

Google Mail Reference Sheet

Email Tips and Tricks

Managing Spam

CWRU Google mail has a standard set of filters that determine if mail is legitimate or most likely spam. Spam can still enter your inbox, and legitimate mail may still be labeled spam.

To ensure that email is handled correctly, spam management must be conducted in CWRU Google webmail, not a client such as Outlook or Thunderbird. Go to <http://webmail.case.edu> to manage spam settings.

To report spam – Click the check box next to the spam email and then click the **Report Spam** button. The message will disappear from your inbox, and any messages received in the future from that address will automatically be sent to the Spam link. You can find messages marked as spam by going to the Spam link on the left side of the page.

To remove legitimate mail from spam – Click the Spam link on the left side of the screen. Click the checkbox next to the item that is not spam and then click the **Not Spam** button. The message will move to your Inbox, and any messages received in the future from that address will also appear in your Inbox.

For more details and information, see the Spam Management Reference Guide at help.case.edu -> CWRU Email.

Deleting Messages using a Client with IMAP

Outlook 2007 & 2010 (not using Google Apps Sync)

When you delete a message from your inbox in Outlook, it does not move to the Trash folder under your @case.edu account. Instead, it moves to the All Mail folder. To move sure that an email moves to the Trash folder, drag and drop it into the folder instead of hitting the Delete key or clicking the Delete button.

Thunderbird 3

By default, if you delete a message by hitting the Delete key, the message goes to the Trash bin under the Gmail folder. To place it in the Trash bin in the Thunderbird client, you must drag and drop the message into the trash bin. This can be changed via the Account Settings, Server Settings panel. The message will also be marked with the Trash label in webmail. It was also have the Inbox label, even though it isn't viewable in the webmail inbox.

MacMail OS 10.6

If you delete an email message from Mail using the Delete button or by hitting the Delete key, the message will not be sent to the Trash folder under the @case.edu account directory. Instead, it is removed from the inbox. It can then be found by searching under the All Mail folder. To ensure that a message goes to the Trash folder, drag and drop the message from the inbox or other folder into the Trash.

Mail Folders

Email clients will have folders for storing email. Google creates folders when the client is set up to work with CWRU Google email using IMAP. The following mailboxes are used in Google webmail and most times in your client.

- **Inbox:** shows your messages. The number in parentheses indicates the number of unread messages.
- **Sent Mail:** shows sent messages.
- **Drafts:** houses saved, unsent messages.
- **All Mail:** shows almost all of the mail in your account, including content from your Inbox, Starred, Chats, Sent, Drafts, and all your archived messages; Spam and Trash aren't included.

For specific details on folders and labels, please review the guides at help.case.edu in the CWRU Email section.

Settings in CWRU Google webmail

To change your user preferences, click Settings at the top of any Google Mail page. From there, navigate to one of the appropriate tabs:

- **General tab:** language preferences, display pictures, vacation response, general display and navigation settings for your inbox.
- **Accounts tab:** 'Custom from:' options, add accounts, change Google password.
- **Labels tab:** create, edit, and delete labels.
- **Filters tab:** create, edit, and delete filters.
- **Forwarding and POP/IMAP tab:** enable forwarding to another email account, set up POP or IMAP to download mail to a desktop or mobile client.
- **Chat tab:** update chat settings and archive settings
- **Web clips tab:** used to enable web headlines in Google Mail account
- **Labs tab:** enable and disable applications developed by Google to enhance your use of Google Mail
- **Offline tab:** configure settings for allowing offline access to CWRU Google Mail
- **Themes tab:** select a new display format for your Google Mail webpage

All of this information and more is available at help.case.edu under Training Documentation and CWRU Email.