

SUNY College at Old Westbury Google Apps Conversion FAQ

SUNY College at Old Westbury community migrated to a suite of Google Apps in November 2013. This means all on campus will enjoy new email, calendar, and shared document capabilities.

To log-in to your account, visit mail.oldwestbury.edu.

Benefits of Google Apps

- 30GB of storage (instead of ~1GB) between Google Mail, Calendar and Drive
- Accessible anytime, anywhere over the Internet from office, home, and mobile devices
- Same email address scheme for all (*username@oldwestbury.edu*)
- Unified Google Apps Directory of all students, faculty, and staff

Gmail

How do I change my password before my first visit to Gmail?

- Complete the following steps from any campus computer (office, library, lab, etc.) at the College:
 1. Log in to your campus account on a network computer
 2. Press Control, Alt, Delete simultaneously
 3. A screen will appear, click "Change Password"
 4. Choose "OldWestbury/USERNAME" (not the other option if one is present)
 5. Fill out form, new passwords MUST be at least 8 characters. We recommend using combinations of letters, numbers and special characters for security purposes
 6. Click the next arrow, a confirmation screen will appear

Where do I go to sign-on to my new E-mail?

- Visit mail.oldwestbury.edu to log in with your network username and password.

How do I migrate email from my Outlook account to Gmail?

- Emails from your current inbox will be transferred over for you when the conversion takes place. As will your personal contacts and calendar contents.

How do I send an email message?

- In the upper left-hand corner, click "Compose". A box will pop-up in the lower right-hand corner. This acts similarly to any New Message function. Formatting options are available by clicking the underlined "A", attachments by clicking the paper clip, photos by clicking the camera. To check spelling, click the down arrow all the way to the right of the new message box.

How do I reply to or forward a message?

- After opening the message, in the upper right-hand corner there is a reply arrow. You can also press the down arrow for "More", including forward, delete, print, mark as unread.

How much space do I have for my email messages?

- Your account has 30 GB of storage between Google Mail, Calendar and Drive, which is many times the amount you had previously (approximately 1MM emails). Google Apps restricts the size of file attachments to 25 MB, so you don't have to worry about a few large files using up your storage space.

What are the email attachment limits in Google Mail?

- The current Google Mail size limit for email messages (including attachments) is 25 MB. Those who wish to share documents larger than 25 MB can readily do so using Google Drive/Docs

How do I search my Google Mail?

- Basic Search: In the search bar, enter specific word(s) or phrase, and then click the magnifying glass.
- Advanced Search: Or, in the search bar, try some of Google's search terms like these:
from:bob@email.com
from:me after:2013/8/5
filename:pdf
filename:"department budget"
is:unread
has:attachment
subject:meeting budget Wednesday

How can I recover deleted email messages?

- If a user has deleted a message permanently, by clicking Delete Forever in Spam or Trash, it isn't possible to recover the message. It is also impossible to recover messages after an administrator deletes a user's account.
- If a user deletes a message by clicking Delete, the message moves to the Trash but remains available for 30 days. If it has been fewer than 30 days and the user hasn't permanently deleted the message, the user can follow these steps to put the back in the inbox: Click Trash along the left side of any Gmail page. Locate the message you'd like to move to your inbox, and check the box next to the sender's name. Click Move to Inbox.

How can I print an email or conversation?

- You must use the printer icon located at the top right of the email message, or the Print menu item found under the "more" drop-down located next to the reply button. Using CTRL + P does not work correctly with Gmail.

How do I set my out-of-office reply in Google Mail?

- In Google Mail, the out-of-office or away message is called Vacation Response. To adjust the options in the top-right corner, click on the image of settings gear button, select Settings, in General Settings, scroll to the very bottom of the page to Vacation Response, adjust the date, subject, and message and be sure to turn vacation response on or off as needed.

How can I spell check my Google emails before sending?

- To use the Google Mail spell checker, from a new message or a reply, click the down-pointing arrow bottom right corner of the message, select Check Spelling. Misspelled words will be yellow highlighted. Left click on the yellow-highlights words for suggestions, when finished, click the X that appeared just above down-pointing arrow in the bottom right corner

How long will emails remain in the Trash in Google Mail?

- Emails stay in your Trash for 30 days, or until you clear your Trash, whichever comes first.

How do I turn off the threaded conversation view function in Google Mail?

- After switching to unthreaded view, you'll notice several changes in your Inbox. First, the number of messages in your Inbox will likely increase. This is because, rather than showing a single entry for the entire conversation, Gmail now intersperses messages throughout your Inbox, based on the date they were received. Open your Gmail Settings, on the General tab, under Conversation View, select Conversation view off.

How do I edit my signature?

- Click the gear icon on the top right, select settings, scroll down to "Signature" section and enter your new signature text in the box. You can format your text using the buttons directly above the text box. Click save changes.

How do I forward my Old Westbury Google Mail to a different email address?

- If your previous Old Westbury E-mail account was forwarded to another email, you will have to set this feature up again in Google Mail.

Click the gear icon on the top right, select settings, select the Forwarding and POP/IMAP tab, click add a forwarding address in the "Forwarding" section, enter the email address, confirm and verify the forwarding address, refresh the page, select "forward a copy of incoming mail to" option and make sure your new forwarding address is listed in the first drop-down menu, in the second drop-down menu, choose what you want Gmail to do with your messages. Click save changes.

How can I access Google Mail from my mobile device?

- On an iPhone, go to Settings, Mail Contacts Calendars, Add Account. Click Gmail, then enter the full email address in username (username@oldwestbury.edu), the password associated with the account, and click Continue. Follow the prompts.
On other smart phone devices, add the account through the Control Panel where you create email accounts.

How do I create a personal contact group?

1. In the black bar at the top, click on **Contacts**
 2. In the list on the left near the bottom, click **New Group...**
 3. Type your group name and click OK
 4. You will see your new group in the list on the left
 5. In the black bar at the top, click on Contacts
 6. In the search bar at the top, enter the name of a person you'd like to add to the group and click blue magnifying glass button
 7. Click the groups button (looks like a person with 3 heads) and select the group you'd like to add the person to (if the groups button doesn't appear, first select the checkbox to the left of the person's name)
- You can also upload a .CSV file from Excel of contacts to create contacts and groups. Columns in the CSV file must be named appropriately (i.e. "Phone Number", "Name", "Email Address")

Google Chat (Faculty and Staff)

Can I chat with users outside of my organization or department?

- You can use the Google Mail chat tool to chat with other Old Westbury staff or faculty users.

Is there a way to change my chat settings so only certain people see when I am online?

- By default, anyone with whom you email often will be approved to chat with you and, in the chat tool, see when you are online. You may want to change this setting. To change this setting from your inbox, click on the gear icon near the top-right corner, Select Settings, Click Chat to access the Chat settings

Google Calendar

How do I create a Calendar event?

- In the black bar at the top, click on Calendar. Your personal calendar will appear on screen by default. Double click on the date and time you wish to create an event for, and fill in the form.

On the right-hand side you will see a field to invite attendees. For a reoccurring event, click the "Repeat" check box.

How do I delete or edit a Calendar entry?

- Click on the entry and click delete or edit.

Can I get notifications of upcoming events and appointments on my Google Calendar?

- Google Calendar offers different options for receiving event reminders. You can choose to receive your event reminders via SMS messages, emails, or popups within Google Calendar itself.
 1. In the calendar list on the left, click the down-arrow button next to the appropriate calendar, then select Reminders and notifications.
 2. In the Event reminders section, select the reminder method from the drop-down menu and enter the corresponding reminder time (between five minutes and four weeks). If you'd like to add additional default reminders, simply click Add a reminder.
 3. You can also choose to be notified of specific activities on the calendar by selecting the appropriate options in the Choose how you would like to be notified section.
 4. Click Save.

Please note that when you make changes to the reminder settings for events on your calendar, the changes will only apply to you. Invited guests or those who have access to the events will receive reminders according to their own Google Calendar reminder settings.

How do I add a co-worker's calendar to my Google Calendar?

- To add a friend's calendar, just follow these steps:
 1. Click the down-arrow next to Other calendars
 2. Select Add a friend's calendar from the menu
 3. Enter the appropriate email address in the field provided, then click the Add button
 4. If your friend has opted to share his or her calendar publicly, it will then appear under 'Other Calendars' in the left column. If not, you'll see a message requesting access to your friend's calendar. Feel free to add a note to the request, then click Send Request.

I would like to share my Calendar with others. How do I do this?

- To share your calendar with specific users, follow the steps below.
 1. In the calendar list on the left side of the page, click the down-arrow button next to a calendar, then select Settings.
 2. Click "Shared: Edit Settings", Enter the email address of the person you want to share your calendar with.
 3. From the drop-down menu on the right side, select a level of permission, then click Add Person.
 4. Click Save.

Once you click Save, the person you selected to share the calendar with will receive an email invitation to view your calendar. The person will need to click on the link contained in the email to add the calendar to his/her Other calendars list, the calendar will not be automatically added to the user's Calendar account.

Google Drive

Is Google Drive secure?

- Due to certain laws and FERPA, secure information MUST not be stored on Google Drive. This includes any private information including, but not limited to, 700#, Social Security numbers, addresses, etc.

What kinds of documents can I create in Google Drive?

- In Google Drive, you can create Documents (like Microsoft Word), Spreadsheets (like Microsoft Excel), Presentations (like Microsoft PowerPoint), Forms, and Drawings. The items you create can remain in Google Drive or be downloaded in the following formats:
 - Documents (.doc, .docx, .odt, .rtf, .PDF, .HTML, .ZIP)
 - Spreadsheets (.xls, .csv, .txt, .ods, .PDF, .HTML)
 - Presentations (.ppt, .PDF, .txt)
 - Drawings (.PNG, .JPEG, .SVG and .PDF)

Can I moderate who can see/edit a document in Google Drive?

- By default, items you store or create in Google Drive are private only to you. However, you can choose to allow more access to that item. For each item in your Google Drive, you can choose between overall item visibility (i.e., who can see it: Private, Anyone with the link, Public on the web, Anyone at Old Westbury with a Google Account) and personal sharing, where you give specific people/person access to the document. When others have access to a document, you can determine what access they have: edit, view only, or comment only access. Using these sharing and visibility options, you can ensure that only the people you want to see, edit, or comment on your files are able to.