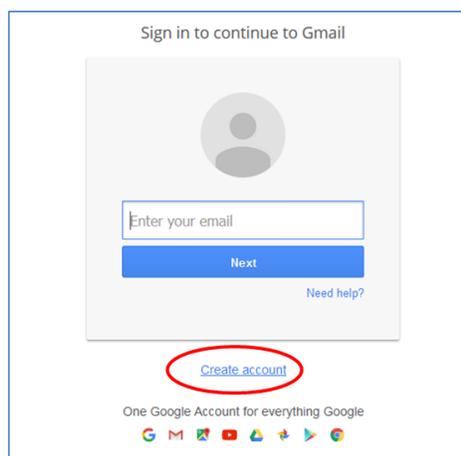


**PART I: Creating a Gmail Account**

1. Go to [www.gmail.com](http://www.gmail.com) and click on **Create an Account**



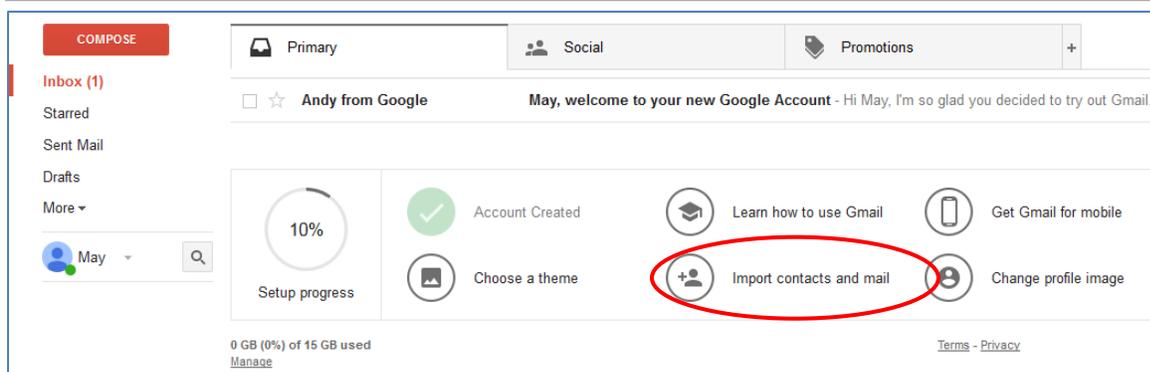
2. Here is the form you'll need to complete:

Your **username** – the part of your email address that comes before @gmail.com – must be between 6 & 30 characters. If the address name you first choose is already taken, Google will suggest some alternatives.

Your **password** has to be at least 8 characters long. Don't make it too obvious; you don't want someone to hack into your account. Use a symbol or number in it to make it more complex.

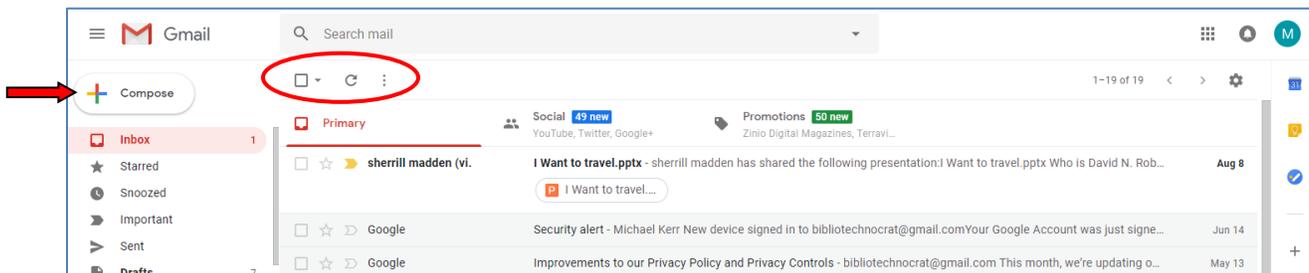
Google needs an alternate way of verifying who you are. It is a good idea to enter your **mobile phone number** and / or **alternate email address**. You will need to keep this information up to date.

3. Read through and agree to the **Privacy and Terms**.
4. Click **Continue to Gmail** and you're in! Google will give you a chance to import contacts from another email system, but you can skip this if you like.



## PART II: Getting to Know Your Inbox

This is what an Inbox looks like:



### The Left Hand Side of the Screen

- The **Compose** button is what you click to create a new email (red arrow) and beneath it are various options.
- **Inbox** (in red) has a number next to it. This is the number of unread messages (not the total number of messages) in your inbox.
- The **other options beneath Compose** are for managing your email.

### The Centre of the Screen

- Note that **unread messages** (the area in the centre) have bolded sender names. **Read messages** are in normal text and have a grayed out background.
- There are three options across the top beneath the search bar:  These will change when an email is opened or selected.
- The **Google search bar** at the top is for searching your email contents (it is not a general search bar). Google is great at searching, and you'll find this useful.

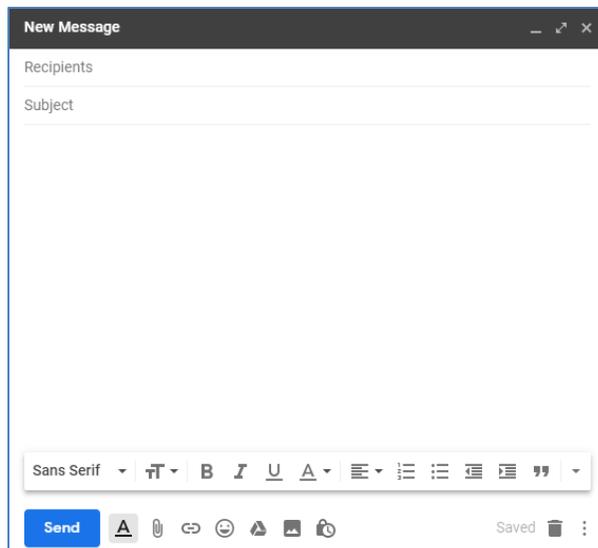
### The Right Hand Side of the Screen

- At the top right, there is a gear icon. This is where **Settings** are found. Here you can:
  - Change how densely packed your inbox appears
  - Manage your settings, and add a signature line (**Settings**)
  - Change the look of your Gmail interface (**Themes**)
  - Get Help



### **PART III: Sending Messages**

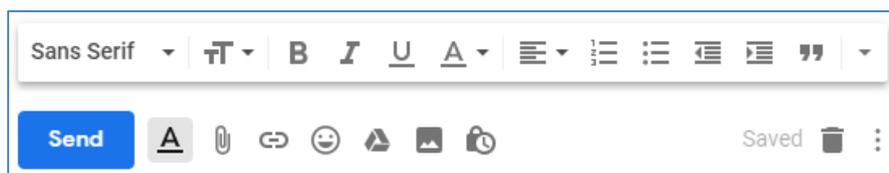
1. Click **Compose** and you'll get a **New Message** box.



2. Type in the email address of whoever you're sending the message **To**. Gmail will retain these for you, so next time you email this person, you'll start typing the first few letters of the address and the rest will fill in automatically for you.  
Note that **CC** and **Bcc** are on the right side of the **To** line. Click **CC** to copy someone on your message, or **Bcc** to copy someone on the message without the other recipients knowing that the message is also being sent to someone else.
3. Always use the **Subject** line. Use a brief description.
4. Type your message in the box. Note that there are some tools at the bottom. These can be used to format your text, add an attachment, link or photo, trash the email without sending, and check spelling, and so on.
5. Click **Send** (bottom left) to send the email. If you decide not to send it yet, just close the box (click the **X** in the upper right) and it will be saved as a draft. You can reopen it any time to complete it and then send it. Drafts can be found in the list of options beneath Compose.

### **PART IV: Attaching a File or Link to an Email**

This is what you'll see at the bottom of your **New Message** window:

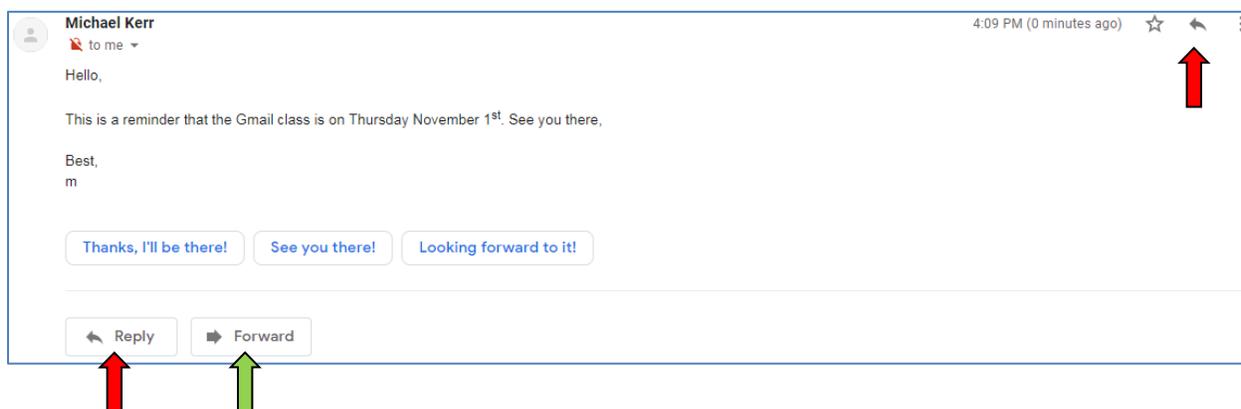


- A
**Formatting Options** is selected by default (the A). This provides tools like font, font size, bolding, italics, bullet points and so on.

- Click on the **paperclip icon** to insert an attachment from your computer. This might be a document – say your resume - or it could be a picture. If you add a picture using the paperclip, it will appear in the email as a file name and the recipient will have to open it.
- The **Insert Link** tool is next and it allows you to turn a piece of text into a hyperlink directing the recipient to a website.
- The **emoticon link** is next, allowing you to attach smiley faces, winking faces, and so on. Emoticons are useful since text on its own can give a wrong impression, whereas adding a smiley face makes it clear that your meaning is positive.
- To attach a file from your **Google Drive** account, click on the next icon
- The **photo icon** attaches a picture such as it will appear as an open photo within the body of your email text. It's generally the best choice for adding pictures.
- The **Confidential Mode** icon is last. It allows you to send an email that can't be forwarded, copied or pasted, downloaded or printed (though the recipient could take a screenshot).

## PART V: Replying to and Forwarding Emails

Click on a message and you'll be able to read it, and reply to it:

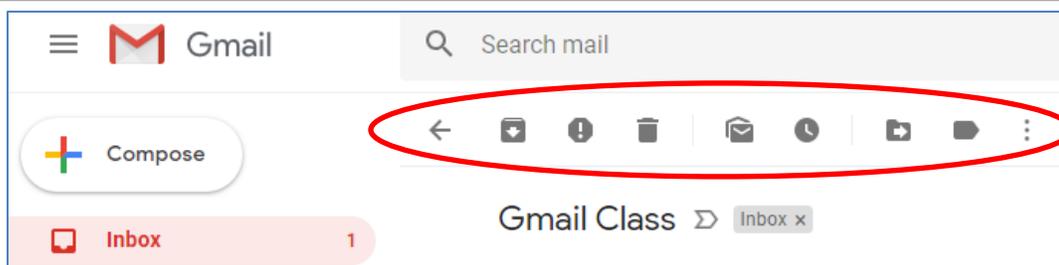


- You have two **reply** options, both indicated by red arrows above. Click either one to respond to the message; you don't need to input an email address. Just click reply, type your response, and click **Send**.
- Alternately, you can forward the message to someone else. Just click the word **Forward** (green arrow above) and you can insert a new email address and compose a message.

## PART VI: Organizing and Managing Email

Once you've opened and read an email, you will want delete or save it. If you choose to save it, you'll need a file management strategy so you can find the email again when you want it.

Once you open an email, the options across the top of the interface change to allow for these:



Compare the top icon choices in this view to the top choices in point #1. Remember that you need to open an email in order to get these choices. Left to right, they are:

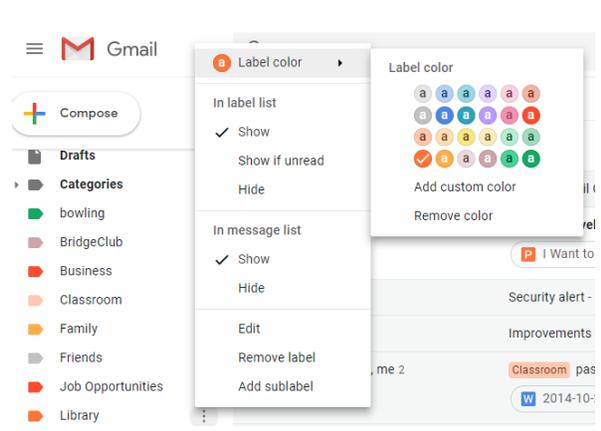
- ← • **Return to inbox**
- ⌵ • **Archive** (more about this below)
- ! • **Report Spam:** This allows you to identify a sender that is mailing you unwanted material (ads or whatever). Once you report this sender as a spammer, new mail from the sender will go directly into the trash, and not clutter up your inbox.
- 🗑️ • **Trash:** Only move things to trash that you're sure you won't want again. Items permanently disappear from trash after 30 days, after which they can't be retrieved.
- 🕒 • **Snooze:** This tool allows you to remove an email from your inbox and select a date and time when it will reappear. This is useful if you don't have time to deal with an issue but you will need to address it in the future.
- ➔ • **Move to:** This is what you'd select if you want to add this email to a group of other emails in the same category for saving. For example, you might want to move the email to a category called "Family," or maybe "Bridge Club." You can create the category name here. Once you move the item, it is out of your inbox, but not deleted.
- 🏷️ • **Label:** This allows you to label the email without moving it. It gets added to the group name you choose, but remains in your inbox. You can create a label/category here too.
- ⋮ • **More:** Here you'll find the following set of tools:
  - **Mark as unread:** makes the email appear unopened—helpful for keeping an important item easily visible
  - **Mark as Important:** adds an arrow visible in the inbox. Google uses AI to mark some of your incoming emails as important based on your connection to the sender
  - **Add to Tasks:** You can add an email to "Tasks" as a kind of "to-do" list
  - **Add Star:** You can add a star to the email so it will be categorized with all other starred items
  - **Create Event:** Takes the data from the email and formats it as an appointment in your Google calendar
  - **Filter messages like these:** Allows you to create a filter such that a message from this sender will go to trash, or be starred, or be marked as read, etc.

- **Mute:** This allows you to bow out of an email conversation string you've been included in. Mute it and new messages in the string won't go to your inbox (though they will be in your archive)

### Archiving

Google gives you a substantial amount of memory storage (15GB) when you get an account. This allows you to save emails for future reference – which can be really handy. But like any archives, classifying items will make them way easier to find again. This is where the power of labels comes in.

- Clicking the Archive button just dumps the email into a big pile. This saves them but makes them hard to find.
- Instead, attach a label to the email (click on the Label icon from the open email to do this). It's easy and quick, and will group all the items with the same label into a folder. The folder can be accessed from the list of links below **Compose**.



- A genius feature of Gmail is that you can have multiple labels for a single email. So if your brother sends you a business idea, you can label it both as “Family,” and as “Business” which will make it easier to find in future. The email will be saved with both identifiers.
- You can colour the labels for easier identification. Just click the down arrow beside the label (in the list under “Compose”) and choose a colour. Now the label itself will be the colour chosen:

## PART VII: Learn More

### Library Resources

- **Class Resources** (like this handout): [www.nvcl.ca](http://www.nvcl.ca) > TechConnect (left-centre tab) > Computer Classes; scroll to “Intro to Email”
- **Online Learning:** [www.nvcl.ca](http://www.nvcl.ca) > Research & Learn (centre tab) > Online Resources A-Z > click “L” or scroll down to Lynda.com. Sign in with your library card and search for Gmail
- Look for **books** on the third floor at Row 26, Dewey 004.692
- Set an **appointment** with a staff member: call 604 982 3941 or email [techconnect@cnv.org](mailto:techconnect@cnv.org)

### Other Resources

- **Google Help:** <https://support.google.com/mail/?hl=en>
- GCF Learn Free: free online tutorials: <http://www.gcflearnfree.org/gmail/1>