**Getting Started with Gmail**

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| **Gmail Basics** |
| ✓ | Tasks | Notes |
|  | I can open Gmail with the Google Chrome web browser. | * Chrome.pngStart>Teachers Menu>Google Chrome – Chrome is the recommended web browser for Gmail
* Navigate to [www.google.com/a/wilkes.k12.nc.us](http://www.google.com/a/wilkes.k12.nc.us)
* Log in with your WCS username and password (i.e. smithj and wcs#####)
* You may experience difficulties logging onto your WCS Gmail if you are already logged into a personal Google account on another tab in your web browser
 |
|  | I can log out of Gmail. | * Click the drop-down arrow next your email address in the upper-right corner
* Choose Sign Out
* Once you sign out, you’ll likely need to reenter the URL for our WCS Google domain to sign on again ([www.google.com/a/wilkes.k12.nc.us](http://www.google.com/a/wilkes.k12.nc.us))
 |
|  | I understand the purpose of each button within Gmail when my Inbox is selected. | * **Select button** - allows you to select all, none, read, unread, starred, and unstarred messages in your Inbox

* **Refresh** – updates your Inbox

* **More button**– allows you to perform certain tasks based on what you’ve selected (i.e. Mark all as read)

* **Message Counter** – shows how many messages are in your Inbox and allows you to sort by newest or oldest

* **Newer / Older arrows** – scrolls through the messages in your Inbox

* **Split Pane button** – allows you to choose between no split, vertical split, or horizontal split

* **Settings button** – allows you to choose your display density, change settings and themes, and browse for help

 |
|  | I understand the purpose of each button within Gmail when a message is selected. | * **Archive button** – moves the selected message from your Inbox to Archives

* **Report Spam button** – marks the selected message as spam

* **Delete button** – moves the selected message from your Inbox to Trash

* **Move To button** – allows you to create and manage labels; allows you to apply a label to the selected message; allows you to move a message to Trash or Spam

* **Labels button** – allows you to create and manage labels; allows you to apply a label to the selected message

* **More button** – allows you to perform certain tasks based on what you’ve selected (i.e. mark as unread, mark as important, add to tasks, add star, create event, filter messages like these, mute)

 |
|  | I understand how to check to my storage space in Google. | * Maximum storage = 25 GB which includes mail, tasks, calendar, and documents
* Check percentage of space used from the main screen (before selecting a message) or at the bottom of the settings window
 |
|  | I understand that messages I permanently delete won’t be able to be retrieved by the technology department. | * Employees will have to contact Google if important messages are accidentally deleted
* To contact Google:
	+ Click Gear>Help>Gmail Help Center (link in center of page)
	+ Under Learn More >Popular Articles, choose “My messages have gone missing” link
	+ Click the Recovering Deleted Messages link at the bottom of the left margin
	+ Follow the directions to attempt recovery
	+ Click the link to start investigating if the directions fail to restore your deleted messages
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| **Reading Email** |
| ✓ | Tasks | Notes |
|  | I can check my Inbox and read my email. | * Inbox link in left margin
* Inbox shows your conversations / messages
* Click on a message to view or read
 |
|  | I can distinguish between read and unread mail in my Inbox. | * The number in parentheses indicates how many unread conversations / messages you have
* Bold type indicates unread messages
 |
|  | I can open attachments. | * Paperclip icon with message indicates an email with an attachment
* Image attachments (.jpg, .png, etc.) may appear as a preview within the message
* Attachments will show beneath the message body
* View link opens a preview of the attachment on a new Chrome tab; the file can be saved to Google docs and is editable online
* Download link allows you to open and save the file to your documents; the downloaded file appears in the lower left corner of the Chrome web browser
 |
|  | I can report spam and delete messages from the spam link. | * Select a spam message from your Inbox
* Click the Report Spam button from the top menu to send the message to the Spam label and report the spam to Google
* Items marked as Spam will remain there for approximately 30 days before being automatically deleted
* To empty Spam – Click the Spam link in the left margin, select the messages you wish to delete, and click the Delete Forever button in the top menu
* Or, click the “Delete all spam messages now” link in the top menu
* If you mistakenly mark a message as spam, click the spam link from the left margin, select the message, and click the Not Spam button from the top menu to send it back to your Inbox
* Indecent spam messages can still be reported to your ITF / Tech Dept.
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| **Sending Email** |
| ✓ | Tasks | Notes |
|  | I can compose a new message. | * Compose button in left margin
* Enter email address in the “To:” field
* Click Cc: (Carbon Copy) or Bcc: (Blind Carbon Copy) links to enter additional email addresses
* Enter subject in the “Subject:” field
* Enter message text under the Editor bar
* Click the Send button from the top menu
 |
|  | I can attach a file to a new message. | * Compose button in left margin
* “Attach a file” link under the subject field
* Browse to the file location and select it
* Allow time for upload
* Ensure checkmark is toggled on
 |
|  | I can save drafts to send later. | * Compose button in left margin
* Drafts automatically save as you create emails
* Or, click the Save Now button from the top menu
* Drafts may be reopened, finished, and sent later from the Drafts link in left margin
* Scroll to the bottom of the draft to continue editing
* Send and Discard buttons are in bottom menu
 |
|  | I can reply to a message. | * Click a message from the Inbox
* Click the arrow button in the upper-right corner of the message window

 * Or, click the reply link from the menu below the message
 |
|  | I can reply to all when sending a message. | * Click a message from the Inbox
* Click the drop-down arrow to the right of the Reply button and choose Reply to All

 * Or, click the Reply to All link from the menu below the message
 |
|  | I can forward a message. | * Click a message from the Inbox
* Click the drop-down arrow to the right of the Reply button and choose Forward

 * Or, click the Forward link from the menu below the message
 |
|  | I can send a message to a distribution list. | * Compose button in left margin
* Click the “To:” link
* Click the drop-down arrow next to My Contacts
* Choose the group
* Select the “All” link to choose all recipients in the group
* Click on a checkmark to deselect a recipient
* Recipient names will populate in the “To:” field at the bottom of the window
* Click the Done button to add the recipients to your message
 |
|  | I can use spell check when composing messages. | * When composing messages, click the spell check link in the top menu
* Right click on any highlighted word it finds to view spelling suggestions
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| **Managing Contacts** |
| ✓ | Tasks | Notes |
|  | I can add Contacts to Gmail. | * Click the drop-down arrow next to Mail and choose Contacts

Mail Menu.jpg* Click the New Contact button in the left margin
* Enter contact information
* Click the Add button at the bottom of the window to add additional fields
* Changes are saved automatically
 |
|  | I can add to my Contacts through my Inbox. | * Choose a message from the recipient in your Inbox
* Roll the mouse over the image icon to the left of the recipient’s name

* Choose Add to Contacts link
* Or, click the drop-down arrow to the right of the Reply button and choose Add to Contacts List

Back arrow with drop down.png |
|  | I can choose a recipient through My Contact list. | * Click the drop-down arrow next to Mail and choose Contacts

Mail Menu.jpg* Click on My Contacts in the left margin
* Choose your recipient in the Contact List by opening or placing a checkmark next to the contact’s name
* Click on the envelope icon in the top menu to send an email to the recipient

 |
|  | I can create a group in My Contacts. | * Click the drop-down arrow next to Mail and choose Contacts

Mail Menu.jpg* Click the New Group link in the left margin
* Name the group and click OK
* The new group name should show up in the left margin
* Click the My Contact link in the left margin
* Place a check next to each contact needed in the group
* Click the drop-down arrow next to the Groups icon

* Place a check next to the group name and click Apply
 |
|  | I can delete a group. | * Click the drop-down arrow next to Mail and choose Contacts

Mail Menu.jpg* Select the group name from the left margin
* Click on the drop-down arrow next to “More” in the top menu
* Choose Delete group
 |
|  | I can add a member to an existing group. | * Click the drop-down arrow next to Mail and choose Contacts

Mail Menu.jpg* Choose the group from the left margin
* Click on the Add Members icon in the top menu
* Type the contact name in field and click Add
 |
|  | I can remove a member from an existing group. | * Click the drop-down arrow next to Mail and choose Contacts

Mail Menu.jpg* Click on the group name in the left margin
* Find the recipient(s) you wish to remove
* Click the group name next to the contact to open the contact’s information
* Click on the drop-down arrow next to the group name
* Choose Remove from this Group
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| **Organizing and Managing your Mail** |
| ✓ | Tasks | Notes |
|  | I can star a message. | * Choose the message from your Inbox
* Click the star icon next to the message
* Or, click the More button and choose “Add Star”
* Starred items can be easily sorted using the “Starred” link in the left margin
* You can set and change the star colors in the Settings menu
 |
|  | I can set an email as important. | * Choose the message from your Inbox
* Click the tag icon
* Or, click the More button and choose “Mark as Important”
* Important items are mail messages that Google “learns” are important based on your user statistics
* Marking messages as important or not important assists Google in being more accurate in classifying your messages
* Messages marked as important can be easily sorted using the “Important” link in the left margin
 |
|  | I can create labels (i.e. folders). | * Click the Create New Label link in the left margin (if this link doesn’t show, click More in the left margin to expand the view)
* Enter the name of your new label
* Add a sub-level label (if desired)
* Click the Create button.
* Or, select a message, choose the Label or Move To button from the top menu, and select Create New
 |
|  | I can edit labels I’ve already created. | * Click the Manage Labels link in the left margin (if this link doesn’t show, click More in the left margin to expand the view)
* The Manage Labels link won’t appear until you have created a label
* Click the Remove or Edit links under Actions to make changes
* Or, click the drop-down arrow to the right of the label name in the left margin to make changes
* Or, select a message, choose the Label or Move To button from the top menu, and select Manage Labels
 |
|  | I can label messages in my Inbox (i.e. put in folders). | * Select the message needing a label (or select multiple messages using the select tool or checkmark field)
* Click the Label button in the top menu
* Choose the label you wish to apply
 |
|  | I can remove labels from messages. | * Open the labeled message
* Note the label tags at the top of the message
* Click the X next to each label tag you wish to remove
 |
|  | I can move messages. | * Select the message needing to be moved (or select multiple messages using the select tool or checkmark field)
* Click the Move To button in the top menu
* Choose the label you wish to apply
* The label tag will appear at the top of the message
* This will remove the message from your Inbox
* Moved messages are archived and can only be seen by opening the applied label from the left margin or by clicking All Mail from the left margin
* Archived or labeled messages can also be moved back to the Inbox if needed by using the Move To button in the top menu
 |
|  | I can archive messages in my Inbox. | * Click Inbox from the left margin
* Select the message needing to be archived (or select multiple messages using the select tool or checkmark field)
* Click on the Archive button
* Archived messages will no longer show up when you select your Inbox, but they are not deleted
 |
|  | I can archive messages from labels. | * Click the label name from the left margin
* Select the message needing to be archived (or select multiple messages using the select tool or checkmark field)
* Click the More button in the top menu and choose Archive
* Messages can only be archived if they are tagged as being in the Inbox
 |
|  | I can retrieve archived messages. | * Click All Mail in the left margin.
 |
|  | I can change my Inbox type. | * Click the drop-down arrow next to Inbox in the left margin
* Click the view you wish to use (i.e. Classic, Important First, Unread First, Starred First, or Priority Inbox)
* Priority Inbox - Messages classified as important and unread are in the top section, then starred messages, then everything else. Each section can be customized further, so if you want more control over your inbox, [Priority Inbox](http://mail.google.com/support/bin/answer.py?hl=en&answer=186531) is for you ([learn more](https://support.google.com/mail/bin/answer.py?hl=en&answer=186531))
 |
|  | I can find messages in my migrated personal folders. | * Find, click on, and expand your .pst file from Outlook in the left margin
* Open folders to view saved emails
 |
|  | I can rename my migrated personal folders. | * Click the drop-down arrow next to your migrated .pst file
* Choose edit
* Type the new label name for your personal folders
* Click save
 |
|  | I can search my Inbox for specific messages. | * Click in the search bar at the top of the page
* Type whatever term or field you remember from the message (i.e. text from the subject or message body, the recipient, etc.)
* Searching can also be refined by using search operators or the advanced search option (the drop-down arrow next to the search field)
* Some search operators include (from:, to:, OR, label:, has:attachment, “…” for an exact phrase, after:, before:, etc.)
* Dates in the search field require the following format: YYYY/MM/DD
 |
|  | I can apply filters to incoming messages. | * Click the drop-down menu to the right of the search field
* Complete any field relevant to your filter
* Click the “Create filter with this search” link at the bottom right of the window
* Make selections relevant to your filter
* Choose to apply the filter to any matching messages if desired
* Click the Create Filter button
* If you choose to Skip the Inbox for your filter, new messages will only show up within the labels that you have applied
* Labels will appear bold if there are new messages there
* The number of new messages will appear within parentheses to the right of the label name in the left margin
* Or, click the Settings button from the top menu, choose settings from the drop-down menu, click the Filters tab, and click on the “Create a new filter” link at the bottom of the window
 |
|  | I can edit or delete my custom filters. | * Click the Settings button from the top menu
* Click Settings from the drop-down menu
* Choose the Filters tab from the top menu to view all filters you have created
* Click the edit or delete link to the right of the filter name
* Or, choose the check mark field to select the filters and click on the Delete button
 |
|  | I can deleted unwanted mail and empty my trash. | * Select the message you want to delete (or select multiple messages using the select tool or checkmark field)
* Click the Delete button from the top menu
* Items in your Trash will remain there for approximately 30 days before being automatically deleted
* Items emptied from the trash are PERMANENTLY deleted
* To empty trash – Click the Trash link in the left margin, select the messages you wish to delete, and click the Delete Forever button in the top menu
* Or, click the Empty Trash link in the top menu
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| **Settings / Customization Options** |
| ✓ | Tasks | Notes |
|  | I can create a signature. | * Click the Settings button from the top menu
* Choose Settings from the drop-down menu
* Choose the General tab and scroll down to Signature
* Toggle radio button off of No Signature
* Create your signature in the field under the editing tools
* Click the Save Changes button at the bottom of the page
* Only one signature can be created for your account
 |
|  | I can set a vacation responder. | * Click the Settings button from the top menu
* Choose Settings from the drop-down menu
* Choose the General tab and scroll down to Vacation Responder
* Toggle radio button to Vacation Responder On
* Set your start and end date
* Add your subject and message
* Choose who will receive this message while you are away
* Click the Save Changes button at the bottom of the page
* Vacation Responder will send an automated reply to incoming messages
* While the vacation responder is enabled, you’ll see a banner across the top of any Gmail page
* You can disable the vacation responder by clicking the End Now link within the banner on each page or by going back into settings
 |
|  | I can change important settings in my Gmail. | * Click the Settings button from the top menu
* Choose the preferred Display Density
* Choose Settings from the drop-down menu
* From the General tab:
	+ set your **maximum page size** to whatever you prefer
	+ set your **Default Reply Behavior** to Reply only
	+ set **Conversation View** to Off (if desired)
	+ make changes to your **star settings** (if desired)
	+ set **Desktop Notifications** to ON for Chat and New Mail
	+ change **Create contacts for auto-complete** (if desired)
	+ set your **snippets** preference
	+ Click the Save Changes button at the bottom of the page
* From the Web Clips tab:
* Remove the check next to “Show my web clips above the Inbox”
* From the Labs tab, enable any experimental feature you wish to try out:
* Canned Responses – for messages or text that you have to send often
* Default Text Styling – allows you to change your email text style to better suit your preferences
* Google Calendar Gadget – adds a box in the left column which shows your Google calendar; see upcoming events, locations, and details
* Google Docs Gadget – adds a box in the left column which displays your Google docs
* Google Docs Previews in Mail – shows previews of documents, spreadsheets, and presentations directly in the email when you receive any link to a Google doc
* Inserting Images – allows you to insert images into a message body
* Mark As Read Button – enables a button to mark a message as read
* Preview Pane - Provides a preview pane to read mail right next to your list of messages
* Undo Send - Stop messages from being sent for a few seconds after hitting the send button; after enabling this lab, the number of seconds can be edited from the General tab (default setting is 10 seconds)
* Unread Message Icon – allows you to see how many unread messages are in your inbox with a quick glance at the tab's icon
* Click the Save Changes button at the bottom of the page
 |
|  | I can change my Inbox view. | * Click the drop-down arrow to the right of the Toggle Split Pane Mode button in the top menu
* Select either No Split, Vertical Split, or Horizontal Split based on your preferences
* If No Split is selected, you must click on the message to actually view and read it
 |
|  | I can change my theme / background. | * Click the Settings button from the top menu
* Choose Themes from the drop-down menu
* Select your desired theme
* Custom Themes allows you to choose a photograph from Picasa as your theme / background
 |
|  | I can install the ie tab extension to access eSIS through Google Chrome. | * eSIS won’t open through Chrome without using the ie tab extension
* Open a new tab in Chrome
* Click on Chrome Web Store
* Type ie tab in the search field and press enter
* Click the Extensions button from the top menu
* Choose the first listing (from Blackfish Software)
* Click the Add to Chrome button
* Choose the Add button from the pop-up confirmation window
* Once installed, a green checkmark will appear next to this listing
* This installation will place an IE button in Chrome just to the right of the search field
* Choosing the IE button will open an IE tab and search field within Chrome
 |

Final Thoughts:

Tasks and contacts won’t be migrated, although they can be imported by each user.

There is a task widget that is comparable to the tasks feature in Outlook.

The Global List will be available.

Outlook calendars will migrate.

It has been requested to have Google Chrome pushed out to all elementary computers.

There will be a link on the school webpage and in Teachers Menu>Web Applications folder to our Gmail link.