Akron-Summit County Public Library
330-643-9145
Electronic Services Division
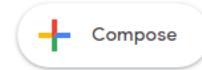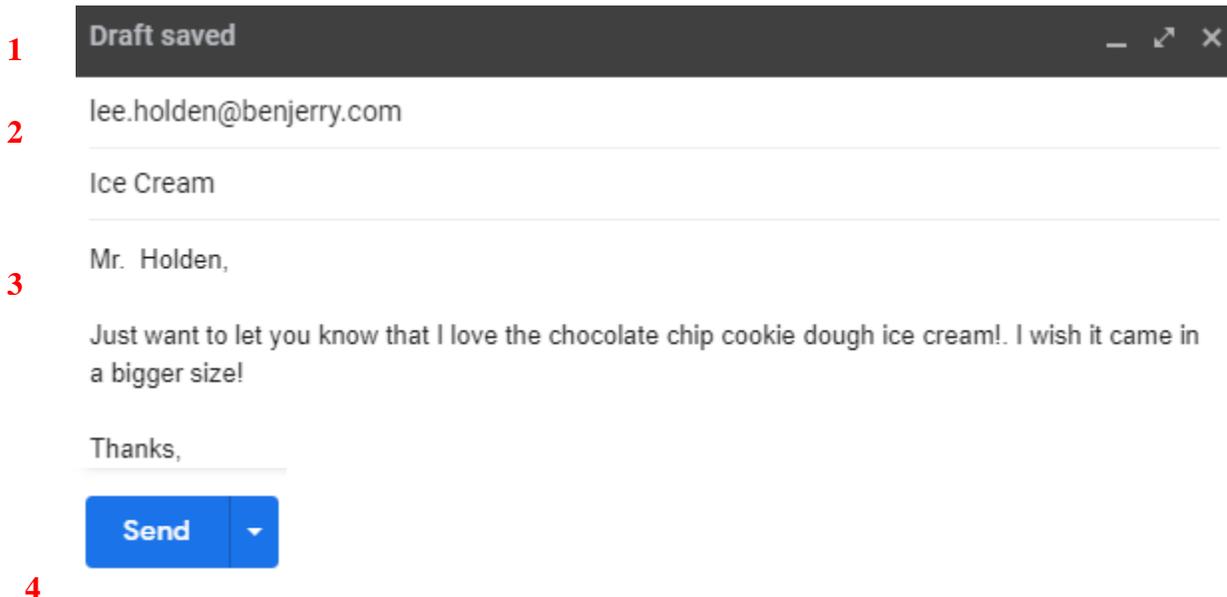60 South High Street, Akron, OH 44326

Composing an E-mail Message

Click on the **Compose** button in the top left corner of the page.

+ Compose

*Note: Hit the **Tab** key to move to the next field or click in the appropriate box. The blinking cursor indicates that you can begin typing.*

1. Enter the recipient's e-mail address. If sending to multiple people, separate e-mail addresses with a comma. If contact is already in your address list, you will see the name appeared in the list as you start typing the name or email; just click on it to insert in To field.
2. Enter a subject.
3. Type your message in the empty white area.
4. Click the Send button when finished with your message.

1

Draft saved   — ⤢ ✕

2

lee.holden@benjerry.com

Ice Cream

3

Mr. Holden,

Just want to let you know that I love the chocolate chip cookie dough ice cream!. I wish it came in a bigger size!
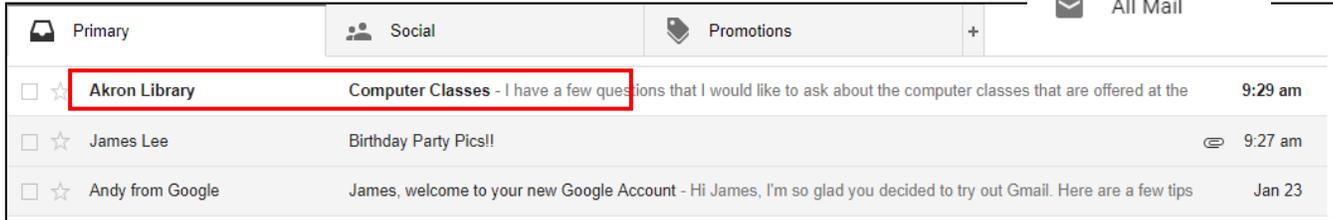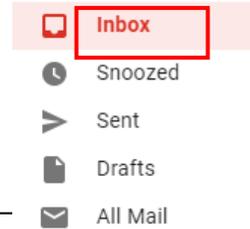
Thanks,

Send ▾

4

Reading Your Mail

To read your mail, you must go to your **Inbox**. The **Inbox** includes new messages that you have not yet read and older messages that you may not have deleted or moved out of the **Inbox**. Messages will remain in your Inbox until you delete them or move them to another folder. Gmail now also will divide incoming mail in your "inbox" into five tabs **Primary, Social, Promotions**, **Updates, and Forums**. You can customize how many tabs you see in your setting. Click on Setting widget>See all Setting>Inbox Tab on top>under Categories, check or uncheck what you want to show. Click on Save Changes at the bottom. if you are sending an email whether personal or for business, you will be doing that from the **Primary** tab in your inbox.

1. Click **Inbox** in the pane on the left. The number in parentheses represents the number of unread messages that you have.
2. Point your mouse pointer over either the subject line or the sender's name (right on the text) and click. The message will open.

Note: The bold text indicates an unread message.

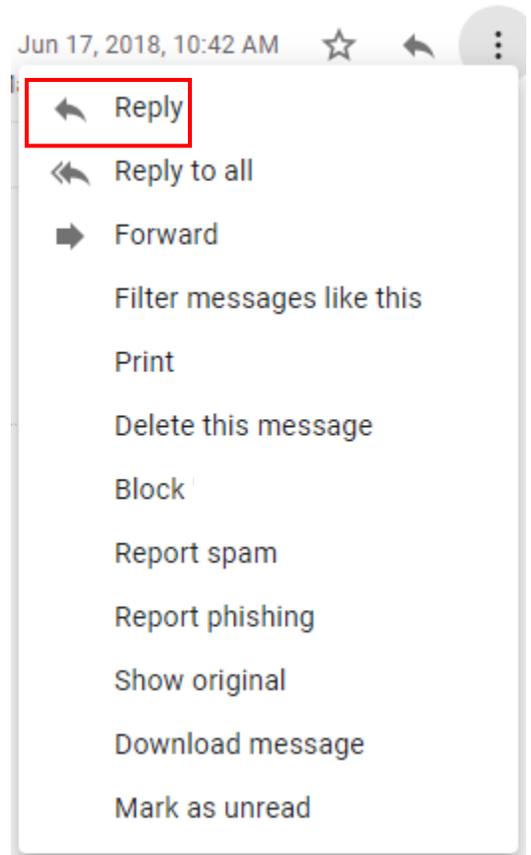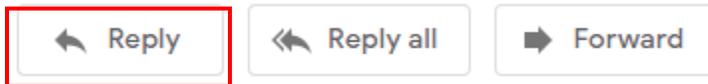| Primary	Social	Promotions	+
☐ ☆ **Akron Library**	**Computer Classes** - I have a few questions that I would like to ask about the computer classes that are offered at the		9:29 am
☐ ☆ James Lee	**Birthday Party Pics!!**	🔗	9:27 am
☐ ☆ Andy from Google	**James, welcome to your new Google Account** - Hi James, I'm so glad you decided to try out Gmail. Here are a few tips		Jan 23

Note: If the email was written in a different language, or if you would like to translate the message to a different language, select the three dot menu at the top right of the message, and select "Translate message". You can choose from over 100 languages. Google will detect the language that the message is written in, then you will have to choose the language that you want the message to be translated to.
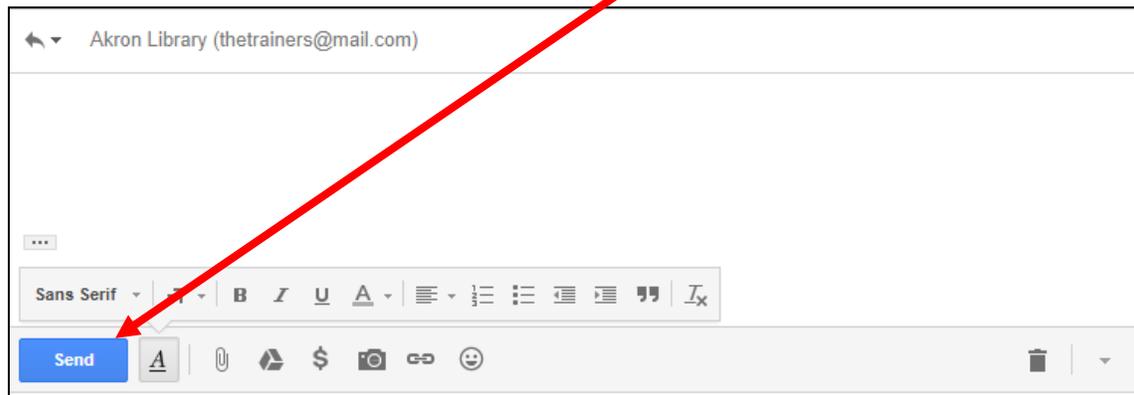
Reply to a Message

Open a message by clicking on its subject, and then click the Reply button at the top left of the screen.

1. While looking at the message, click "reply" at the bottom of the email to reply only to sender of the e-mail. If there are multiple recipients included in the email, the option to "Reply to all" will appear. "Reply to all" will include everyone included in the original email in your response. There is also reply option, if you click on three dot menu at the top right of the message that will give you the option to reply.

Jun 17, 2018, 10:42 AM ☆ ↩ ⋮

↩ Reply
↩ Reply to all
➡ Forward
Filter messages like this
Print
Delete this message
Block
Report spam
Report phishing
Show original
Download message
Mark as unread

↩ Reply   ↩ Reply all   ➡ Forward

2. Type your reply at the blinking cursor and click **send** when finished.

Forward a Message

This sends the message to people who are not in the original email list.
Open a message by clicking on its subject, and then click the Forward button. You can also use the drop down menu next to the reply button at the top right of the message to forward an email.

1. When viewing the message, click **Forward**.

2. Enter any recipients in the recipients/to: field.

3. Add your own message at the blinking cursor. The sender's original message will appear beneath.

4. Click the **Send** button when finished.

Printing an E-mail Message

Open the message, and then click the print icon
at the top right, above the message, or select print
from the three dot menu at the top right of the
message. A new window will open and the
print dialogue box will pop up automatically.
At that point, you will choose your printing options.
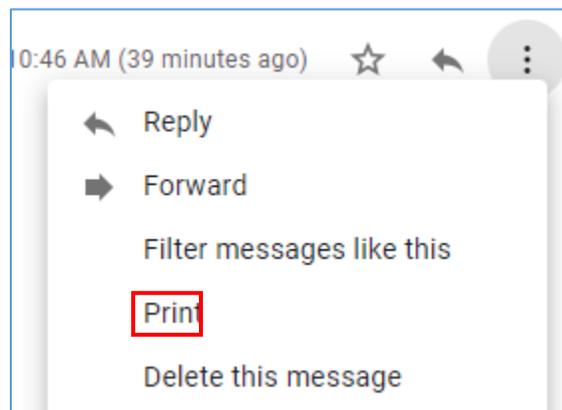
NOTE: If you have a pop-up blocker enabled, you may have to
disable it first. Your web browser should give you a notification
when a pop-up is blocked.


Delete a Message after Reading

After you open the message, the option to delete will appear at the top of the message, above
the subject of the email message (The trash can icon). You can also select the folder icon to
"move to", then select "trash" to move the email to the trash folder.
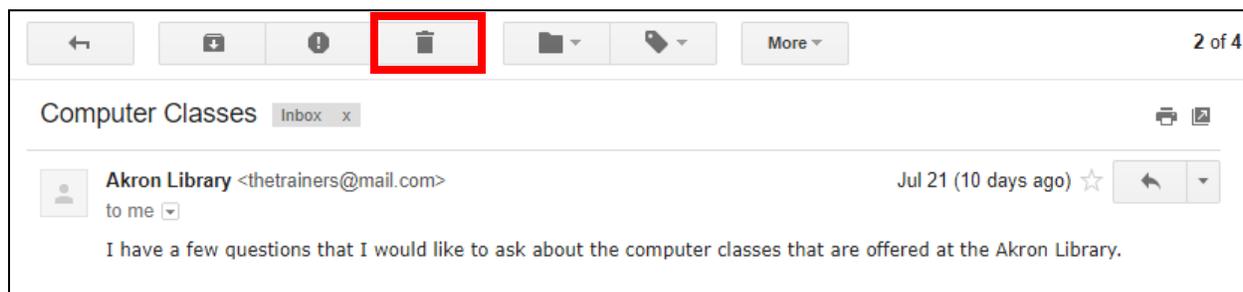
NOTE: In most instances, deleting a message from your **Inbox** will not remove the message
from your account. The deleted message is moved to your "**Trash**", or equivalent folder. Most
services will automatically clear deleted messages from your account after a pre-determined
amount of time (usually 30 days).

Delete a Message without Opening

There are times you might want to delete a message without reading it. If you don't recognize
the sender or if a message looks like junk mail (spam), it is highly recommended that you delete
the message without opening it. Select the checkbox to the left of any item that you want to
remove, and click the trash can to delete. Click the checkbox at the top to select all items.
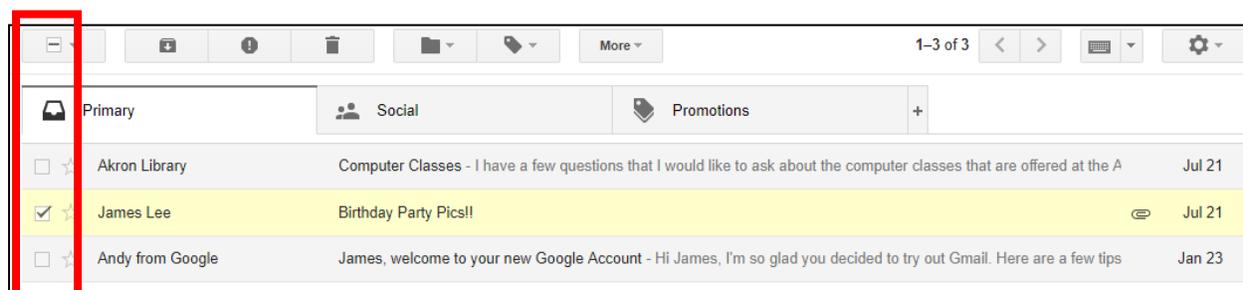
<u>IMPORTANT!!!</u>
If you do not recognize an e-mail sender's name or e-mail address, use the delete feature before opening the message. This is recommended for preventing the spread of viruses through your e-mail account.

Sending E-mail to multiple people

The default Gmail **Compose Message** screen includes a **To**: field and a **Subject** field, but what if you want to send the message to more than one person? One simple way is to list multiple e-mail addresses in the **To**: field and separate them with commas:

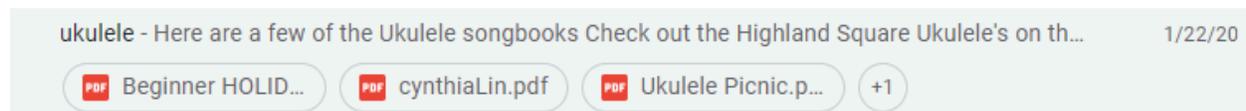| New Message			_ ⤢ ✕
To	thetrainers@gmail.com ✕	johnsmith@hotmail.com ✕	Cc Bcc
Subject			
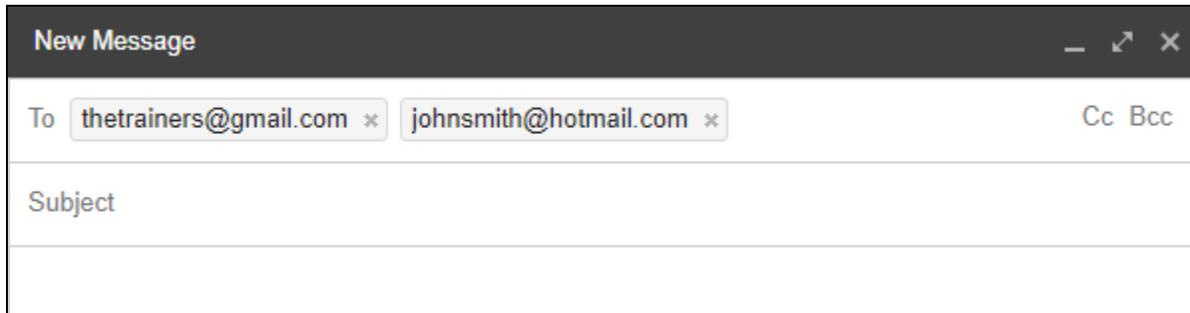
Attachments
- A file sent along with an e-mail message.
- Not typically visible in the body of the message.
- Created using another software program
- You will need a compatible software program on your computer to open attachments received.
- Possible types of attachments and file extensions:
    - graphics, photos, animations, images (.gif, .jpg, .jpeg, .mpeg, .tiff, .png, .bmp)
    - audio (.ram, .mp3, .wav, .midi)
    - spreadsheet (.xls, .xlsx)
    - database (.mdb)
   - text document (.txt, .doc, .docx, .rtf, .wps,. wks)

Opening/Saving attachments to your Computer

Log in to your account, go to the **Inbox**. Google now displays attachments below the subject line in Inbox.

ukulele - Here are a few of the Ukulele songbooks Check out the Highland Square Ukulele's on th…   1/22/20

[PDF] Beginner HOLID…   [PDF] cynthiaLin.pdf   [PDF] Ukulele Picnic.p…   +1

The attached file will appear at the bottom of the e-mail. To download the file, place your mouse on the attachment, then click the down pointing arrow to start the download process. At this point, the options for downloading will vary depending on the browser that you are using. Gmail automatically scans all incoming and outgoing e-mail attachment for known virus threats for the safety of all of its users. If there is any threat of a virus, it will be cleaned if possible, and you will be given further instructions on what to do next. To save to Google Drive, click the Triangular icon on the attachment.

If you are able to download the attachment without a virus threat, the file will show at the bottom of the page. In Google Chrome, downloaded files automatically go to your **Downloads** folder. Click directly on the file name, or click the arrow select **Open,** to open the downloaded file.
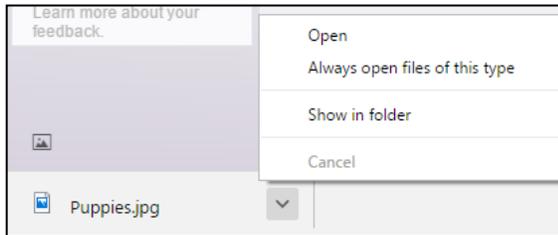

TIP: If the computer cannot identify a compatible software program that can open the attachment, a dialog box similar to the one pictured to the right will display, prompting you to select the program you want to use to open the attached file. If you know what program can open the file, and then select it from the list. Otherwise, just cancel the dialog box. You will <u>not</u> be able to open the unidentifiable attachment. One way you may be able to resolve the issue is to ask the person who sent the file to send it in a different format, if possible.
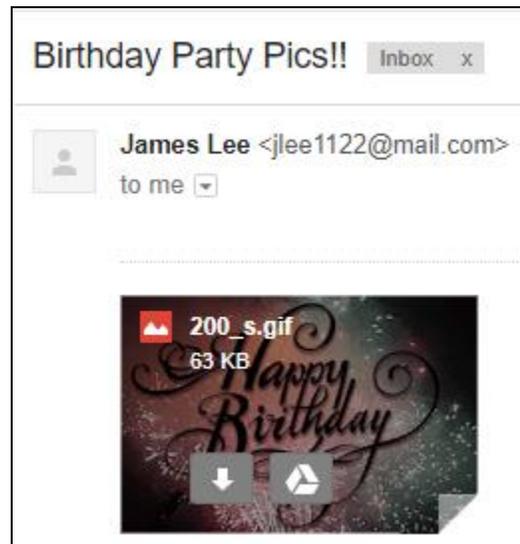
To open an attachment that you save to your computer or removable storage:

Assuming that you saved your attachment in the **Downloads** folder. One of the easiest ways is by opening the **File Explorer** icon on the taskbar and then click **Downloads** on the left side of the screen. Downloads are in the Quick Access area, and under **This PC** along the left side of the screen
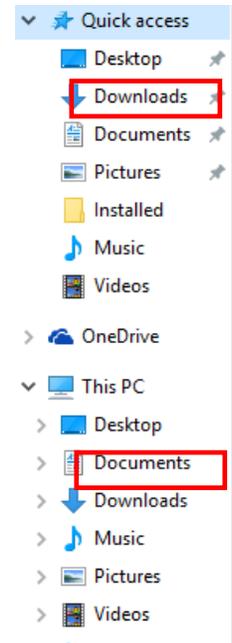
Sending Attachments

Begin composing a new message as you normally would:
1. Insert e-mail addresses in the **To** field
2. Type subject
3. Type body of message
4. To attach a file, click the **Attach File** button at the bottom of the e-mail.

5. Select the location on your computer where the file you want to attach is saved by clicking on the folder on the left.

If the file is saved on a flash drive, select **This PC** and then scroll down to "Devices and drives". From here you should see your device (usually labeled Removable Disc, Kingston, or the flash drive manufacturer's name).
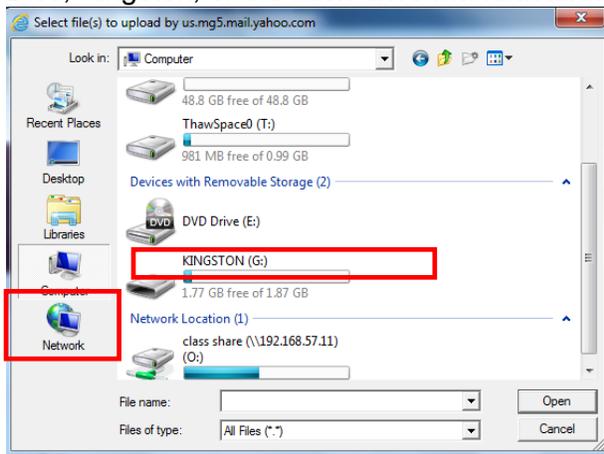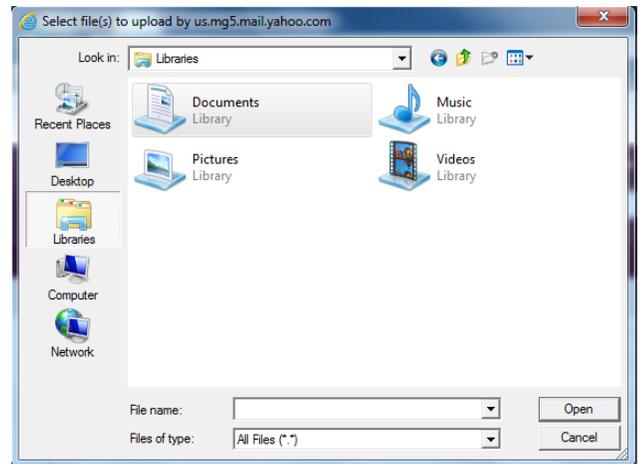
Select the file that you want to attach to the out-going e-mail message. Click the **Open** button.
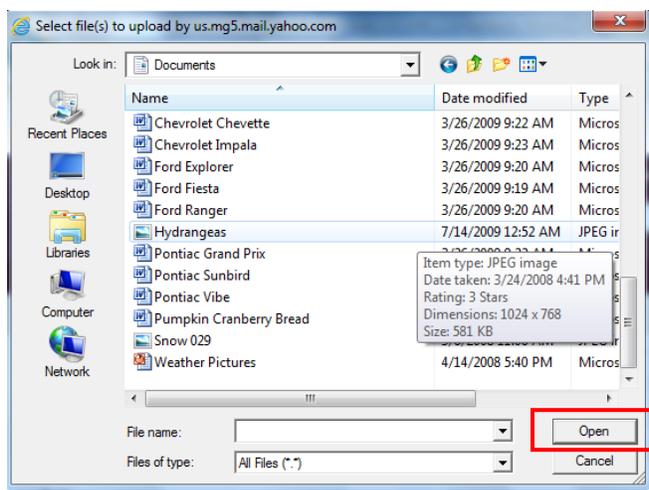
Click **Send** when your message is completed.

    NOTE: You can attach multiple files to a message by repeating this process with a limit of 25 Megabytes per message. If you use Google Drive, you can attach up to 10 Gigabytes per message by selecting a file stored in you Google Drive. The Google Drive Icon is next to the attach file icon when attaching files to emails.
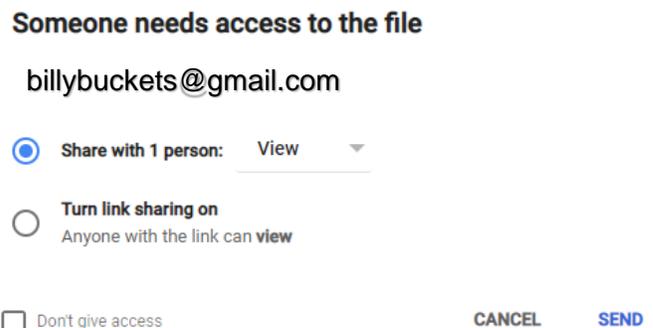

Tips for Attachments

➤ If you intend to send a word processing document (e.g., a letter or resume created in a program like MS Word or WordPad) as an e-mail attachment, it is best to send a version of the file that has been saved in **Rich Text Format (.rtf)**. You can change the file format in the "**save as type**" field when you originally save the document. All word processing software programs can interpret files in **Rich Text Format**.

➤ If you are unable to open an e-mail attachment, the cause may be either a.) You do not have the appropriate type of software installed on your computer or b.) The sender attached the file incorrectly. Contact the sender, and ask him/her if it is possible to send the attachment in a different format.

➤ You may not be able to open certain types of e-mail attachments on library computers, particularly larger files with the extension **.exe** or **.zip**.

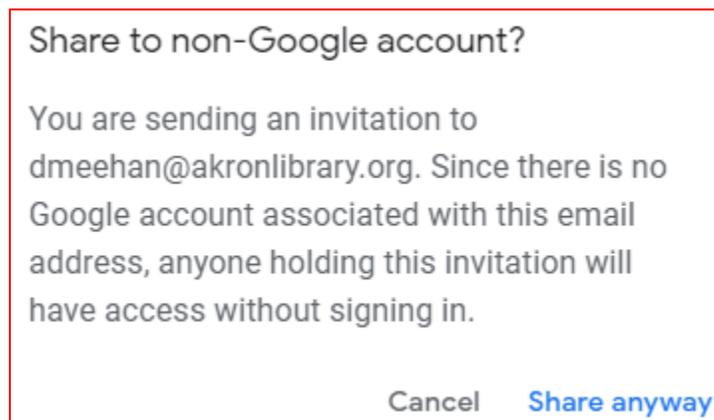## Insert Files using Drive

Compose a message as you normally would.

- When you are ready to attach something to your email instead of click on the paperclip, click on the Google Drive symbol.
- A box will open showing you the folders and files in your **My Drive**.
- Find the document you want to attach and click on it.
  - If you want to add more than one item either use the shift key (for adjacent items) or the ctrl key (for non-adjacent items) to select your items.
  - You can click on the first file and the click on the last file while holding your shift key down.
    - This will highlight all the files between the first and the last file.
  - If the files you want to upload are not adjacent to each other, you can click on the first file, hold your ctrl key down and continue to select the other files.
    - There is one folder and eight files show below. I have highlighted five of those files to be uploaded.
    - Using the ctrl key give you control of what you select.

- If the item(s) is something you have uploaded to Google Drive, you can choose to insert it as a **Drive Link or Attachment**.
  - An attachment is an actual file.
- If the item(s) is something you have created in Google Drive, you have to attach it as a Drive link.
  - A drive link is a file that you allow someone to access that is saved to your drive.
- Then click the **insert** button.
- Finish up the email and press the **send** button.
- Once you hit the send button, a box will pop up.
- In this box, you will see the email of who you are sending the link to.
- It will ask what you want the person to be able to do
  - View is read only.
  - Comment allows people to make comments but no other changes on the file.
  - Edit allows people to make changes to the document, leave comments, etc.
- Once you have made the decision, click send and the email will be sent.
- This works easily if you are sending it to a person with a Gmail address. If you want to send it to someone who does not, you will need to follow the steps below.

Someone needs access to the file

billybuckets@gmail.com

◉ **Share with 1 person:**   View   ▾

○ **Turn link sharing on**
   Anyone with the link can **view**

☐ Don't give access   CANCEL   **SEND**

Sending file to someone without Gmail

- Click on the **Google Apps** button.
- Click on the **Drive** button.
- Find the file you want to share and right click on it. Click on Share from the menu.
- A box will pop up, type in the email of the person you want to share the file with.
- Choose what you want them to be able to do to the file.
- Type a message if you want to.
- Click the **Send** button.
- A box will come up warning that you are sharing to non-Google account.

Share to non-Google account?

You are sending an invitation to dmeehan@akronlibrary.org. Since there is no Google account associated with this email address, anyone holding this invitation will have access without signing in.

Cancel   **Share anyway**

- The person will receive an email letting them know you want to share a file with them.

Jdoe1234@yahoo.com

dmeehan6599@gmail.com has shared the following file:

PDF

RB 2021-01-07 15.06.59.pdf

Open

This email grants access to this item without logging in. Only forward it to people you trust.

- Click on Open.
- It will take you to the file to view, comment, or edit depending on the permissions you would give.

Saving Addresses/Contacts

**Adding an address to your contacts list.**
- Click on the Google Apps square in the upper right hand corner.
- Choose the Contacts app, you might have to click more.
- Click on Create Contact button.
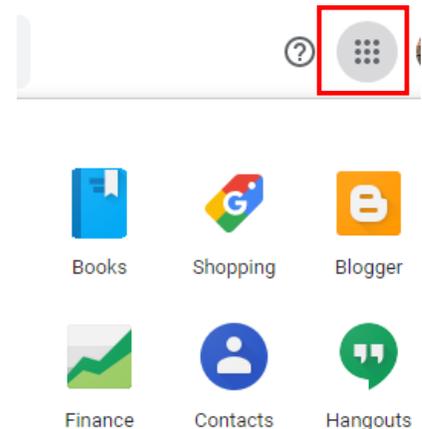
Enter the information into the empty fields and then click the **Save** button. To add more information to your new contact (address, birthday, website, etc.), click "Show more" at the bottom left of the create contact box. Now when you send an e-mail to a contact, you can simply start typing the contact name, and their e-mail will appear for you.

Adding an address to your contacts list from a received message.

- Open the received message.
- Hover your mouse over the person's name.
- In the box that shows, click more info" at the bottom left of the box**.**
- A task pane will open on the right.
- Click on the person with the plus sign next to it to add person to contacts.
- A black box will show at the bottom of the page that will allow you to undo adding the contact.

Joanne Myers

joanne@gmail.com

More Info

Added Joanne Myers to contacts   UNDO
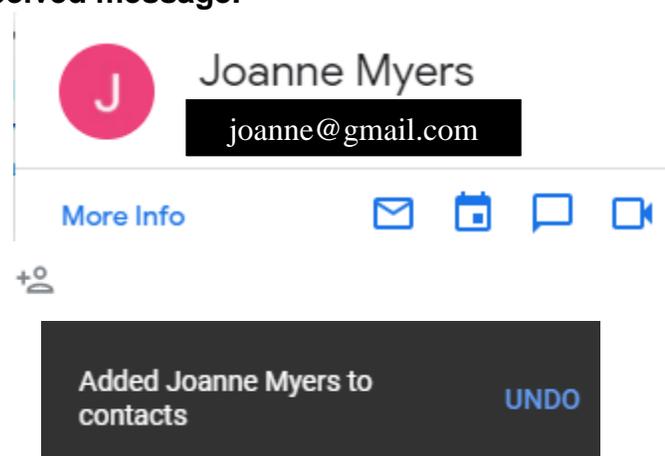
Using Contacts and Contact Labels

- Click the create contact button.
- Choose to create one or multiple contacts.
- Enter as much information as you want into the box.

➢ You can use the **Contacts** you've created. You do *__not__* have to select names from your list of addresses/contacts. Your account will automatically know to which e-mail address the name is attached.

➢ You can enter any combination of e-mail addresses, contact names, and list names into the To:, CC:, and BCC: fields of an outgoing e-mail message. When sending to multiple e-mail addresses, remember to separate them with a comma.

Deleting a Contact
- Go to Contacts
- Click the dots to the right.
- Click "Delete" in the dropdown to get rid of that contact.

Using Folder Labels

If you do not delete your e-mail messages, you can organize them into folders, much like a filing cabinet keeps documents organized. Gmail calls them Labels as well. Labels/folders that you create will be grouped with other built in folders, such as inbox, sent mail, etc.

Creating a new Gmail folder label

The "**Create new label**" option is located at the bottom of the menu along the left side of the Gmail page. You most likely will have to select "more" in order to see the entire list. To create a new label/folder, select "**Create new label**".
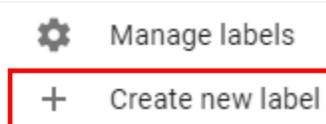
Type a name for your new label, then click **"Create"**. You also have to option to create labels inside other labels by checking the box titled "Nest label under", then selecting the label that you would like to add the new one to.

Moving a message to a folder

1. Select the message you want to move to a folder by clicking in the check box to the left of the message.
2. Click the "**Move to"** icon at the top of the page, then select the appropriate label.
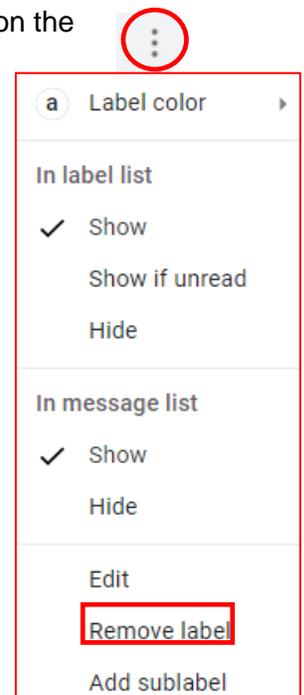
The message will then disappear from the current folder, and "move" to the new label/folder that you selected. You can also perform the same steps in an open email to move a message. *(You can move more than one message at a time.)*

If you want to view the message(s) you moved at a later date, click on the label/folder where you moved the message(s), and open the message from there.
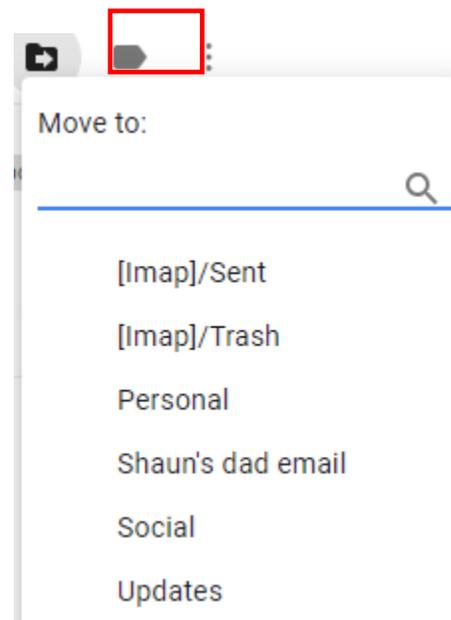
Deleting a label

To delete a label, click the label that you want to delete; Click on the 3-dot menu on the right and select remove label from the list.

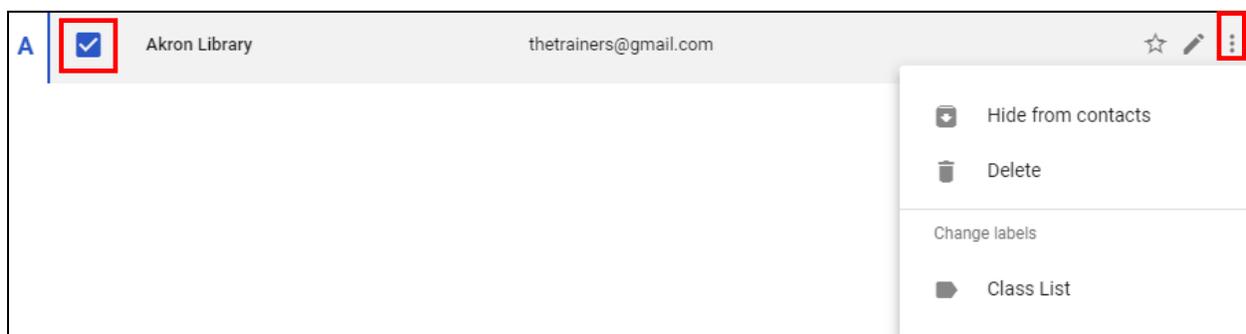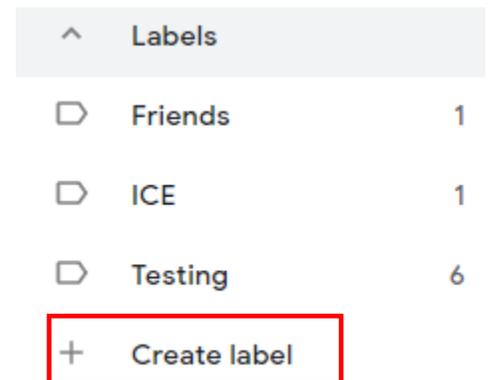|	
ⓐ	Label color ▸
In label list	
✓	Show
	Show if unread
	Hide
In message list	
✓	Show
	Hide
	Edit
	Remove label
	Add sublabel

Creating a Label in Contacts

Gmail contact labels allow you to group contacts together, making it easier to organize contacts and e-mail multiple people. Labels are often called groups, or lists as well.

To create a label, go to Contacts, and click "create label" on the left side of the page. Type the name of your label/group in the box that pops up and click **Save**.

To add a single contact to a label, click the checkbox to the left of the person's name once you place the mouse over the contact name. Next, click the three dots to the right of the contact name, and select the appropriate label to assign your contact to.

∧	Labels	
▭	Friends	1
▭	ICE	1
▭	Testing	6
+	Create label	

A	☑	Akron Library	thetrainers@gmail.com	☆ ✎ ⋮

|	
⊡	Hide from contacts
🗑	Delete
Change labels	
🏷	Class List

To add multiple contacts to a list, click in the empty square box to the left of each person's name that you wish to add to a list. Once you've done this, click on the manage labels icon at the top of the page and select the appropriate label to assign them to. Click on Apply.

Using your Labels

You can use this when replying to, forwarding, or composing a new e-mail message. From the "**to**" box, begin to type the first letter of the contact label. All labels and contacts with the same first letter will show in the drop down. Choose the label that you want, and you will see all the contacts in that label inside the "**to**" box. This will save you the time it takes to type each email address individually when sending messages to a group of people.
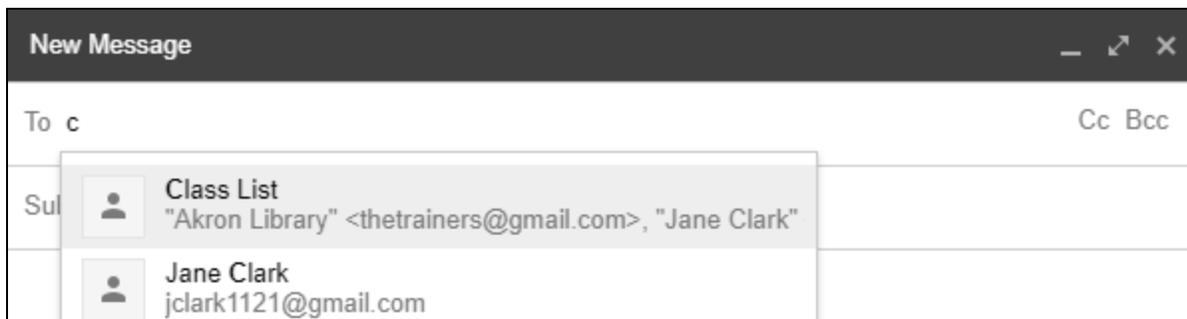
Deleting a Label

- Go to Contacts
- Hover the mouse over label that you want to delete from the left side of the screen, and click the trash can icon to the right of the label name.
- Select whether you want to only delete the label and keep the contacts, or if you want to delete the label and also get rid of the contacts as well. Click delete after making the appropriate choice.