

Objectives

- Send and receive email
- Delete messages
- Use labels to organize mail
- Save drafts of messages
- Create contacts and groups
- Open and send attachments

Introduction

Email is a powerful tool you can use to send and receive messages from other people anywhere in the world. There are many different companies that provide email services, but for this class we will be using Gmail. Most email programs share similar features which allow you to manage your messages and contacts more effectively. These include the ability to organize message into folders or through labels, store contact details and create mailing groups.

Review: Sending and Receiving Email

You can send email to anyone (whether they have the same type of account or not), but you will need to know their full email address in order to do so.

ACTIVITY: Send and Receive Messages

1. **Login** to your Gmail account at www.gmail.com.
2. Click on **Compose Mail** in the links menu and send a short message to the instructor.
3. Click once on the **Subject line** to open the message sent to you from the instructor.
4. Click once on the **Reply** button at the bottom of the message to send a reply to the instructor.

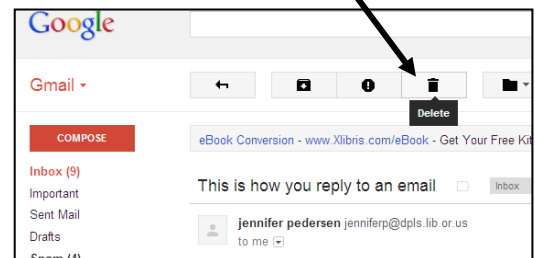
Review: Deleting and Recovering Messages

As you begin using your Gmail account, your Inbox will fill quickly with messages, many of which you won't need to keep and will want to delete.

ACTIVITY: Deleting an email message

1. Open the message sent to you by the instructor.
2. Click once on **Delete** in the Taskbar.

When you delete a message it is moved into your trash folder, so if you delete something accidentally you can still retrieve it.

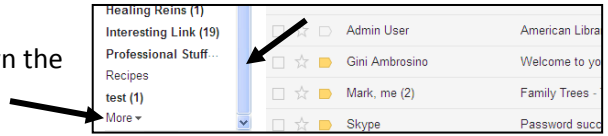


You can also delete items from your Trash folder, which deletes them permanently from your email account.

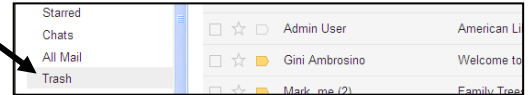
ACTIVITY: Retrieving items from your Trash folder:

1. Hover your mouse over the **bottom of the links menu (by Spam)** to display more options.

2. Use the scrollbar that appears to the right to move down the list. Click on **More** at the bottom of the list.



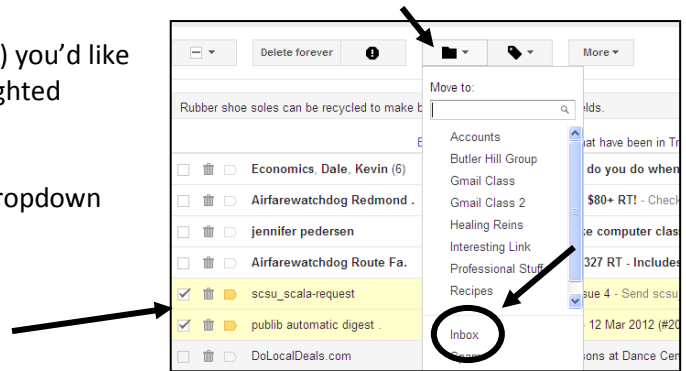
3. Scroll down and click on **Trash**. The main message window is now displaying all messages that have been deleted.



4. Click once in the **checkbox** next to the message(s) you'd like to move back into your Inbox. They will be highlighted yellow.

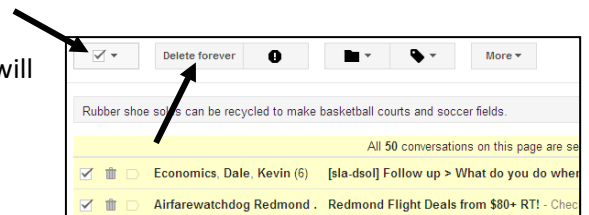
5. Click on the **Move To** button on the Taskbar. A dropdown menu of choices will appear.

6. Click once on **Inbox**.



You can also empty the entire Trash folder. Once an email is deleted from the Trash folder, though, there is no way to retrieve it.

1. Click once in the **checkbox** to the left of the Taskbar. This will automatically highlight all messages showing on the page.
2. Click the **Delete Forever** button in the Taskbar.

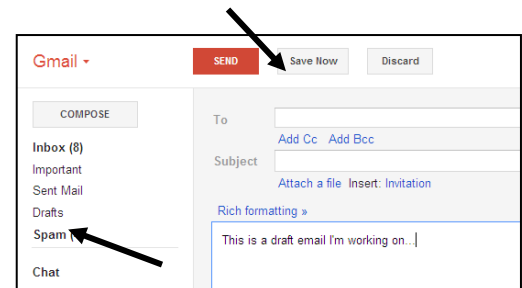


Saving a Draft of a Message

You can save drafts of email messages that you aren't ready to send or don't have time to finish.

ACTIVITY: Saving a draft of a message

1. Click on **Compose mail** and write a short message.
2. Click once on the **Save Now** button at the top or bottom of the message. The message is saved in the Drafts folder.
3. Click on **Drafts** in the links menu to access the saved message later.



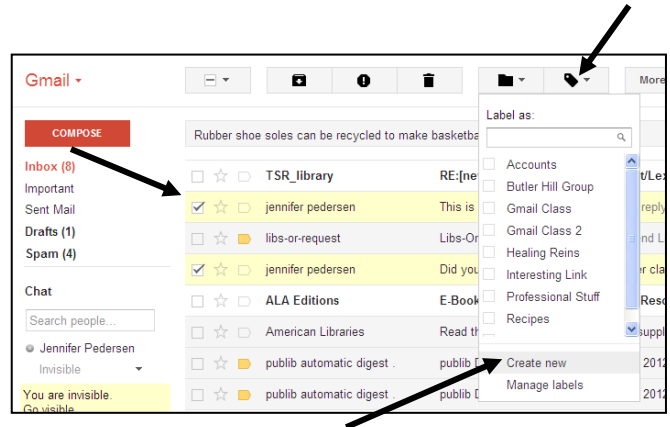
Managing Your Email

Creating and Using Labels

Gmail uses labels to help you organize your mail more effectively. The labeling system is similar to the folder system used by other email programs. You can create a label (or folder) and then add email messages to it that you want to keep, but don't want cluttering up your Inbox.

ACTIVITY: Creating a label

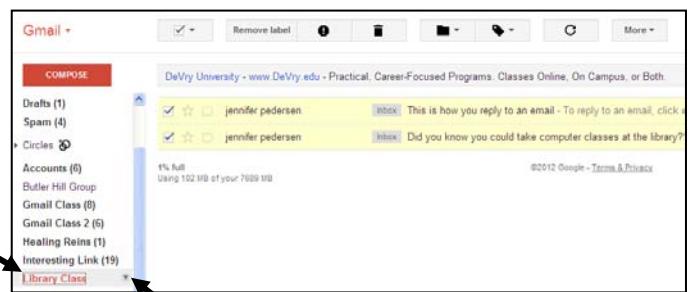
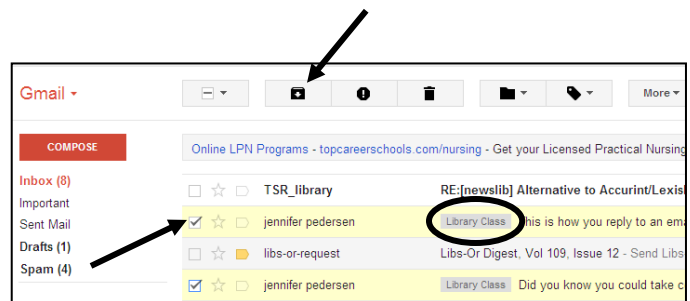
1. Click once in the **checkbox** next to the message(s) you'd like to label.
2. Click once on the **Labels** button on the Taskbar.
3. Either select a label from the list, or click on **Create new**.
4. Enter the name of the new label in the textbox, and click **OK**.



Once a message has been labeled, the label will appear in a grey box in front of the Subject line. You can then remove it from your inbox by archiving it. This is similar to moving messages into folders in other email programs.

ACTIVITY: Archiving labeled messages

1. Click once on the **checkbox** beside the labeled email.
2. Click once on the **Archive** button on the taskbar.
3. Click on the label (or folder) name in the Links menu to access archived messages.
4. Click on the small dropdown menu button to the right of the label name to make changes to that label's settings.



Using Contacts – Your Email Address Book

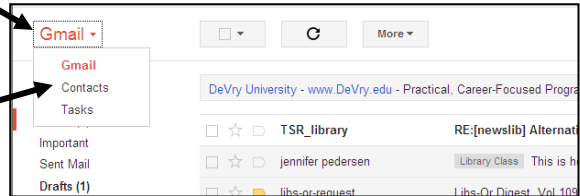
The Contact Manager gives you easy access to the people you want to reach. All your email contacts are stored here; just click the **Contacts** link in the links menu to access and edit your contacts' information.

Email addresses are automatically added to your Contacts list each time you use the Reply, Reply to All, or Forward functions to send messages. Also, each time you mark a message as 'Not Spam,' your Contacts list is automatically updated so that future messages from that sender are received in your inbox.

ACTIVITY: Adding Names and Email Addresses to Your Contacts

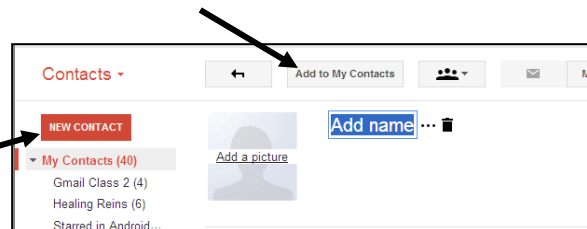
1. Click **Gmail** in the upper left-hand corner of the screen.

2. Click **Contacts**.



3. Click **New Contact** at left-hand side of the screen.

4. **Fill out the form** provided with your contact's information.



5. Click **Add to My Contacts** in the Taskbar.

Creating a Group

If you have several contacts that you send the same messages to regularly, such as work colleagues, club members, or family you might want to create a Group. You can then select the Group instead of having to enter each individual members email address into the To: field of the message.

ACTIVITY: Creating a contact group

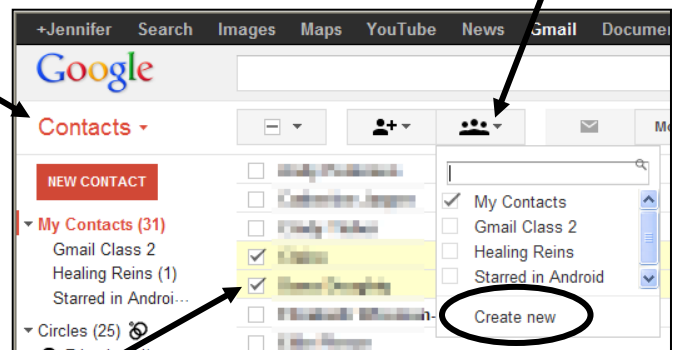
1. Click **Contacts** on the links menu.

2. Select the checkbox beside the name(s) of the contact(s) you'd like to add to the group.

3. Click once on the **Groups** button on the Taskbar.

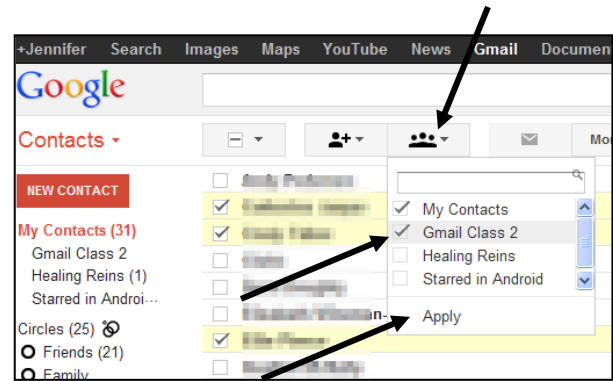
4. Click **Create New**.

5. Enter the name for the group and click **OK**.



ACTIVITY: Adding contacts to a Group:

1. Click the **Contacts** link on the links menu.
2. Select the **checkbox** beside the name(s) of the contact(s) you'd like to add to the group.
3. Click on the **Groups** button on the Taskbar.
4. Click once on the **group name** you'd like to add them to, then click **Apply**.

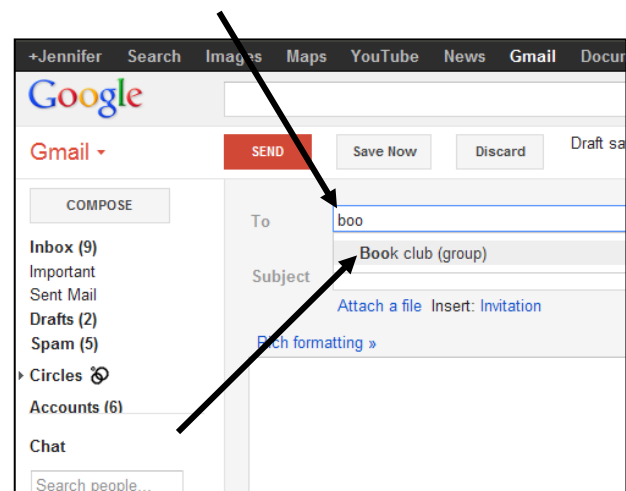


Using Autofill to Send Messages to Contacts or Groups

Once you have Contacts and Groups stored in your email account you can easily send messages to them using autofill. Autofill is a feature that will automatically guess who you want to send a message to when you begin typing in the To: field of a new message.

ACTIVITY: Using autofill to send a message to a contact or a group

1. Click **Gmail** in the links menu.
2. Click **Compose** in the links menu.
3. In the **To:** field, start typing the name of the person or the group to which you'd like to send the message.
4. A list of possible matches will pop-up underneath the To: field.
5. **Click once on the contact or group name** you'd like to send the message to.

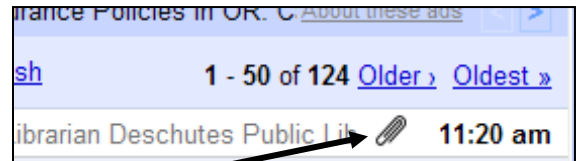


Opening and Sending Attachments

With email, you can attach files from your computer or a storage device and send them to others. These files can be resumés, spreadsheets, photographs, etc.

EMAIL TIP: You will need the same program that a file was created in to view that file on your computer. For example, if someone sends you an MS Word file, you will need MS Word to read it.

EMAIL TIP: A small paperclip icon to the right of the subject line indicates that a message has an attachment.

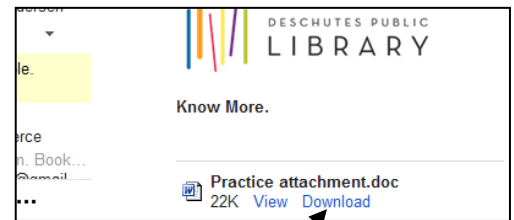


Activity: Opening and Viewing an Attachment

1. Go to your **Inbox**.
2. **Open** a message with an attachment.
3. Scroll down to the bottom of the message to find the links to open the attachment.

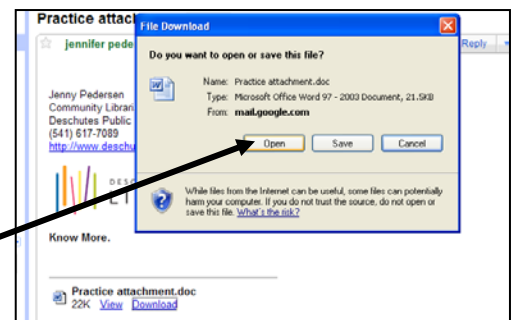
You will find the attachment's name and the type of file it is (.doc = Word, .xls = Excel, .jpg = Photo, .pdf = Adobe PDF).

4. Click once on **Download**.



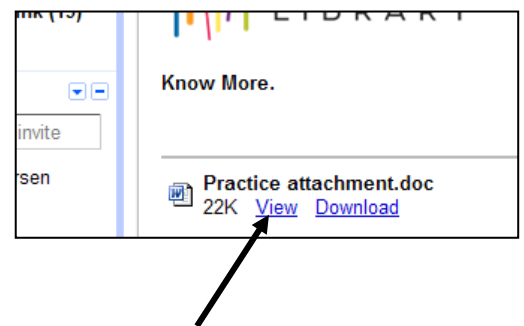
5. A pop-up box will appear. Click once on **Open**.

The program that the file was created in will launch in a new window and it will automatically load the file.



6. Note that you may also open the document by selecting **View**. This will open the attachment in a Web page.

This can be faster than waiting for the associated program to load, and can also be useful if you don't have the associated program on your computer. Be aware, though, that files won't always display well in this format.



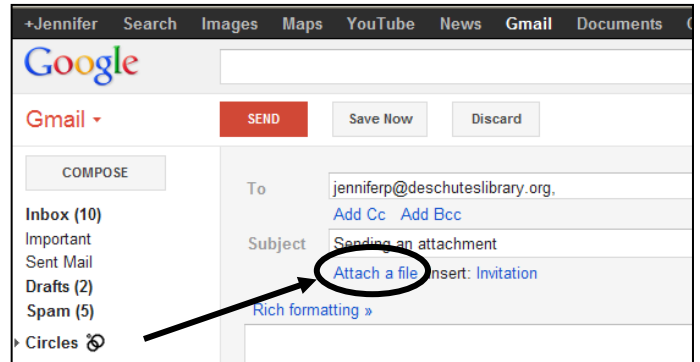
Sending an Attachment

To send an attachment, the file must be saved to either the hard drive of your computer or a storage device. This is because you need to upload it to your email message and you can't do this unless it is saved somewhere.

For this class, we have saved a file titled "Practice Attachment" to a USB flash drive for you to practice with.

Activity: Attaching a file to an email message

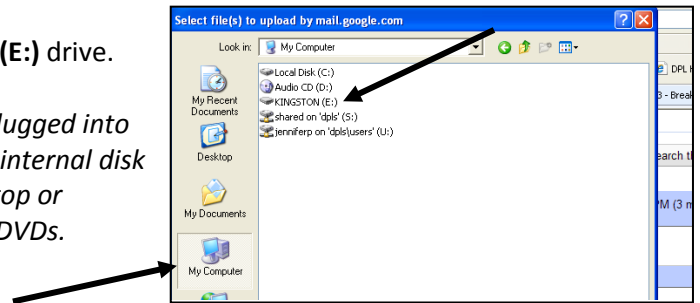
1. Plug your flash drive into one of the USB ports on the front of your computer.
2. **Compose** a short message in **Gmail**.
3. Click once on the **Attach a File** link under the Subject: field. A small window opens where you can select a file to attach.



EMAIL TIP: You need to tell the computer where the file is that you would like to attach. If it's on your personal computer it might be on your Desktop or in your Documents folder. For this class, we're using a document on a flash drive.

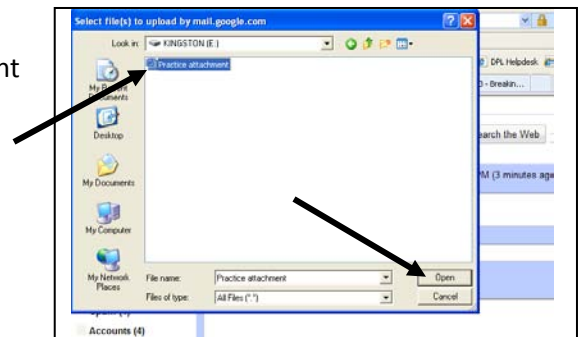
4. Click on **My Computer**, then double click on the **(E:)** drive.

EMAIL TIP: (E:) and (F:) drives are always USBs plugged into your computer. The (C:) drive is your computer's internal disk drive and is where you will find files on the Desktop or Documents folders. The (D:) drive is for CDs and DVDs.



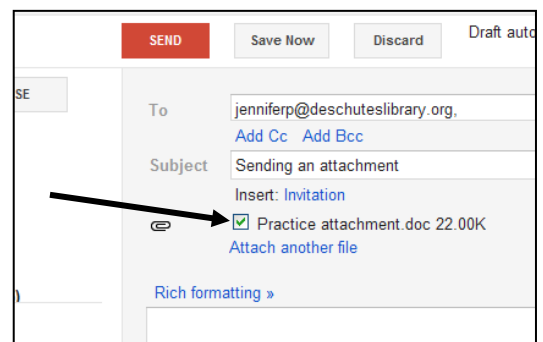
5. Click on the name of the file you'd like to attach to highlight it and then click on the Open button in the bottom right-hand corner of the pop-up window.

EMAIL TIP: You can also double click on the file name and it will open automatically.



6. A link to your attachment will show between the Subject: field and the body of your email so you can verify that it did attach. You can also attach more files.
7. Send your email like usual.

EMAIL TIP: If you decide not to send the attachment, click once in the checkbox to remove the checkmark. This will detach the attachment.



Gmail Help

There are many additional features available with your Gmail Account. For information and assistance, click once on **Settings** or **Help** at any time while logged in to your account.

Additional Resources:

- Become a Gmail Ninja by Google: <http://mail.google.com/mail/help/intl/en/tips.html#white>
- Lynda.com Gmail tutorials: <http://www.lynda.com/home/displaycourse.aspx?lpk2=51413>
- Gmail video tutorials: <http://www.smallbusinessonlinecoach.com/blog/tips/gmail-video-tutorials-from-the-basics-to-the-advanced/>