Gmail

Information about the Gmail web-client

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Configure Forwarding in Gmail

1. Login to the gmail account you want to forward email ***FROM***.
2. Click the **gear icon**, then **Settings** in the upper-right corner of the page.
3. Click the **Forwarding and POP/IMAP** link.
4. Click the **Add a forwarding address** button.
5. Enter the email address ***TO*** which you want your email forwarded, then click Next.
   A confirmation email is sent to the email address you specified in this step.
6. Login to the email account you are forwarding ***TO*** in a different web browser (or in your email client) and confirm the forwarding using one of the following methods:
   - **Click the link** in the confirmation email.
     - or -
   - **Copy the confirmation code** in the email and paste it into the text box on the Settings > Forwarding page on the account you want to forward ***FROM***.
7. Refresh the **Settings > Forwarding** page and verify that "Forward a copy of incoming email to" is selected.
8. Click the **Save Changes** button at the bottom of the page.
   All email sent to the email address you configured to forward ***FROM*** will be forwarded to the email address you entered to forward ***TO***.

For more information see the Google support page **Automatically forward Gmail messages to another account**.

Retrieve Email from your Other Email Accounts using Gmail

Configure your gmail account to **retrieve email** from your other email accounts:

If the email account you want to retrieve email from is a gmail account, you will need to enable POP on that gmail account. See **Configure Forwarding in Gmail** to forward your emails from another gmail account.

- If necessary, enable POP on the gmail account ***FROM*** which you want to retrieve email.
  - Instructions for enabling POP on your gmail account are available from Google here: **Read Gmail messages on other email clients using POP**.
- To retrieve emails from another account to your Gmail, see Google's help page: **Check emails from other accounts**.
  - Then, follow the instructions under the "**Get all messages**" section. To import old archived emails, see the "**Get only old messages**" section.

See the page **Fix problems importing mail** for troubleshooting issues.

Using Filters in Gmail to Organize Incoming Mail

Did you know you can use filters to automatically label, archive, delete, star, or forward your mail based on keywords, senders, recipients, and more? Start to organize your mail with these simple steps.

To create a new filter:

1. In Gmail go to Settings (at the top-right under the gear icon) --> Filters and Blocked Addresses --> Create a new filter
2. Enter your filter criteria in the appropriate field(s). You can enter information in one or several fields to specify what to filter:
   - "From" - emails from a specific email address

     (ex. "studentbody@mlml.calstate.edu, another personal address you have set up to forward, or an E-newsletter you receive)
   - "To" - emails sent to a specific address

     (ex. "faculty@mlml.calstate.edu, or a listserve you belong to)
   - "Subject" - any emails with keywords in the subject
     (ex. "Open House" or "Seminar")
   - "Has the words" - any emails with these keywords in the body of the email
     (ex. a grant number or the name of a class you are taking)
   - "Doesn't have" - any emails without keywords
3. Click **Create a new filter.**
4. Select one or more actions from the list. These actions will be applied to messages matching your filter criteria in the order in which the actions are listed
   - For example, choose to apply a certain label to your filtered emails so it places them in categories (like folders); or you could choose to Forward matching messages to a specific email address, then Delete the messages; or you could send certain messages directly to the archive so that they don't clutter up your inbox.
5. If you'd like to apply this filter to messages already in Gmail, select the checkbox "Also apply filter to x matching conversations".
6. Click Create Filter.

To create a filter from within a message:

1. Click the drop-down menu (three vertical dots on the upper right).

2. Select Filter messages like this.
3. Enter your filter criteria in the appropriate field(s) as described above.

To edit or delete existing filters:

1. Click Settings --> Filters and Blocked Addresses.
2. Find the filter you'd like to change and click its edit link, or click delete to remove the filter.
3. If you're editing the filter, enter the updated criteria for the filter in the appropriate fields, and click Next Step.
4. Update any actions and click Update Filter.

You can create an unlimited number of filters, but only 20 filters can forward to other addresses. You can maximize your filtered forwarding by combining filters that send to the same address.

More information on this topic can also be found here.

Free Up Space in your Gmail Account

WARNING!: *Before deleting any email messages or attachments from your Gmail account, be sure to backup any important email messages to your computer using an email client or Gmail Backup. Instructions for backing up email messages are located here.*

There are a few different methods to free up space in your Gmail account:

1. Use the Gmail web interface (described below)
2. Use IMAPSize to delete large attachments (Windows only)
3. Use an email client - see this Knowledge Base post: Delete Batches of Email Using an Email Client

Delete messages using the Gmail web interface: The easiest and fastest way to free up space in your Gmail account is to delete batches of email messages within a specific date range using the web interface

1. Login to your Gmail account: https://mail.google.com/a/mlml.calstate.edu/.
2. Click the **All Mail** link on the left side of the page.
   (You may have to click the "more" link for the All Mail link to be visible)
3. Enter the date range in the search box in the following format: **before: YYYY-MM-DD**
   (For example to search for mail from 2008 and earlier, enter: "before: 2009-01-01")
4. Click the **Select All** link (the little blank box with downward arrow in the upper-left corner of the panel), then click the **Select all conversations that match this search** link
5. Click the **Delete** button to delete all email messages contained within the date range of the search. The email messages are then moved to the Trash.
6. Click the **Trash** link, then click **Empty Trash now**.
7. Click OK to confirm.

To free up space in your local email client software, and avoid duplication, when syncing from gmail:

1. Navigate to the **gear** icon at the top right. Click it.

2. In the menu that drops down, click **Settings**.
3. Go to the tab **Forwarding and POP/IMAP**.
4. In the "IMAP Access" confirm that **IMAP is Enabled**.
5. Now, go to the **Labels** tab.
6. Uncheck the **Show in IMAP** box to the right of **All Mail**
7. These settings should autosave, exit the settings dialog.
8. **Get Mail** or the equivalent, from your mail client software. This should now sync, and keep your mail client from downloading duplicate emails.

Exporting Gmail Contacts

You can quickly export your Gmail Contacts list into a downloadable file. Here's how:

1. Go to Google Contacts.
2. From the **More** drop-down menu, select **Export...**.
3. Choose whether to export all contacts or only one group.
4. Select the format in which you'd like to export your contacts' information. Please note, some of these formats can lose some contact information.
   - To transfer contacts between Google accounts, use the **Google CSV format**. This is the recommended way to back up your Google Contacts.
   - To transfer contacts to Outlook, Yahoo! Mail, Hotmail, or various other apps, use the **Outlook CSV format**.
   - To transfer contacts to Apple Address Book, use the **vCard format**.

How do I attach a signature in Gmail?

Gmail signatures are text that appear at the footer of your email message. Email signatures can be tested by composing a new email message. Your signature should appear at the bottom of your email message.

For more information on creating a Gmail signature click here.

How do I keep certain emails from ending up in Junk Mail in Gmail?

You can 'whitelist' an email address to ensure it is not marked as Junk Mail by Gmail.

In Gmail, if a message is inappropriately identified as spam, you can unmark the message. Just select the message, and click the "Not Spam" button that appears at the top and bottom of your current view. Marking a message as "Not Spam" will result in the email message being automatically moved to your Inbox.

Alternatively, if you would like to prevent this in the future, you can add the sender's email addresses to your Contacts list. Click here for instructions to import your contacts into Gmail.

How does Gmail filter spam and viruses?

According to Google's website:

"Google has one of the best spam blockers in the business, and it's integrated into Google Apps. Spam is purged every 30 days. We have built in virus checking, and we enforce checking of documents before allowing a user to download any message. Most computer viruses are contained in executable files, so standard virus detectors scan messages for executable files that appear to be viruses. Google blocks viruses in the most direct possible way: by not allowing users to receive executable files (such as files ending in .exe) that could contain damaging executable code; even if they are sent in a compressed (.zip, .tar, .tgz, .taz, .z, .gz) format."

For more information on how Google filters Spam and viruses please see the Google Security Services website.

How do I import my contacts into Gmail?

If you need to export your contacts first click here.

Instructions for importing contacts from a CSV file can be found in Gmail Help here:
https://support.google.com/mail/answer/ ... ic=3397492

For more information see:
https://support.google.com/mail/answer/ ... ic=3397492

How do I setup an email auto-reply on Gmail?

For instructions on setting up an email auto-reply on Gmail click here.

Can I create folders in Gmail?

Unfortunately, Gmail does not currently support folders. There are two ways you can manage emails.

Using an email client:

You can create folders and manage your email using an email client on your personal computer. Then sort all of your email into organized/categorized folders or a single folder in an email client and only leave email messages in your inbox that you are currently using.

Using SJSU Gmail:

Gmail allows you to "label" your email messages to help you sort your email into categories. If you would like to see all emails under a certain label, the categories can be found on the left hand side under "Labels". Once messages are labeled, you can archive these emails. Archiving messages moves them out of your "Inbox" abut they remain in "All Mail", letting you tidy up your inbox without deleting anything. You can also speed up your inbox by moving messages into your "Archive".

For information on creating and managing labels in Gmail, please refer to the Google Apps Help Center, "Labeling Mail" help topic, Click here.

Setting Up Gmail Desktop Notifications

Set up desktop notifications to avoid missing important messages from your email.

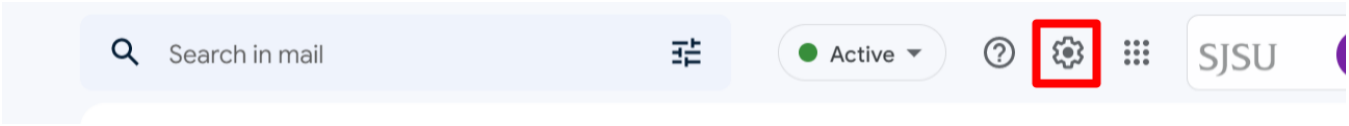
1. Sign into your gmail account.
2. Click the **cog icon** in the upper right corner and select **Settings**.
3. Under the **General** tab, scroll to the **Desktop Notifications section**.
4. Select one of the options listed:
   New mail notifications on ← Recommended
   Important mail notifications on
   Mail notifications Off
5. Once selected, scroll down to the bottom of the page and click **Save Changes**.

Gmail: Send Emails from a Google Group or Alias

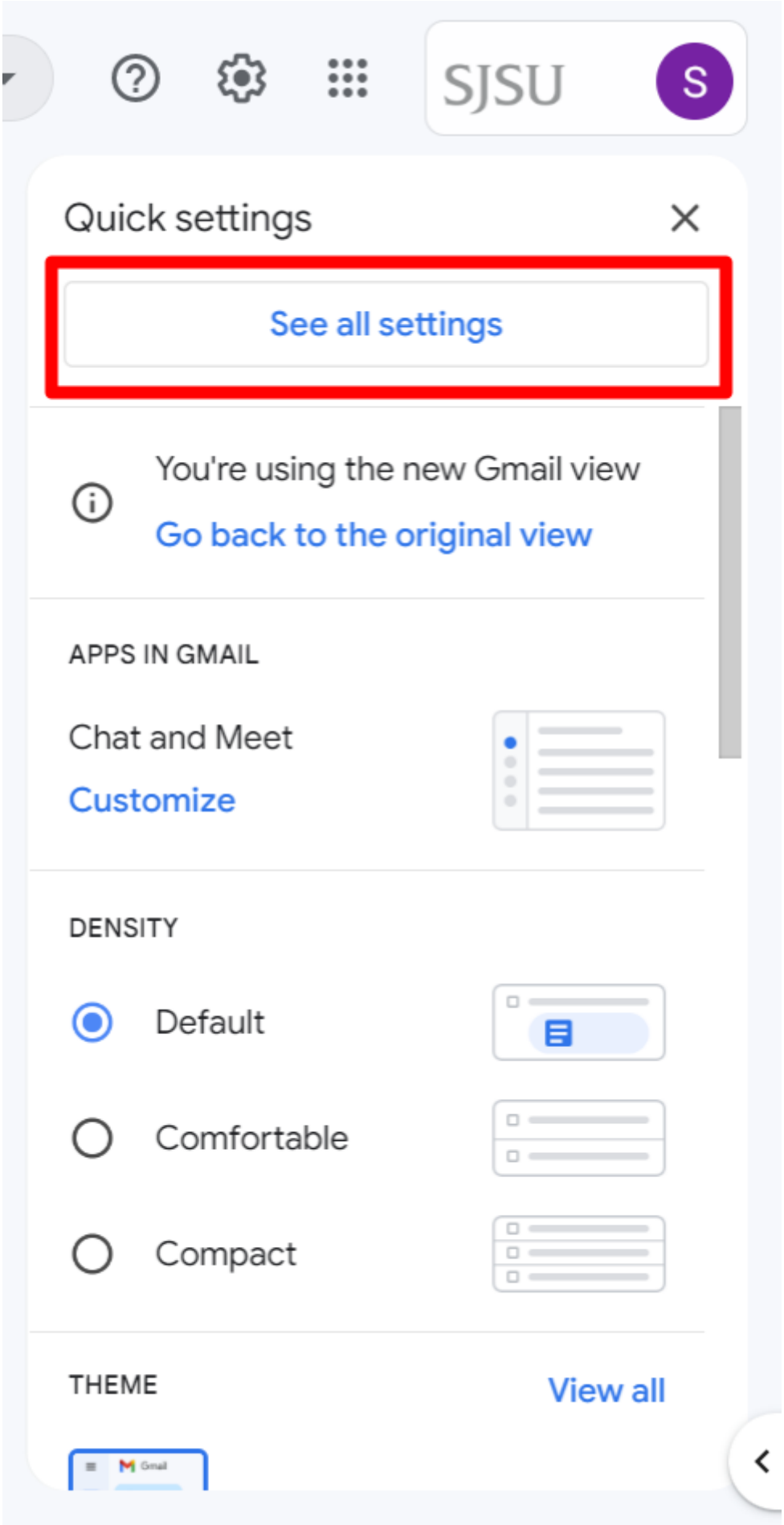
If you have an alternate email that you would like to send emails from through your gmail account or if you are apart of a Google Group and need to send emails on its behalf, follow the instructions below to add the addresses.

Add an Address You Own

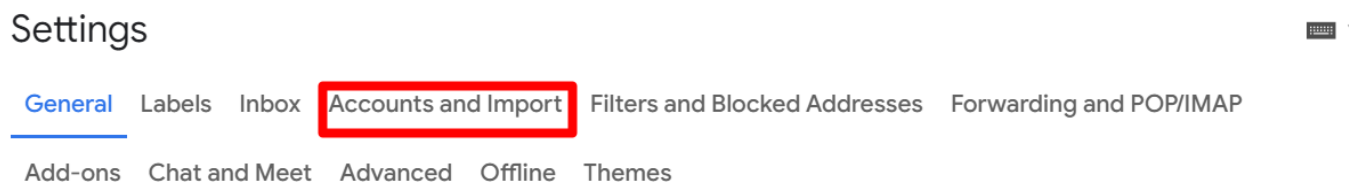
1. Navigate to gmail.com and login to you **SJSU gmail account**
2. In the top right, click the **gear symbol**



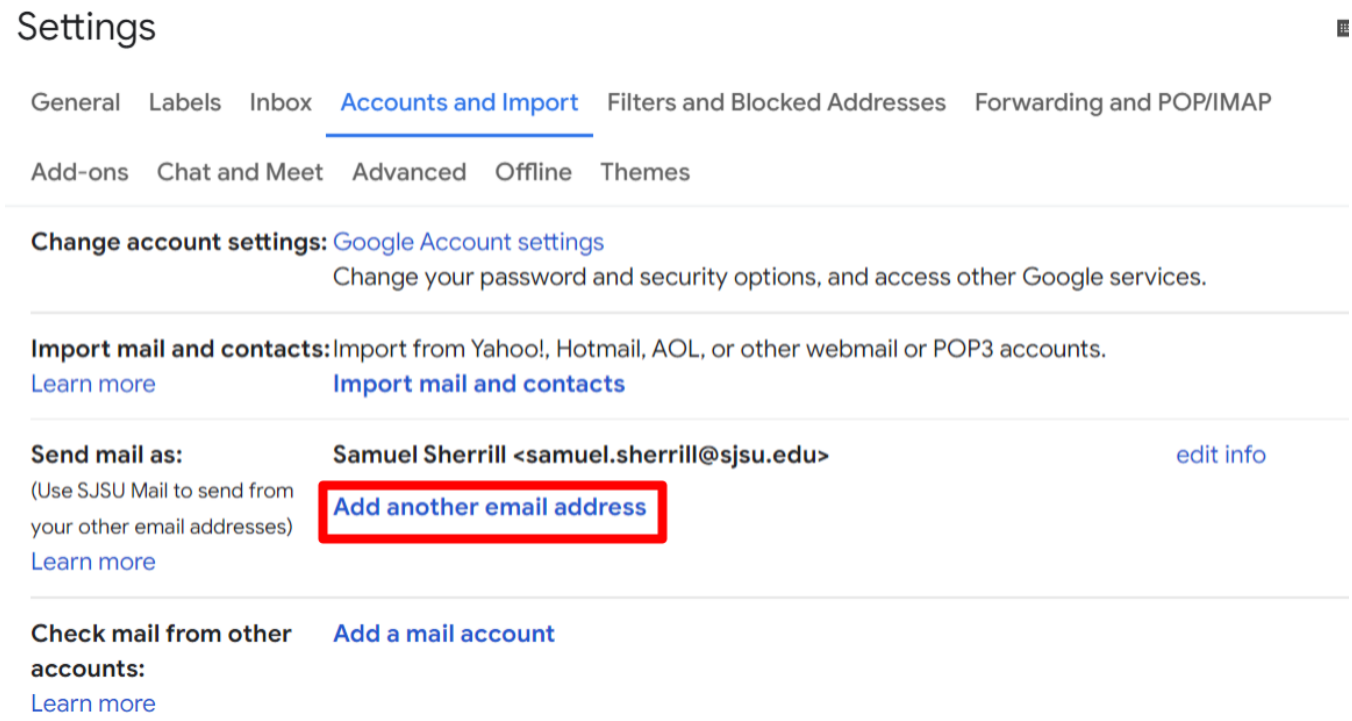
3. Select **See all settings**



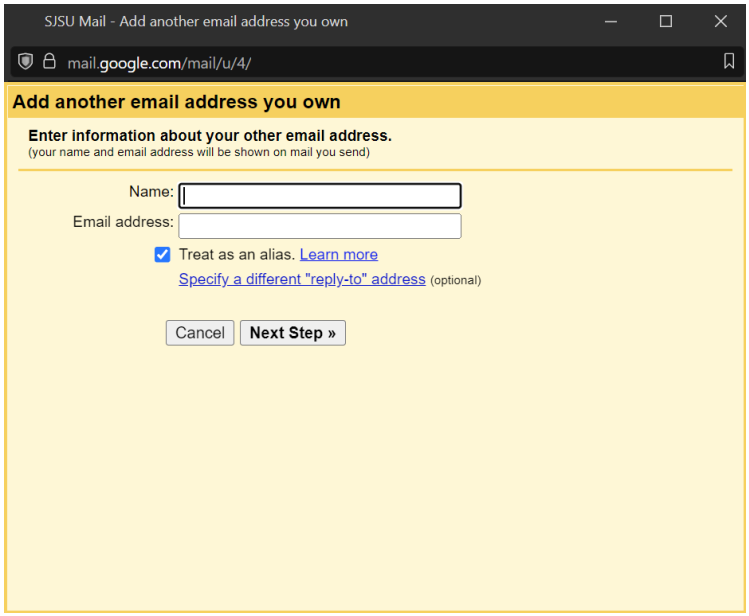
4. Click the **Accounts and Import** or **Accounts** tab



5. In the "Send mail as" section, click **Add another email address**.

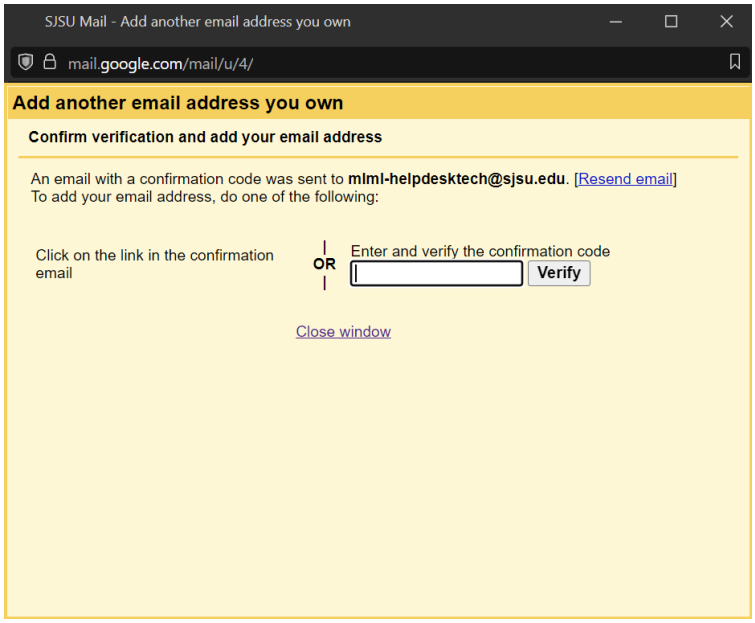


6. In the pop-up window, enter your **name** and the **address** you want to send from. Leave treat as an alias checked.



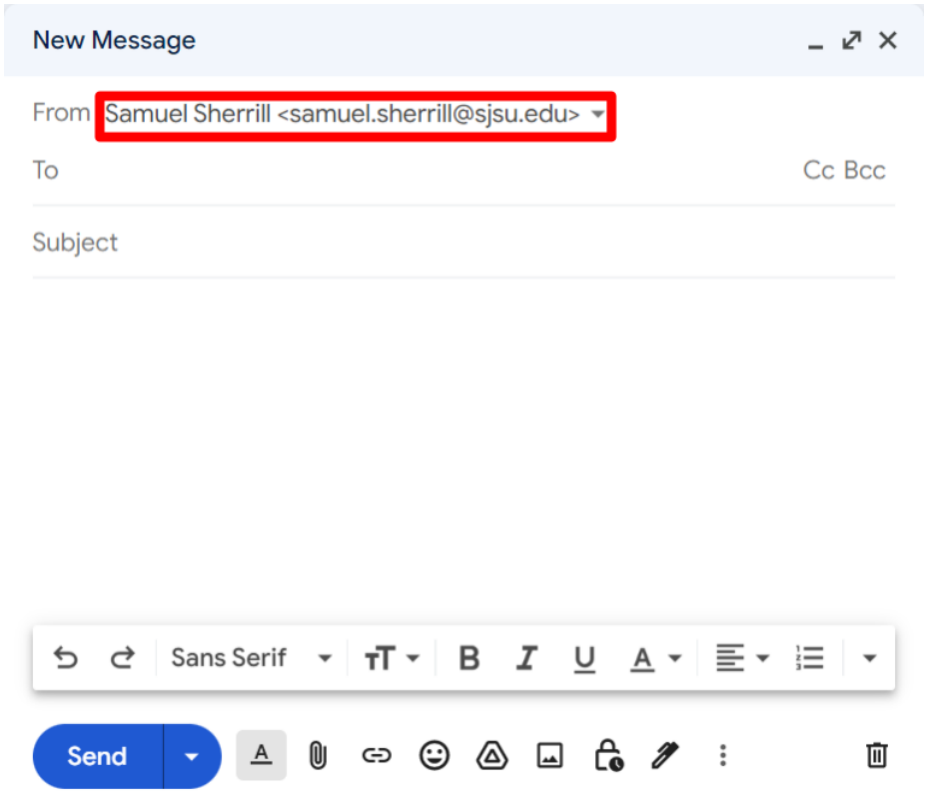
7. Click **Next Step** and **Send verification**

8. Check the address you are adding for the verification email and click on the link or enter the verification code in the pop-up window.



Sending Emails using an Added Address or Alias

1. Click **Compose** in the top left corner to start a new email draft
2. Click the **From** address line located above the **To** address line. A dropdown menu will appear to change the email.



3. To test that you were successful, you can send an email to yourself from the newly added address.

4. **Note:** Sending emails from a Google Group or Alias are the same once the address has been added to your account.

For more information and troubleshooting, visit this **gmail help website**.

Using a Delegated Gmail Account

> If you are a user or requester of a delegated account, please read all the information on this page carefully

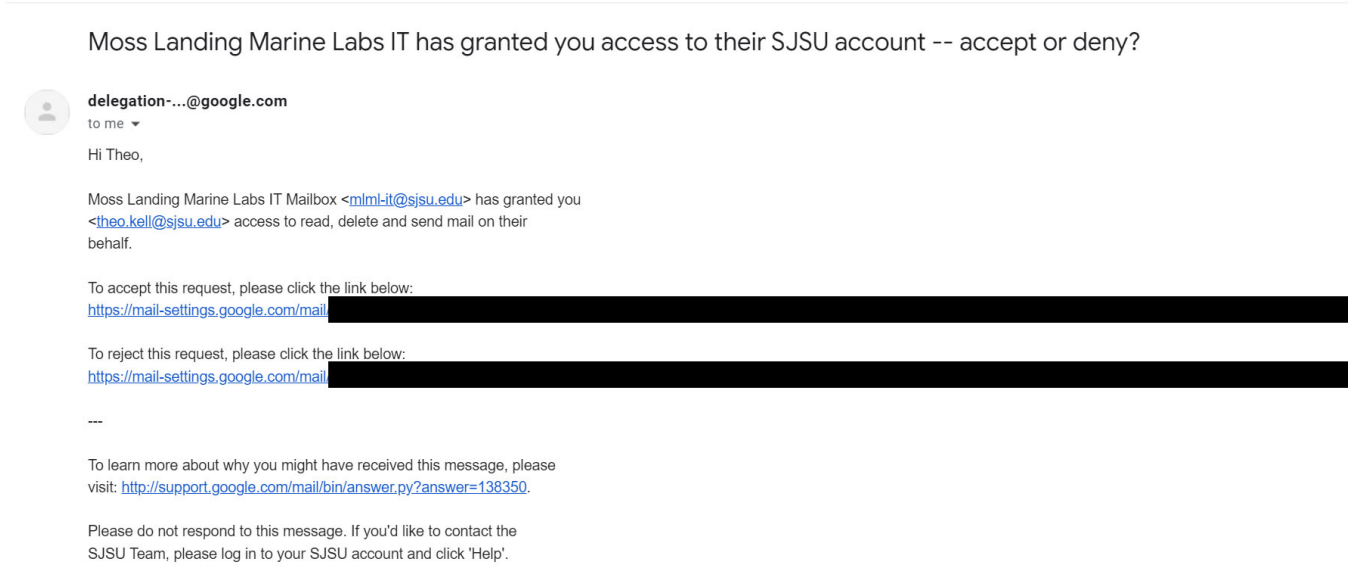
- Delegated Gmail accounts are the secure and modern method for sharing an email address with a group of people.
- Rather than sharing a username and password with all users of the account, it can be **"delegated" to each user's personal account.**
- You'll log in to the shared inbox by launching it from your personal SJSU Gmail inbox page.
- IT will manage which users have access to the account.
- You don't need to worry about changing the password if someone leaves your group.

Adding or removing users from an account:

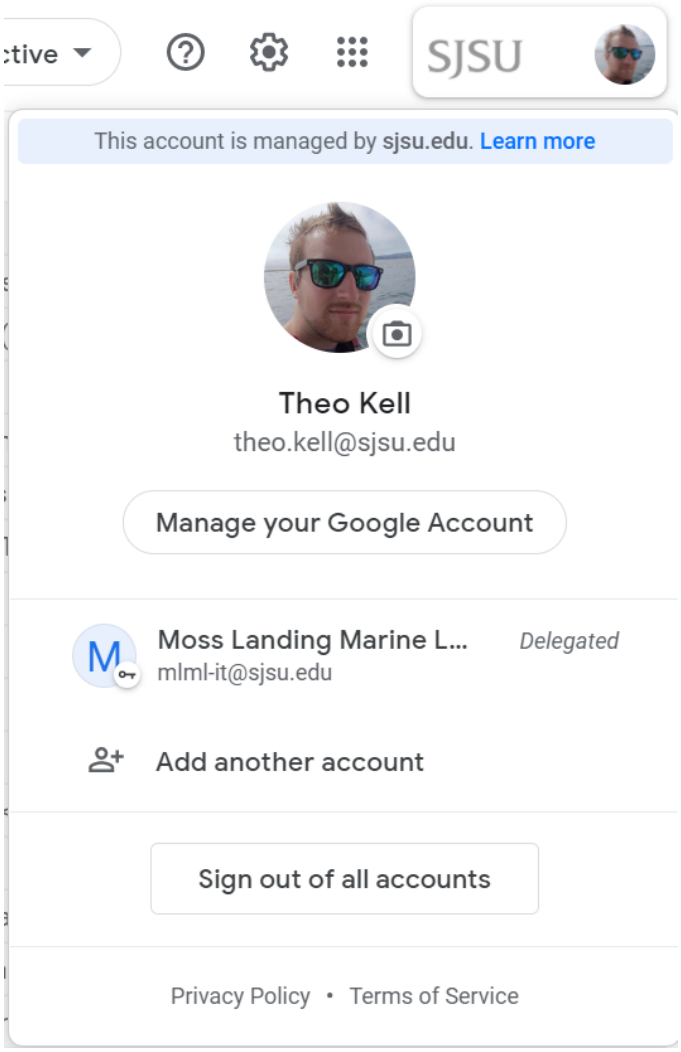
- Create an IT Help Desk Ticket.
- Include the **name** and **SJSU email address** of the user(s) that you wish to add or remove, as well as justification
  - e.g. "this person needs to be added to this account because they just joined our lab" or "this person needs to be removed from this account because they left their position here".
- They will receive an email from Google prompting them to accept the account.
- The user must accept the account within 10 days, or it will expire and will need to be sent again.

How to use an account that's been delegated to you:

- When you are added to a shared account, you'll receive an email like this:



- Click the link under "To accept this request..." and click **Confirm** on the page that opens.
- Now, when you click on your profile picture at the top-right corner of your SJSU Gmail Inbox Webpage, you'll see the delegated inbox:



- Click on it to open the delegated inbox. It will appear and work just like a regular Gmail inbox.

Other information about delegated accounts:

- Multiple people can use a delegated account at the same time.
- Delegated accounts **cannot be used on mobile devices**, or with third-party email programs like Outlook and Apple Mail.
- By default, when you send an email from a delegated account, **it will display the individual who sent the email to recipients**, like this:

  If you want to disable this, so that recipients only see the address of the shared account, please file an IT Help Desk ticket with that request.
- Delegates can change most settings in Gmail, but some are restricted. If you want to change an advanced setting (such as the display name of the account), please file an IT Help Desk ticket.
- You can also delegate **Google Calendar** and **Contacts** access. Contact IT if you want to enable this for your group.
- If you want to **transfer your email archive from an old account**, a member of IT will need to retrieve the authentication code for you. Contact IT before attempting this.
- You can set up **email forwarding** from another Gmail address just like with any other account.
- There can be no more than 25 users sharing an account.
- Google's support website has more information about delegated accounts: https://support.google.com/mail/answer/138350