

Google Mail

How do I use Google Mail at Carthage?

Carthage uses Google Apps for Education for its email system.

Access

1. Any gmail log in screen.
2. Carthage website: Most pages on the Carthage website contain a banner with a "Tools" drop-down menu in the upper, right-hand corner. Email is one of the choices in that menu.
3. You may also type: mail.carthage.edu.

Logging in

Most user IDs are the user's first initial and last name (e.g. jsmith) If you have a common last name, you may have a number after your name (e.g. jsmith2). Your initial password is your first and last initials followed by your Carthage ID number (e.g. js876342).

If you forget your password, you can reset it by going to password.carthage.edu. Note that this will change your my.carthage portal password AND your Carthage email password. For more information about passwords, please consult the Library and Information Services [Email & Passwords](#) webpage.

The first time you use your account, you will need to accept the licensing agreement and type in some "twisty letters" to prove you are a real user.

Logging out

Click on your avatar (round picture of you) at the top right of the window, then click the "Sign Out" button.

Managing Messages

Sending messages

Log in to the web mail interface and click "Compose Mail" in the upper left corner. Send emails to people both on and off campus using their internet mail addresses. To look up an address of a Carthage user, start typing in their name or what you think their user ID would be. As the options pop up, click on the one that you want. (Keep in mind the name you know someone by might be a nickname, so think of what their real name is.)

Deleting messages

Google Apps groups messages by conversation. Once you or someone else responds to an email it becomes a conversation.

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If you click an item that has multiple messages in the conversation, you can delete the entire conversation by clicking the “Delete” button above the message. If you want to delete only one message in a conversation, click on that message, then click the down arrow at the upper right corner of the message next to “Reply,” then select “Delete this Message.”

If you wish to delete multiple messages, display the message list for your Inbox, then click in the check boxes to the left of the messages you want to delete, and click on the “Delete” button above the list to delete them.

Your deleted messages will remain in your trash for 30 days and then be deleted automatically.

Recovering messages

You can recover messages you deleted up to a month ago. Search in the email search bar (not your browser’s search box). You can search by the sender’s name or words in the subject. For example, if someone sent you an email about faculty evaluations, you can type in the term “evaluations” in the search box.

Note: if you don’t see the email you want in the results, look at the bottom of the results list for the phrase: Deleted messages match your search. View them or go to Trash to delete forever. “View them” will be a link that you can click on to further search.

If you want to keep the email, make sure to click on it and then click on the “Move to Inbox” button alongside the top of your screen. This recovers the email permanently until you delete it again.

Creating folders (labels) to store messages

Google Apps does not actually have folders, but it does have labels. You can apply one or more labels to a message so that it will not appear in your Inbox. To create a new label:

1. Choose the email you want to label (either by clicking on it or checking the box next to it in your Inbox).
2. Find the Labels icon along the top of your screen. Click on the “Label” icon. Choose “Create New Label.”
3. Enter the name of your label. Notice you can create sub-labels that nest under main labels. For example, you can create a Class Assignments label and underneath that, create sub-labels for particular classes.
4. Click “Create Label” and that email is automatically filed under that label.

Applying labels to messages

Once you have read a message, apply a label to it by clicking the “Move To” button above the message and selecting the label from the drop-down list. You can apply additional labels by clicking the “Labels” button above the message and checking the boxes next to any of the labels that you want that message to have.\

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Click here for more information on [creating and using labels in gmail](#).

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Author: smueller2

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