

## Quick Reference Guide for Google Apps - Gmail

### Welcome to your Quick Reference Guide for Google Apps!

This guide will assist you with the transition to Google Apps and offer quick reference points to questions that may arise after Gmail training. This guide also includes the following links to popular areas within the User Experience Site:

- [Frequently Asked Questions](#)
- [A Google Comparison Document \(Life After Notes\) in the Knowledge Center](#)

## Gmail Training

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### General Information and Definitions

- **Mail File Size: 25GB** (Includes Archives).
- Labels - the same thing as Folders in Lotus Notes.
- Max Label Size is 40 Characters, which includes parent and child label names.
- Emails can be stored in multiple labels.
- Filters - the same thing as Mail Rules in Lotus Notes.
- Emails in trash are deleted after 30 days.
- Emails are saved automatically when composing (Saved in Drafts).
- Email encryption is NOT AVAILABLE within GMAIL at this time.
- Return Receipts are NOT SUPPORTED.
- VoIP Voicemail will eventually be sent to inbox as Audio Clip for quick listening.
- Faxes can be sent to Gmail Accounts, however, sending Faxes from Gmail is NOT YET SUPPORTED.
- Conversation Threads - (#) next to message in inbox which shows the number of replies related to the initial email message.
- Copy and Paste from the local computer to Gmail and Google Docs DOES NOT WORK. However, you can copy an image that's already on a website and paste it.

### Archiving

- Archive is NOT Delete. If you Delete a message, it goes to Trash (and will be permanently deleted after 30 days).
- Archive will remove a message from your inbox. Once an email is archived, it will still be visible in the Labels (Folders) associated with each message or by clicking the "All Mail" link.
- Archived Emails still count towards the 25GB mail file size limit
- Existing Notes archives can be imported to Gmail using the novaMigrate tool

### General (Options -> Mail Settings -> General)

## Setting Default Text Style (General -> Default text style) **ENABLE in "Labs"**

Users have the ability to use custom font and text formatting to be used within the body of their email messages.

**Default text style:**  
(Use the "Remove Formatting" button on the toolbar to reset the default text style)

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## Enable / Disable Signature on New Emails (General -> Signature)

Users have the ability to insert a signature to the bottom of each of their email messages. Users can also attach images within their signature.

**Signature:**  
(appended at the end of all outgoing messages)

No signature

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## Move Signature Block above Quoted Text **ENABLE in "Labs"**

There is a known issue when replying to an email places your signature at the very bottom of the "quoted reply" instead of directly below your latest response. A Google Lab is available to place your signature before the quoted text in a reply, and removes the "--" line that appears before signatures.

**Signature tweaks**  
by Keith C and Dave C

**Enable**  
 **Disable**

Places your signature before the quoted text in a reply, and removes the "--" line that appears before signatures. [Send feedback](#)

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## Toggle On / Off Snippet Preview of Message in Inbox (General -> Snippets)

Snippets displays a preview of the first line of the message next to the subject line inside of the GMail inbox. This feature is enabled by default.

Randy Colley	<b>Google Training</b>	<b>IT Pilot "Pulse Check" Presentation</b> - Hi Stacy, Attached is the presentation from t	<b>Mar 21</b>
jeffrey.lykins	<b>Announcements</b>	Fw: VOIP Incoming Call Failure Troubleshooting - FYI Thanks, Jeff Lykins Service De	Mar 21
me, Martin (2)	<b>Google Training</b>	IT Pilot Migration Feedback Form Response - Let me ask this in a different way. Say	Mar 21
me (3)		IT Pilot Migration Feedback Form Response - Hi Steve, Thank you for your feedback for the IT Pilot! Qu	Mar 21

This can be disabled by changing the following:

**Snippets:**

**Show snippets** - Show snippets of the message

**No snippets** - Show subject only.

**Out of Office Enable / Disable (General -> Vacation responder)**

When enabling the Out of Office (Vacation Responder), users have the ability to compose a start/end date, custom message, and select whether to only send to members in their contact list, or a part of the GSA.gov domain.

**Vacation responder:**  
(sends an automated reply to incoming messages. If a contact sends you several messages, this automated reply will be sent at most once every 4 days)  
[Learn more](#)

**Vacation responder off**

**Vacation responder on**

**First day:**   **Ends:**

**Subject:**

**Message:**

**Only send a response to people in my Contacts**

**Only send a response to people in GSA.gov**

**Toggle on/off Conversation Threads (General -> Conversation View)**

Conversation Threads are email messages organized together based on a common subject. GMail has the option of nesting email correspondence's from the same message tree. Next to the senders name, an icon (#) will appear with a number inside depicting the number to threads that are nested under this title. This option can be disabled.

**Conversation View:**  
(sets whether emails of the same topic are grouped together)

**Conversation view on**

**Conversation view off**

**Break out of Conversation Threads**

If you would like to reply to a message that is a part of an existing Conversation Thread, but do not want your reply to be a part of the thread, simply edit the subject line to break out of the current thread.

To: doug.hansen@gsa.gov

Add Cc | Add Bcc | **Edit Subject** | Attach a file | Insert: Invitation | Canned responses ▼

**B** *I* U *F* *rT* *T* [Check Spelling ▼](#)  
 [Plain Text](#)

## Labels (Options -> Mail Settings -> Labels)

### Show / Hide System Labels (Labels -> System Labels)

System Labels appear down the left side of Gmail (Inbox, Sent Mail, Drafts, Trash etc.)  
Select “show” or “hide” to toggle off/on the assigned system label.

System labels	
Inbox	
Starred	<a href="#">show</a> <b>hide</b>
Chats	<a href="#">show</a> <b>hide</b>
Sent Mail	<b>show</b> <a href="#">hide</a>
Drafts <small>(0 conversations)</small>	<b>show</b> <a href="#">hide</a>
All Mail	<b>show</b> <a href="#">hide</a>
Spam	<a href="#">show</a> <b>hide</b>
Trash	<b>show</b> <a href="#">hide</a>

### Labels / Nested Labels – Create / Show / Hide Labels (Labels -> Labels)

To create a new label, Enter a label name and select create:

To Show / Hide / Remove Labels, click the words to the left of the defined

**Announcements** (0 conversations) show [hide](#) [remove](#)

**Bulk** (0 conversations) show [hide](#) [remove](#)

**Google Training** (0 conversations) show [hide](#) [remove](#)

label.

### ENABLE in



**Nested Labels** by Manu C  **Enable**  **Disable** [Send feedback](#)

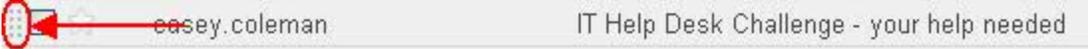
Manage your email by sorting it into a hierarchy of labels. Add slashes (/) to label names to express inheritance. For example, if you want a Home label with two child labels named Kids and Shopping, create the three following labels: Home, Home/Kids and Home/Shopping.

### Labs

When creating a label from (Labels -> Labels), Use the following format:

### Gmail Drag and Drop Functionality

Within your inbox, with your mouse click and hold on the left handle of your email message to drag and drop a message.



### Grant Access to Your Accounts (Accounts -> Grant access to your account)

You can delegate access to your Gmail to another person so they can read, send, and delete messages on your behalf. For example, you can delegate e-mail rights to an admin in your organization. The delegate can also access the other person's contacts by clicking the **Contacts** link. Clicking the **To**, **Cc**, or **Bcc** links in the mail compose window will also bring up your contacts.

You won't be able to give anyone permission to change your account password or settings, or chat on your behalf. Also, you can specify up to 10 users. Here's how:

1. Click the gear icon in the upper-right and select **Gmail settings**, and select the **Accounts** tab.
2. Under 'Grant access to your account,' click the **Add another account** link.
3. Enter the email address of the person you'd like to access your account and click **Next Step**. Remember you can only enter a Google Mail address.
4. You'll see a confirmation message. Click **Send email to grant access** if you're sure.
5. The delegate will receive a verification email explaining that you've granted access to them.
  - **After the delegate confirms this request, it may take up to 30 minutes for the verification process to be completed.** To see if the delegate has confirmed access to your account, look at the **Accounts** tab in **Settings**

Any messages someone else sends from your account will have your name listed in addition to the other person's name,

so they'll show the sender as: Your Name (sent by Delegate).

If someone has granted access to their account to you, you can access it by clicking the down-arrow next to your email address in the upper-right corner. Select your delegate's email address from the drop-down menu.

**Grant access to your account:** [Add another account](#)

(Allow others to read and send mail on your behalf)

[Learn more](#)

**Grant access to your account**

**Specify a Google Account holder to access your account.**

This person will be able to sign in to your account to read, delete and send mail on your behalf. They will not be able to change your account settings or your password.

Error: Google account address you have specified is invalid.

Email address:

**Are you sure?**

You are about to grant **chris.keller@gsa.gov** access to your mail. You will be able to revoke this later.

In order to complete this process, we need to send chris.keller@gsa.gov a confirmation email to accept access. After accepting access to your account, they will be able to open your account.

**chris.keller@gsa.gov** can access your mail using HTTPS only.

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**Jumbled Text within Email Message**

- Open the message containing the jumbled text
- Press the down arrow next to the "Reply" or "Reply to All" button.
- Select "Message Text Garbled?"

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**Inserting images into GMail and Google**

 **Docs** **ENABLE in Labs**

Copy and Pasting from local computer to GMail and Google Docs DOES NOT WORK. You can, however, copy an image that's already on a website and paste it.

A Google Lab will allow GMail to have an "Insert Image" icon visible when composing an email message. To enable the Lab, Go to labs and then enable "Inserting Images".



### Inserting images

by Kent T

Enable

Disable

Allows you to insert images into a message body. You can upload and insert image files in your computer, or insert images by URLs. This lab will not work if you have offline enabled.

[Send feedback](#)

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## Change the Time Zone for Gmail

Time Zones for all emails are dependant on the Current Date/Time and Time Zone settings on the computer. To change the Time Zone, manually change the Windows OS Date/Time Settings. Then, close the active web browser running Gmail and re-open. If the Time Zone is not updating, clear the browser cache and relaunch the application.

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## Muting Messages in Gmail

You have the ability to send messages directly to your "All Mail" folder and bypass your inbox by muting the message and all other emails within the Conversation Thread or Mail Group will be sent to the "All Mail" folder.