

A large, stylized red envelope icon is positioned on the left side of the page. The envelope is shown from a top-down perspective, with its flap folded down. The background of the envelope is a light beige color, and the flap is a darker red. The overall design is clean and modern.

# **Gmail Online Help**

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# 1 Introduction

This chapter introduced you to the Gmail online help. The topics under this chapter discuss how to Sign in to your Gmail account, how to Sign out, Navigation and what to do if you forgot your password.

## 1.1 Welcome

Hi and Welcome to Gmail Online Help. To help you, we have put together a useful guide that explains most of the functions of **Gmail**. Common trouble shooting procedures are also explained.

If you still have questions please feel free to call support at <[xxxx@gmail.com](mailto:xxxx@gmail.com)>

Our support telephone lines are also open from 10 am-4pm(XXXXXXXXXX)

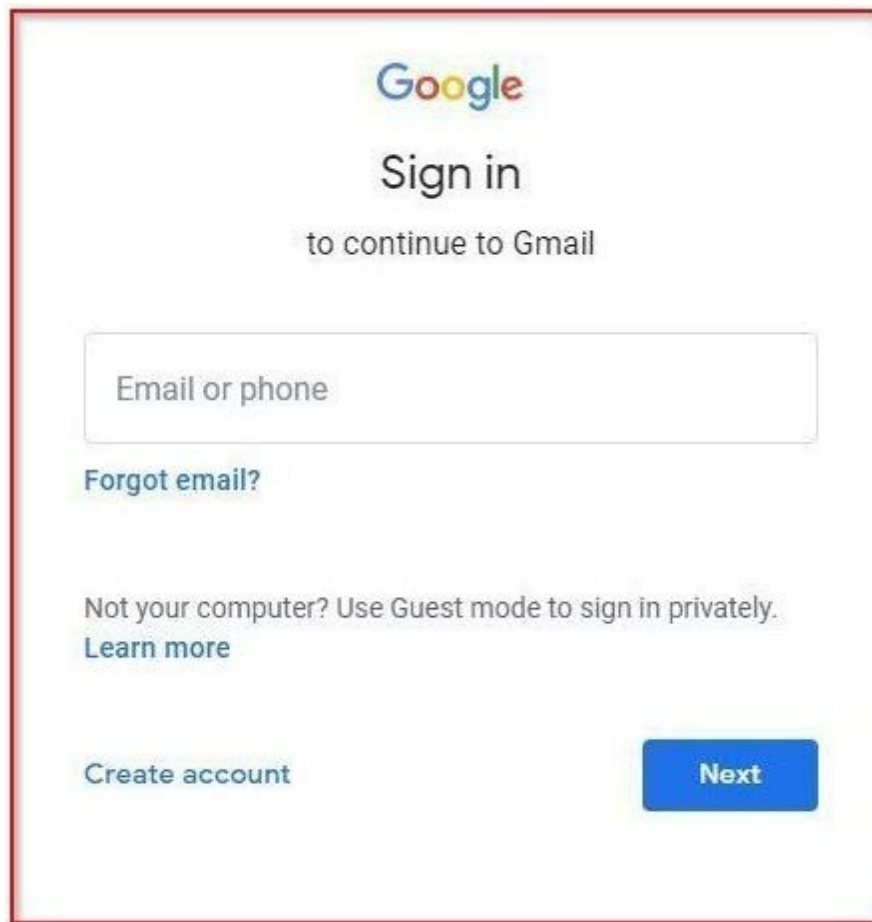
Your feedback and suggestions for improvement are also welcome.

## 1.2 How to Sign in

The topic shows how to **Sign in** and **Sign out** from your **Gmail** account. Note that the following procedure is asked only if you haven't Signed in to your **Gmail** account.

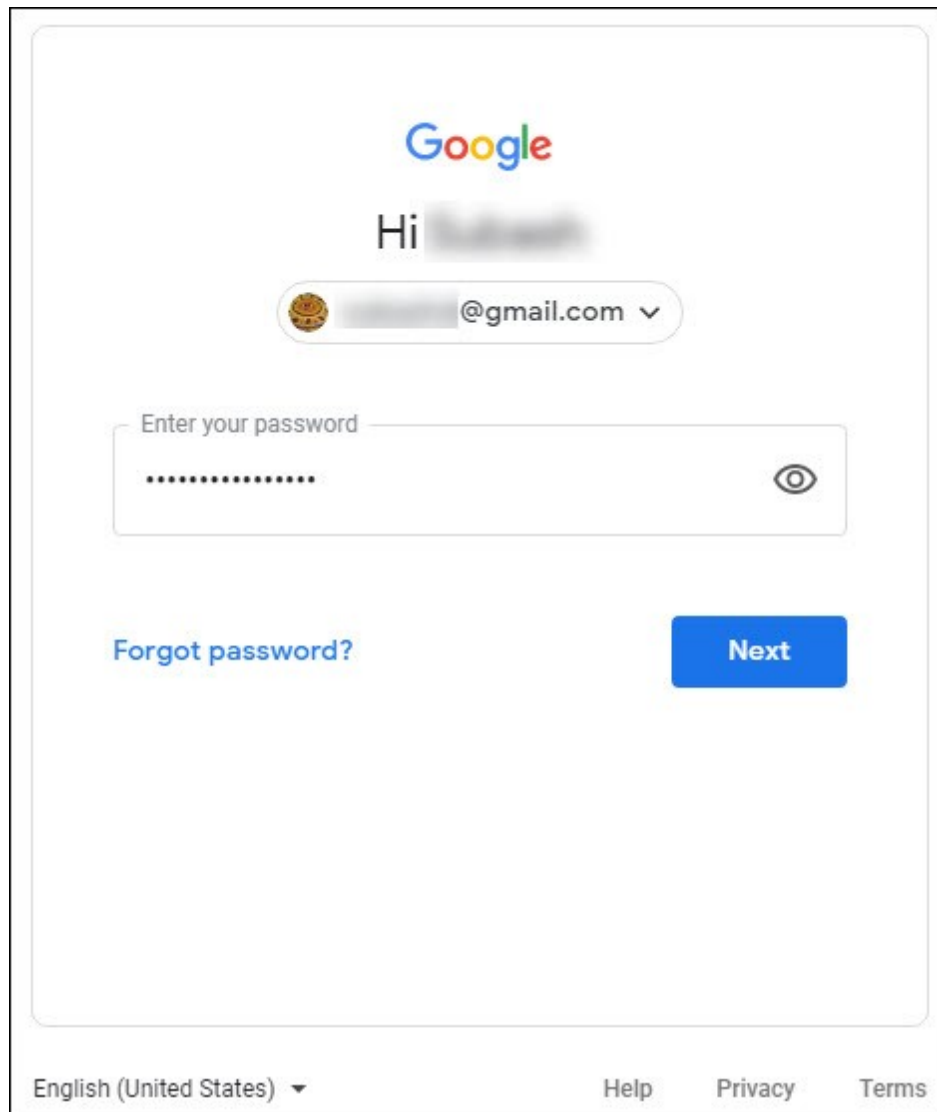
### To sign in into your Gmail account

1. Open your Internet browser (google,firefox,opera etc)
2. Type [www.gmail.com](http://www.gmail.com) in the URL box. The **Sign in** screen is displayed.



The image shows a screenshot of the Google Sign in page for Gmail. At the top, the Google logo is displayed in its multi-colored font. Below the logo, the text "Sign in" is centered in a large, black font, followed by "to continue to Gmail" in a smaller, black font. A white input box with a thin grey border contains the placeholder text "Email or phone". Below the input box, the text "Forgot email?" is displayed in a blue, sans-serif font. Further down, the text "Not your computer? Use Guest mode to sign in privately." is shown in a smaller, grey font, with "Learn more" in blue below it. At the bottom left, the text "Create account" is displayed in a blue font. At the bottom right, there is a blue button with the word "Next" in white text.

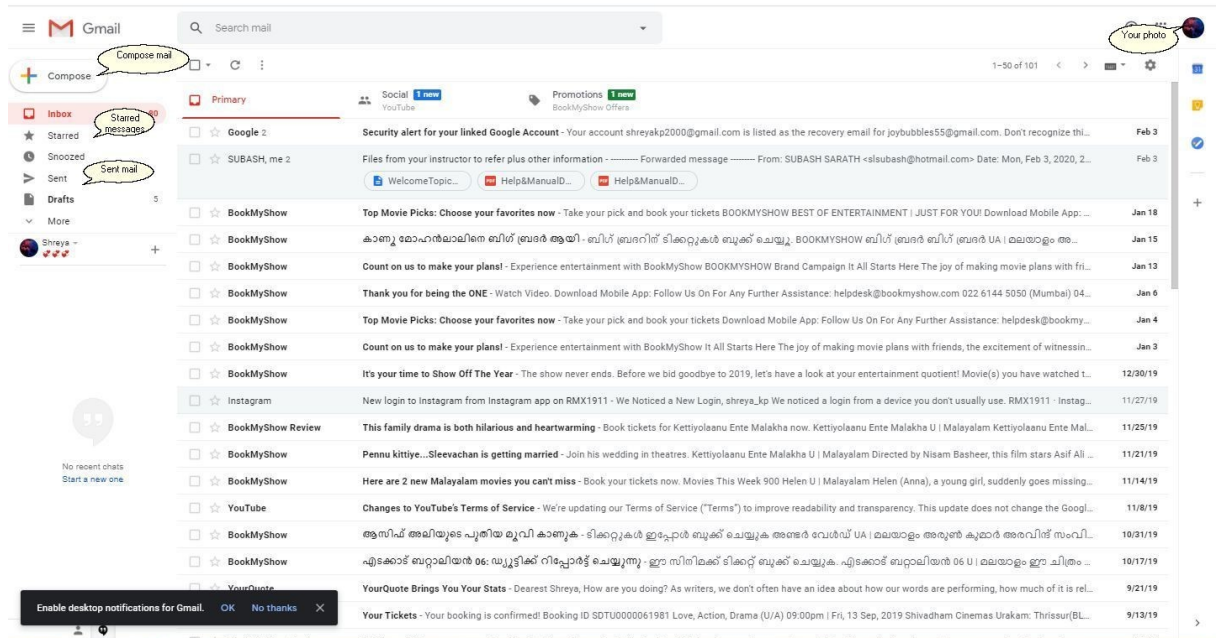
3. Enter your phone number in the **Email or Phone** box. A password box is displayed.



4. Enter your password in the **Password** box.

**Note:** Passwords are case sensitive

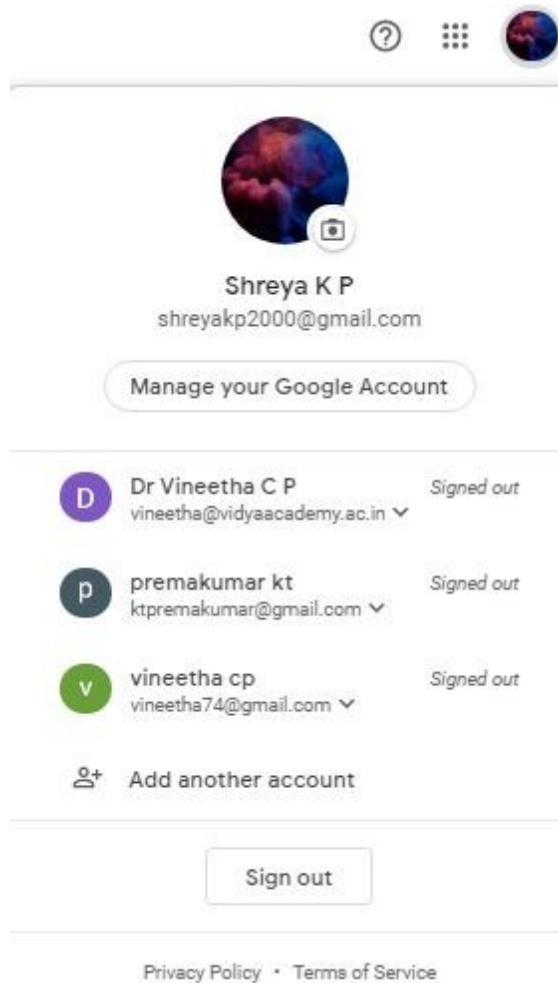
5. Click **Next**. Your home page opens. Take a note of the call-outs that indicate "**Compose Mail**", "**Starred Messages**", "**Sent Mail**" and "**Your Photo**". These are discussed in separate topics.



**Note:** If you have forgotten your password, click the [Forgot Password](#) <sup>8)</sup> topic.

## To sign out from your account

1. Click your photo, in the top right corner.



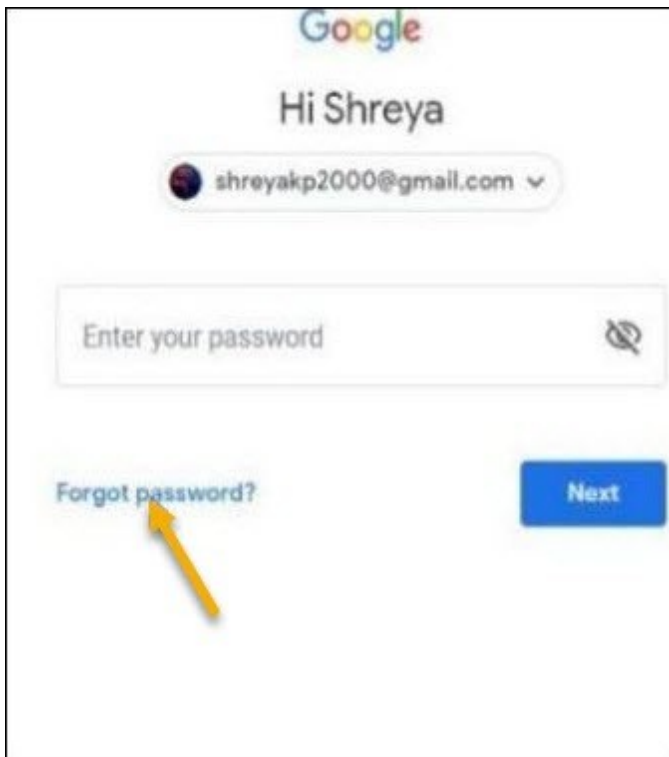
2. Click **Sign out**.

### 1.3 Forgot password

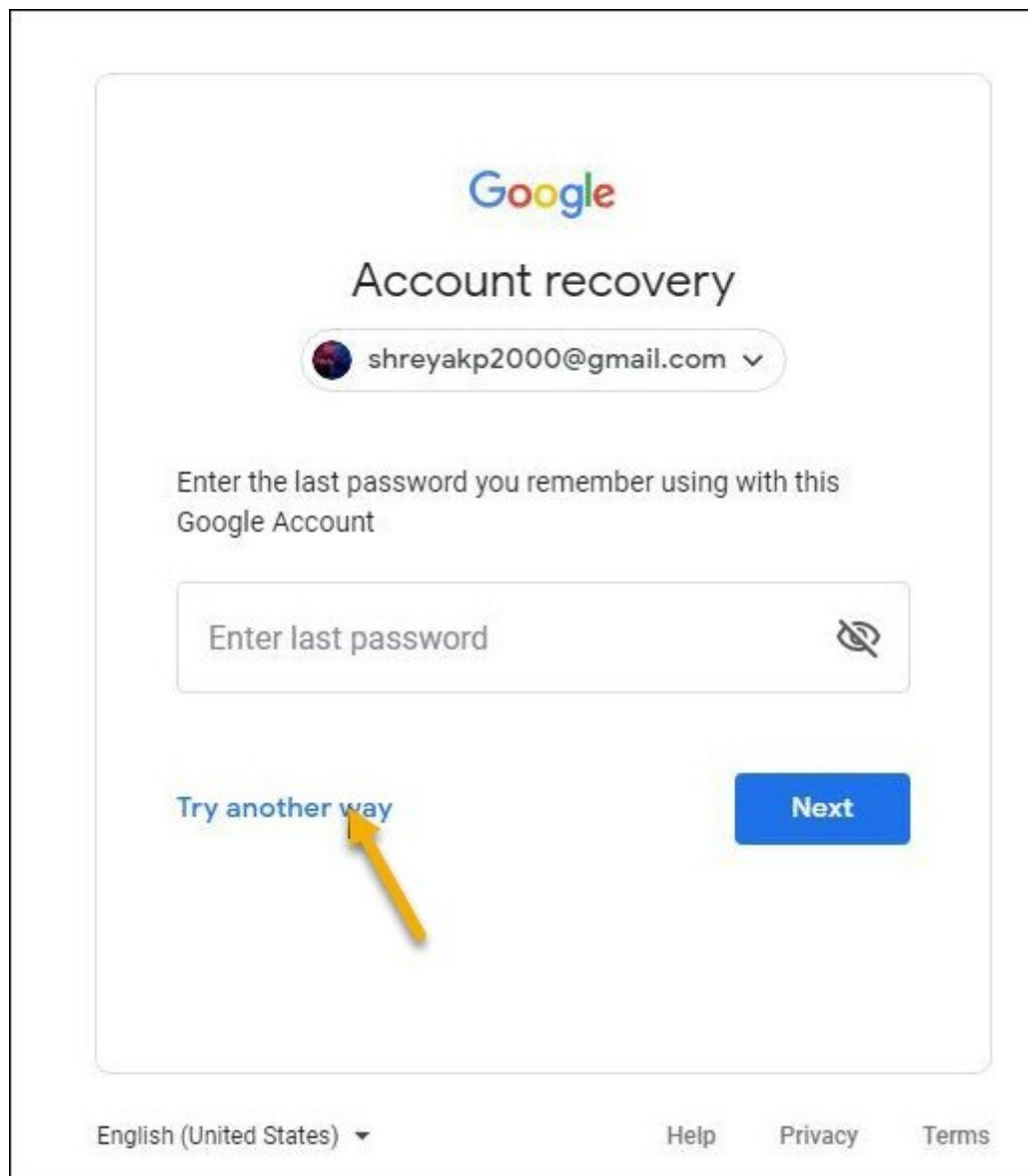
There are many ways to recover your Gmail account password.

1. Enter your gmail id and password on the account **Sign in** page. If you do not remember your password click **Forgot Password**.





The **Account recovery** page is displayed.




Google

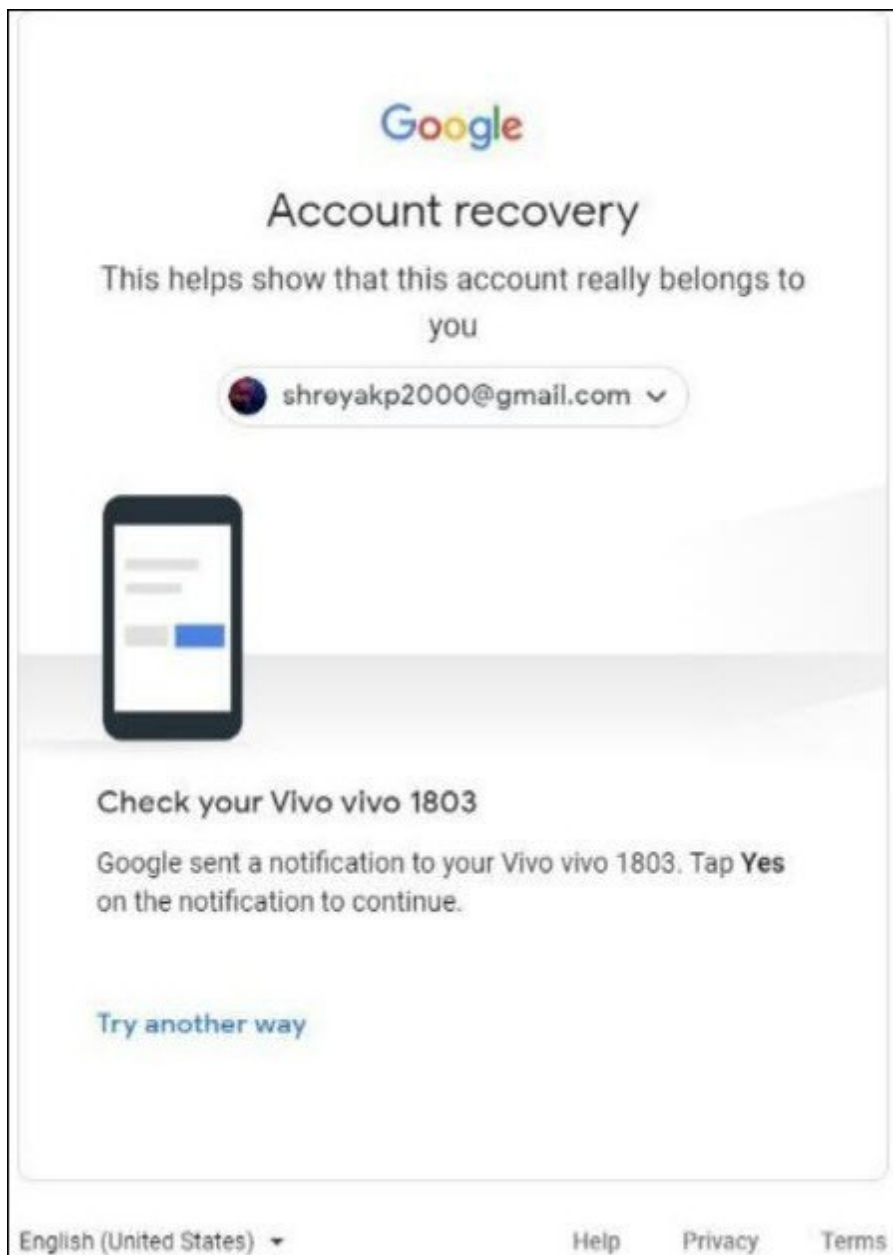
## Account recovery

shreyakp2000@gmail.com ▾

Enter the last password you remember using with this Google Account

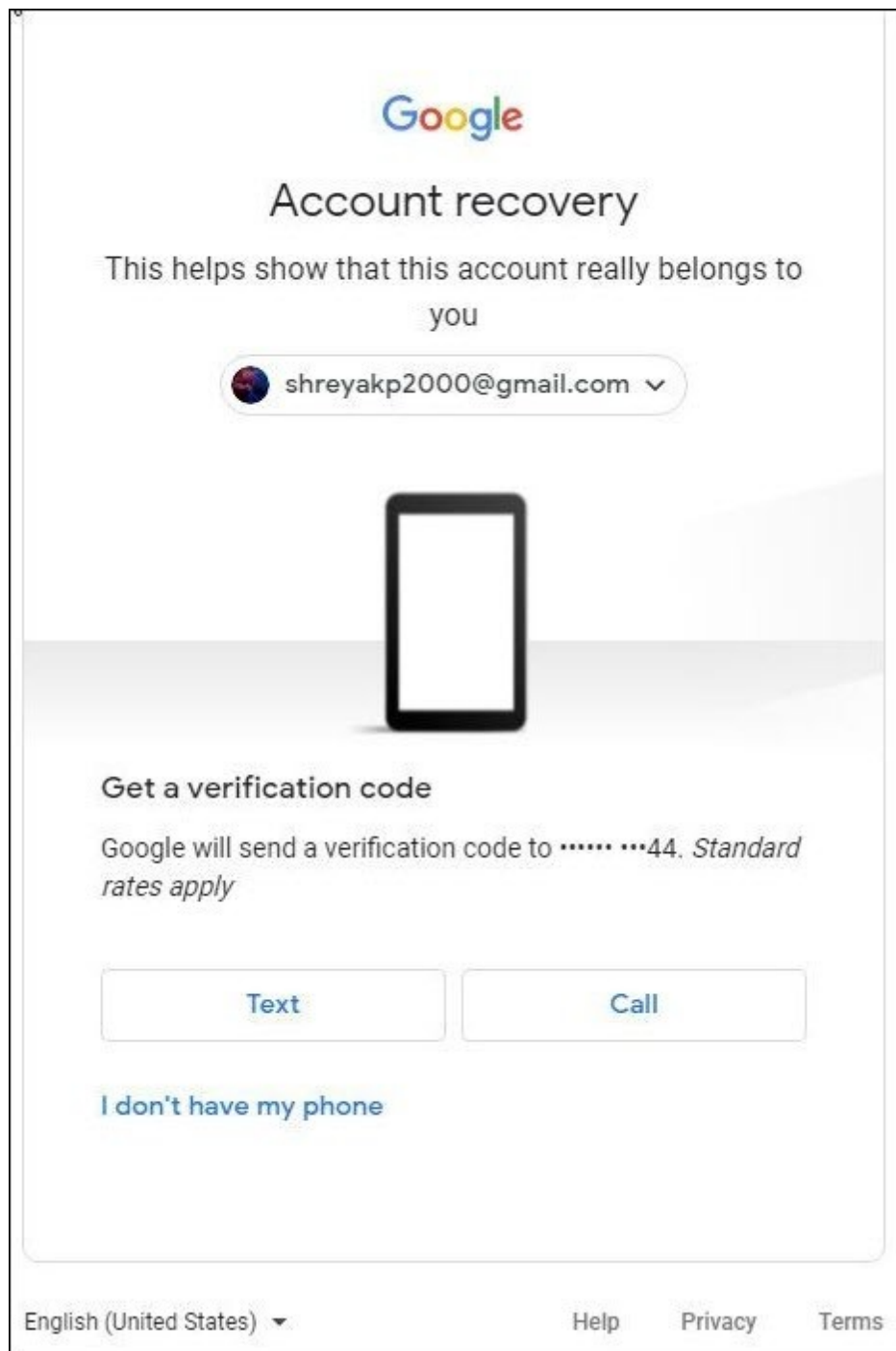
2. Enter the password you remember. If you don't remember your password, then click **Try another way**. A notification is sent to your mobile



4. By tapping yes on mobile you can change your password

**Note:** If you don't get a notification , then click **Try another way**

5. An account recovery page opens




Google

## Account recovery

This helps show that this account really belongs to you

shreyakp2000@gmail.com ▾



Get a verification code

Google will send a verification code to .....44. *Standard rates apply*

[Text](#) [Call](#)

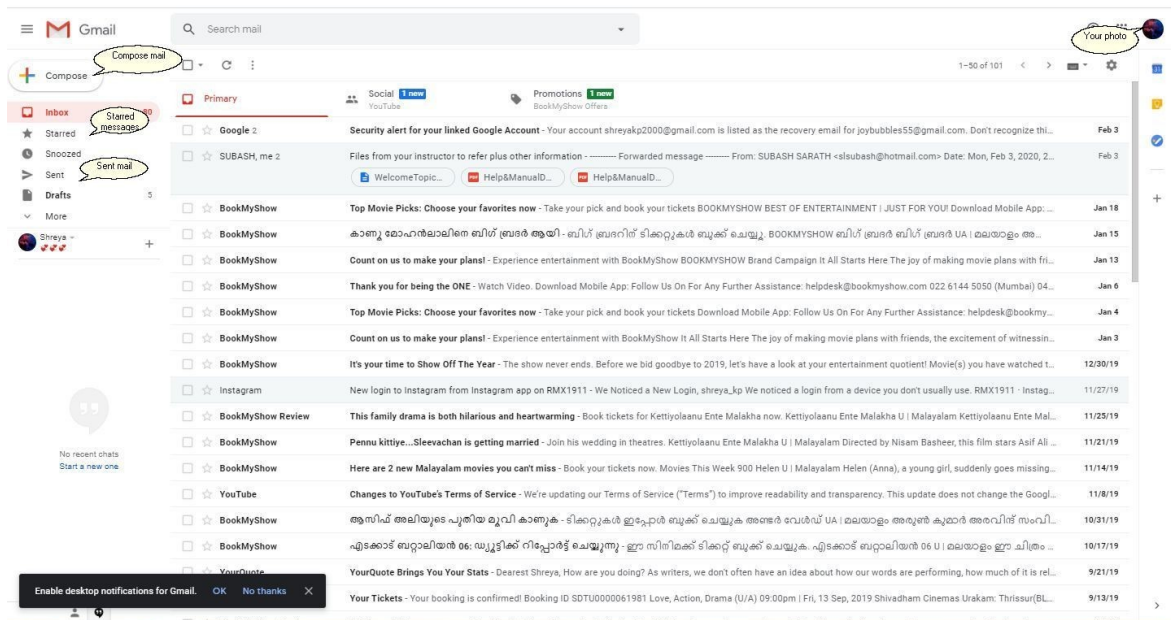
[I don't have my phone](#)

English (United States) ▾ [Help](#) [Privacy](#) [Terms](#)

6. You will receive verification code through message or call.
7. Enter the code and click **Next**.
8. You can create new password and click **Save password**.

## 1.4 Navigation

From the opening screen there are several ways to navigate the page. These are explained below the image.



**To navigate the various parts of the opening page**

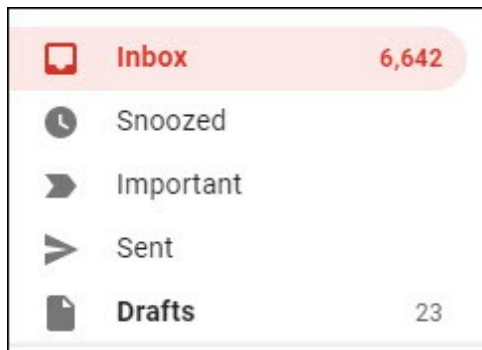
1. Scroll the messages on the page by dragging the scroll bar on the right, either up or down.



- or -

Place mouse cursor on the messages and scroll the messages using the scroll wheel of your mouse.

2. Click any of the folders to display the messages from that folder.

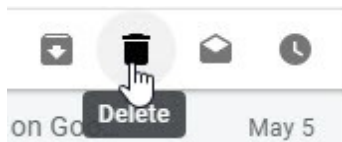


**Note:** Use the scroll bar located on the right of folders to scroll and view more folders.

3. Double click or click on a message to open, read or delete it.
4. Hover mouse on any message to find additional functions.



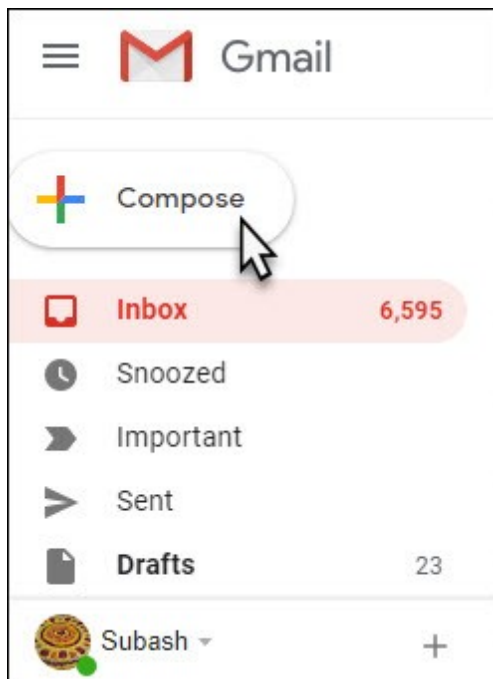
5. Hover mouse over the functions to learn what can be done as displayed below.



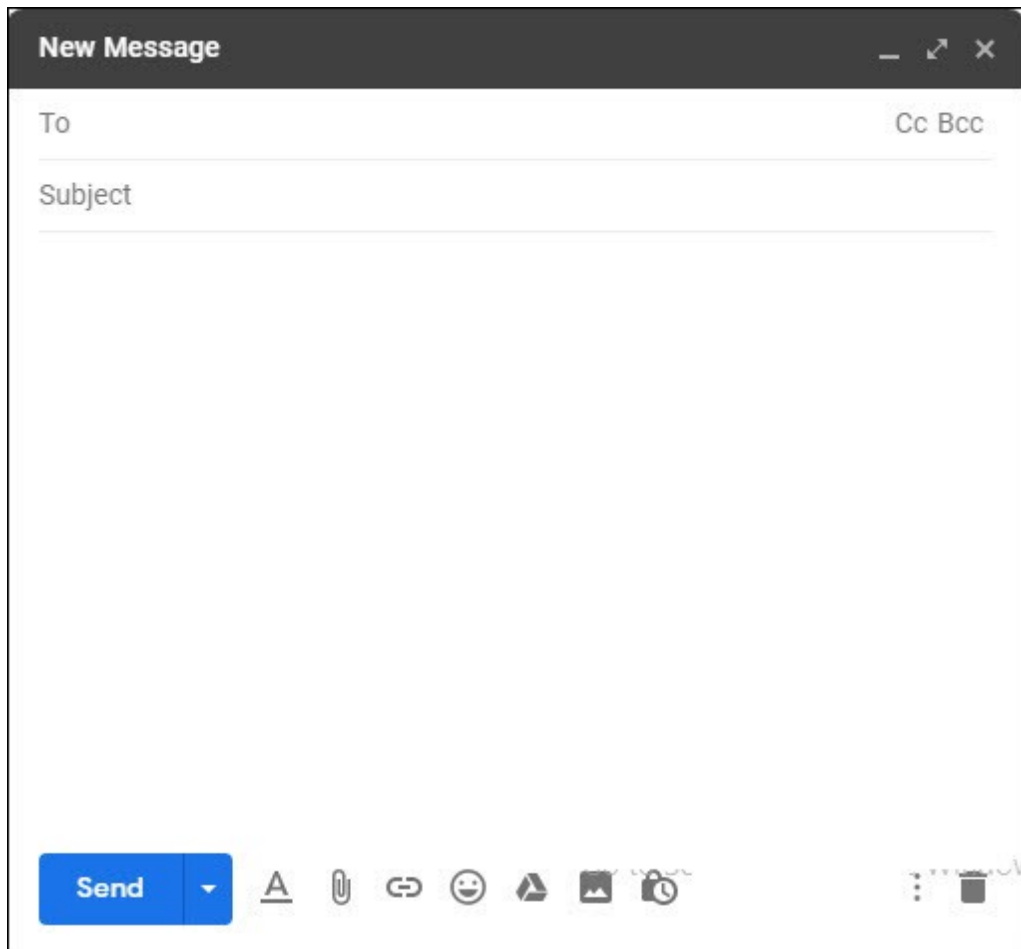
## 2 Composing and sending an email

This topic teaches you how to compose an email and send it to a recipient.

1. Sign in to your **Gmail** account using your Gmail id and password.
2. Click **+compose** mail In the top left corner of **Gmail** home page.



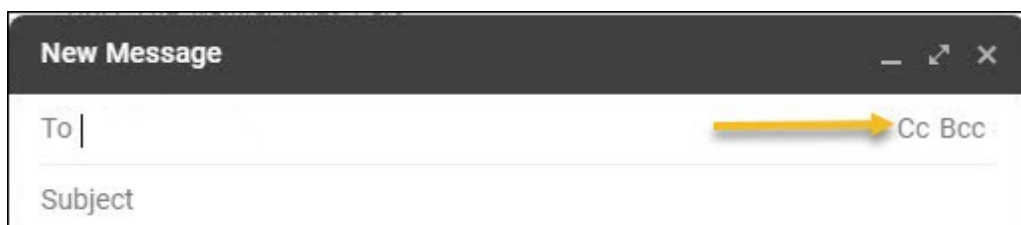
3. The **New Message** dialog box appears.



4. Enter the recipient's email address in the **To** field.



**Note:** A drop-down list of email addresses is popped as you enter letters of their email address in the **To** field. Select an email from the drop-down list by pointing and clicking on it. The email is automatically inserted into the **To** field. You can also add "Copy" recipients and "Blind Copy" recipients by clicking the **Cc** and **Bcc** buttons as indicated in the image below.

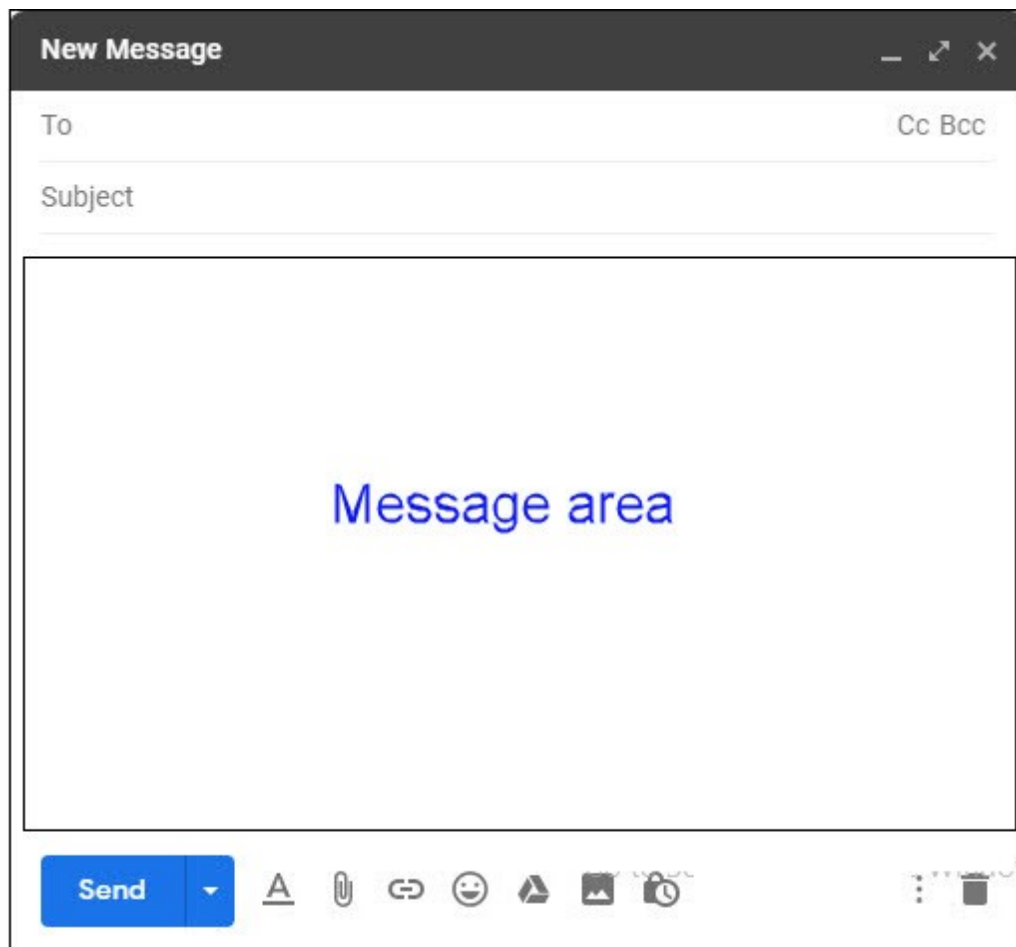





5. Add a subject in the **Subject** field.



6. Enter your message in the text box as indicated below.



**Note:** Click the full-screen button  to enable the full screen version for additional functions such as fonts, font size etc., To attach any file click the **Attach files** button as indicated in the image below.



The windows **Open** dialog opens from where you can search and locate a file to attach.

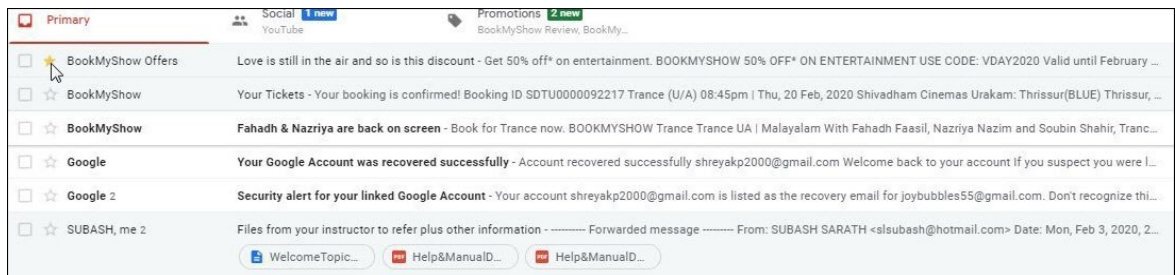
7. Click .

The message is sent and the **New Message** dialog closes.

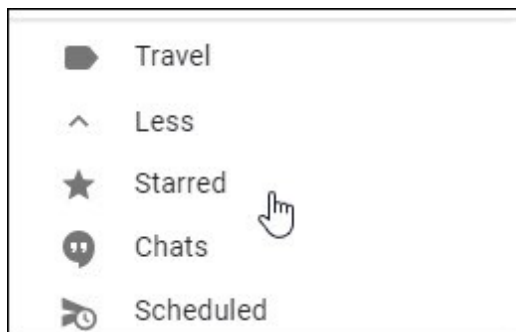
### 3 Starring important messages

In this topic you'll learn how to star important messages. Starring a message is done to make the email important or a favorite. All starred emails are also stored in the starred folder.

1. Open your **Gmail** account
2. Click the star located besides an email in the inbox. The star is located on the left of message and as indicated in the image below.



3. Click the **Starred** folder, under folders, to view images that are starred.

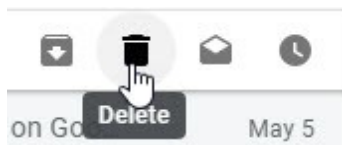


## 4 Deleting a message

This topic discusses how to delete a message. Deleted messages are moved to the **Trash** folder. From the Trash folder you can also move a message back to the **Inbox** folder. There are two ways to delete a message.

### Method 1

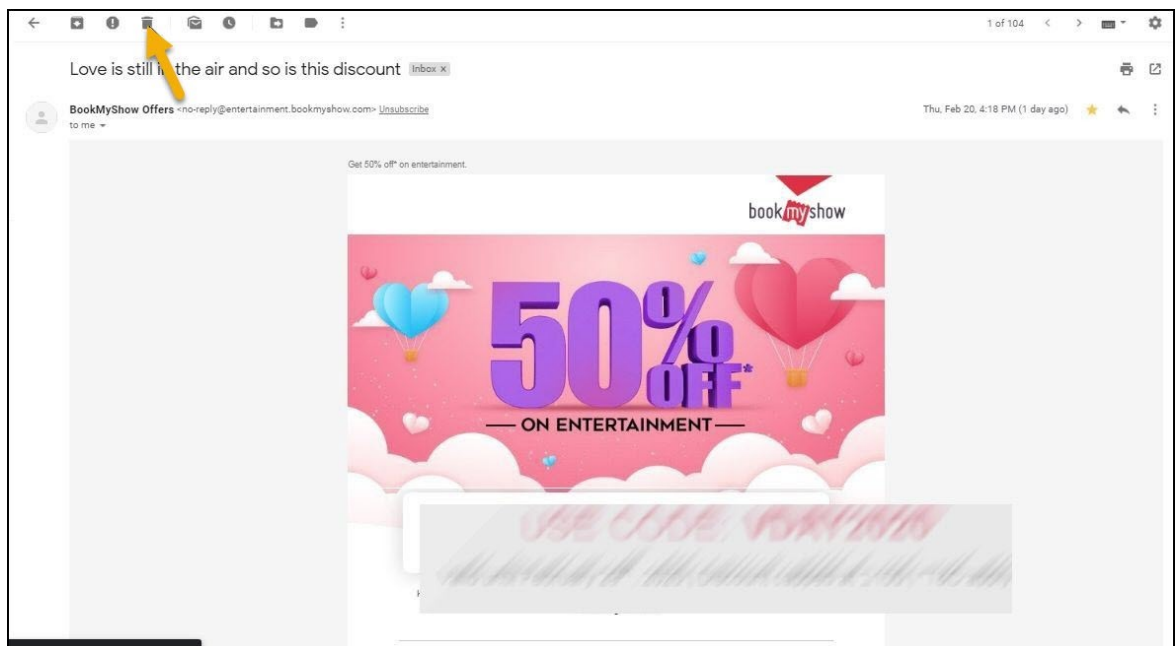
1. Open your **Gmail** account. Normally the Inbox folder is opened by default and the messages displayed.
2. Browse through your inbox, scroll to the email you wish to delete.
3. Hover your mouse cursor on the right of the message to get to the **Delete** function.



4. Click **Delete**.

### Method 2

1. Double-click on the email to delete. The email is opened.

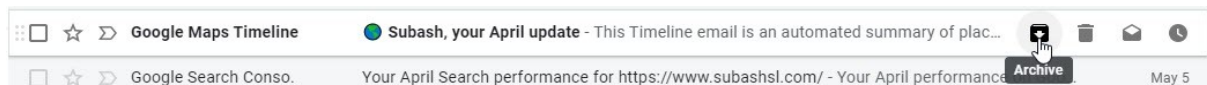


2. Click the **Delete** button.

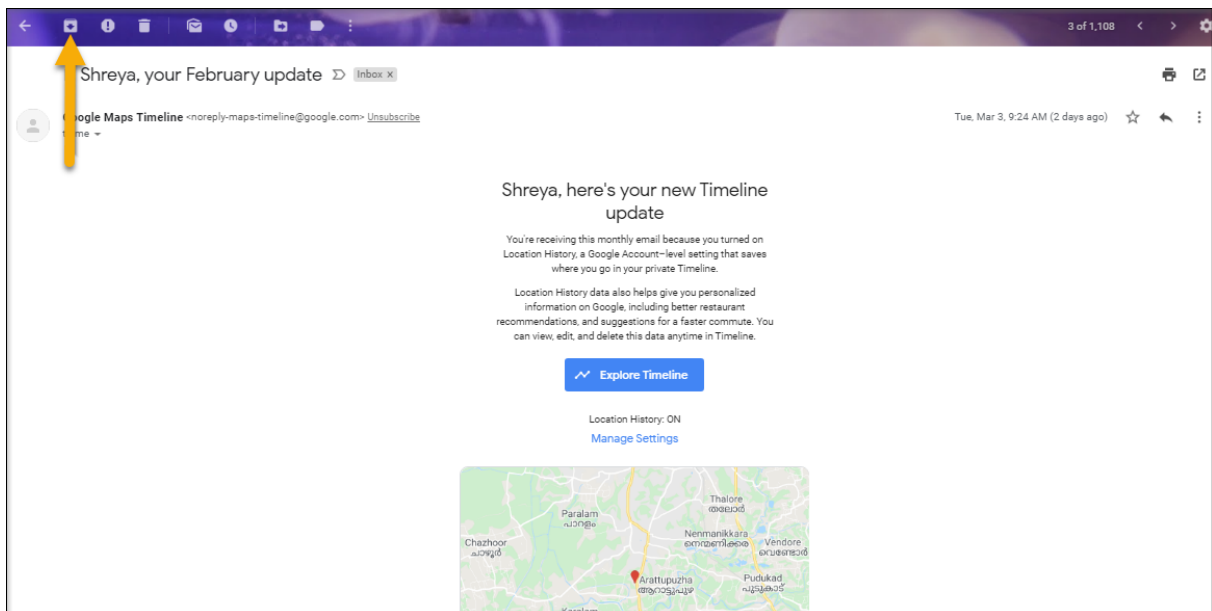
## 5 Archiving messages

This topic explains how to archive messages. Archiving messages helps one to reference them later. Archived messages are removed from the **Inbox** and saves them in the **All Mail** folder. Archiving messages keep the **Inbox** uncluttered.

1. Open your **Gmail** account.
2. Click the **Archive** button located on the right side of the message.



You may also click the **Archive** button after opening a message.



The email is removed from the **Inbox** and moved to the **All Mail** folder.

## 6 Reporting Spam

This topic explains how to report spam. Spammed email addresses are prevented from sending mails to the **Inbox** and automatically go to your **Spam** folder.

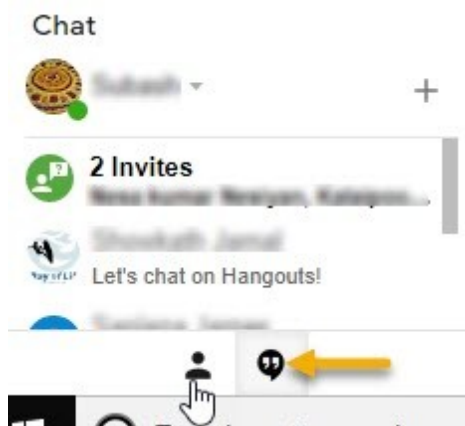
1. Open your Gmail account.
2. Open the message which you want to report as spam.
3. Click the spam button.



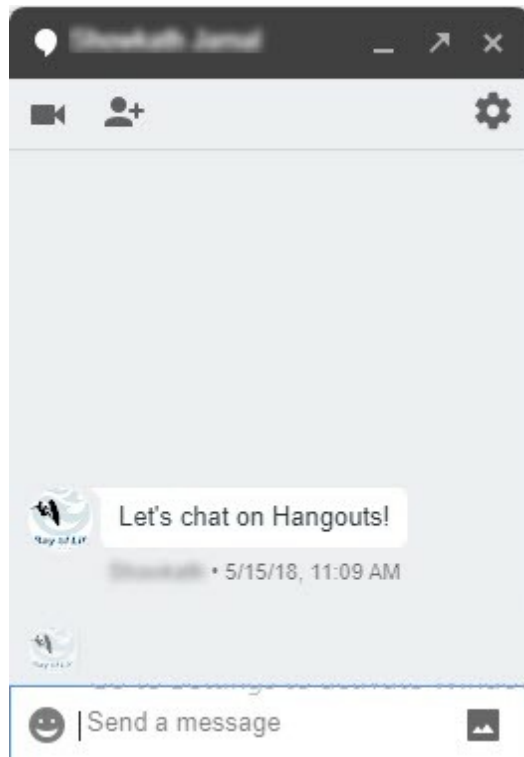
The email is moved to the spam folder.

## 7 Using Hangouts

This topic explains how to use **Hangouts**. Hangouts enable a **Gmail** user to chat with one or more contacts in Hangouts. Contacts in Hangouts are located at the bottom left of the Gmail page.



1. Click the **Hangout contacts** (indicated by the pointed hand in the image) or the **Hangouts conversations** (indicated by the arrow in the image) to view your chat contacts if they are hidden. A green dot beside the image or logo of the contact indicates that the contact is active.
2. Double click on a contact with whom you wish to start a conversation. A conversation window pops-up.



3. Enter a message in the "Send a message" box and press **Enter**. If the contact wishes to have a conversation with you the contact may reply.
4. Click "**X**" of the pop-up to close the conversation box.



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