Quick Start Guide

To

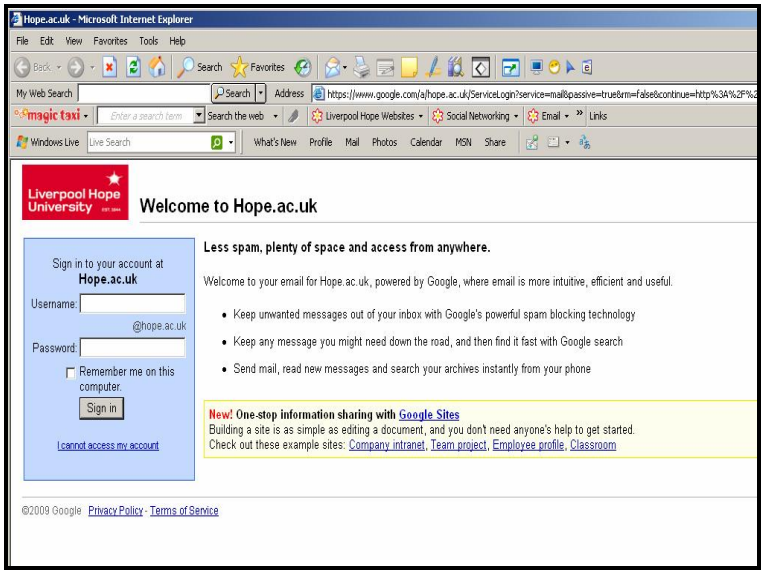
E-mail at Hope

Accessing Google Mail

- Go to Hope's homepage (www.hope.ac.uk) and click on **Current Staff / Students**
- Click on **Email**

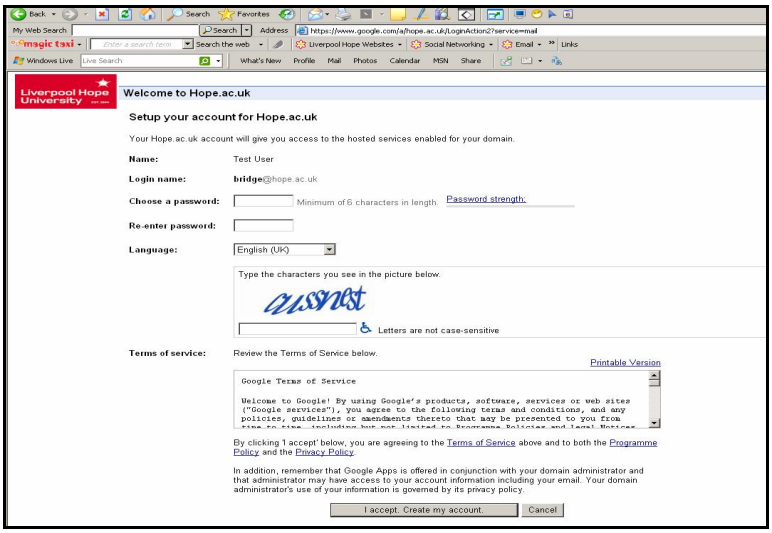
N.B. Staff who are accessing Google Mail on campus will also be able to use the Shortcut on their desktop to reach Step 3.

- The following box will appear on the screen:-



- Enter your **Network Account Username** and **Password** and click **Sign In**
- You are now logged on to Google Mail

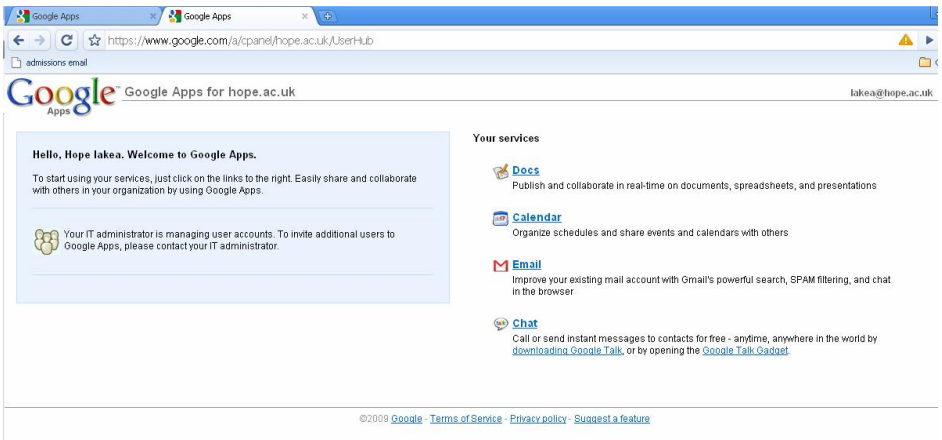
On the **first** occasion that you log on to Google Mail, you will be presented with the following screen:



Enter the Required Fields using your current network account password and click on the **I accept. Create My Account** Button.

N.B. Due to difficulties in reading the characters in the box, this step may have to be repeated several times.

Your Services are listed on the next screen.



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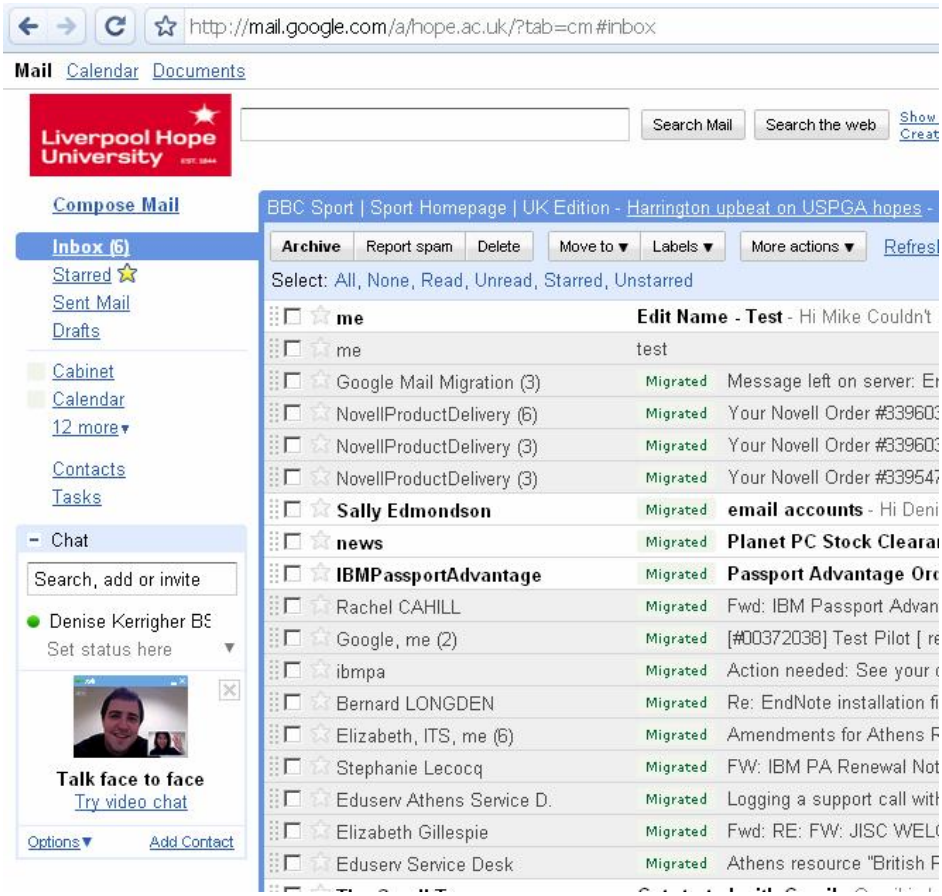
I.T. Services

To Access **Email,** click on the **Email** Link. The following screen will appear:-

Used to navigate between your Mailbox and Calendar using these buttons

This is your folder List – known as *labels* ***in Google***



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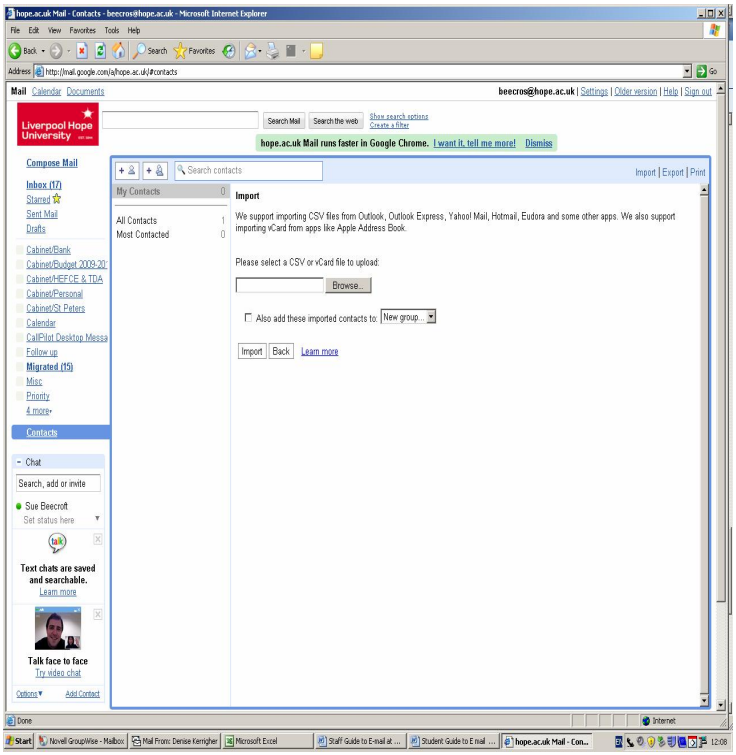
I.T. Services

Transferring your Frequent contacts list

The frequent contact list which was held in Groupwise can be manually transferred into Google. This can be done as follows:-

- First export your contacts from GroupWise:
  - Log into GroupWise and Click on the **Address Book** Link on the main toolbar.
  - Click on **Frequent Contacts**.
  - Click File > **Export** and Click **Entire Address Book**
  - Type a filename for the **exported** file, select a folder to save the file in and click **Save**. The **exported** file is saved with a .NAB extension.

- Next, log into your Google account
  - Click on the **Contacts** link on the left-hand pane of the Main screen.
  - Select **Import** in the top right-hand corner of the contacts screen.



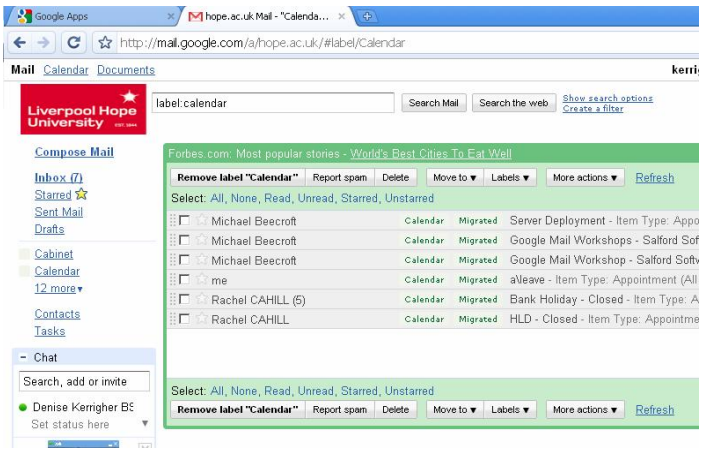
  - Click on **Browse** and select the file saved in the process above containing the Groupwise contacts exported earlier.
  - Click **Import** to create the contacts on Google

Set up your existing *GroupWise* Calendar Appointments

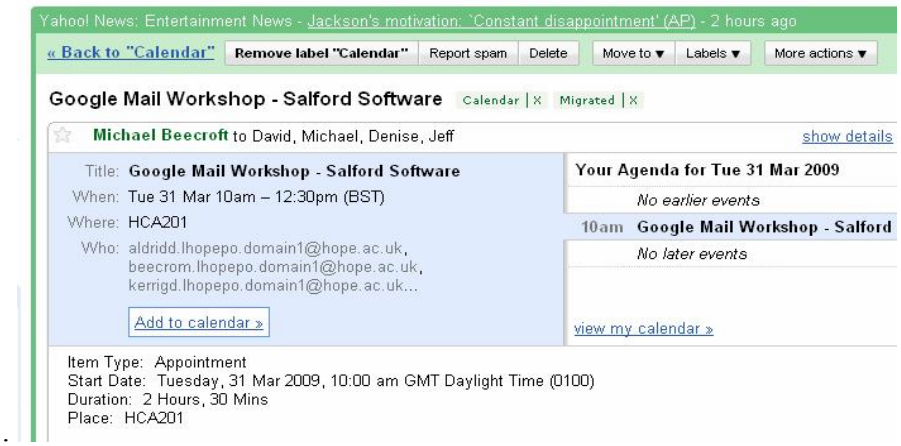
Where possible, the migration process has transferred your GroupWise Appointments into Google in a folder labelled **Calendar** in the left hand pane.

You now need to add each of these to the Google Calendar using the following method

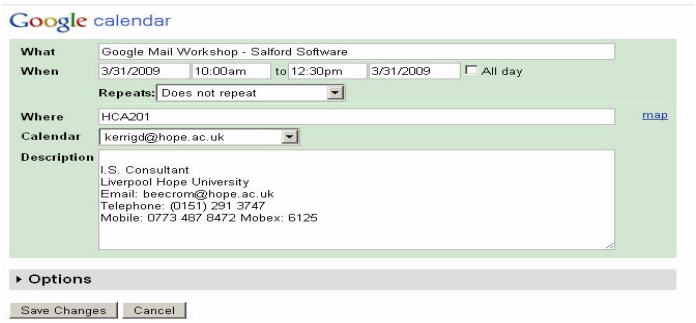
- Click on the **Calendar** link in the left-hand Pane



- Click on an Item

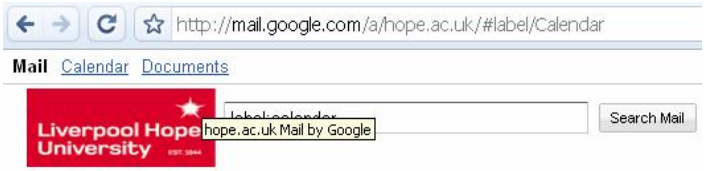


- Click on the **Add to Calendar** Link to transfer the GroupWise appointment to your Google Calendar



- Click on **Save Changes** and navigate back to the calendar folder to add the remaining GroupWise appointments.

Please note: You can view your Google Calendar\any appointments you've added by clicking on the **Calendar** link at the top of the screen:



N.B. For recurring calendar entries in Groupwise, the migration process can only transfer the first instance. All other instances will have to be created as new items on Google (see below)

Changing your E-mail Name

The default name on your account has been set to first name and surname e.g. Fred Smith <smithf@hope.ac.uk. If you wish to, you change this default as follows:-

- Click on **Settings**
- Click on **Accounts**
- Click on **Edit Info** next to the line showing your hope.ac.uk E-mail address
- Click on the circle next to the empty box
  Enter the required name in the box and click on **Save Changes**

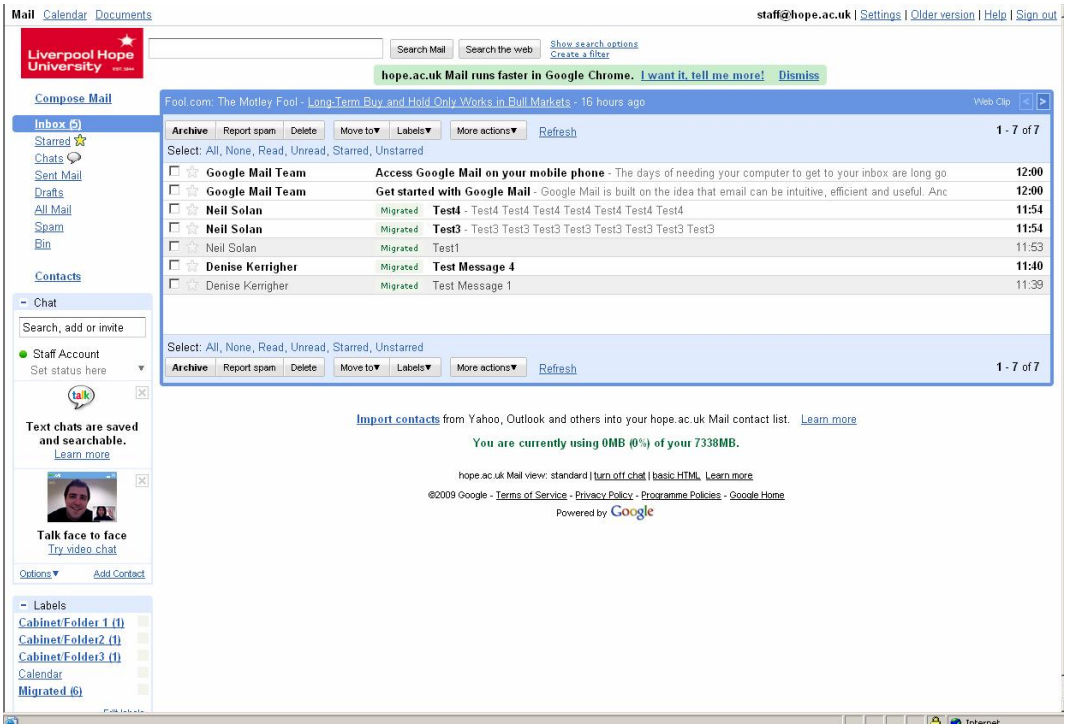
Add your Signature

You can add your signature by clicking on the **Settings** link at the top of the Main screen and scrolling down to the **Add Signature** section.

Basic Google Mail Functions

Google Mail Main Window

When you open Google Mail, you will see the Main Window, shown below. This is your main work area. From the Main Window, you can perform all the E-mail functions including read your messages, schedule appointments and view your Calendar.



The Main Window has different components to help you accomplish your daily tasks. The following sections describe the various components you can use from the Main Window:

The options at the top left corner of the screen provide quick access to your most commonly used functions i.e. Mailbox, Calendar and Documents.

Navigation Links

The links underneath the Liverpool Hope University Logo lets you quickly accomplish common Google Mail tasks such as sending mail messages and managing folders.

The links display the folders used to organize the items you send and receive. The Mailbox folder is the default folder that is opened when you first log in.

The following folders are displayed in the Folder List. You can open a folder by clicking on the appropriate link.

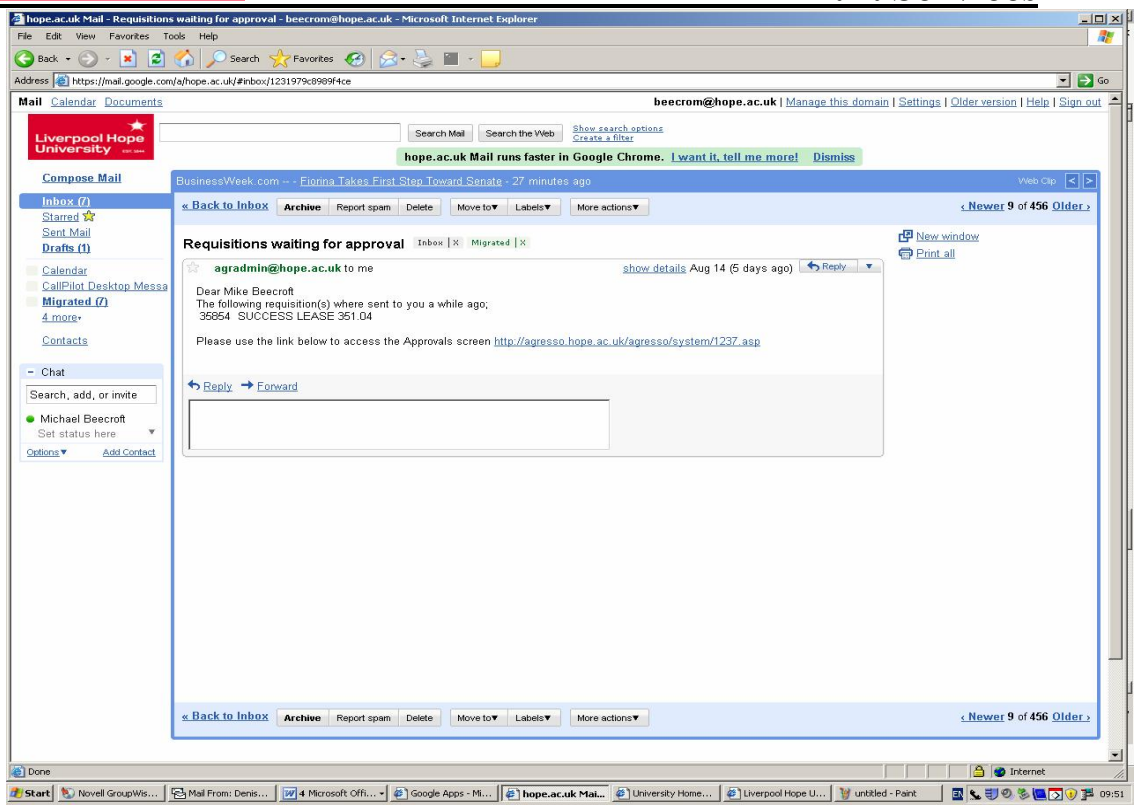
Title	Description
Compose Mail	Opens a new message
Inbox	Displays the received e-mails (the number in parentheses indicates how many unread E-mails you have)
Starred	Displays only messages you have marked with a star (the criteria for marking an item with a star is your choice)
Sent Mail	Displays E-mails you have sent
Drafts	Contains E-mails which you have started and saved to work on later
Cabinet	E-mails which have been saved into specific folders
Calendar	Displays the calendar
All Mail	Displays the content of the Inbox, Starred, Chats, Sent, Drafts and all other archived E-mails
More	Contains more folders including the Spam folder containing E-mails which Google believe are suspicious And the Bin folder which contains deleted E-mails
Contacts	Lists the E-mail addresses of people you have corresponded with

How do I search for an item?

You can search for a name or for a particular phrase e.g. Service Availability. Type the required criteria in the Search Mail box and click on **Search Mail**. All items containing that criteria will then be displayed. Unlike Groupwise, this facility will also work off campus.

How do I display an E-mail?

- Select the category of E-mail you wish to display from the list above.
- Click on the E-mail you wish to open
- The following screen will be displayed



How do I reply to an Item received?

You can reply to the item's author or to everybody who originally received the item.

- Click on the message you wish to reply to
- Click on **Reply** at the top right hand side of the screen or at the bottom left (if the note was sent to multiple recipients, an option, **Reply to All**, will appear on the screen)
- Type your message.
- Add any additional recipients
- Click **Send**.

How do I forward a Mail Message?

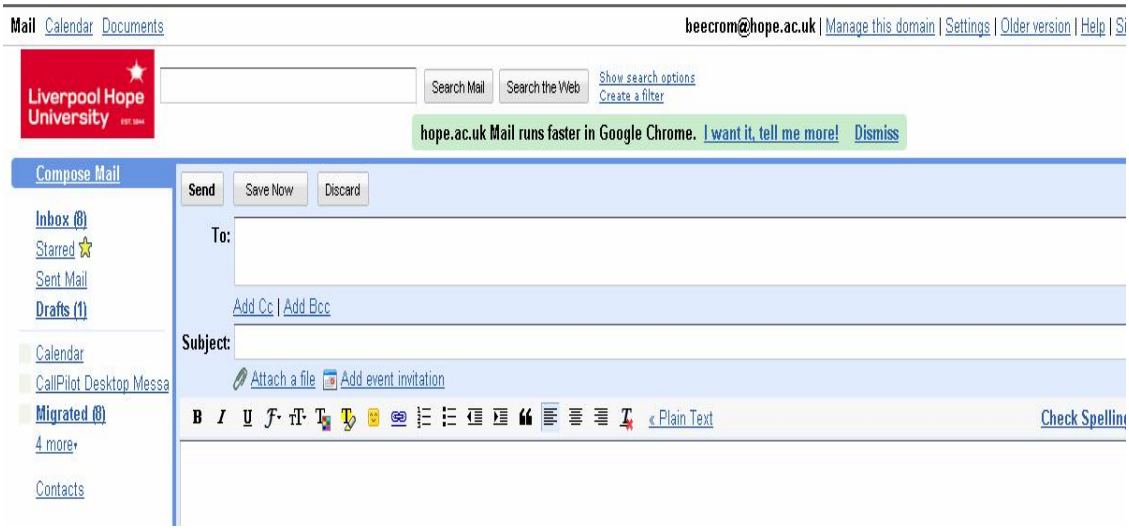
- Click on the message you wish to forward
- Click on **Forward** at the top right hand side of the screen or at the bottom left
- Type your message.
- Add any additional recipients
- Click **Send**

How do I move an item to a cabinet?

- Select the item you wish to move
- Use the **Move** to command at the top of the page to select the cabinet you wish to move the item to

How Do I Send New Emails?

- To send Emails, click on the **Compose Mail** link on the main E-mail screen The following screen then appears:-



- In the **To** box**,** type the E-mail address of the recipient. As you type, a drop down list of possible matches in your contacts list will appear. If the address you require is there, you can click on it.

- Type a subject and message

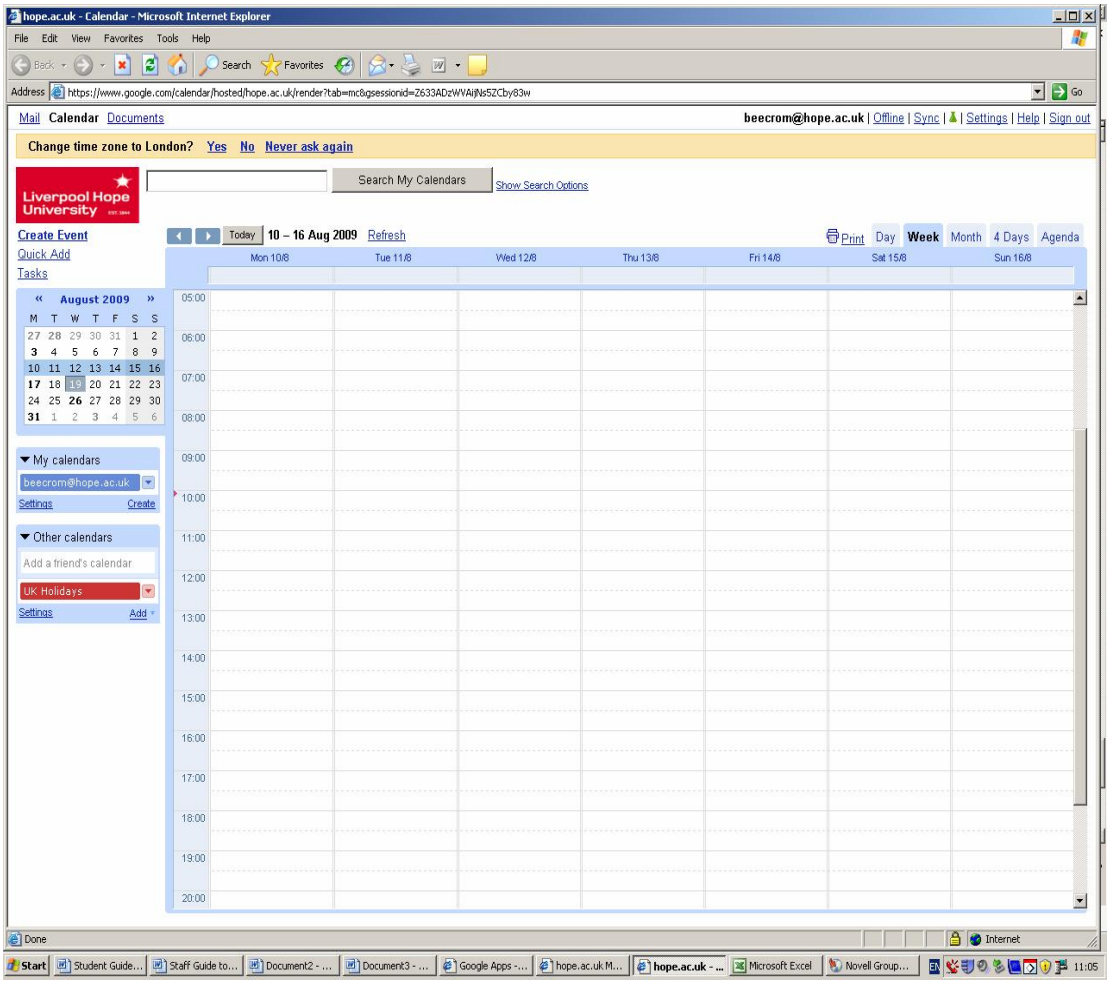
- (Optional) Click **Check Spelling**

- (Optional) Click **Attach a File**

- Click **Send** or, if you wish to work on the note later, **Save Now**

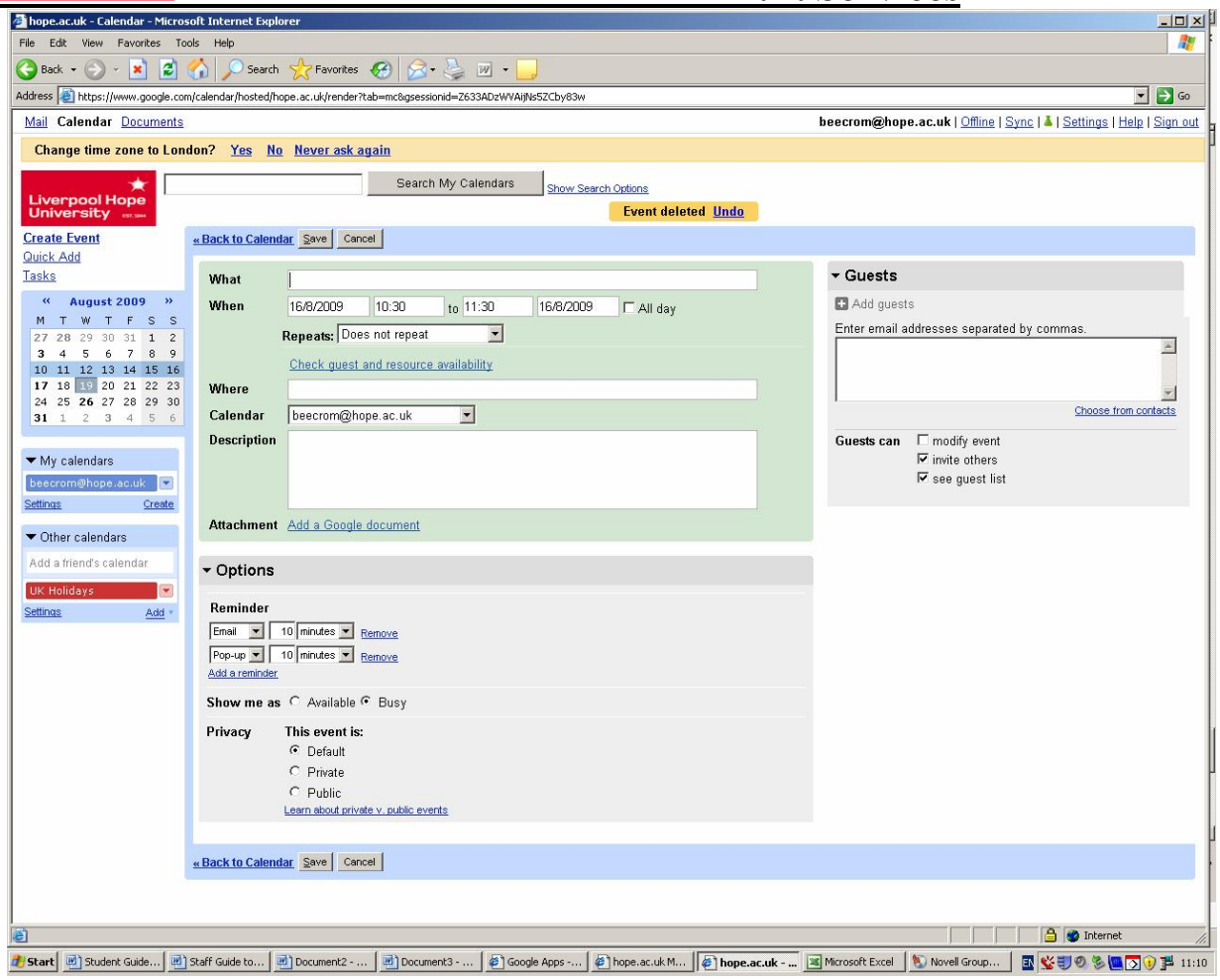
Google Calendar Main Window

When you open Google Calendar, you will see the Main Window, shown below:



How do I schedule an appointment?

- Click on **Create an Event**
- The following screen will appear:



- Fill in the details as appropriate in the Green section
- If you wish to invite other people to the event, add their details into the **Guests** box on the right hand side
- Checking Guests availability can be done by clicking on **Check guest and resource availability**
- Click **Save**

If you wish to amend or delete a calendar entry, click on it and use the options on the screen.

Other useful information

Accessing other Google Accounts?

Currently, some users will have access to Generic e-mail accounts or, in certain circumstance, another private Google account in addition to their own personal account. These accounts can be accessed in the same way as a private account provided that the user knows the password (the owner of the Generic account will hold details of the password).

If a user wishes to access a generic account and their own personal account at the same time, two Internet browsers will need to be opened and they must be Firefox or Google Chrome. The two accounts can then be accessed in the normal manner

Can I still access my GroupWise Archive?

After migration you will still be able to access your emails on Groupwise. However, you will not be able to send or receive emails using this feature.