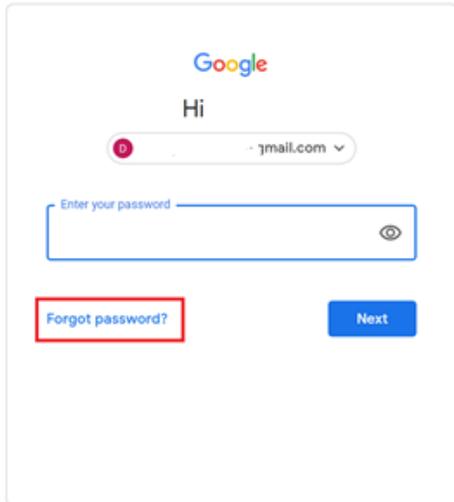


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# RECOVERING A GMAIL ACCOUNT PASSWORD

- 1) Go to [www.gmail.com](http://www.gmail.com) and enter your email address
- 2) Click on **Forgot password?**



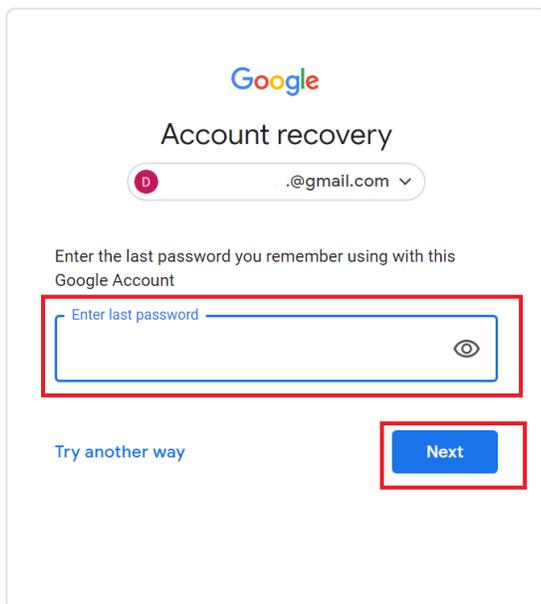
Google

Hi

Enter your password

**Forgot password?**

- 3) Enter the last password you remember, then click next



Google

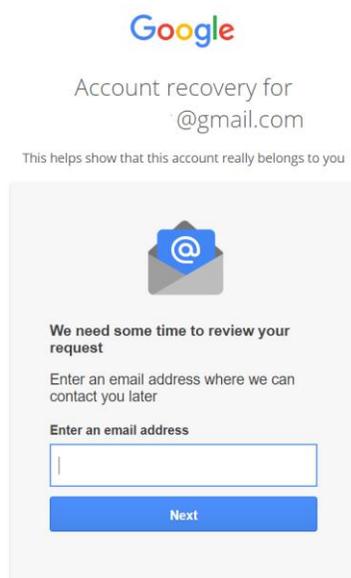
Account recovery

Enter the last password you remember using with this Google Account

Enter last password

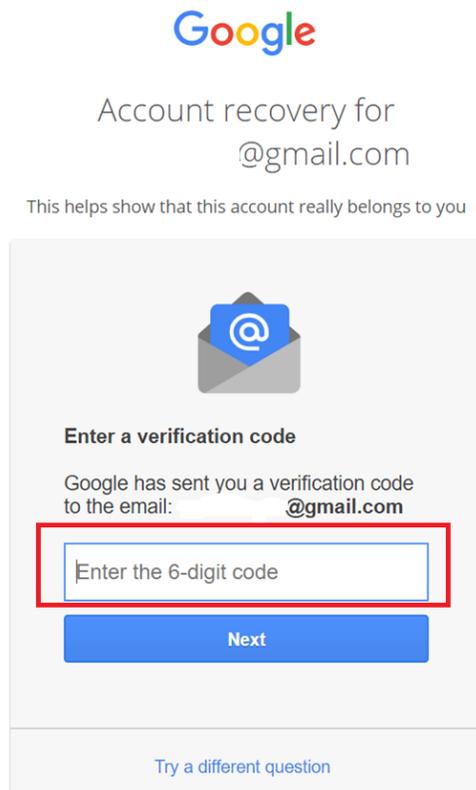
[Try another way](#)

4) Enter an email address where Google can send a verification code



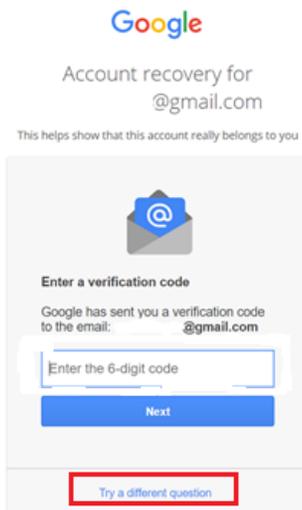
The screenshot shows the Google Account recovery interface. At the top is the Google logo. Below it, the text reads "Account recovery for [redacted]@gmail.com". A subtext says "This helps show that this account really belongs to you". There is an icon of an envelope with an @ symbol. The main heading is "We need some time to review your request". Below that, it says "Enter an email address where we can contact you later". There is a label "Enter an email address" above a text input field. Below the input field is a blue "Next" button.

5) Enter the 6 digit verification code and click next

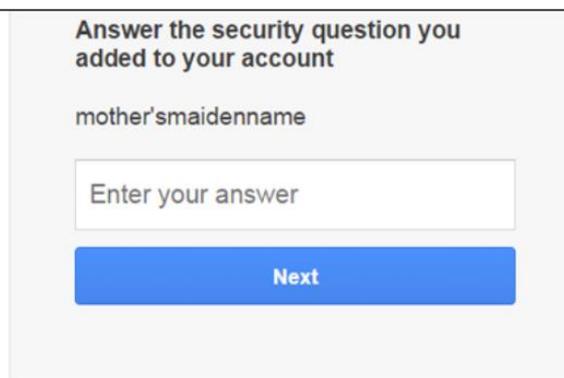


The screenshot shows the Google Account recovery interface. At the top is the Google logo. Below it, the text reads "Account recovery for [redacted]@gmail.com". A subtext says "This helps show that this account really belongs to you". There is an icon of an envelope with an @ symbol. The main heading is "Enter a verification code". Below that, it says "Google has sent you a verification code to the email: [redacted]@gmail.com". There is a text input field with the placeholder text "Enter the 6-digit code", which is highlighted with a red border. Below the input field is a blue "Next" button. At the bottom of the form, there is a link that says "Try a different question".

\*If you don't have access to the email account you registered as a backup or don't remember, click on **Try a different question**

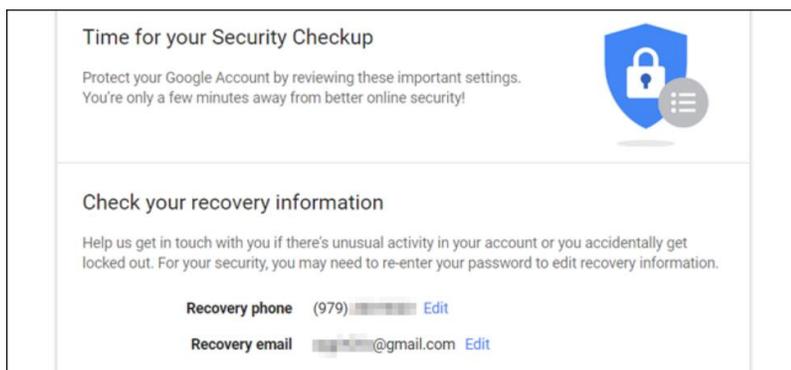


Answer the security questions to continue the password retrieval

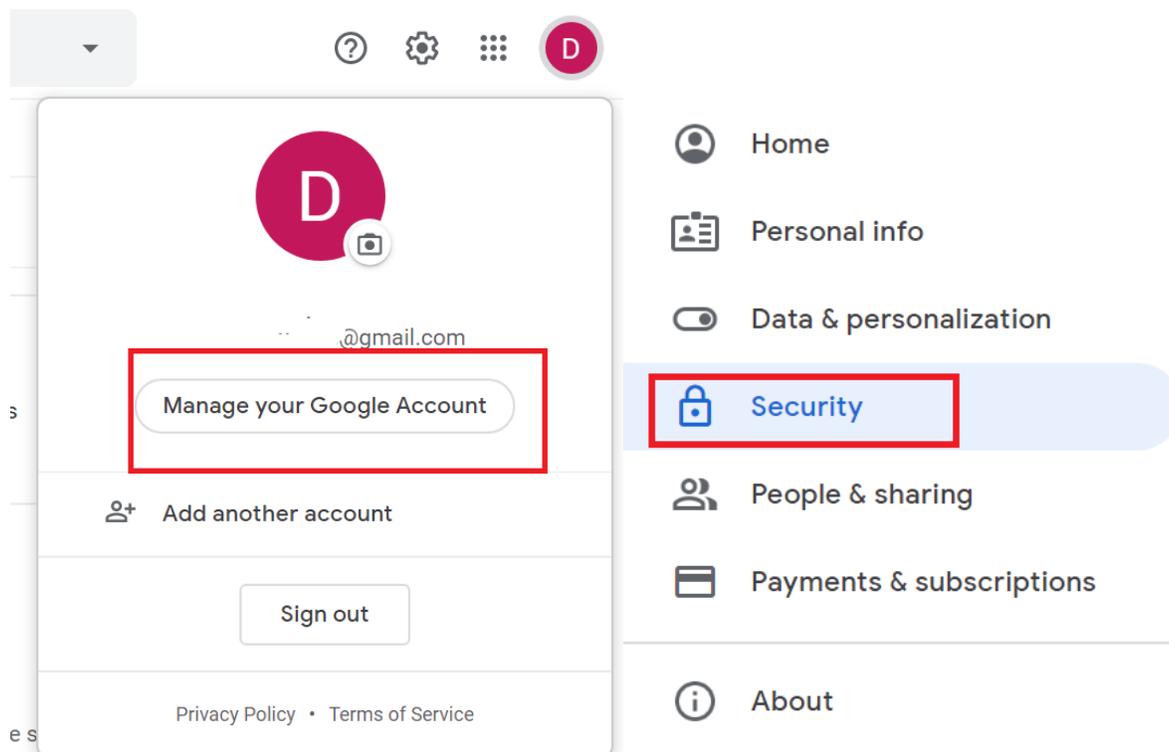


## SECURE YOUR GMAIL ACCOUNT

After the password retrieval, your Security Checkup will pop-up

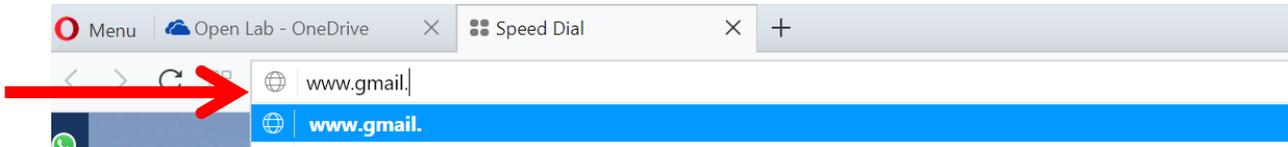


Your security settings can also be accessed by clicking on the first letter of your name (right side) and then clicking on **Manage your Google Account**. click on **Security** to change your security settings

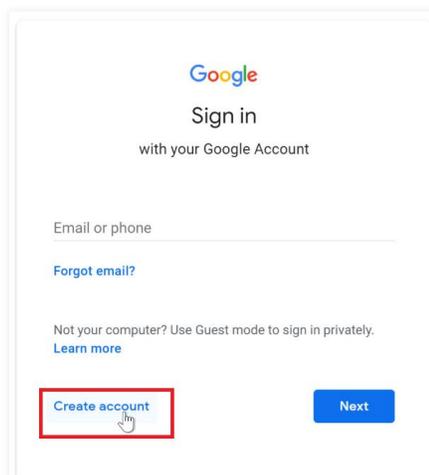


# SETTING UP A GMAIL ACCOUNT

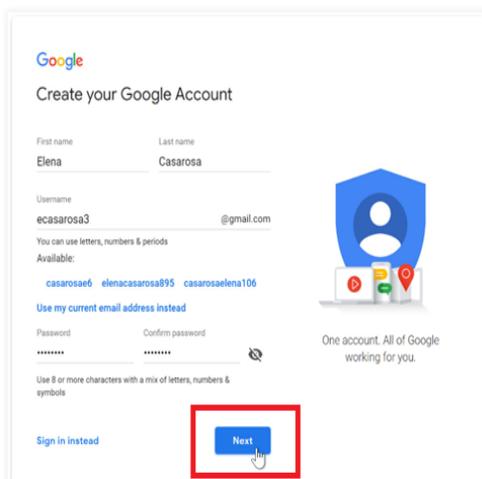
- 1) Open an internet browser. Next, click on the words in the address bar, hit backspace, type [www.gmail.com](http://www.gmail.com) and then hit enter.



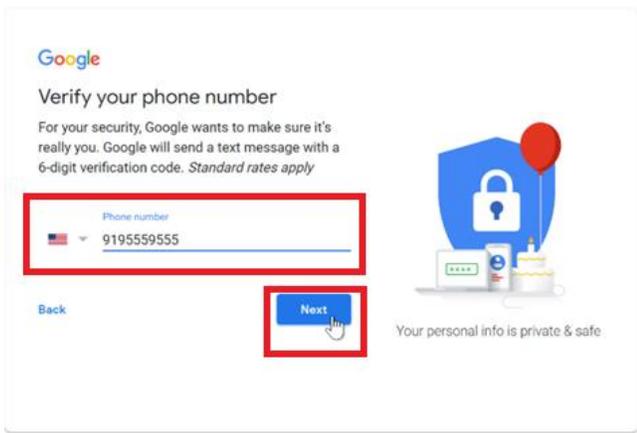
- 2) Click on **create account** on the bottom left.



- 3) Fill in the sign-up form with your first name, last name, a new username and password. Your password should be at least 8 characters long and have a mix of numbers, letters, and symbols. After completing the form, click next.

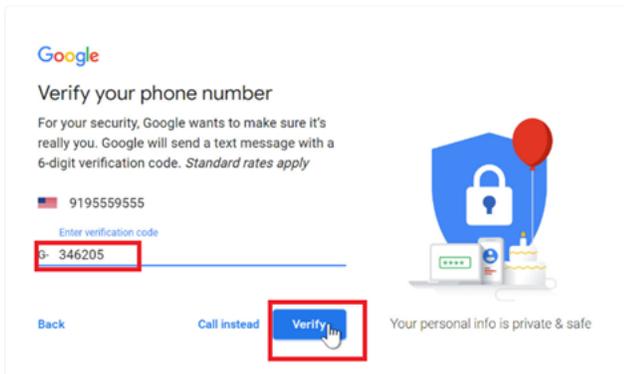


4) Enter your phone number then next to verify your phone number.



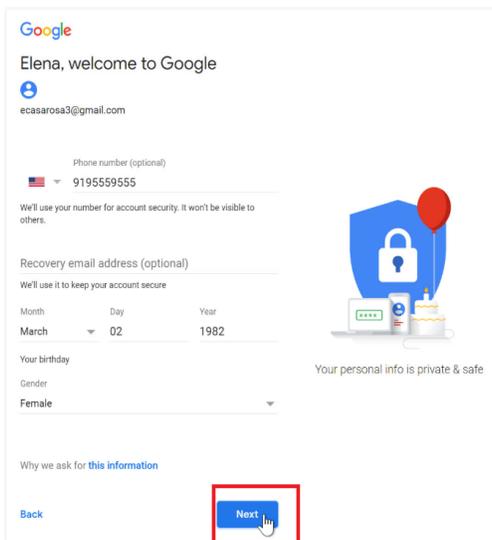
The screenshot shows the Google account verification interface. At the top, the Google logo is followed by the heading "Verify your phone number". Below this, a message states: "For your security, Google wants to make sure it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*". To the right is an illustration of a blue shield with a white padlock, a red balloon, and a smartphone. The phone number "9195559555" is entered in a field with a dropdown menu for the country code (USA). A red box highlights the phone number field. Below the field are "Back" and "Next" buttons, with the "Next" button highlighted by a red box and a mouse cursor. At the bottom right, it says "Your personal info is private & safe".

5) You will receive a text message from Google. Open your text messages to retrieve a verification code. Enter the verification code then click verify.



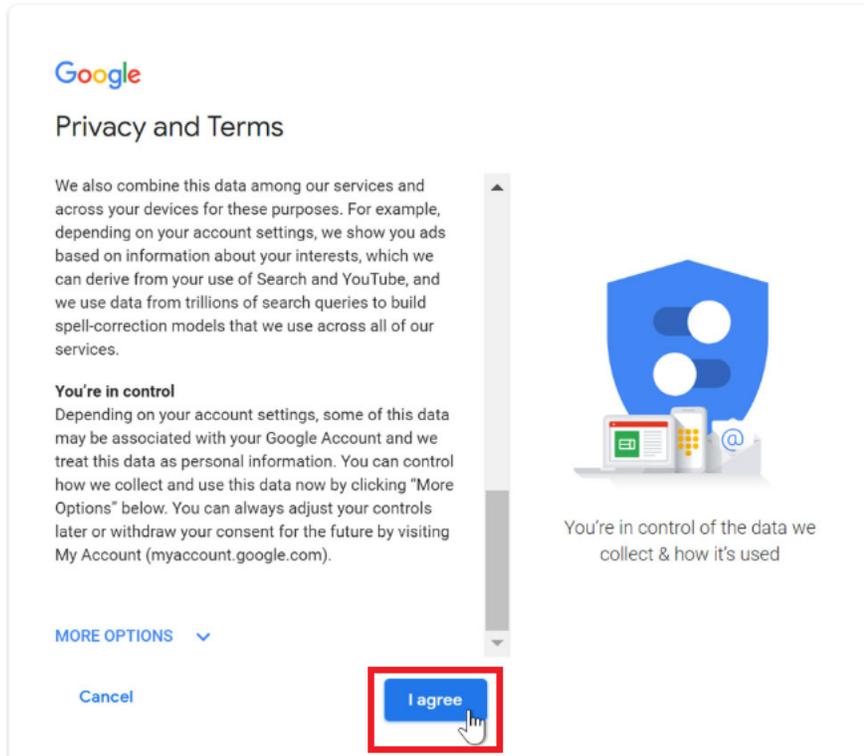
The screenshot shows the Google account verification interface. The phone number "9195559555" is displayed above the "Enter verification code" field. The code "346205" is entered in the field, which is highlighted with a red box. Below the field are "Back", "Call instead", and "Verify" buttons, with the "Verify" button highlighted by a red box and a mouse cursor. To the right is the same illustration as in step 4. At the bottom right, it says "Your personal info is private & safe".

6) Enter your name, birthday, and gender, and then click next.

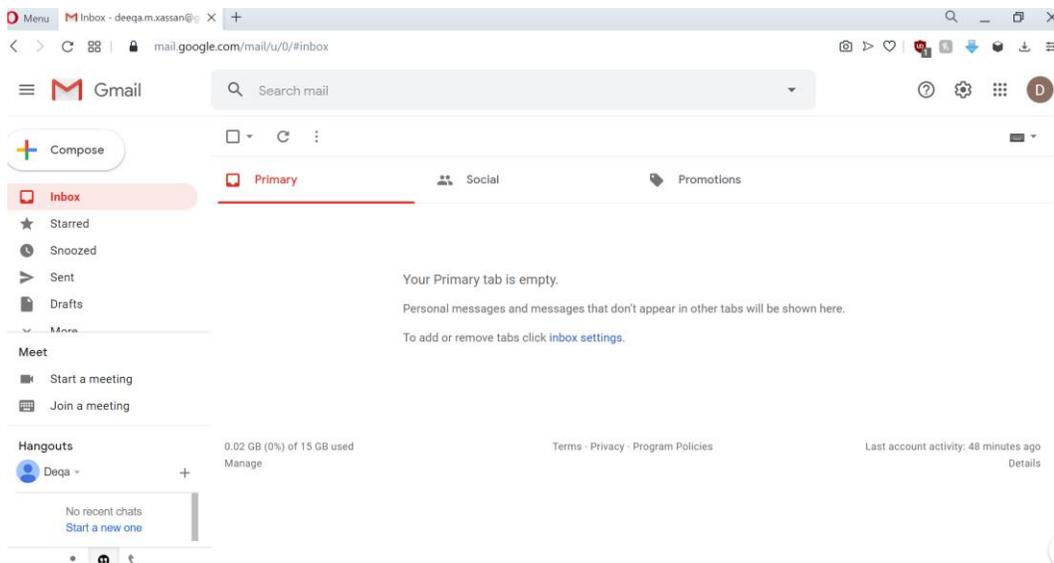


The screenshot shows the Google account verification interface. At the top, it says "Elena, welcome to Google" and "ecasarosa3@gmail.com". Below this, the phone number "9195559555" is shown with a note: "We'll use your number for account security. It won't be visible to others." The "Recovery email address (optional)" field is empty. The "Your birthday" field shows "March 02 1982". The "Gender" field is set to "Female". A red box highlights the "Next" button at the bottom, with a mouse cursor over it. To the right is the same illustration as in step 4. At the bottom right, it says "Your personal info is private & safe".

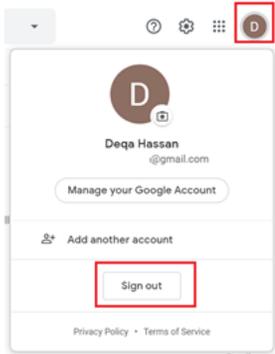
7) Review Google's terms of service and privacy policy and click on **I agree**.



8) After your email account is created you will see your Gmail homepage.



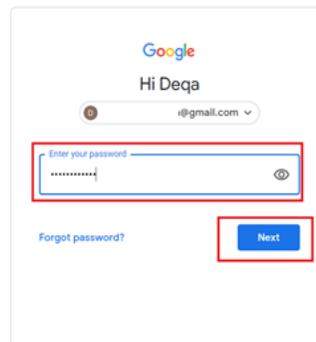
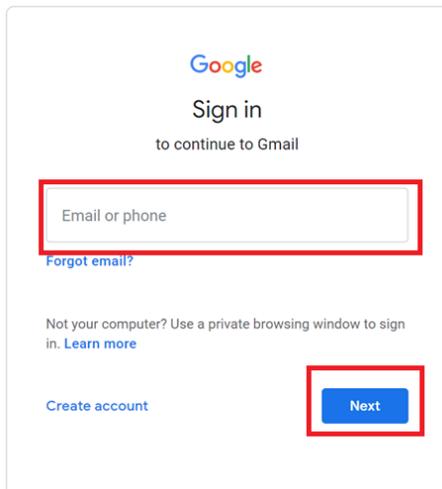
9) To sign out, click on the first letter of your first name on the top right. Then click on **sign out**.



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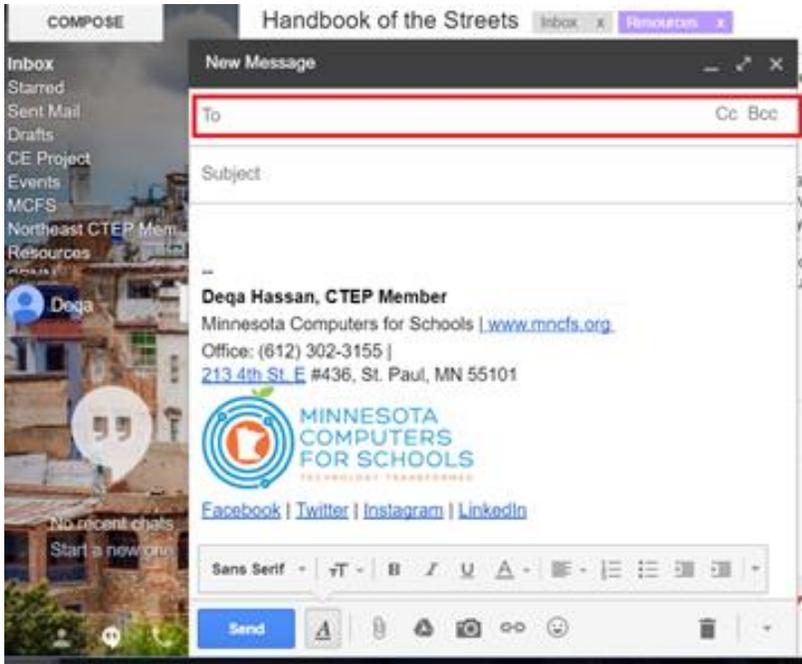
## SIGNING IN TO YOUR GMAIL ACCOUNT

- 1) Go to [www.gmail.com](http://www.gmail.com)
- 2) Type in your username (email address) and click next
- 3) Enter your password and click next



# COMPOSING AND SENDING EMAILS

1. CLICK **COMPOSE** to create a new email message
2. CLICK on the “**To**” box, type the EMAIL ADDRESS of the person you’re sending the email to
  - Use a **comma** between multiple email addresses: [lastnamefirstname@gmail.com](mailto:lastnamefirstname@gmail.com), [finitiaillastname@gmail.com](mailto:finitiaillastname@gmail.com)



- **CC** and **BCC** fields:
  - i. **CC**: “Carbon Copy” same as “To:,” except for people who only need a copy (and do not need to respond)
  - ii. **BCC**: “Blind Carbon Copy” email addresses are hidden. For sending emails without recipients knowing the other email addresses

Cc	<input type="text"/>
Bcc	<input type="text"/>

3. CLICK on the “**Subject**” box to enter a title for your email

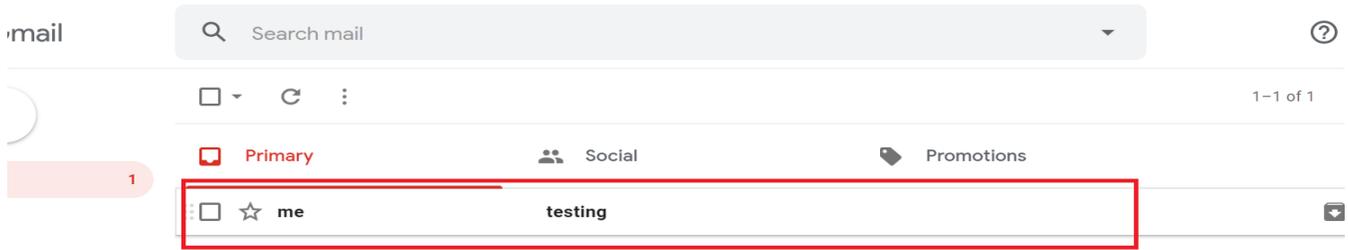
Subject	<input type="text"/>
---------	----------------------

4. CLICK inside the message box to type your message and then hit send to send the email

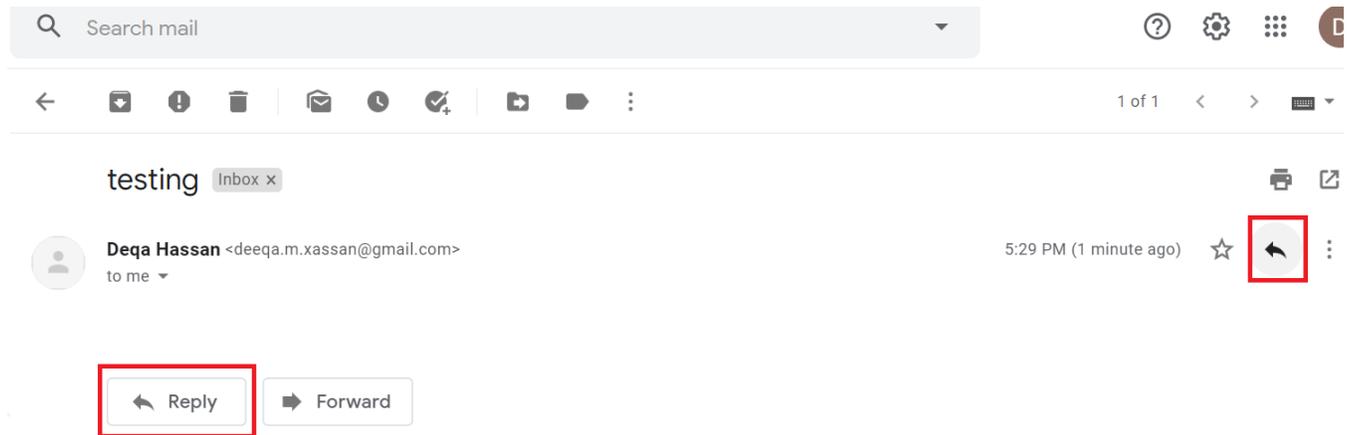


# REPLYING AND FORWARDING EMAILS

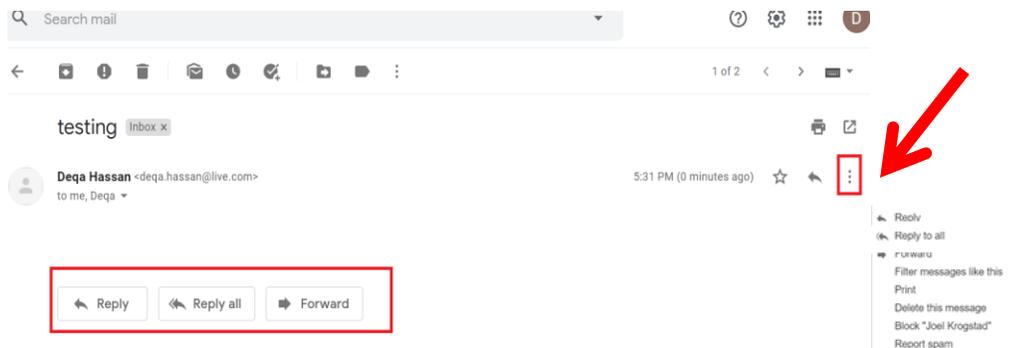
1. **To Reply to an Email:** Open the email you wish to reply to by clicking on its subject



2. Then click reply on the bottom of the email or click on the backwards arrow on the right

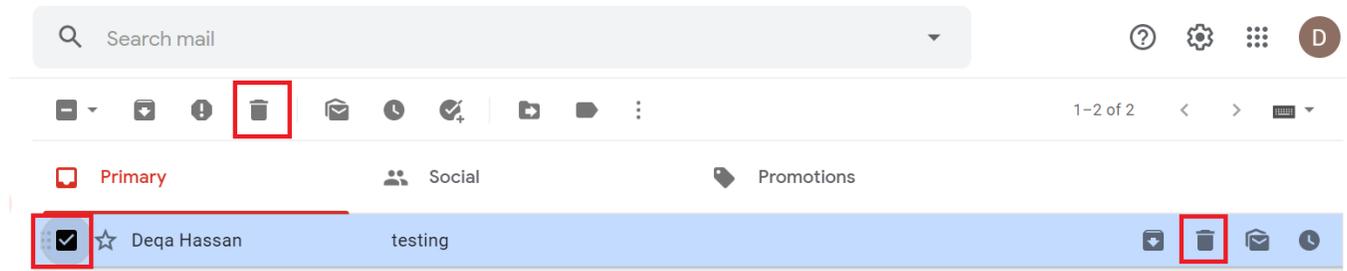


3. **To Reply All or Forward an Email:** You can also reply, reply all and forward an email by clicking on them on the bottom of the email or by clicking the three dots or arrow on the right (depending on your internet browser)



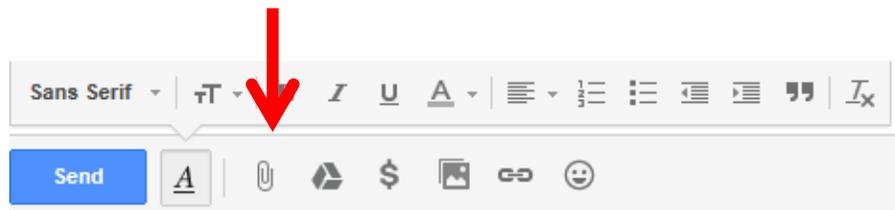
## DELETING EMAILS

1. Select the email you want to delete by clicking on the checkbox by the email, then click on the trash icon (top or right side)

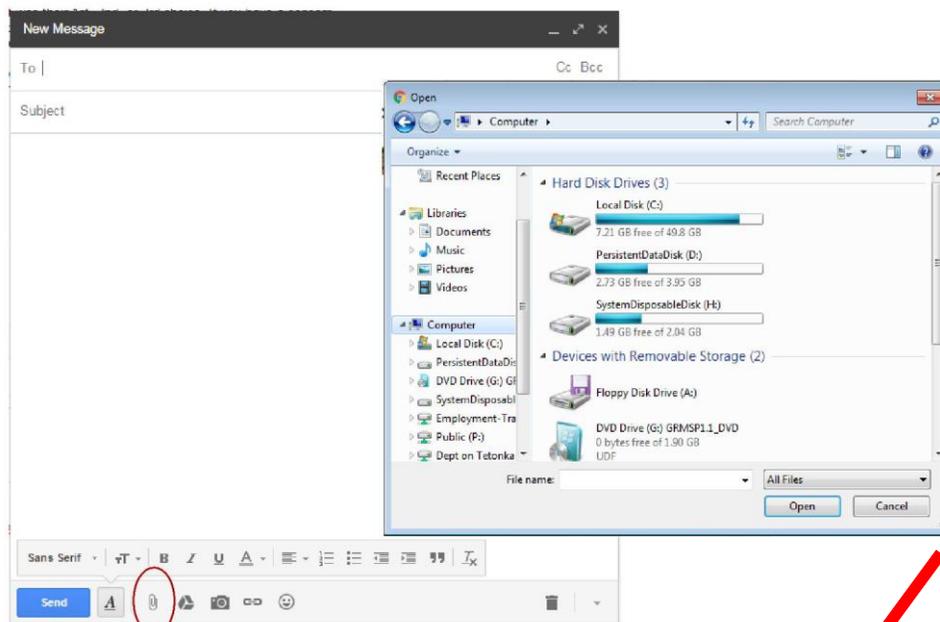


## ATTACHING A FILE TO AN EMAIL

1. Click on the paper clip icon on the bottom of the message



1. Browse the computer for the file
2. Click on the file you want to attach, then click **Open**



3. The attached file will appear on the bottom of the email



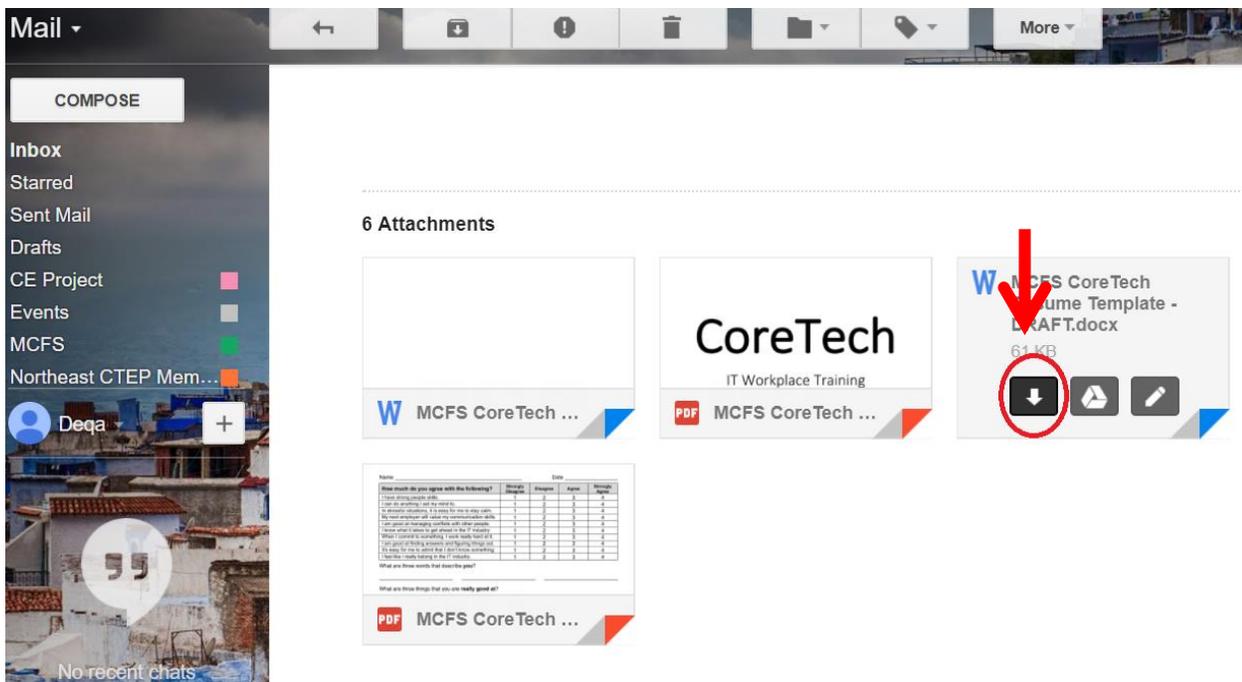
## OPENING AN ATTACHMENT

1. Find the email with a paperclip
2. Click on the subject line of the email to open it

<input type="checkbox"/>	<input type="star"/>	<input type="paperclip"/>	Lisa Peterson-de la Cueva	Supervisor Corresponden...	Timesheets due today   Biweekly Reflections - Hi everyone, Thanks everyone for a nice C	Nov 23
<input type="checkbox"/>	<input type="star"/>	<input type="paperclip"/>	me, Joel (2)	Supervisor Corresponden...	St. Paul Evening Classes - Hi Kathleen, Sorry for taking a few days to respond to this. L	Nov 19
<input type="checkbox"/>	<input type="star"/>	<input type="paperclip"/>	Joel Krogstad	Supervisor Corresponden...	CTEP Group Civic Engagement Project Teams - Greetings CTEP members! Results are 	Nov 19
<input type="checkbox"/>	<input type="star"/>	<input type="paperclip"/>	Joel Krogstad	Supervisor Corresponden...	Corps Day Agenda for Nov 20 at Arlington Library - Greetings members, Below is the ag	Nov 18
<input type="checkbox"/>	<input type="star"/>	<input type="paperclip"/>	Lisa Peterson-de la Cueva	Supervisor Corresponden...	Biweekly reflection - Hi Kathleen, Thanks for the reflection. So glad that you've been abl	Nov 16

## DOWNLOADING AN ATTACHMENT

1. Open the message with the attachment (paperclip) and scroll to the bottom
2. Move your cursor over the attached file until you see a **downward arrow**



The screenshot shows an email client interface. On the left is a sidebar with navigation options: Mail, COMPOSE, Inbox, Starred, Sent Mail, Drafts, CE Project, Events, MCFS, and Northeast CTEP Mem... Below these is a chat window for 'Deqa' with a 'No recent chats' message. The main area displays '6 Attachments'. The attachments are:

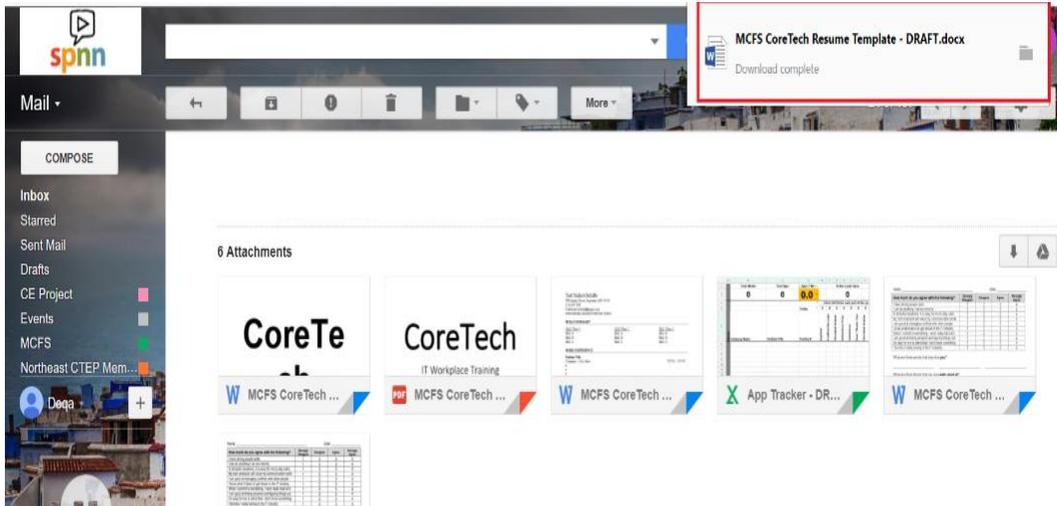
- A document icon with the text 'MCFS CoreTech ...'.
- A PDF icon with the text 'MCFS CoreTech ...'.
- A document icon with the text 'MCFS CoreTech ...', 'IT Workplace Training', and 'MCFS CoreTech ...'. A red arrow points to a downward arrow icon on this attachment.
- A document icon with the text 'MCFS CoreTech ...'.

The document attachment with the red arrow has the following details: 'MCFS CoreTech ...', 'Volume Template - DRAFT.docx', and '61 KB'. Below the attachment icons are three smaller icons: a downward arrow, a refresh icon, and an edit icon.

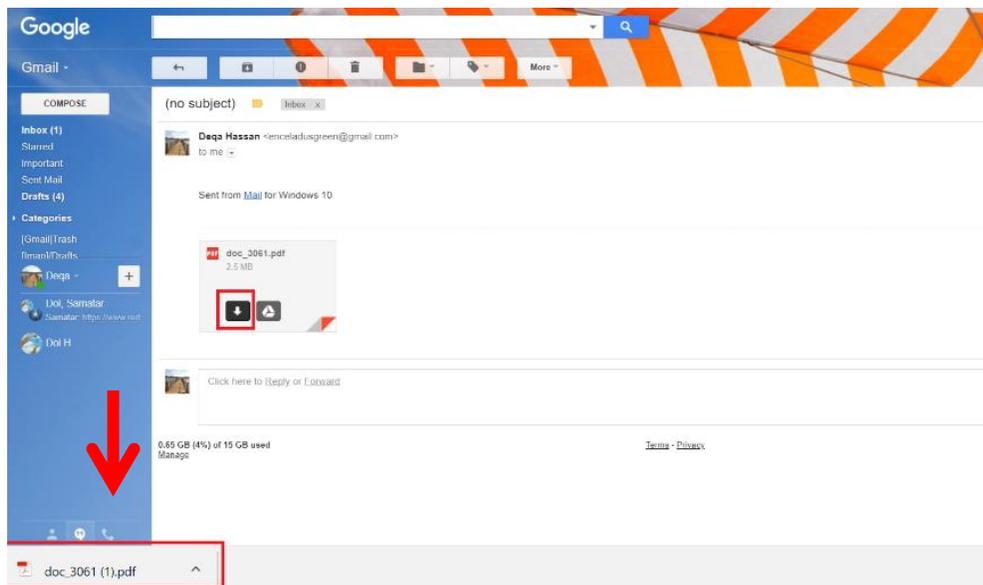
After downloading the file, a **pop-up window** will appear, which varies with the type of browser you are using (see examples below)



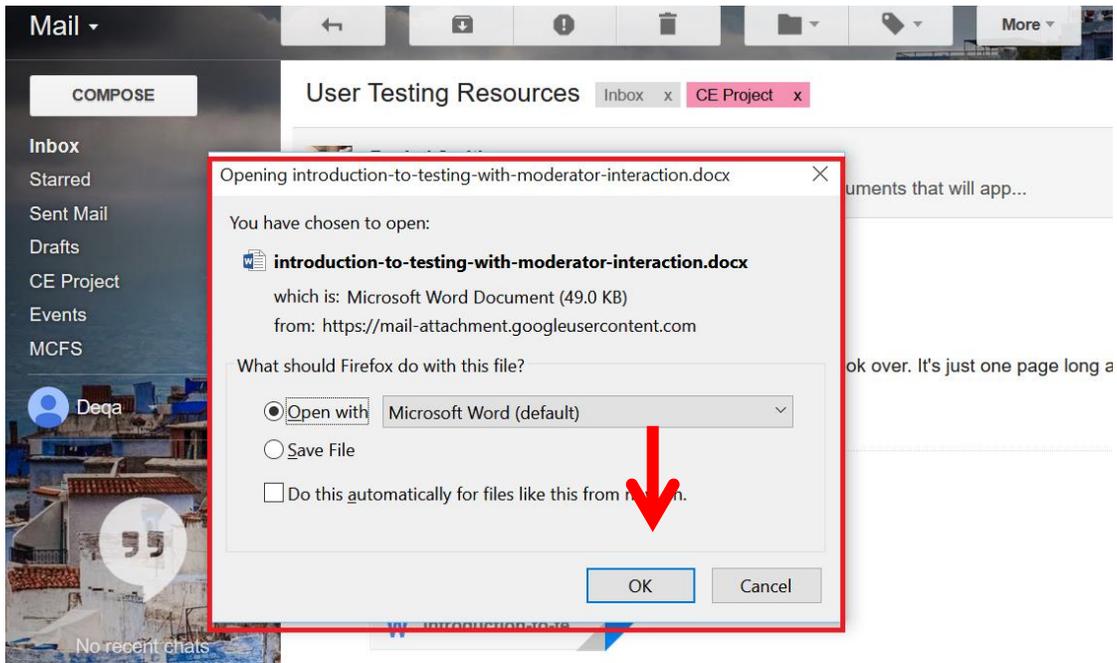
**Opera Browser:**



**Mozilla Firefox:**



**Google Chrome:**



**Internet Explorer:**

