



Western Regional Center

National Oceanic & Atmospheric Administration

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OCIO Systems Support Seattle IT Updates - January 2012

Unified Messaging Service - Google Apps for Government

- Well, we have converted to the new Google Apps for Government with only a few hiccups. About half of our users are still using Outlook with the familiar interface, and the other half have started using the web interface. Both offer different advantages in sorting, searching, and adding attachments into email messages. Sometimes it helps to have both open at the same time.

One of the biggest complaints is "It is much harder to find messages." Google has a history of being good at searching the web and a lot of the same tools apply to email. You can search for subject, sender, label (folder), read or unread, attachment, etc. A good reference of the search capability can be found at support.google.com/mail/bin/answer.py?hl=en&answer=7190

You can search by using the drop-down box at the top of the web page. This gives you options for From, To, Subject, words in the body to include or exclude, attachments, and dates.

The screenshot shows the Google Mail search interface. At the top, there are navigation links for Mail, Calendar, Documents, Sites, Video, Groups, and More. Below this is the NOAA logo and a search bar. A red arrow points to a search filter dropdown menu that is open, showing options like 'All Mail', 'Inbox', 'Starred', 'Important', 'Chats', 'Sent Mail', 'Drafts (3)', 'All Mail', and 'Trash'. The search form includes fields for 'From', 'To', 'Subject', 'Has the words', 'Doesn't have', and 'Date within'. There is also a 'Has attachment' checkbox and a 'Date within' dropdown set to '1 day'. At the bottom, there is a search button and a link to 'Create filter with this search'.

If you use the drop-down box you will see the search string Gmail uses to search your email messages. For example, if you wanted to search your inbox for all messages with "helpdesk" or "problem" in the subject line but not the word "fixed", you could use the search term **in:Inbox subject:(helpdesk OR problem) -fixed** or to search ALL your email for any message that has an attachment .docx file: **filename:docx**

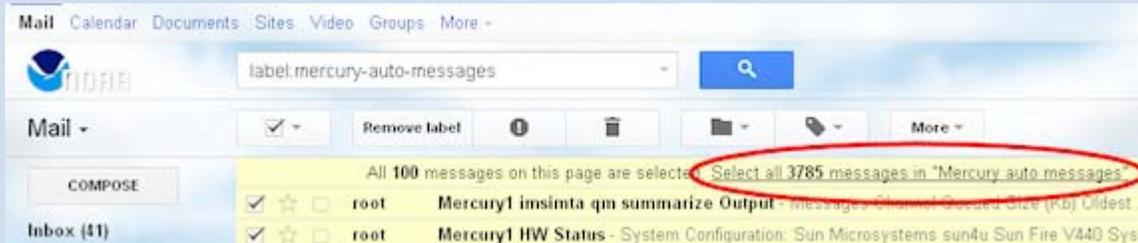
Searching in Google mail is a little different but if you learn a few shortcuts, you should have no problems.

If you have any questions, please call the Computer Helpdesk at 6377.

January Tech Tips

- **Selecting all messages in a "folder"**

One problem that has been asked a few times is "How do I select all the messages in a folder?" Well, clicking on the small square at the top of the selection column will select all the messages on that page, normally 25, 50, or 100 at a time. But if you select all the messages on the page, you will see a status message at the top of the page asking if you want to select ALL the messages in that folder. If you click on that link, all messages will be selected, even if you can't see them. Just be careful what you tell Google to do with them.

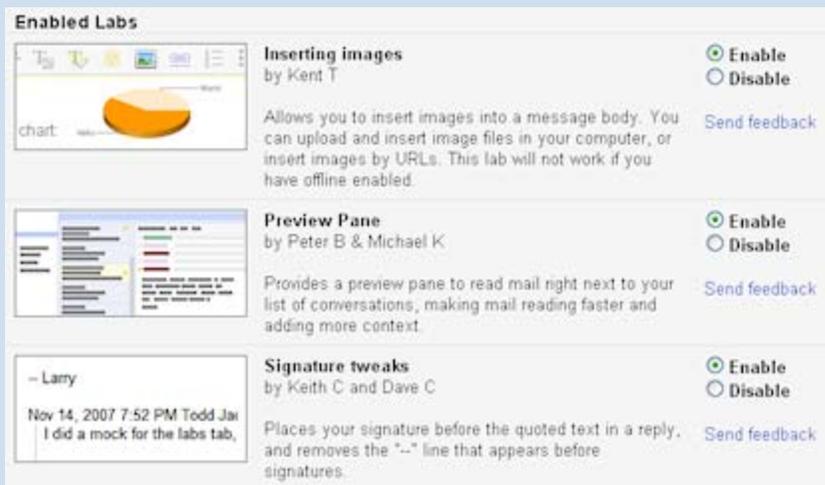


- **Using Gmail LABS to customize your email program**

Gmail offers additional ways to view, edit, or customize your email. They put these additional capabilities in what they call Labs. These Labs offer ways to customize your display such as putting your Chat list on the right side so more of your folders are visible on the left side, and offering a Preview Pane similar to Outlook's Reading Pane.

To find the Labs, you click on the 8-tooth gear in the upper right corner and select "Labs". Or you can click on the 6-tooth gear, select "Settings", then Labs. Either way brings you to the list of currently offered Labs.

For example, I have three labs running - one for the Preview Pane, one for inserting images in the body of the message, and one to move my signature above quoted text and near my reply.



If you have any questions, please call the Computer Helpdesk at 6377. Previous Tech Tips located at www.wrc.noaa.gov/systems/techtips.htm