

Using the Gmail Web Interface

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How Gmail Is Different

Conversations, labels, stars, archiving, & search

Here are some key features that make Gmail different from other email clients.

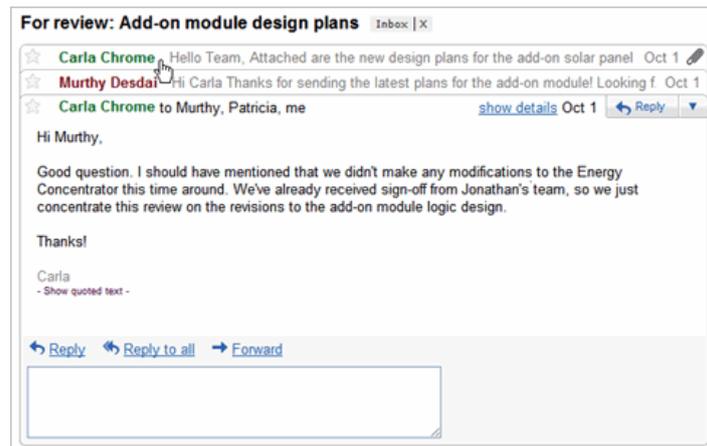
Email conversations instead of multiple messages

Rather than listing each message reply as a new message in your Inbox, Gmail groups a message and its replies in a conversation, which is listed only once. Opening a conversation shows all its messages in a neat stack, which you can easily collapse or expand. When a new reply arrives, the stack grows and the conversation is marked as unread, indicating there's something new to look at. Grouping messages this way allows you to quickly retrieve all messages within a thread and reduces inbox clutter.

Here's how a conversation appears in your Inbox...

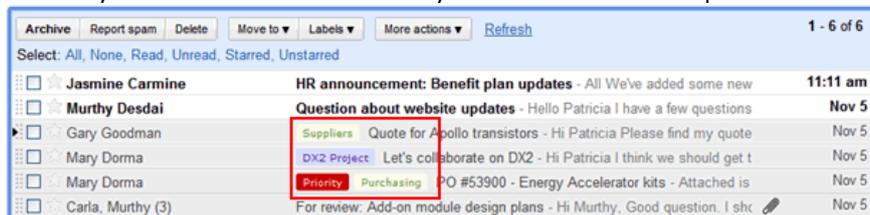


...and here's what an opened conversation looks like:



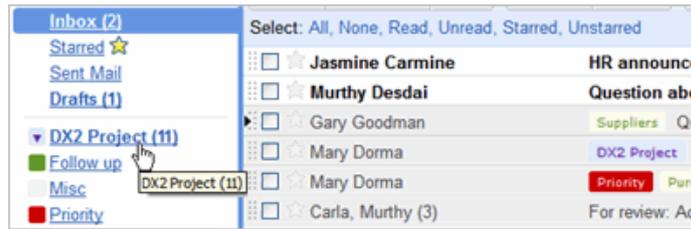
Labels and stars instead of folders

Instead of organizing messages in folders, you can organize your Gmail conversations by applying labels. The conversation can remain in your Inbox with the label clearly shown. Here's an example:



As shown in the example, if a conversation applies to more than one topic, you can give it multiple labels.

If you'd like to move a labeled conversation about of your Inbox, just click the **Archive** button. Whether or not a labeled conversation is archived, you can list all conversations that have a specific label by clicking the label name in the left pane of your Inbox -- similar to opening a folder of messages:



Unlike with folders, if you've applied more than one label to a message, you can retrieve the message by clicking *any* of those labels.

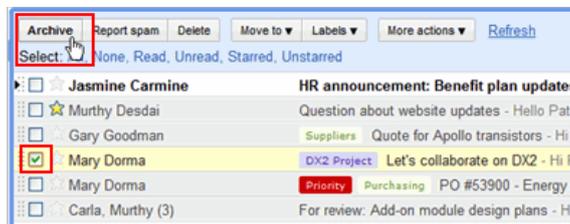
The Stars feature provides another way to categorize and access messages. Simply click the **star** icon to the left of any message to highlight it. You can then display all starred messages by clicking **Starred** in the left pane.



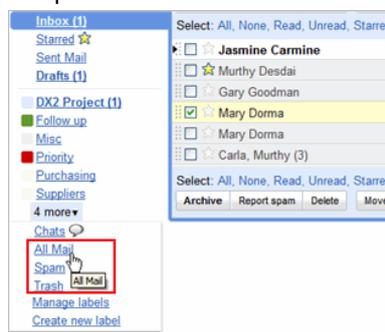
Tip: For more shapes and colors for your stars, turn on the **Superstars** feature in Gmail Labs: Click the **Labs** icon (green flask) in the upper-right corner of your Mail window. Then, under **Undo Send**, click **Enable**.

Archiving online instead of saving to your desktop

With Gmail, you no longer risk running out of space for storing email. Instead, you get **7 GB** of online storage space for just your own email and attachments, all hosted on Google's secure servers. With that much space, you no longer need to save messages on your desktop to free up disk space, but can archive messages online instead. Just select a message and click **Archive**:



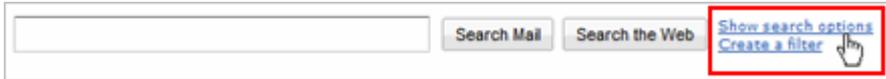
An archived message is removed from your Inbox but you can still find it later by clicking **All Mail** in the left pane or using search. Or, add labels to messages before you archive them for even easier retrieval. **Tip:** Your **All Mail** link might be under the drop-down list in the left pane:



Google-powered search

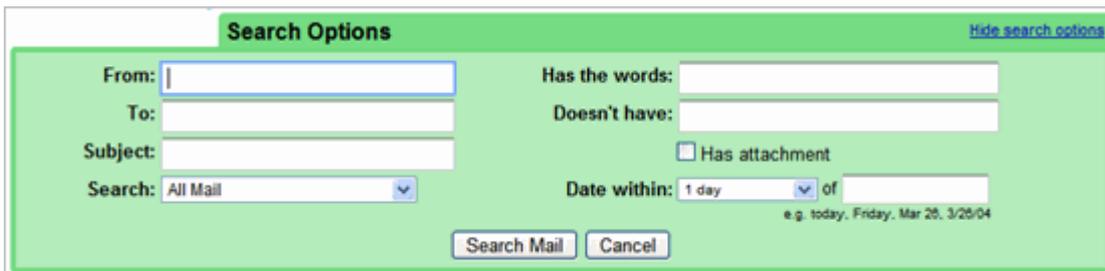
Gmail features the same powerful search technology used on the Web to perform accurate keyword searches of all of your email and attachments. Search by keyword, label, date range, or a host of other options. By also archiving messages, you can instantly find any message you've ever sent or received, without having to create elaborate folder structures or keep unwanted correspondence in your Inbox.

To find messages, simply type in the search box at the top of your Mail window. Or, for more refined searching, click **Show search options**:



A screenshot of the Gmail search interface. It features a search input box on the left, followed by two buttons: "Search Mail" and "Search the Web". To the right of these buttons are two links: "Show search options" and "Create a filter". A red rectangular box highlights the "Show search options" link, with a mouse cursor pointing at it.

Then fill in the easy-to-use search form to find exactly what you're looking for!



A screenshot of the "Search Options" form in Gmail. The form has a green header with the title "Search Options" and a link "Hide search options" on the right. The form contains several input fields and options:

- From:** A text input field.
- To:** A text input field.
- Subject:** A text input field.
- Search:** A dropdown menu currently set to "All Mail".
- Has the words:** A text input field.
- Doesn't have:** A text input field.
- Has attachment:** A checkbox that is currently unchecked.
- Date within:** A dropdown menu set to "1 day", followed by "of" and another dropdown menu.

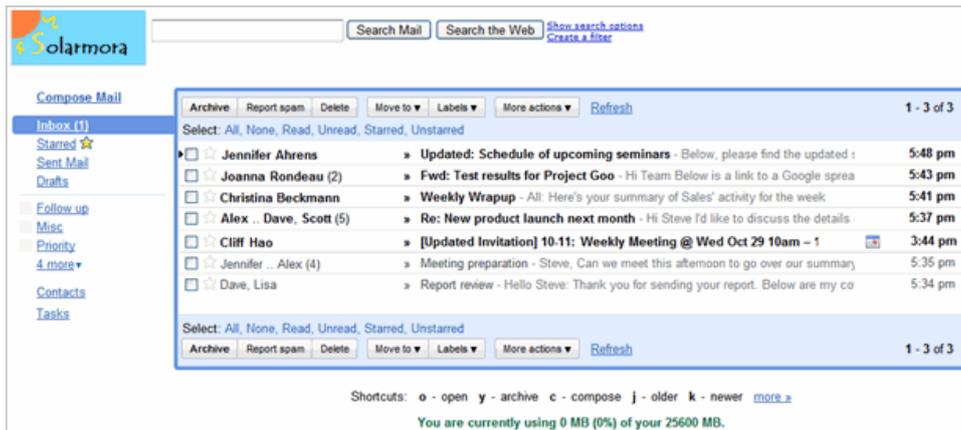
At the bottom of the form, there are two buttons: "Search Mail" and "Cancel". A small example text "e.g. today, Friday, Mar 26, 3/26/04" is located below the "Date within" section.

Gmail Basics:

Sending, replying, attachments, and printing messages

Your inbox

Log in to Gmail. You'll see a list of any messages you've received in your Inbox. Unread messages are in **bold**. To open a message, simply click it in your message list. Here's an example:



About conversations

Replies to messages are grouped into **conversations**. A conversation keeps all messages in a thread together, which makes it easier to keep track of them and reduces inbox clutter. Here's how a conversation appears in your **Inbox** :



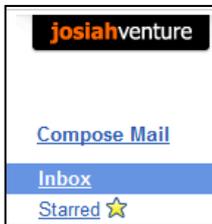
Note that conversations have the number of messages it contains to the right of senders' names. Here's what an opened conversation looks like:



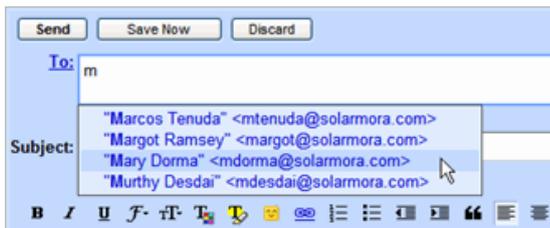
Note: You can't separate the messages in a conversation. However, if you want to send a reply but don't want it to be added to the conversation, you can simply change the subject line in your reply.

Compose a message

1. In the pane on the left, click **Compose Mail**.



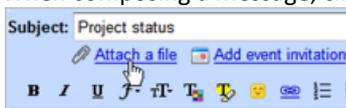
2. In the **To** field, type the first few letters of recipient's name to look up the address in your corporate directory.



3. Enter a subject and the message text.

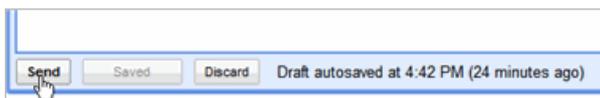
Add an attachment

When composing a message, click **Attach a file**, and then browse to the file on your computer.



Send a message

At the top or bottom on the message window, click **Send**.



(Or, if you change your mind, click **Discard**.)

At message appears at the top of the Mail window, confirming that your message was sent.

Reply to a Message

You can reply to just the sender or to all recipients of a message.

1. Open the message. If the message is part of a conversation, open the conversation and select the message you want to reply to.
2. At the bottom of the message, click **Reply** (to reply to just the sender) or **Reply to all** (to reply to all recipients).



3. Optionally, add other email addresses to which to send the reply.
 4. Enter your reply in the message field.
 5. At the top or bottom of the message, click **Send**.
-

Forward a Message

You can forward a message, just a single message in a conversation, or an entire conversation.

To forward a message or single message in a conversation:

1. Open the message. If the message is part of a conversation, open the conversation and select the message to forward.
2. At the bottom of the message, click **Forward**.



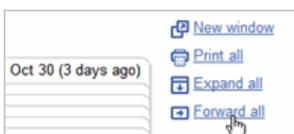
3. Enter the email addresses to which to forward the message, and add any notes in the message field.

Note: If you don't want to forward attachments, uncheck the box next to the attachment's file name, below the **Subject** field.

4. At the bottom or top of the message, click **Send**.

To forward an entire conversation:

1. Open the conversation.
2. At the right of the conversation view, click **Forward all**.



3. At the bottom or top of the message, click **Send**.

Note: The recipient receives a single message containing all messages in the conversation, listed in order of oldest to most recent.

Print a Message

You can print a single message, an entire conversation, or just a single message in a conversation.

To print a message or an entire conversation:

1. Open the message or conversation.
2. At the upper right of the message, click **Print all**.

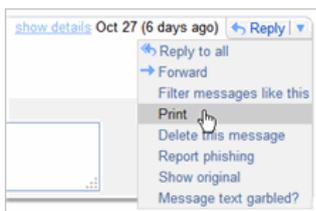


A printer-friendly version of the conversation appears.

3. Use your web browser's **Print** options to print the message.

To print a single message in a conversation:

1. Open the conversation and select the message you want to print.
2. Click the **down arrow** to the right of **Reply**, and then click **Print**.



A printer-friendly version of the message appears.

3. Use your web browser's **Print** options to print the message.

Set Up Your Email:

Signatures, labels, & filters

Create an email signature

1. Open Gmail.
2. In the upper-right corner of the Mail window, click **Settings**.
3. On the **General** page, in the **Signature** section, enter your signature in the box.
4. Optionally use the options to format the text and add links and images.
5. Click **Save** at the bottom of the page.

Note: You can set up only one signature.

Create and apply email labels

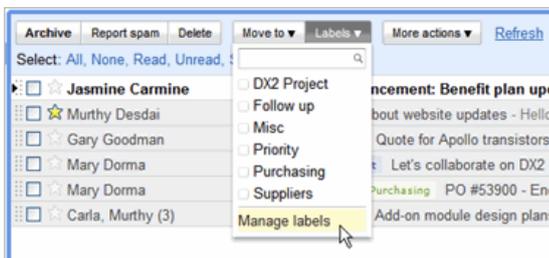
Use labels to categorize your messages. Labels are like folders, but with a twist: You can apply multiple labels to message, so you can "store" a single copy of a message in multiple labels. You can also:

- Open a label on the left side of your Mail window to see all messages with that label
- Search for all messages with a label
- See labels on your messages in your Inbox, so you can quickly identify different types of messages

Make your labels easy to identify by applying different colors to them.

To create a label:

1. Click the **Labels** drop-down menu and choose **Manage labels**.



Tip: Alternatively, you can click **Settings > Labels**.

2. Under **Labels**, in the **Create a new label** field, type the name of your new label, and then click **Create**.

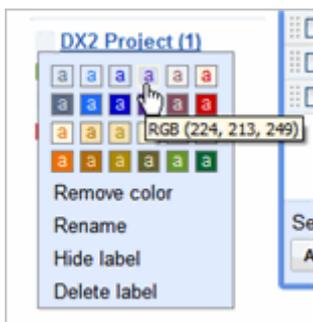


To change the color of a label:

1. In your **Labels** list on the left, click the square to the left of a label. For example:



2. Select a color from the palette that appears. The change is instantly applied to all messages with that label.

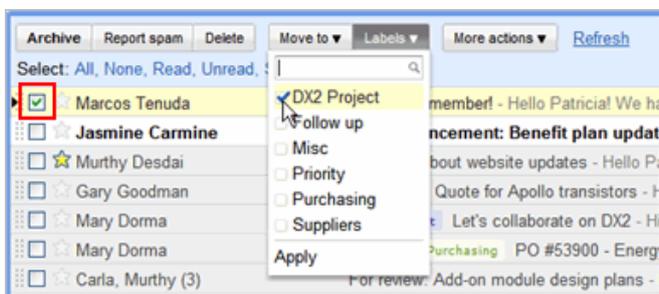


You can remove a color by clicking **Remove color** below the color palette.

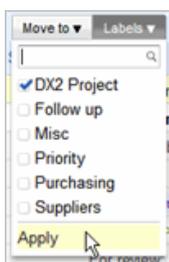
Tip: Not enough colors? Try the **Custom Label Colors** feature in Gmail Labs. In the upper-right corner of your Mail window, click **Settings > Labs**.

To apply a label to a message:

1. Select the check box next to the messages you want to label, and then select the label name from the **Labels** drop-down menu. (Note that you can select more than one label.)

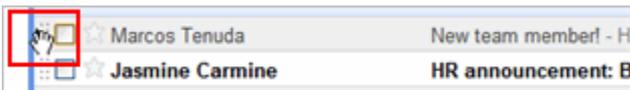


2. Click **Apply**.

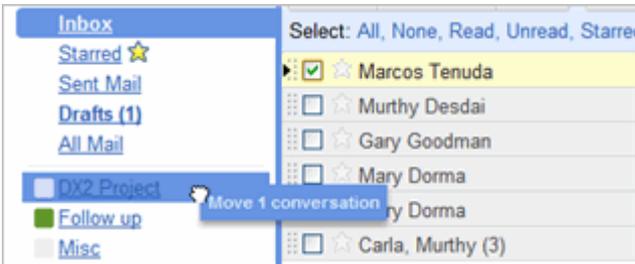


Tip: If you want to move the messages out of your Inbox *at the same time* you apply a label to them, select the messages, and then select a label in the **Move to** drop-down menu.

Or, just click and hold in the gray area to the left of the message...



...and drag it to a label's name:



To move labeled messages out of your Inbox:

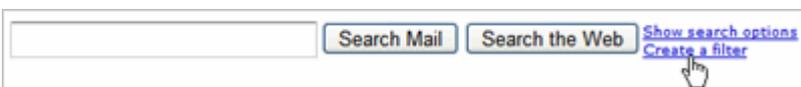
1. Select one or more labeled messages in your Inbox.
2. Click **Archive**.

To view a labeled message you archived, just click the label on the left.

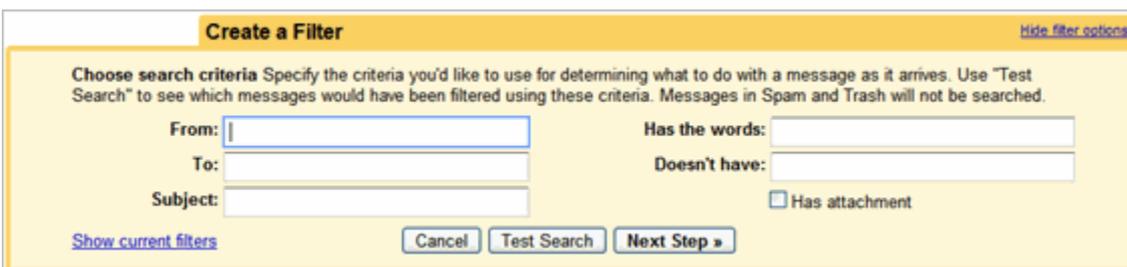
Set up email filters

Use filters to manage your incoming messages. With filters, you can automatically label, archive, or delete messages based on keywords and other criteria.

1. Open Gmail.
2. In the upper right, click **Settings > Filters > Create a new filter**. Or, just click the **Create a filter** link at the top of the top of your Mail window:



3. Enter your filter criteria in the fields:



The 'Create a Filter' dialog box has a yellow background and a title bar with 'Create a Filter' and a 'Hide filter options' link. Below the title bar, there is a paragraph of instructions: 'Choose search criteria Specify the criteria you'd like to use for determining what to do with a message as it arrives. Use "Test Search" to see which messages would have been filtered using these criteria. Messages in Spam and Trash will not be searched.' The form contains several input fields: 'From:', 'To:', and 'Subject:' on the left; 'Has the words:', 'Doesn't have:', and a checkbox for 'Has attachment' on the right. At the bottom, there are three buttons: 'Show current filters', 'Cancel', 'Test Search', and 'Next Step »'.

4. Optionally, click **Test Search** to see which messages currently in Gmail match your filter terms. You can update your criteria and run another test search.

5. Click **Next Step**, then select one or more actions to apply to messages that match this filter's criteria:

Create a Filter [Hide filter options](#)

Choose action - Now, select the action you'd like to take on messages that match the criteria you specified.
When a message arrives that matches the search: **from:sd**, do the following:

- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label: Choose label... ▾
- Forward it to: email address
- Delete it
- Never send it to Spam

[Show current filters](#) Also apply filter to 0 conversations below.

Note: These actions are applied in the order in which they are listed. For example, you could choose to **forward matching messages** to a specific email address, and then **delete the messages**.

6. To apply the filter to messages you've already received, click **Also apply filter to [x] conversations below**.

7. Click **Create Filter**.

What's Not Available in Gmail

You'll find that Gmail provides robust, business-class features, many of which are not available in other email clients. However, some of the features and capabilities you might be used to in other email clients are not available in Google Apps or were not included in our implementation, including:

- **Offline access** -- Your computer must be connected to the Internet to use Gmail.
- **Message alerts** -- You'll no longer see a message "snippet" in the lower-right corner of your desktop when a new message arrives.
- **Message flags** (such as Important and Follow-up) -- However, you can use stars and labels to highlight messages in your inbox.
- **Column sorting** -- You can't sort messages by clicking the column headings in your Inbox. However, you can use Gmail search options to list messages in order according to sender and date.
- **Message recall** -- If you send a message that you wish you hadn't, you can't recall it to prevent recipients from opening it.
- **Read/Return receipts** -- There's no option to get a notification when a recipient opens your message.
- **View options** -- You can't change the placement of the reading/preview pane or move any components in the Mail window.
- **Send file from desktop** -- You can't right-click a file on your desktop and send it in an email message.
- **Multiple email signatures** -- Multiple signatures are not available in Gmail.