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
In the address window type: www.sunyorange.edu
Left click on the MySunyOrange 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
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
**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.
Items found under the Settings link

**General link** - contains the following options which you can modify

<table>
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<tr>
<th>Setting</th>
<th>Options</th>
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<tbody>
<tr>
<td><strong>Language:</strong></td>
<td>SUNYOrange Community College Mail display language: English (US) Show all language options</td>
</tr>
<tr>
<td><strong>Maximum page size:</strong></td>
<td>Show 100 conversations per page</td>
</tr>
<tr>
<td><strong>Keyboard shortcuts:</strong></td>
<td>Keyboard shortcuts off, Keyboard shortcuts on</td>
</tr>
<tr>
<td><strong>My picture:</strong></td>
<td>Select a picture that everyone will see when you email them.</td>
</tr>
<tr>
<td><strong>Contacts’ pictures:</strong></td>
<td>Show all pictures, Only show pictures that I’ve chosen for my contacts - Pictures your contacts select for themselves will not be displayed.</td>
</tr>
<tr>
<td><strong>Signature:</strong></td>
<td>No signature</td>
</tr>
</tbody>
</table>

| Signature | Gabrielle Triffenbach-Kramer Help Desk Coordinator Orange County Community College Tel No. (846) 341-4749 (845) 341-4735 |
Account – contains the following information – if any changes need to be made other than to change password please call the Helpdesk.

**Personal level indicators:**
- No indicators
- 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:**
- Show snippets - Show snippets of the message (like Google web search!)
- No snippets - Show subject only.

**Vacation responder:**
- Vacation responder off
- Vacation responder on
  - Subject:
  - Message:
  - Only send a response to people in my Contacts

**Outgoing message encoding:**
- Use default text encoding for outgoing messages
- Use Unicode (UTF-8) encoding for outgoing messages

**Save Changes**  **Cancel**
**Labels** – area to create and view labels that have been created

![Settings](image)

*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

![Settings](image)

*The following filters are applied to all incoming mail:*

**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.**
## Forwarding and POP/IMAP

### Settings

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#### Forwarding:
- [ ] Disable forwarding
- [ ] Forward a copy of incoming mail to [email address] 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:
1. **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

2. **When messages are accessed with POP**
   - keep SUNYOrange Community College Mail's copy in the Inbox

3. **Configure your email client** (e.g. Outlook, Eudora, Netscape Mail)
   
#### IMAP Access:
1. **Status:** IMAP is **disabled**
   - [ ] Enable IMAP
   - [ ] Disable IMAP

2. **Configure your email client** (e.g. Outlook, Thunderbird, iPhone)
   
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**Save Changes**  **Cancel**
Web Clips – events which appear at the top of your in box (can be disabled)

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.