

Accessing Google Apps

- 1 How do I sign in to Google Apps?
 - Go to <http://www.google.com> in any web browser.
 - Log in with your Google Apps username-and password.
- 2 How do I change my password?
 - Go to any Gmail page and click the gear icon at the top right. Then click Mail settings, and open the Accounts and Import tab.
 - In the Change account settings section, click Change password.
 - In the new window, enter your current password and your new password.
- 3 What if I forget my username or password?
 - Please contact SDAR to reset your password or retrieve your username.
- 4 Can I open my email or calendar in new tab (not a new window)?
 - If you use the Chrome browser, links will open in new tabs by default. If you're using another browser, you can change the browser settings to open new tabs instead of new windows. In Internet Explorer, for example, go to Tools >Internet Options>Tabs>Settings, and click Let Internet Explorer choose how to open pop-ups.
- 5 Can I access Google Apps offline?
 - Yes, you can set up Gmail for offline access to your most recent email messages. To enable this feature, click Settings in the upper-right corner of your Mail window, click the Offline tab, and then click Enable Offline Mail for this computer. (Note, however, that if your Google Apps administrator has disabled offline access for your domain, the Offline tab won't be available and you won't be able to use this feature.)
- 6 Can I access my Google Apps account from another program?
 - Google Apps works great in any standard web browser. But you can access your account from other programs, too. Here are your choices:
 - ☐ Microsoft Outlook: Access your Google Apps mail, contacts, and calendars from Microsoft Outlook using Google Apps Sync for Microsoft Outlook (available if your organization has purchased a Google Apps for Business or Education account). Learn more about Google Apps Sync.
 - ☐ IMAP clients: You can also access Gmail from any of several other mail programs by setting them up as IMAP clients. These include Outlook, Outlook Express, Thunderbird, Windows Mail, Apple Mail, and more. Get instructions on IMAP clients.
 - ☐ POP clients: If your mail program can't be set up for IMAP, you can set it up as a POP client instead. Get instructions on POP clients.
- 7 Requirements and Languages
- 8 Which web browsers can I use with Google Apps?
 - Google Apps supports the following browsers:
 - ☐ Google Chrome
 - ☐ Internet Explorer 9+
 - ☐ Mozilla Firefox 2.0+
 - ☐ Apple Safari 3.0

9 Are there any other system requirements?

- No. Because Google Apps runs in a web browser, you just need to use a supported browser.

10 What languages does Google Apps support?

- The interface for Gmail and Google Calendar are available in over 50 languages. For a list of the available languages and instructions on how to set a different language, see the Gmail Help Center.

Top Mail FAQs

1 How much space do I have for mail messages? Can I run out of space?

- Your account has 25 GB of storage. You'll probably never run out of space. In fact, a heavy email user who sends and receives lots of file attachments and archives all messages might use up to 5% of this space a year (usually less), so it would take decades to use up all of the available space. Also note that Google Apps restricts the size of file attachments to 20 MB, so you don't have to worry about a few large files using up your storage space.

2 Can I access my mail offline?

- Yes, you can set up Gmail for offline access to your most recent email messages. To enable this feature, click Settings in the upper-right corner of your Mail window, click the Offline tab, and then click Enable Offline Mail for this computer. (Note, however, that if your Google Apps administrator has disabled offline access for your domain, the Offline tab won't be available and you won't be able to use this feature.)

3 Can I stop messages from being grouped into conversations?

- Yes. Click Settings in the upper-right corner of your Gmail window and, on the General tab, scroll down to Conversation View.

4 If Conversation View is off, new messages won't be grouped into conversations, and any existing conversations are ungrouped into separate messages.

- If Conversation View is on, you can't separate the messages in a conversation. However, if you want to send a reply but don't want it to be added to the conversation, you can simply change the subject line in your reply.

5 How do I mark a message as "unread" in my Inbox after I open it?

- Select the message. Then, in the More drop-down list, select Mark as unread.

6 Can I recall a message I already sent?

- Yes, Gmail Labs has an early version of a new "message undo" feature that lets you recall a message within a few seconds after you send it. To enable the feature, open your Gmail Settings, go to the Labs tab, and enable the Undo Send lab.
- Note that your Google Apps administrator must enable Labs for your domain for this feature to be available.

7 I've heard Gmail search is really powerful. How does it work?

- To search for messages, type a word that the messages contain. Note, however, that Search matches "whole words" only—that is, it doesn't recognize partial or similar matches. For example, if you search for benefits, Search won't find benefit or benef. Also, Search doesn't recognize special search characters, such as square brackets, parentheses, currency symbols, the ampersand, the pound sign, and asterisks.

- By default, Search doesn't look in your Trash or Spam folders. To search those folders also, click Show search options next to the Search field, and then, in the Search drop-down list, select Mail & Spam & Trash. You can find more information about using Search in the Gmail Help Center.
- A list of the advanced search operators is available in the Gmail Help Center. You can also print out this reference sheet.

8 Can I make Gmail the default email program when I click email links?

- Yes, if Google Talk is enabled for your domain. In that case, specify Gmail as your default email program as follows:
 - ☐ Open Google Talk.
 - ☐ Click Settings in the upper-right corner of your contacts list.
 - ☐ In the General dialog box, select Open Gmail when I click on email links.
 - ☐ Click OK.
 - ☐ Note, however, that this setting doesn't work for all email links.

Conversations and Messages

1 Can I reply to or forward just a single message in a conversation?

- Yes. Open the conversation and expand the individual message. From the drop-menu at the top-right of the message, click Reply or Forward.

2 Can I delete a message(s) from a conversation?

- Yes, you can delete one or more messages in a conversation as follows:
 - ☐ Open the conversation and expand the message you want to delete.
 - ☐ Open the drop-menu at the top-right of the message.
 - ☐ Select Delete this message.

3 Can I open a message in a separate window from my main Mail window?

- Yes, if your browser is set to display pop-ups in a new window, you can do the following:
 - ☐ If you're reading a message, click the New Window icon in the upper-right corner of the message.
 - ☐ If you're composing a new message, click the New Window icon in the upper-right corner of the message.

4 How can I spell-check a message I write?

- Click Check Spelling at the top of the message you're composing. Misspelled words are highlighted in yellow. Click a misspelled word to see suggested corrections.

File Attachments

1 Is there a size or type limitation for file attachments in Gmail?

- Yes. To help prevent viruses, Gmail won't accept file attachments that are executable files. There's also a 20 MB size limitation for attachments. For details, see the Gmail Help Center.

2 Can I drag and drop a file to attach it to a message?

- Yes, if you're using a Chrome browser. Otherwise, you must browse to a file to attach it.

3 How can I copy a file attachment from one message to another?

- Because Gmail is a web-based system, you can't drag a file attachment from one message to another. As a workaround, you can do the following:

- ☐ Open the message or conversation that contains the file attachment.
 - (1) If the file is attached to a single message, click Forward (from the drop-menu at the top of the message).
 - (2) If it's attached to a message in a conversation, click Forward all on the right.
 - (3) Delete all the "forwarded" content from original messages, which appears at the bottom of your new message. Note that the file attachment remains with the forwarded message.
 - (4) Then compose your new message and send it.
 - Alternatively, you can download the attachment and then upload it to another message.
- 4 Can I attach a message or conversation to a new message?
- No, you can't embed one message into another directly. As a workaround, you can do the following:
 - ☐ To attach a single message, open it and click Forward (from the drop-menu at the top of the message). To attach a conversation, open it click Forward all on the right.
 - ☐ Then compose your new message and send it. The earlier message will be included below your new message.
 - Alternatively, you can copy the text from the earlier message and paste it into a new message.

Labels

- 1 There are no folders in Gmail. How do I organize my messages?
- instead of folders, Gmail has a "labels" feature. Labels are similar to folders, but are more powerful and flexible, because you can add multiple labels to a message to categorize it in several ways. For details, see the Gmail Help Center.
- 2 How many labels can I create?
- You can create up to about 200 labels.
- 3 Can I apply more than one label to a single email message?
- Yes, you can apply any number of labels to a message: Select the message in your Inbox, or open it, and select one or more labels in the Labels drop-down list at the top of your Mail window.
- 4 Can I nest labels like I nested folders in old mail program?
- Yes. For details, see Create nested labels.
- 5 Does deleting a label delete any messages that have that label?
- No. All it does is remove the label from the messages.

Archiving and Deleting Messages

- 1 When should I delete a message vs. archiving it?
- Deleting or archiving a message removes it from your inbox. If you delete a message, it's placed in the Trash and then permanently removed from your Google Apps account after 30 days. If you archive a message, it's moved to All Mail (your archive), where you can easily find it in the future, using Google's powerful search feature. Since you have plenty of space for storing all your mail (25 Gb), we recommend that you archive messages rather than permanently deleting them.
- 2 How long do messages stay in my archive?
- Messages remain in your archive forever, unless you choose to delete them

- 3 How long do messages stay in the Trash?
 - Messages remain in the Trash for 30 days. After that, Gmail permanently deletes them.
- 4 How do I move a message out of the Trash?
 - Find the message in the Trash and select it. Then, in the Move to drop-down list at the top of the Mail window, select Inbox.
- 5 Why does a message I archived or deleted show up again in my Inbox?
 - If someone replies to a message you archived or trashed, that message reappears in your Inbox as a conversation, bringing the message you archived or deleted, with it. If the message has already been permanently deleted from the Trash, you'll see an option at the bottom of the message to view the deleted messages in the conversation.
- 6 Should I delete or archive message in my Sent folder?
 - There's no need to delete or archive messages in the Sent folder. Messages remain in this folder forever, unless you delete them. But, because you have 25 GB of storage space, you can keep messages in this folder to refer to them later, if needed. Also, note that messages in the Sent folder are actually archived in All Mail, so even if you archive these messages, they stay in the Sent folder.

Email Features

- 1 Does Gmail have an Out of Office feature?
 - Yes, in Gmail, you can set up your "vacation responder," which is similar to the Out of Office feature in Outlook or Lotus Notes. For details, see the Gmail Help Center.
- 2 Can I share my email with another person?
 - Shared mailboxes aren't supported. However, you can easily set up an email filter (rule) to forward specific types of messages to another person.
- 3 Does Gmail have keyboard shortcuts?
 - Yes, Gmail includes a full set of keyboard shortcuts. First, you must enable keyboard shortcuts:
 - ☐ In the upper-right corner of the Mail window, click Settings.
 - (1) Under Keyboard shortcuts, select Keyboard shortcuts on.
 - (2) Click Save Settings.
 - Then, to see the shortcuts, press SHIFT+? while viewing your list of messages in the main Mail window.
- 4 Does Gmail support shared mailboxes?
 - Not exactly. But as a workaround, you can create your own mailing list (called a "group") for all people who want to share an email address. This requires that your administrator has enabled User-Managed groups for your domain. If user-managed groups aren't available, then you should ask your Google Apps administrator to set up a mailing list (group) for all people who want to share an email address.
 - Or if email delegation is enabled for your domain, you can use that to allow up to 10 other users access a single email account.
- 5 Does Gmail have a "tasks" feature that lets me add messages to a list for follow-up?
 - Yes, the Google Task gadget is available in Gmail and Calendar. For details, see Using the Task gadget.

Spam

- 1 How long do messages remain in my Spam folder?
 - Messages remain in the Spam folder for 30 days. After that, Gmail permanently deletes them.
- 2 How do I prevent messages from specific senders from being tagged as spam?
 - If messages from a sender outside your domain are being incorrectly tagged as spam, you can prevent this from happening by creating an email filter using the Never send it to Spam option:
 - ☐ In Gmail, click Settings > Filters > Create a new filter.
 - (a) Enter the person's address in the From field, and then click Next Step.
 - (b) Select Never send it to spam, and then click Create Filter.

Setting up your Calendar

- 1 How do I set the time zone for my calendar?
 - To change the default time zone and other settings, follow these steps:
 - ☐ Open your Google Calendar Settings.
 - (1) On the General page, in the Language section, select a language.
 - (2) In the Country and Your current time zone sections, select the appropriate options.
 - (3) In the Date format section, select an option.
 - (4) In the Time format section, select an option.
 - (5) Click Save at the bottom of the page.
- 2 Does Google Calendar have event reminders?
 - Yes, by default, Google Calendar displays a pop-up reminder 10 minutes before an event. You change the reminder time by editing the settings for your calendar.
- 3 I set up reminders but still don't see them. Why not?
 - To receive event reminders, make sure your Calendar window is open.
- 4 Can I show more than one time zone on my calendar?
 - Yes, you can view two time zones in Google Calendar. To add another time zone to your calendar view, click Settings. On the General tab, under your current time zone, select another time zone in the Additional time zone list.

Scheduling Meetings

- 1 Can I book rooms and resources using Google Calendar?
 - Yes, if they've been set up by your Google Apps administrator. In your invitation, click the Check guest and resource availability link. In the Find a Time window that appears, you can search for a resource or browse the list of resources.
- 2 Can I book multiple rooms at once?
 - Yes, you can book more than one room or resource for your event invitation.
- 3 Can I invite a mailing list from my Contact Groups to a meeting?
 - Yes, you can invite any mailing list in your Contact Groups to a meeting. Each member of the group will receive an email invitation. Note, however, that the email invitation won't show all the members of the group. Also, the group members will appear in the invitation on each attendee's calendar only if you have permission to view the group's member list.

- 4 Can I invite attendees from outside of my domain?
 - Yes, you can send meeting invitations to any email address.
- 5 Will I get a notification if an attendee accepts my meeting invitation?
 - By default, notifications are turned off. But you can turn reminders on, and choose whether to receive a pop-up notification or an email notification:
 - ☐ Access Google Calendar.
 - (1) In the upper-right corner of the page, click Settings.
 - (2) Click the Calendars tab.
 - (3) Under My Calendars, click the Notifications link for your calendar.
 - (4) Choose the settings you want.
 - (5) Click Save.
- 6 Can I see a list of attendees who have accepted my invitation?
 - Yes, open the event details to see who has accepted your invitation.
- 7 What's the maximum number of invitees for a meeting?
 - An event can have a maximum of 500 attendees. However, an invitee can be either an individual or a Google group. You can therefore invite up to 500 groups, allowing for a virtually unlimited number of total attendees.
- 8 Can I set up a recurring meeting?
 - Yes, Google Calendar fully supports recurring meetings. To set one up, in your meeting invitation, select an option in the Repeats drop-down list.
- 9 Can I invite an optional attendee to a meeting?
 - Yes. Add your first guest to the event. This displays a Make some attendees optional link. Click the link, and you'll be able to select which guests are optional.
- 10 Can I create "live" links in my event description?
 - Yes, but only if you don't let attendees edit the invitation (don't select the Guests can modify event check box). Note that, as the host, you always can edit the invitation, the links won't appear as "live" on your own calendar. However, you'll see the live links in the event confirmation message you receive.
 - To create a link to a website in the event description, simply type the URL, such as <http://www.google.com>.
 - You can also create linked text by using HTML tags. For example, to create the link Product Info, you would use HTML code in the format `Product Info`. If the HTML code is valid, Google Calendar hides the HTML when you save the event (but shows the text "Product Info"). It then creates the link in the invitation that attendees receive.
- 11 Can I edit just one instance of a meeting in a recurring meeting?
 - Yes. Open the instance that you want to edit, make your changes, and click Save. Google Calendar then asks you whether you want to apply your changes to just the selected meeting, all meetings, or all meetings moving forward.
- 12 Can I make a meeting private?

- Yes, Google Calendar has privacy settings. In the event details, select Private so only others with Make changes to events privileges (or higher) for your calendar can see the event and its details.

File Attachments in Calendar

- 1 Can I attach files to a meeting invitation?
 - Yes. The best way to do this is by enabling the Event attachments lab in your Calendar Settings. After that, an Add attachment link becomes available. Click the link to either attach a Google Doc or upload any other type of file from your computer or network (such as a Microsoft Office document, PDF, and so on). Note that you'll have to share any Google Doc you attach with guests for them to view the attachment.
- 2 Will I get attachments from meetings scheduled in Microsoft Outlook or Lotus Notes?
 - Yes. If someone using Outlook or Notes sends you a meeting invitation that includes an attachment, you'll get the attachment in the email invitation. However, the attachment won't appear in the event on your calendar.

Calendar Sharing

- 1 What level of access do others have to my calendar? Is my calendar public?
 - By default, your calendar is shared with everyone in your domain, and they can see your calendar's free/busy information only. However, you can turn off calendar sharing.
 - If you share your calendar with everyone at your domain, you can specify whether they can see only free/busy information or all event details. You can also share your calendar with specific people and give them one of the following levels of access:
 - ☐ See free/busy information only
 - (1) See all event details
 - (2) Make changes to your calendar
 - (3) Make changes and share your calendar with others
- 2 If I want to access another person's calendar, does that person need to give me permission?
 - Yes, if you want to access another person's calendar, that person must give you permission, by editing the settings for the calendar.
- 3 If someone shares their calendar with me, can I get emailed when people accept that person's invitations?
 - Yes, you can set up notifications for a shared calendar. However, by default, notifications are turned off. Here's how to turn them on:
 - ☐ Access Google Calendar.
 - ☐ In the upper-right corner of the page, click Settings.
 - ☐ Click the Calendars tab.
 - ☐ On the Calendars tab, click the Notifications link for the calendar.
 - ☐ Choose the settings you want.
 - ☐ Click Save.
- 4 If someone shares their calendar with me, can I hide the calendar?
 - Yes, you can hide the calendar by clicking it in your list of calendars on the left of your calendar view.

Meeting Invitations

- 1 If I'm invited to a meeting, can I propose a new time for it?

- Not directly. But there's an easy workaround. First, open the invitation and, under Are You Coming?, select Maybe. Then do one of the following:
 - ☐ To propose a new time to the host only, enter your proposal in the Add a Note field.
 - ☐ To propose a new time to all the attendees, click the Email guests link in the upper-right corner to send your new proposal in an email message to one or more attendees.

2 Can I forward an invitation to another person?

- Yes, if the meeting host selected the option to allow guests to invite others. If so, in your meeting invitation, click Add guests, type the address to which you want to forward the invitation, and then click Save. Google Calendar will ask you if you want to send an invitation to the new guest. The new guest will then always receive updates to the meeting from the host. Note that the meeting host is notified by email that you invited another attendee.

3 Can I accept invitations on Google Calendar that are sent from another calendar program?

- Yes. If someone outside your domain sends you an invitation from another type of calendar, you can typically accept the invitation from Google Calendar. If possible, Google Calendar inserts an Add to Calendar link in the invitation. Simply click the link, and the invitation is added to your Google calendar. Otherwise, if the invitation is in the standard .ics format (such as Microsoft Outlook and Lotus Notes invitations), you can download the .ics file and upload it to Google Calendar.

Accessing Contacts

1 How do I access my list of contacts in Google Apps?

- At the top-left of your Gmail window, click the Mail logo and choose Contacts from the drop-menu.

2 Can I find contact addresses when composing messages or inviting people to a meeting?

- Yes, you can open the Gmail contacts picker, which lists email addresses of all your personal contacts, as well as global contacts in your organization. When composing an email message, click the To: link.

Adding Contacts

1 Can I automatically add new contacts based on people I've corresponded with?

- Yes. Whenever you send an email message to someone, your Contact Manager adds that person's email address to your Other Contacts list. To move the contact to your My Contacts list, open the Contact Manager, click Other Contacts (at the left), select the addresses you want to add, and click Move to My Contacts.

2 Can I add a group to my personal contacts?

- Yes. Just open your Contact Manager's Directory list and search for the contact. When you find the contact, select it and click Move to My Contacts. After that, you can add additional information to the contact's details. Note, however, that this information appears only in your personal contacts.

3 Can I upload a mailing list from Outlook or Lotus Notes to my Google contacts?

- Not directly, but you can quickly recreate the mailing list in Google Apps as follows:
 - ☐ Open Outlook or Notes and display the addresses in the mailing list.
 - ☐ In your Google contacts, click the New Group button.
 - ☐ In the Add to group field, start typing the email address of a contact in the Outlook or Notes mailing list (refer to the open mailing list for the addresses).
 - ☐ When the contact appears, select it. Google contact manager adds the contact to the new group.
 - ☐ Continue adding contacts to the group.

Groups and Mailing Lists

- 1 Can I create my own mailing lists in Google Apps?
 - Yes. Just open your contacts picker and create a new contact group. the group then appears in your personal Contact Manager. To open the contacts picker:
 - ☐ When composing an email message: Click the To: link.
 - ☐ When creating a meeting invitation: In the event details window, click Choose from contacts under Add Guests.
 - For details, see Create personal groups.
- 2 If I create a contact group, can I delete members?
 - Sure, you can add or remove members of your own groups at any time.

Google Docs

- 1 What types of documents can I create in Google Docs?
 - You can create documents, spreadsheets, presentations, drawings, and forms.
- 2 Can I import files such as Microsoft Office documents into Google Docs?
 - Yes, you can import the following types of documents into Google Docs:
 - ☐ Microsoft Word (.doc, .docx)
 - ☐ Microsoft Excel (.xls, .xlsx)
 - ☐ Microsoft PowerPoint (.ppt, .pps, .pptx)
 - ☐ Rich Text (.rft)
 - ☐ Plain text (.txt)
 - ☐ HTML (.html)
 - ☐ PDF (.pdf)
 - ☐ Adobe Illustrator and Photoshop (.ai, .psd)
 - ☐ Autodesk AutoCad (.dxf)
 - ☐ Apple Pages (.PAGES)
 - ☐ Scalable Vector Graphics (.SVG)
 - ☐ PostScript (.EPS, .PS)
 - ☐ TrueType (.TTF)
 - ☐ XML Paper Specification (.XPS)
 - ☐ Comma-separated values (.csv)
 - ☐ Tab-separated values (.tsv)
 - ☐ OpenDocument Text (.odt)
 - ☐ OpenDocument Spreadsheet (.ods)
 - ☐ StarOffice (.sxw)