



Your guide to Gmail





Welcome to Gmail!

This guide outlines some of the key settings and features of Gmail.

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Getting started

How to access your Gmail account

Easiest ways to log in:

- From your University desktop computer, find the Gmail icon in your start menu:



- From *any* computer worldwide, go to bristol.ac.uk/email and click 'Login to your staff Gmail'.
- Via MyBristol bristol.ac.uk/mybristol

All the above options use Bristol Single Sign On.

Alternative ways to log in:

You can also access Gmail

- on a mobile device
- by logging in at gmail.com
- via other email software

If you want to access your email on a mobile device or in one of these other ways you must first reset your password.

Resetting your password allows you to access Google directly rather than through the Bristol single sign on.

1. Reset your password using the change password tool at bristol.ac.uk/password
2. Follow the quick setup instructions for mobile devices at bristol.ac.uk/it-services/mobile-migrate (you can use the QR code below to access straight from your mobile)



Settings and personalisation

All of your email settings can be altered by clicking on the **cog** symbol in the top right of the screen and selecting **Settings**.

Selecting **Settings** will open up a series of tabs, which control all of your email settings. All of the settings described here are set on the general tab, which is the default tab that opens.

Which web browser should I use?

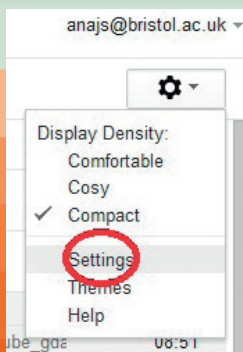
We recommend using Google Chrome as Google products work best together and the best and newest features appear in Google Chrome first.

Composing a message

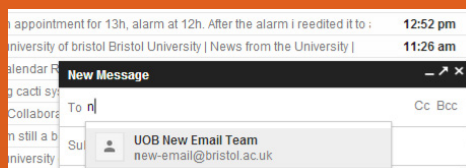


Google recently introduced a new compose experience. There are a number of benefits to the new format:

- Check emails as you compose
- Minimise email drafts to continue later
- Compose multiple messages at once
- Print a draft email
- Attach files directly from Google Drive (up to 10GB in size)



1. Click on the **Compose** button in the top left
2. Start typing in the **To:** field. Gmail starts offering you suggestions for names from the UoB contact directory. This includes all staff who work at the University. You will have to type in the full address of people external to the University only the first time you send them an email (Gmail will remember them after that).



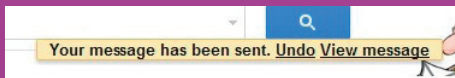
3. If you need to send an attachment, click on the **'paperclip' icon**. Another way is to simply drag files (from your desktop screen) into the compose window.
4. Compose your email as normal.
5. Click on **Send** when you're finished. (Emails you send are automatically saved in the **Sent Mail** folder).

Gmail saves messages automatically, so you don't lose long emails you're composing. You can find your draft under the drafts label on the left hand side of your inbox.



Undo send

Gmail has a tool, found under the **Labs** tab in **Settings**, which enables you to undo an unintended send within 10-20 seconds. After sending an email you see the following:



To undo the unintended send, click on the Undo link in the yellow bar at the top of the screen. You can enable this 'Lab' by clicking on the Labs tab in the Settings menu and 'Enable ' the Undo Send lab.

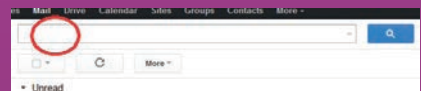
You are free to enable any Lab you like in your Google account, however, be aware that Labs are experimental features and they may change or disappear at any time.



Searching for an email

As you would expect from Google, Gmail contains a very good search tool - it's easy to use and can search through all your email in seconds.

To find a particular email in your account, use the search bar at the top. It works just like Google search. If you're looking for a message that contains the word "shopping", simply type shopping in the search box and press the search button. You can customise your search to find the exact email you are looking for by clicking the drop down arrow on the right of the search box.



Organising your email

How to view your email

The Conversation View works like threads in Mulberry. Email 'conversations' or 'threads' can get quite long, with replies going back and forth between many people, sometimes over long periods of time.

You can decide whether you'd like your emails bunched together into conversations, or listed individually. Have a look at the example below to see the difference:

*Gmail with conversation view **off**. Emails appear separately when they arrive.*



*Gmail with conversation view **on**. Emails appear bunched together in one long 'thread'.*



To switch conversation view on or off, click on the small cog in the top right of the screen and select settings.

1. Under **Conversation view**, click on or off according to your preference.
2. Don't forget to scroll down to the bottom of the screen and click on the **Save Changes** button.

If you have the conversation view on, do check carefully when new messages arrive that you have read all the new ones that have come in for that thread.

If you have been copied in to a long conversation which doesn't concern you, you can 'mute' it so it doesn't appear in your inbox. You will still find it via a search later. Click the 'More' down triangle at the top and choose **Mute**.



Labels

Gmail uses labels to help you organise your messages into any categories that you choose. Labels do all the work that folders do, but with an added bonus that you can add more than one to a message.

To create a label

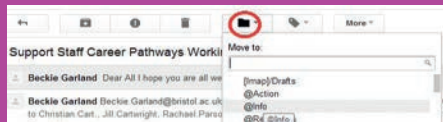
1. On the left side of the page, click **More** at the bottom of your labels list. (If you don't see "More," grab the grey dividing line with your cursor and drag it down to show more labels.)
2. Click **Create new label**.
3. Type the name of your new label and click **Create**.

You can also add sub-labels underneath another label that's already in your account by checking the box next to 'Nest label under' and selecting which label you'd like to nest it under.

A screenshot of the 'New Label' dialog box in Gmail. It has a title bar that says 'New Label'. Below the title bar, there is a text input field labeled 'Please enter a new label name:' with the word 'Parents' entered. Below this, there is a checkbox labeled 'Nest label under:' which is checked. To the right of the checkbox is a dropdown menu showing 'Family' with a small arrow icon to its right. At the bottom of the dialog, there are two buttons: 'Create' and 'Cancel'.

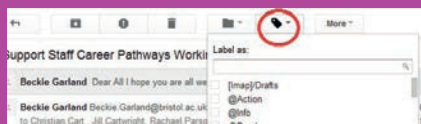
Using labels

If you prefer to use them in a 'traditional' mode, select the folder icon at the top of the message which will enable you to move the email into the label (folder).



Alternatively, if you hover the mouse over the left hand side of the message in your inbox, a little hand will appear and you can use this to drag the message into your folder.

If you want to use them 'the Google way', once you have created labels you need to apply them to messages. The easiest way is to drag the label from the left side, and drop it on the message. You can also apply a label by clicking on the **Labels** button and selecting the label you wish to apply.



The big advantage of using labels in this way is that you can apply multiple labels to messages, so an email can belong to the "most urgent" category as well as to a particular project, and you will find it under both labels.



Deleting messages

Now that you have 25GB of storage in your personal email account, you are far less likely to need to delete emails to stay under quota. When you **delete** an email, it goes from your inbox into the **Bin** folder. After 30 days it will disappear for good. Alternatively you can **archive** an email. This moves it from your inbox to another folder called **All Mail**. This will remove it from your immediate view, but you can still find it via the search box.

Historically, people have reported the following reasons for wanting to delete messages:

1. To get them out of my inbox / out of the way.
2. To free up space.
3. Because it's something sensitive I don't want to hang around (e.g. it shouldn't have been emailed to me in the first place)
4. Because it's junk mail.

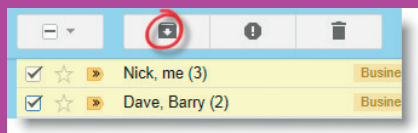
In Gmail, you can do the following in response to the points above:

1. Use **Archive**, this gets it out of the way but you can still find it with the search box.
2. Google's space is very generous so there is really no need.
3. Yes, delete this email.
4. Use the **Report spam** button (see page 10). It helps Google learn, and you'll be less likely to see that sort of spam in future.

If you are using conversation view, you can choose to either delete the whole conversation thread, or individual messages within it.

Instructions for archiving a complete email conversation thread using Gmail

1. Select the email(s) you wish to archive by clicking on the tick boxes to their left

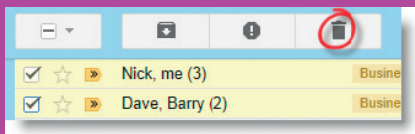


2. Click on the **Archive** button at the top of the mail pane (see above)

The email is no longer in your Inbox, but you can find it if you need to in **All Mail** as well as under any labels you have applied to it.

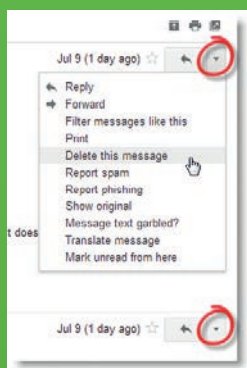
Instructions for deleting a complete email conversation thread

1. To delete an email conversation, select the email(s) you wish to delete by clicking on the tick boxes to their left



2. Click on the **Delete** button at the top of the mail pane (see above). The email is moved to the **Bin** folder and will be automatically deleted after 30 days.





Instructions for deleting a single email from a conversation thread

1. Select the particular email in the conversation thread that you wish to delete.
2. Click on the drop-down arrow over on the right hand side of an individual email.
3. Select **Delete this message** from the drop down menu. You can also use this dropdown if you want to reply specifically to an earlier message in a thread, rather than the latest one.



Accessing shared mailboxes

IMPORTANT! Shared mailboxes will turn into 'delegated accounts'.

A delegated account allows a number of people to have access to an inbox.

A delegated account has most of the same functionality as your personal email account. This means you can set an out-of-office message for your delegated account if you need to, create a signature for the delegate account, create as many labels as you need and customise all the other settings as you wish.

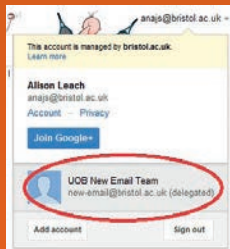
There are some things which delegated accounts do not support – for example turning labs on/off, changing the theme of the mailbox or setup forwarding, and standard administrative settings such as creating identities or adding/removing other delegates.

Please note that you cannot share part of a mailbox with another user: they are able to either see all of the mailbox or nothing. Additionally, all delegates have the same level of access and cannot be given limited access (such as the ability to read emails but not send emails).

To access your delegated account:

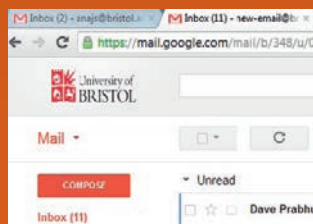
1. If you haven't already, log into your own University Gmail account as normal.

Click your username at the top right to see the other mailboxes you can use. In the example below, you can see that I've been given access to the Email team's mailbox. You may need to refresh your screen before you see the delegated accounts you have access to.

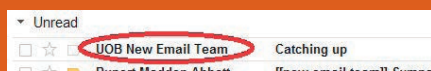


2. Click on the mailbox you wish to open.
3. Your delegated account will open in a new tab in Chrome. This enables you to switch between your own mail and the delegated account. The number of new messages is highlighted in brackets at the top of the tab.

4. Compose email from the delegated account in the usual way, by clicking 'compose'.



5. When they receive your email, the recipient will see the email from the delegated account in their inbox.





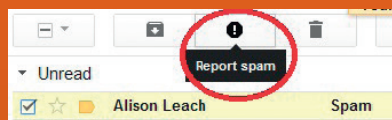
Tips and tricks

Reporting spam

Gmail users play an important role in blocking spam - when you report an email as spam, Gmail quickly learns to start blocking similar messages. The more spam the community marks, the smarter Gmail's system becomes.

To report a message as spam:

1. Select the email(s) you wish to report by clicking the tick boxes to their left.
2. Click on the "Report spam" button in the top menu.

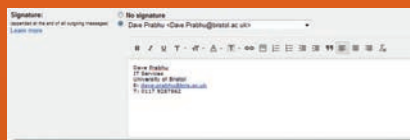


Sometimes you may be unsure whether to report a message - if you didn't ask for it and you don't want it, then it's spam to you and it should be reported.

Please note: We recommend that initially you check your Spam folder regularly. 'Spam' emails are kept for 30 days before they are deleted.

Setting your email signatures

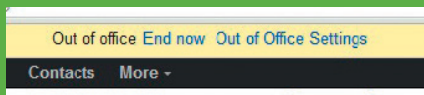
If you want to sign off your messages with a customised signature, click on the **cog** in the top right of the screen and select **Settings**. Your signature appears about halfway down the list of options on the General settings tab.



1. Enter your signature in the large text box (see the image above for an example).
2. Don't forget to scroll down to the bottom of the screen and click on the **Save Changes** button.

Setting your Out of Office message

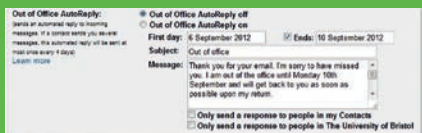
If you're not going to be reading your email for a while (e.g. a holiday), it's useful to set an **Out of Office message**. In Gmail, you have the option to specify an end date for your message, so you don't have to worry about remembering to turn it off when you return. Gmail will also remind you that an auto-response message is set (see image below).



Please note: This facility replaces SmartSieve, please set your Out of Office directly in Gmail from now on.

To enable an 'Out of Office' message in Gmail:

1. Click on the **cog** in the top right of the screen and select **settings**.
2. Scroll down to the **Out of Office AutoReply** section near the bottom of the page.
3. Enter the **first date** that you are away on, and (if you wish) the end date – i.e. the last day you're away for. People who send you emails between these dates, including the first and last date, will receive your out of office message.
4. Enter or change the **subject** and **message** that will be emailed to people if they email you during this time (if you have a **signature** it will be appended to bottom of the email).
5. The two boxes at the bottom allow you to restrict your auto-reply email to your **contacts** or University staff (for example, if you don't want replies sent to marketing emails etc.). If you have both of these boxes ticked, your out of office response will be restricted to UoB members who are in your contact list.
6. Scroll down to the bottom of the screen and click on **Save Changes**.





More tips and tricks

Use stars to indicate an email is special.

Use stars to easily mark certain messages as important or indicate that you need to reply to them later. Try Superstars in Settings for more star options. Enabling superstars in Settings gives you 11 more ways to star your messages. You can use the “has” operator to search for emails with different types of stars, like “has:yellow-star”, “has:blue-star” or “has:red-bang”.

Customize the display density of Gmail.

Choose how many messages are on your screen at a time by selecting from three different display densities: Comfortable, Cosy and Compact. Click on the cog icon and then choose a density.

Preview attachments without downloading them.

You can easily preview an attached document instead of downloading and opening it in a separate program. Just click the “View” link to open a preview in a new window.

Use filters to control the flow of incoming mail.

Set up filters to automatically label, archive, delete, star, or forward certain types of incoming messages. You can create a filter based on any message -- just choose “Filter messages like this” from the “More” drop-down menu to get started.



Use priority inbox to quickly sort your email.

Priority Inbox automatically identifies your important emails and separates them out from everything else, so you can focus on what really matters. Incoming email is sorted into sections to help keep you organised: important and unread, starred, and everything else (sections are customisable). Gmail uses a variety of signals to identify important email, including which messages you open and which you reply to. Over time, Priority Inbox gets better at predicting what's important to you.

Spice up your inbox with a theme.

Choose from over 30 options to personalise your inbox. Go to the Themes tab under Settings and pick from nature themes, themes that change with the weather, and many more.

Talk face-to-face with video chat.

It's not the same to read "lol" as to hear your friend laugh at your joke. Have a face-to-face conversation (or audio-only if you don't have a webcam) using Gmail voice and video chat.

Visit www.google.com/talk/start.html for more information.

Save notes in your drafts.

Using the draft functionality is a great way to keep notes that you need to keep handy and refer to often. Just compose a new message, type or paste the note, and save it as a draft.

Show people who you are with a picture.

Your picture is shown whenever someone hovers over your name in their inbox or Contacts. To add or change your picture, click Settings, and then look for the "My Picture" section. You can upload a picture, select one from Picasa Web Albums, or enter a URL of a picture of you that's already online.

Gmail guide

Further information and support

You can find the University of Bristol email support pages at:

www.bristol.ac.uk/email

Google also has its own 'getting started' web pages. Just log into your Gmail account, click on the cog in the top right of the screen and select Help.

You can also contact the IT Service Desk for support:

- Web self-service: **servicedesk.bristol.ac.uk/tas/public**
- Email: **service-desk@bristol.ac.uk**
- Phone: **0117 92 87870** (internal 87870), weekdays, 8am–5.15pm
- Counter service: weekdays, 9am–5pm
- Address: Computer Centre, 5 Tyndall Avenue, Bristol, BS8 1UD, UK