



Session: 2

## Working with Mails

# Objectives

Apps

- ◆ Create a Gmail Account
- ◆ Use Gmail to send and receive mails
- ◆ Add attachments in the mails
- ◆ Use Gmail to forward the e-mail conversations
- ◆ Demonstrate how to personalize the inbox
- ◆ Explain how to manage contacts
- ◆ Describe how to create task list
- ◆ Use the chat utility in Gmail
- ◆ Use mails offline

# Introduction

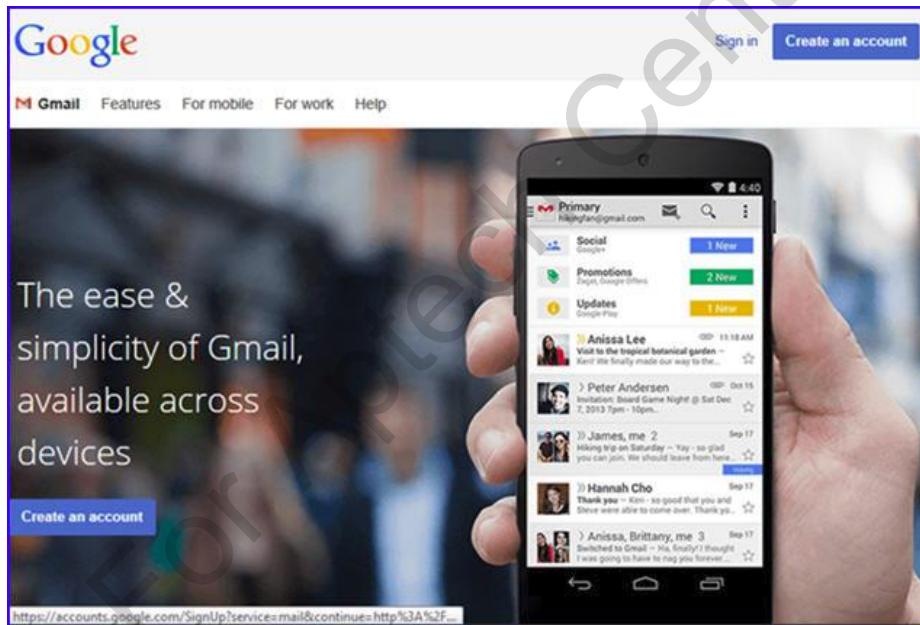
Apps

- ◆ Google offers a free messaging environment in the form of Gmail.
- ◆ It allows users to perform routine e-mail management tasks in an easy and interactive way.
- ◆ It helps user to personalize e-mail management by providing options to:
  - ◊ Create and manage contacts.
  - ◊ Apply various themes.
  - ◊ Set automatic responses for mails received during vacations.

# Managing a Gmail Account 1-5

Apps

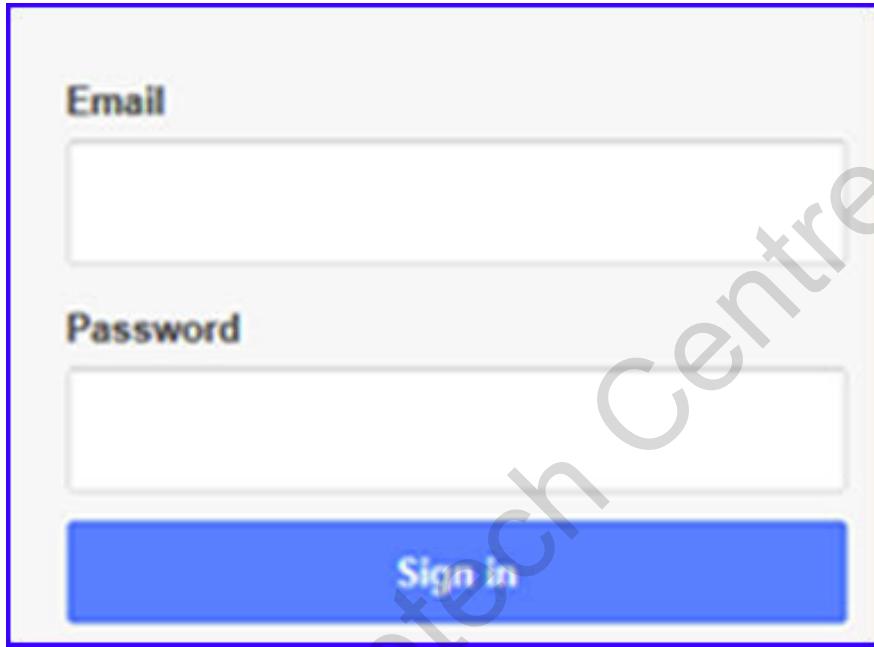
- ◆ To create a new Gmail account, perform the following steps:
  1. Open the browser.
  2. Type **www.gmail.com** in the Address bar and then press **ENTER**.  
The home page of Gmail is displayed as shown in the following figure.



# Managing a Gmail Account 2-5

Apps

3. If the Gmail account already exists, click **Sign in** to display the Google account page as shown in the following figure:



4. Type the user name and password in the respective text boxes and click **Sign in**.
5. In case if the Gmail account does not exist, then the user can click **Create an account** on the home page to create a new Gmail account.

# Managing a Gmail Account 3-5

Apps

- ◆ Following figure shows the **Create an Account** page:

The screenshot shows the 'Create an Account' form for Gmail. It includes fields for Name (First and Last), Username (@gmail.com), Password, Confirm Password, Birthday (Month, Day, Year), and Gender (I am...).

**Name**  
First \_\_\_\_\_ Last \_\_\_\_\_

**Choose your username**  
\_\_\_\_\_  
@gmail.com

**Create a password**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Confirm your password**  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

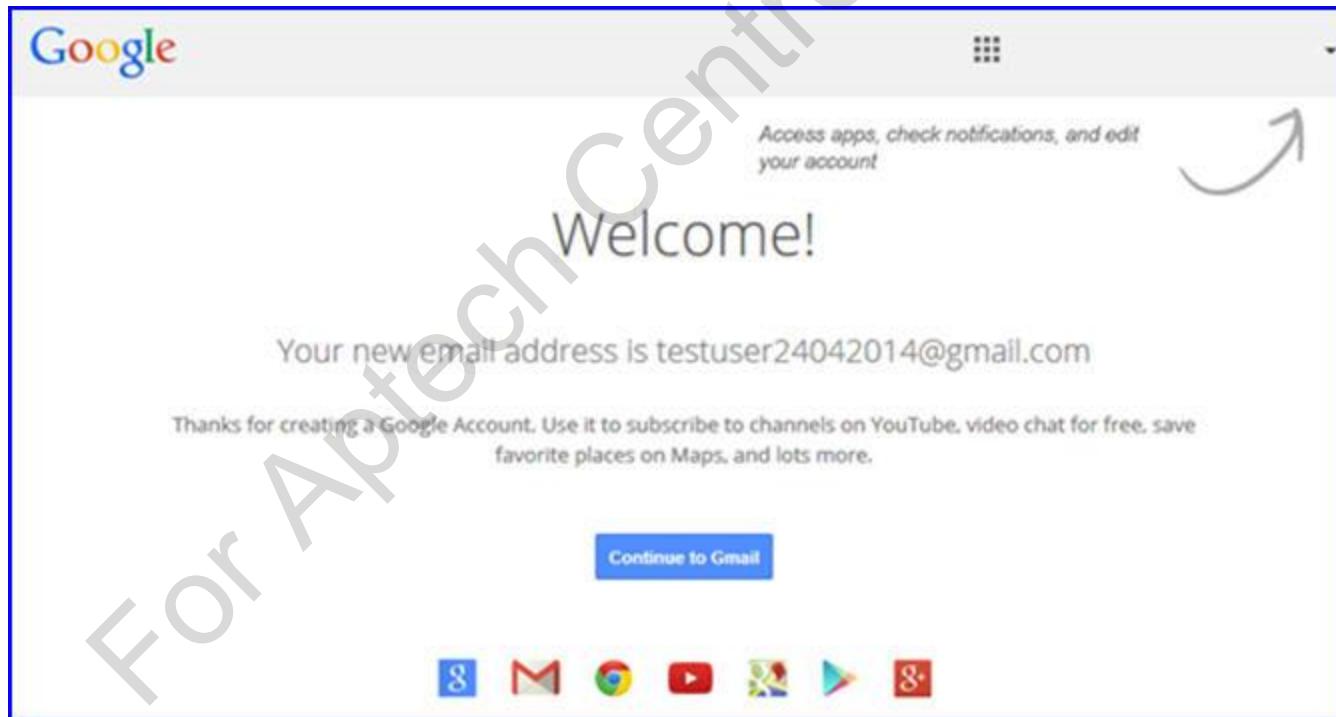
**Birthday**  
Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

**Gender**  
I am... \_\_\_\_\_

# Managing a Gmail Account 4-5

Apps

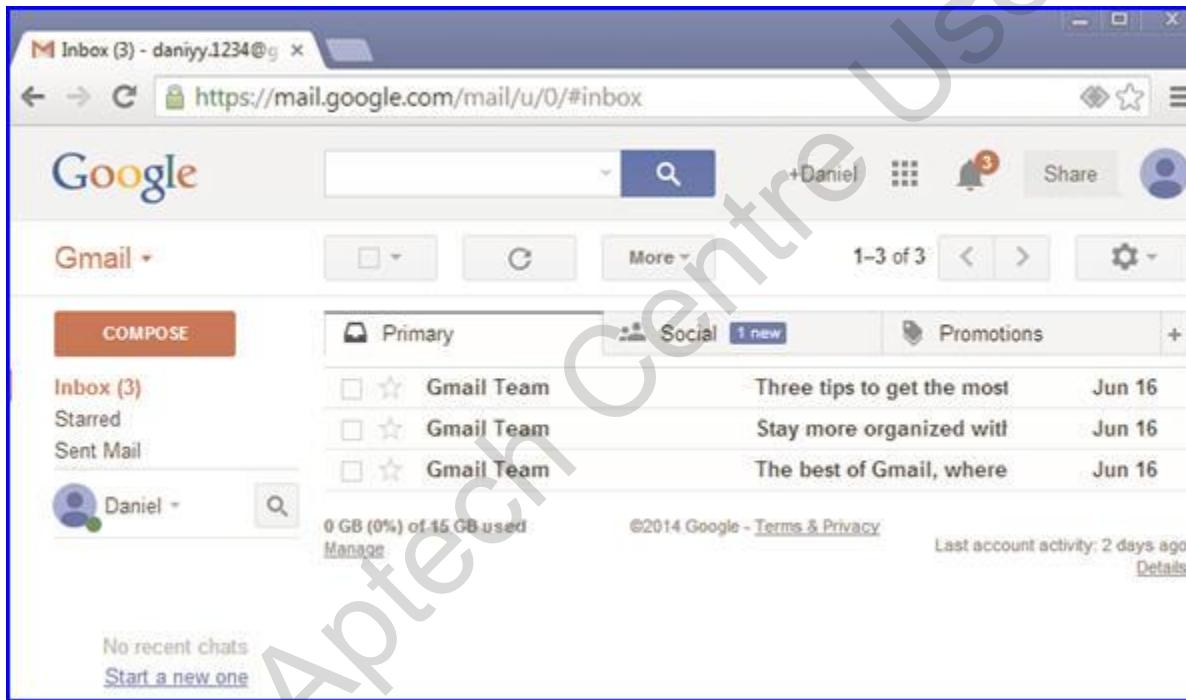
6. Type the required details on the **Create an Account** page.
7. Select **I agree to the Google Terms of Service and Privacy Policy** check box and click **Next**.
  - ❖ Following figure shows the **Welcome** page:



# Managing a Gmail Account 5-5

Apps

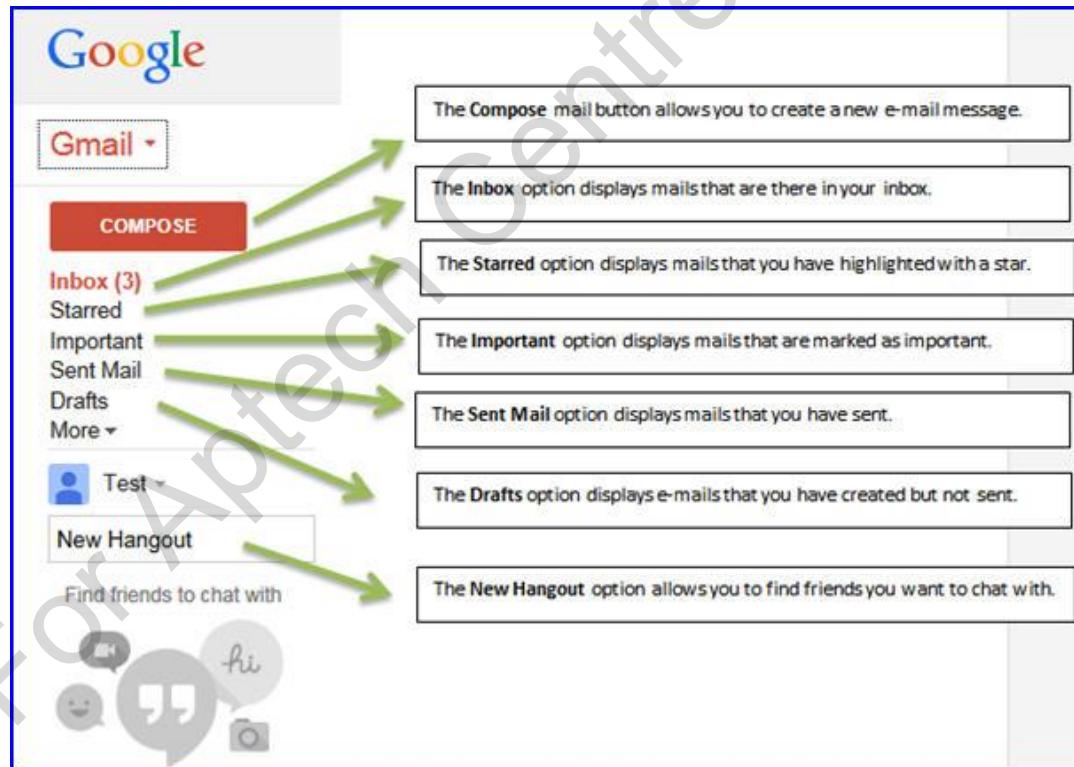
- Click **Continue to Gmail**. The **Gmail** page appears as shown in the following figure:



# Navigating the Gmail Interface 1-2

Apps

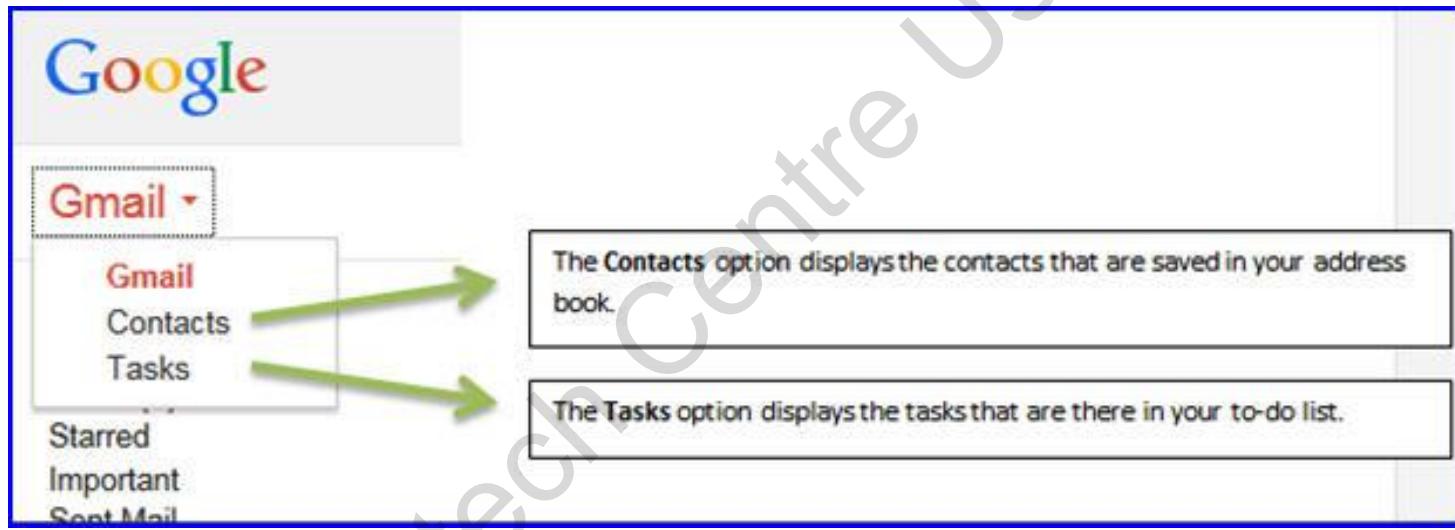
- ◆ Gmail provides a user-friendly interface and therefore, makes it easy for users to navigate.
- ◆ Following figure illustrates the options given on the leftmost column of Gmail page:



## Navigating the Gmail Interface 2-2

Apps

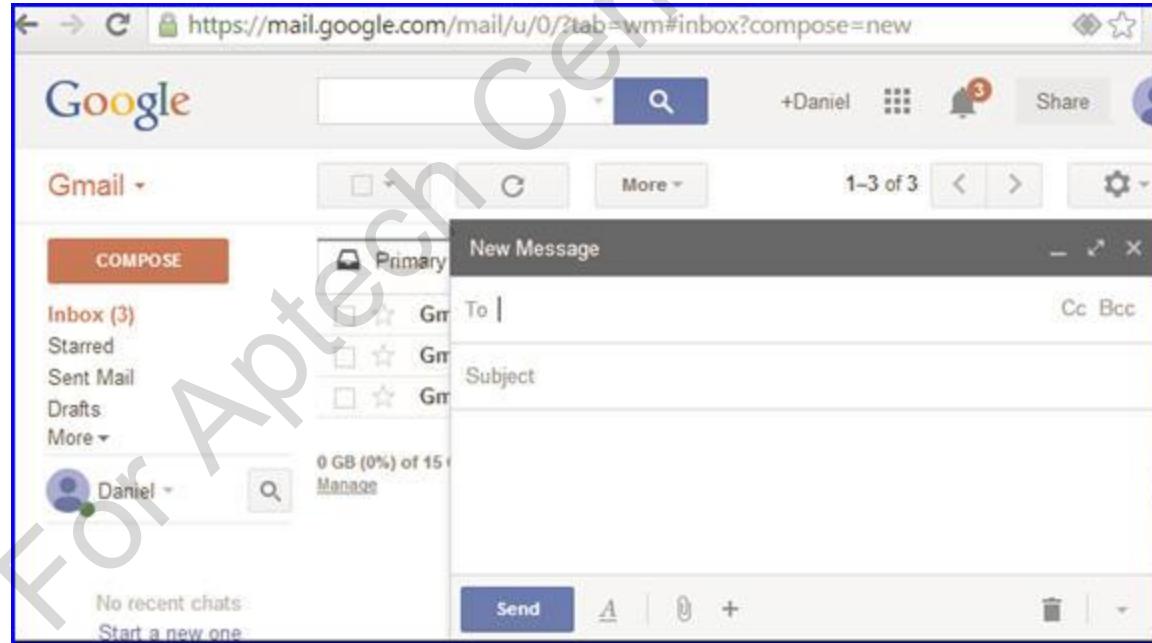
- ◆ Some other options available under the **Gmail** drop-down list are **Contacts** and **Tasks** as shown in the following figure:



# Composing a New Message 1-4

Apps

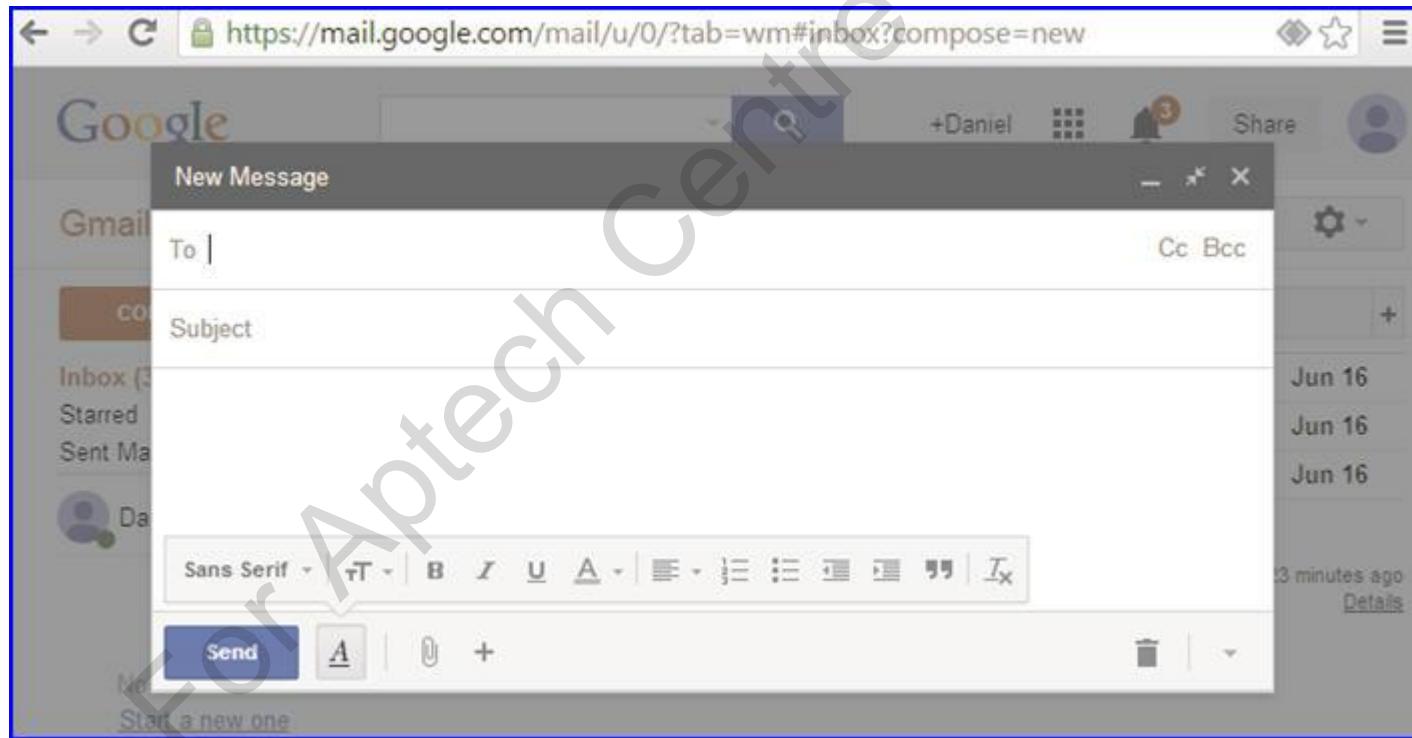
- ◆ To send an e-mail, perform the following steps:
  1. Sign in to the Gmail account. The account home page will be displayed.
  2. Click **Compose**. A **New Message** window opens on the lower-right corner of Gmail page as shown in the following figure:



# Composing a New Message 2-4

Apps

- ❖ To open the message window in the full-screen mode, click the pop-out button  on the upper-right corner.
- ❖ This opens the **New Message** window in full-screen as shown in the following figure:



# Composing a New Message 3-4

Apps

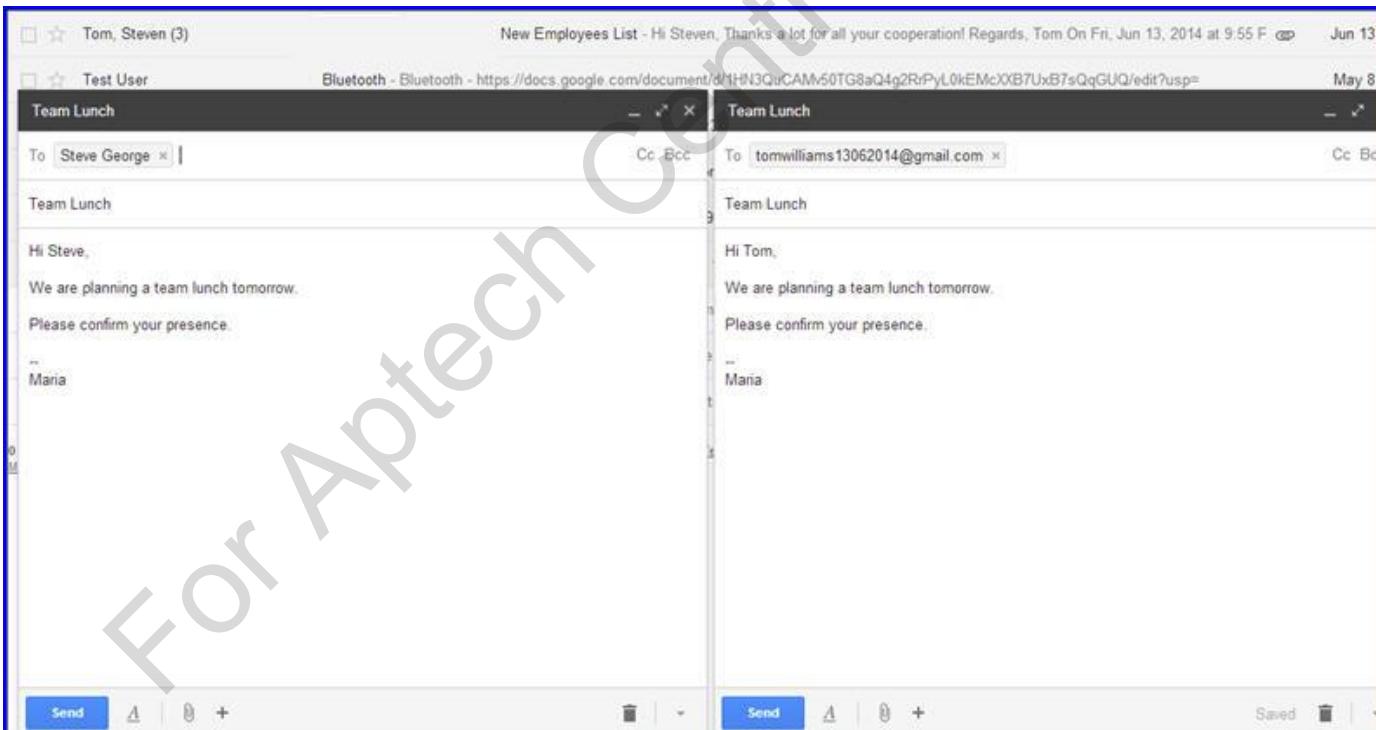
- In the **To** field, type the first letter or few letters of a recipient's name to look up their email address in the Gmail contact list as shown in the following figure:



# Composing a New Message 4-4

Apps

- ◆ To compose one or more messages simultaneously, click the **Compose** button repeatedly.
- ◆ Gmail opens multiple compose windows at the same time depending on the screen size as shown in the following figure:



# Copying the E-mail to Other Recipients 1-2

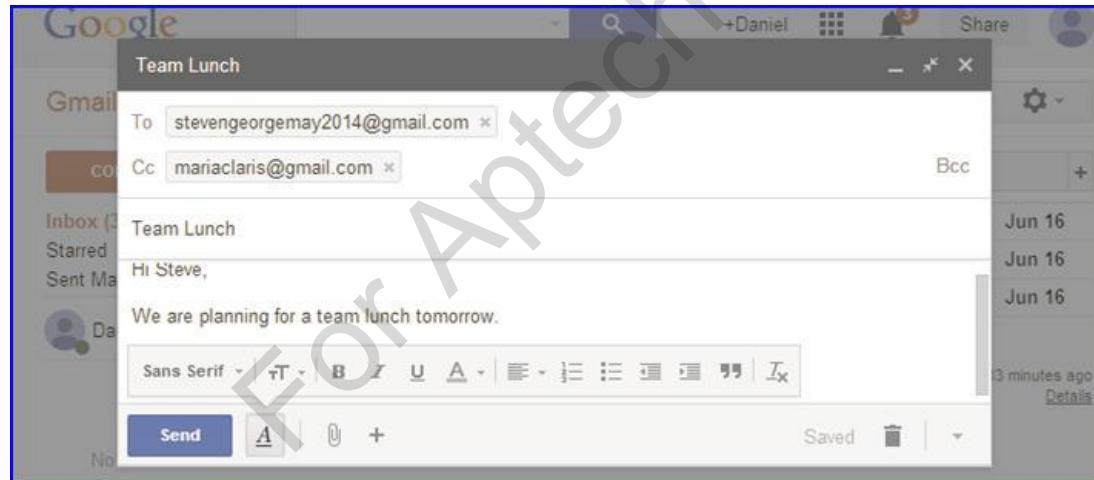
Apps

- ◆ When the user writes an e-mail address, the application will suggest addresses from the user's contact list.
- ◆ To choose the contact appearing at the top of the list:
  - ◆ The user must press **ENTER**.
  - ◆ The user can also scroll down the list to select a different contact address.
- ◆ If the recipient's address is not saved in the contact list, the user can continue typing.

# Copying the E-mail to Other Recipients 2-2

Apps

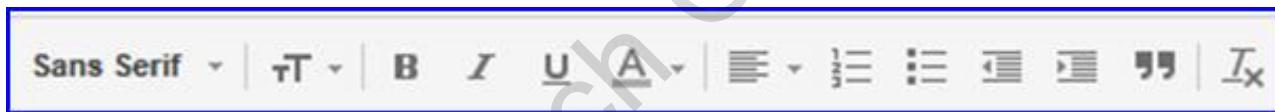
- ◆ There can also be a need to mark a copy of the e-mail to several recipients, but do not want the e-mail addresses to be visible to others.
- ◆ In such cases, the Blind Carbon Copy (BCC) feature is helpful.
- ◆ The user can specify the e-mail addresses in the **Bcc** field.
- ◆ To type the message, perform the following steps:
  1. Type the **subject** in the Subject text box.
  2. Write the message in the body text area.
- ◆ Following figure shows a message window:



# Formatting the E-mail 1-4

Apps

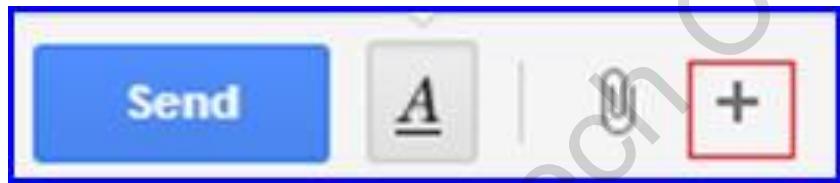
- ◆ Gmail provides various options to format the body text of the e-mail.
- ◆ To access the toolbar, the user needs to click **Formatting Options** in the **New Message** window.
- ◆ It is a toggle button which displays the various formatting options available in Gmail as shown in the following figure:



## Formatting the E-mail 2-4

Apps

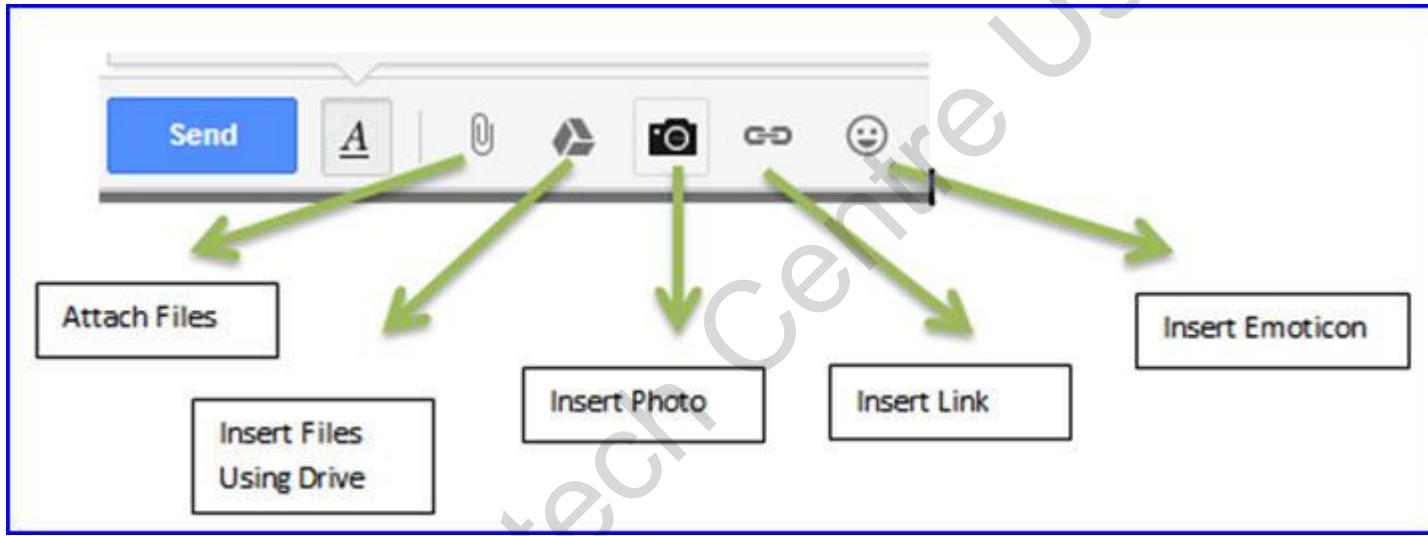
- ◆ Gmail also provides File attachment as well as various attachments such as inserting photos, inserting links, and so on.
- ◆ The File attachment is visible next to the **Formatting** button.
- ◆ Other attachments can be accessed by clicking the + (plus) button in the **New Message** window as shown in the following figure:



## Formatting the E-mail 3-4

Apps

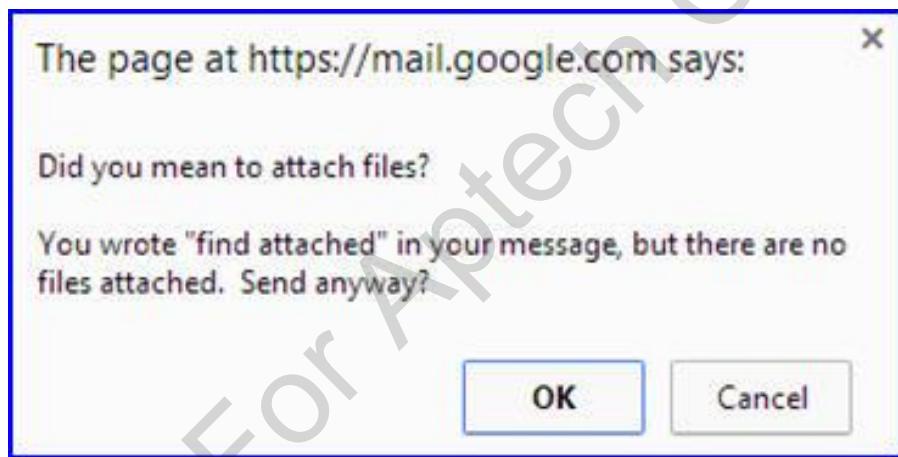
- The various attachment options are displayed in the following figure:



## Formatting the E-mail 4-4

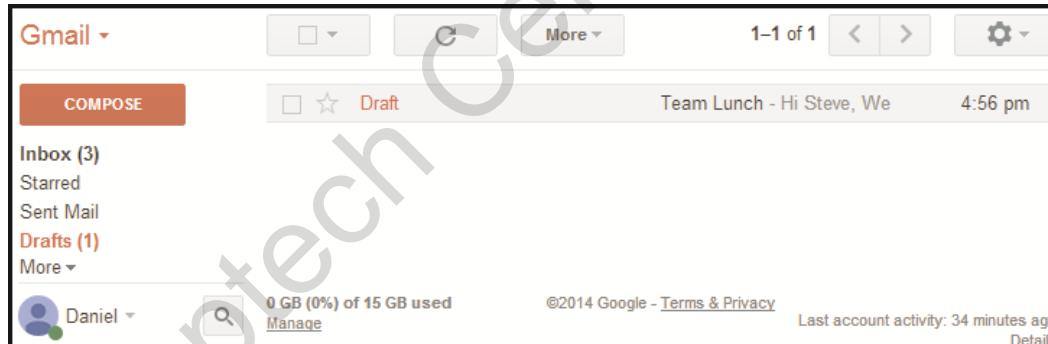
Apps

- ◆ To attach a file to a mail, perform the following steps:
  1. Click **Attach files** icon, after the e-mail has been created.
  2. Select desired file and click **Open**.
- ◆ Similarly, the user can insert photos, link, and emotions to the e-mail.
- ◆ If the user had referred an attachment word in the e-mail, however, has forgotten to attach the file or photo or document, then a warning dialog box will appear as shown in the following figure:



# Sending an E-mail

- ◆ After the mail has been composed, the user can send it by clicking the **Send** button in the **New Message** window.
- ◆ The drafted message can be saved to be sent later, for this, perform the following steps:
  1. Close the message window without sending the message. Then, the message will be stored in **Drafts** as shown in the following figure:



- Now, the user can edit the e-mail further, if required, or send it to the recipient.
2. To discard the typed message, click **Discard draft** icon appearing on the lower-right side of the message window.

# Grouping Mails by Category 1-2

Apps

- ◆ Gmail automatically groups received mails in the following five categories:
  - ❖ **Primary** - It lists personal and official mails.
  - ❖ **Social** - It stores mails received from social networking sites such as Linkedin, Facebook, and so on.
  - ❖ **Promotions** - It lists all the promotional mails.
  - ❖ **Updates** - It contains all notification mails such as receipts and bills.
  - ❖ **Forums** - It has all the messages received from online groups, discussion boards, and mailing lists.

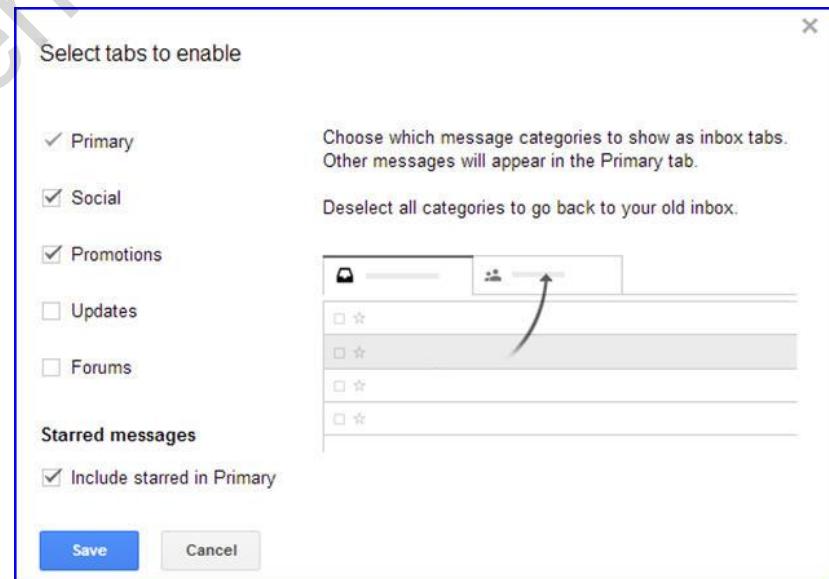
# Grouping Mails by Category 2-2

Apps

- To show or hide a tab, perform the following steps:
  - Click the '+' icon given at the end of the tabs as shown in the following figure:



- Select or deselect tabs based on the requirements in the **Select tabs to enable** window as shown in the following figure:

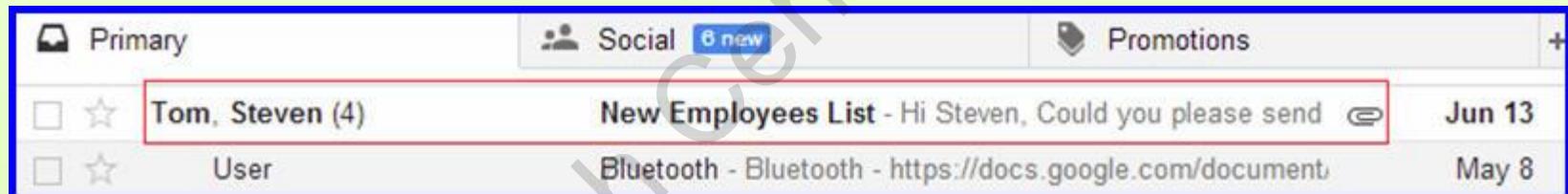


- Click **Save**.

# Grouping Mails by Conversations

Apps

- ◆ In Gmail, messages or replies are grouped together with the original e-mail.
- ◆ Following figure depicts an example of mails that are grouped based on a conversation:



# Reading the E-mail Conversation

Apps

- ◆ In Gmail, all the conversations related to the original e-mail appear on a single screen.
- ◆ When the user will open a message from the conversation, all the other mails will be stacked.
- ◆ The newest e-mail will appear at the bottom of the older mails.
- ◆ The user needs to click the particular conversation to view the message.
- ◆ Following figure displays how the conversations appear on a single screen:



Click the **Expand All** icon at the upper-right of the window to open all conversations on the single page.

# Forwarding or Replying the E-mail 1-2

Apps

- ◆ The user can also forward the messages or a message from the conversation using the following options/links:
  - ❖ **Forward:** To forward just one message of the entire conversation.
  - ❖ **Forward all:** To forward the entire conversation.
- ◆ To forward a single conversation, click **Forward** at the bottom of the message as shown in the following figure:



- ◆ Alternatively, the user can also forward a message by clicking the down arrow next to the message's **Reply** button, and then click **Forward**.

## Forwarding or Replying the E-mail 2-2

Apps

- To forward an entire conversation, click the **More** button in the Menu bar and click **Forward all** as shown in the following figure:



The user can also send replies to the mails/messages, using the following options/links:

- Reply to all:** To reply to all the recipients, the sender, and the recipients in the **Cc** field.
- Reply:** To reply to the sender.

# Creating E-mail Templates 1-2

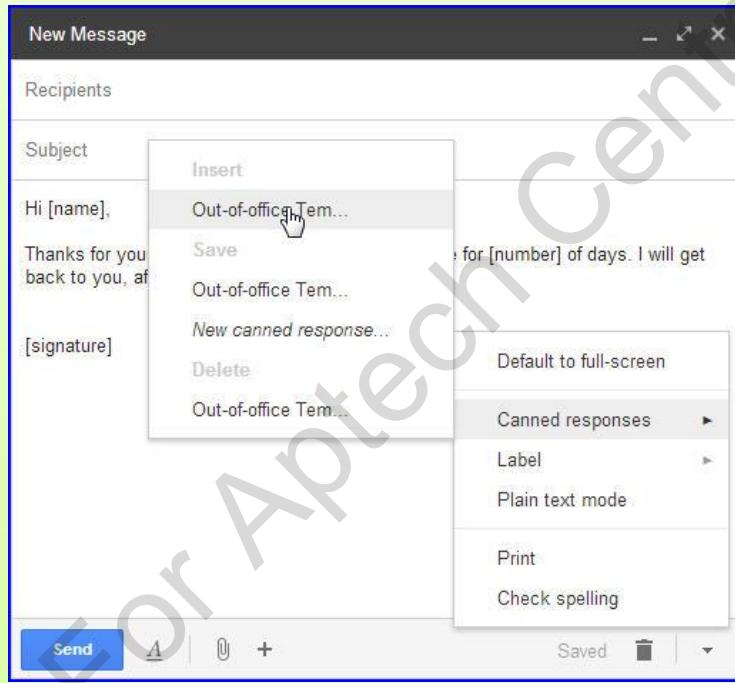
Apps

- ◆ To create an e-mail template, perform the following steps:
  1. Click the gear icon and select **Settings**.
  2. Locate the **Labs** tab.
  3. Browse the **Canned Responses** section and select the **Enable** button.
  4. Click **Save Changes** at the bottom of the page.
  5. Compose a message that will act as a template.
  6. Click **Canned responses** link in the **More options** drop-down list at the bottom-right bottom of the message window.
  7. Click **New canned response**.
  8. Type the name of the e-mail template in the prompt box and click **OK**.

# Creating E-mail Templates 2-2

Apps

- ◆ To use the e-mail template, perform the following steps:
  1. Compose a new mail message.
  2. Click **Canned responses** and select desired template under **Insert** as shown in the following figure:



# Personalizing the Inbox

Apps

- ◆ Using Gmail, the user can perform various tasks, such as:
  - ❖ Mark the mails as unread
  - ❖ Mark mails as important
  - ❖ Create signatures
  - ❖ Set vacation responder
  - ❖ Change the theme of Gmail
  - ❖ Set labels
  - ❖ Create filters for mails

# Marking the Mails as Unread

- ◆ To mark the mails as unread, perform the following steps:
  1. Open the message.
  2. Click **More** drop-down list and select the **Mark as unread** option as shown in the following figure:



The message marked as unread will have its subject line appearing in **bold** in Inbox.

# Marking the Mails as Important

Apps

- ◆ To mark the mails as important, perform the following steps:
  1. Open the message.
  2. Click **More** drop-down list and select the **Mark as important** option.
  3. To view the important mail, in the left pane, click **More** drop-down list and select **Important**.

# Creating Signatures

Apps

- ◆ To create the signature, perform the following steps:
  1. Log in to the Gmail account.
  2. Click the gear icon to the upper-right corner of the Gmail page and select **Settings**. Scroll the page to the **Signature** section as shown in the following figure:

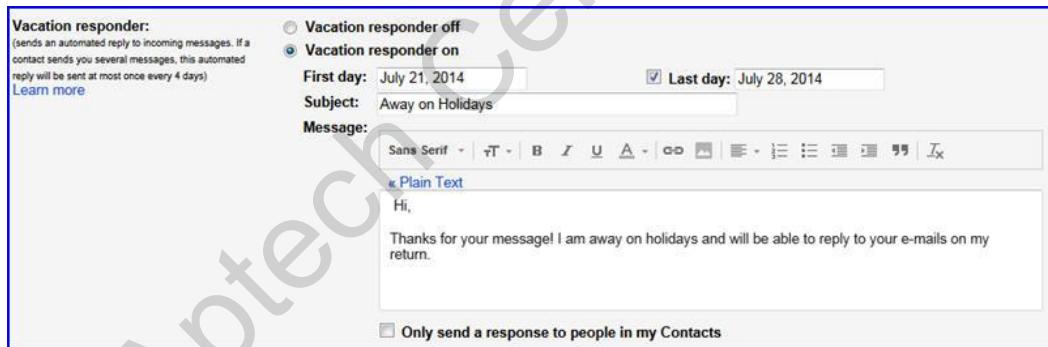


3. Write a new signature in the new signature text box. As the user starts typing, the radio button **No signature** is deselected automatically and the text box becomes active.
4. Click **Save Changes**.

# Setting Vacation Responder Option

Apps

- To set the **Vacation responder** setting, perform the following steps:
  - Log in to the Gmail account.
  - Click the gear icon and select **Settings**.
  - The **General** page will be displayed. Scroll down to the **Vacation responder** section.
  - Select the first day from when the vacation starts and the last day of the vacation from the **First day** and the **Last day** text boxes.
  - Write the subject and message in the **Subject** and **Message** text box respectively, as shown in the following figure:



- Select the **Only send a response to people in my Contacts** check box, if the user does not want anyone else, who is not in the contact list, to know that he is away.
- Click **Save Changes**.

# Customizing the Theme of the Inbox

Apps

- ◆ To change the theme, perform the following steps:
  1. Open Gmail.
  2. Click the gear icon and select **Settings**.
  3. Click the **Themes** tab. There are many different themes that the user can select from, as shown in the following figure:

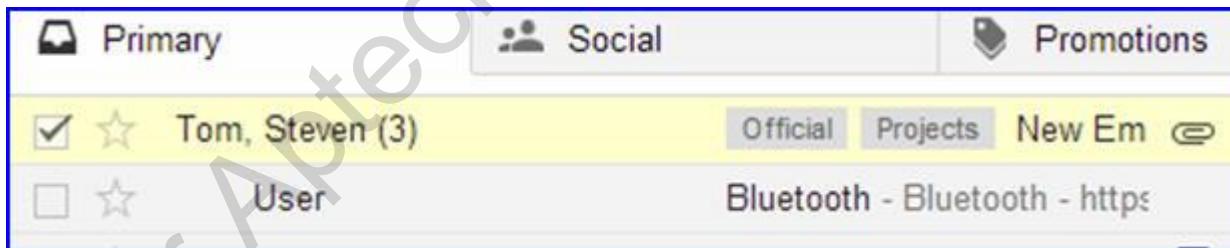


- ◆ There is also an option to customize themes that will change depending on the specified location and time.
- ◆ For this, the user needs to provide their location and time.

# Creating an E-mail Label 1-3

Apps

- ◆ To create a label, perform the following steps:
  1. Select the mail that need to be labeled. The **Labels** icon gets displayed in the toolbar.
  2. Click the **Labels** drop-down list and select the label to add to the message.
  3. Click **Apply**.
  4. The labels get applied to the selected message as shown in the following figure:

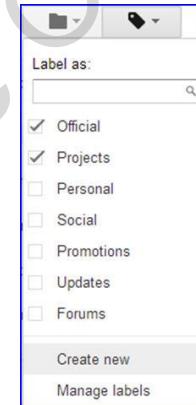


# Creating an E-mail Label 2-3

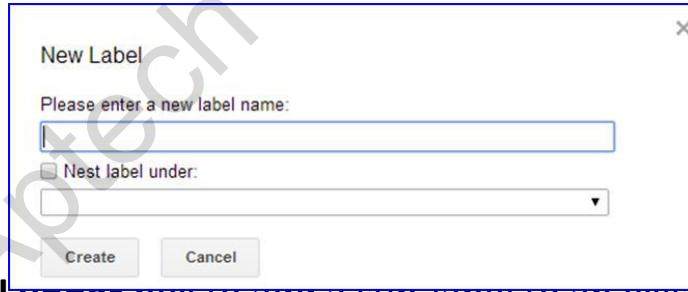
Apps

- To create a new label, perform the following steps:

- Click the **Create new** button as shown in the following figure:



- Provide a name for the new label in the **Please enter a new label name** box as shown in the following figure:



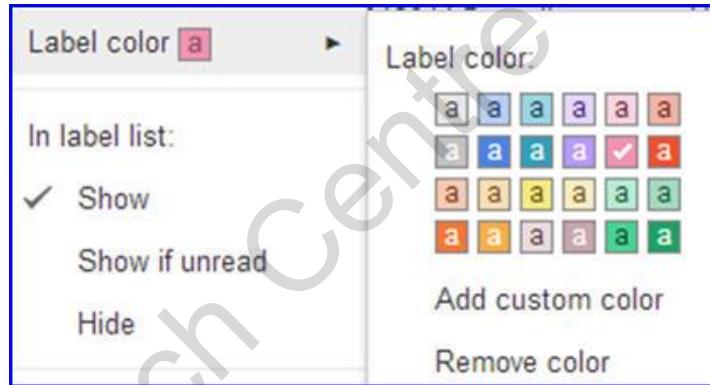
- Check the **Nest label under** box to add a sub-label to an existing label.
- Click **Create**. The new label will be created and added to the selected message.

# Creating an E-mail Label 3-3

Apps

- Users can also color code their labels for easy understanding. To change the color of a label, perform the following steps:

- Click the down arrow next to the label name appearing on the left pane of Gmail page.
- Roll the mouse over **Label color**. The various color options appear as shown in the following figure:



- Select a color for the label. Following figure displays a message with colored labels:



# Setting Up E-mail Filters

Apps

- ◆ To set up a filter, perform the following steps:
  1. Click the gear icon and select **Settings**.
  2. Click **Settings → Filters**.
  3. Click **Create a new filter**.
  4. Enter the filter criteria to set.
  5. Click **Create filter with this search**.
  6. Select the options to apply on the mails.
  7. Click **Create filter**.

# Managing Contacts

Apps

- ◆ The Contact Manager in Gmail gives an easy way to access and edit the contacts.
- ◆ All the e-mails contacts are stored in the Contact list.
- ◆ Click **Contacts** appearing under **Gmail** drop-down list as shown in the following figure:



# Adding a New Contact 1-2

Apps

- ◆ To add a new contact, perform the following steps:
  1. Click **Contacts**.
  2. Click **New Contact**. The **NEW CONTACT** page will be displayed as shown in the following figure:

The screenshot shows a 'New Contact' form with a blue border. At the top left is a placeholder for a profile picture with the text 'Add a picture'. To its right is a text input field labeled 'Add name' with a placeholder 'First name' and a dropdown menu showing 'My Contacts'. Below these are five input fields: 'Email' (with placeholder 'Email'), 'Mobile' (with placeholder 'Mobile' and a dropdown menu showing 'US' and '+1'), 'Address' (with placeholder 'Address'), 'Birthday' (with placeholder 'Birthday'), and 'URL' (with placeholder 'URL'). At the bottom is a grey 'Add' button.

## Adding a New Contact 2-2

Apps

3. Type the name of the contact in the **Add name** text box.
4. The user can also specify the other details, such as the e-mail address, phone number, address, birthday date, and the picture of the contact in the respective fields.
5. Click **Save Now** after specifying the details to save in the address book.

# Editing the Contact

Apps

- ◆ To edit the contact information, perform the following steps:
  1. Log in to the Gmail account.
  2. Click **Contacts**.
  3. Select the contact that needs to be edited.
  4. The user can now edit the contact information, as required.
  5. Click **Save Now** after editing.

# Deleting the Contact

- ◆ To delete the contact, perform the following steps:
  1. On the main page of the Gmail account, click **Contacts**.
  2. Select the contact that needs to be deleted.
  3. Click the **Delete contact** button in the **More** drop-down list.
  4. Click **OK**.

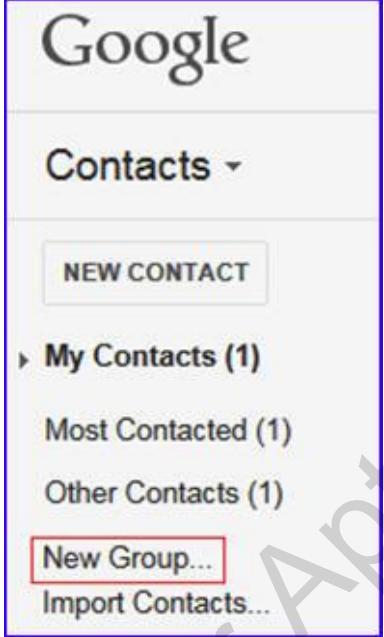
# Arranging Contacts in Groups 1-2

Apps

- ◆ In Gmail, user can organize contacts in the following two default groups:
  - ❖ **My Contacts:** This group organizes the e-mail addresses of contacts the user has received mails from or sent mails to. The contacts that the e-mail is sent very often can be moved to the **My Contacts** group.
  - ❖ **Most Contacted:** This group saves around 20 e-mail addresses of the contact that are most frequently used. Gmail automatically updates the list of this group.
- ◆ Gmail also provides user with the capability of creating custom groups.
- ◆ Users can also create own groups to organize the personal and professional contacts.

# Arranging Contacts in Groups 2-2

Apps

- ◆ To create a group, perform the following steps:
    1. Log in to Gmail account and then click **Contacts**.
    2. Click **New Group** in the left pane as shown in the following figure:
- 
- The screenshot shows the Google Contacts interface. At the top, it says "Google" and "Contacts". Below that is a "NEW CONTACT" button. Underneath are three sections: "My Contacts (1)", "Most Contacted (1)", and "Other Contacts (1)". At the bottom of the list, there are two options: "New Group..." and "Import Contacts...". The "New Group..." option is highlighted with a red border.
- 3. Type the name of the group in the box as shown in the following figure:
  - 4. Click **OK**.

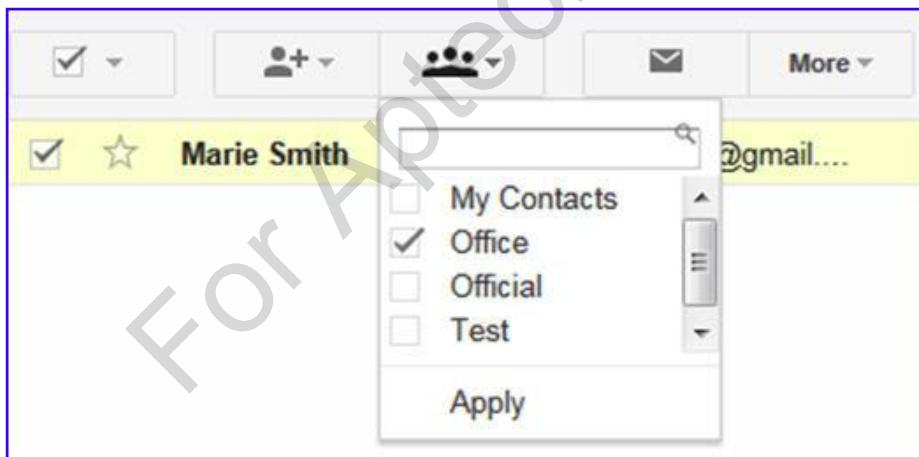
# Adding Contact to a Group

Apps

- To add the contact in the custom-created group, perform the following steps:
  - Select the contact from the contact list.
  - Click the **Groups** icon as shown in the following figure:



- 3. Select the group to which the contact needs to be added.
- 4. Click **Apply**. Alternatively, the user can also choose to create the new group, by clicking the **Create new** option.
- Following figure displays the screenshot for adding contact to a group:



# Deleting Contact From a Group

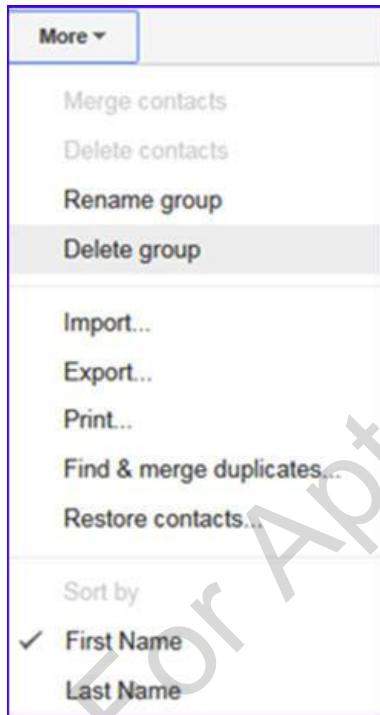
Apps

- ◆ To delete a contact from a group, perform the following steps:
  1. Select the contact from the contact list.
  2. Click the **Groups** drop-down list.
  3. Deselect the group to delete the contact.

# Deleting a Group

Apps

- ◆ To delete a group, perform the following steps:
  1. Click **Contacts**.
  2. Select the contact group from the groups list.
  3. Click **Delete group**, as shown in the following figure:



4. Click **OK**. The group will be deleted.

# Creating and Managing Tasks List 1-2

Apps

- ◆ To create a task, perform the following steps:
  1. Log in to the Gmail account.
  2. Click the **Tasks** option on the left panel. The default task list will be displayed on the lower right as shown in the following figure:

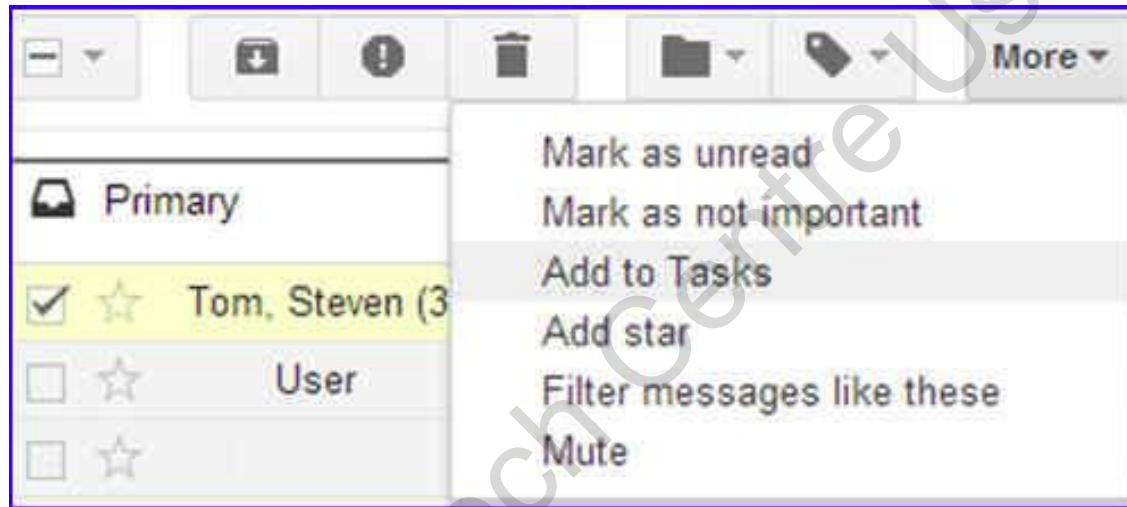


3. Click the '+' menu item on the bottom to add tasks.

## Creating and Managing Tasks List 2-2

Apps

- To add an e-mail to the task list, select the e-mail and select **More → Add to Tasks** option, as shown in the following figure:



# Chatting in Gmail 1-2

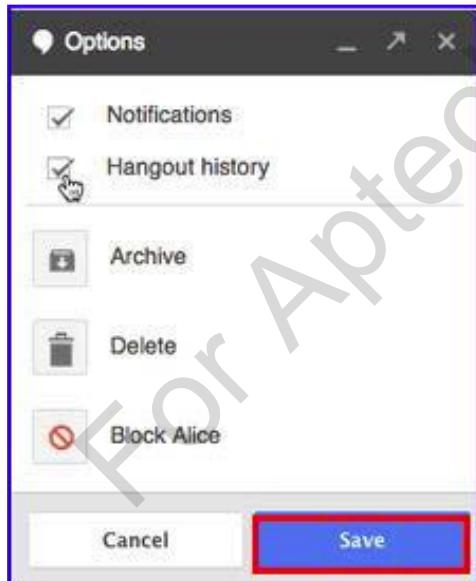
Apps

- ◆ The chatting feature in Gmail is known as **Hangout**.
- ◆ It allows users to send and receive instant messages.
- ◆ This feature shows a list of contacts saved in Gmail.
- ◆ To start the chat, perform the following steps:
  1. Open Gmail.
  2. Click the **Chat** icon  appearing at the lower-left corner of the page.
  3. To resize the **Chat** window, drag its top divider line.
  4. To start the chat, click **Find people to chat with**  icon next to Gmail user.
  5. Type the name or e-mail address of the person to whom the user want to chat.

## Chatting in Gmail 2-2

Apps

- ◆ The steps to set the chat settings for the Hangouts are as follows:
  1. Click the **Options**  icon in the users chat window.
  2. Unselect the **Notifications** check box, if user does not want to get disturb by someone's ping.
  3. To delete the person from chat, the user can click **Archive** for the conversation.
  4. Similarly, the user can delete the chat content by clicking the **Delete**. Similarly, to block the person from chatting with him, click **Block**.
  5. Click **Save** to apply the settings as shown in the following figure:



# Accessing Offline Mails 1-2

Apps

- ◆ To turn on the Offline e-mail mode, perform the following steps:
  1. Click the gear icon on Gmail page.
  2. Click **Settings → Offline**.
  3. Click **Install Gmail Offline** as shown in the following figure:



4. Click **Launch App**.

# Accessing Offline Mails 2-2

Apps

6. Select the **Allow offline mail** option.
7. Click **Continue** to access your mails offline as shown in the following figure:



# Accessing Mails from Mobiles

Apps

Gmail can be accessed from the mobile Web browser available on all phones.

However, some phones such as Android, iPhone, and Windows Phones have a Gmail app installed in them, which allows easy access to mails.

The users can log in to their Google account and use send and receive features of Gmail on their devices.

They can receive mails on their mobile devices and send mails as well.

This feature is not chargeable.

Google allows users to access Google products from the mobile phone.

However, the users need to contact Internet provider to know about the charges associated while accessing the Internet from their mobile phone.

# Summary

Apps

- ◆ Google offers a free messaging environment in the form of Gmail.
- ◆ Gmail user interface is easy to navigate and provides various options to users to manage their mails.
- ◆ Users can also attach a document or picture in the e-mail, using the Gmail application.
- ◆ The e-mail draft is automatically saved every few seconds.
- ◆ The messages or replies are grouped together with the original e-mail.
- ◆ The Gmail application also provides an option to personalize the settings of the Inbox.
- ◆ The Vacation responder feature informs people that the user is away and will respond to the messages only on return.
- ◆ Gmail provides the feature to view and access offline mails.
- ◆ Gmail can also be accessible to users on their mobile phones.