

## Google Mail: The Essentials

### **Create a New Mail Message**

- Click the **Compose Mail** link on any Gmail screen (it's on the left, under the Gmail logo).
- Enter your recipient's email address. You can type the address in the 'To:' field, or find the address in your Contacts list. Directly beneath the 'To:' field, we'll also suggest contacts for you to include, based on the groups of people you email most often.
- Enter a subject for your message in the 'Subject:' field.
- Write your message! Just click in the large field and type away.
- When you're done composing, click the **Send** button (located just above the 'To:' field). You'll see a confirmation at the top of the window that your message was sent.

### **Extras**

- You can change the formatting, font, and color of your message text using the tools located above the compose window. You can also attach files.
- We suggest using the *carbon copy* feature when you'd like to include additional recipients whose responses are welcome but not required. Display this field by clicking **Add Cc**. The *blind carbon copy* field (click **Add Bcc** to display) lets you hide recipients' addresses and names from one another.
- When you begin to type an address in the 'To:', 'Cc:', or 'Bcc:' fields, Gmail will suggest complete addresses from your Contacts list.
- As you compose a message, we'll automatically save drafts every few minutes so you can leave your message and come back to it later before sending it out. You can also click the **Save Now** button at any time to save what you've written.

Gmail doesn't offer a way for you to receive confirmation when your messages are read.

### **Replying to Messages**

Click **Reply** to reply only to the message sender, or **Reply All** to reply to everyone who received the message. To reply to a message in the middle of a conversation, click on the **Reply** link at the bottom of the message's card.

## Forwarding Messages

### **To forward an individual message:**

1. Open the appropriate conversation and select the message to forward.
2. Click **Forward** from the bottom of the message card.
3. Enter the email address(es) to which the email should be forwarded, and add any notes in the message field. If the message has attachments, you can choose not to forward them by deselecting the checkbox next to the filename below the **Subject** field.
4. Click **Send**.

### **To forward an entire conversation:**

1. Open the appropriate conversation.
2. Click on the 'More actions' drop-down menu and select **Forward all**.

Forwarding an entire conversation will add all messages from a conversation into a single message. Each message will be clearly marked, and will be listed in order from oldest to most recent.

### **To forward an inline image:**

1. Ensure you have Rich formatting enabled by clicking **Compose Mail** and clicking **Rich formatting >>** above the blank text field of the message. If you don't see this link, you already have Rich formatting enabled. Discard the blank message.
2. If Rich formatting is enabled, open the message you'd like to forward.
3. Click **Forward** along the bottom of the message.
4. Click **Send**.

You can also forward all your mail automatically.

### **Saving DRAFTS (unsent or uncompleted emails)**

Don't worry about losing messages as you compose them -- Gmail automatically saves drafts every few minutes. If you'd like to save a draft manually, just click **Save Now** above the message you're composing, or press **Ctrl+S** when your cursor is in any of the text fields (**Cmd+S** for Macintosh users).

To retrieve a draft:

1. Click **Drafts** along the left side of any Gmail page. (If you don't see **Drafts** along the left side of your Gmail page, go to the **Labels** tab in **Settings**, then click the **show** link next to the **Drafts** label.)
2. Click the message you'd like to continue composing.
3. Edit the message, and click **Send**, **Save Changes**, or **Discard**.

If you'd like to delete a draft:

1. Click **Drafts** along the left side of any Gmail page. (If you don't see **Drafts** along the left side of your Gmail page, go to the **Labels** tab in **Settings**, then click the **show** link next to the **Drafts** label.)
2. Check the box next to the message you'd like to delete.
3. Click **Discard Drafts** near the top of the page. Your draft will be permanently removed.

### **Auto Complete**

When you type an address in the **To:**, **Cc:**, or **Bcc:** field of a message you're composing, Gmail will suggest addresses from your Contacts list. Hit **Enter** to choose the name at the top of the list, or scroll down to choose a different address. If Gmail doesn't suggest the address you want, just continue typing.

Gmail will first suggest the addresses you send mail to most often. To view a complete list of your most frequently mailed contacts, click **Contacts** on the left side any Gmail page, then click **Most Contacted**.

### **Forwarding Inline Images**

To forward a message containing inline images, please ensure you have Rich formatting enabled.\*

To enable Rich formatting or to check whether you have it enabled:

1. Click **Compose Mail**.
2. Click **Rich formatting >>** above the blank text field of the message (if you don't see this link, you already have Rich formatting enabled and won't need to do anything else).
3. Discard the blank message.

With Rich formatting enabled, just open the message you'd like to forward, click **Forward** along the bottom of the message, and then click **Send**.

\* Note that Rich formatting is not available in Gmail's basic HTML view. (it means you are using an Internet Browser that is not compatible with Gmail. Try using Internet Explorer and be sure it is the latest version.