To view the session live, click on the on air sign above.
Wednesday 10th @ 11 am.

1. **Introduction**
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2. **E-mail**
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      ii. Email Workflow
         1. Forward, Reply, Reply to All in a conversation thread
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   b. [Spam Management](#)
1. Introduction:

a. Gapps at Fordham

Gapps@Fordham is a new series of Learn IT sessions around all Google Applications. During these sessions we will explore E-mail, Drive, Calendar, Contacts, Sites, Groups and much more. During the first session we will introduce Gapps@Fordham, clarify why there are core and non core apps, Fordham IT in social media and introduce general Google Application features that will make your life easier.

b. Core vs Non-Core apps:

E-mail, Drive, Calendar, Contacts, Sites, Gtalk and Groups are core applications. These applications are supported by Google’s help desk. If there are any issues with email delivery, missing calendar entries or any other core app, Google will help us fix the issue. However, it also
involves a contractual agreement that states that any data created or shared with a core application is private. No one can see it other than the people that have access to it. Google does not mine that data.

Maps, YouTube, Books, Blogger, Wallet and others are non-core apps. These applications are not covered under the terms of service agreement between Fordham and Google. These applications are covered by the terms of service agreement between the individual and Google.

On October 31, 2013, Fordham IT released Groups and Sites. In order for you to have access to these two core applications, you need to re-agree to the terms of service agreement. Once, you have agreed to the terms you will be able to see Groups and Sites from the application launcher.

c. Fordham IT on Social Media.

Fordham IT wants you to know what is going on. However, we want to make sure that your inbox isn’t cluttered. Follow us on Twitter to know everything about service improvements, latest technology releases and cool LearnIT session like **Gapps@Fordham**.

- @FordhamIT
- @FordhamItUpdate
- Fordham IT Blog

d. Appointments, Meetings and 25Live

Keeping track of all the things that are going on is easy with **Google Calendar**. Color code your meetings, keep track of your doctor’s appointments and mark them private, invite others to meetings and let everyone know when you are busy, or available.
d.1 Calendar Demonstration

1. **Schedule events with guests using the “Find a time” feature.**
   a. Create an event
   b. Add Guests
   c. Find a time
   d. Send invitation
   e. Find a room in 25live
   f. Update event

2. - Calendar best practice. Respond to meeting invitations to let others know what your intentions are!

![Google Calendar Event Example]

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**e. Chrome and Multiple Accounts**

One of the many hidden treasures of the Google Chrome web browser today is the ability to create multiple identities / user accounts for one browser. What this means is that if you have several gmail accounts, you don't have to logout and log back in each time you want to check both email accounts. You can switch over with the click of a mouse, by saving the login information once for each account!

**f. Video and Audio Google talks**

Instant messaging using Gtalk is a convenient and efficient way to communicate with your peers. Since December of 2013 everyone at Fordham has been able to have audio and video chat sessions with Gtalk. All you need is a webcam and a microphone and you can start video chatting with coworkers on Fordham Gmail.
g. Managing Attachments with Google Mail.

Attaching a file to a new mail message is not a new task to any of us. However, the integration of Google Drive into Gmail simplifies and streamlines this task to make it very easy! These two features make it easier to keep track of the document’s different versions and yes, the file’s location!

Here are the instructions to add or detach files from Gmail.

2. E-mail

i. Creating Messages

i.1 Create Chat Messages From Inbox
You can create a chat message or see all the correspondence you have had with the sender of the message you are reading from the profile box. All you need to do is click on the Chat Icon or Mail from this week link.

i.2 Cutting and Pasting Images

Creating e-mails with graphic content is as easy as cutting and pasting. Using your favorite screen capture software cut the image you want to add to your message and paste. You can also insert an image by using the Insert Photo button in the menu bar. Click here for instructions.

i.3 Attaching documents.

Sharing information has never been easier. You can share documents you have created with Microsoft Office or Google Drive using your e-mail. From a compose window click the paperclip icon to attach a document. You can also insert from Google Drive. Click here for more information.
ii. E-mail workflow

ii.a Forward, Reply, Reply to All

Make sure you are replying to the right folks about the right e-mail. Often some of us reply to all when what we really want to do is reply to the sender only. Also, did you reply to the wrong message? If these has happened to you, make sure to use the drop down box located on the right hand side of the body of a message. Click here for more information.

ii.b CC and BBC.

- Insert the email address for the person or group to whom the email is intended for in the to field.
- If others need to be informed of what an e-mail is about, but are not required to act on the e-mail, include them in the cc field.
- If you are sending to many users and preferred to keep the e-mail addresses private, use the bcc field.

ii.c Read Receipts

Did he read my e-mail? Sure you did! The message is even in the sent folder. Ugh, he hasn’t replied. If you want to make sure that the message was read, use read receipts.
- It is usually frown upon by the receiving end.
- May not work outside of Fordham.edu

Click here for more information.
b. Spam Management

GMail automatically helps identify spam and suspicious emails by detecting viruses, finding patterns across messages, and learning from what users frequently mark as spam. Google has been effective over the years at this, but there is and may always remain a gray area; because we do expect to receive emails that we do not always know where they come from. And so, GMail provides a few key tools to help users ‘train’ their inbox and anti-spam technology to do the job that the *user* wants for it to do.

b.i Multiple EMail Aliases

Sometimes, you do have to provide an email address to receive information that is not important, but still informative. Other times, it is necessary so that you can sign up for a website or service. Your inbox is capable of receiving emails to your email address with any word appended to it by using the + symbol. For example:

youremailaddress+word@fordham.edu

b.ii Whitelists & Blacklists

Now that we have a better way of identifying what we have signed up for and what emails are coming in -- we can create a whitelist or a blacklist. That is, an approved list of senders, or a list of senders to always send to spam or to delete.

b.iii Report Spam / Dealing with miscategorized emails

Today, in your inbox you should very rarely see a virus or malicious email. Google has that covered. But there is another category of spam. This is the best scenario where users can make use of the ‘Spam’ and ‘Not Spam’ buttons. GMail will then begin to analyze the content of those e-mails the unwanted behavior or content. If you have set the good emails to go to spam, users can use the ‘Not Spam’ button to begin the reverse process. The message will be moved to your inbox, and gmail will begin to learn where it can loosen its control.

8. Feedback

We enjoy hosting LearnIT session and can’t wait to talk about Mail, Calendar, Groups, Sites and much more. However, we want you to be just as excited and learn as much as you will want to.
Please click on the feedback form and let us know how we did and what you will like to see in the next Gapps@Fordham