

Google™ Mail



User's Guide



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The logo for Google Mail. The word "Google" is written in its signature multi-colored font (blue, red, yellow, blue, green, red) with a trademark symbol (TM) to the right. Below the "Google" text, the word "Mail" is written in a solid blue, sans-serif font.

Google™
Mail

General Information

Mail File Size: 25GB (Includes Archives).

Labels - the same thing as Folders in Lotus Notes.

Max Label Size is 40 Characters.

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 auto 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.

Web Clips - RSS Feeds that appear above the Gmail Inbox.

Conversation Threads - (#) next to message in inbox which shows the number of replies related to the initial email message.

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.

Archiving

Emails archived are still counted towards the 25GB mail file size limit

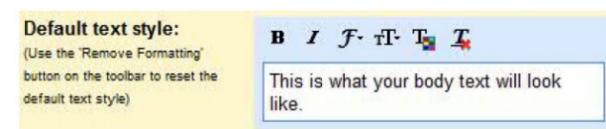
Once archived, emails will only be visible by clicking the "All Mail" link.

Existing archives can be imported using the nova-Migrate 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.



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.



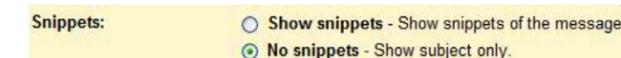
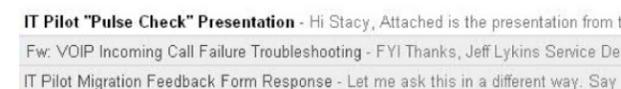
Move Signature Block above Quoted Text ENABLE in Labs

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.



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

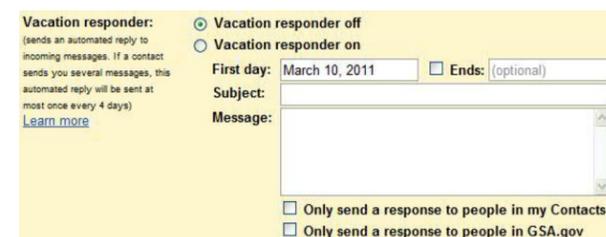
Snippets displays a preview of the first line of the message next to the subject line inside of the Gmail inbox. This feature is enabled by default.



This can be disabled by changing the following:

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.



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.



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.



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	show hide
	Chats	show hide
	Sent Mail	show hide
	Drafts (0 conversations)	show hide
	All Mail	show hide
	Spam	show hide
	Trash	show hide

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 label.

Announcements (0 conversations)	show hide remove
Bulk (0 conversations)	show hide remove
Google Training (0 conversations)	show hide remove

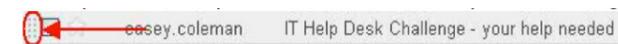
ENABLE in Labs



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, or you could delegate your personal email access to your spouse. 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.

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?”

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”



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 the re-open. If the Time Zone is not updating, clear the browser cache and relaunch the application.

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.

**GSA's
Drive
to the
Cloud**

The logo consists of the text "GSA's Drive to the Cloud" stacked vertically. "GSA's" is at the top, followed by "Drive", then "to the" in a smaller font, and "Cloud" at the bottom. The text is in a bold, black, sans-serif font. Below the text is a stylized blue cloud graphic with a white outline, which serves as a base for the text.