

Gmail FAQ

How do I access my Google Email account

Open a browser

In the address window type: mail.sunyorange.edu

Or

Open a browser

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In the address window type: www.sunyorange.edu

Left click on the MySunnyOrange button

Under My College Communication

Left click on the Login link for New E-Mail

What is my Login information

Username:

For Faculty – first and last name all together lowercase

Example Jane Doe janedoe

For Student – initial of first, middle and last name which may or may not be followed by a number.

Example Jody Lee Smith jls

Student must log in to Self Service Banner to view Email address

What is my password

Faculty – if your password does not work please call the Helpdesk at 341-4749 or 341-4735 when off campus. On campus ext. 4749 or 4735

Student – password will be date of birth in the format of mmddyy

What is a Starred message

The star can be used as a reminder that an email needs to be followed up on or that the message has importance.

What is All Mail

All Mail is your archive, a storage place for all the mail you've ever sent or received, but have not deleted.

What are Labels

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Labels do all the work folders do and give you an extra bonus: you can add more than one to a [conversation](#). Once you've 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.

What is a Conversation

Gmail groups all replies with their original message, creating a single conversation or thread. In other email systems, responses appear as separate messages in your inbox, forcing you to wade through all your mail to follow the conversation. In Gmail, replies to replies (and replies to those replies) are displayed in one place, in order, making it easier to understand the context of a message -- or to follow the **conversation**.

When you open one message in a conversation, all of your related messages will be stacked neatly on top of each other, like a deck of cards. We call this Conversation View. In Conversation 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**.

What are Filters

Gmail's filters allow you to manage the flow of incoming messages. Using filters, you can automatically [label](#), archive, delete, star, or forward your mail, even keep it out of Spam -- all based on a combination of keywords, sender, recipients, and more.

What are Web Clips

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Web Clips show you news headlines, blog posts, [RSS and Atom feeds](#), and relevant sponsored links, right at the top of your inbox. Each clip displays the source from which it was received, how long ago the clip was published, and a link to access the entire story or page containing the clip. From your inbox, you can scroll through clips you've already seen by clicking the left arrow (<) or see new clips by clicking the right arrow (>).

What are Snippets

Snippet shows you part of the message next to the subject.
Snippets can be disabled if you only wish to see the subject.

How to **set the priority** for an email

This can not be done when using GMAIL from the web.

How to **request a return receipt**

This can not be done when using GMAIL from the web.

What does Archive do



Archiving moves messages out of your inbox and into [All Mail](#), letting you tidy up your inbox without deleting anything. Any message you've archived can be found in **All Mail**, in any labels you've applied to it, and in Gmail search results. When someone responds to a message you've archived, the [conversation](#) containing that message will reappear in your inbox.

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Items found under the Settings link

Settings	
General	Accounts Labels Filters Forwarding and POP/IMAP Web Clips

General link - contains the following options which you can modify

General Accounts Labels Filters Forwarding and POP/IMAP Web Clips	
Language:	SUNYOrange Community College Mail display language: English (US)  Show all language options
Maximum page size:	Show <input type="text" value="100"/> conversations per page
Keyboard shortcuts: Learn more	<input checked="" type="radio"/> Keyboard shortcuts off <input type="radio"/> Keyboard shortcuts on
My picture: Learn more	Select a picture that everyone will see when you email them.
Contacts' pictures: Learn more	<input checked="" type="radio"/> Show all pictures <input type="radio"/> Only show pictures that I've chosen for my contacts - Pictures your contacts select for themselves will not be displayed.
Signature: <small>(appended at the end of all outgoing messages)</small>	<input type="radio"/> No signature <input checked="" type="radio"/> Gabriele Triefenbach-Kramer Help Desk Coordinator Orange County Community College Tel No. (845) 341-4749 (845) 341-4735 

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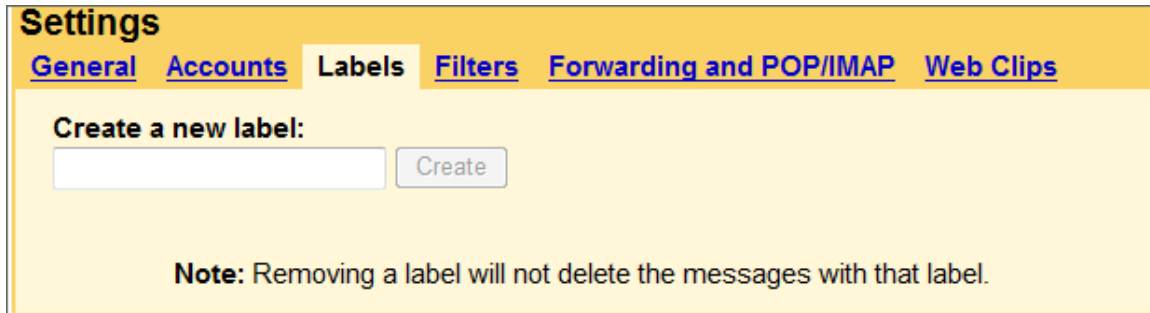
Personal level indicators:	<input checked="" type="radio"/> No indicators <input type="radio"/> Show indicators - Display an arrow (›) by messages sent to my address (not a list), and a double arrow (») by messages sent only to me.
Snippets:	<input checked="" type="radio"/> Show snippets - Show snippets of the message (like Google web search!). <input type="radio"/> No snippets - Show subject only.
Vacation responder: <small>(sends an automated reply to incoming messages. If a contact sends you several messages, this automated reply will be sent at most once every 4 days)</small> Learn more	<input checked="" type="radio"/> Vacation responder off <input type="radio"/> Vacation responder on <div style="margin-top: 5px;"> Subject: <input style="width: 150px;" type="text"/> Message: <div style="border: 1px solid #ccc; height: 60px; width: 100%;"></div> </div> <div style="text-align: right; margin-top: 5px;"> <input type="checkbox"/> Only send a response to people in my Contacts </div>
Outgoing message encoding: Learn more	<input checked="" type="radio"/> Use default text encoding for outgoing messages <input type="radio"/> Use Unicode (UTF-8) encoding for outgoing messages
<input type="button" value="Save Changes"/> <input type="button" value="Cancel"/>	

Account – contains the following information – if any changes need to be made other than to change password please call the Helpdesk.

General Accounts Labels Filters Forwarding and POP/IMAP Web Clips	
Send mail as: <small>(Use SUNYOrange Community College Mail to send from your other email addresses)</small> Learn more	<div style="margin-bottom: 10px;"> Gabriele Triefenbach-Kramer <gabrieletriefenbachkramer@sunyorange.edu> make default edit info </div> <div> Gabriele Triefenbach-Kramer <gabriele.triefenbachkramer@sunyorange.edu> default edit info delete </div> <div style="margin-top: 10px;"> Add another email address When receiving a message: <input type="radio"/> Reply from the same address the message was sent to <input checked="" type="radio"/> Always reply from default address (currently gabriele.triefenbachkramer@sunyorange.edu) <small>(Note: You can change the address at the time of your reply. Learn more)</small> </div>
Get mail from other accounts: <small>(Download mail using POP3)</small> Learn more	gabriele.triefenbachkramer@sunyorange.edu edit info delete Last checked: 11 minutes ago. View history Check mail now Add another mail account
Change Password:	Follow this link Change Password to reset your password.
Import contacts from Yahoo, Outlook, and others into your SUNYOrange Community College Mail contact list. Learn more	

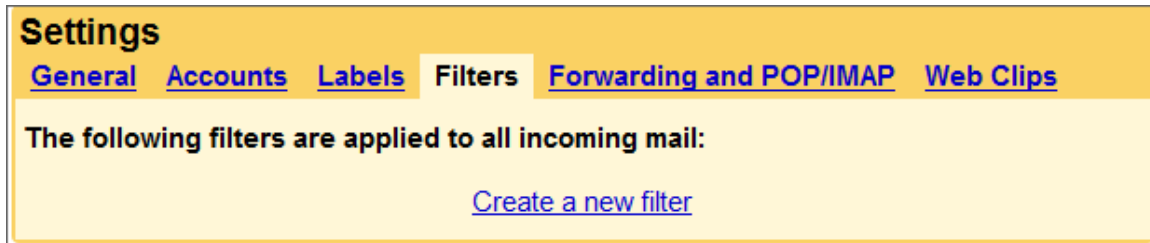
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Labels – area to create and view labels that have been created



The screenshot shows the 'Settings' page for Google Email, specifically the 'Labels' tab. The tabs at the top are 'General', 'Accounts', 'Labels', 'Filters', 'Forwarding and POP/IMAP', and 'Web Clips'. The 'Labels' tab is selected. Below the tabs, there is a section titled 'Create a new label:' with a text input field and a 'Create' button. At the bottom, there is a note: 'Note: Removing a label will not delete the messages with that label.'

Filters – allows to apply filters to your messages and view filters which have been set



The screenshot shows the 'Settings' page for Google Email, specifically the 'Filters' tab. The tabs at the top are 'General', 'Accounts', 'Labels', 'Filters', 'Forwarding and POP/IMAP', and 'Web Clips'. The 'Filters' tab is selected. Below the tabs, there is a section titled 'The following filters are applied to all incoming mail:' with a link 'Create a new filter'.

NOTE FOR THE FOLLOWING SETTING FOR IMAP AND POP
PLEASE DO NOT CHANGE THESE ONCE YOUR ACCOUNT HAS
BEEN SETUP. IF YOU FEEL THAT ANY CHANGES NEED TO BE MADE
PLEASE CONTACT THE HELPDESK.

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Forwarding and POP/IMAP

Settings

[General](#) [Accounts](#) [Labels](#) [Filters](#) **Forwarding and POP/IMAP** [Web Clips](#)

Forwarding:

- ☒ Disable forwarding
- ☐ Forward a copy of incoming mail to and keep SUNYOrange Community College Mail's copy in the Inbox

Tip: You can also forward only some of your mail by [creating a filter!](#)

POP Download: [Learn more](#)

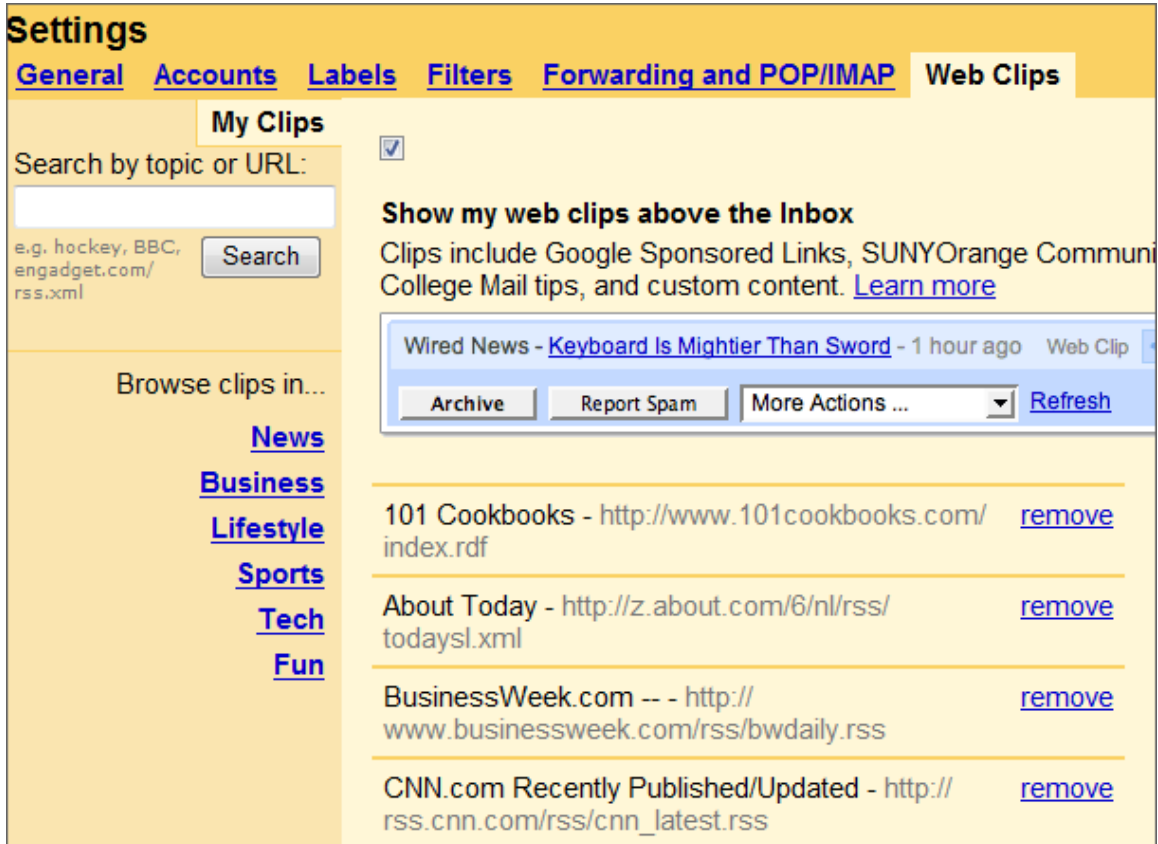
- Status: POP is enabled** for all mail that has arrived since Nov 4
 - ☐ Enable POP for **all mail** (even mail that's already been downloaded)
 - ☐ Enable POP for **mail that arrives from now on**
 - ☐ **Disable** POP
- When messages are accessed with POP**
- Configure your email client** (e.g. Outlook, Eudora, Netscape Mail)
[Configuration instructions](#)

IMAP Access: (access SUNYOrange Community College Mail from other clients using IMAP) [Learn more](#)

- Status: IMAP is disabled**
 - ☐ Enable IMAP
 - ☒ Disable IMAP
- Configure your email client** (e.g. Outlook, Thunderbird, iPhone)
[Configuration instructions](#)

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Web Clips – events which appear at the top of your in box (can be disabled)



The screenshot shows the 'Settings' page for a Google Mail account, specifically the 'Web Clips' tab. The page has a yellow header with navigation links: General, Accounts, Labels, Filters, Forwarding and POP/IMAP, and Web Clips. Below the header, the 'My Clips' section is active, indicated by a checkmark. It includes a search box with the placeholder text 'Search by topic or URL:' and a 'Search' button. Below the search box, there is a list of categories to browse clips in: News, Business, Lifestyle, Sports, Tech, and Fun. To the right of the search box, there is a section titled 'Show my web clips above the Inbox' with a checkbox that is checked. Below this, there is a description of what clips include and a 'Learn more' link. A sample clip is shown: 'Wired News - Keyboard Is Mightier Than Sword - 1 hour ago' with a 'Web Clip' label. Below the sample clip, there are buttons for 'Archive', 'Report Spam', 'More Actions ...', and 'Refresh'. At the bottom, there is a list of clips with their titles, URLs, and a 'remove' link for each.

Settings

[General](#) [Accounts](#) [Labels](#) [Filters](#) [Forwarding and POP/IMAP](#) **Web Clips**

My Clips ☒

Search by topic or URL:

e.g. hockey, BBC, engadget.com/rss.xml

Browse clips in...

[News](#)
[Business](#)
[Lifestyle](#)
[Sports](#)
[Tech](#)
[Fun](#)

Show my web clips above the Inbox

Clips include Google Sponsored Links, SUNYOrange Communi College Mail tips, and custom content. [Learn more](#)

Wired News - [Keyboard Is Mightier Than Sword](#) - 1 hour ago Web Clip

101 Cookbooks - <http://www.101cookbooks.com/index.rdf> [remove](#)

About Today - <http://z.about.com/6/nl/rss/todaysl.xml> [remove](#)

BusinessWeek.com -- - <http://www.businessweek.com/rss/bwdaily.rss> [remove](#)

CNN.com Recently Published/Updated - http://rss.cnn.com/rss/cnn_latest.rss [remove](#)

From within your Google email account you can click on the Help link.

This link will supply you with Help from all the items listed above and will also supply a link to watch video for items that you are trying to do.

If you have any questions please contact the Helpdesk at ext 4749 or 4735.