

## Frequently Asked Questions

### Gmail

*Q: What are the most basic features that I need to know about to use Gmail?*

NEED TO KNOW	NICE TO KNOW
<ul style="list-style-type: none"> <li>● Inbox sorts based on date and time mail comes in.</li> <li>● You can delete emails and once in your trash can, they will be available for 30 days and then automatically delete forever.</li> <li>● To type a new email, hit the red “compose” button at the top left side of the screen, type the email address, the subject, the message, and at the bottom you can add attachments and images (even from Google Drive).</li> <li>● Move mail to trash or to folder (labels) by clicking the white, square box to the left of the sender and then clicking the trash can or folder icon at the top.</li> </ul>	<ul style="list-style-type: none"> <li>● You can search for mail by sender, subject line, or date in the search bar at the top of the window.</li> <li>● You can clean up the folders or “labels” at the left side of your inbox by clicking on the gear at the top right side of the screen, selection settings, and then clicking on the “Labels” tab.</li> <li>● Settings “general” tab allow you to:               <ul style="list-style-type: none"> <li>○ enable desktop notifications</li> <li>○ enable “undo send” to recall email</li> <li>○ turn conversation view off</li> <li>○ Add a signature line</li> <li>○ Set up vacation responder</li> </ul> </li> <li>● Create tabs in your inbox to sort email by clicking on the gear at the top right corner of your screen, and selecting “Configure inbox”.</li> </ul>

*Q: How do I export contacts from Outlook to Gmail?*

A: Watch the video on YouTube: [https://www.youtube.com/watch?v=Cnki\\_ywHAhM](https://www.youtube.com/watch?v=Cnki_ywHAhM)

*Q: How do I turn “Conversation View” on or off (This is why emails that have replies all show up in one conversation thread)?*

A: While this feature can help organize conversation threads, it is annoying when we aren’t used to using it. To turn it off, simply click on the gear at the top right corner and then select “settings”. Once in settings, under the General tab about ½ way down the page you will see “Conversation View”. You can turn this feature off there.

*Q: How do I get desktop notifications of new mail in my inbox?*

A: This is especially helpful when Gmail is minimized on your computer! Simply click on the gear at the top right corner and then select “settings”. Once in settings, under the General tab about ¾ down the page you will see “Desktop Notifications”. You can enable this feature there.

*Q: How can I find an email from a specific person without being able to sort by name or by date?*

A: At the top of all Google Apps is a search bar to specifically search that app. In Gmail, by typing in a person's name, you will see all emails to and from that person. Likewise, you can type in a date or subject line to search by, too.

*Q: How do I create the tabs above my inbox that sort email coming in?*

A: This feature is called "Filters". You can create filters for incoming mail by clicking on the gear at the top right corner and then select "settings". Once in settings, you should click on the "Filters" tab. This will show the generic filters that are available and allow you to create your own.

### **Drive/Docs/Sheets/Slides**

*Q: How can I share a file with students who aren't using Gmail yet?*

A: When you click the blue "Share" button in the top right corner of a document that you want to share, you get a pop up menu. This menu allows you to either get a sharable link or type in email addresses. Since lower elementary students do not have email enabled, you can copy the long shareable URL link for students. In order to shorten the long URL for students to easily type in, copy the long URL, open a new tab at the top of your Chrome browser, navigate to [goo.gl](http://goo.gl) and paste the long URL in the box and click shorten. This shorter email can be displayed for students to see.

*Q: Why do I need to convert my Microsoft files to Google Docs/Sheets/Slides?*

A: Microsoft files take up storage space in Google Drive, which Google document files do not take up storage space.

*Q: How do I convert my documents to Google Docs/Sheets/Slides?*

A: Before uploading documents, click on the gear at the top right corner and then select "settings". Under settings, the first option will say "Convert files uploaded to Google drive."- Make sure this option is check marked. If you have already uploaded files that are Microsoft documents, when you open a document, click on the "File" menu at the top left, and then select "convert to Google doc".

*Q: How do I upload all of my current Microsoft documents from my computer to Google Drive?*

A: When you are in Google Drive, you will click the red "New" button at the top left hand of the screen. The second and third option listed are to "upload file" or "upload folder". This will open a box for you to select your files/folders from your computer to upload. \*Note: you need to upload from your desktop, not your Chromebook since your files are saved on your desktop currently.

*Q: When I go to print a doc, the destination says to "save it as a PDF". How do I change that?*

A: After you select print, a bar will appear on the left side of the screen. If beside "Destination" you see "Save as a PDF", simply click the button that says "change" and select the printer's name that you would like to print to.

*Q: When in sheets, how do I add columns or rows?*

A: Sheets operates similarly to Microsoft Excel. In order to insert entire rows or entire columns, select the row or column, right click, and select "Insert 1 above/below".

*Q: When my students take an assessment using Google Forms, how can the answers go on to different spreadsheets for each class?*

A: After the first class finishes the assessment, open the Form and click on the "Responses" tab at the top and then select "Change Response Destination"- This will allow you to create a second spreadsheet to record the next group of responses.

*Q: What is the best way to have students share documents with the teacher?*

A: At the beginning of the school year, have students log in to their Google Account and go to Drive. Then have students click on the red "New" button at the top left side of the screen, and create a new folder. Ask students to title the folder "Student's Name-

### **Other**

*Q: How do I right click on my Chromebook?*

A: Use two fingers and tap the area that you are trying to click on.

*Q: How do I move something without a mouse?*

A: Click the item you want to move with one finger. With a second finger, move the item. Release both fingers to drop the item at its new location.

*Q: How do I upload from a USB Drive or External Storage Drive on the Chromebook?*

A: Plug in your device to the USB port, then open Google Drive. You will click the red "New" button at the top left hand of the screen. The second and third option listed are to "upload file" or "upload folder". This will open a box for you to select your files/folders from your device to upload.

*Q: How do I eject my USB or External Storage device?*

A: at the bottom left corner of your Chromebook desktop (where you are use to seeing the "Start" button) click on the apps tray. Then find the blue "Files" app. Once it is open, you should see the USB drive listed on the left side, with the eject button beside it.

*Q: If I download a file from the internet on my Chromebook, where does it go?*

A: It will automatically go into your "files" app, which is located in the apps tral at the bottom left corner of your Chromebook desktop. To move this downloaded file to your Google drive, simply click and drag it to "my drive".