

Using Gmail

A Basic Guide To Google's Web-Based Email Product

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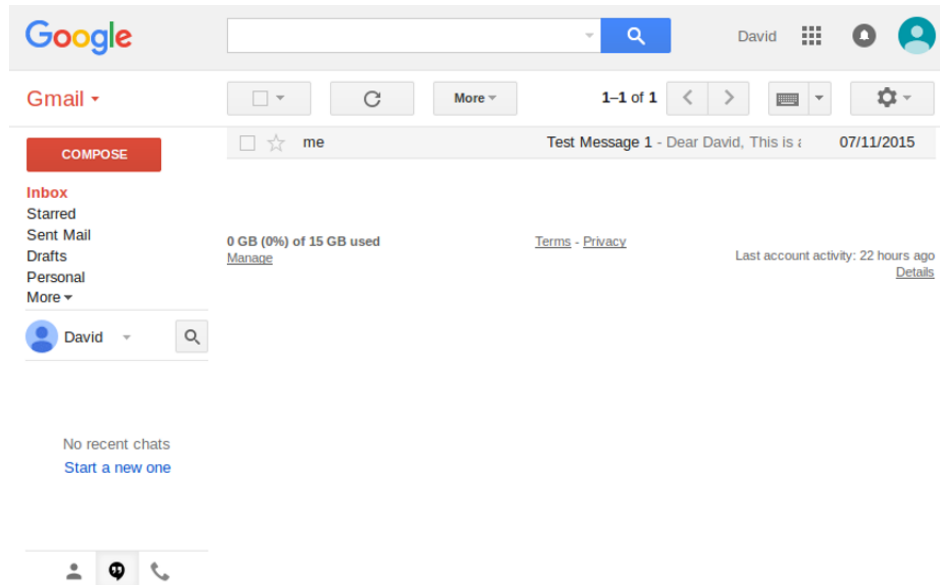
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1 Gmail (Email)

When you log in to your Gmail account you will be taken straight to the Inbox where you will see your existing messages and any new messages that have arrived since you last checked.

1.1 Basic Layout

The image below show the basic layout of the Gmail web page.



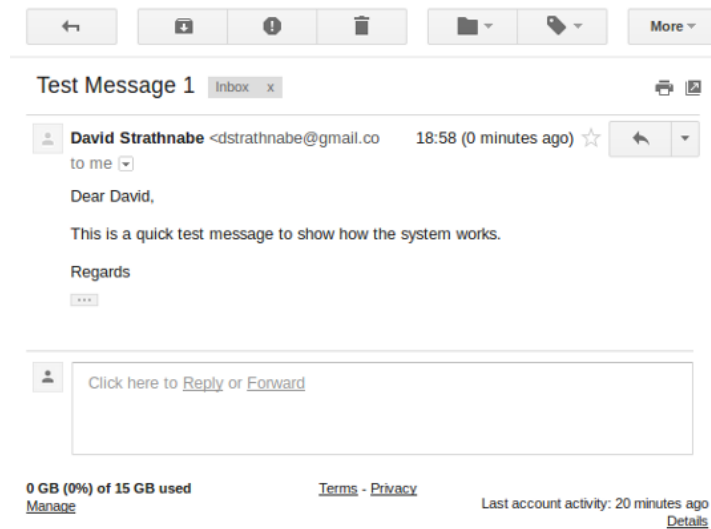
The first line shows Google’s Logo followed by a search box that allows you to search for emails. The next item on line 1 is the first name of the account holder (in this case “David”) followed by the 3x3 9-dot pattern that allows you to switch to other Google services. The last two items on line 1 are an icon to show notifications and an avatar icon that allows you to manage your Gmail account or logout (you can change by uploading a picture - see settings).

The second line shows the “Gmail” menu button followed by a set of icons that will change depending on what you are doing. Next on the line is a display showing which messages are currently being show out of how many are in the current folder (The Inbox in this case) and then a left and right arrow that allows you to show either the previous or next page of messages. The next icon gives you access to the “Input Tools” so you can add or remove keyboard languages (Use this option carefully!). The last icon is used to access the Gmail settings and themes.

Below line 2 the screen is split in to 2 parts. On the left-hand side is the “Compose” button and, underneath that, a list of labels/folders with the current folder highlighted and then, if you have it enabled, your “Chat” status and any chat messages. On the right-hand side is the list of messages on the page you are currently viewing.

1.2 Reading Email

To read an email click on the title of the message and it will open in the right-hand side replacing the list of messages.

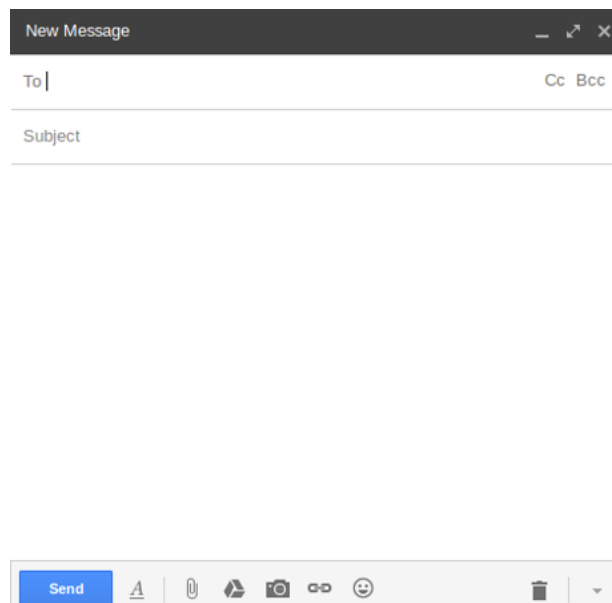


When you have finished reading the message click on the return button on the left-hand side just above the message.



1.3 Sending Email

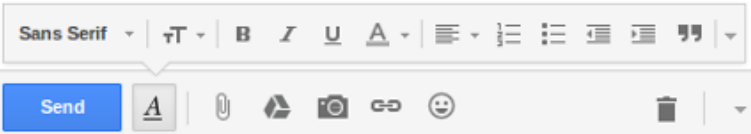
To create an email click on the “Compose” button to bring up the compose window.



In the “To” box, start typing the email address of the person you want to send the message

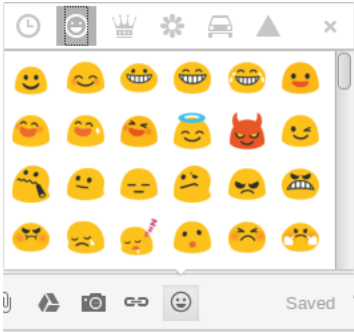
to and Gmail will try to auto-complete it for you. If Gmail provides a correct suggestion then click on it to enter it. If you want to “Cc” or “Bcc” the message to other recipients then click on the “Cc” or “Bcc” option on the right-hand of the “To” field and enter the appropriate email addresses. Enter a subject for the email in the “Subject” box and then click in the box underneath and start typing your message. Once you have finished click on the “Send” button to send the message.

To add formatting to your email click on the “A” next to the “Send” button and add the formatting that you want.

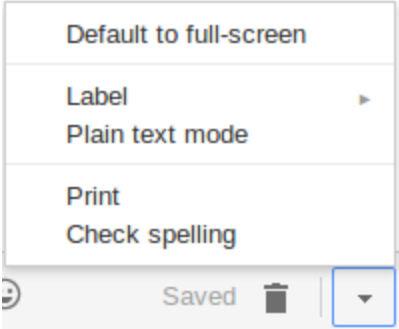


To attach a file or files to your email click on the paperclip icon near the “Send” button and select the file/s that you want to attach.

To insert a “Smilie” click on the face icon near the “Send” button and select the “Smilie” that you want to insert.



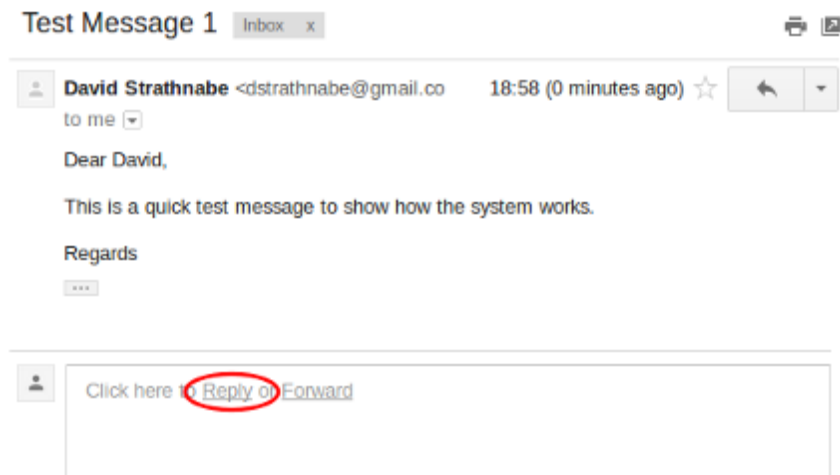
Clicking on the arrow on the right-hand side of the “Send” button row will bring up a few additional options such as print and spell checking.



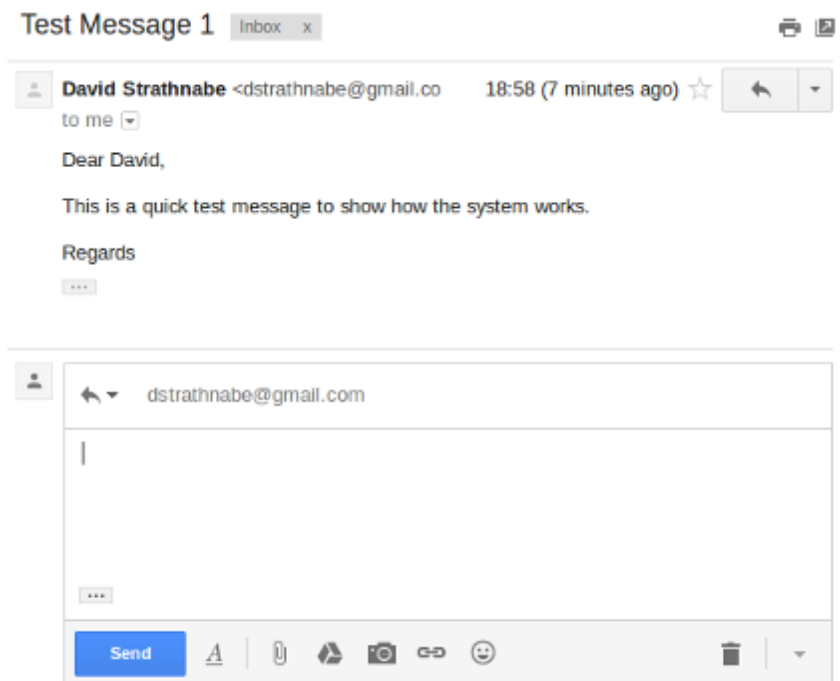
The second-to-last icon on the “Send” button row is a trash can that allows you to delete the email rather than sending it.

1.4 Replying To An Email

To reply to an email you must first open it for reading and then click on the “Reply” link.

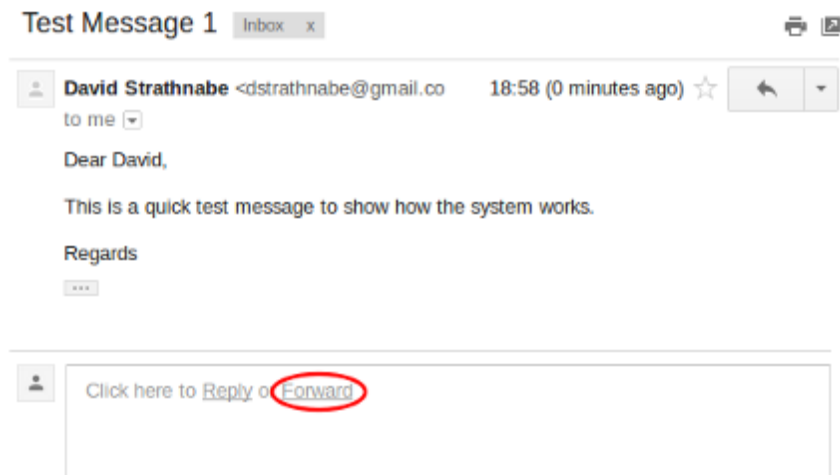


An email composition window will open up below the message with the “To” address already filled in. Type in your message and click on the “Send” button. The formatting and attachment buttons are available if you wish to use them.

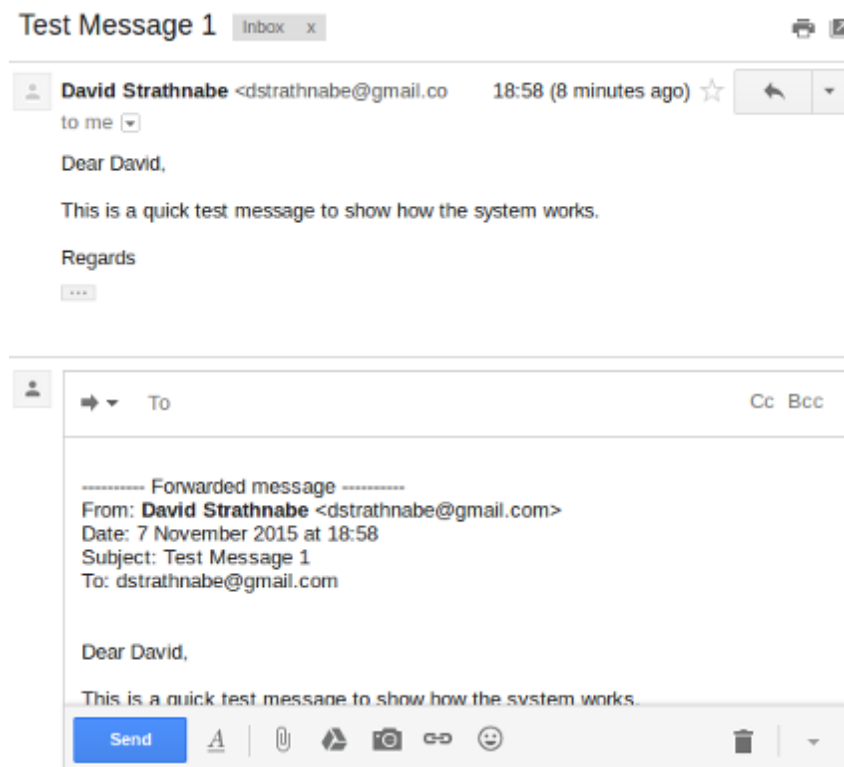


1.5 Forwarding An Email

To forward an email you must first open it for reading and then click on the “Forward” link.

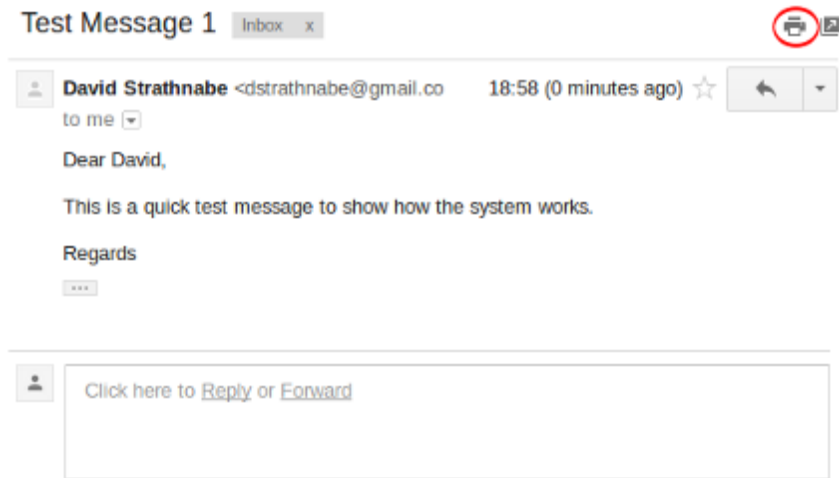


An email composition window will open up below the message and you can then add the appropriate “To”, “Cc” and “Bcc” addresses. Type in your message and click on the “Send” button. The formatting and attachment buttons are available if you wish to use them.



1.6 Printing Emails

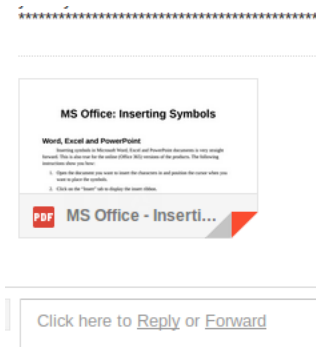
To print an email you must first open the message and then click on the printer icon in the top right-hand corner of the message.



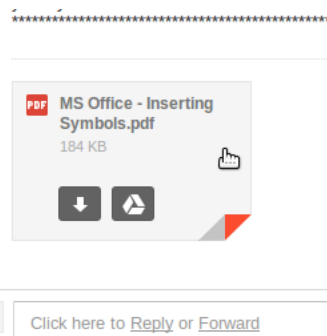
The standard print dialog will appear and you can print the email just like any other document.

1.7 Saving Attachments

When you open an email that has attachments Gmail will show them at the bottom of the message with a preview if possible.

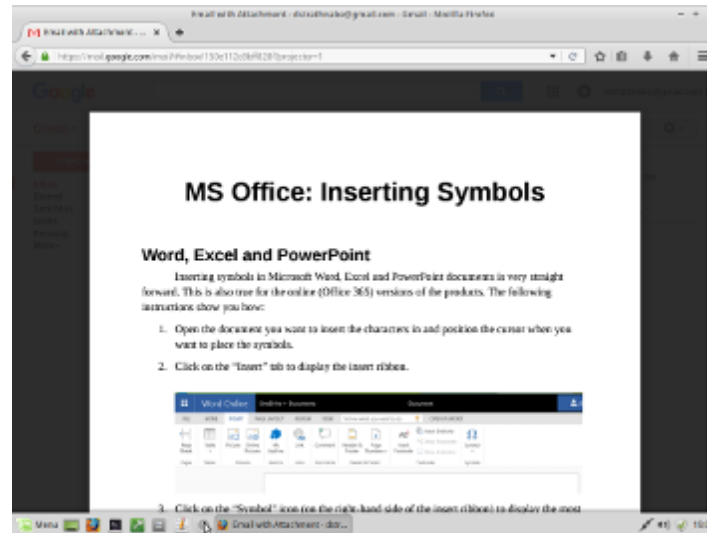


When you move your mouse over an attachment it will turn grey and 2 or more icons will appear that allow you to do various things.

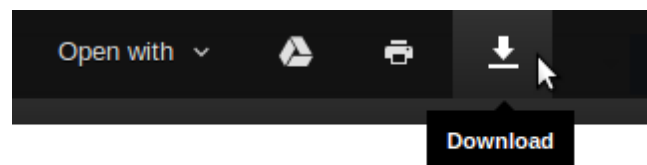
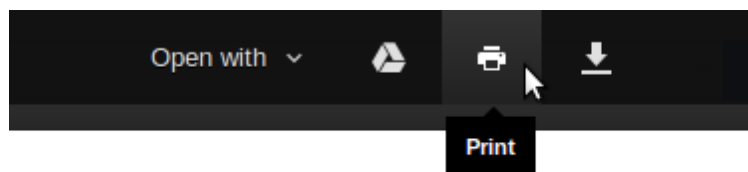


If you click on the first icon (the down arrow) you can save the attachment to your computer.
If you click on the second icon you can save the attachment to your Google Drive.

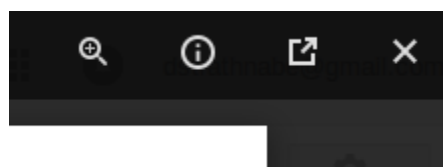
If you click on the attachment itself rather than one of the icons Gmail will try to open the attachment so you can view it.



When you move your mouse over the opened attachment a title bar will appear with a set of icons in the middle that allow you to print or download it.



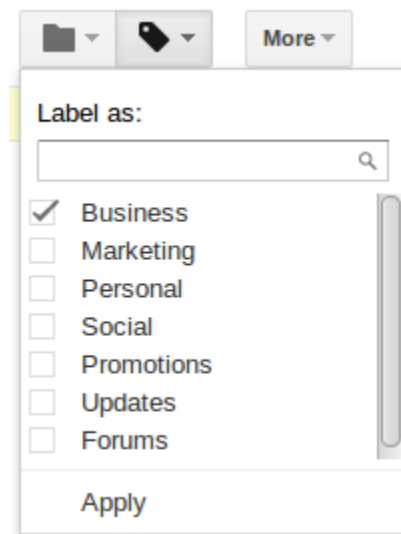
There are other icons on the right-hand side of the title bar that allow you to search the document (the magnifying glass with the plus in it), get information about the document (the I in a circle), view the document in fullscreen mode (the square with the arrow) and close the document (the X) respectively.



1.8 Filing Messages

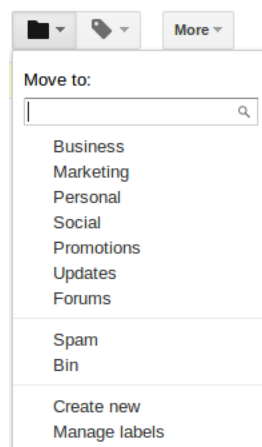
The Gmail filing system is based on “Labels” and is very versatile but can take time to get used to. By default all new messages reside in the “Inbox” and all messages that you have sent reside in the “Sent Mail” folder. You can create as many labels as you like and can attach as many labels as necessary to a message. If you want to move a message out of the “Inbox” but don’t want to archive it then you can move it into a label. Even though a message can have multiple labels attached to it you can only move it into one label at a time.

To attach a label or labels to an email click on the select box on the left-hand side of the message and then click on the label pull-down menu. Select the labels you want to use and then click on “Apply” option that appears.

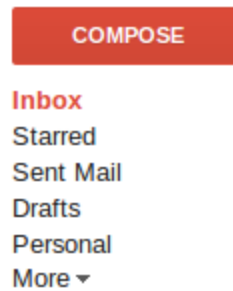


To remove any labels that you don’t want just select the message and un-tick the labels you want to remove and then click “Apply”.

To move a message or messages out of the “Inbox” and into a label simply select them, click on the folder icon and then choose the label to move the messages in to.

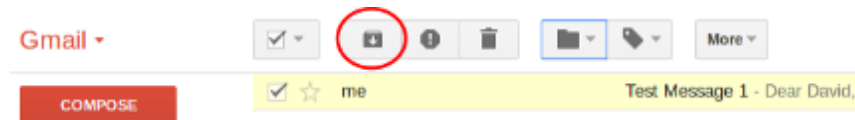


When you select the label on the left-hand side menu you will be shown a list of all of the messages that have that label.



1.9 Archiving Messages

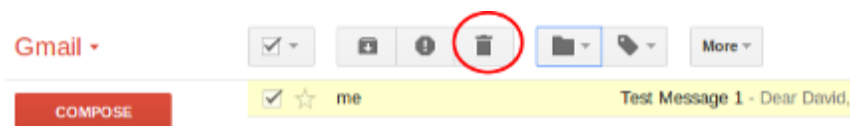
When you have an email open for reading or have ticked the select box on the left-hand side of the message the main menu bar will change to include a box with an arrow icon.



Clicking on the icon will move the message (or messages if you have more than one selected) out of the “Inbox” but will leave them displayed in the All Mail folder if you want to refer to them later.

1.10 Deleting Emails

When you have an email open for reading or have ticked the select box on the left-hand side of the message the main menu bar will change to include a trash can icon.



Clicking on the trash can icon will move the message (or messages if you have more than one selected) to the “Bin” folder. After 30 days in the “Bin” folder a message will be deleted from the system. If you change your mind about deleting a message before the 30 days is up you can go in to the “Bin” folder, select the message (or messages) and move them to another folder.

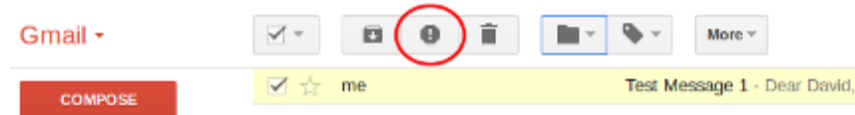
NB: Once a message has been deleted from the “Bin” folder it **can not** be recovered.

1.11 Dealing With Junk Mail

Gmail is very good at filtering out junk mail but no system is perfect and, occasionally, some will slip through or a valid email will be incorrectly marked as junk.

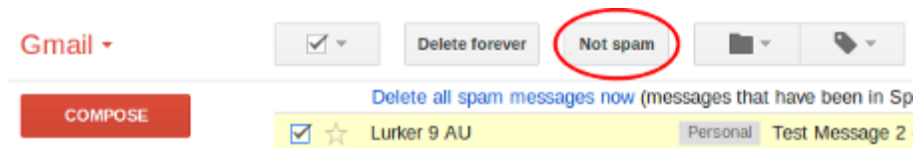
Uncaught Junk Mail

If a message appears in your “Inbox” and it is clearly unwanted junk mail then tick the select box on the left-hand side of the message (or messages if you have received several pieces of junk mail) and then click on the icon with exclamation mark in a hexagon. This will move the message in to the “Spam” folder where it will sit for 30 days before being deleted permanently. Gmail will also analyse the message to improve future message filtering.



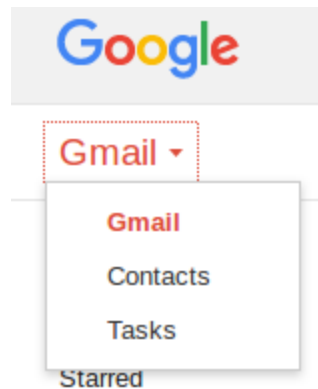
That Isn't Junk Mail

If Gmail marks a message a junk or you accidentally mark a message as junk it will be moved to the “Spam” folder for 30 days before being deleted permanently. If you find the message (or messages) before they are deleted you simply need to tick the select box on the left-hand side of the message (or messages) and then click on the “Not Spam” button on the main menu bar and the message will be moved back to the “Inbox”.



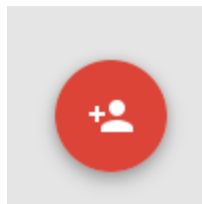
2 Contacts

To open the contacts page click on the “Gmail” menu in the top-left corner of the screen and choose “Contacts” from the menu that appears.

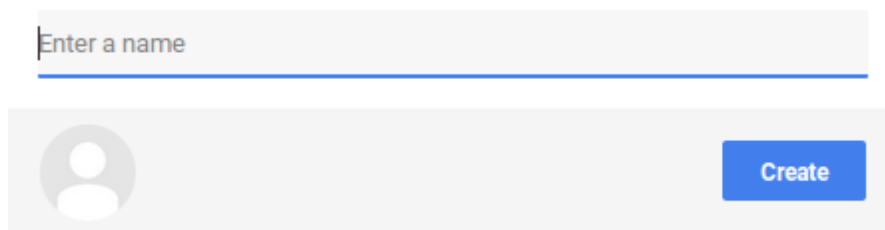


2.1 Creating A Contact

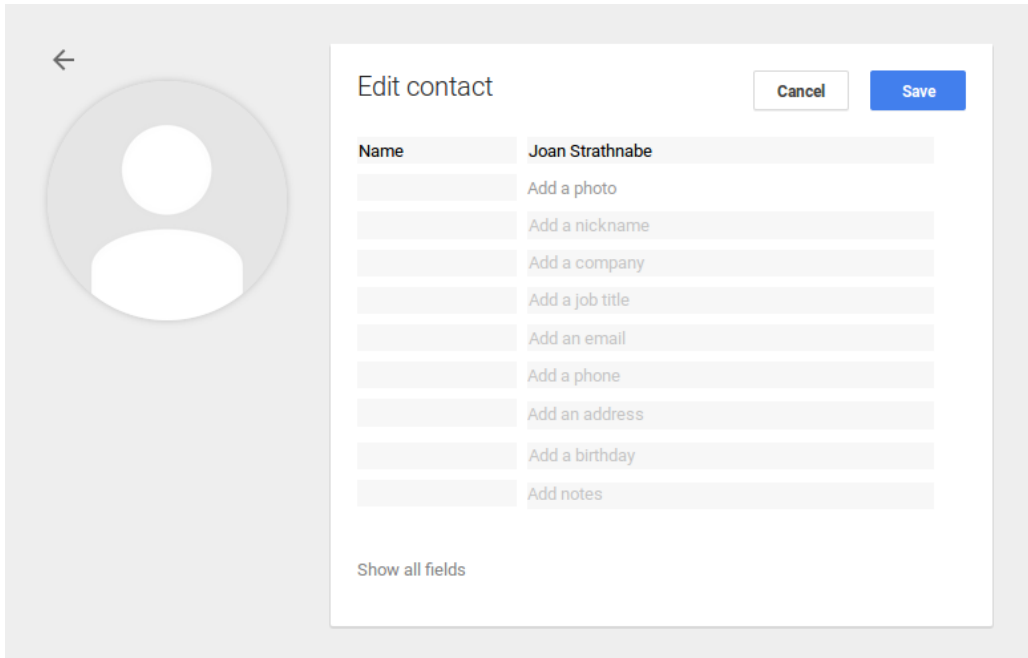
To create a new contact click on the symbol in the bottom-right corner of the screen.



This will bring up a box that will allow you to enter a name for the contact. Type the name in and click “Create”.

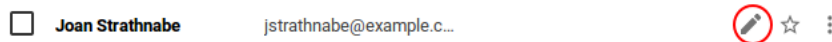
A screenshot of the contact creation dialog box. It features a text input field with the placeholder text 'Enter a name'. Below the input field is a blue 'Create' button. To the left of the button is a grey circular icon representing a person.

You will now be shown a dialog box that will allow you to enter any additional information about the contact that you want. Once you have filled in the details click “Save” to create the contact. If you decide not to create this contact then click “Cancel”.

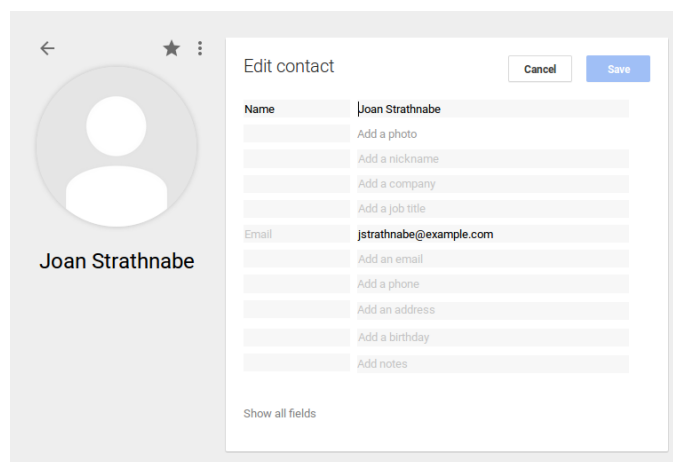


2.2 Editing A Contact

To edit a contact you need to find it in your contacts list and then click on the pen/pencil icon that appears on the right-hand side of the entry.

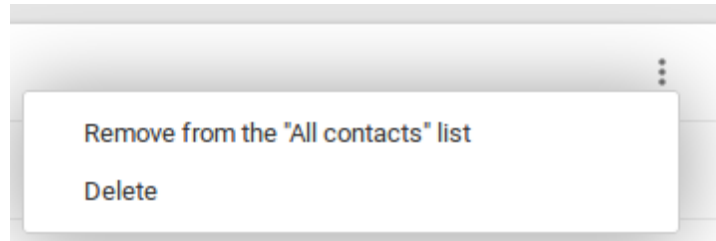


This will bring up a dialog box that will allow you to edit the contact. Make the changes you want and then click "Save".



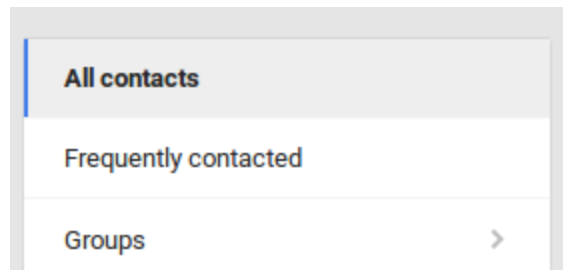
2.3 Deleting A Contact

To delete a contact you need to find the contact in your contacts list and then click on the three dots that appear on the right-hand side of the entry. Choose “Delete” from the menu that pops-up.



2.4 Creating A Contact Group

To create a contact group you may need to expand the Groups tab first by clicking on the arrow next to “Groups” on the left-hand side of the screen.



This will reveal an option labelled “New Group”. Click on this option to open a dialog that will allow you to give the group a name.

New group

Please enter a new group name.

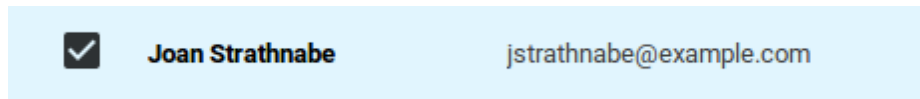
Cancel

Create group

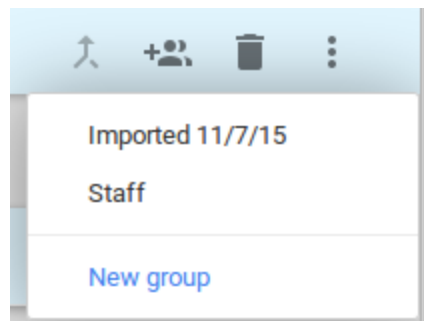
Click “Create group” to finish creating the group.

2.5 Adding Members To A Group

To add existing contacts to a group tick the box of the left-hand side of the contacts name (you can select more than one at a time).

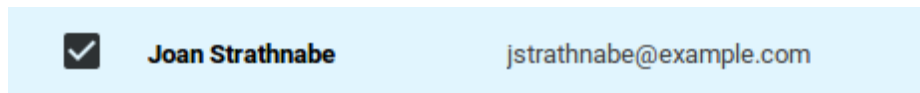


Once you have selected all of the contacts that you want to add to the group click on the icon next to the trash can on the top-right of the screen and then click on the groups that you want the contacts to appear in.

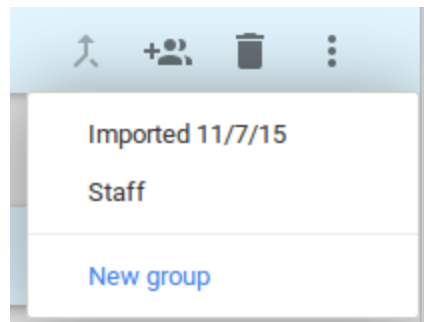


2.6 Removing Members From A Group

To remove a contact from a group you need to tick the box on the left-hand side of the contacts name (You can do this for multiple contacts at the same time).



Then click on the icon next to the trash can on the top-right of the screen and un-tick the groups that you want to remove the contact from.



2.7 Renaming A Contact Group

To rename a group you must first select the group from the list on the left-hand side. The group name will appear near the top of the screen along with a count in brackets of how many contacts are in the group. There will also be a pen/pencil icon and a trash can icon on that line. Click on the pen/pencil icon to bring up the rename dialog.



Rename group

Please enter a group name.

Cancel

OK

Enter the new name for the group and click “OK” to save your changes.

2.8 Deleting A Contact Group

To delete a group select it from the list on the left-hand side and click on the trash can icon that appears near the group name at the top of the screen.



If there are no contacts in the group you will be shown a confirmation dialog like this:

Delete this group

This group doesn't have any contacts. You can delete it now.

[CANCEL](#) [DELETE](#)

If the group has contacts in it then you will be given a choice about deleting the contacts as well as the group like this:

Delete this group

This group has 25 contacts. Choose what to do with them.

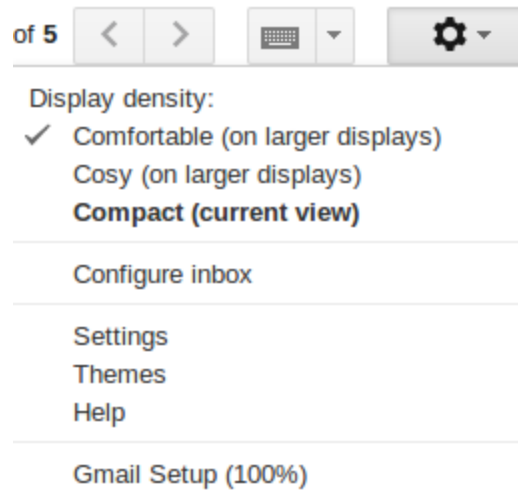
- Keep all contacts and delete this group
- Delete all contacts and delete this group

[CANCEL](#) [DELETE](#)

Choose what you want to do and then click “Delete” to remove the group.

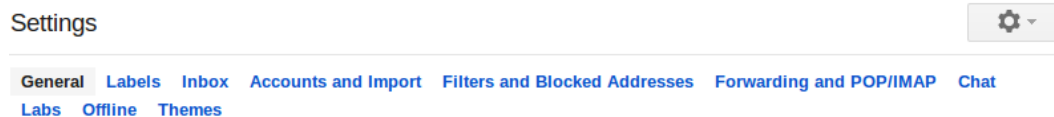
3 Settings

To switch to the settings page click on the gear symbol in the top-right corner and select Settings from the pull-down menu that appears.



3.1 General

The “General” tab is the default tab shown when you first go in to settings. If it is not selected then click on General to switch to the tab.



Language

The “Language” setting allows you to choose the default language that will be used. It also defines the language used for spell checking.

Phone numbers

The “Phone numbers” setting is used to define the default area code for all entered phone numbers (eg: +61 for Australia).

Maximum page size

This setting defines how many messages (called “conversations” by Google) or contacts will be displayed per page.

Images

This settings defines if images from other sites will be displayed automatically. You can choose to be prompted before those images are displayed.

Default reply behavior

The “Default reply behavior” determines if, when you reply to a message, it only goes to the person that sent the message or, instead, it goes to everyone that received it.

Default text style

This setting allows you to adjust how the body of an email will appear.

Conversation View

When “Conversation View” is turned on emails with the same topic will be grouped together. When turned off the emails will appear sorted by date.

Send and Archive

This setting determines whether the “Send & Archive” button is displayed.

Undo Send

“Undo Send” enables you to set a delay between clicking on “Send” and an email actually being sent. This can allow you to change your mind about sending an email.

Stars

“Stars” are a way of allowing you to categorise emails without having to sort them in to folders.

Desktop Notifications

The “Desktop Notifications” setting determines whether you will be notified when a new email arrives.

Keyboard shortcuts

This setting allows you to turn keyboard shortcuts on and off.

Button labels

This setting determines if buttons will appear as icons or text labels.

My picture

Use this setting to add a picture that will be sent with every email you create.

People Widget

The “People Widget” setting determines if you will be shown information about people that are included in the email you are sending. If the people are using Gmail accounts then the information will include if they are currently online (logged in to their Gmail account).

Create contacts for auto-complete

Turning on this setting will cause Gmail to automatically create a new contact entry for anyone you email if there isn't already a contact for them.

Importance signals for ads

This is an advanced topic that relates to the advertising shown when you are logged in to your Gmail account. The ads are the price you pay for a free account with Google.

Signature

This setting allows you to create a signature that will be attached to all emails that you send.

Personal level indicators

This setting determines the indentation marks used when you reply or forward an email.

Snippets

Turning the “Snippets” setting on allows you to see part of the email message before you open it. If this is turned off then you will only see the email subject.

Vacation responder

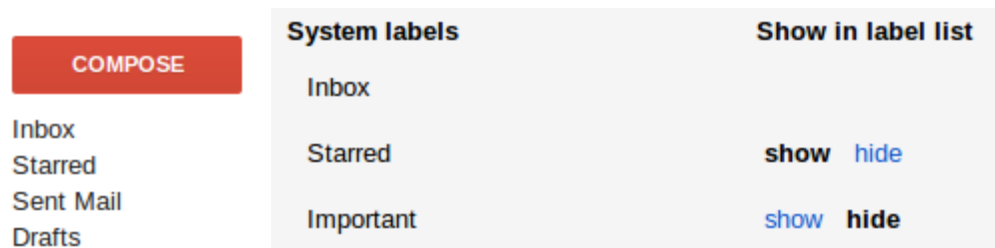
The “Vacation responder” allows you to create a message that will be sent automatically whenever a new email arrives in your account.

3.2 Labels

Labels are Google’s equivalent to folders and are used to categorise emails. Labels differ from folders in that an email may have multiple labels but can only be in one folder.

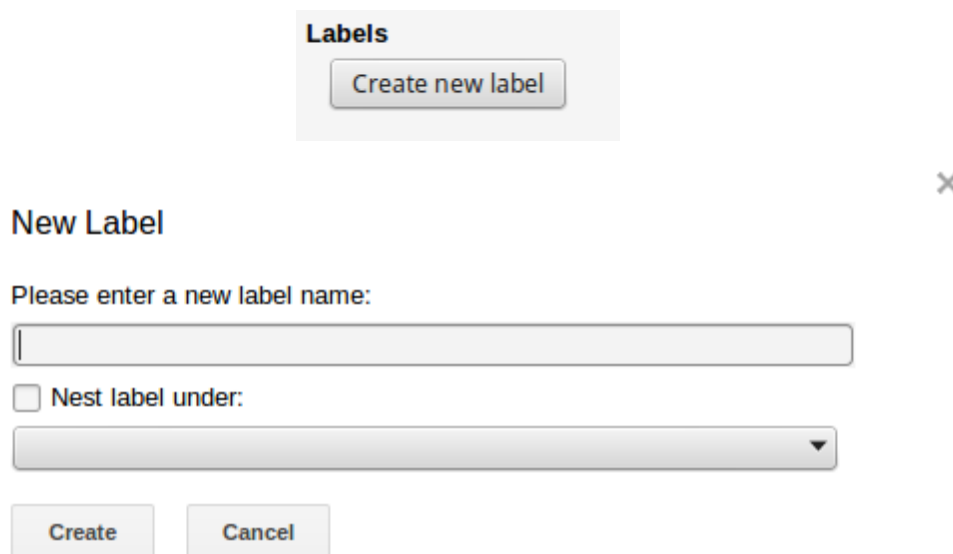
Show/Hide Labels

The “Labels” setting tab allows you to determine if a particular label will be visible in the column on the left-hand side of the page. To change the setting just click on “Show” or “Hide” for the particular label (The Inbox will always be shown and can not be hidden).



Creating Labels

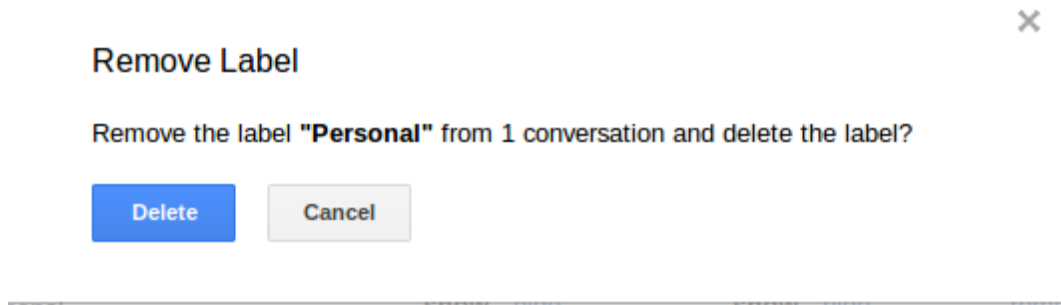
To create a new label click the “Create new label” button, enter the name of the label and then click “Create”.



It is possible to “nest” a label under another label in the same way that a folder can be created inside another folder.

Deleting Labels

To delete a label simple click on “Remove” for that label. If the label has been attached to email messages then you will be prompted as to whether you want to remove the label from those message and then delete the label.



If the has not been used yet then you will be asked to confirm that you want to delete the label.

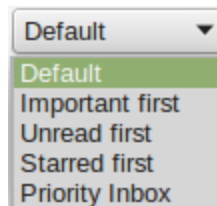


3.3 Inbox

The “Inbox” settings tab allows you to specify some basic inbox attributes.

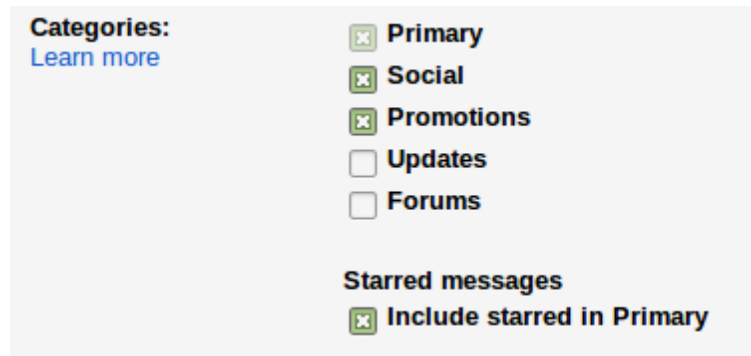
Inbox type

The “Inbox type” allows you to specify how emails are sorted and displayed in the Inbox. Unless you know what you are doing this should be left on “Default”.



Categories

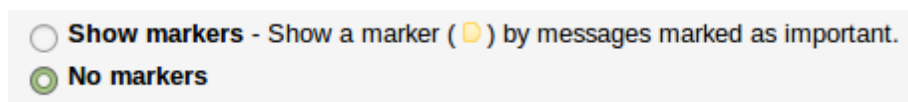
The “Categories” setting allows you to choose what additional tabs are shown when you are in the “Primary” Inbox.



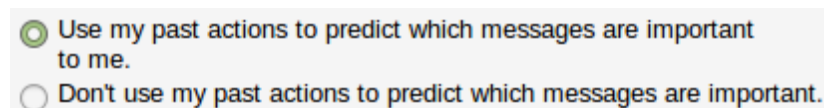
The option to “Include starred in Primary” should be left enabled.

Importance markers

Gmail has the ability to analyse your emails and, based on previous actions, mark them as important. If you have “Show markers” turned on then an icon will appear next to messages marked as important.

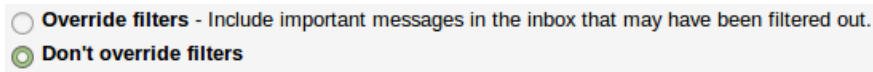


You can also turn off the automatic marking of messages as important.



Filtered mail

If you have created filters that remove important email messages from your Inbox you can use this setting to override the filter and leave the messages in the Inbox.



3.4 Accounts and Import

The “Accounts and Import” tab allows you to configure certain default behaviour of your Gmail account.

Change account settings

Use this setting to change your account password and recovery options.

Import mail and contacts

If you have certain other email accounts then you can import email and contacts from them.

Send mail as

This setting allows you to specify additional email addresses that you can be sent through your Gmail account. It also allows you to specify a different “Reply-To” email address.

Check mail from other accounts

Using this setting you can configure your Gmail account to download email from other email accounts your own and have their messages appear in your Gmail Inbox.

Using Gmail for work

This is an advanced option that only applies if you have a “Google Apps for Work” account.

Grant access to your account

Use this setting to grant other people access to your Gmail account. This option could be used to grant a personal assistant access to your email.

Add additional storage

You can purchase additional storage using this link if you find the 15GB free account is too small for your needs.

3.5 Filters and Blocked Addresses

Creating A New Filter

To create a new filter click on the “Create a new filter” link and specify the criteria that you want to filter emails based on. Once you have entered the filter criteria click on the “Create filter with this search” link to specify what you want to do with the emails.

Filter ✕

From

To

Subject

Includes the words

Doesn't have

Has attachment

Don't include chats

Size

The next screen allows you to specify what you want to do with emails that match the filter criteria. You also have the option to apply the filter to existing emails by ticking the box (if it is available) marked “Also apply filter to matching ? conversations” (Where ? is a number).

[« back to search options](#) ✕

When a message arrives that matches this search:

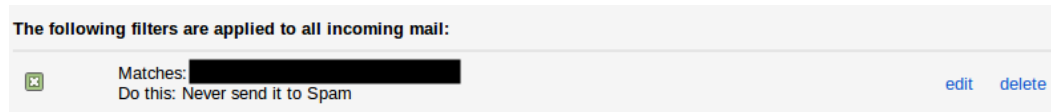
- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label:
- Forward it [add forwarding address](#)
- Delete it
- Never send it to Spam
- Always mark it as important
- Never mark it as important
- Categorise as:

Also apply filter to **3** matching conversations.

[Learn more](#)

Editing A Filter

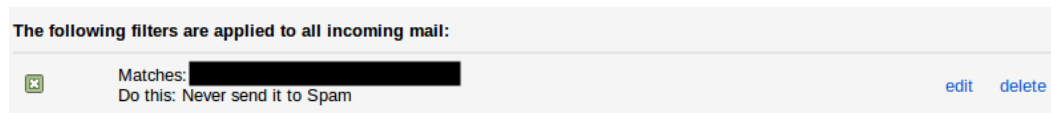
Click on the “edit” link on the right-hand side of the filter.



This will then take you to the first screen for creating a new filter but with the criteria already filled in. Change the criteria if necessary then click on the “Continue” link in the bottom-right of the of the pop-up window. You will now see the second screen for creating a new filter with the criteria filled in. Change anything that you need to and then click on the “Update filter” button.

Delete A Filter

To delete a single filter at a time click on the “delete” link on the right-hand side of the filter.

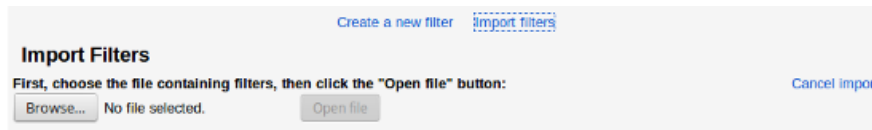


To delete several filters at the same time check the selection box on the left-hand of the filters you want to remove and then click on the “Delete” button below the filter list. You will be asked if you really want to delete the filter/s. Click “OK” if you do want to otherwise click “Cancel”.

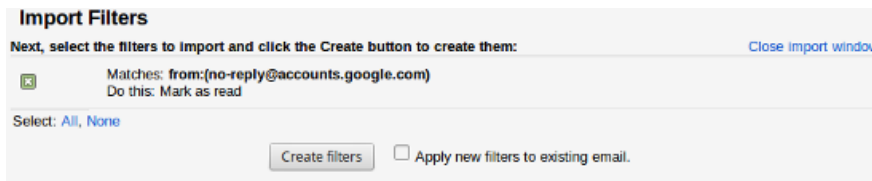


Import Filters

Click on the “Import filters” link to show the file selection option. Then click on the “Browse” button to find the file that you want to import.

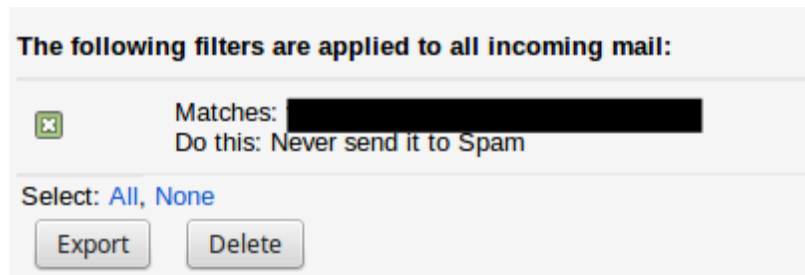


Once you have selected the filter file click on the “Open file” button to begin the import. A list of the filters to be imported will be shown and you will have the option to select the ones you want to create. Click on the “Create filters” button to complete the process.



Export Filters

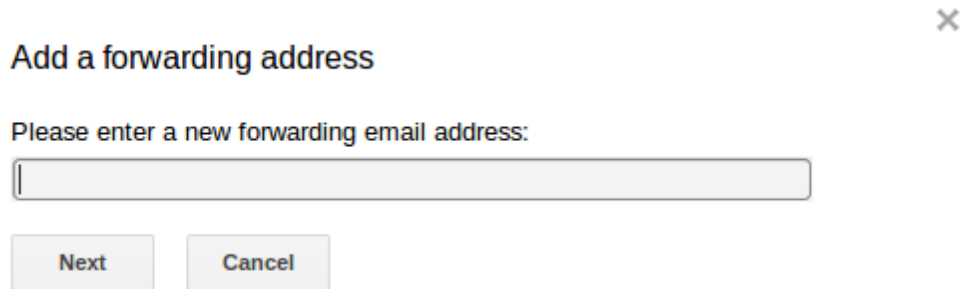
To export filters first select the those that you want to export by checking the box on the right-hand side of the filter and then click on the “Export” button. You will be asked where you want to save the file and what name you want to give it.



3.6 Forwarding and POP/IMAP

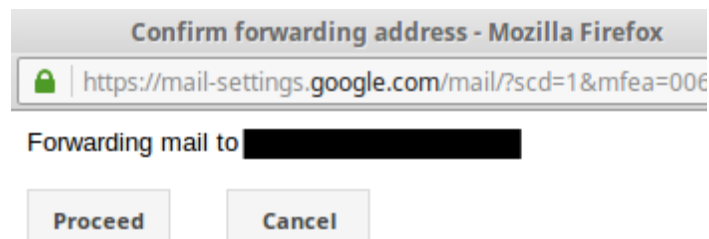
Forwarding

To forward your Gmail email to another account click on the “Add a forwarding address” button and enter the email address of the account you want to forward to and click “Next”.



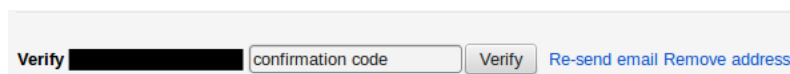
The screenshot shows a dialog box titled "Add a forwarding address" with a close button (X) in the top right corner. Below the title, it says "Please enter a new forwarding email address:" followed by a text input field. At the bottom, there are two buttons: "Next" and "Cancel".

A new window will pop-up giving you the option to proceed or cancel. Click on “Proceed”.



The screenshot shows a browser window titled "Confirm forwarding address - Mozilla Firefox". The address bar shows the URL "https://mail-settings.google.com/mail/?scd=1&mfea=006". Below the address bar, it says "Forwarding mail to" followed by a redacted email address. At the bottom, there are two buttons: "Proceed" and "Cancel".

An email will be sent to the email address specified to confirm that the forwarding is permitted. The confirmation email contains a link that can be clicked to grant permission or, if that doesn't work, then it also contains a code that you can use to manually grant permission.



The screenshot shows a verification step with a "Verify" button, a redacted confirmation code, a "confirmation code" input field, another "Verify" button, and links for "Re-send email" and "Remove address".

Enter the code and click “verify”. If you want you can register more email addresses for forwarding. Now that you have a registered forwarding address you can either disable forwarding, select the address you want to forward to or remove listed forwarding addresses. You can also choose what is done with the Gmail copy of the email once it has been forwarded.

Forwarding:
[Learn more](#)

Disable forwarding

Forward a copy of incoming mail to [redacted] and
keep Gmail's copy in the Inbox [dropdown]

Forwarding:
[Learn more](#)

Disable forwarding

Forward a copy of incoming mail to [redacted] and
keep Gmail's copy in the Inbox [dropdown]

[Add a forwarding address]

[Remove [redacted]]

Forwarding:
[Learn more](#)

Disable forwarding

Forward a copy of incoming mail to [redacted] and
keep Gmail's copy in the Inbox [dropdown]

[mark Gmail's copy as read]
[archive Gmail's copy]
[delete Gmail's copy]

Tip: You can also forward only some of your mail by [creating a filter!](#)

Once you have chosen the email address to forward to and what you want to happen to the Gmail copy of the message you need to click on the “Save Changes” button at the bottom of the page to keep your settings.

To delete a forwarding address you need to select “remove <username>@<location>” from the pop-up list (where <username>@<location> is the email address you want to remove). You will be asked to confirm deletion of the address so just click “OK”. **WARNING:** Make sure you disable forwarding or choose a different address to forward to **before** deleting the address.

Forwarding:
[Learn more](#)

Disable forwarding

Forward a copy of incoming mail to [redacted] and
keep Gmail's copy in the Inbox [dropdown]

[Add a forwarding address]

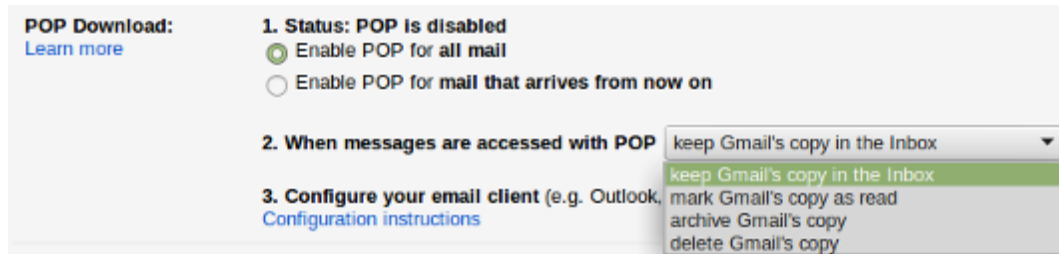
[Remove [redacted]]

Confirm forward address removal

Are you sure you want to remove [redacted]?

POP Download

Enabling POP is not recommended for safety and security reasons. It is an old protocol and you should consider using IMAP instead. If you do want to enable POP then choose whether you want it to apply to all messages or only to new messages. Then choose what you want to do with the Gmail copy of the message.



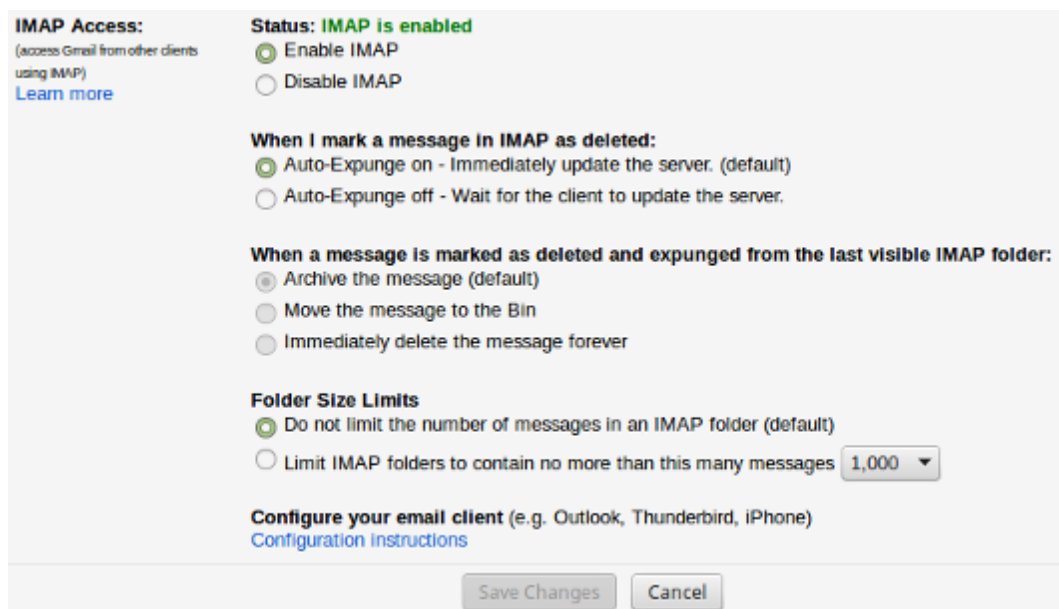
The screenshot shows the 'POP Download' settings page. It includes a 'Learn more' link, a status indicator '1. Status: POP is disabled', and two radio button options: 'Enable POP for all mail' (selected) and 'Enable POP for mail that arrives from now on'. Below this is a section '2. When messages are accessed with POP' with a dropdown menu currently showing 'keep Gmail's copy in the Inbox'. The third section is '3. Configure your email client (e.g. Outlook, Configuration instructions)'. The dropdown menu is open, showing options: 'keep Gmail's copy in the Inbox', 'mark Gmail's copy as read', 'archive Gmail's copy', and 'delete Gmail's copy'.

Remember to click “Save Changes” at the bottom of the page to keep your settings.

IMAP Access

IMAP is the preferred way to access your Gmail account if you do not want to use the web-based interface or one of the Apps provided by Google. IMAP is supported by all modern email clients and allows you to keep your email automatically synchronised across multiple devices and locations.

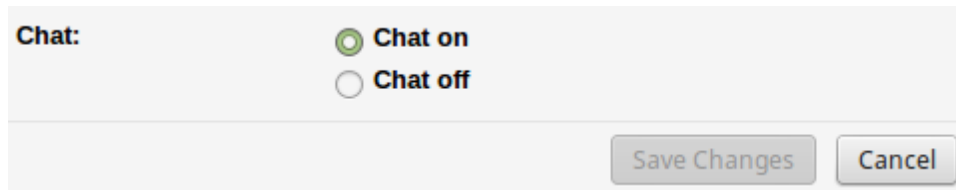
Enable IMAP and choose the settings you want to use (it is recommended to keep the default settings) then click “Save Changes” at the bottom of the page to complete the process.



The screenshot shows the 'IMAP Access' settings page. It includes a 'Learn more' link, a status indicator 'Status: IMAP is enabled', and two radio button options: 'Enable IMAP' (selected) and 'Disable IMAP'. Below this is a section 'When I mark a message in IMAP as deleted:' with two radio button options: 'Auto-Expunge on - Immediately update the server. (default)' (selected) and 'Auto-Expunge off - Wait for the client to update the server.'. The next section is 'When a message is marked as deleted and expunged from the last visible IMAP folder:' with three radio button options: 'Archive the message (default)' (selected), 'Move the message to the Bin', and 'Immediately delete the message forever'. Below this is a section 'Folder Size Limits' with two radio button options: 'Do not limit the number of messages in an IMAP folder (default)' (selected) and 'Limit IMAP folders to contain no more than this many messages' with a dropdown menu set to '1,000'. The final section is 'Configure your email client (e.g. Outlook, Thunderbird, iPhone)' with a 'Configuration instructions' link. At the bottom are 'Save Changes' and 'Cancel' buttons.

3.7 Chat

This option allows you to turn Google’s instant messaging feature off completely.



3.8 Labs

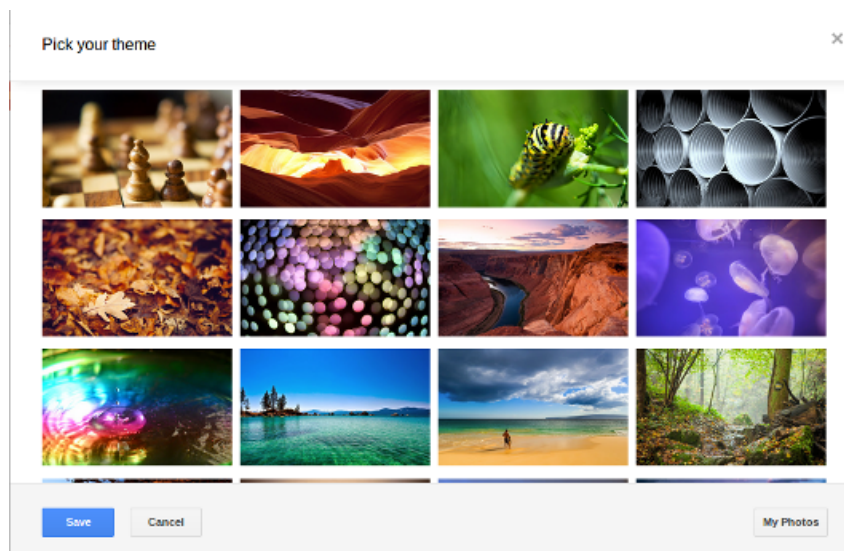
Gmail Labs are experimental features that you can turn on to provide additional options for handling your email etc.

3.9 Offline

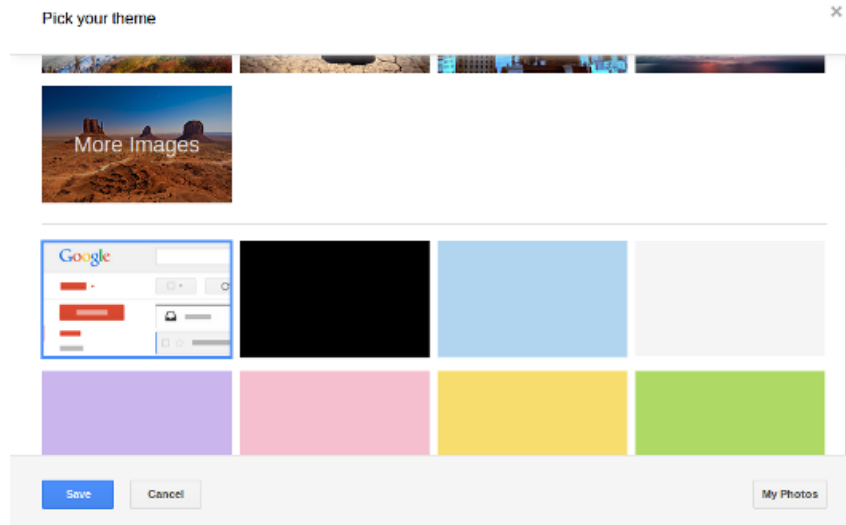
Gmail Offline requires the use of the Chrome web browser and gives you access to your Gmail account when you are not connected to a network.

3.10 Themes

Themes allow you to change the general appearance (but not the layout) of your Gmail account. To change your theme click on the “Set Theme” link and choose a theme you like. Click “Save” to apply the theme or “Cancel” if you change your mind.



If you want to go back to the original Google theme then you can find it further on in the theme list.



4 Advanced Topics

There are a number of topics that I have not covered such as:

- Searching for messages
- Blocking senders
- Muting conversations
- Using Gmail on mobile devices

Google provides online help for these and other topics that can be found [here](#).

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