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Gmail

Q: How can I add my email signature?

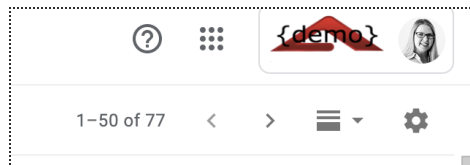
A: Other users have reported success by copying your current signature into a Word document, then making a copy from the word document to paste into Gmail. From Gmail click the Gear > Settings and then scroll towards the bottom of the page to locate the Signature section. Click Save Changes at the bottom of the page.

Q: How can I stop messages from grouping together in “conversation view?”

A: Click on the Gear > Settings then scroll down to view the option for Conversation View. Click the radio dial button to disable this feature. Click Save Changes at the bottom of the screen.

Q: Can I have a split-screen view to see a message preview along-side my inbox?

A: Yes! Click on the Gear > Settings > Click on the Advanced Tab. Scroll to find Preview Pane, then click the radio dial button to enable this feature. Click Save Changes at the bottom of the screen. A new icon will appear next to the gear, that allows you to toggle to a vertical or horizontal split.



Q: Does your mail that is in Archive automatically get deleted?

A: Mail that you Archive and stored in your Inbox is kept indefinitely. Messages in your Trash or Spam will be automatically deleted when they are older than 30 days.

Q: Can you have more than 50 messages in view?

A: Go to Settings -> General, and select a maximum of 100 messages per page to view.

Q: I have multiple accounts in Gmail that I manage. How can I keep it all straight?

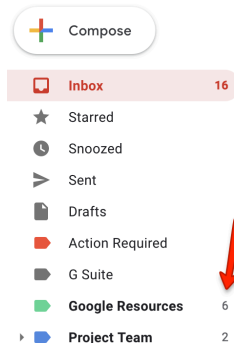
A: Check out [this link](#) to learn more about setting up **Chrome Profiles**, to maintain settings and bookmarks unique to each account.

Q: Can you have email go directly into a Label?

A: You definitely can! You may be used to the term “Rules” to direct incoming mail based on certain criteria. In Gmail, this action is accomplished using Filters. Learn more about Filters [here](#).

Q: With Filters, if you choose to “skip the inbox”, how do you receive a notification that there is an unread message in that label?

A: Labels containing unread messages will appear in **bold** text and display the number of unread messages to the right of the Label name.



Q: How do you create a pop-out window to move the message you’re composing?

A: Hold down your **Shift key** and click **Compose**. This will pop the message out into its own window that you can move around the screen or to a different display if using multiple monitors.

Q: Is there a default to see if emails have been viewed by the recipient?

A: The read receipt feature is available from the ‘more options’ button in the bottom right corner of your Compose Message window. *This feature may not be enabled for all organizations.*

Q: The “Forgotten Attachment Detector” isn’t working on my Gmail account?

A: Verify that you have not added an image to your Gmail Signature. The detector will identify this as an attachment and not give you the prompt.

Q: I want the width of the panel that displays my Labels wider. How can I do this?

A: There is a Google Chrome extension that can help if your IT Administrator allows you to make additions. View the instructions for installation [here](#). Download the extension [here](#).

Q: Can I use the ‘send to’ function from a Word document and have it open Gmail to send the document?


A: Currently, there is no option for choosing ‘send to’ from a Word document and having that open Gmail to send the document. Please [review this document](#) to see the available alternatives.

Contacts

[Click here](#) to get started learning about Contacts.

Q: Can I create my own mailing lists (distribution lists) in G Suite?

A: Yes.

1. Open Contacts
2. Click to expand the menu on the left side of the screen if not already expanded 
3. Click Create label > type in the distribution list name
4. When the label appears, you can select it and click the New Contact button to add users into this group.
5. To add an existing contact to the label/group select the user, then click the More icon > Select the desired label/group from the list.

Q: Can I share a contact or a contact group that I created with someone else?

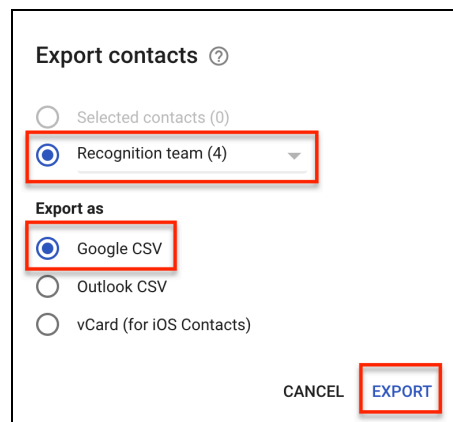
A: Choose which contacts you want to export:

- To select specific contacts: Check the boxes next to their names. Then click More > Export.
- To select a group of contacts: Click More > Export, then choose the group.

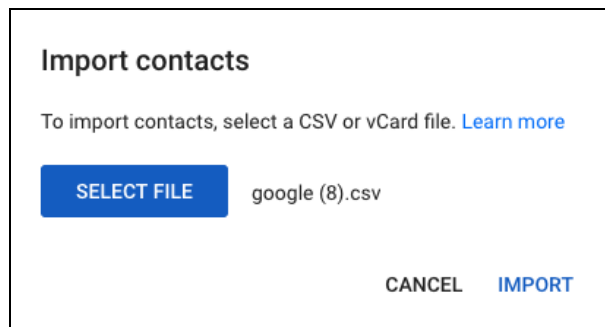
Choose or save your contacts as a CSV or vCard file.

- To add contacts to another Google Account or Microsoft Outlook: Choose Google CSV.
- To add contacts to any other email or contacts service: Choose vCard.

To save your file, click Export.



- Attach the CSV file download to Gmail as an attachment (via the paperclip icon)
- The recipient will need to open the email and download the CSV file to their computer, then open Contacts > Click More > Import > Select the CSV file you sent them to import > Click Import.



- Details you had saved for this contact will be included as you share this list. If Marsha is part of this distribution list and you have a note in her contact, the recipient will see that note when you share the CSV file.

Google Drive

Q: Can I really work on a document at the same time as someone else?

A: Yes. As long as you have permission to edit the document, you will be able to collaborate and make in-the-moment changes with others.

Q: What sort of files can I upload and store on Drive?

A: You can upload ANY type of file to Drive for storage, but only certain types of files can be converted into a Doc, Sheet, or Slide. You can also upload an entire folder of contents to Drive.

Q: What type of documentation can I create with Drive?

A: You can create documents, spreadsheets, presentations, drawings, forms, and more.

Q: Can I share documents I create with people outside my organization/domain?

A: Yes, as long as the option has been enabled by your G Suite administrator. If it is, you can share any of your documents with customers, suppliers, and others outside of your domain.

Note: If the Public on the Web option is available, use of this is generally discouraged in a business setting.

Q: Someone shared a file or folder with me, but I cannot find it when I look at My Drive.

A: To view items that have been shared with you, click on “Shared with Me”. From here you can choose to move these to your Drive for easier access by right-clicking the item and selecting **Add to My Drive**. *Note: As long as you are not the creator/owner of those shared files, this action will not count against your storage limit.*

Q. How do I know how much storage I have available for my Google Drive account?

A: Sign in to your Google account (Gmail or Drive) in one tab, then open another tab and visit: <https://www.google.com/settings/storage>