SDSU Gmail Guide

This document covers common things you may need to do in SDSU Google mail.

Table of Contents

SDSU Gmail Guide............................................................................................................................................ 1
Table of Contents ............................................................................................................................................. 1
How to Sign In to your new SDSU Gmail Account .................................................................................... 2
Setting Up an Out of Office Reply ........................................................................................................... 3
Setting Up your Signature......................................................................................................................... 4
Importing Email from Another Address .................................................................................................... 5
Adding a Custom Sending Address .......................................................................................................... 9
Using your @sdsu.edu alias with Gmail ................................................................................................. 13
How to Forward Mail to Another Address .............................................................................................. 14
How to Create Filters .............................................................................................................................. 18
How to Manage “Starred” Messages ....................................................................................................... 20
How to Manage Labels (Folders) ............................................................................................................ 21
Allow others to access your account on your behalf ........................................................................ 26
Importing Contacts into Gmail ................................................................................................................. 29
SDSU Gmail Functionality Quick Reference ............................................................................................. 31
Contact Info .................................................................................................................................................. 35
How to Sign In to your New SDSU Gmail Account

1) Go to gmail.com.
2) Enter your Email and Password then click Sign in.
Setting Up an Out of Office Reply

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) In the Vacation responder: section, select Vacation responder on.
4) Enter the date to start your out of office reply in the First day: field.
5) Enter the date to end your out of office reply in the Last day: field. (Optional).
6) Enter the subject and body of your message in the Subject: and Message: fields.
7) Check the box next to Only send a response to people in my Contacts or Only send a response to people in San Diego State University. Otherwise, leaving them blank will cause a reply to anyone emailing you.
8) Click Save Changes.
**Setting Up your Signature**

1) Click the 🔄 icon in the top right of the Gmail page.
2) Select *Settings*.
3) Select the radio button next to the Signature box.
4) Click inside the text box in the *Signature:* section.
5) Type the signature you would like to display with all of your outgoing mail.
6) Click *Save Changes.*
Importing Email from Another Address

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select the Accounts tab.

4) In the Check mail from other accounts (using POP3): section, click Add a POP3 mail account you own.
5) A pop up window appears.
6) Enter the full email address of the account you'd like to access (e.g. johndoe@rohan.sdsu.edu).
7) Click *Next Step >>*. 
8) Enter your **Username**:
9) Enter your **Password**:
10) If desired, check the box *Leave a copy of retrieved message on the server.*
11) Verify that *Always use a secure connection (SSL) when retrieving mail* is checked.
12) Click *Add Account* >>.
13) Once your account has been added successfully, you'll have the option of setting it as a custom sending address. This allows you to compose messages in Gmail, but have them appear to be sent from your other email account. If you would like to create this custom sending address, click **Yes** and **Next Step >>**.

If you do not want to create this custom sending address, click **No** and **Finish** (you can change this later).
Adding a Custom Sending Address

If you are adding a custom sending address using the Importing Email from Another Address section, continue from step 4.

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select the Accounts tab.
4) In the Send mail as: section, click Add another email address you own.
5) A pop up window appears.
6) Verify your Name: (e.g. John Doe).
7) Enter your Email address: (e.g. johndoe@rohan.sdsu.edu). If you are continuing from Importing Email from Another Address, your address should already be saved. If you would like to change the reply address, click Specify a different “reply-to” address (optional).
8) Click Next Step >>.

9) Click Next Step >>.
10) Enter your **Username:**.
11) Enter your **Password:**.
12) Click **Add Account >>**.
13) In order to use a custom sending address, you will need to send a verification email to the original address. Click **Send Verification** to send the email. You will be sent a confirmation email that will contain a link to your other email address (e.g. rohan.sdsu.edu). Click on the link to verify your address.
14) After clicking the link, you will be brought to a **Confirmation Success!** page. Click the link next to **Click here to return to your Gmail account:** Your account is now set up.
Using your @sdsu.edu alias with Gmail

If you previously requested an alias in the form of @sdsu.edu and you would like emails that you send from Gmail to have that as the reply-to address, follow the steps below.

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select the Accounts tab.
4) Under the section Send mail as: click Add another email address you own.
5) A pop up window appears.
6) In the Email address: field type your alias, (e.g. jane.doe@sdsu.edu).
7) Verify Treat as an alias is checked.
8) Click Next Step >.
9) Select Send through San Diego State University Mail (easier to set up)
10) Click Next Step >.
11) Click Send Verification.
12) You will now receive an email in your inbox. Click the verification link. You will now be able to send as your alias.
13) To set your alias as the default sending address go, back to Settings and the Accounts tab. Under the Send mail as: section, to the right of your alias, select make default.
How to Forward Mail to Another Address

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select the Forwarding and POP/IMAP tab.

4) In the Forwarding: section, click on the Add a forwarding address button.
5) Enter the email address you wish to forward to and click Next (e.g. johndoe@rohan.sdsu.edu).

This is an example for rohan.sdsu.edu.
6) Click **Proceed**.

7) Click **OK**.
8) You will be sent from the San Diego State University Team that will contain a **confirmation code** and a confirmation link. Either click the link or copy the code. If you followed the link please sign into [www.gmail.com](http://www.gmail.com) and continue to step 12.

9) Return to [www.gmail.com](http://www.gmail.com) and sign in.

10) Enter the code into the **confirmation code** field.

11) Click **Verify**.
12) Go back to the Forwarding and POP/IMAP tab located in the Settings.
13) In the Forwarding: section, select Forward a copy of incoming mail to your email address and select your option on how your mail should be managed (default is keep San Diego State University Mail’s copy in the Inbox).
14) Click Save Changes.
How to Create Filters

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select Filters tab.
4) Click Create a new filter.

5) Specify the criteria you'd like to use for determining what to do with a message as it arrives.
6) Click Create filter with this search >>.
7) Select your desired options.
8) Gmail will search to see which messages would have been filtered using these criteria. Messages in Spam and Trash will not be searched. Check *Also apply filter to messages matching conversations*. If you would like to have the filter applied to messages found in the search.
9) Click *Create filter*. 

* back to search options
When a message arrives that matches this search:
☐ Skip the inbox (Archive it)
☐ Mark as read
☐ Star it
☐ Apply the label: Choose label...
☐ Forward it to: Choose an address... add forwarding address
☐ Delete it
☐ Never send it to Spam
☐ Always mark it as important
☐ Never mark it as important
☐ Categorize as: Choose category... Choose category...

Create filter
☐ Also apply filter to 0 matching messages.
Learn more
How to Manage “Starred” Messages

1) Click on the ★ icon next to any message.
2) This adds it to your Starred inbox for easy viewing.

3) To remove the star, click the ★ again.
4) This removes it from your Starred messages label as well.
How to Manage Labels (Folders)

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select the Labels tab.

4) To show or hide a system label, such as the Trash folder, click show or hide next to the Label in the System labels section.
5) To create a personal label, click the *Create new label* button in the *Labels* section. Enter the required Label name.

![New Label dialog](image)

6) If you would like to create a sub label, check *Nest label under:* and select the primary label down the drop down list.

![New Label dialog with nested label](image)

7) Click *Create.*
8) The new label will appear under the **Labels** section and on the left side of the window along with your other labels.

9) Click **Inbox**.

10) To move a message into a Label, select the message by checking the box next to it.
11) Click the **Move to** icon and select your desired label.
12) Your message will be moved to your selected label.
Allow others to access your account on your behalf

1) Click the icon in the top right of the Gmail page.
2) Select Settings.
3) Select the Accounts tab.
4) In the Grant access to your account: section click Add another account.
5) Enter the email address of the person you'd like to have access your account and click **Next Step** >> (only mail.sdsu.edu users may access this account).
6) You'll see a confirmation message. Click **Send email to grant access**.

7) The delegate will receive a verification email explaining that you've granted access to them.
8) After the delegate confirms this request, it may take up to 30 minutes for the verification process to be completed. To see if the delegate has confirmed access to your account, look at the **Accounts** tab in **Settings**.

Any messages someone else sends from your account will have your name listed in addition to the other person's name, so they'll show the sender as: Your Name (sent by Delegate).
Importing Contacts into Gmail

1) From the Google Apps Launcher icon , select Contacts.

2) Click the More button.
3) Select Import....
4) Click **Browse…** and select the .CSV file you created.
5) Click **Import.**
## SDSU Gmail Functionality Quick Reference

<table>
<thead>
<tr>
<th>Gmail Function</th>
<th>Google Gmail Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Archive message(s)</strong></td>
<td>Select a message by clicking the check box next to the message and click <em>Archive</em>. Messages that have been archived can be viewed in the <em>All Mail</em> section. To view <em>All Mail</em>, click <em>more</em> on the left hand side and select <em>All Mail</em>.</td>
</tr>
<tr>
<td><strong>Change Login password</strong></td>
<td>Password must be changed via AztecLink. Navigate to AztecLink by clicking on the following link: <a href="http://azteclink.sdsu.edu">http://azteclink.sdsu.edu</a> and click <em>AztecLink Account Manager</em>. Under Self-Service Center : Select <em>Manage your account</em>, Select your <em>Account Type</em>: Select Individual or Department, Enter your <em>Red ID</em> for your individual account or <em>Account Name</em> for your department account along with your current <em>Password</em> and then Click <em>Login</em>. Under the <em>Change Password</em> section, enter your <em>New Password</em> and <em>Confirm New Password</em>. Then click <em>Change Password</em>. Your password will now be changed on your AztecLink and Google account.</td>
</tr>
<tr>
<td><strong>Change My Option Button Icons from Images to Text</strong></td>
<td>By default, Gmail’s option icons are shown as images. Click the gear icon in the top right of the Gmail page and click <em>Settings</em>. In the <em>Button labels:</em> section, select <em>Icons</em> or <em>Text</em>. Click <em>Save Changes</em>.</td>
</tr>
<tr>
<td><strong>Compose a new message</strong></td>
<td>Click the <em>COMPOSE</em> button on the left hand side.</td>
</tr>
</tbody>
</table>
### Contacts creation / management

From the Google Apps Launcher icon, select **Contacts**. To create a new contact, click the “**NEW CONTACT**” button on the left side. Add the needed details and it automatically saves the details of the contact. Click on “**My contacts**” to verify the contact added. You can add more details of the contact by clicking the **Add** button. You can also add a quick contact by clicking **Add to "My Contacts"** , entering in the email address, and clicking **Add**. You can add groups by clicking **New Group...** on the left side. Enter the group name and click **OK**. You can add a contact to a group by clicking the check box next to the contact and click **Groups**. This will bring a drop down menu of the groups you have. Click the group you would like to add the contact to. This can be done with multiple contacts by checking multiple contacts and following the group steps. Click on apply. You can remove a contact by clicking the check box(s) next to the contact(s) and clicking **More -> Delete contact.**

### Conversation View: Viewing messages on same topic (hint: message grouping)

By default, Gmail groups your message and its reply’s together, as well as if the message has the same subject. The amount of messages will be denoted by (#) with the # being the specific number of messages in the group. When you view the message, you will see a stack of messages with the newest message showing fully. You can click on the tab for each message to view it fully. To turn this view on or off, click the gear icon in the top right of the Gmail page and click **Settings**. Select **Conversation view on or off** in the **Conversation View:** section. Click **Save Changes.**

### Delete a message(s)

To delete a message, check the checkbox next to the message you would like to remove and click the **Delete** button. You can remove multiple messages by selecting multiple check boxes and clicking **Delete**. The messages will be sent to the **Trash** folder where it will be automatically deleted after 30 days.

### Edit subject when replying

Open message, click reply, click **Type of response** icon , and select **Edit subject.**

### Empty trash

To empty the trash, click **Trash** label on the left hand side. If the label is hidden, click **more -> Trash**. Click **Empty Trash now** and click **OK**. Emptying the trash permanently removes the deleted message(s).
<table>
<thead>
<tr>
<th><strong>Find a specific message</strong></th>
<th>To find a specific message, type a keyword from the message, such as the subject, into the Gmail search bar and click the search icon.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Forwarding a message(s)</strong></td>
<td>While viewing a message, click <strong>Forward</strong>. Type the intended recipient and click <strong>Send</strong>.</td>
</tr>
<tr>
<td><strong>Open an attachment</strong></td>
<td>To open an attachment, open the message with an attachment. You have two options next to the attachment. <strong>View</strong> will open the document in Google Docs while <strong>Download</strong> will save it to your computer.</td>
</tr>
<tr>
<td><strong>Prioritize a message(s)</strong></td>
<td>There are two ways to prioritize a message in Gmail. The first would be to star a message. You can star a message by clicking the star icon next to the message you would like to prioritize. This will also sort the message into the <strong>Starred</strong> label, which allows for quick viewing of each starred message. The second option is to <strong>mark as important</strong>. To mark a message as important, select the message(s) by checking the box(s) next to the message(s). Then click the <strong>mark as important</strong> button (yellow symbol with + icon) next to the <strong>Delete</strong> button. You can remove the importance icon by selecting a message and clicking the <strong>mark as not important</strong> button (gray symbol with the - icon). Any message marked as important will also be sorted into the <strong>Important</strong> label for quick viewing.</td>
</tr>
<tr>
<td><strong>Save a draft message(s)</strong></td>
<td>To create a draft, click <strong>COMPOSE</strong>. Messages that are not sent are automatically saved as drafts.</td>
</tr>
<tr>
<td><strong>Select a message(s)</strong></td>
<td>To select a message, click the check box next to the specific message. To select multiple messages, click several check boxes. To select all messages on a page, click the top checkbox next to the <strong>Archive</strong> button on the options bar.</td>
</tr>
<tr>
<td><strong>Send a drafted message(s)</strong></td>
<td>Select the <strong>Drafts</strong> label. Open your draft message. Click <strong>Send</strong>. The message will automatically be removed from your <strong>Drafts</strong> folder.</td>
</tr>
</tbody>
</table>
Sort messages in mailbox

Gmail can be sorted in multiple ways. The first is Oldest/Newest. To sort by Oldest/Newest, click the number of messages on the options bar. This will bring a drop down menu where you can select *Oldest* or *Newest*. The other options are more specific. When you hover your mouse over the Inbox on the left hand side an arrow will appear. Click that arrow to reveal the Inbox Type drop down menu. You will be presented with *Classic* (standard), *Important First*, *Unread First*, *Starred First*, and *Priority Inbox* (a combination of important, unread, and starred). Select which one you would like to use to sort.

**Reply to all**

To reply to all, open the message you would like to reply to. Click *Reply to all* and type your message. Click *Send*. 
Contact Info

If you are having problems please call the ETS Help Desk at (619) 594-5261 or email us at etshelpdesk@mail.sdsu.edu.

A publication from Enterprise Technology Services, San Diego State University, San Diego, CA, USA ©2016

Disclaimer

Neither SDSU nor the State of California nor the California State University system nor any of their employees, makes any warranty or assumes any legal liability or responsibility for the accuracy, completeness, or usefulness of any information, apparatus, product, or process disclosed, or represents that its use would not infringe privately owned rights. Reference to any special commercial products, process, or service by trade name, trademark, manufacturer, or otherwise, does not necessarily constitute or imply its endorsement, recommendation, or favoring by SDSU or the State of California or the California State University system. The views and opinions of the author(s) do not necessarily state or reflect those of SDSU or the State of California or the California State University system and shall not be used for advertising or product endorsement.