

EMAIL BASICS OF SENDING AND RECEIVING MESSAGES

This seminar is based on the presumption that you already have a Google Account and a Gmail address and are just getting started using Gmail.

To make Gmail easier to use, I suggest you change your icons to text by:

Clicking the gear in the top right.



Select **Settings** and the **General tab**: Go half way down the page to **Button Labels** and change the setting from **Icons to Text**. Then go to the bottom of the page and select **Save Changes**:

Inbox tabs and category labels

Your messages are classified into categories such as Promotions, Social and Updates. You can choose to use categories as inbox tabs, and as labels. These categories make it easy to focus on messages that are important to you and read messages of the same type all at once. Your messages are automatically categorized into the following optional tabs:

The five tabs that you can activate here are the following:

- **Primary** - lists person to person communications, as well as starred messages by default.
- **Social** - messages from social networks, dating services, social media and other social-related sites.
- **Promotions** - includes deals, offers and most marketing emails.
- **Updates** - Personal updates including confirmations, receipts, bills, and statements.
- **Forums** - Emails from mailing lists, forums and other discussion-based services.

Send Messages

Here's a step-by-step guide on composing and sending messages:

1. Click the **Compose** button on the left side of your Gmail page.
2. Type your recipient's email address in the "To" field.
 - As you type a recipient's address, Gmail will suggest addresses from your Contacts list using auto-complete.
 - Once you've entered a contact in the "To" field, hover over the contact's name to see the email address and other information associated with it. Double-click a contact's name to edit the email address or name.
 - We suggest using the carbon copy feature when you'd like to include additional recipients whose responses are welcome but not required. Display this field by

clicking **Cc**. The blind carbon copy field (click **Bcc** to display) lets you hide recipients' addresses and names from one another.

3. Enter a subject for your message in the "Subject" field.
4. Write your message! Just click in the large field below the subject line and type away.
5. When you're done composing, click the **Send** button at the bottom of your compose window.

Reply to Messages

To reply to a message, just click in the box below the message and type away! Or, you can click the arrow icon in the top right corner of the message you received. 

If there are multiple recipients of the message and you want to respond to all of them, click **Reply to all** in the box below the message and begin typing.

You can also click the down arrow next to the Reply button and select **Reply to**

all. 

Forward Messages

Forwarding lets you easily resend a message to other people. You can forward an individual message or an entire conversation.

Forward an Individual Message

1. Open the message you want to forward.
2. Click the **Forward** link in the box below the message.
 - o If you don't see the **Forward** link, click the down arrow next to Reply in the top-right corner of the message and select **Forward**.



3. Add the new recipient(s) and any additional text to your message.
 - o If the message has attachments, you can choose not to forward them by scrolling to the bottom of the message text and clicking the **x** where the attachment is listed.
 - o Older messages in the conversation may also be included in the text. You can simply delete the text if you don't want to forward it.
4. Click **Send**.

Save Drafts

As you write a message, Gmail automatically saves a draft of it. This way, you can always step away from your inbox and finish a message later.

If you want to find a draft of a message you were in the middle of writing, click **Drafts** along the left side of any Gmail page. (Don't see Drafts? Go to the Labels tab in your Settings, and then click the **show** link next to the Drafts label.)

If you no longer need your draft, just click the **Discard draft** icon at the bottom of your compose window icon.  You can also discard any old drafts by clicking your "**Drafts**" label, checking the box next to the messages you'd like to delete, and clicking "**Discard drafts**" near the top of the page. Your draft will be permanently removed.

A Few Ways Gmail is Different

Conversations

Gmail groups all replies with their original message, creating a single conversation or thread. In other email systems, responses appear as separate messages in your inbox, forcing you to wade through all your mail to follow the conversation. In Gmail, replies to emails (and replies to those replies) are displayed in one place, in order, making it easier to understand the context of a message -- or to follow the **conversation**.

When you open one message in a conversation, all of your related messages will be stacked neatly on top of each other. We call this Conversation View. In Conversation View, each new message is stacked on top of the ones that arrived before it, so that the newest message is always the one you see first.

To see all the messages in a conversation, just click the "Expand all" button.  A conversation will break off into a new thread if the subject line of the conversation is changed, or if the conversation reaches over 100 messages.

Turn Conversation View on or off

If you'd like, you can change this setting so that replies aren't threaded into conversations, but appear as individual messages in your inbox.

Open [Gmail](#).

Click the gear in the top right.



Select **Settings**.

Scroll down to the **Conversation View** section (stay in the "General" tab).

Choose **Conversation view on** or **Conversation view off**.

Click **Save changes** at the bottom of the page.

Using labels

Labels help you organize your messages into categories -- work, family, to do, read later, jokes, recipes, any category you want. Labels do all the work that folders do, but with an added bonus: you can add more than one to a message.

Only you can see your labels, so whether you mark a message with "Best friend" or "Read later," the sender will never know.

Create a new label

Here's how to create a label that you can add to any of your messages:

1. Open a message, go to the top of the page, and click **Labels**.
2. Click **Create new**.
3. Type the name of your new label and click **Create**.

You can also create a new label for a message in your Inbox by selecting the box next to the message, clicking the **Label** button above your message list, and then clicking **Create new**.

Apply your label

You can add a label to your messages in several ways:

- When viewing your Inbox, select the checkbox next to those messages, click the **Labels**  button, and click the label you want. (Or check the boxes next to several labels and click **Apply**.)
- When viewing a message, click the **Labels** button to add a label to the message.

When you add a label to a conversation, it only applies to the messages already in that conversation – not to messages sent after you applied the label. When you search for labeled messages, you'll see any messages that match the label, along with their conversation thread. However, you won't be able to search for an **individual message** in the thread that doesn't have that label.

Archive messages

Archiving removes messages from your inbox, but keeps them in your account so that you can always find them later. Archiving is like moving messages into a filing cabinet for safekeeping, rather than putting them in the trash can.

Why archive?

Clean up your inbox by getting messages out of your way.

Archived messages stay in your account in case you need to find a phone number in someone's signature or you become famous and write a memoir.

When you delete a message (instead of archiving), it will be automatically and permanently deleted after about 30 days.

How to archive

Open the message (or select the checkbox next to it).
Click the **Archive** button.

