Gmail Overview
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Overview
This documentation is written for San Jose State University (SJSU) campus email users. The goal is to provide you with instructions on how to use your SJSU Gmail account to read, send, and reply to email messages. Other topics covered are: how to search, label or filter messages, how to customize your Gmail settings, and know where and how to find help.

SJSU has adopted Google’s Gmail service as the official campus email solution. You can access your SJSU email from any web browser by logging in with your SJSUOne account. If you are not sure whether you have an SJSUOne account, visit SJSU directory at http://directory.sjsu.edu to verify your email address. If you are not listed in the directory, contact Human Resources at http://www.sjsu.edu/hr/. If you are listed, but your address is not, you may be a new hire and the account will be created shortly.

Learning Objectives
After completing this training you should be able to:

1. Log in with your SJSUOne account to access your campus mail.
2. Compose a message with rich text formatting, signature, and attachment.
3. Read, reply to, or delete a message and add your sender to a contact group.
4. Manage or organize your mail by using various important functions such as, search, filters, move to, and label.
5. Understand and be able to customize some useful settings behind the mail such as, vacation notice, remove labels, delete filters, and/or design your desirable Gmail theme.
6. Know where and how to find help.

Access Gmail Account
- Enter http://mail.sjsu.edu in the URL box of any browser to launch your SJSU Gmail account. The SSO (Single Sign-on) login page will appear.
- Enter your SJSU ID and password to log into your SJSU Gmail account.
- If you are new to SJSU, click “Activate your SJSUOne account” in the lower left corner and follow instructions to activate your account.
- If you do not remember your password, click “Manage your SJSUOne account” to reset or retrieve your password. Password expires every 180 days.

EXERCISE #1: Log in to individual user account and explore where and how to reset or retrieve your password.
Compose Mail

Click the **Compose** button in the upper left corner under Mail to open your message window.

In the **To** field enter your recipient’s email address. If your recipient is an SJSUOne account holder, his/her email address will pop up as you are typing. Select your recipient(s) for the message.

Click the **Add Cc or Add Bcc** link, a Cc or Bcc box will appear. Add your recipient’s address.

In the **Subject** field, enter the subject of your message. Click the **Attach a file** link below the subject field to attach a file with this message.

Compose your message in the message field.

![Compose Mail](image)

Explore the rich text editor tool to format your text message. Use the **Check Spelling** function on the right to ensure the correct spelling of your message.

If you want to include your signature lines at the bottom of each outbound message, go to the upper right corner next to your email address and click the gear icon and select **Mail Settings**.

In the **Settings** window, scroll to the **Signature** area to compose your signature line.

![Mail Settings](image)

EXERCISE #2:  Compose a message with formatted text, correct spelling, signature, and attachment then send it to your neighbors and cc your instructor.
Read and Reply Mail

In your Inbox mail list, click the message to read it. If there is any attachment to a message, you will see a paperclip icon at the far right end of the message. Your attachment will appear at the end of your message. Click on it to open and read your attachment.

Click the down arrow next to the Reply button in the upper right corner of your message window. Explore the many options you have for this message then select Reply. Note that if the sender is an external email user, not an SJSUOne account holder, you can Add [his/her email address] to Contacts list.

Compose your responses and click the Send button after you finish your reply message.

Click the down arrow next to the Mail button on the upper left corner and select Contacts, your Contacts screen will appear. If you have added an external email address, it will show up on My Contacts list as highlighted below.

For any internal SJSU Gmail account holders, they are already in the SJSU campus email database and do not need to be added to your contact list.

You can also send, reply, or forward your messages to a group of recipients. To create a new contact group, click New Group... on the left pane of the Contacts screen and enter a new group name such as,
CFD as an example. To add individual contacts in your new contact group, click and select the new group name “CFD” on the left, then click the Add to “CFD” icon and enter the email address of individual contacts for your new contact group.

Click the down arrow next to the Contacts button and select Mail to return to your Inbox window. Click Compose button to create a new message. Enter a “c” in the To field of your new message window, the CFD group will appear on your recipient list. Once you select this CFD group, your message is ready to be sent to the entire group.

EXERCISE #3: Read, reply, forward, or delete mail and create a new contact group.

Manage or Organize Mail
Gmail offers more than 7 gigabytes of free storage for your messages and attachments. Once you start using Gmail and messages are accumulating in your Inbox, it may become a challenge to locate the message you want. This section focuses on the different ways to manage or organize your messages.

Search Mail
The Gmail search function is very similar to Google Search. Enter a word or multiple words in the blank search box above your Inbox mail list and click the magnifying glass icon to locate your desirable message. Gmail does not recognize special characters such as, parentheses, asterisks, ampersand, or pound sign, nor does it recognize partial or similar matches. For instance, a search of shop does not result in shopping.
If you cannot find your result, click the **down arrow** inside the blank search box next to the **magnifying glass icon** to access the **Search** window. Enter your search criteria in the appropriate fields to locate your desirable message.

**Filters**

Gmail filters allow you to manage the incoming messages. Using filters, you can automatically archive, delete, star, or forward your mail based on the criteria you set. Follow steps below to create a filter:

1. Repeat steps above to open your **Search window**
2. Once you enter search criteria in the appropriate fields, a **Create filter with this search** link will become available at the bottom of the **Search window**.

3. Click **Create filter with this search** link to open your filter window. Make your decision by specifying your filter criteria and click **Create Filter** button to set up a new filter.

You can also create a filter from within a message:

1. Click the down arrow next to the **Reply** button in your reply message window.
2. Select **Filter message like this** from the list and a **Create a Filter** window will appear.
3. Repeat the above steps 1 through 3 above to create your filter.

NOTE: Advanced search operators at http://mail.google.com/support/bin/answer.py?hl=en&answer=7190 are available to help you perform further Gmail search as well as filters functions.

To edit or remove a filter:

1. Go to the upper right corner next to your email address and click the gear icon to select Mail settings. A Settings window will appear.

2. Click the Filters tab on the Settings window and all the filter(s) you have set up will appear.

3. Click the appropriate edit or delete link to edit or delete your filter(s).

Labels

Labels as the name indicated are meant to put a label on your designated message. It is designed to help you view or locate the messages that have the same labels at a quick glance. You can find them in the label area on the left pane. To create a label:

1. Select a message you want to apply a label by clicking the check box next to it, the Labels icon will appear on top of your mail list. Click the Labels icon to view your label list.
2. Select **Create New** from the drop down list and a **New Label** window will open.

3. Enter a name in the **New Label** box then click the **Create** button. Your new label will appear on the left pane in the label area.

To edit or remove a label:

1. Go to the label area on the left pane and click the down arrow to the right of your label.

2. Select either **Edit** or **Remove label** to edit or remove your label.

**Move Mail**

Labeling a message simply places a label on your message, your message stays in the Inbox. If you finish reading the message and want it out of your Inbox, you can store or move it into a new or existing label.

To move a message, select the message then click the **Move to** icon to move it to a new or existing label.

Either select **Create new** to create a new label or select an existing label to move your message there.
Archive Mail

Your SJSU Gmail comes with 9 built-in system labels under the Compose button on the left pane. All Mail is one of the system labels. Select All Mail you will find all your incoming messages there. They will stay there until you delete the message. Archive function is another way to move the messages out of your Inbox and store them under the All Mail system label. This helps avoid the cluttering of all messages in your Inbox. To archive a message, click the check box next to the Sender’s name in your Inbox then click Archive button on the top. The checked message will disappear from the Inbox and be moved to the All Mail label area on the left pane.

EXERCISE #4: Search for a message, create a Test label, add a star to any conversation related to this message, and move all related conversation to this Test label.

Settings behind the Mail

Have you ever wondered what the Gmail default settings are, where you can find them, or whether you can change them? You will now be introduced to an overview of the default and advanced features of Gmail, which can be found and configured in the Settings window. In the previous sections, you have already learned how to create your personalized signature lines, edit or remove filters. In the following section, a few more useful features will be introduced.

Automatic Vacation Notice

You can set up automatic vacation response in your Gmail so that your senders will be notified when you are away from your office. Follow instructions below to set up your automatic vacation response:

1. Click the gear icon in the upper right corner next to your email address and select Mail settings.
2. Click the General tab and scroll down to the Vacation responder: area.
3. Click the **Vacation responder on** radio button. Specify the **First day** of your vacation. Check the box next to **Ends** and specify the end day of your vacation although you are not required to enter this end day. You can leave this box and field blank and turn off the Vacation responder by clicking the **Vacation responder off** radio button when you return.


5. Determine if you only want to send a response to people in your Contacts or in SJSU by checking the appropriate box(es) under the message field. This is optional.

6. If you have more questions, click the **Learn more** link under the **Vacation responder** column on the left.

7. Scroll to the bottom and click the **Save Changes** button to confirm your changed settings.

**NOTE:** Messages classified as spam and messages addressed to a mailing list you subscribe to will not receive a vacation response.

**Labels**

There are 2 types of labels in Gmail. The System labels provided by Gmail allow you to show or hide them, but you cannot remove them. The personalized labels are labels that you have created. You can show, hide or remove them. To access your labels:

1. Click the gear icon in the upper right corner next to your email address and select **Mail settings**.

2. Click the **Labels** tab and your Labels window will appear as below. Note that your system labels appear at the top; personalized labels at the bottom. System labels can be shown or hidden but cannot be removed or edited as personalized labels. Perform your desirable function(s).

**Themes**

Themes allow you to customize the look and feel of your Gmail account. To access your theme, click the **Theme** tab in your Settings window. To choose your theme, simply click the icon to make your selection.
If you have additional questions, click Learn more link at the lower left corner.

EXERCISE #5: Compose a vacation message, add and hide a label, and choose your Gmail theme.

Resources

Access Help

Whenever you need help on a particular subject, click the gear icon in the upper right corner next to your email address and select Mail Help. Then click Gmail Help Center on the Google Apps Help page.

On the Gmail Help page, enter your help subject text in the box next to the Search all user help button and your search results will appear. Select the appropriate link to learn about your subject.

Additional References

- [Center for Faculty Development](http://www.sjsu.edu/cfd/tutorials)
- [SJSU Information Technology Services (ITS) training options](http://uts.sjsu.edu/systems/campus-email/staff-faculty-campus-email/training/)
- [Google Gmail Help](http://learn.googleapps.com/gmail)