Google Apps
Quick Reference Guide

ICT Training & Development

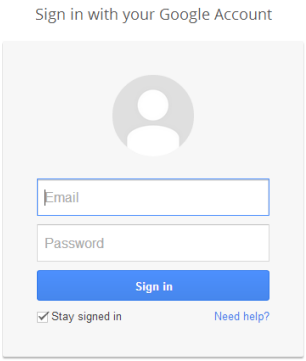
Warwickshire County Council

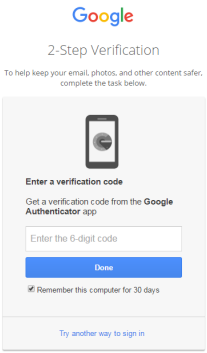
Log in to Gmail

Gmail is accessed via the internet through any web browser such as Google Chrome, Internet Explorer or Firefox. The link is:

https://mail.google.com

On the Sign In page, enter your existing WCC email address and password, and then click Sign In:

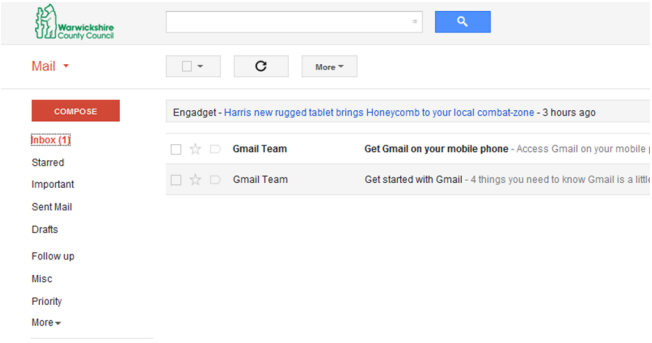




Enter your verification code.

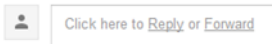
(Please refer to separate Google 2-Step Verification user guides for further information or if you need assistance logging into your email account, please contact the ICT Service Desk. Details of how to contact them are on the back of this User Guide)

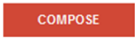
Your Gmail Inbox appears:



To read a message: Click on the message to open it:

To reply to or forward a message: Open the message, and then either click the reply button displayed above the message or scroll to the bottom of the message and click Reply or Forward as required



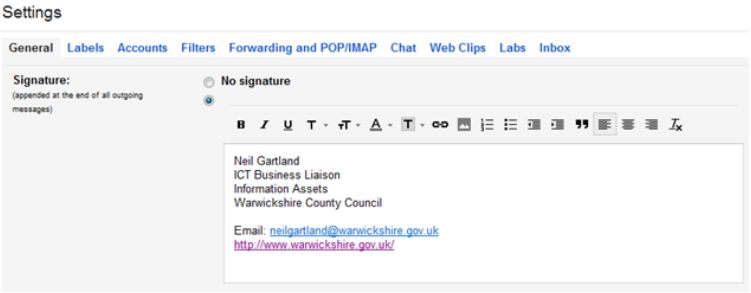
To compose a new message: Click **Compose** button located towards the top left corner of the mail screen: 

To delete a message: click on the Delete button at the top of the open message, or to delete multiple messages, click the checkbox to the left of the messages you wish to delete in your inbox view and use the delete button on the toolbar.

E-mail signature: Is text (such as your contact information) that is automatically inserted at the bottom of every message you send. You can adjust the style of the text to reflect the corporate standard of Arial Font, Size 12.

To create and edit a signature: Click the **gear icon** at the top right of any Gmail page and select **Mail settings**

Enter your new signature text in the signature section of the screen. Text can be copied from an existing e-mail and formatted as required.



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

Conversation View

In Gmail, replies to emails (and replies to those replies) are displayed in one place, in order of receipt, making it easier to understand the context of a message or to follow the **conversation**.

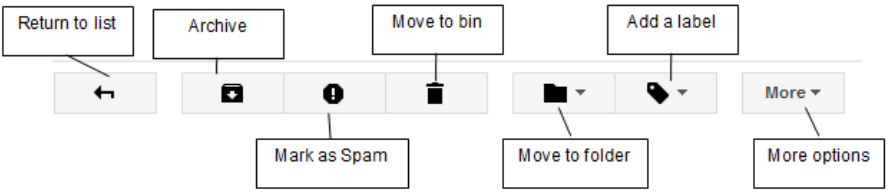
This is known as Conversation View. In this view, each new message is stacked on top of the ones that arrived before it, so that the newest message is always the one you see first. To see all the messages in a conversation, just click "Expand all"

You can turn off conversation view in Mail Settings by selecting 'off' in the Conversation View section of the General tab

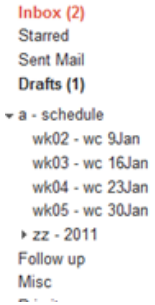
NB There will be a reply button available for each of the messages in the conversation enabling you to reply to any part of the conversation

Message Toolbar

The toolbar below will be displayed above an e-mail you currently have open or when any messages are selected using the check boxes on the left of a message list.



Folders & Labels



To help organise your e-mail Gmail uses labels and folders. Once created labels are displayed on the left hand side of the screen and can be viewed as you would folders in Lotus Notes with the added advantage that more than one label can be added to a message.

Once you have created a label, you can view all the messages with that label by searching, or by clicking the label name along the left side of any Gmail page.

To create a label:

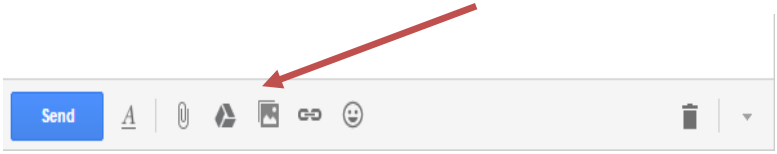
Click the **Labels** drop-down or, just click the gear icon the select the Labels tab, then select **Create new**. Type the name of your new label and click **Ok**

Any selected messages will automatically be categorized under your new label. If you'd like to keep organized, you can remove a labelled conversation from your inbox by 'archiving' it and view it later by clicking the label name along the left side of any Gmail page.

To apply a label to a message, you can select the checkbox next to the message(s) in question, and then select the label name from the **Labels** drop-down menu (or you can label a single message while you're reading it by using the drop-down menu

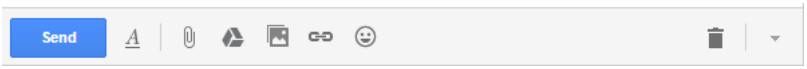
Attaching Files

To attach a file to a message, when creating a new message, click on the links at the bottom of the message near to the 'Send' button.



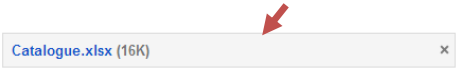
The options including:

1. Attach a file from Drive
2. Attach from Google Drive
3. Insert photos
4. Insert Hyperlink



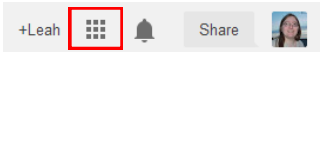
① ② ③ ④

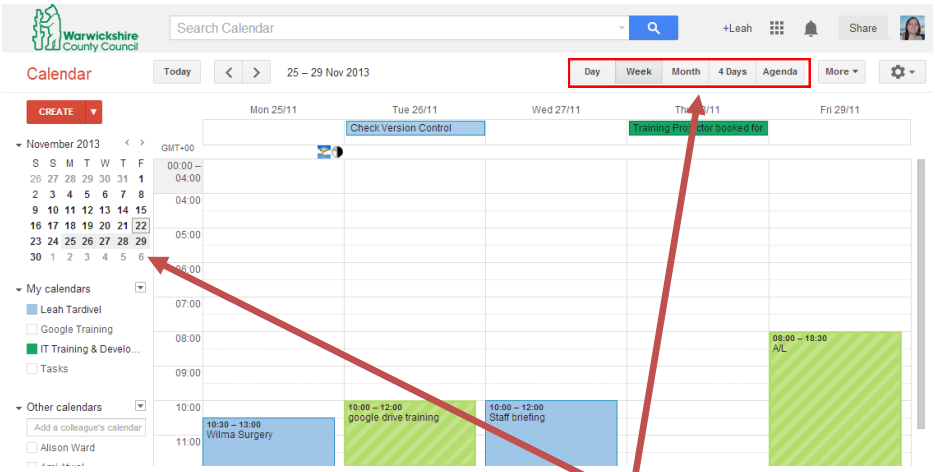
Select the files you want to attach to your message and click Open. The attached files will appear at the bottom of the message as links unless it is a Google Drive document which will appear wherever in the message you place it.



Using your calendar

Click the apps grid and choose the calendar icon

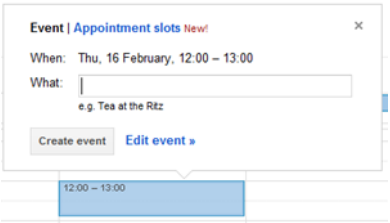




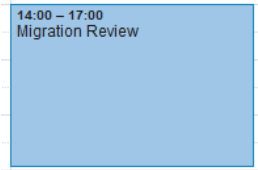
To change your calendar view: You can select an individual day using the mini calendar or use the buttons at the top of the screen to change to a different view.

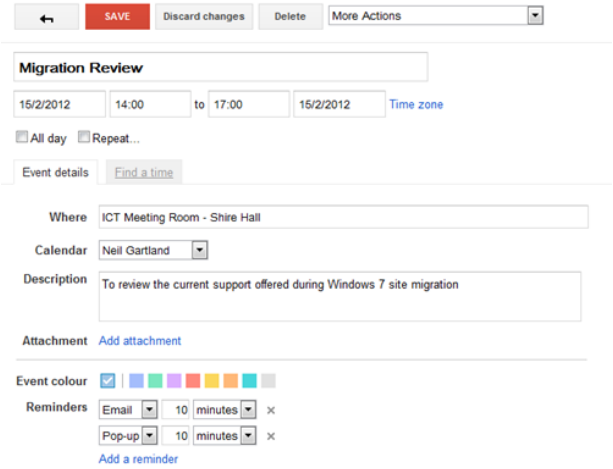
To create an appointment/event: click on the 'create' button towards the top left of the screen and enter the details of the appointment or use the mouse to select the block of time you want to book the appointment for.

An 'appointment slots' box will appear above the meeting into which you can enter the description of the meeting, click Create Event or Edit event to enter additional details relating to the appointment.



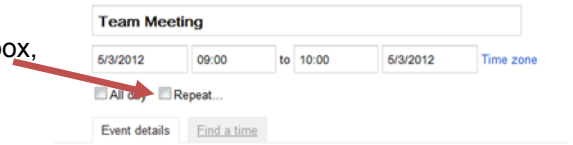
To view or edit details about an event: Click on the appointment name, this will display the appointment information screen, into which you can enter additional information or amend details of the meeting.

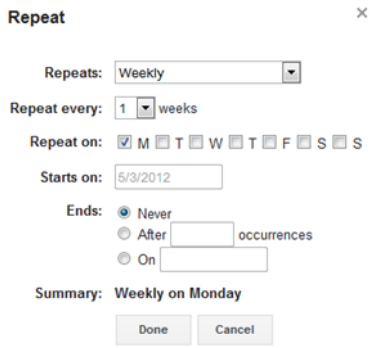




In this screen you can edit the meeting title, time, location and description. You can also attach a file to the meeting for reference such as an agenda. You can colour code the appointment, book rooms and pool cars and set reminders.

To create a recurring appointment: either create a new or edit and existing appointment, from the appointment details, click on the Repeat tick box, the following screen will appear:



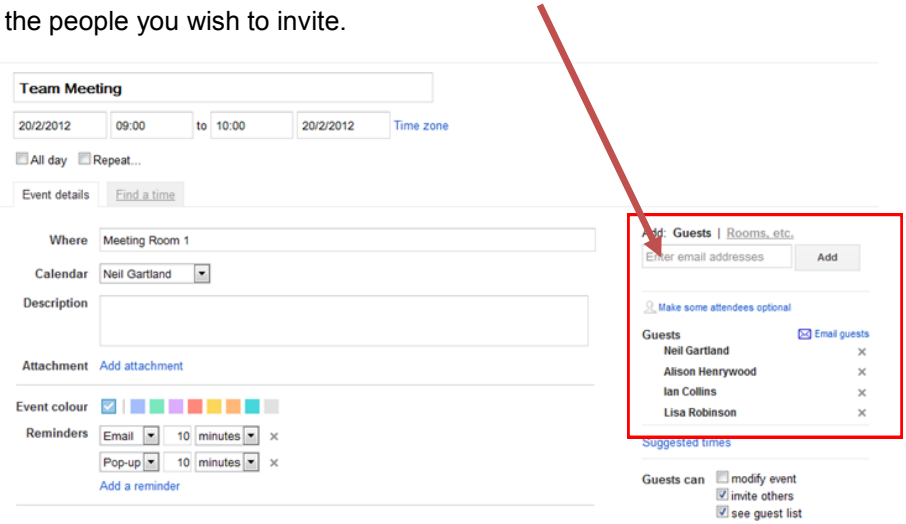


Select the frequency of recurrence of the meeting in question, specify a start date (defaults to the current meeting date) and an end date or number of occurrences if required

Click Done

Click the SAVE button, this will create each instance of the appointment.

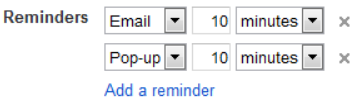
Inviting attendees to a meeting: Either create or edit an appointment and from the Add section in the message details, enter the e-mail addresses of the people you wish to invite.



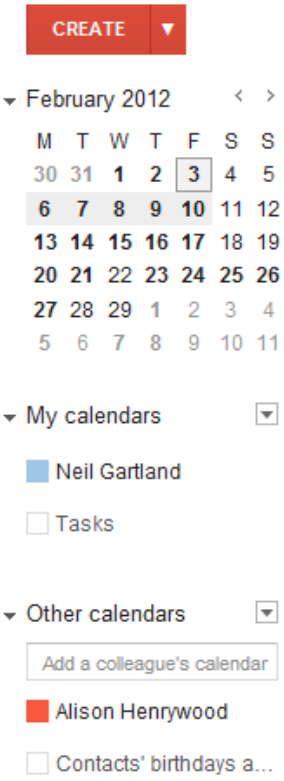
Click on the **Suggested times** link and a selection of times where those delegates available will be displayed and can be selected. **NB** this will only work for those people who have an available Google calendar.

Click SAVE the button, this will prompt you to send meeting invitations. Click Send.

Setting Reminders for appointments: reminders can be set to appear either as an on-screen pop up or in e-mail format. Create or edit an appointment, from the reminders section, select the type of reminder required and the amount of time prior to the appointment you wish the reminder to appear. Multiple reminders can be set for an appointment. To remove an existing reminder, click the x to the right of the reminder.



To view other people's calendars: from the bottom left hand corner of the calendar view screen, click into the box under 'Other calendars' and either enter the surname of the person whose calendar you wish to view then select the name from the list of options or enter their e-mail address. Repeat this for all the calendars you wish to view.



Their calendar entries will be displayed overlaid with your calendar entries using a different colour for each person. Once selected, the person's name will appear in the list under 'Other calendars' the colour used to indicate their appointments will appear to the left of their name.

To hide other people's calendars: click on the name of the person whose appointments you are currently viewing in the 'Other calendars' section. The coloured box to the left of their name will disappear and their calendar will no longer be displayed.

NB By default all users will be able to see appointment details in your calendar unless you change your calendar sharing settings.

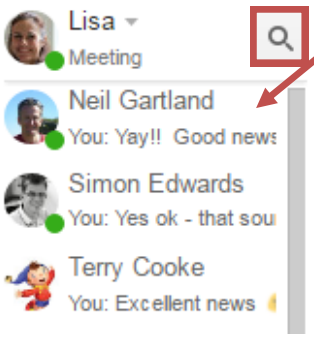
To view multiple calendars: selecting the name of the people in the list in the 'Other calendars' section, the colour used for each persons calendar will be displayed to the left of their name and their appointments will appear

To change calendar sharing settings: Click the **gear icon** at the top right of the calendar window and select Calendar settings.

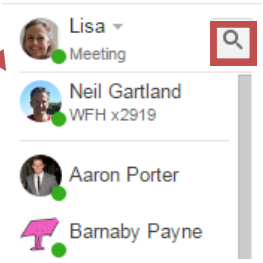
Click on the Calendars link at the top of the page. You can change the access other users have to your calendar in the **SHARING** section of this screen. You can also choose to show/hide other user's calendars from this screen

Use chat in Gmail

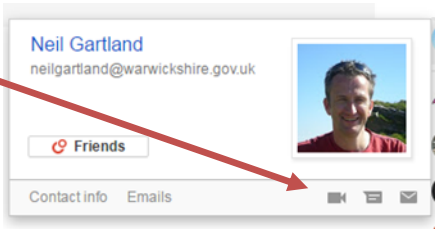
Your Mail window includes a chat gadget, displayed in the bottom left corner of the mail screen, which lets you send and receive instant messages with your colleagues. (Within Settings, ⚙ click the Labs option & within this, there is an option for 'Right-side chat' should you wish to change where chat is displayed)



The Chat window can either show a list of people you have recently communicated with or just a list of staff available on chat. You can also find a co-worker by starting to type their name or email address in the **Search people** box.

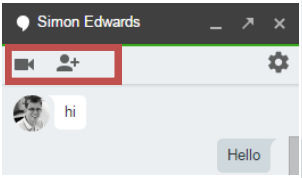


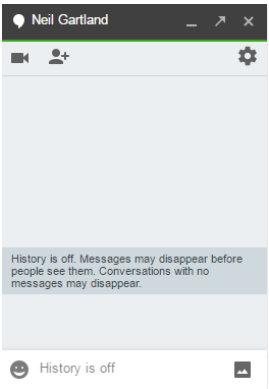
To start a chat: Simply hover your mouse over a user in the list or search results, and then click the **Start Hangout** button



NB: A green dot appears to the left of a contact who is online and available.

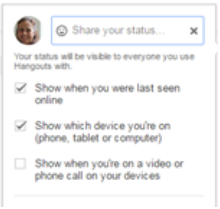
The chat window will appear in the bottom right corner of the screen. Type your message into the box and press enter. Your message will be displayed in a grey box , the other person's responses will appear in a white box. If the person you are messaging has set up a profile picture, this will appear by their message.





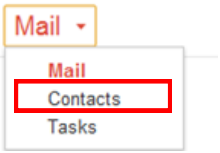
You can also use the buttons at the top of the chat window to start a video/audio chat and to invite other people to the chat session.

To set your status in chat: click on your name & in the box , where 'Share your status..' is displayed enter the status you want people to see You could use this to let people know you are in a meeting, for example.

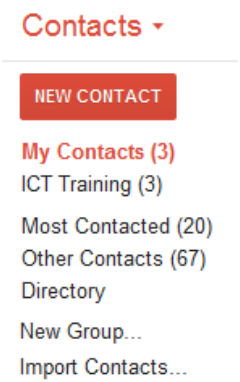


Contact List

To view your contact list: click the Mail button at the top left of the screen and select Contacts from the list, this will display the Contacts screen.



From the list of options displayed, you can which you can access lists of contacts already available in your contact list, default lists are My Contacts, Most Contacted and Other Contacts. Directory will display a list of all available users from the WCC directory.



You can add to 'My Contacts' by selecting a user's name in an email, this will display their contact details within which there is a 'More' button, click on this button and select 'Add to contacts'

To create contact groups: click on the 'New Group…' option in the list displayed above, enter the name of the group you wish to create. This group will be displayed underneath 'My Contacts'. Click on the group name to select it and using the buttons at the top of the screen, add the required users either by entering their e-mail address or the first part of their surname and selecting from the list of suggestions if they are already in your contact list or on the WCC directory.

To remove contacts from a group: select the check box to the left of the contact name, click on the More button shown above and select Delete Contact from the menu.

For more information on available courses

(and more hints, tips and FAQs) visit:

warwickshire.learningpool.com

For support please contact the

ICT Service Desk

using the 'Service Desk Online' icon

on your PC desktop or,

if you have a problem to report,

call on **01926 41 41 41**

Last updated: November 2016

Review: November 2017

ICT Training & Development