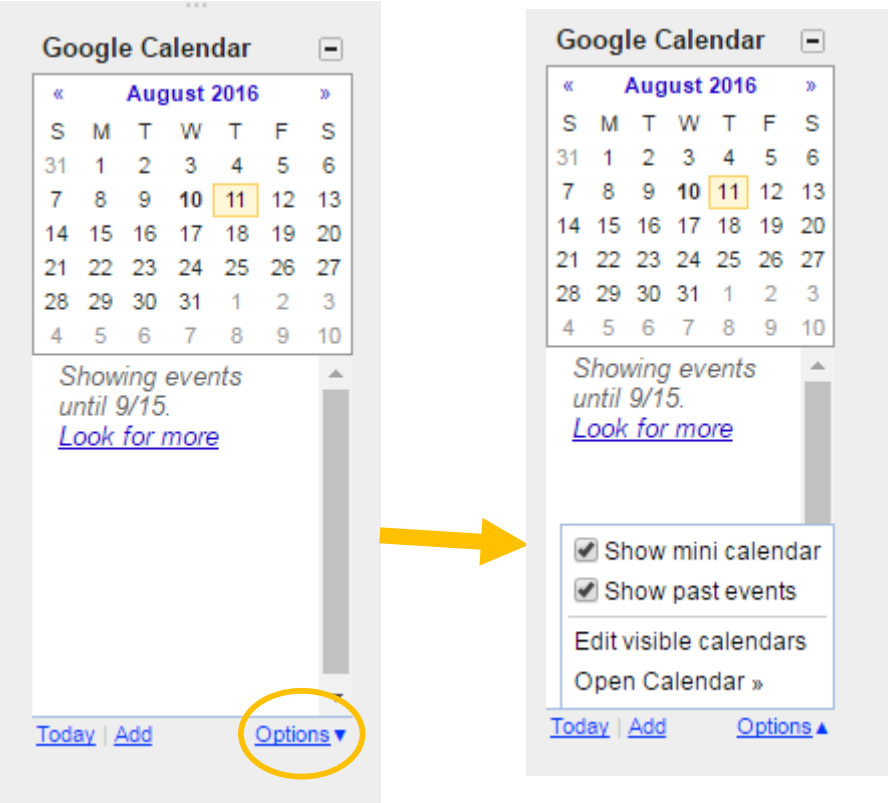
3. In the **Search for a lab** box type in *Calendar.* You should then see the image and description below.



4. Choose **Enable**

5. Click **Save Changes.**

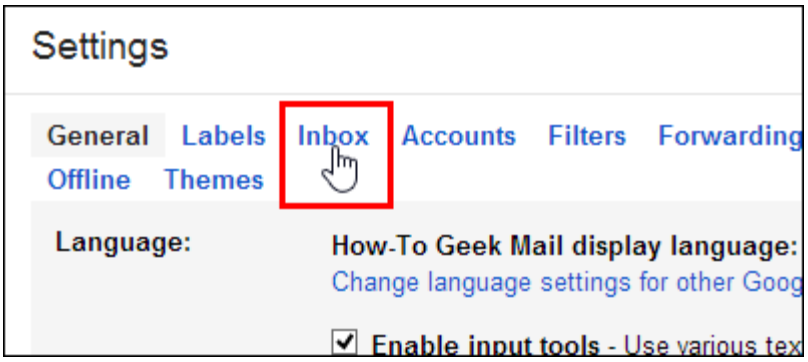
6. You can change the calendar to always show a mini calendar in addition to showing the current day's events. To do that Click **Options** and the check **Show mini calendar**. See images below.



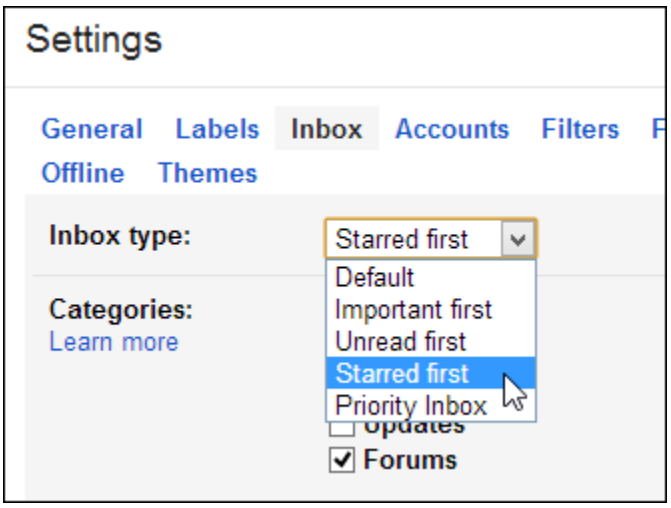
Changing your Inbox Type (e.g. separating emails between Read and Unread Messages)

Inbox styles allow you to organize your Gmail inbox in the way that suits you best. You can organize your inbox into sections such as “Unread,” “Starred,” and “Important.”

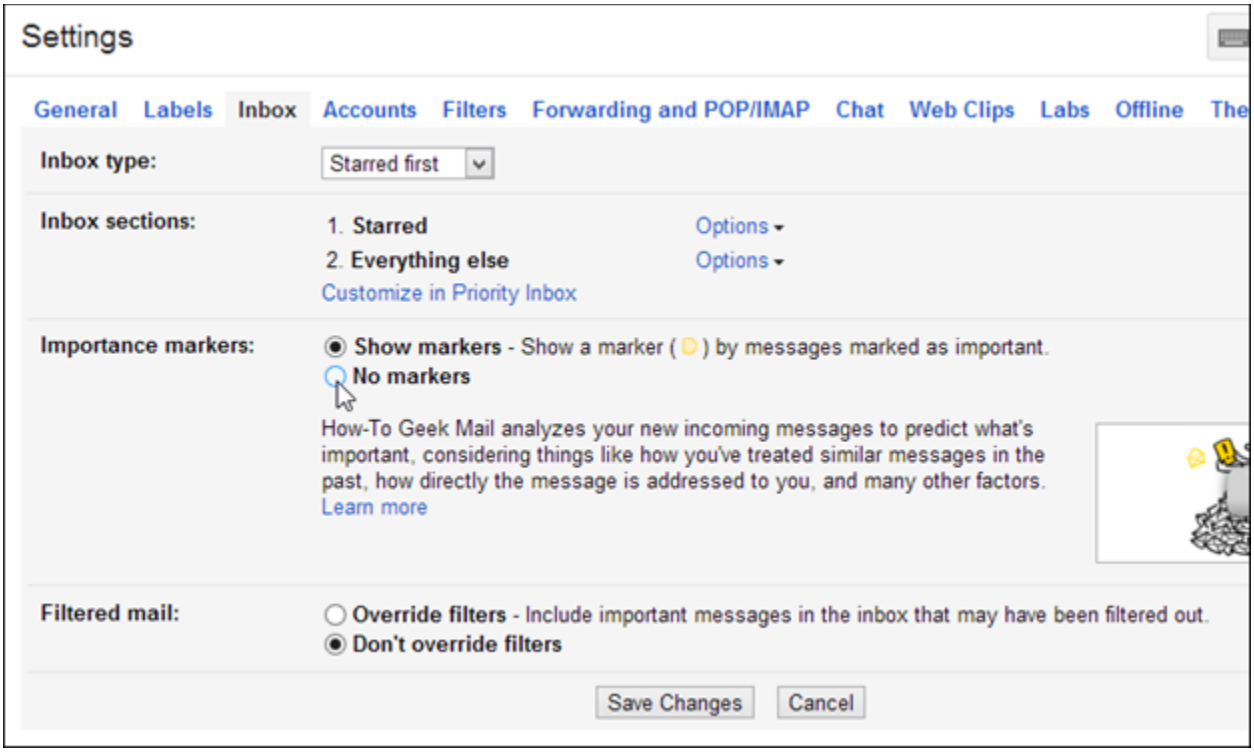
To change to a different inbox style, open the **Settings** screen and click the **Inbox** tab.



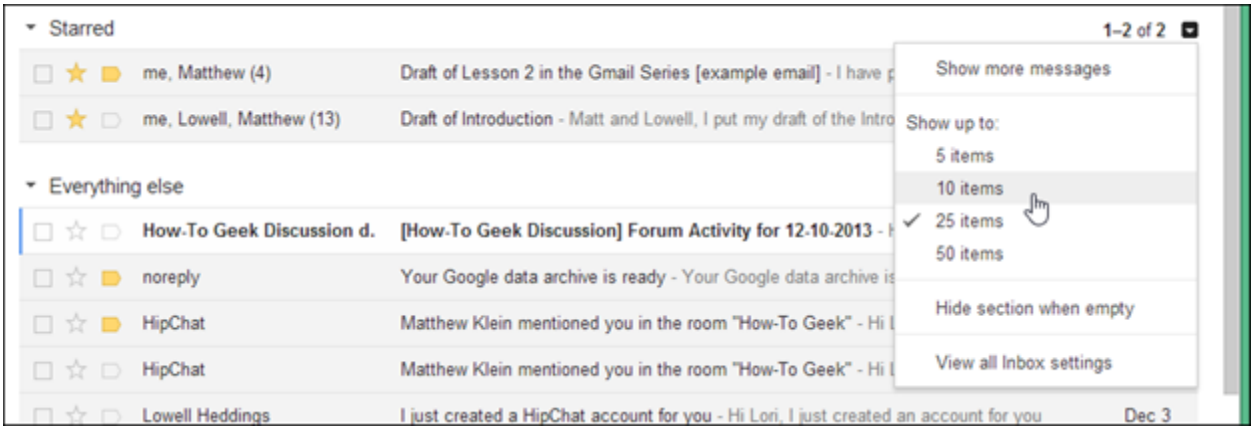
In the **Inbox type** section, select the type of inbox you want to use from the drop-down list.



Each type of inbox has its own settings. Once you select the **Inbox type**, the settings for that type display below the **Inbox type** selection. Make your changes to the settings and click **Save Changes.**



You can also quickly change some of the inbox style settings right in your inbox clicking the down arrow that's located at the far right of each section heading.

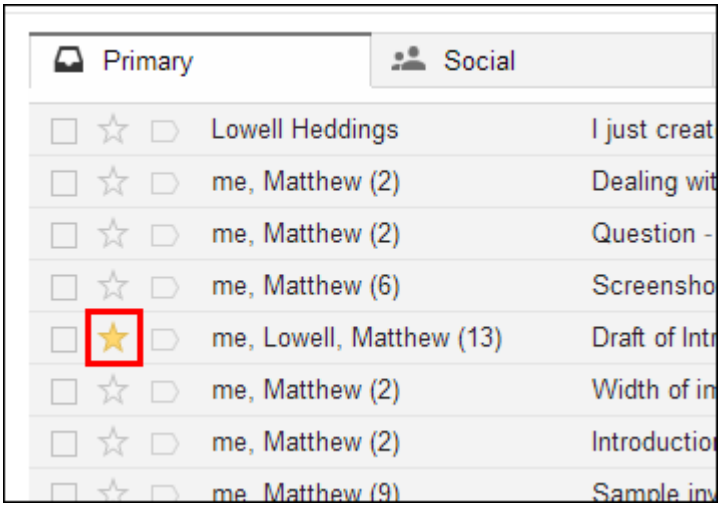


Feel free to experiment with the different inbox styles to see what works best for you. You can always switch back to the default if you change your mind.

Keeping Track of Important Emails Using the Star System

Gmail's star system allows you to mark your most important emails so you can easily find them later. By default, starred messages are labeled with a yellow star, but you can add other color and types of stars.

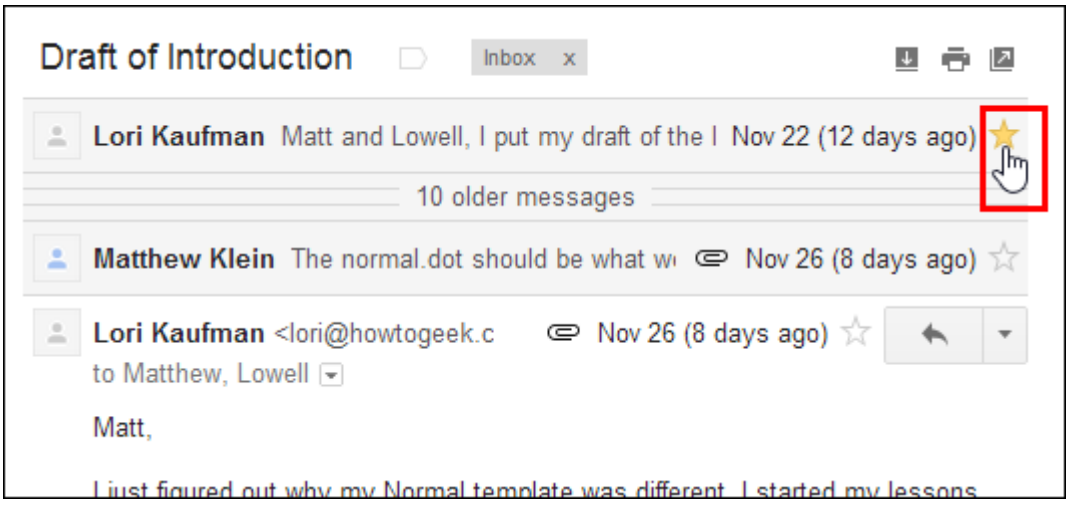
Stars display to the left of the sender's name in your inbox.



Add a Star to a Message

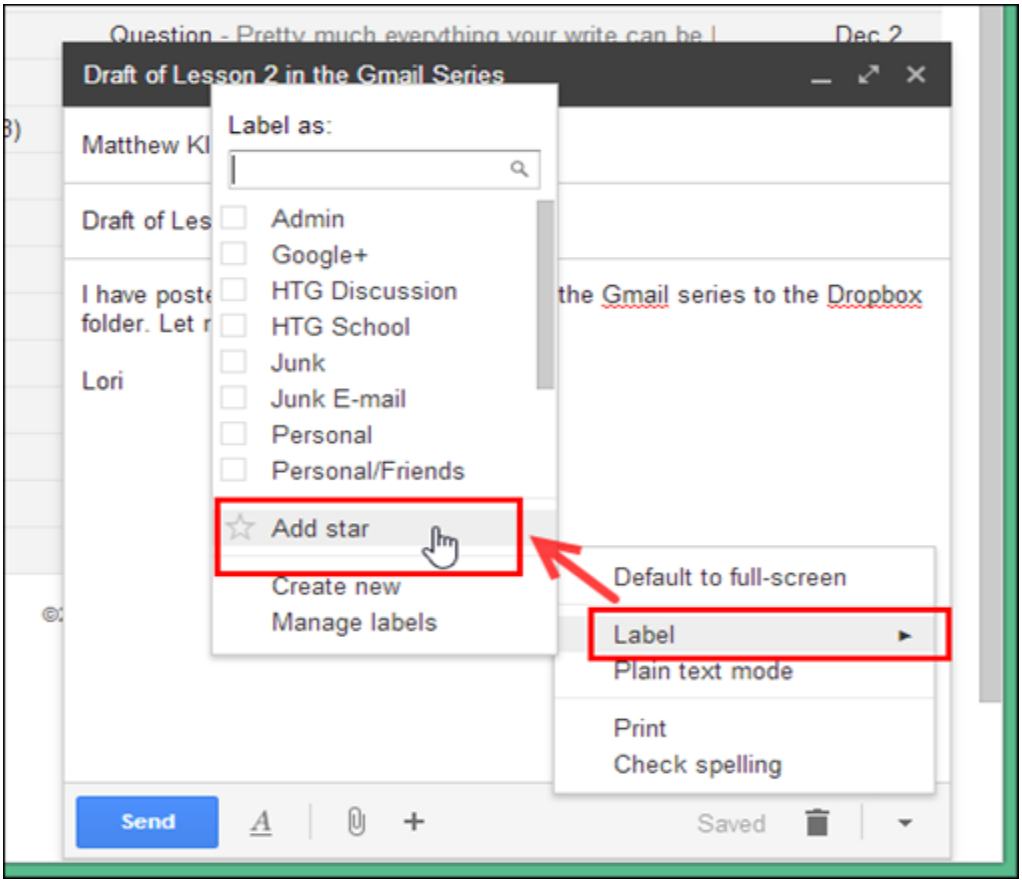
To add a star to a message in your inbox, click the star icon next to the sender's name, as pictured above.

You can also add a star to a message while it's open. To do this, click the star icon in the upper-right corner of the message to the right of the date. In conversations, it will be to the right of the first message at the top of the conversation.



To add a star to a message you are composing, click the “More options” arrow in the lower-right corner of the “Compose” window.

Move your mouse over the “Label” option and then select “Add star” from the submenu.



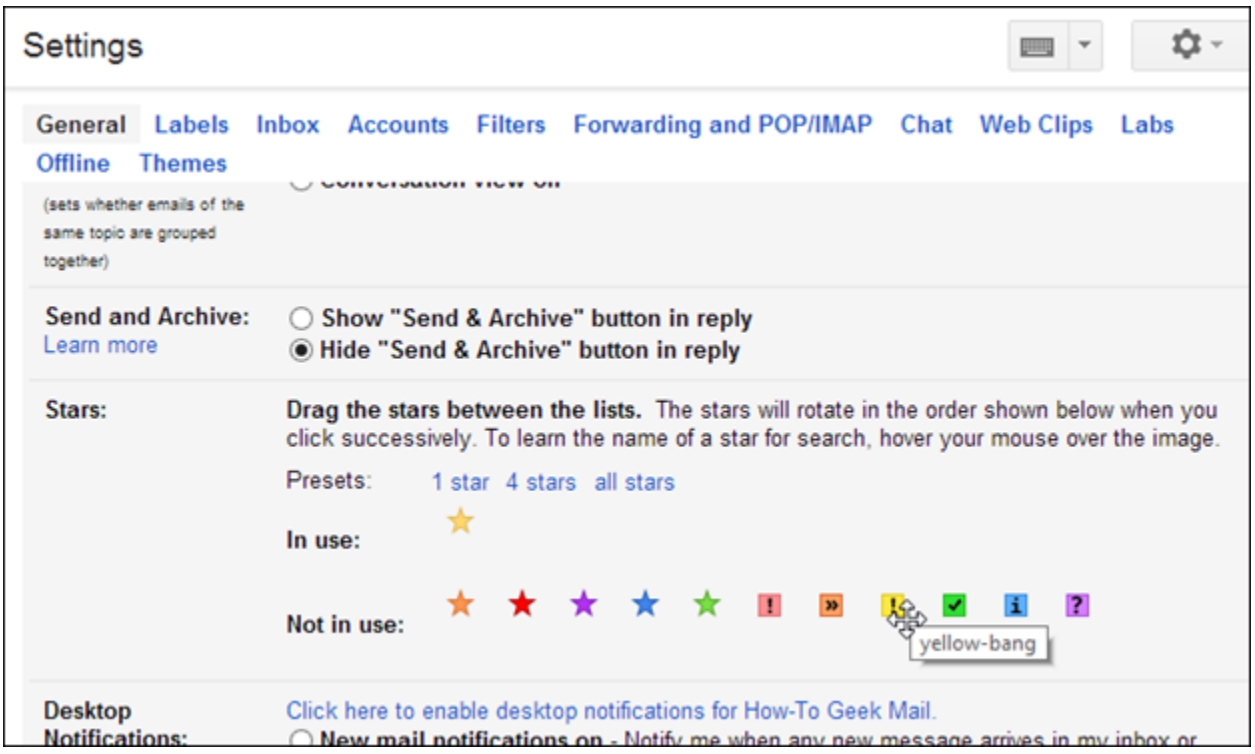
In your “Sent Mail” label, the message you sent is starred.

Use Multiple Star Designs on Your Messages

Gmail allows you to use multiple colors and types of “stars” to differentiate messages from one another.

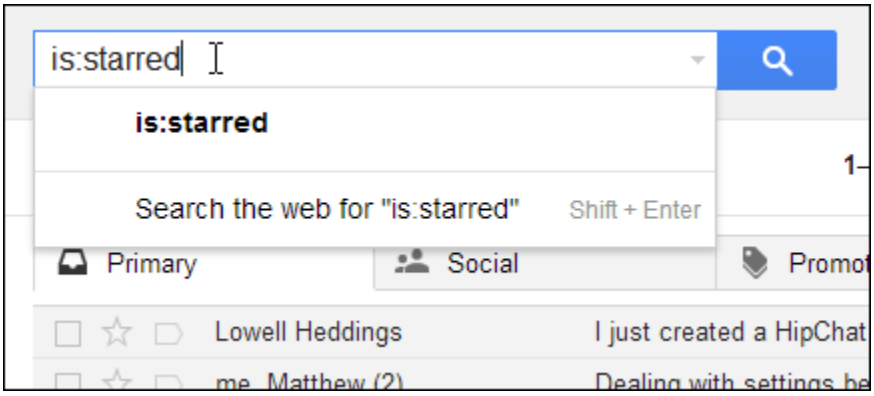
This feature is useful if you want to mark multiple messages with varying levels of importance. For example, you might use a purple star for messages you want to read again and a red exclamation point for messages you need to follow up on.

Click the “Settings” button and select “Settings” from the drop-down menu. On the “General” tab, scroll down to the “Stars” section. Drag icons from the “Not in use” section to the “In use” section to add different types of stars. If you have more than one type of star in use, clicking the star icon next to an email message cycles through all the stars in use. If you star a message while it’s open, only the first star type is applied.



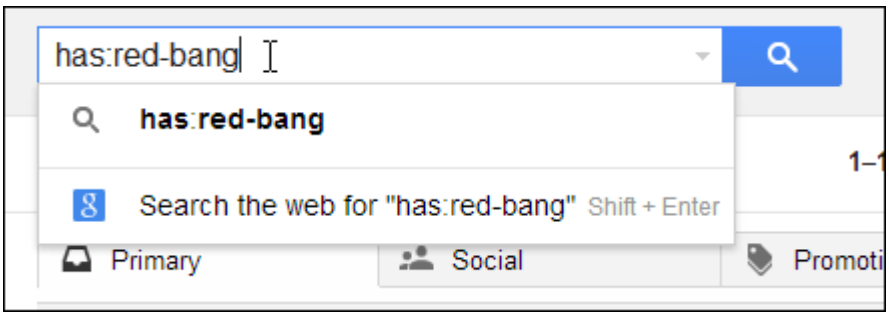
Find Starred Messages

To see all your starred messages, click the "Starred" label on the left side of the main Gmail window. You can also search for starred messages by typing "is:starred" in the "Search" box.

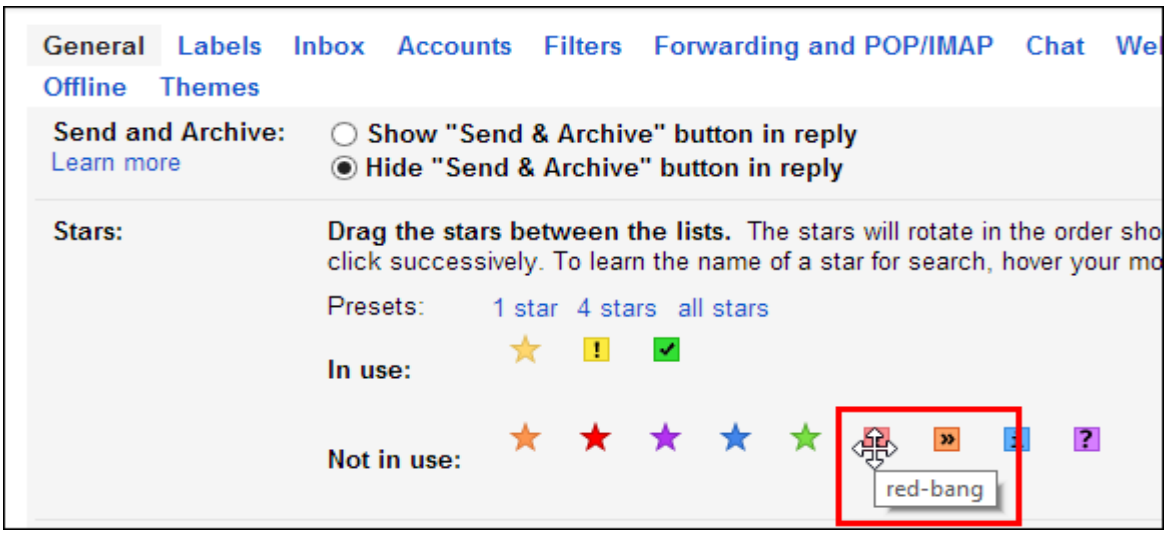


Find Messages with a Particular Type of Star

If you've used several different types of stars to mark your messages, you can search for a particular type of star. To do this, search using "has:" with the star's name (e.g., "has:red-bang").



To find out the name of a particular star, access the "General" tab on the "Settings" screen and hover your mouse over the desired star type. The name of the star displays in a popup.

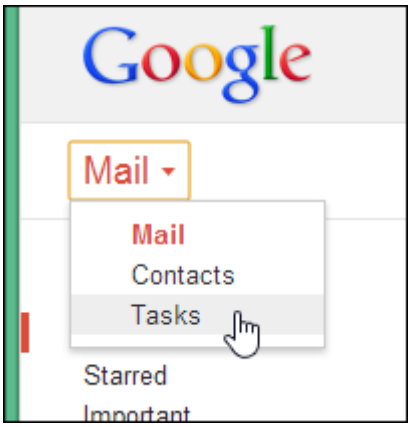


There is also a list of star names in the Advanced search help topic in Gmail's help.

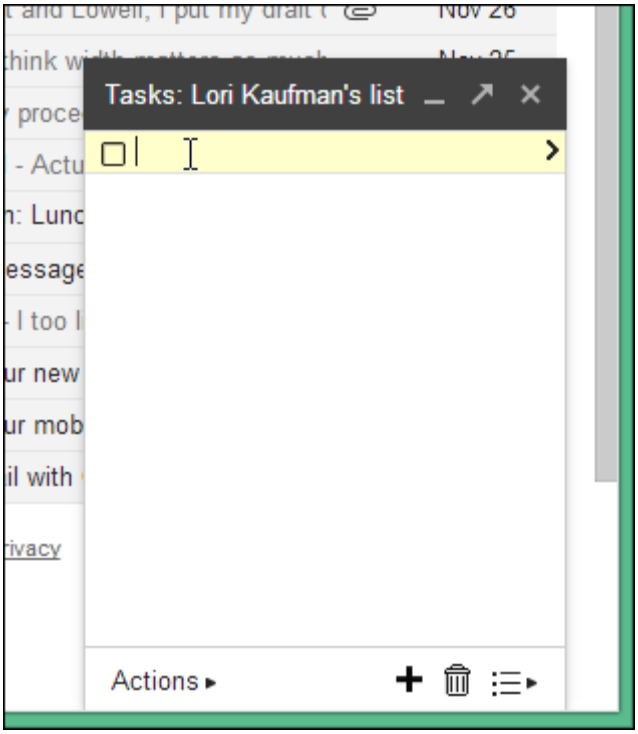
Using Google Tasks

Add a Task

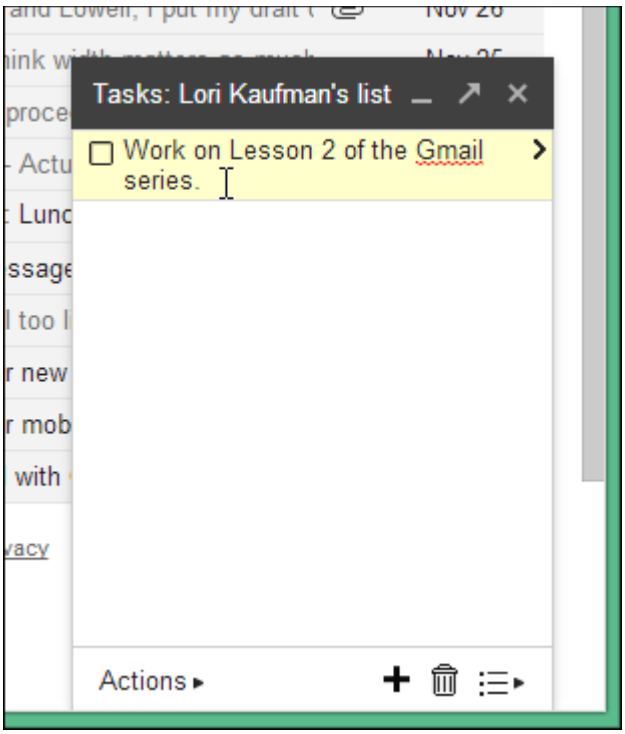
To add a task in in your Gmail account using Google Tasks, click the down arrow on the “Mail” menu in the upper-left corner of the Gmail window and select “Tasks.”



The “Tasks” window displays in the bottom-right corner of the Gmail window. Notice that the cursor is blinking in the first blank task. If the cursor is not blinking in the first empty task, move the mouse over it and click in it.



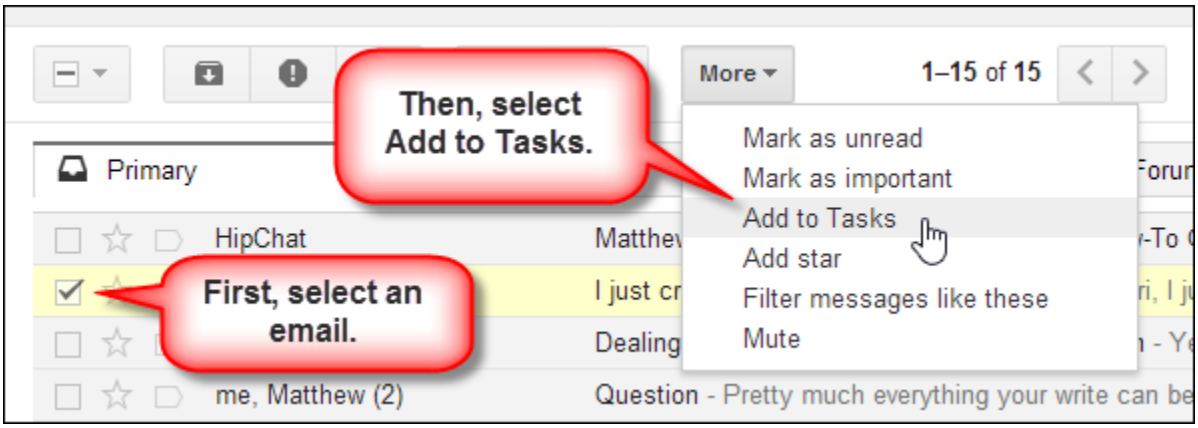
Then type directly in the first blank task.



Once you've added a task, you can click the plus icon to create additional tasks. Pressing return after entering a task also creates a new task directly below it.

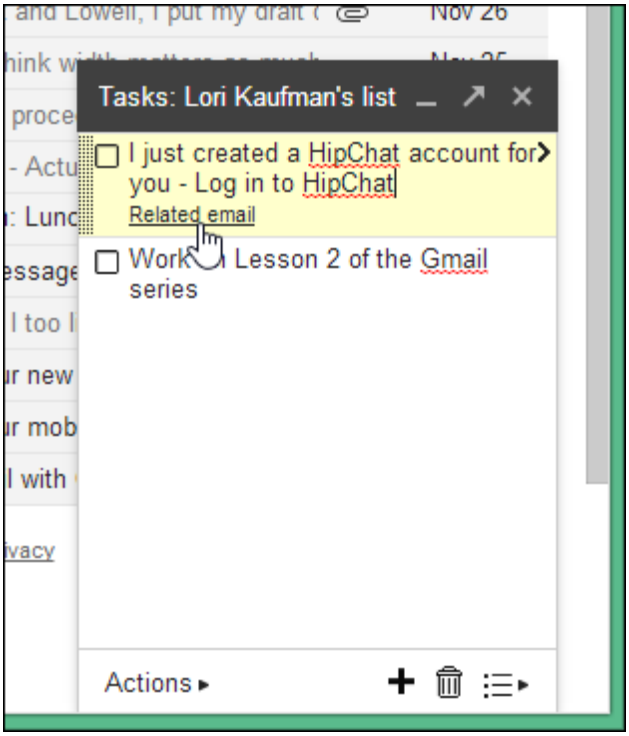
Create a Task from an Email

You can also easily create a task from an email. Select the email you want to add as a task. Click the "More" action button and select "Add to Tasks" from the drop-down menu.



Gmail automatically adds a new task using the subject line of the email. A link to the "Related email" is also added to the task. Clicking the link opens the email behind the "Tasks" window.

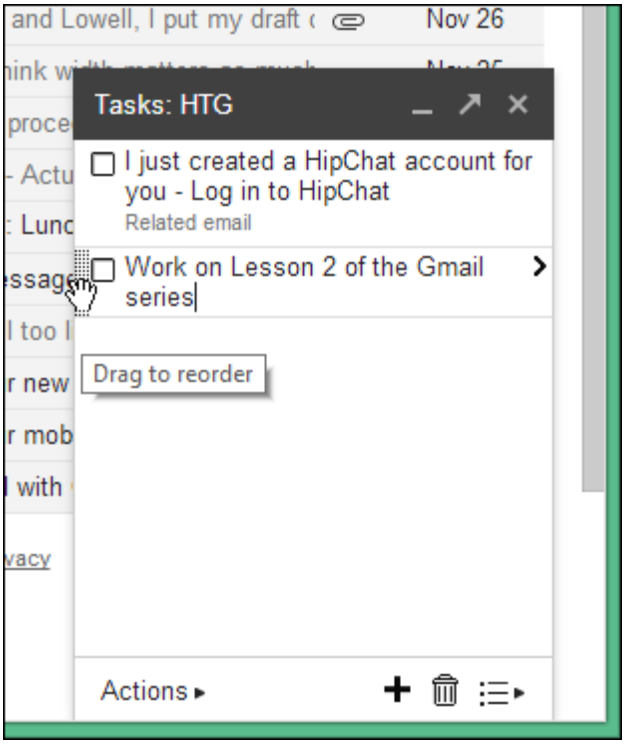
You can also add additional text to the task or change the text input by Gmail simply by clicking in the task and typing or highlighting text and replacing it.



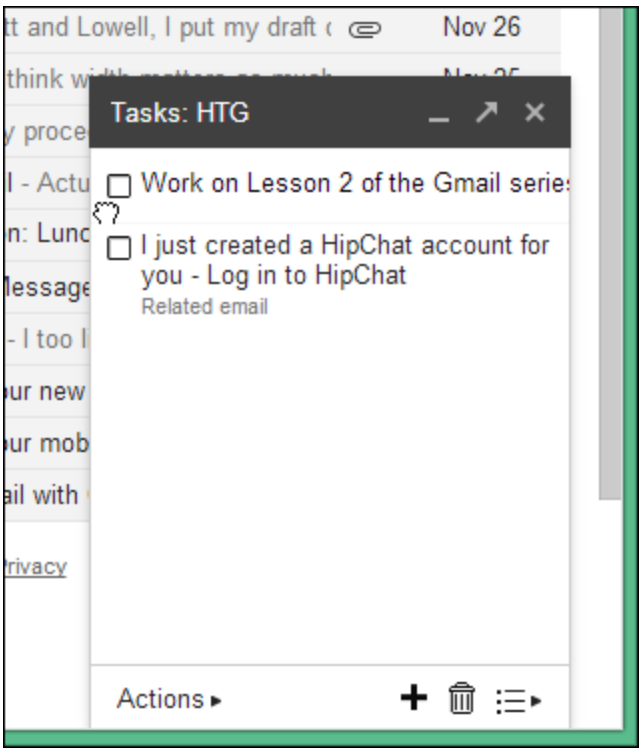
Notice that the "Tasks" window stays open even as you navigate through your email in the background. Use the "X" button in the upper-right corner of the "Tasks" window to close it.

Reorder Tasks

Tasks can be easily reordered. Simply move your mouse over the task on the far left side until you see a dotted border.

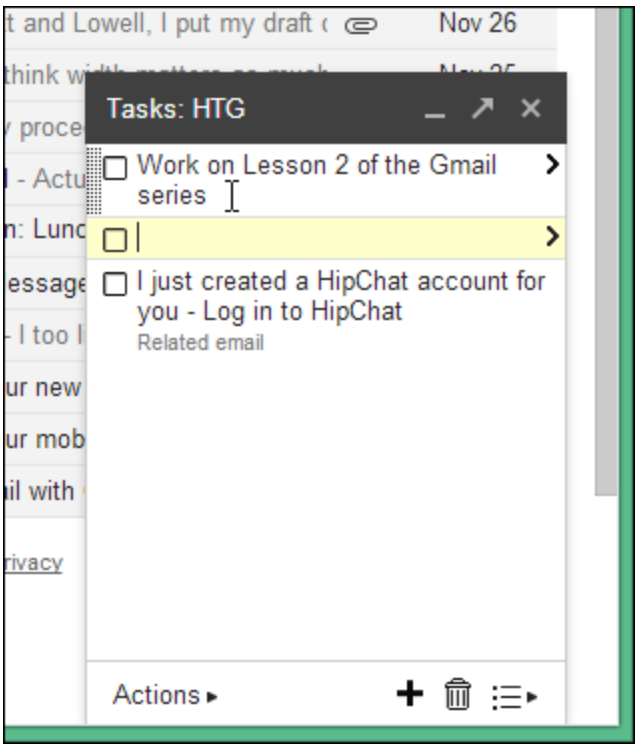


Click and drag that border up or down to move the task to a different position in the list.



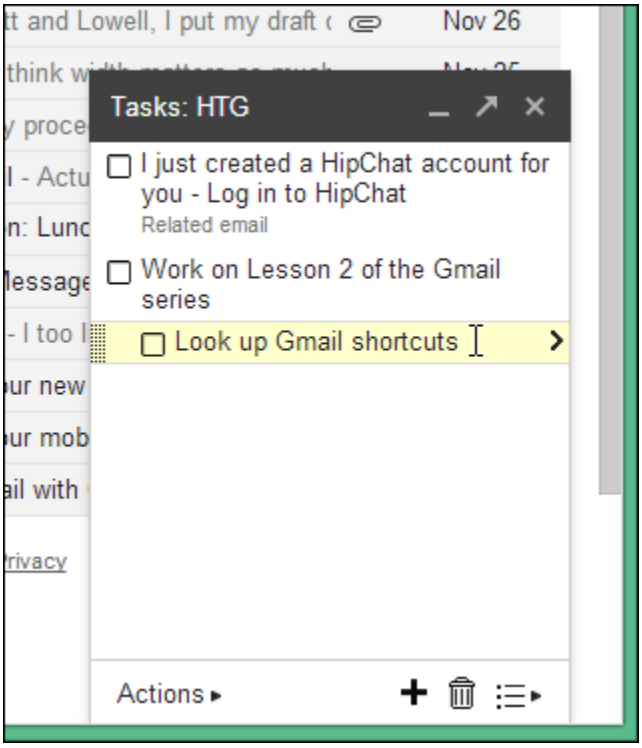
Add Tasks to the Middle of Your Task List

You can also order your tasks by inserting new tasks into the middle of the list. If you put the cursor at the end of a task and press “Enter,” a new task is added after that task. If you press “Enter” with the cursor at the beginning of a task, a new task is inserted before that task.



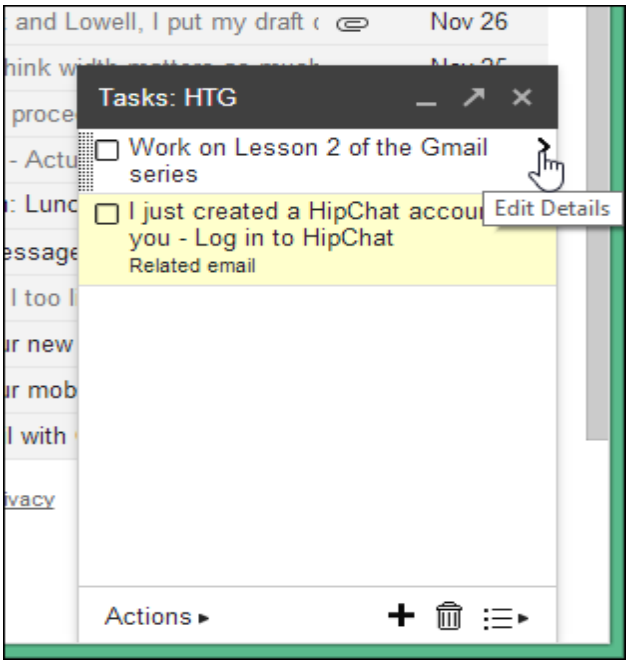
Create Subtasks

If one of your tasks has subtasks, you can easily add these subtasks to the task. Add the subtask under a task and then press “Tab” to indent it. Press “Shift + Tab” to move a task back to the left.

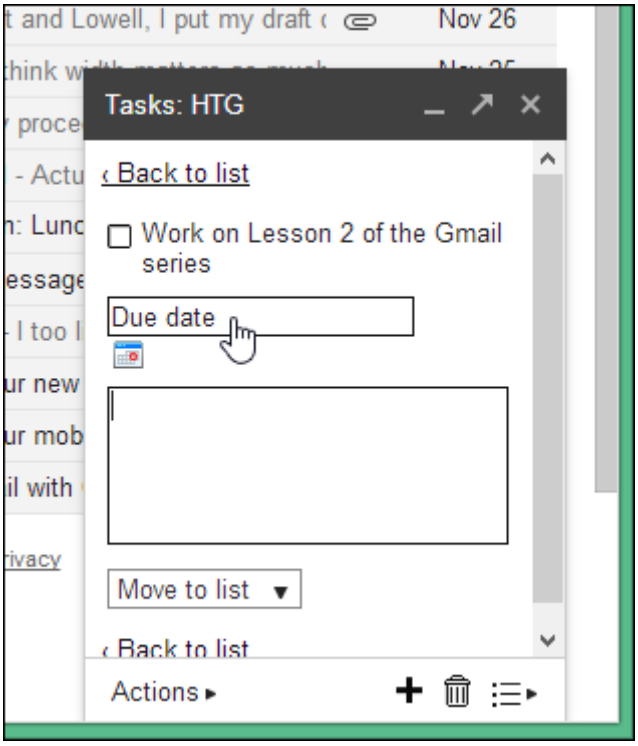


Add Details to a Task

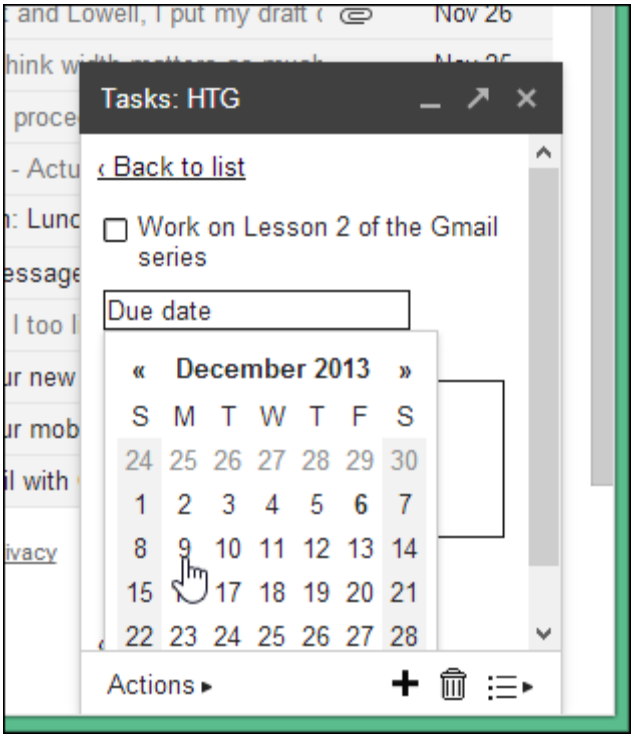
Sometimes you might want to simply add notes or details to a task without creating subtasks. To do this, move your mouse over a task until an arrow displays to the right of the task. Click on the arrow.



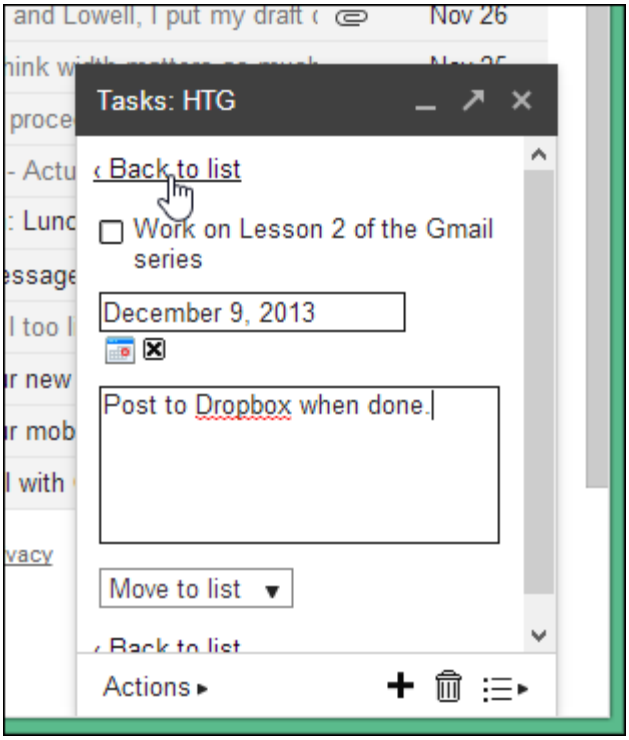
A window displays allowing you to select a due date for the task and to enter notes. To select a due date, click the “Due date” box.



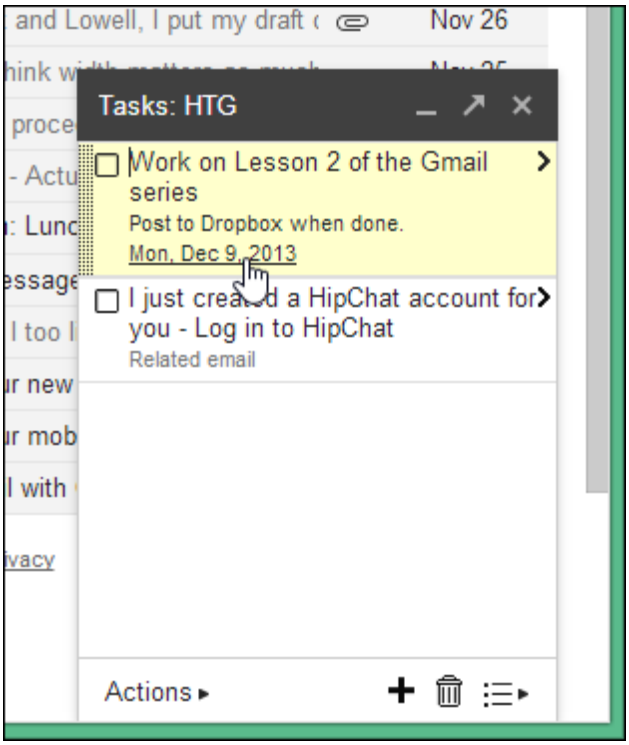
A calendar displays. Click a date to specify a due date for the task. Use the arrows next to the month to move to different months.



The date is inserted into the “Due date” box. To add notes to the task, type them in the edit box below the “Due date” box. When you are done, click “Back to list.”

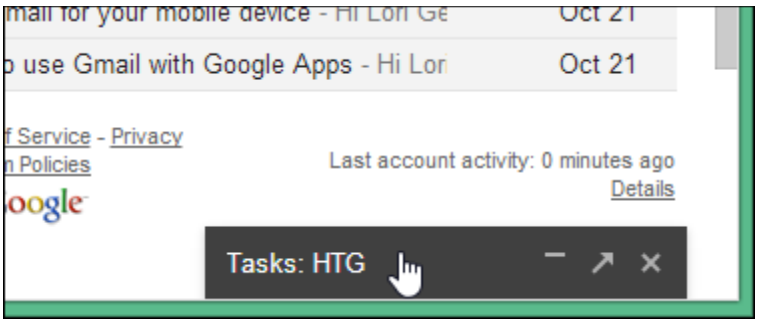


The note and due date display on the task as links. Clicking on either link allows you to edit that part of the task.



Minimize the Tasks Window

When you move your mouse over the title bar of the “Tasks” window, it become a hand. Clicking the title bar minimizes the “Tasks” window.

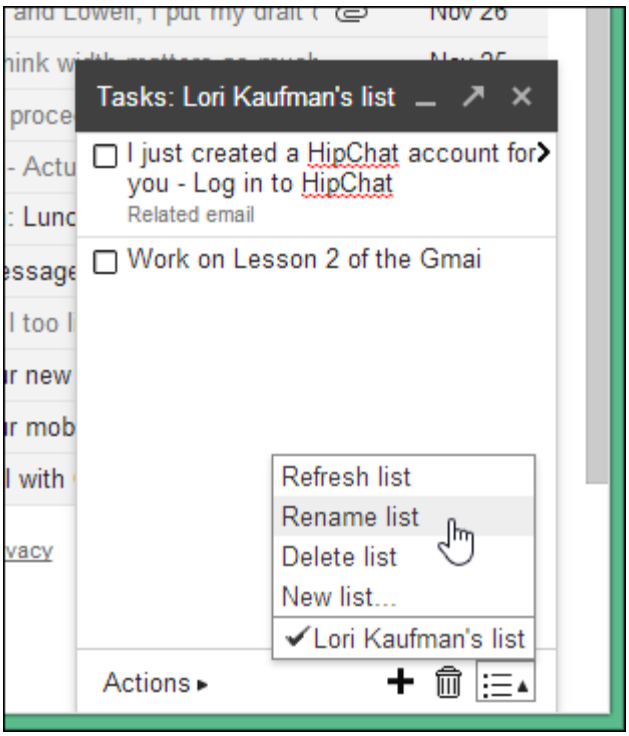


Clicking the title bar again opens the “Tasks” window.

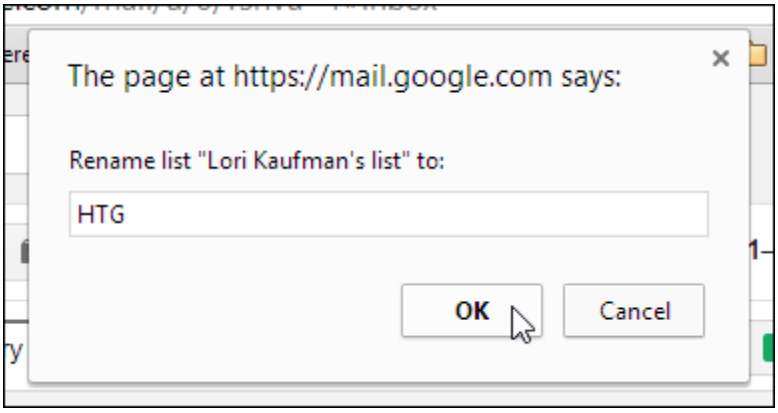
Rename a Task List

By default, your task list is titled with the name of your Gmail account. However, you can change this. For example, maybe you want separate tasks lists for work and personal.

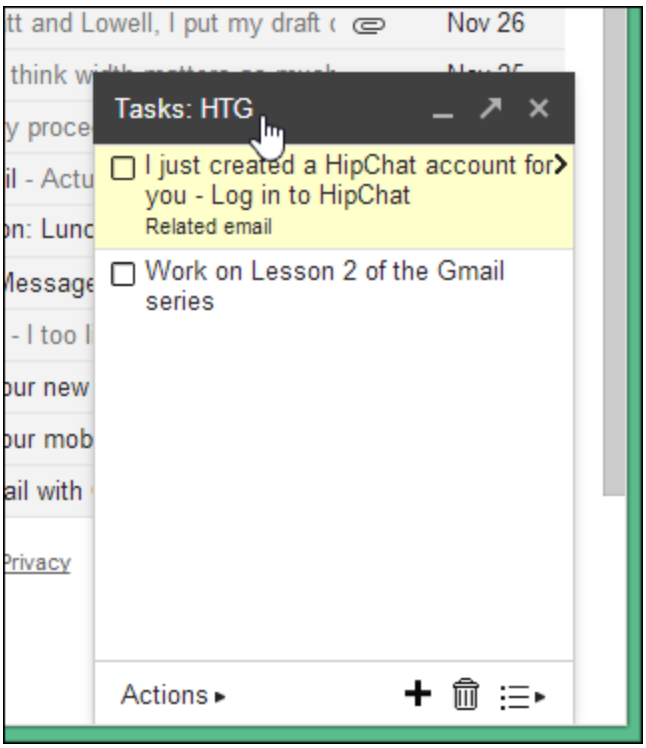
To rename a task list, click the “Switch list” icon in the lower-right corner of the “Tasks” window and select “Rename list” from the popup menu.



Enter a new name for the current task list in the “Rename list” to edit box on the dialog box that displays. Click “OK.”

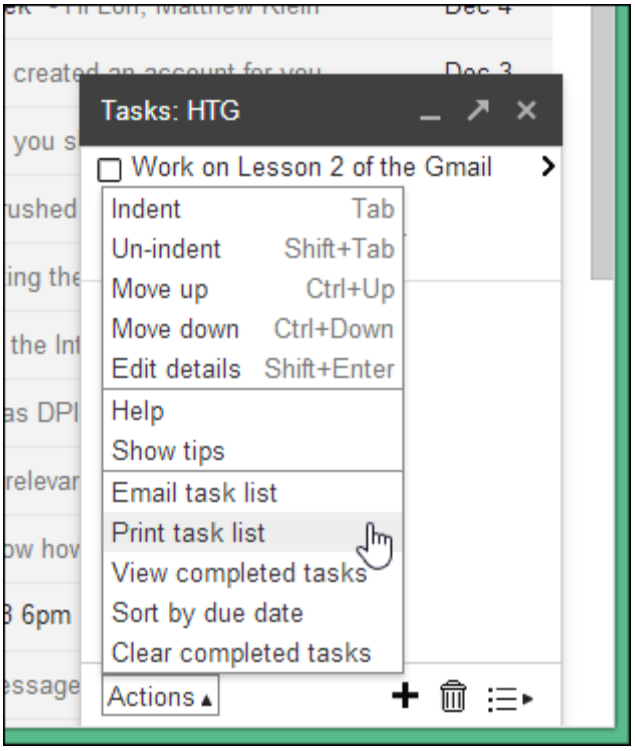


The new name displays in the title bar of the “Tasks” window.



Print or Email a Task List

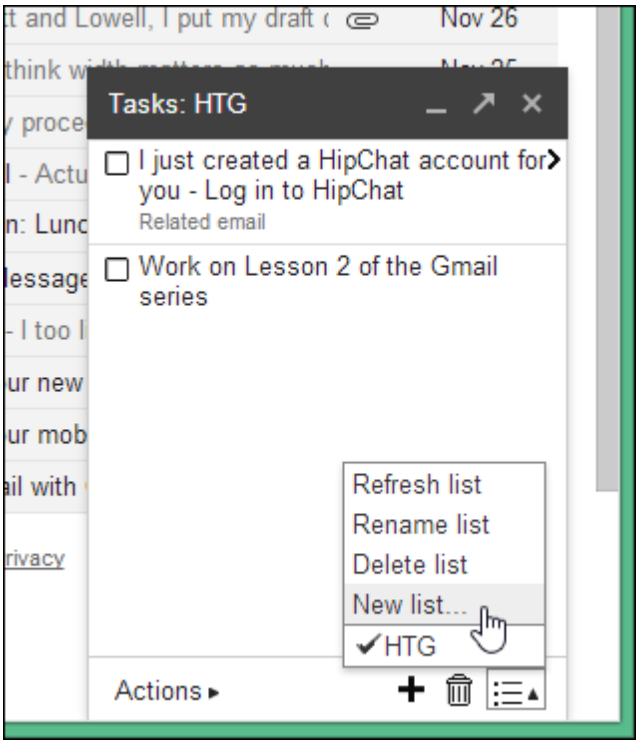
You can print a task list by clicking “Actions” and selecting “Print task list” from the popup menu.



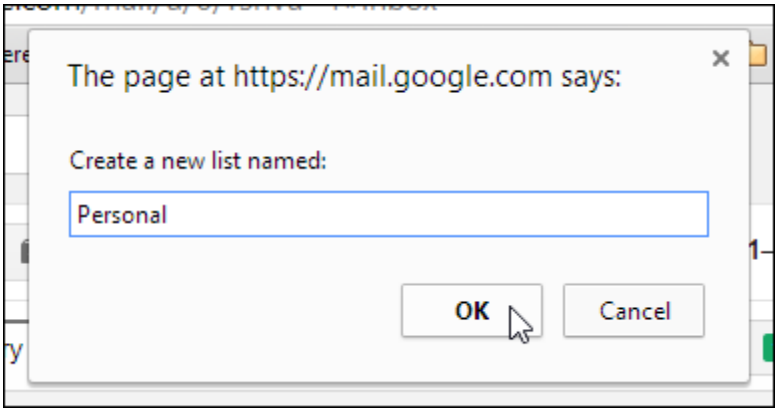
You can email a task list to yourself or to someone else using the “Email task list” option on the “Actions” popup menu, pictured above.

Create Additional Task Lists

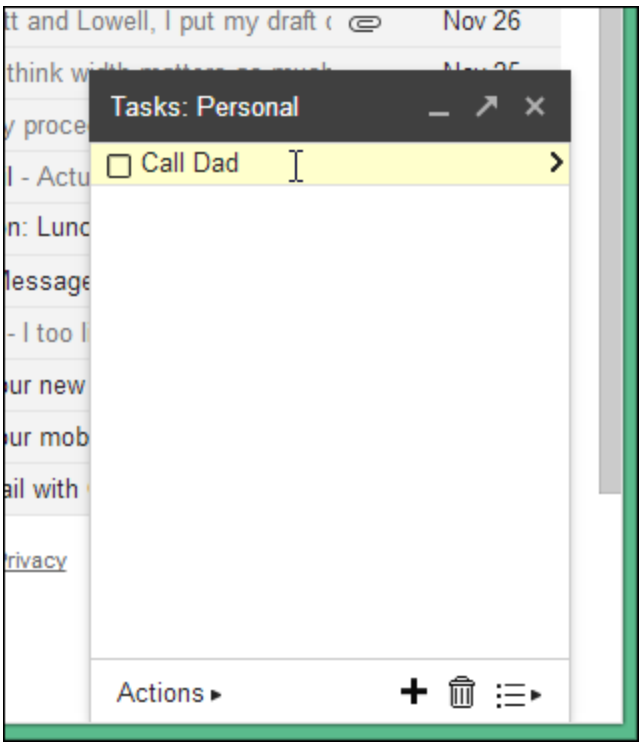
Now that you’ve renamed your initial task list, you can add another one for a different use, such as for personal tasks. To do this, click the “Switch list” icon again and select “New list” from the popup menu.



Enter a name for the new list in the “Create a new list named” edit box on the dialog box that displays, then click “OK.”

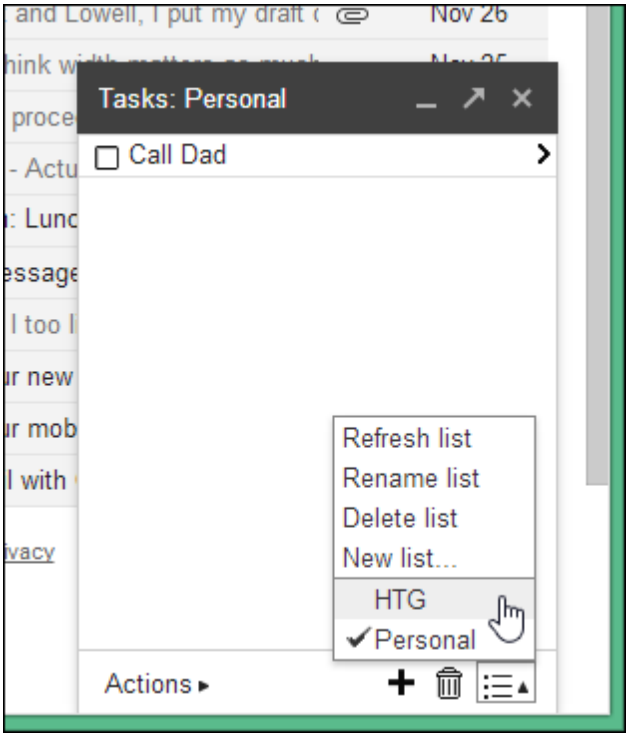


The new list is created and Gmail automatically switches to the new list in the “Tasks” window.



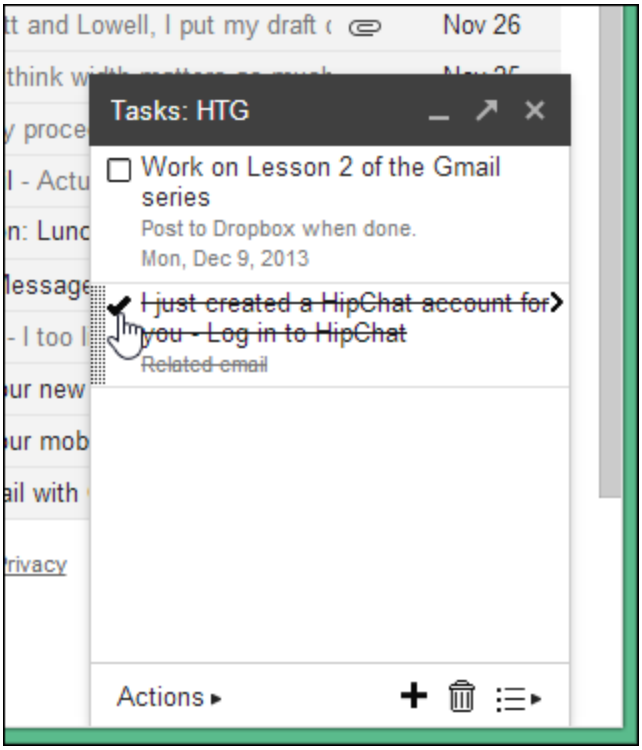
Switch to a Different Task List

You can easily switch to another task list by clicking the “Switch list” icon and select the name of the desired list from the popup menu.



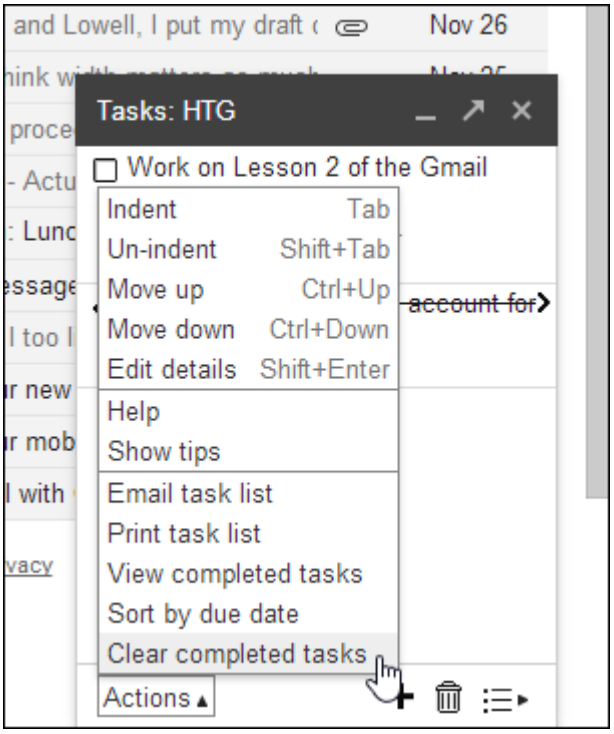
Check Off Completed Tasks

When you're done with a task you can check it off, indicating you have completed it. To check off a task, select the check box to the left of the task. A check mark displays and the task is crossed out.

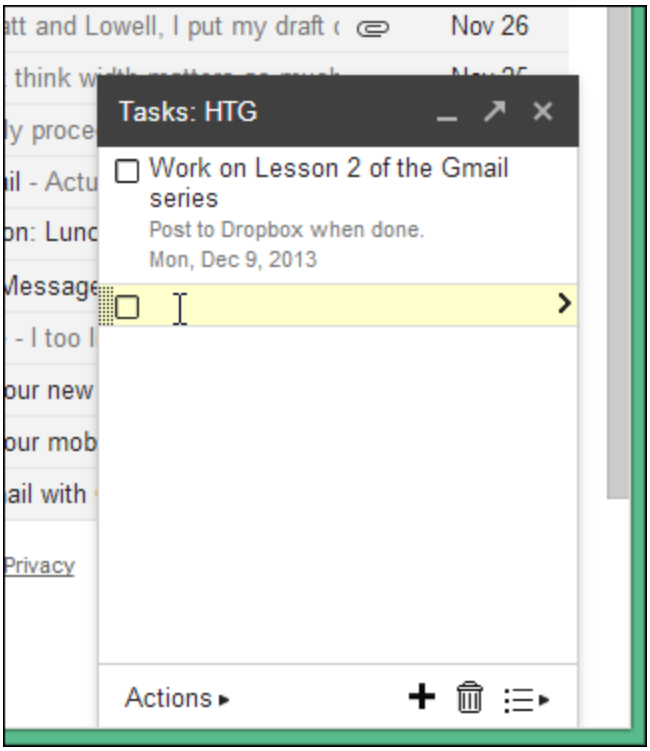


Clear Completed Tasks

To clear or hide completed tasks from your task list, click “Actions” at the bottom of the “Tasks” window and select “Clear completed tasks” from the popup menu.

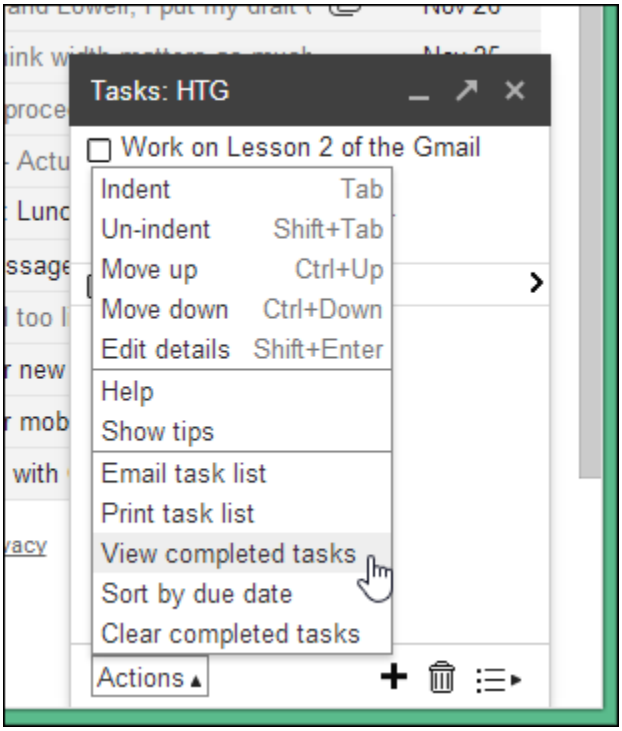


The completed task is removed from the list and a new, empty task is added by default.

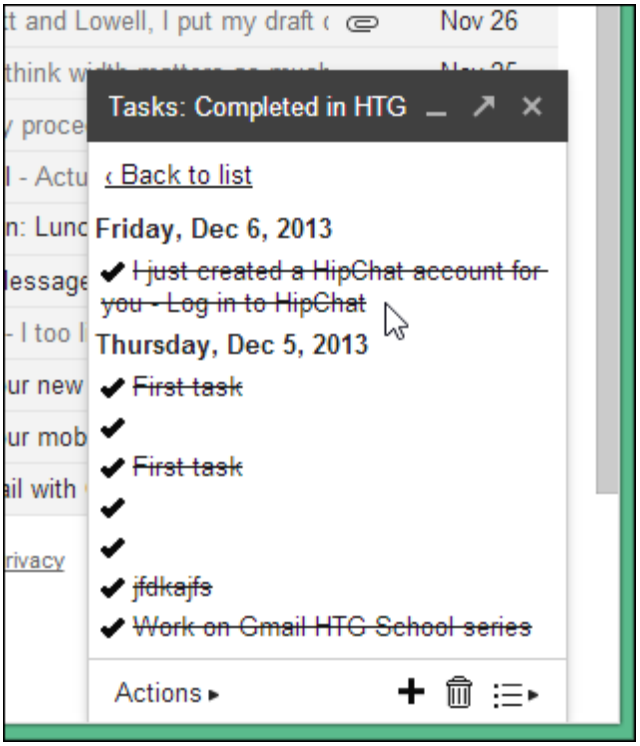


View Hidden Completed Tasks

When you clear tasks from a task list, they are not completed deleted. They are simply hidden. To view hidden, completed tasks, click “Actions” and select “View completed tasks” from the popup menu.



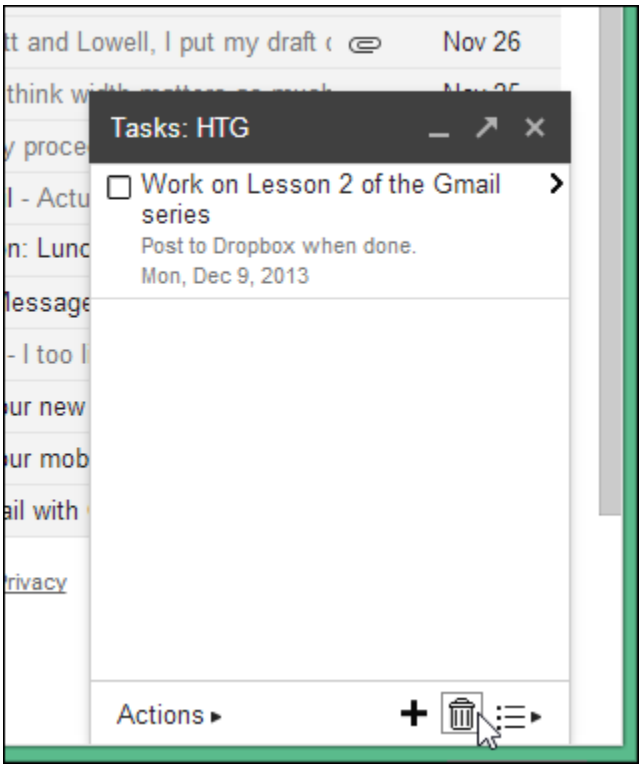
Completed tasks for the currently selected task list are displayed by date.



Delete a Task

You can delete tasks you have created, whether they are marked as completed or not.

To delete a task, click the cursor in the text of the task to select it, and click the “Trash” icon at the bottom of the “Tasks” window.

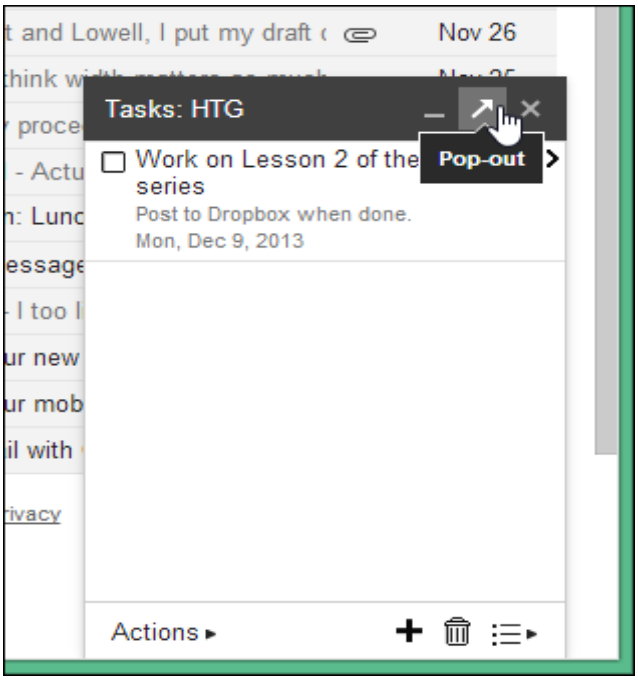


NOTE: Deletions of tasks take effect immediately in your “Tasks” window. However, Google says that residual copies may take up to 30 days to be deleted from their servers.

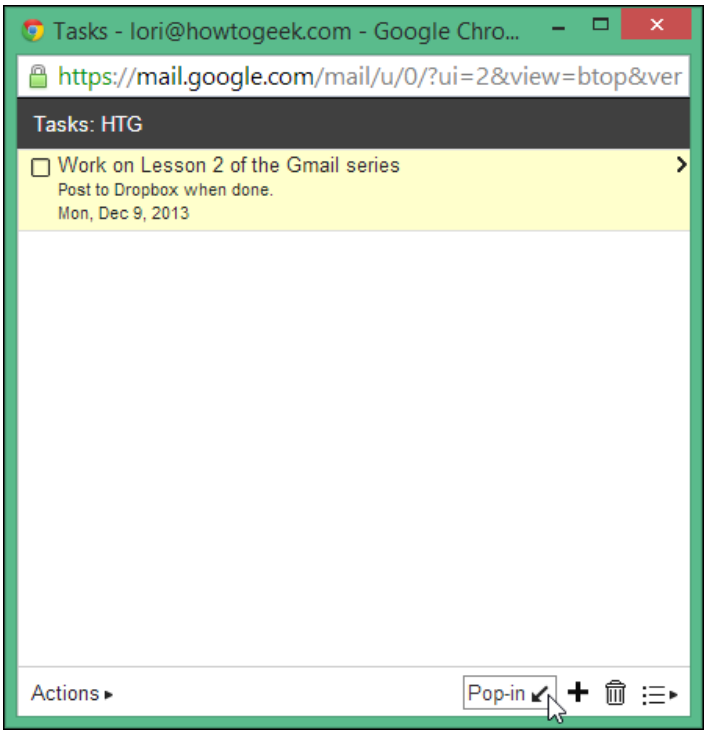
View Your List in a Pop-Out Window

You can view your tasks in a separate window you can move around. If you have a large enough screen, this is useful so you can see the entire Gmail window without it being blocked by the “Tasks” window.

To make a separate “Tasks” window, click the “Pop-out” arrow at the top of the “Tasks” window.



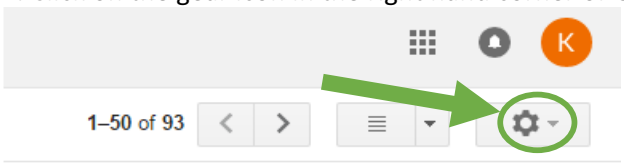
The “Tasks” window becomes a separate window from the browser window. All the same menus and options are available including the “Pop-in” button that allows you to return the “Tasks” window to the lower-right corner of the browser window.



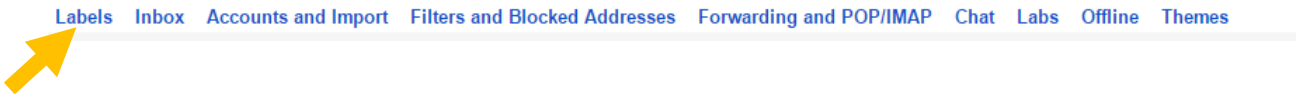
Showing and hiding labels (i.e. folders such as Spam)

You can hide labels if you do not want to see them.

1. Click on the gear icon in the right hand corner of Gmail



2. Then choose **Settings**, once in Settings choose **Labels**



3. Then if you want to *show* a folder such as **Spam**, click show.

How to save an email as text or PDF

To create a PDF from a message or conversation when you are using Chrome, choose Print or Print All option in Gmail, then click "Change" in the Chrome print dialogue. Choose either "Save as PDF" or "Save to Google Drive", depending on whether you want to save the document locally or on the cloud.

Another option is to save the raw email text. Use "Show original" from the menu next to the Reply button to open the raw message. Then, use your browser's "Save as" function to save it. I suggest giving the file an extension of ".eml" to help your computer know how to open it.

FAQs provided by the University

Here is a link to FAQS provided by the university:

https://www.uaa.alaska.edu/google-migration

https://www.alaska.edu/google/faqs/general/#mail