

**Tutorial for SJSU Google Apps for Education**

# Google Mail & Calendar

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## COMPOSE MAIL – WORKSHOP EXERCISE 1

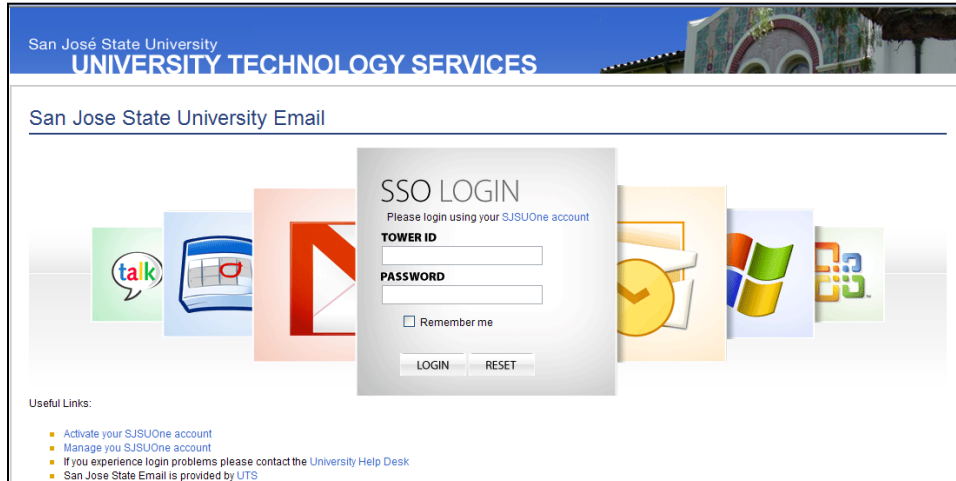
### *OUTCOMES OF THIS EXERCISE*

- Access own Gmail account on the Internet
- Use the rich editor in the Compose Mail window to create and format message
- Create a text hyperlink label
- Attach a document
- Check spelling
- Send to both direct and carbon copied recipients

## ACCESS GMAIL

Congratulations to your newly migrated email system in SJSU Google Apps for Education by your technical support team! Let's access your new mail system.

1. Launch an Internet browser and enter "<http://mail.sjsu.edu/>" in the URL. The **SSO (Single Sign On)** login page appears.



2. The **SSO** system utilizes the user name and password in your **SJSUOne** account. If you have an active SJSUOne account, proceed to Step 3. If you don't have an active SJSUOne account, follow the procedure below:
  - a. Click on the label [Activate your SJSUOne account](https://sjsuone.sjsu.edu/LDAPAccount/Activate/Activate.aspx) in your SSO Login page (https://sjsuone.sjsu.edu/LDAPAccount/Activate/Activate.aspx) below in the SSO login page if you have not done so already.
  - b. Click on the label [Manage your SJSUOne account](https://sjsuone.sjsu.edu/ldapaccount/profile/default.aspx) in your SSO Login page (https://sjsuone.sjsu.edu/ldapaccount/profile/default.aspx) below in the SSO login page to learn

more about how to manage and change your password every 180 days when the system prompts you.

3. Login - Enter your **Tower ID number** and SJSUOne **Password** in the center of the login page. DO NOT select **Remember Me** when you are using a public computer, i.e. in a computer lab, kiosk, etc.

**IMPORTANT:** UTS (University Technical Services formerly known as UCAT) recommends for **security purposes**, it is best to **sign out** from your Gmail system when you step away from your computer. In addition, always activate your computer's **screen saver** that requires **password** to re-enter.

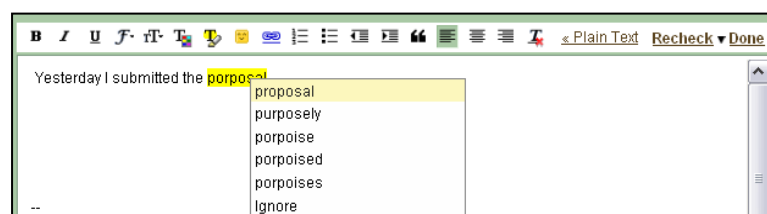
**IMPORTANT:** Your SJSUOne account's **password** will **expire in 180 days**. You are required to have a new password before that day and the SSO system will alert you for this update when you login in before your account expires.

## CREATE A MESSAGE

1. Click the **Mail** tab at the upper right corner if you are not already in the Mail page.
2. Click the **Compose Mail** button on your right.
3. In the **Subject** field enter “**My favorite Gmail feature**”.
4. Selecting recipients for your message:
  - a. When you start typing in the **TO** field you will see the SJSU email address list (plus your own contacts) appear below the field. This **find-as-you-type** feature applies to all message reply windows. Select the email address of the workshop participant sitting next to you.
  - b. Click the **Add cc** button and add the address of the facilitator.
5. Click the **Attach a file** button and browse for a **SJSU logo** in the **My Documents>My Pictures** folder.
6. In the message area, tell your colleagues what is your favorite Gmail feature that you learned today. Experiment the tools in the **rich editor's** toolbar to format your text message.



7. At the end of your message, create a text hyperlink label “**SJSU web site**”. Highlight the label and click the **Link icon** (image with an underlined chain) in the toolbar. In the **Edit link** window enter the home page of SJSU ([www.sjsu.edu](http://www.sjsu.edu)). Click the button **Test the link**. Click **OK** when done. Your label now is linkable.
8. Click the **Check Spelling** button in the toolbar to identify errors in your message. Errors are highlighted in **yellow**. Click on a highlighted word and select the appropriate spelling from the pop up list of suggestions.
9. Click **Done** (next to Check spelling) when finished.
10. Click the **Send** button when you are ready. Click on the **Sent Mail** label on the right to see a copy of this message has been created.



**Good to know!** Click the **Save now** button to save message during composition but **Gmail** also frequently **auto saves** your message as draft. If you forgot to send or save before leaving the browser window, you can find a draft of the message in the **Drafts** label.

**IMPORTANT!** The **maximum file size** for sending or receiving each message or conversation is **25 MB**. The max size of your **mail box** is around **7500 MB** (around 7.3 GB). You can see how much space is left at the bottom of your Mail window below your Inbox.

You are currently using 1031 MB (13%) of your 7459 MB.

Last account activity: 1 hour ago on this computer. [Details](#)

## READ AND REPLY MAIL – WORKSHOP EXERCISE 2

### OUTCOMES OF THIS EXERCISE

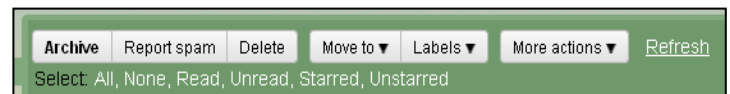
- Identify messages and conversations that are sent to you
- Read messages and conversations
- Create a conversation
- Reply to the sender as well as to all in a conversation
- Utilize the function buttons in the Conversation View

### READ A MESSAGE

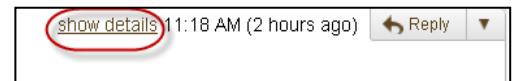
1. In your **Inbox**, you should see the new message “**My favorite Gmail feature**” from your colleague. You will see the **double arrow** >> symbol in front of the subject indicating it is directly for you (single arrow means you are on the cc list. You need to activate the indicators in Settings if you don’t see them). Click on the message and it appears with more function labels above the message.

(**Archive** is to move message to **All mail**.)

**Delete** will move it to **Trash** and will disappear in 30 days. **Move to ..** will move message to another label in the list. **Label** will apply a new label. **More actions...** will have more advanced functions.)



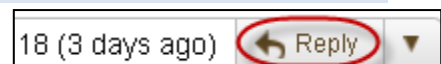
2. To see the details of a message such as, its recipient list, date sent, etc. click on the **show/hide details** toggle button.



**Good to know:** To continue reading new messages without returning to the **Inbox**, you can click on the **Older** or **Newer** buttons at the upper right corner.

### REPLY TO A MESSAGE

1. To reply to the sender, click on the **Reply** button with a **turn arrow** at the upper right corner. The message screen refreshes and the rich editor appears for your input. (You



can also click the **Send** button at the bottom. To reply to all or forward, click the down arrow next to the Reply button.)

2. Click **Send** when done.

**Good to know:** By default your reply does not include the previous attachment unless you click the **Include Original Attachment** button in the reply message window. ☺

## READ A CONVERSATION – THREADED MESSAGE

**Good to Know:** A **conversation** – a Gmail concept for an email that has **threaded** the history of the **messages** being exchanged on the **same subject**. In the **Conversation** window, threaded messages stack up like a stack of cards, revealing the names of the senders and the most recent message. Clicking on a sender name in the stack will expand his or her message.



1. In your **Inbox**, you should see the new reply from your colleague on “**My favorite Gmail feature**”.



Now there is a number “2” in parenthesis next to the Senders’ names (including yours as **me**) indicating it is now a **conversation**. The number will increase if more messages are being exchanged on the same subject.

2. Click and open this conversation.
3. In the conversation view, the latest message is expanded at the bottom and the previous ones are collapsed above, showing only the Sender names, snippets (if allowed in **Settings**) and time sent. Click the toggle button



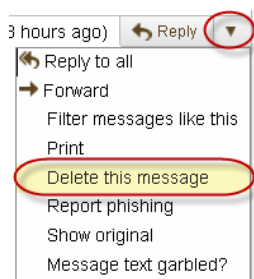
**Expand/Collapse all** on the right to see or hide all messages. To **expand a specific** message within the conversation, just click on the **Sender** name of that message; to collapse just click on the Sender name again.

4. Another way to expand previous messages is to click on **Show quoted text** button/s below the message content.



## REPLY TO A CONVERSATION

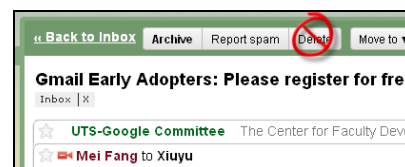
1. Click on the **Reply** button with the **return arrow** icon at the upper right.
2. When replying to a conversation, you can choose a specific threaded message and reply or continue to reply to the latest conversation.
3. Click **Send** when done.



**IMPORTANT:** If you want to just **delete a message within** a conversation, you can open the conversation, click on the specific threaded message, then click on the **down arrow** next to the **Reply** button for more options. In the drop-down option list, select the **Delete this message** function.

Unless you want to trash a conversation forever, **DO NOT** click the **Delete** button on top. You will delete the entire conversation from all labels (everywhere) in your mailbox. It will be moved to **Trash** and **disappear in 30 days**.

**This applies to both conversations and messages in all your labels.**



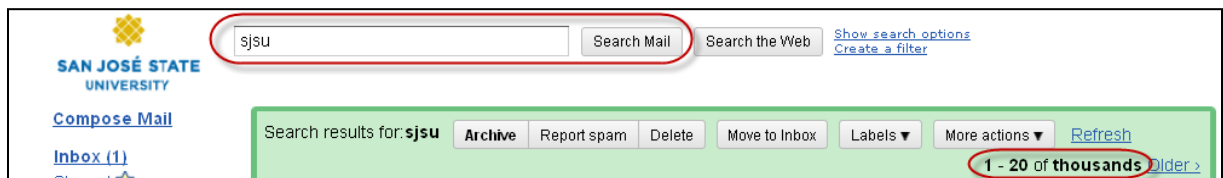
## MANAGE MAIL – WORKSHOP EXERCISE 3

### OUTCOMES OF THIS EXERCISE

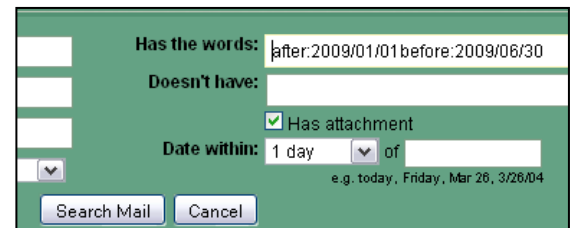
- Use the Search functions to streamline your search mail process
- Understand the concept of Filter in Gmail and be able to create and apply Filters
- Understand the concept of Label in Gmail and be able to create and manage Labels

### SEARCH MAIL

1. Type “**sjsu**” in the search field on top and click the **Search Mail** button. Note your number of findings in the Search result window below.



2. Now click on the **Show search options** button (next to the search the Web button). The green **Search options** window appears. Type “**sjsu**” in the **Subject** field and click the “**search mail**” button. Note if the number of search findings has decreased.
3. Now click on the down arrow of the **Date within** criterion and select “**last six months**” in the drop-down menu, check the box of **Have attachment** and click the **Search Mail** button. You should see the number of the search result has substantially lowered. Explore with more of your own criteria.

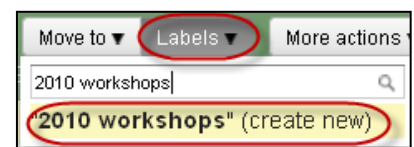


**Good to know:** You can use **Search operators** in the plain Search Mail field OR in Search Options window to streamline your search. For examples **after:yyyy/mm/ddbefore:yyyy/mm/dd** for a search period, **label:<name of label>**, etc.

### LABEL MAIL

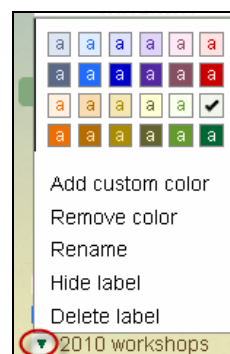
**Good to know: Label** – a Gmail feature letting users tag the key attribute/s of a message for effective search and retrieval; better mail management in general. A message or conversation can be tagged with more than one label. On the right of your message window and below the Compose message button, there is column of labels - system labels on top and user labels below the blue line. When you click on a label, you will locate all the messages with that same label in a Label window appearing on the right. You can show or hide your labels in your Settings>Labels.

1. In the **Inbox**, select the white box next to the conversation “**My favorite Gmail feature**”. Let’s create a label for it.
2. Go to the **Labels** button on top in the message window and click the down arrow. A drop-down menu appears. Enter the name “**2010 workshops**”.



Automatically a new label appears (create new) below. Click on this label. The new label now appears before the subject of the conversation in your Inbox.

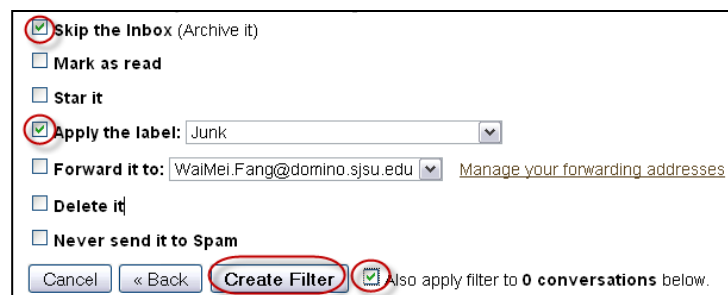
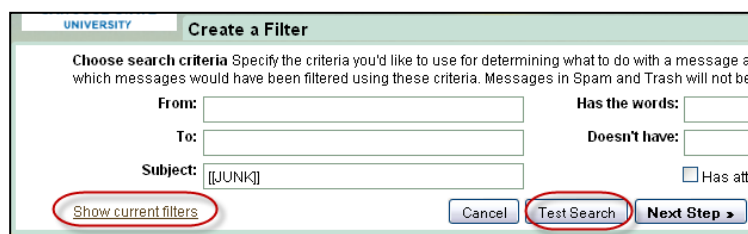
- On the right column of labels, the new **2010 workshops** label also appears. Click on that label and you will see the same conversation appearing there as well in the Label window in the center. This conversation now has two labels - **Inbox** and **2010 workshops**. It will remain having two until you apply a **Move to, Archive, etc.** function that will remove it from the **Inbox**.
- Managing your labels:** You can **change the label color**. Go to the right column of labels and click on the white box next to the label “**2010 workshops**” and a gallery of color samples and option list pops up. Select your color preference. Explore! Notice the new color will replace the white box and the font color of the label in your Inbox message window.



**IMPORTANT:** For managing the *hide/show properties* of all labels, it is *BEST* to do it in *Settings>Labels*. If you accidentally selected the *Hide label* from this option list, you can go to the bottom of the labels column and click on the *More...* You will find the hidden label there. To show again just click on the label's down arrow and select *show label*.

## FILTER MAIL – TWO-STEP SEARCH (SORT AND IMPLEMENT)

- Go to the top of your Gmail window and click the **Create a filter** hyperlink that is below the Show Search Options.
- In the **Create a Filter** window enter **[[JUNK]]** in the **subject** field. Click the **Test Search** button. The conversations matching the search criterion appear below. Click the **Next step >** button.
- In the **Next step** window, select the **Skip the Inbox** action. Check the **Apply the label**. Click the down arrow and select **New label**. Create the label **Junk**.
- Check the box next to **Also apply filter to <current found conversations> below**.
- Click the **Create Filter** button. Click the **Hide filter option** button on the upper right to close this window. All current and future messages satisfying this search criterion will be labeled Junk (and All mail.) and not appear in the Inbox.



**Good to know:** To manage or edit current Filters that you created, click the *See current filters* button in the *Create a Filter window* or go to menu *Settings>Filters* . Click the **edit** button to update the changes.



**IMPORTANT:** Check your *Spam label* periodically to catch and remove if any of your messages that were inadvertently marked spam. This is also where you should visit when an expected message did not arrive in your *Inbox*.

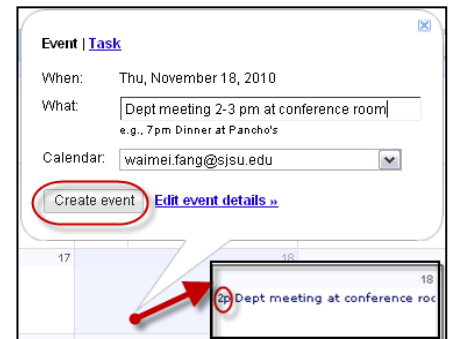
## CREATE & CUSTOMIZE CALENDAR EVENTS – WORKSHOP EXERCISE 4

### OUTCOMES OF THIS EXERCISE

- Create an event in the calendar
- Edit the settings of the event
- Invite guest/s to this event
- Share this calendar with your colleague/s
- Understand the Task calendar
- Create a new calendar

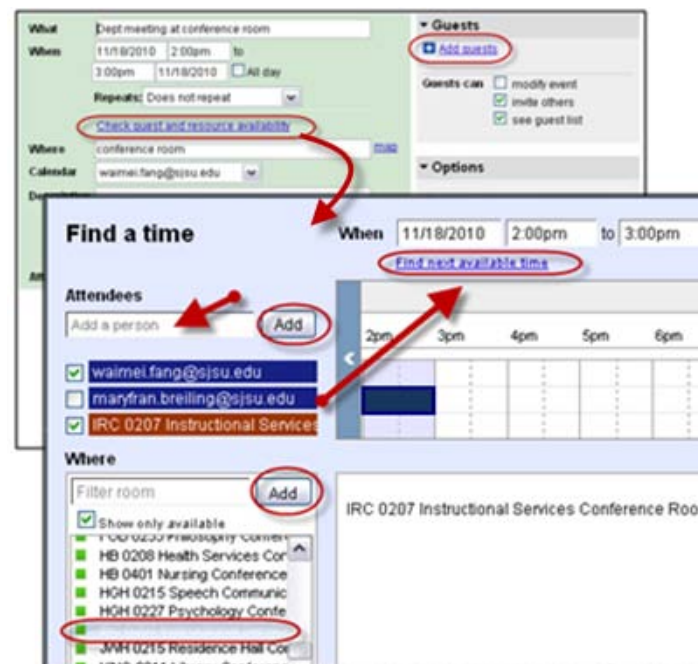
### CREATE AN EVENT IN THE MAIN CALENDAR THE QUICK WAY

1. Select the **Month** view for your calendar.
2. If the event is on next Thursday just click on that day in your calendar. A simple **Event** window pops up in a dialog bubble text box for your basic information.
3. In the **What** field enter “**Dept meeting 2-3 pm at conference room**” Click the **Create event** button when done.
4. The event is automatically created and generated an event label in your calendar with time/event/.



### EDIT THE DETAILS OF AN EVENT

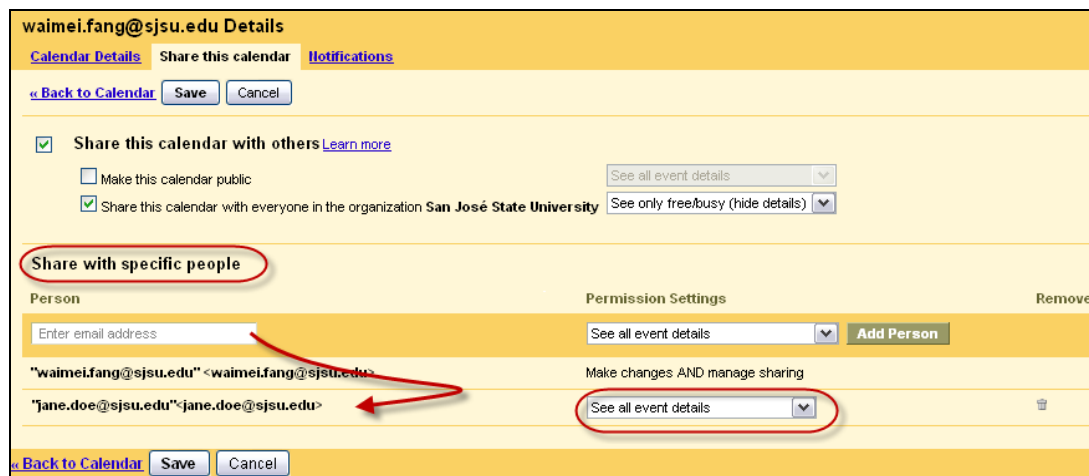
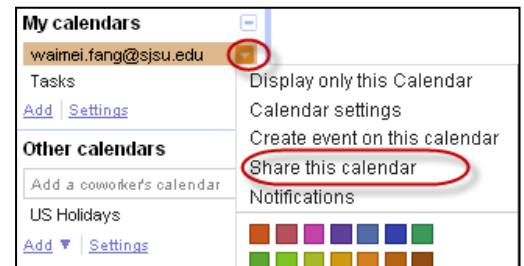
1. Double click on the event label “**Dept meeting**” in your Calendar. The full edit **Event** window appears. Here you can edit the details of the event.
2. In the **Where** field enter “**conference room**” has been entered for you.
3. If you know your guests will be available, you can just click on the **Add guests** button in the **Guests** section on the right.
4. To invite guests and check their availability, click on the **Check guest and resource availability** button .



- In the new **Find a time** window, enter the email address of your guest and click **Add**.
- If the person is not available the person's time slot for this event will be in his or her label's color, otherwise will be in light **Blue**. You can click the **Find next available time** for the busy guest or **DESELECT** the guest. Only selected guests will be invited.
- If your location is included in the **Where** list, click the location to enter. Click **Add** if it is available. It will be added below your guest list. *Please contact UTS if you would like to include a location to this default list.*
- Click the **Save changes** button at the bottom when you are done to return to **Edit Event**. The guests will appear in the **Guests** section. Notice more **Options** are available below for **reminders** and **sharing level** for this event.
- Click the **Save** button on top when done to return to the **Calendar view**. You will also receive prompts to confirm if indeed you wanted to invite the guest/s and send the invitation.
- Check your **Mail** and see the invitation from your colleague has arrived. After you selected **Yes** in the invitation mail the event will be added to your calendar.

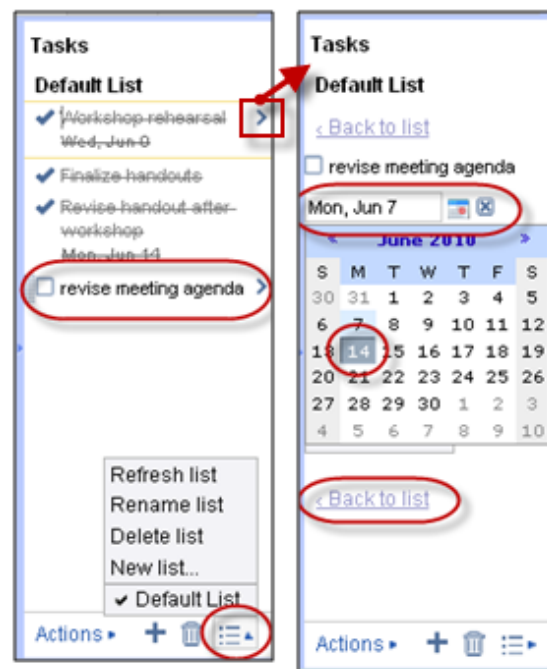
## CUSTOMIZE A CALENDAR – SHARE A CALENDAR

- Click on the down arrow next to your calendar [Firstname.Lastname@sjsu.edu](mailto:Firstname.Lastname@sjsu.edu) in the **My calendars** list on the right. The option list with color preferences and options appear in a pop up window.
- Select **Share this calendar** option. The **Share this calendar** window appears.
- In the **Share with specific people** section, enter the email address of your colleague. Click the drop down menu of **Make changes AND manage sharing** to edit viewing privileges.
- Click the **Save** button when done to return to the **Calendar view**.
- You will receive a notification in the Mail. At the same time the shared calendar appears automatically in your **Other Calendars** list in **Calendar**.
- Go to **Mail** and check the shared calendar notification from your colleague.



## CREATE A TASK

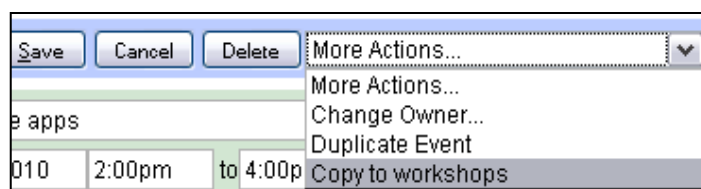
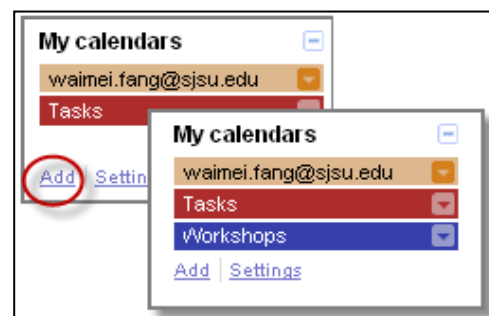
1. In the **My calendars** list, click on the **Tasks** label. This activates the layer of the Tasks events in your main calendar.
2. The vertical **Task** window also pops up on the right of your main Calendar. It is in a to-do list format.
3. Click on the blank list next to the check box and enter the name of the task.
4. Click on the **arrow on the right of the task name**, the **edit details window** replaces the to-do list window. Here you can include the due date and descriptions of the task. The due date will be entered in the **Task calendar** in the center calendar view which one of the layers of your main calendar. To reveal the layer just click on the Task calendar label.
5. Click **Back to list** to return to your **Task** list.
6. Click on the **list icon** at the lower right to see the options to create and manage your task list/s. \*This is the same Tasks feature in **Mail** so you will see the same content.



## CREATE A CALENDAR AND COPY EVENTS TO THIS CALENDAR

**Good to know:** By default you have a calendar created with your email address as the calendar name and you could share your calendars with others. Google Calendar also lets you create **additional calendars**. You can selectively show or hide calendars as **layers of information**. Let's create a new calendar as a component to your main calendar.

1. Click the **Add** button under the **My Calendars** list on the right. The **Create a new calendar window** opens. Name the calendar **“workshops”**. Click the **Create calendar** button when done to return to the Calendar view.
2. Double click on an **event in your main Calendar** that you plan to copy to the new “Workshops” calendar. In the edit **Event** window, click the **More Actions** drop down menu and select **Copy to workshops**. A **new event window** for this copied event will replace the previous window. If nothing changes in the new entry, click the **Save** button.
3. The event is copied to the new calendar appearing in the font color that you have selected.
4. If you wanted to just duplicate the event for additional entries, select **Duplicate Event** and the rest of the process is the same.



**REMEMBER TO SIGN OUT FROM GOOGLE APPS AT THE END OF THE WORKSHOP.**

*NOTES*