POLITEKNIK MALAYSIA
Kota Bharu

Google Workspace

USER MANUAL FOR PKB STAFFS &STUDENTS

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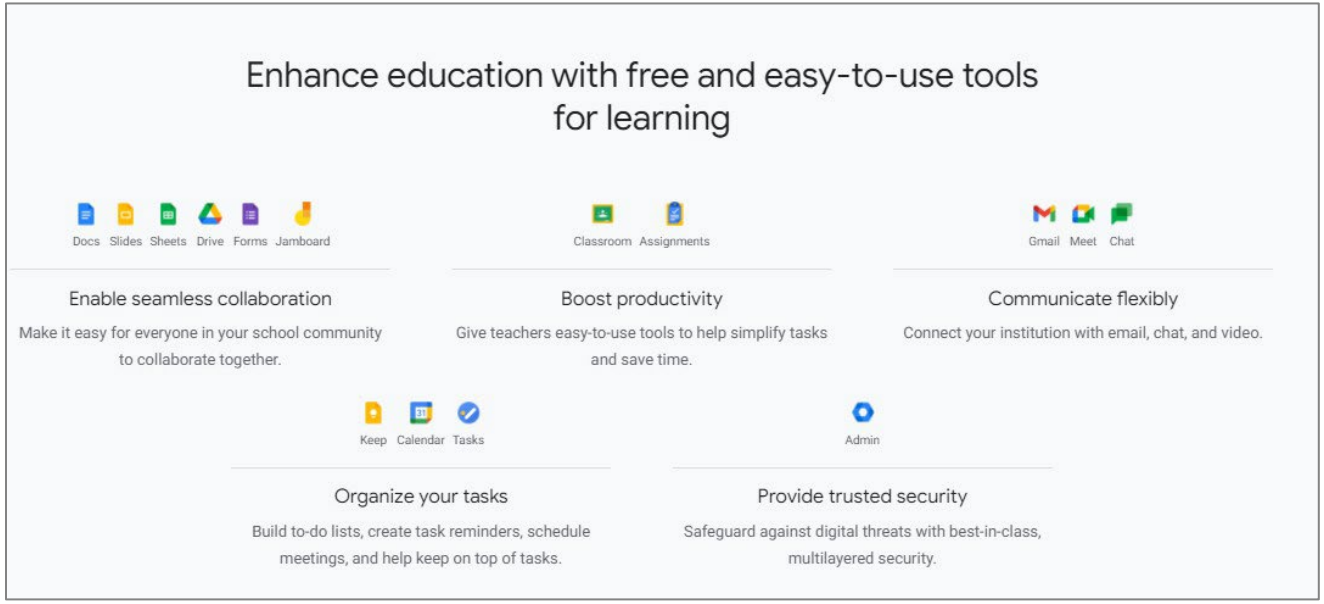
Introduction to Google Workspace

Google Workspace (formerly G Suite) seamlessly and securely brings together messaging, meetings, docs, and tasks.

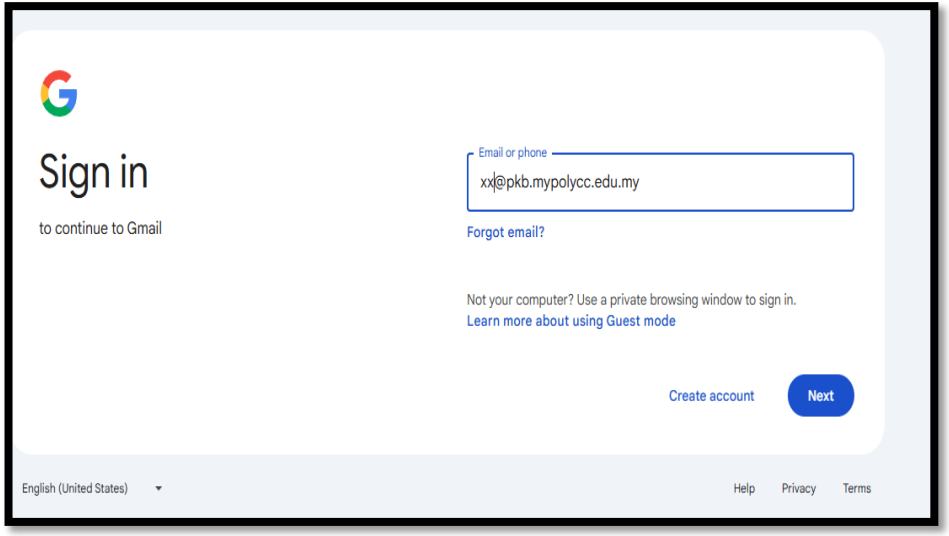


Which Internet Browsers Work Well with Google Workspace?

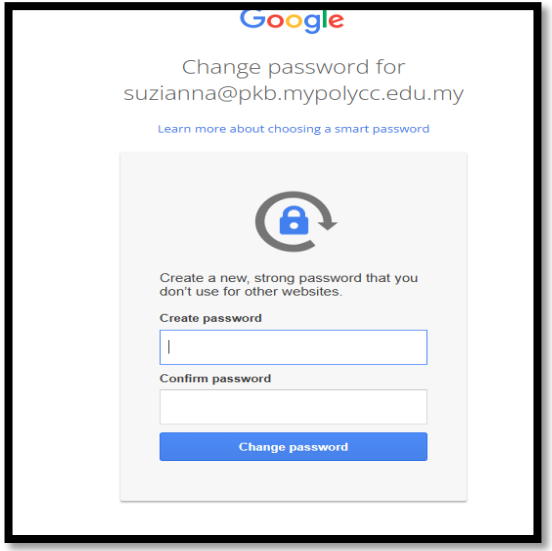
Chrome	Supports all Google Workspace features and functionality. For customers entitled to support, Google also provides one-to-one support for Chrome core functionality (under the Google Workspace agreement).
Firefox	Works well with Google Workspace, but doesn't support: • Offline access to Gmail, Calendar, Docs, Sheets, Slides
Safari Microsoft Edge	Works well with Google Workspace, but doesn't support: • Offline access to Gmail, Calendar, Docs, Sheets, Slides • Desktop notifications in Gmail • Accessibility tools (for example, screen readers)

Logging On

1. To open your Google email, copy the following link in your browser: https://mail.google.com/
2. Sign in example: nopendaftaran@pkb.mypolycc.edu.my (Gambar 1)
3. Password : ********** (Diperolehi dari Pihak USTM PKB)
4. Pengguna perlu menukar password baru. (Gambar 2)

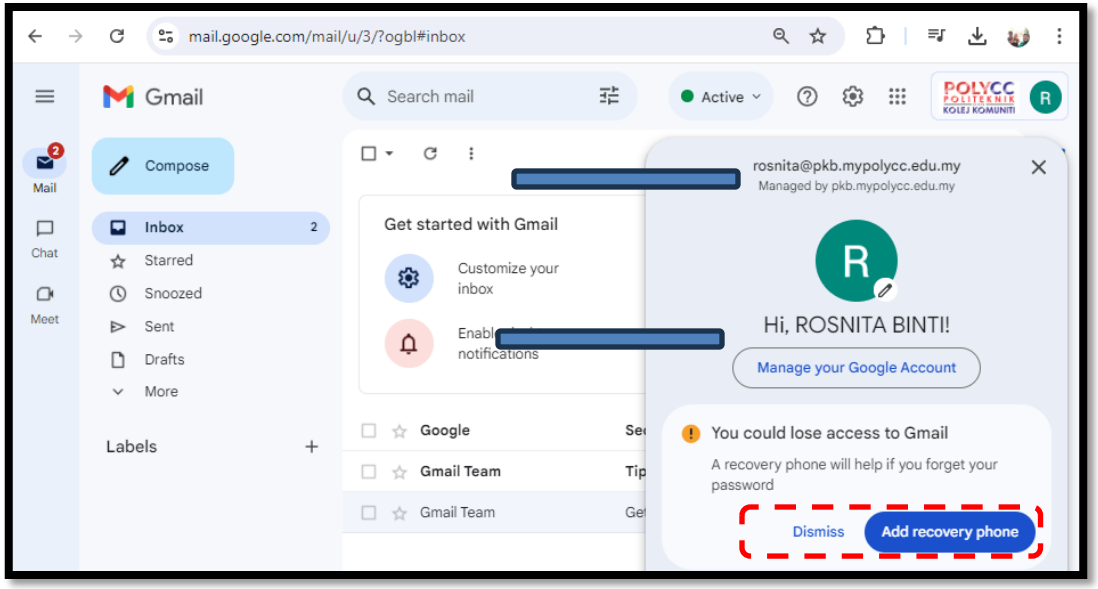


Gambar 1 : Cara Login



Gambar 2: Penukaran Password Baru

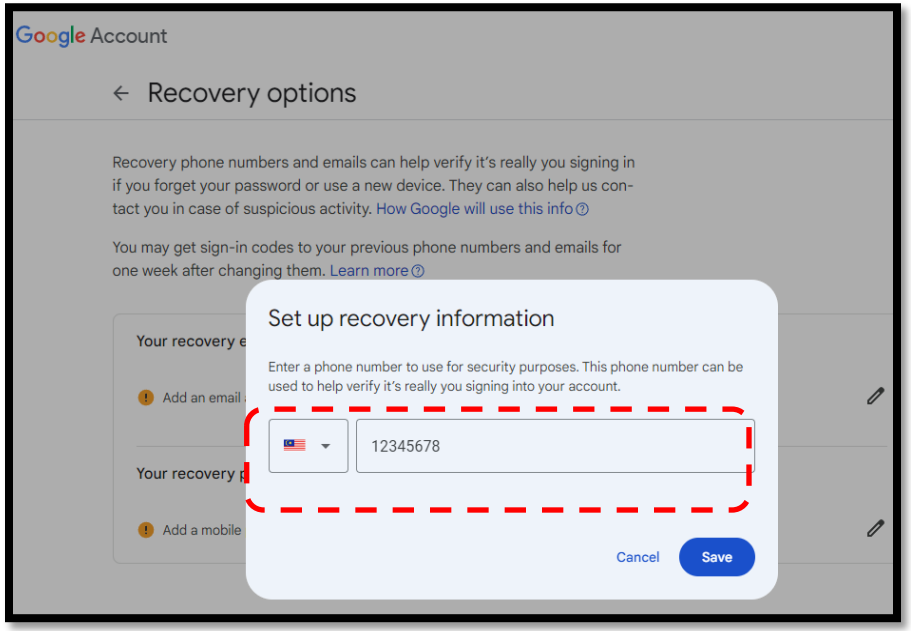
Verify Account



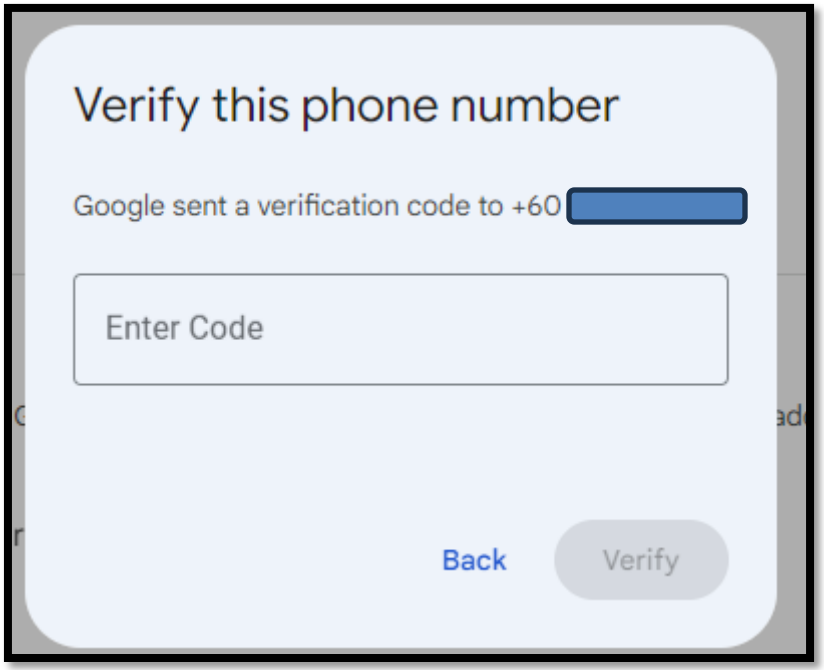
Gambar 3 : Pilih “ Add recovery Phone”

Verify Account

1. Sahkan (*Verify*) Nombor Telefon



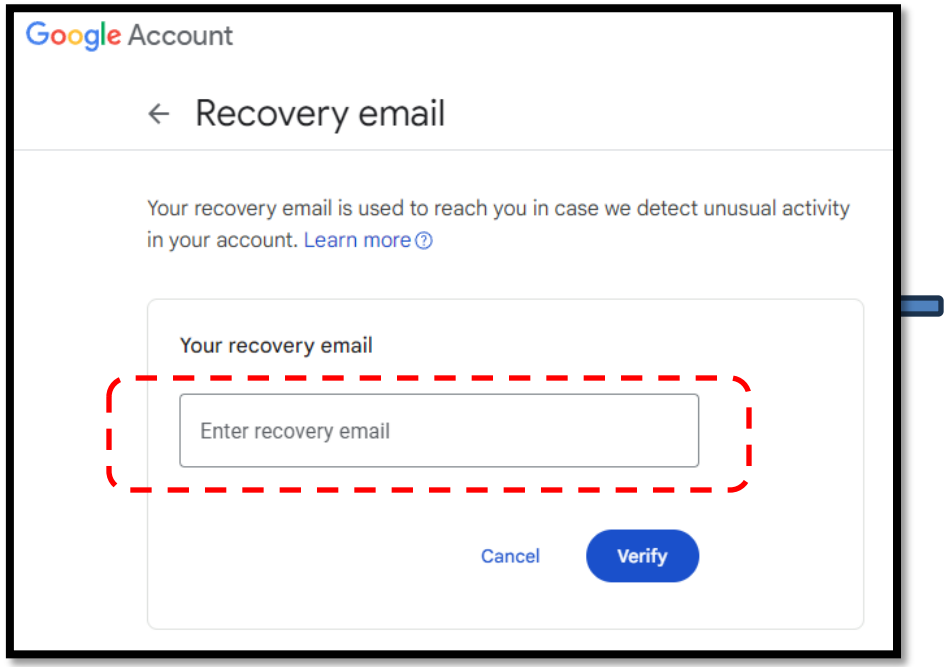
Gambar 4 : Masukkan nombor telefon yang aktif



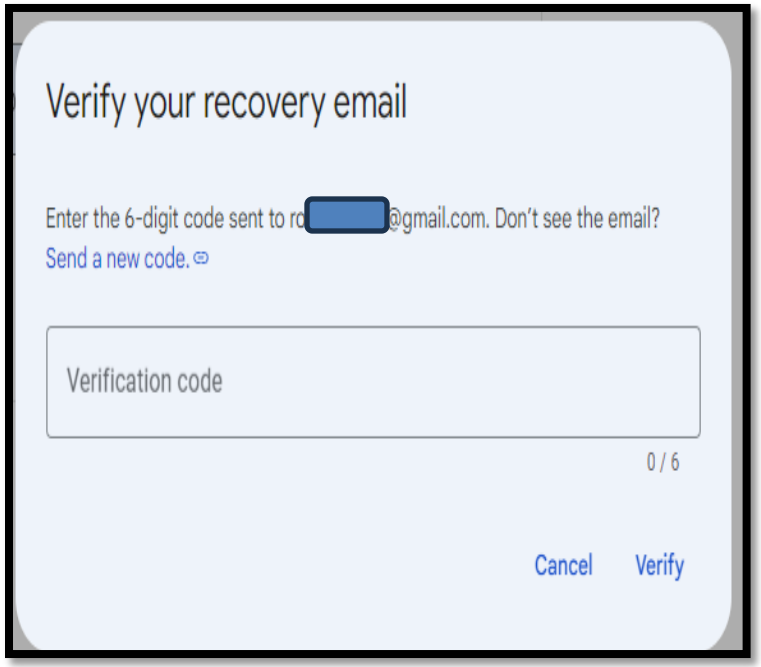
Gambar 5 : Masukkan kod yang diperolehi dari nombor telefon yang dimasukkan

Verify Account

2. Sahkan (*Verify*) Alamat Emel (recovery email)



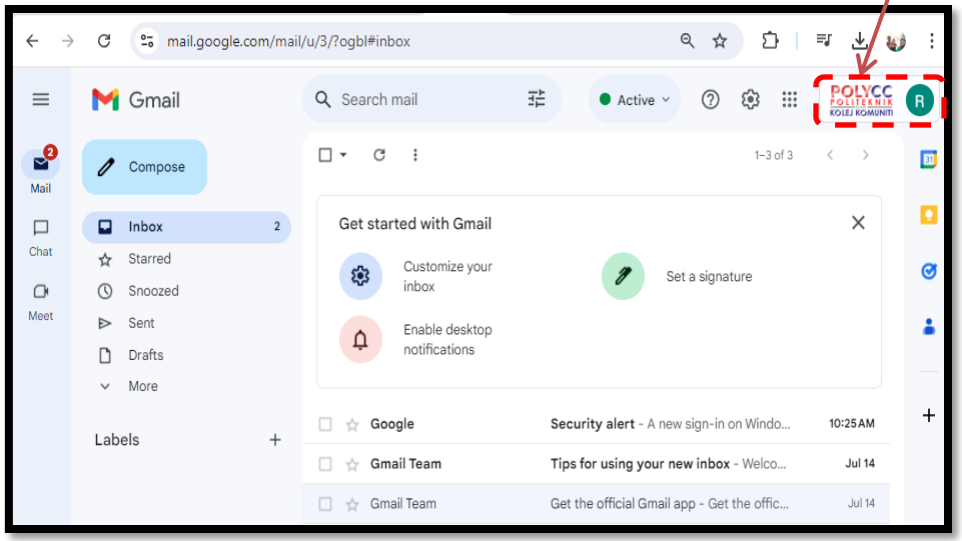
Gambar 6 : Masukkan Alamat emel yang aktif dan klik *verify*

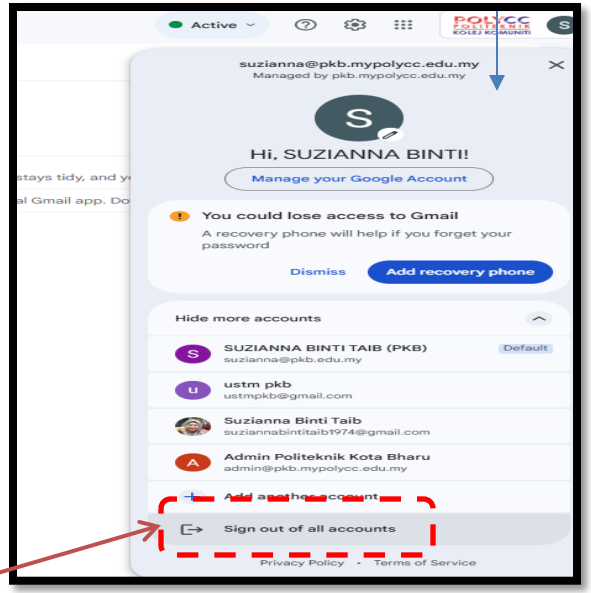


Gambar 7 : Masukkan kod yang diperolehi dari akaun emel

Logging Off

Click on POLYCC logo to Sign out from gmail

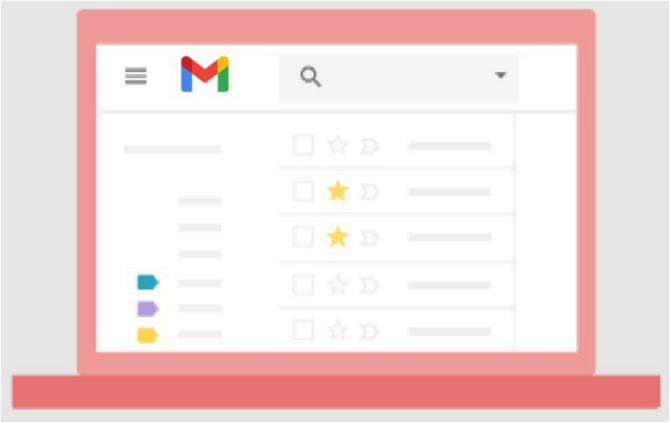




Klik Di sini

Work with the Gmail

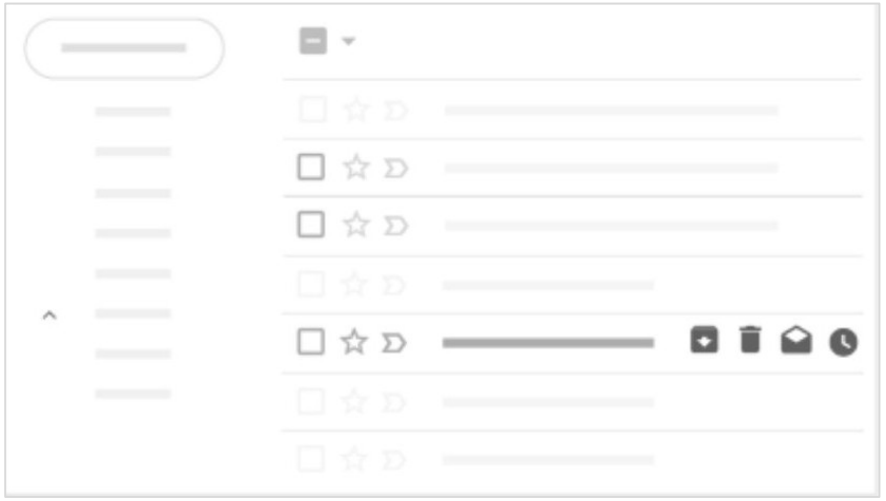
- What can you do with Gmail?
- Organize your inbox
- Save time using pre-written replies
- Keep track of important tasks with a to-do list
- Mailbox delegation
- Options for 2SV
- Proper sign out
- Security awareness
- Gmail on Mobile
- Limitations
- Password Manager



Your Gmail Inbox

Hover over unopened messages in your inbox and click an icon to *archive*, *delete*, *mark as unread* (or read) or *snooze* messages]

- Archive
- Delete
- Mark as unread or read
- Snooze



Snooze the Emails

Snooze an email

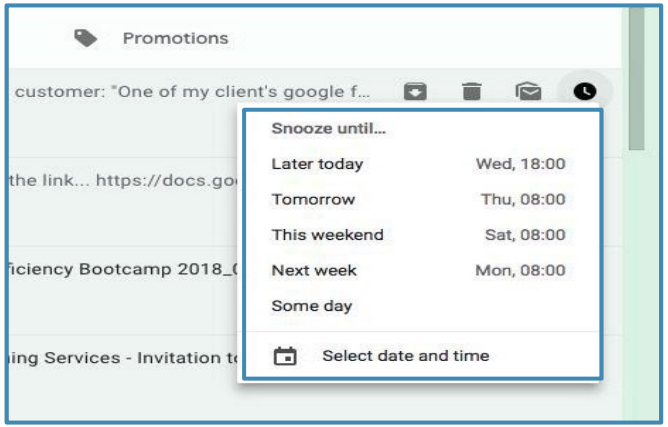
1. Point to the email
2. On the right, click Snooze
3. Choose a later day and time to get the email

Find snoozed emails

1. Go to the Menu
2. Select **Snoozed**

Edit notifications

If you Snooze email to a specific time, get a notification on your mobile device at that time, unless notification is turned off



View Calendar, Tasks, Keep & Add-ons

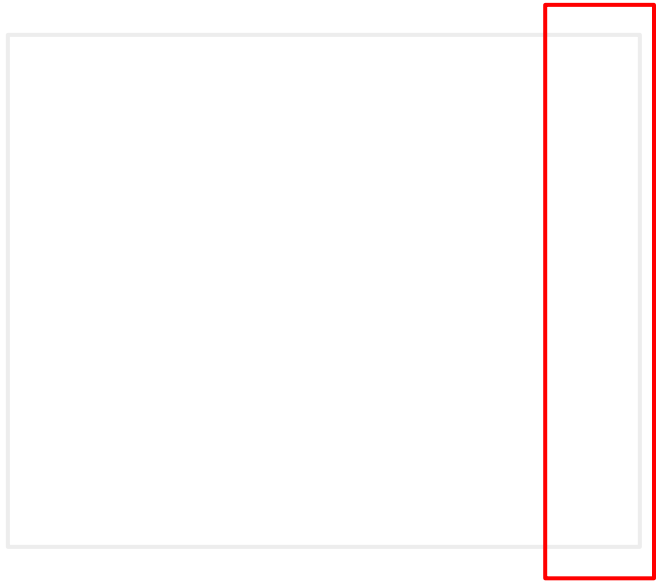
At the right of your inbox, click the icons in the vertical list for easy access to productivity tools.

Calendar : View your daily schedule, click events to edit them, create new events, and jump to upcoming events

Keep : Create checklists and take notes

Tasks : Add to-do's and deadlines

Add-ons : Get extra Gmail tools to help manage your mail

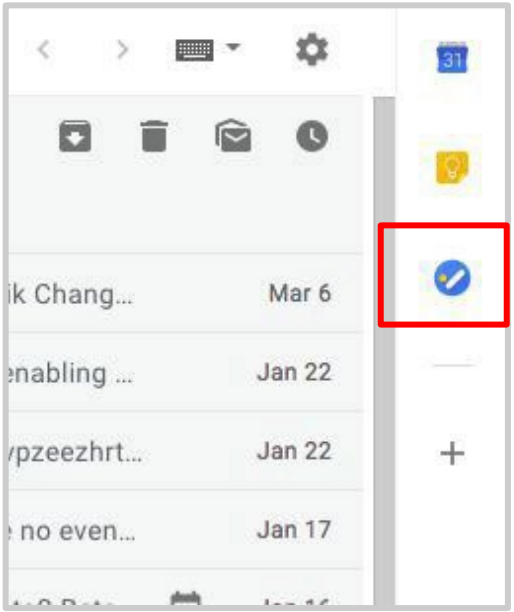


Keep track of things-to-do with Task

- Keep track of your daily tasks
- Organize multiple lists, and
- Track important deadlines with Google Tasks

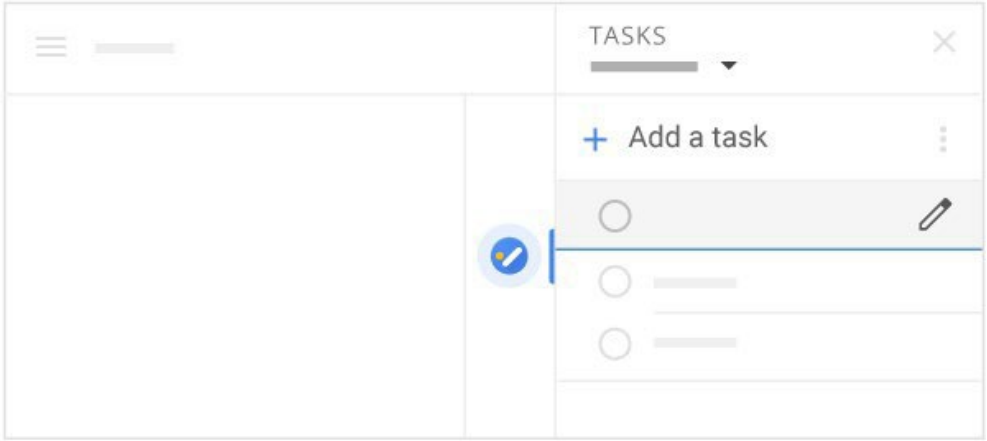
Open Tasks

Open Gmail, sidebar on the right, click **Tasks**



What can we do with task?

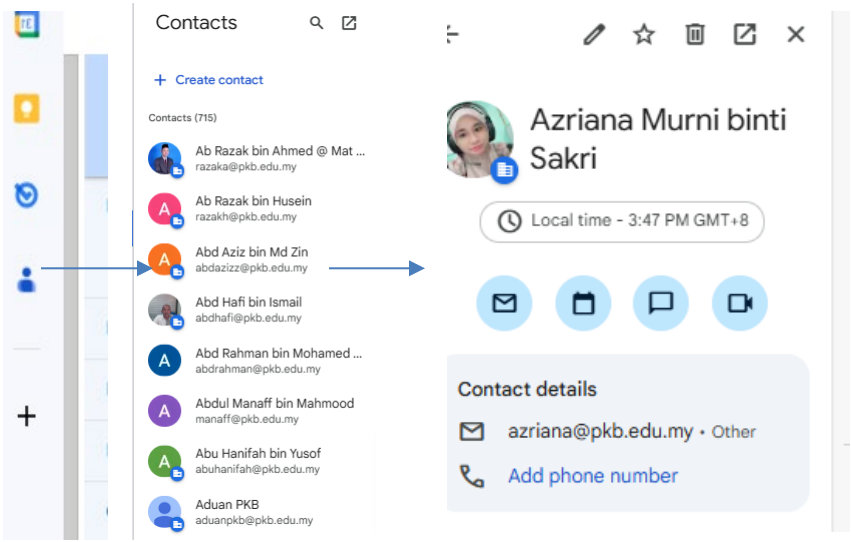
1. Create a list
2. Rename a list
3. Switch lists
4. Delete a list
5. Add tasks and subtasks
6. Mark a task complete



Hover Card

Want to quickly call any user?

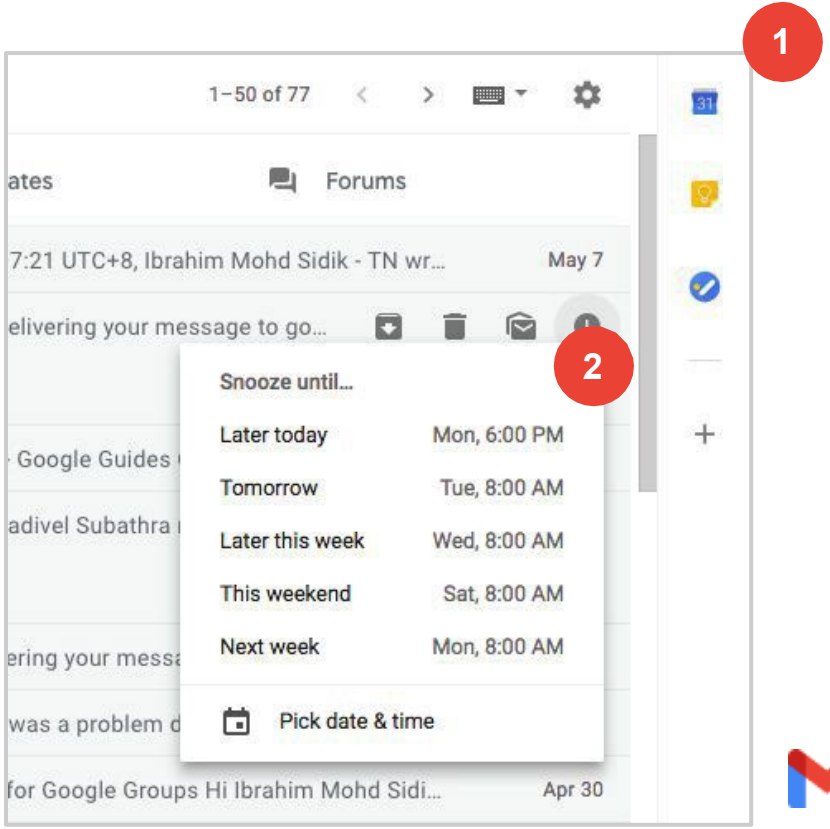
- Mouse over the name in email
- ‘Hovercard’ appears, with information and lets you
  - email them
  - schedule an event
  - message them via Hangouts or
  - start a video chat
- You can also add them to contacts or edit their details



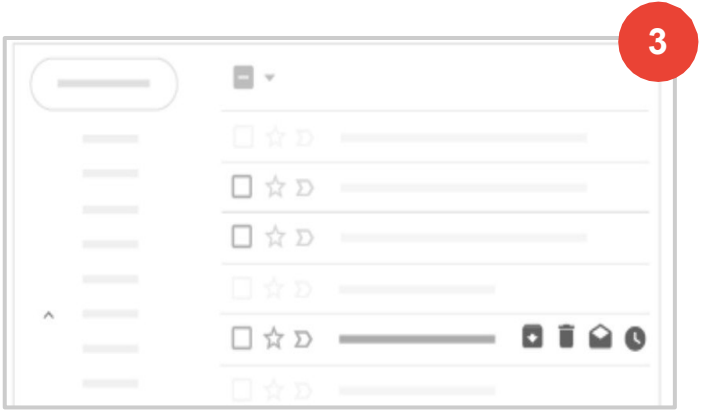
Top things to know about Gmail

1. **Sidebar** - Open Calendar, Keep or Tasks in Gmail without leaving Gmail

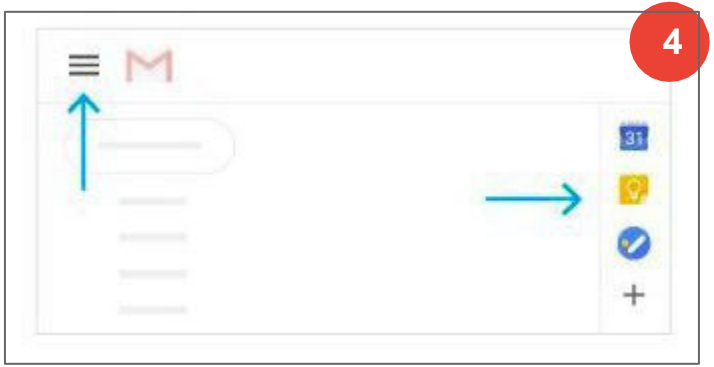
2. **Snooze** - The email moves out of the inbox and opens again at a time that you choose



3. **Take action on email from your inbox -**
Choose to archive, delete, mark as unread or read, and snooze (Hover Action)

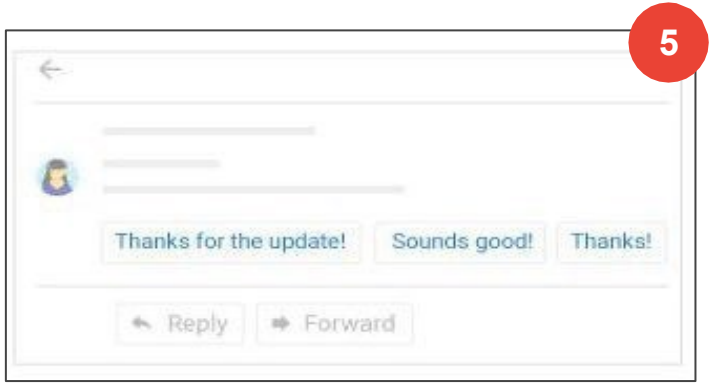


4. **Open and close sidebars -**
Open and close the left (click Menu) and right sidebars
to get more room for your inbox



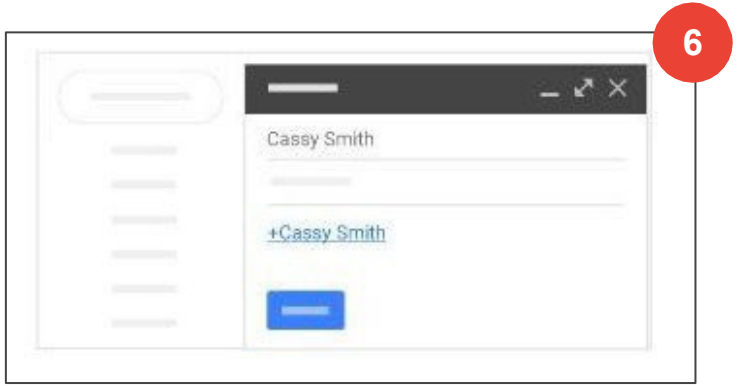
5. **Smart Reply** -

Smart Reply might suggest responses based on the email received



6. **+mentions** - mention

someone with a plus (+) or at (@) sign, adds them to your email as a recipient



What can you do with Gmail?

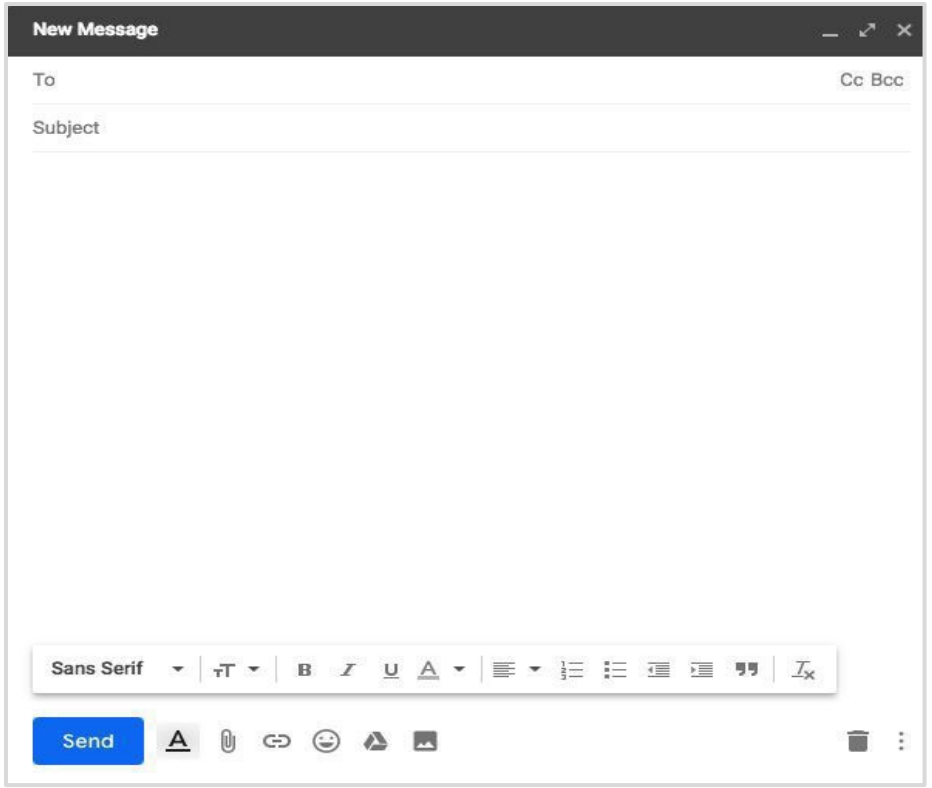
- Create and send email
- Reply to email
- Find email
- Create signatures

Create and Send

1. Open your Gmail inbox
2. In the left sidebar, click **Compose**
3. (Optional) Change your window using the buttons in the upper corner
4. Add recipients and a subject
5. Enter your message

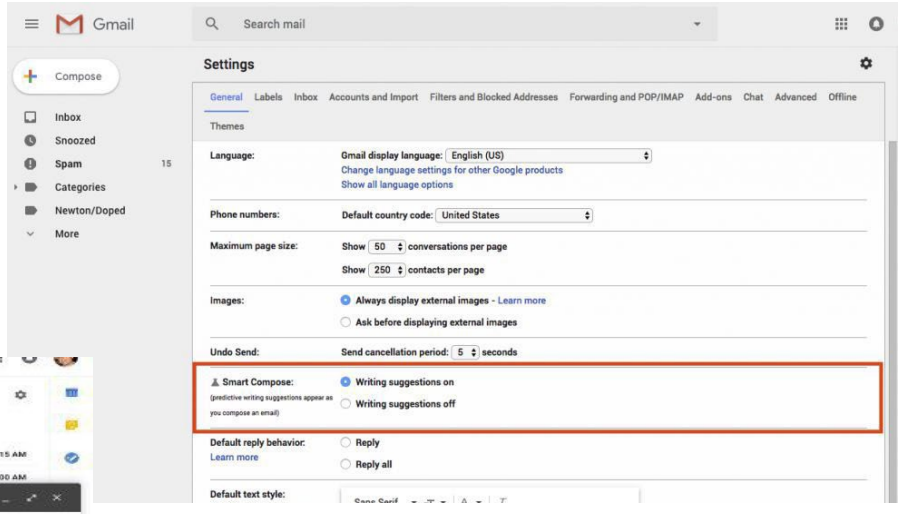
   Emails you start writing are automatically saved in **Drafts** on the left sidebar

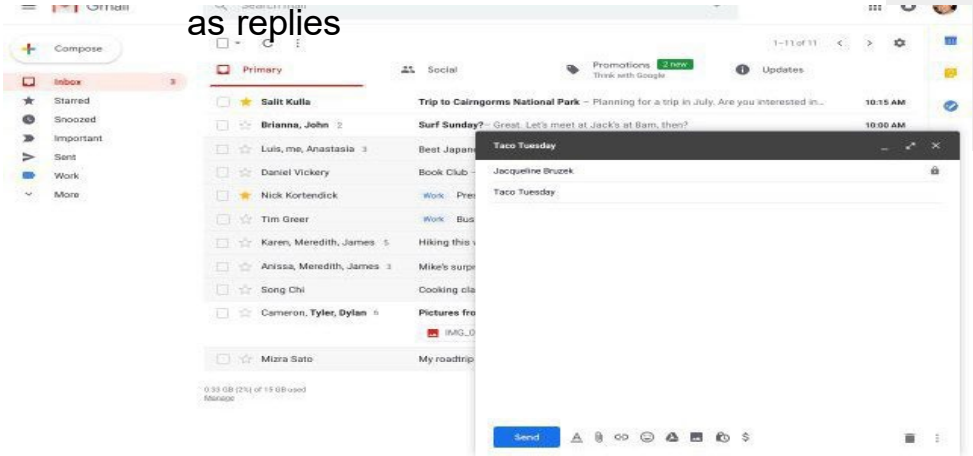
6. (Optional) Add attachments, links, images
7. Click **Send**



What is Smart Compose?

- Suggesting words and phrases that it can autocomplete
- Works for new messages as well as replies





Undo send

- Make sure **Undo Send** is enabled

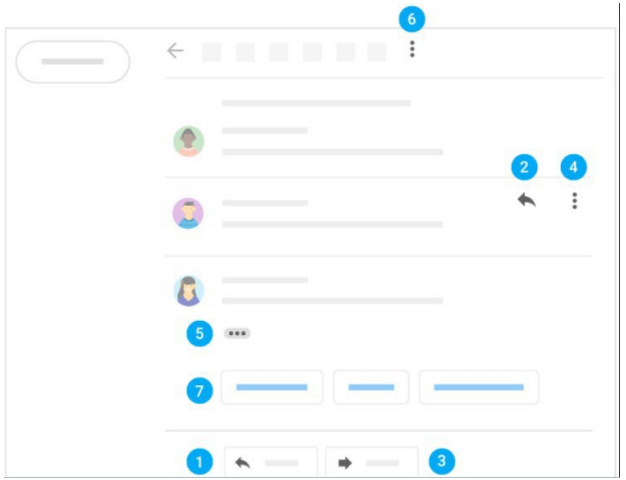
  1. In the top right click, click Settings and select **Settings**
  2. Click the **General** tab
  3. Scroll to **Undo Send** and check the **Enable Undo Send** box
  4. Set the cancellation period
  5. At the bottom click, **Save Changes**

- **Undo** sending email:

  1. Send your email
  2. Click **Undo** at the bottom of the page
  3. Depending on your settings, there's a limited amount of seconds to click **Undo** before it disappears

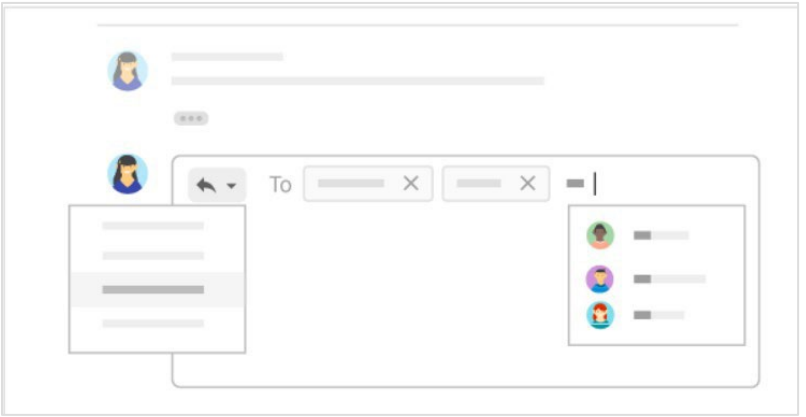
Reply to Email

1. To reply to a single email or the last email in a thread, click Reply.
2. To reply to an email within a thread, click Reply.
3. To forward a single email or the last email in a thread, click Forward.
4. To forward an email within a thread, click More > Forward.
5. To see previous email in a thread, click Show trimmed content ....
6. To forward an entire conversation, at the top, click More > Forward all.
7. To use a Smart Reply, at the bottom of the email, click a suggested reply. You can then edit the email before sending it.



Change recipients and subjects

- **Add and remove recipients:**
  a. From an open email, click a recipient's address
  b. To add more recipients, type their email addresses
  c. To remove recipients, next to their email address click **X**
- **Change an email subject:**
  a. Next to Type of response reply, click the Down arrow > **Edit subject**
  b. Type a new subject



Save and print attachments

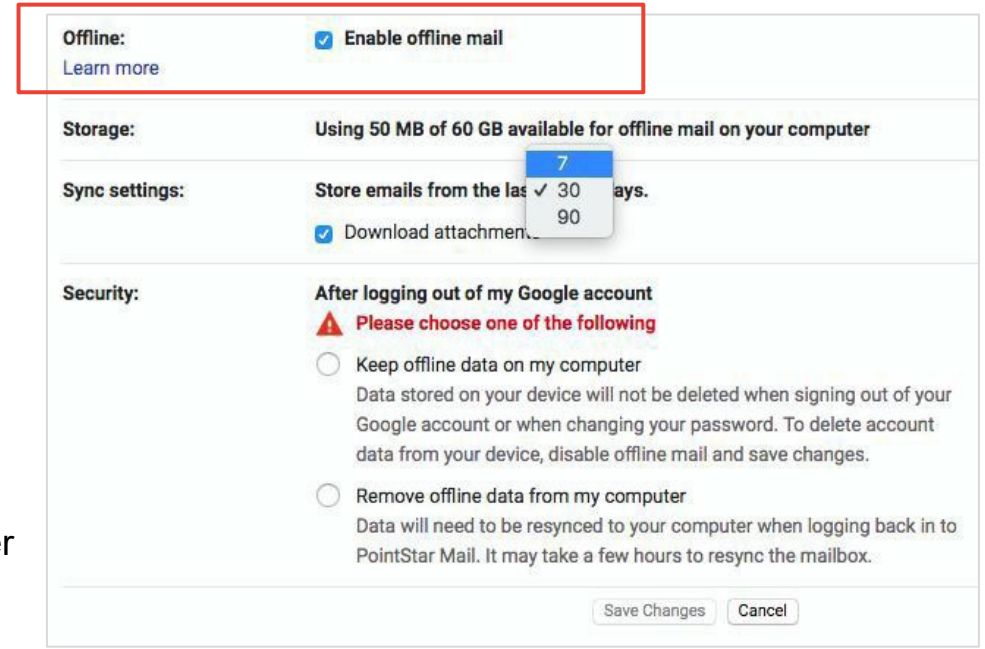
- See a full-screen view and print: Click the attachment to open a full-screen view. To print, click **Print**

- Download an image or save it to Drive: Point to the preview and click **Download** or **Save to Drive**

Gmail Offline

To work offline need to enable Gmail offline individually in their Gmail settings

1. From your **Inbox**, choose ⚙ then **Settings**
2. Click the **Offline** tab
3. Check the **Enable offline mailbox**
4. Under **Security**, indicate how to handle offline content when you sign out of your Google account
    - Keep offline data on my computer
    - Remove offline data from my computer



What are Labels?

- Use labels to categorize your email
- Labels are like folders, you can apply several labels to an email
- Open a label on the left of your Gmail window to see all email with that label
- Nest labels within labels, just like you did with folders
- Search for all email with a label
- See labels on email in your inbox to quickly identify different types of email

Create and apply labels

Create a label:

1. In the top right, click Settings and select **Settings**
2. Click the **Labels** tab
3. Scroll to the **Labels** section and click **Create New Label**
4. Enter the label name and click **Create**

Tag one or more messages with a label:

1. Select your messages
2. Click **Labels**
3. Check the labels you want to add to your selected messages and click **Apply**

Add a color to a label:

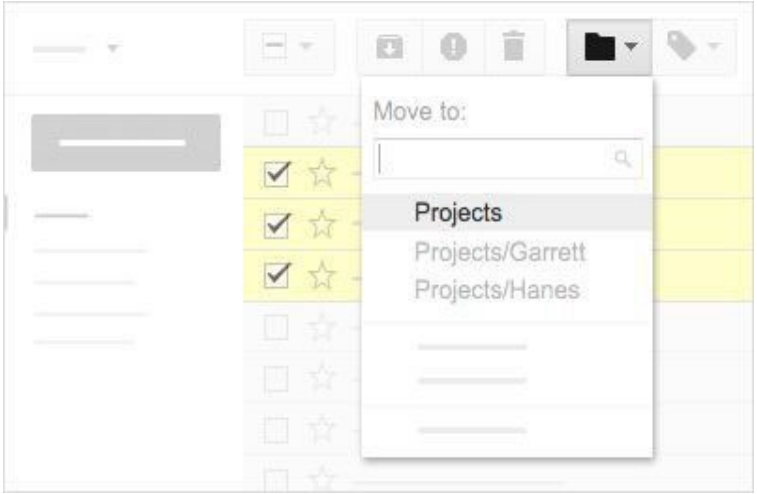
1. In your Labels list on the left, hover over the label and click the Down arrow
2. Hover over **Label color** and choose a color
3. The change is instantly applied to all messages with that label

Move email out of your inbox

You can also move your email out of your inbox and into labels the same way you used to with folders.

1. Select your email
2. Click **Move to**
3. Select the label you want to move your email into

The messages no longer appear in your inbox, but you can find them by opening or searching for the label.



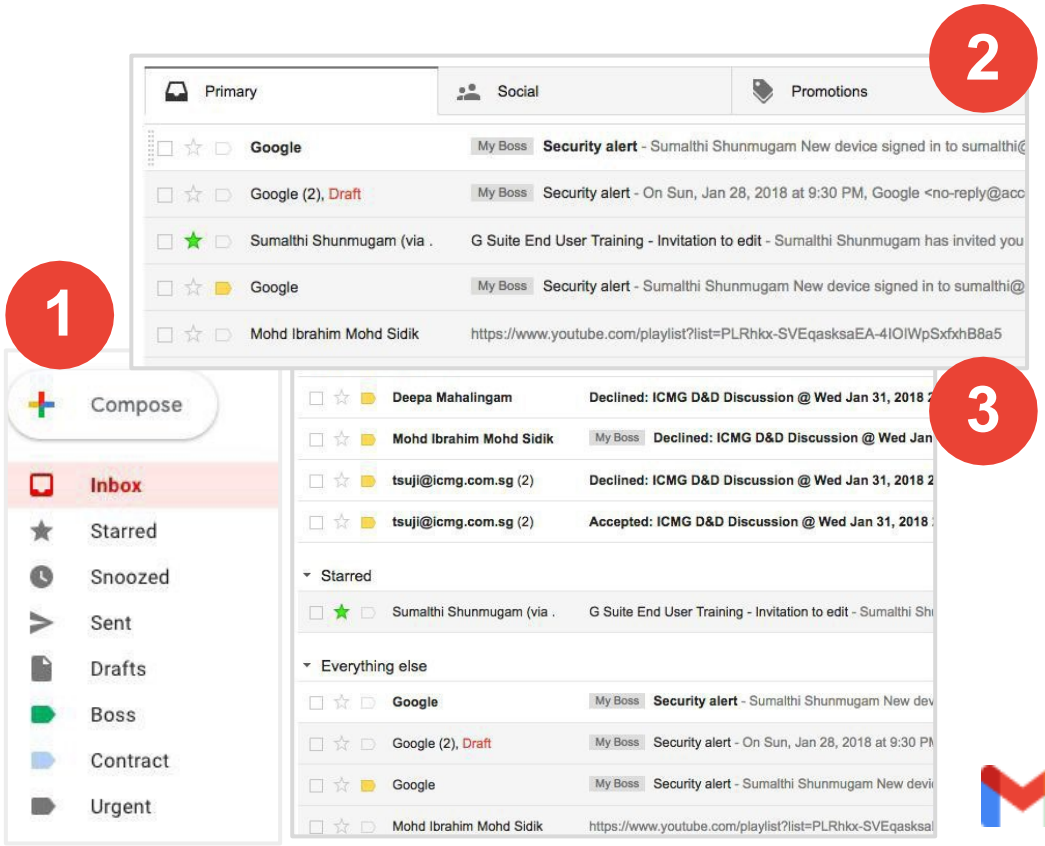
Star important emails

- Click **Star** next to an email in your inbox or an email within a conversation
- To list all your starred email, just click **Starred** in the left sidebar

Organize your Inbox

There are multiple ways to organize your inbox better. To name a few:

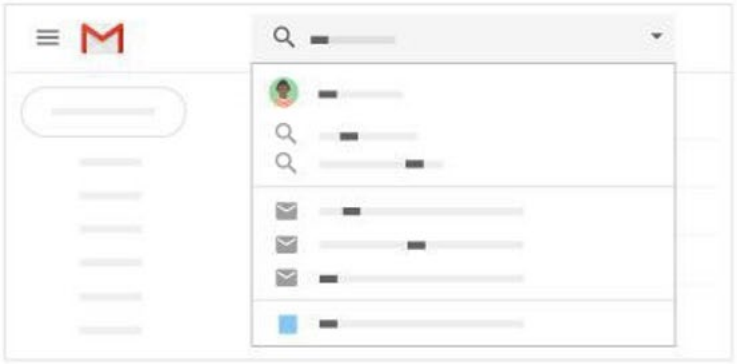
1. Labels & filters
2. Categories
3. Inbox types



Find emails

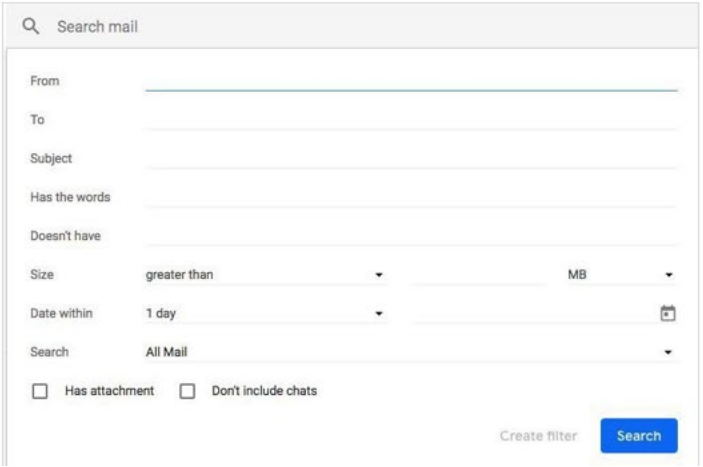
Search your inbox

- Type the word you are looking for in the search box.



Advanced Search

- More Search options.



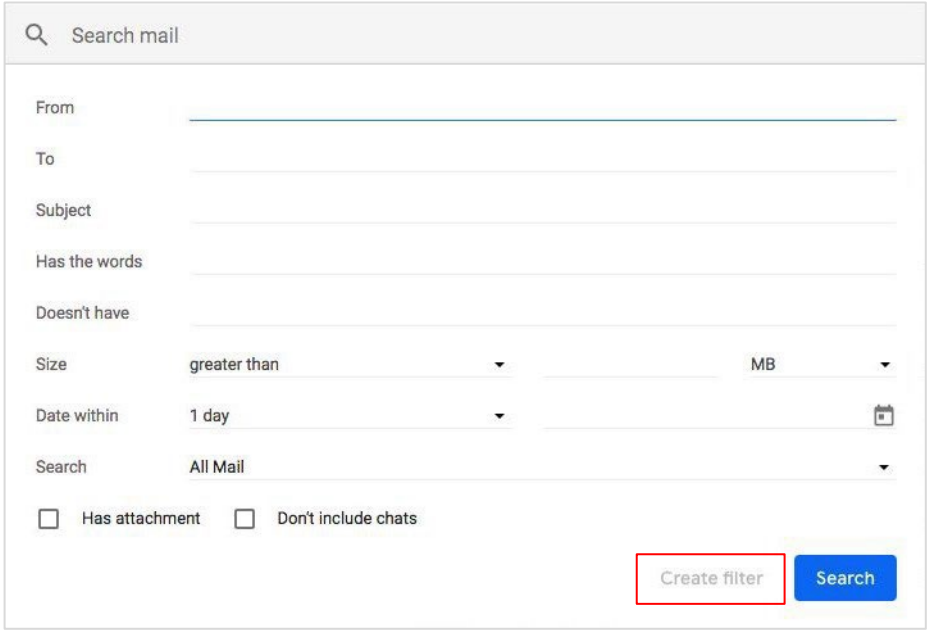
Signatures

Your signature might include your name, title, and contact information.

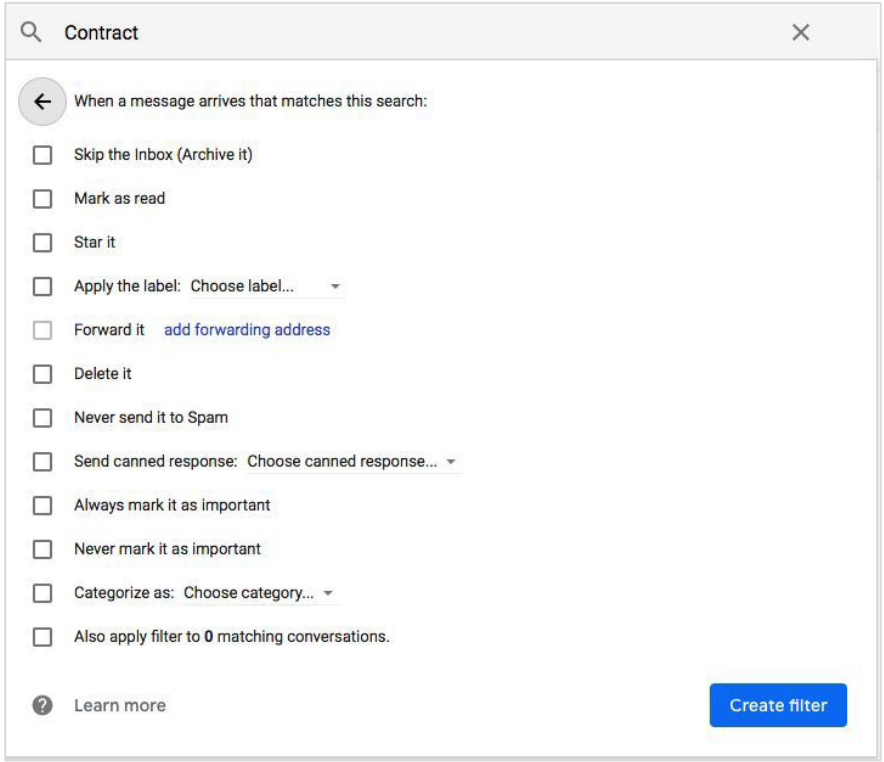
1. Click Settings and select **Settings**.
2. On the **General** page, scroll down to the **Signature** section and compose your signature.
3. Use the format bar to add text colors, styles, links, and even a picture.
4. At the bottom, click **Save Changes.**

Filters: Automatically process messages

1. In the Gmail search box, click the Down arrow.
2. Enter your search criteria, then click **Create filter**



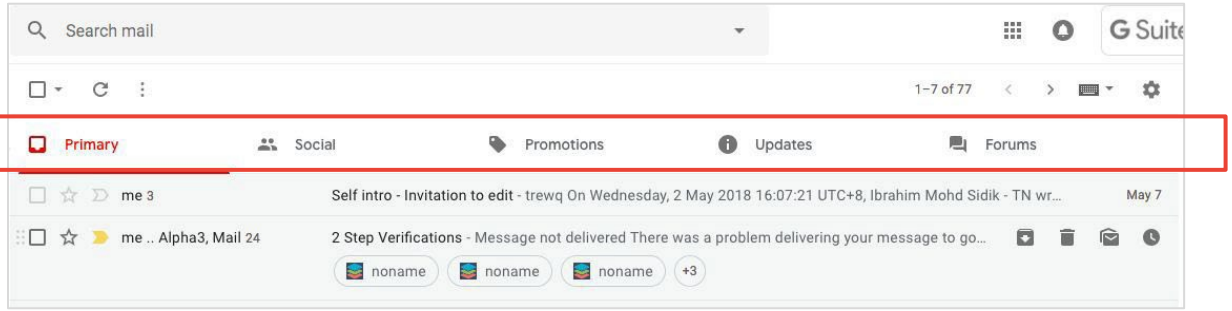
3. Check **Apply the label** and choose a label to automatically sort incoming messages fitting your search criteria
4. If you'd like messages fitting your search criteria to be automatically moved out of your Inbox, but want to be able to access them later, check **Skip the Inbox (Archive it)**
5. Click **Create filter**



Categories

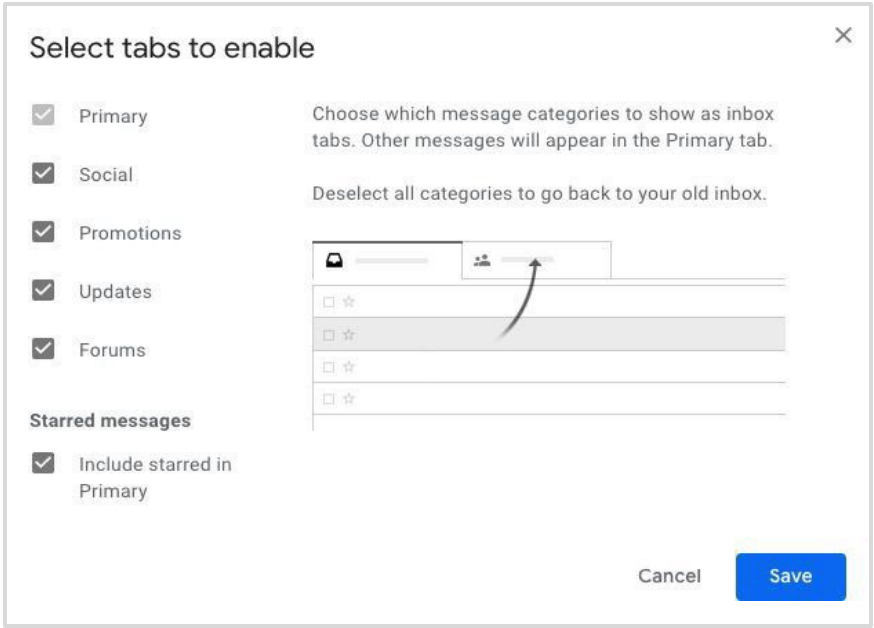
Organize incoming email in your inbox into separate locations based on the content of the information. There are up to 5 categories to choose from:

- Primary
- Social
- Promotions
- Updates
- Forums



Enabling and Disabling Categories

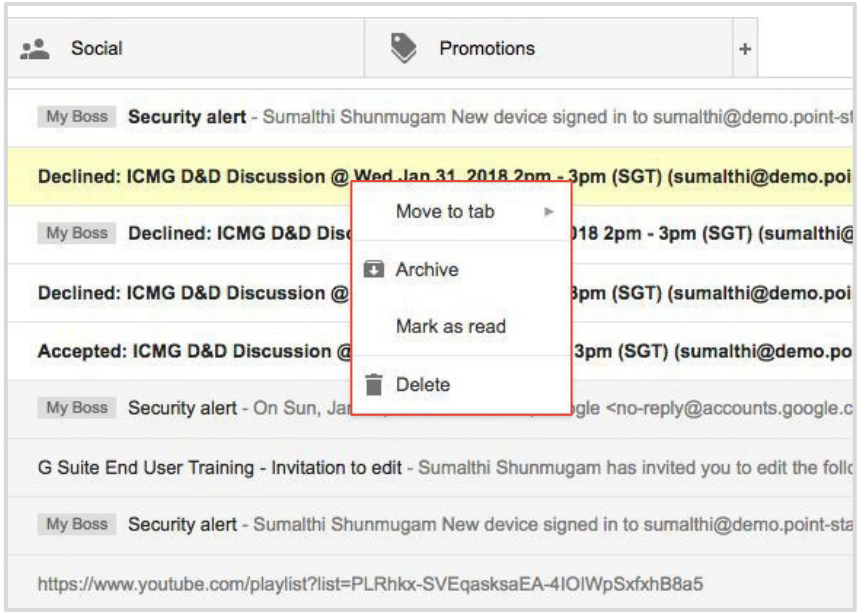
1. Click on the **Settings** Gear
2. Click on **Configure Inbox** in the menu
3. Ensure that there are checks in the checkboxes of the desired categories, click the **Save** button



Moving an email to a different Category

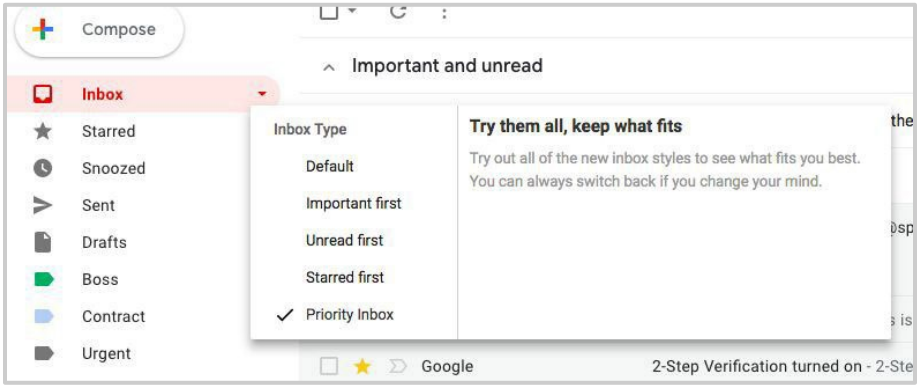
1. Train your Inbox
   a. Drag it to the tab you want or
   b. Right click on the messages and choose

      Move to tab
2. Filter
   a. Choose to highlight the email.
   b. Click **More** > **Filter messages like these**
   c. Click Create filter with this search
   d. Choose **Categorise as:**
   e. Assign the category accordingly



Enable Priority Inbox

1. In Gmail, point to your Inbox label and click the arrow that appears next to Inbox.
2. From the Inbox Type menu, select **Priority Inbox**. Priority Inbox separates your inbox into 3 sections:
    a. Important and unread
    b. Starred
    c. Everything else

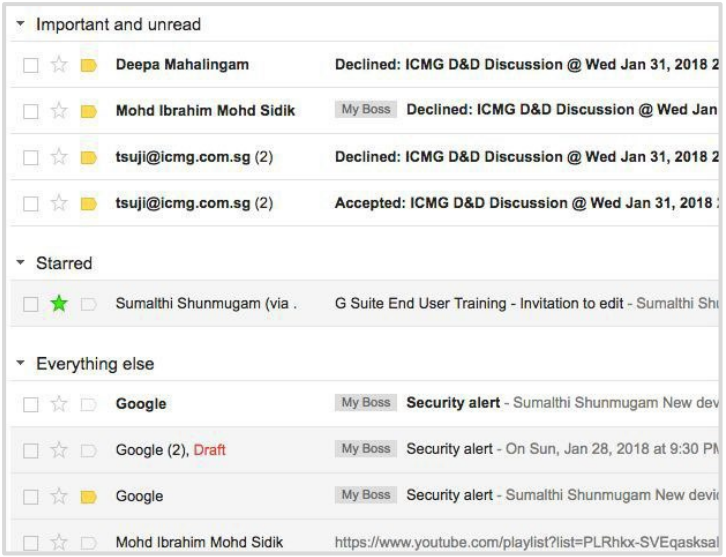


3. If you would like to move any message from **Everything else** section to other sections, do one of the following options:

   a. To add it to Important and unread,

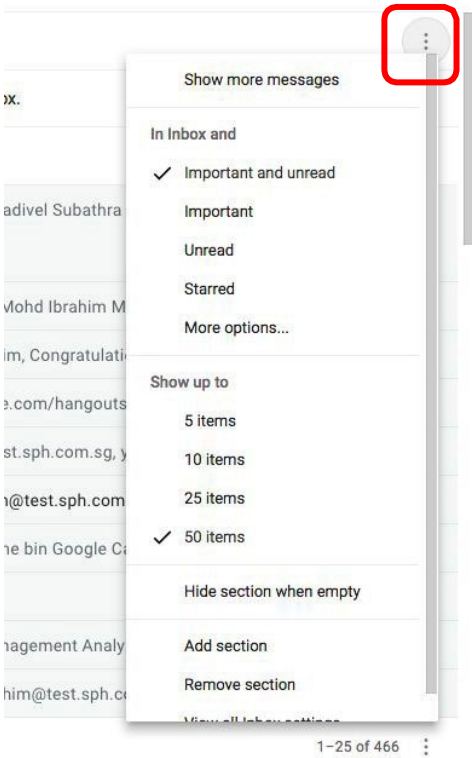
      Click the **importance marker.**

   b. To add it to Starred, click the **star** in between the check box and the subject of the mail.



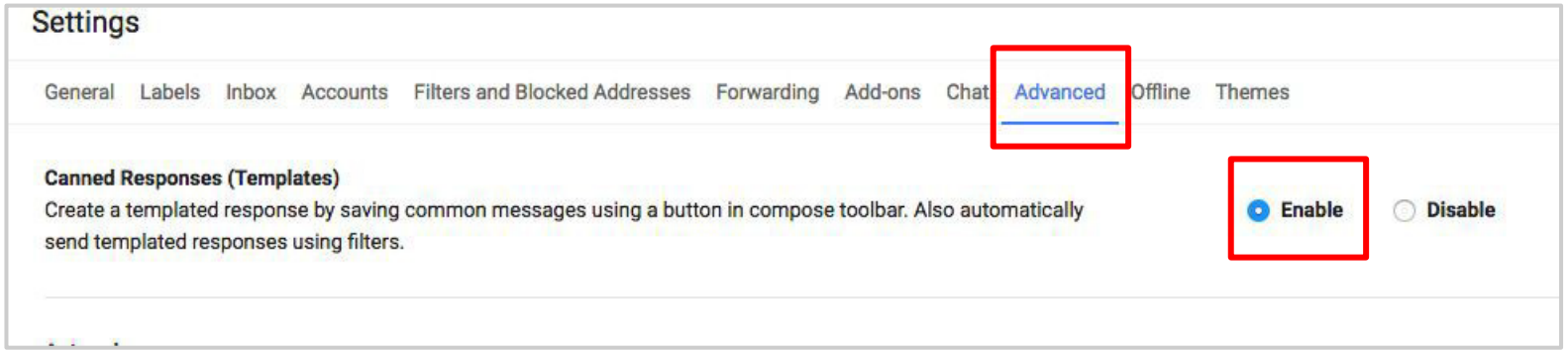
4. To customize **Priority Inbox**, click on the **More** as shown, available options:

   a. Move the messages to another section.
   b. Specify the number of messages to display in the section.
   c. Hide the section when it is empty.
   d. Add a fourth section or remove a section.



Save time using pre-written replies

1. **Enable the canned responses lab**
   - In Gmail, click **Settings** > **Settings** and Select the **Advanced** tab
   - Scroll to the **Canned Responses** (Templates) lab and click **Enable**
   - At the bottom, click **Save Changes**



2. **Work with canned responses**
   a. Open Gmail and click **Compose**
   b. Click More ⋮ **Canned responses**
   c. Choose an option:
      - *Create a new canned response*—Click New canned response, name your response, click OK
      - *Send a canned response*—Under Insert, choose a saved response to insert in your email
      - *Overwrite a previously saved canned response*—Compose a different response and under Save, click a response, click OK
      - *Delete a saved canned response*—Under Delete, select the response you want to delete, click OK
   d. Click **Send**

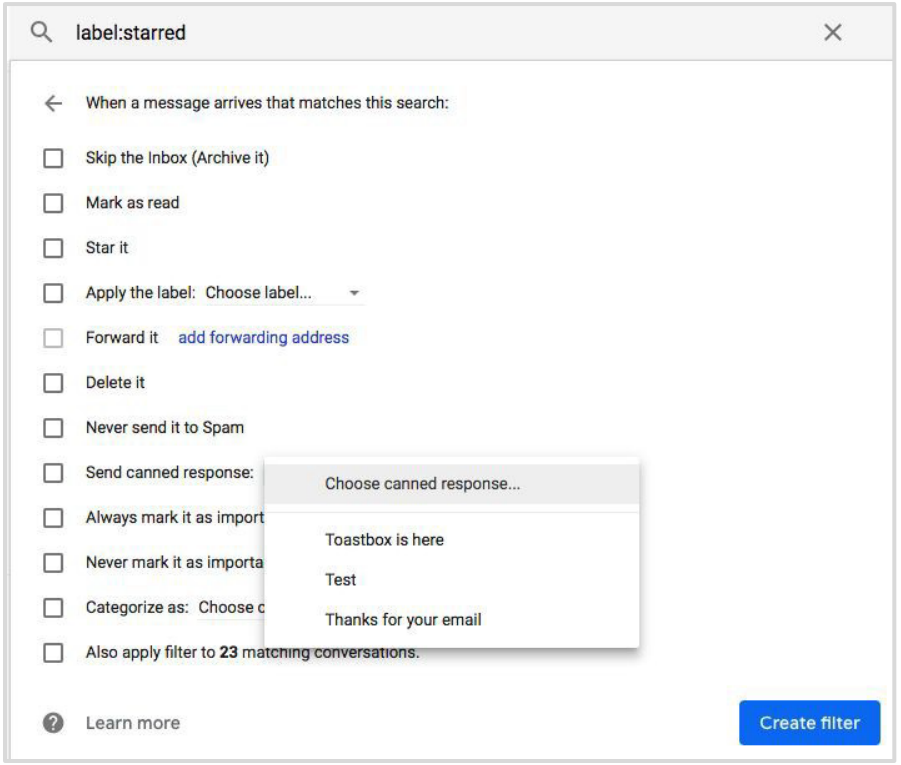
3. Automate canned responses

a. In the Gmail search box, click the Down arrow

b. Enter your search criteria, then click **Create filter** with this search

c. Check the **Send canned response box** and select one of your saved canned responses

d. Click **Create filter**



Mailbox delegation

1. The owner can grant access to his team members (delegate)
2. **What your delegate can do:**
    - Send or reply to emails that were sent to you their email address will show
    - Read messages sent to you
    - Delete messages sent to you
    - Manage your contacts
3. **Delegates can't do things like:**
    - Chat with anyone for you
    - Change your Gmail password

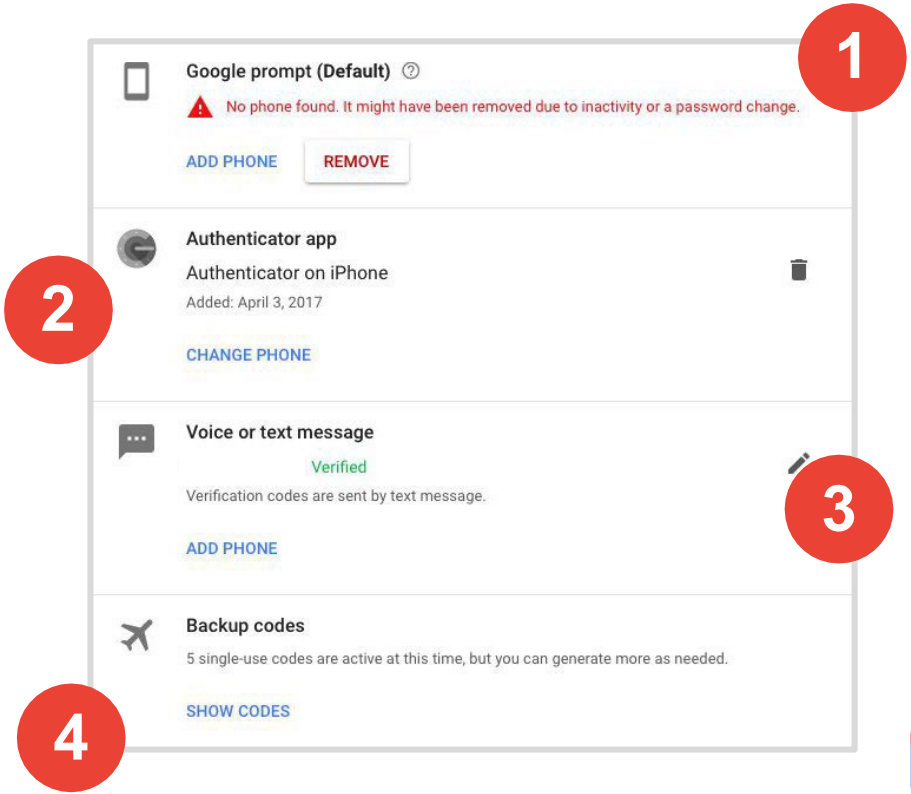
1. **Add a delegate**
   a. In the top right, click Settings
   b. Click the Accounts
   c. **"Grant access to your account"** section, click **Add another account**. Enter the email address
   d. Click **Next Step** , send email to grant access
   e. The person you added will get an email asking them to confirm. It may take up to 24 hours for you to see them as a delegate after they confirm

2. **Remove a delegate**
   a. Click **Settings**
   b. Click the Accounts and Import tab
   c. In the **"Grant access to your account"** section, click **Delete** next to the account you want to remove

Options for 2 Step Verifications

- Add an extra layer of security to your account to keep hackers at bay using this multiple options
- Access using **My Account > Sign-In & Security > Signing in to Google**

1. Authenticator app
2. Google prompt
3. Voice or text message
4. Backup codes

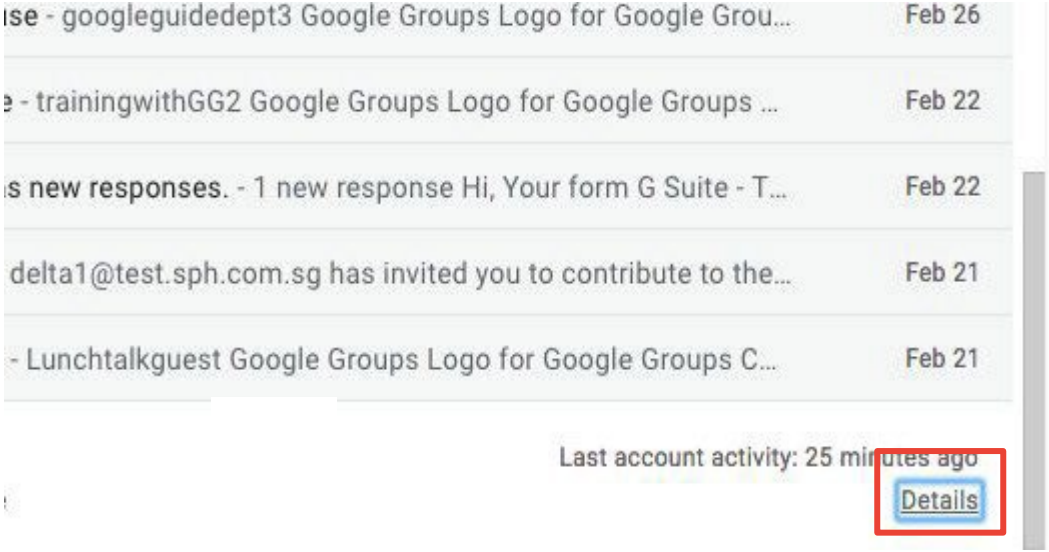


Understanding and selecting authentication methods

Method	Phone Required?	Service Required?	Remarks
Authenticator app	Yes	No	Only 1 phone
Google prompt	Yes	Yes, Internet connection	More than 1 phone
Voice or text messages	Yes	Yes, Telecom service	Multiple numbers
Backup codes	No	No	Multiple codes options

Proper sign out

- Take note to sign out properly if you've sign on to any other desktop/workstation other than yours
- If you just close the browser, the account is still accessible by others
- In case you did not sign out properly, here are alternative for you
- Click at Details and click on Sign out all other Gmail web sessions.



Security & awareness

1. **Phishing email**

For desktop/laptop

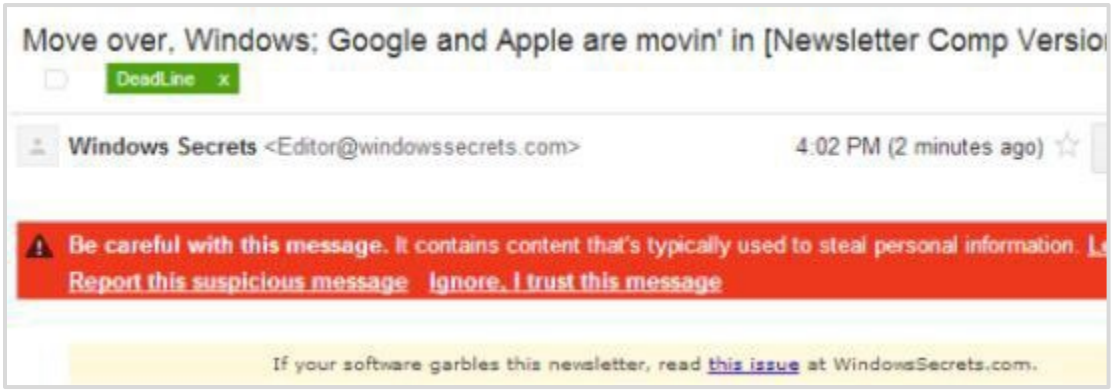
- Check the email address of the sender carefully
- The email usually has poor grammar or spelling errors
- Never click on any links or open any attachments in an email until you are sure that it is not a phishing email.

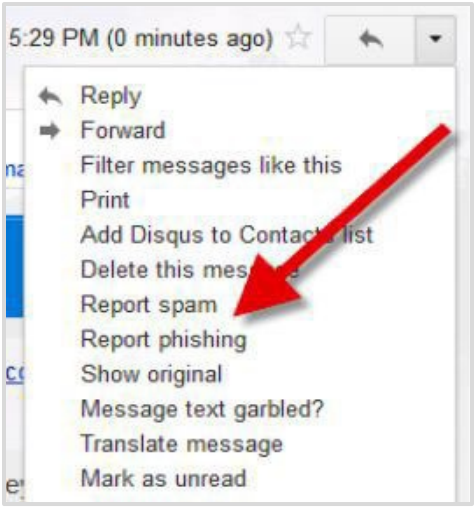
For mobiles

- Do not click on the links and open the attachments in a new browser
- Instead click and hold as your mobile will show the actual links
- If the links seems to be suspicious looking string of characters, the email is likely to be malicious so delete it.

2. Spam email

Gmail automatically identifies spam and other suspicious emails and sends them to Spam. If an email was incorrectly marked as spam you can unmark that emails as spam and vice versa.





A. Unmark an email as spam

i. On your computer, open Gmail
ii. On the left, click **Spam**. If you don't see Spam, click More
iii. Open the email
iv. At the top of the page, click **Not spam**

B. Mark emails as spam

v. Select the emails
vi. Click **Report spam**

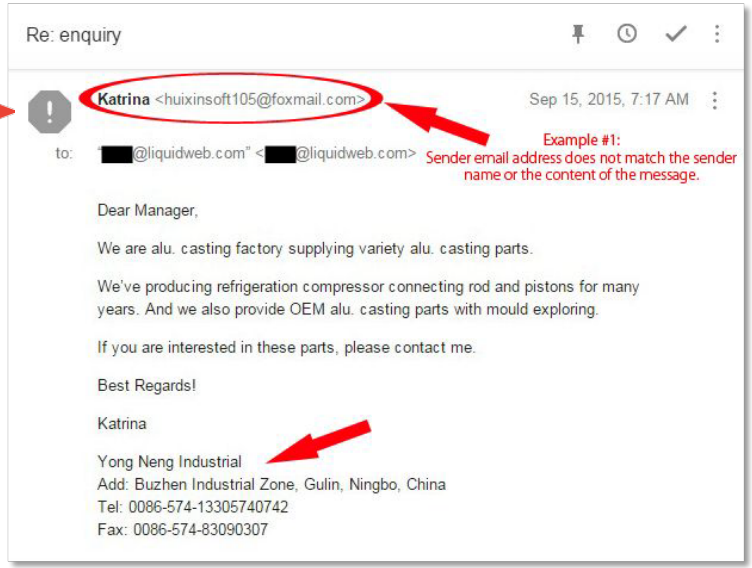
3. Spoofed email addresses

a. What this means

The email address of the sender does not match the company's name

b. What to do if you see this

Don't reply to the email or open any links



More info : https://support.google.com/mail/answer/1366858?hl=en-GB&expand=5

Gmail on Mobile

- Download and install the products below (or just a select few) from Google Play (Android devices) or App Store (iOS devices)
- If an app isn’t available on your Android or iOS device, or if you're using a different type of device, access through your mobile browser similar to your desktop computer
- The following G Suite services are available on mobile devices

Gmail limitations

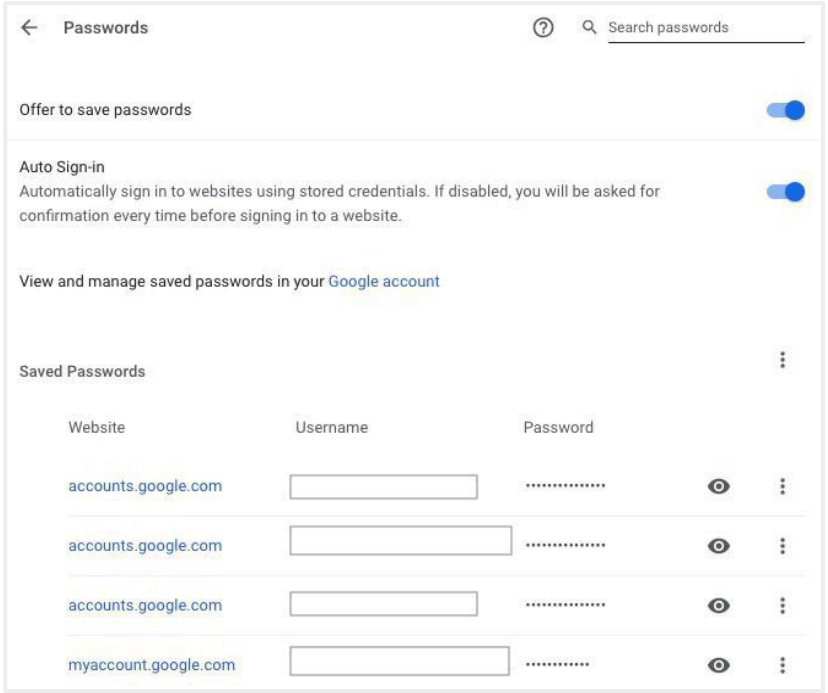
Limit type	Limit
Messages per day Daily sending limit*	2,000
Recipients per message Addresses in the To, Cc, and Bcc fields of a single email*	2,000 (500 external)
Attachment size limit (sending)	25MB
Attachment size limit (receiving)	50MB

More info : https://support.google.com/a/answer/166852?hl=en

Password Manager

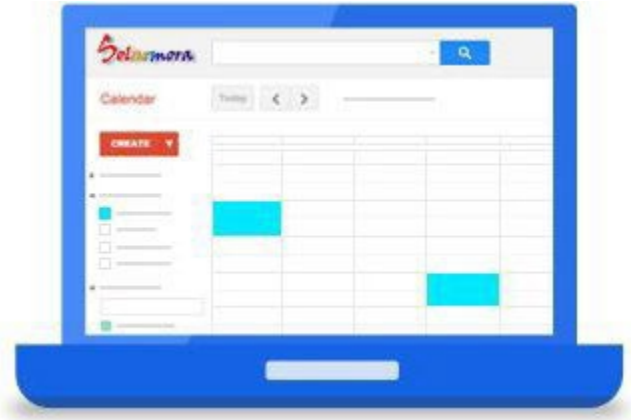
- Users can have Chrome remember your passwords for different sites
- Creates a random password the first time user log into a new site
- Chrome offers to store the password within the browser
- Chrome will use that stored password to log in

1. Sign in with a saved password
   a. Go to a site you've visited before
   b. In a sign-in form, click the username field
   c. Choose the sign-in info you want to use
2. See, delete, or export saved password
   a. Open Chrome
   b. Click **Profile > Passwords**
   c. See, delete, or export a password:
      i. **See -** to view the passwords
      ii. **Delete -** to remove password
      iii. **Export -** password will be visible



Work with Google Calendar

- How to view your calendar
- Manage schedules and tasks for teams
- Find the best time for internal meetings
- Keep track of your time with a daily agenda
- Email your attendees
- Limitations
- Troubleshooting

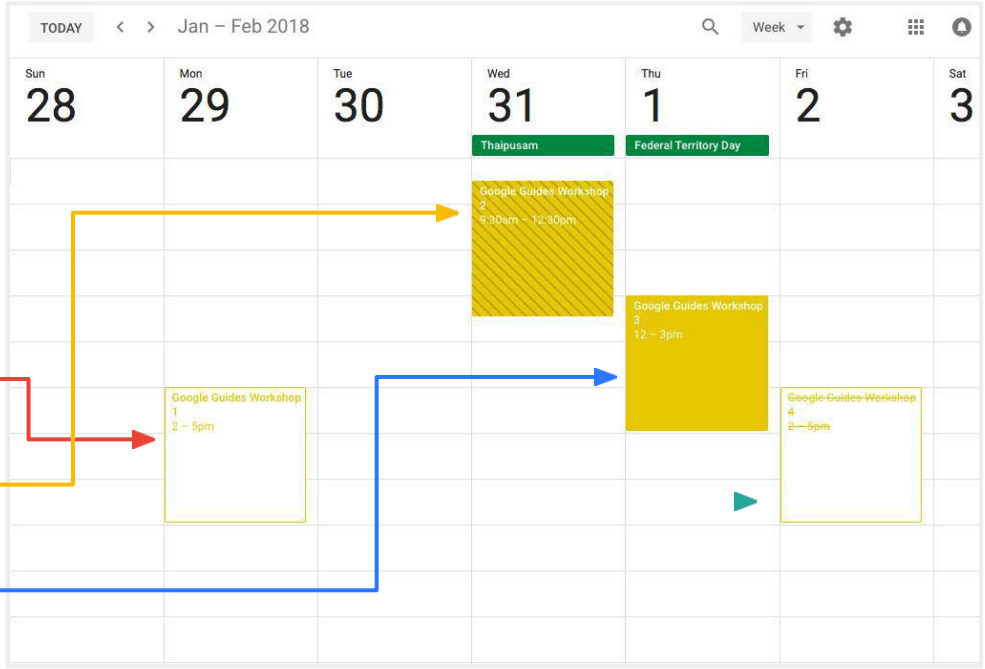


Events on calendar

There are few ways to identify events in the calendar look

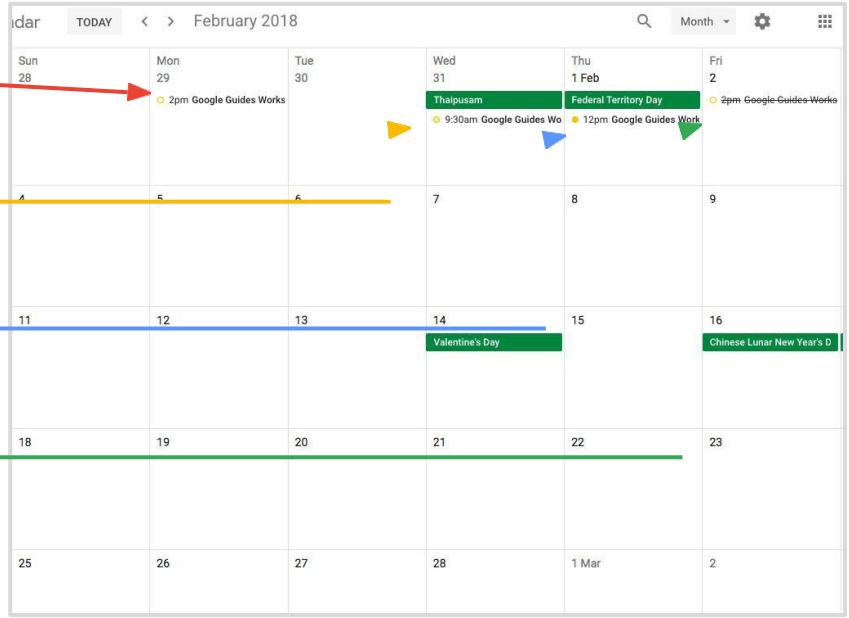
Weekly view

1. No fill box - **Not responded**
2. Slanting lines - **Maybe**
3. Solid colour box - **Yes**
4. Strikethrough - **No**



Monthly view

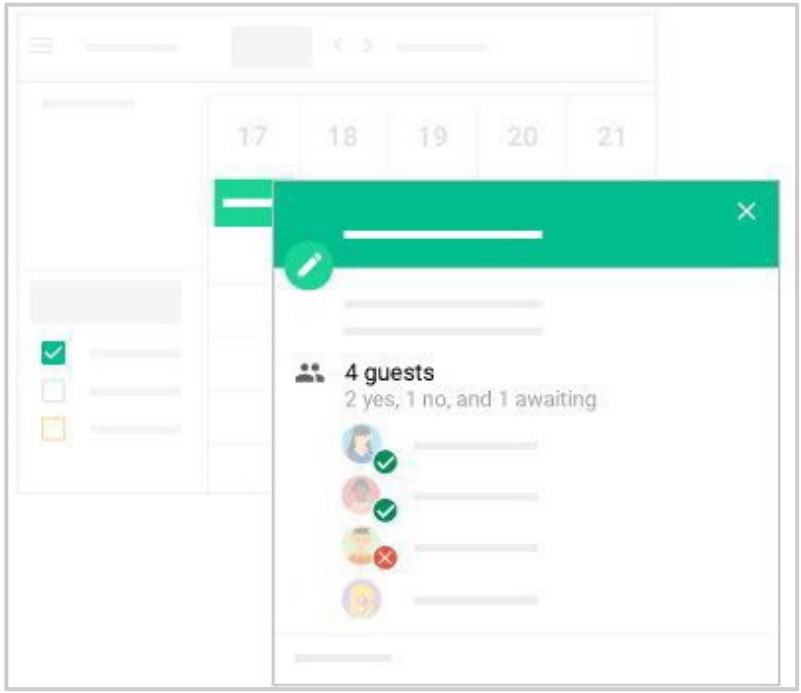
1. - Not responded
2. - Maybe
3. - Yes
4. ~~Training~~ - No



Check guest attendance

See who has accepted or declined your event invitation:

- Open your event and in the guests field, see responses from your guests
- If you invite a group to an event, click the Down arrow to see responses from your guests



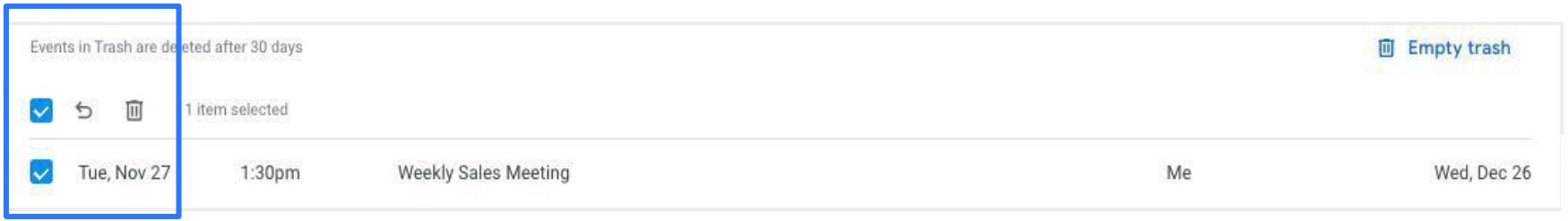
Delete/Restore Events

Delete an event:

- Click the event in your calendar grid and click **Delete**

Restore an event you deleted by mistake, or permanently remove deleted events:

1. To find your deleted event, click **Settings > Trash**
2. Hover over the event and choose an option:
   a. Check the box next to the event and click **Restore**
   b. Check the box next to the event and click **Delete**
3. (Optional) To delete all events in your trash, at the top right, click **Empty trash**



Share the Calendar

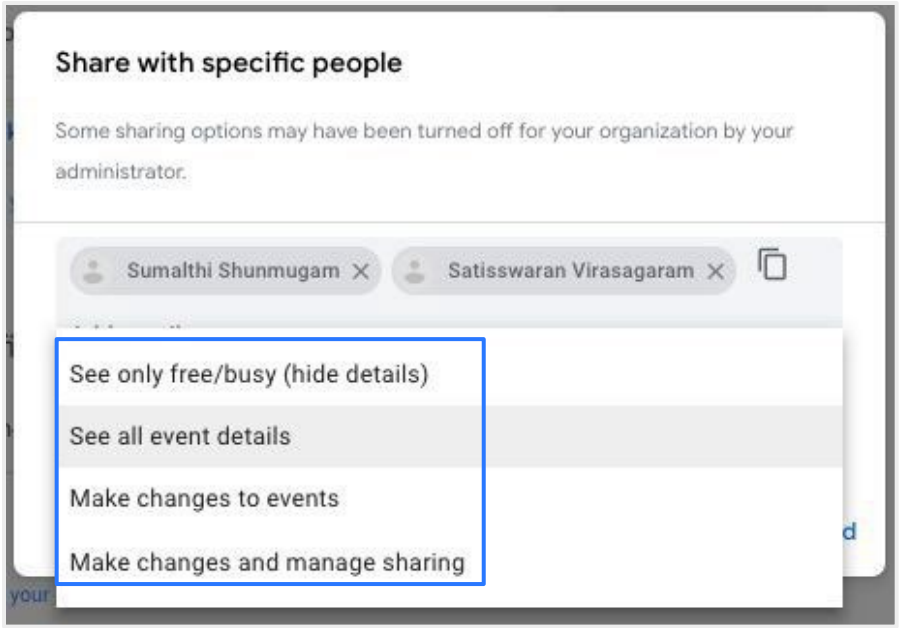
Share your calendar

1. Click **Settings > Settings**
2. On the left, select your calendar and then click

   Access permissions
3. Select how you want to share your calendar:
   a. Check the **Make available to public box**
   b. Check the **Make available for My**

      Organization box

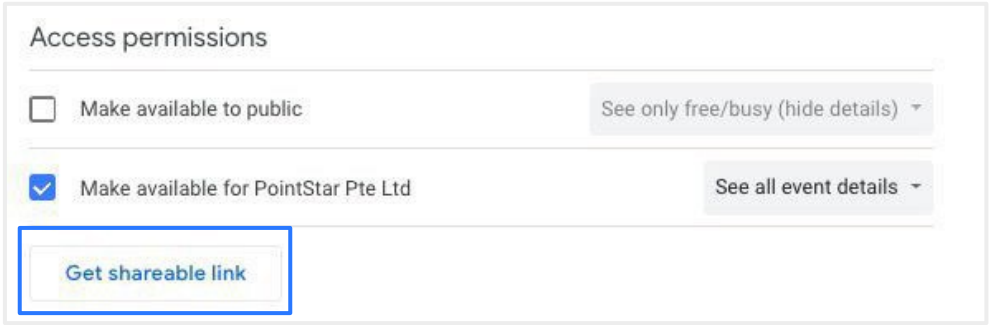
4. For each specific person, click the Down arrow, choose *Permissions*



Shareable Link

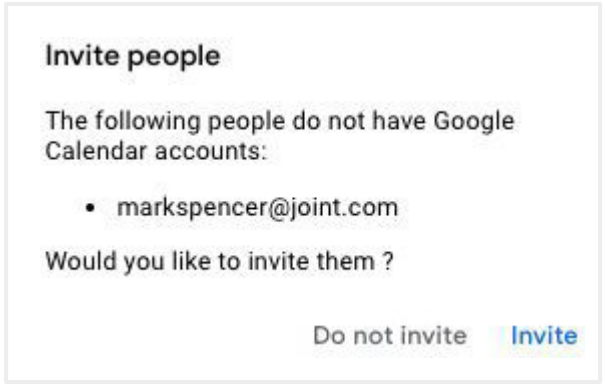
You can get a HTML link to your calendar that you can share with people.

1. Click **Settings > Settings**
2. On the left, select your calendar and then click **Access permissions**
3. To send a shareable HTML link to people, click **Get shareable link > Copy Link**
4. Paste and send the link



Share with people who do not use Google Calendar

1. In the Share with specific people section, click **Add People**
2. Enter the email address or names of the people you want to share your calendar with
3. Click **Send**
4. If the person you're sharing your calendar with doesn't use Calendar, click **Invite** to send them an invitation to use it

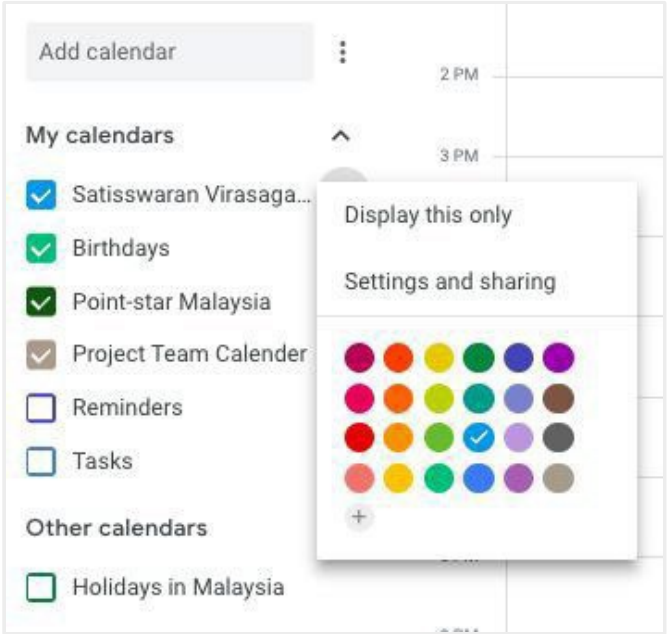


View other people's calendars

Add a team member's calendar:

1. On the left, click **Add a coworker's calendar** and enter the person's name or email address
2. Select the person from the list
3. If set up their calendar for sharing, it appears in your list of calendars. That person's events also appear on your calendar
4. If the person doesn't have Google Calendar, add a request and click **Send Invite**

5. Quickly schedule events by checking your coworkers' availability:
    a. To view a coworker's calendar next to yours, check the box next to the name
    b. To view several coworkers calendars at once, check the boxes next to the names
    c. (Optional) To view only your calendar, hover over your calendar name and click **More** > **Display this only**

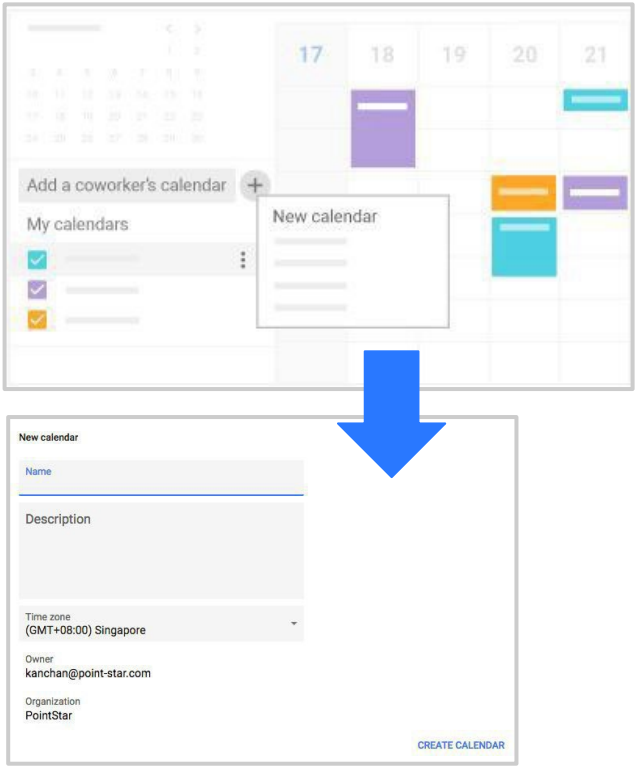


Create and share team calendar

In addition to your own calendar, you can create shared calendars to track group activities, such as project schedules, or coworker vacations.

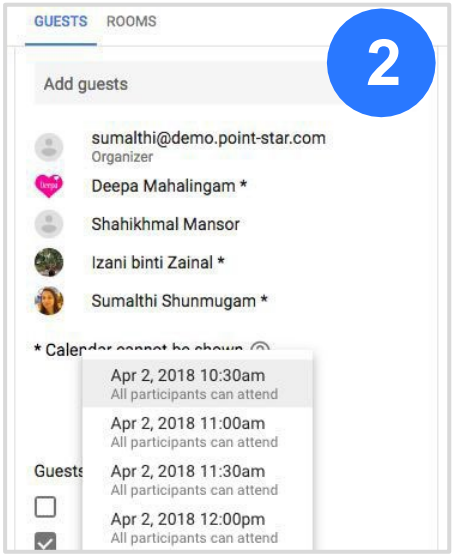
Create a team calendar:

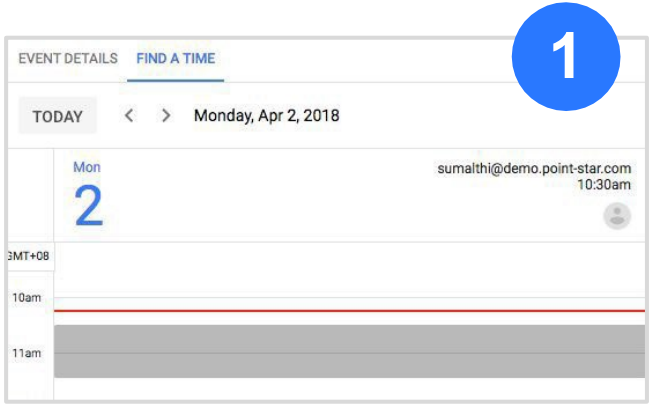
1. On the left next to Add a coworker's calendar, click **Add > New calendar**
2. Name the calendar and add a description
3. Click and select **Time zone**
4. **Add people** under **Share with specific people**

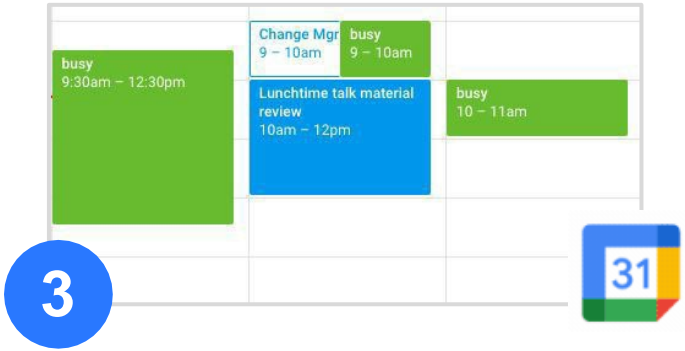


Find the best time for internal meetings

1. **Find a time:** When adding event
2. **Suggested times:** When adding guest
3. **Calendar overlay:** Add another coworker's calendar and check their availability



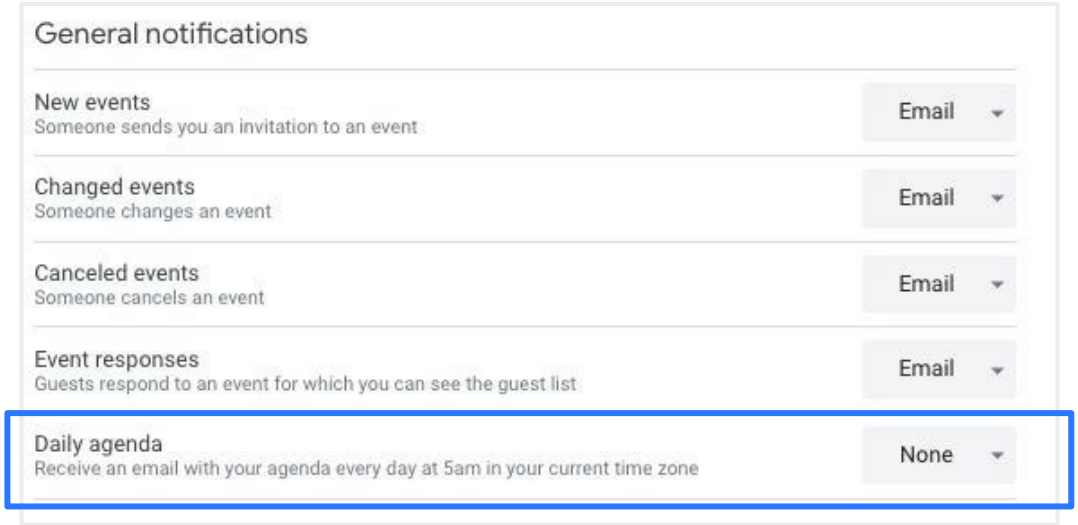




Keep track of your time with a daily agenda

Get your daily agenda in your inbox

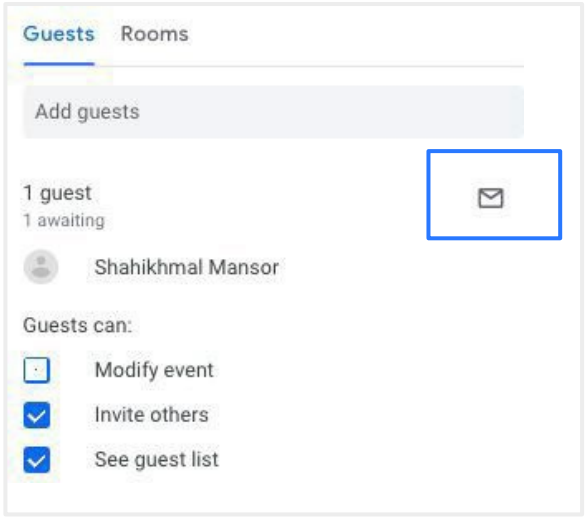
1. In Calendar, go to **Settings > Settings**
2. On the left under Settings for **my calendars**, click your name and go to **General notifications**
3. In the **Daily Agenda** field, click the Down arrow next to **None** and select **Email**

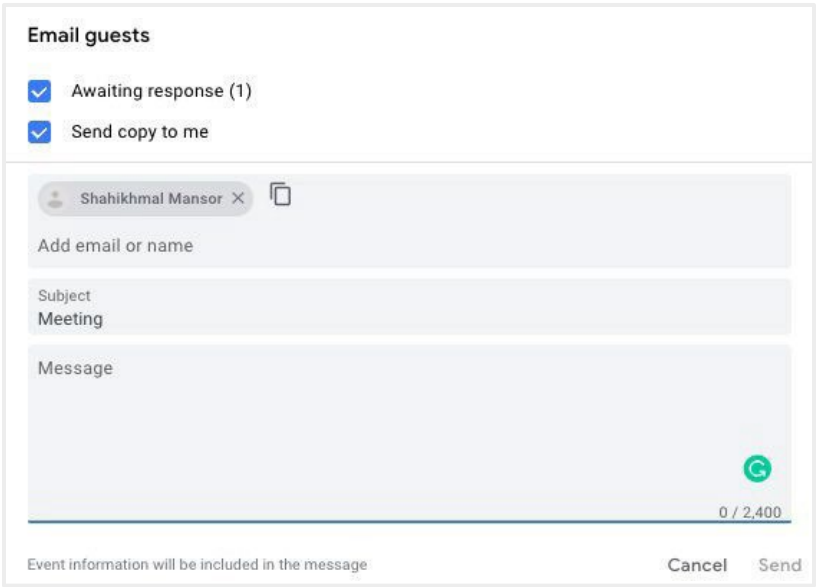


Email your attendees

To email your attendees on certain updates:

1. Click **edit** on created events
2. Click on **Email guest**





How to import ics file to Google Calendar

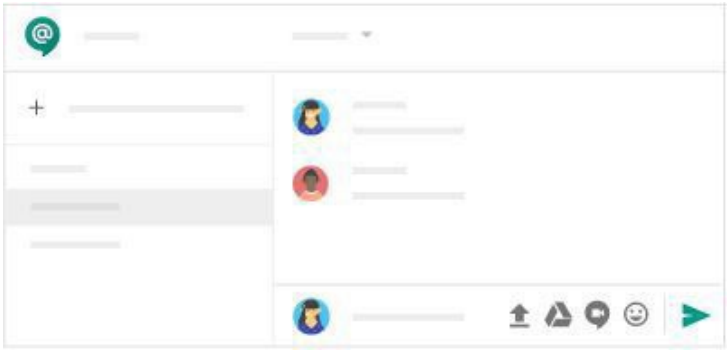
1. Open Google Calendar.
2. In the top right, click Settings Settings.
3. Click Import & Export.
4. Click Select file from your computer and select the file you exported. The file should end in "ics" or "csv".
5. Choose which calendar to add the imported events to. By default, events will be imported into your primary calendar.
6. Click Import.

Limitations

Limit type	Limit
Sending invitations to external guests	300
Sending invitations to internal guests (using Groups)	Up to 100,000

Hangouts Chat

- Is a communication way to communicate with teams of people in your organization
- Works in the browser on your desktop and in mobile applications for Android & iPhone and iPad



What can you do with Hangout Chat?

- Send direct message & group
- Create Room and start Conversations
- Start Multiple Conversations in a Room
- Bots
- Collaborate in Chat

Send Direct Message & Groups

Send a direct message to someone:

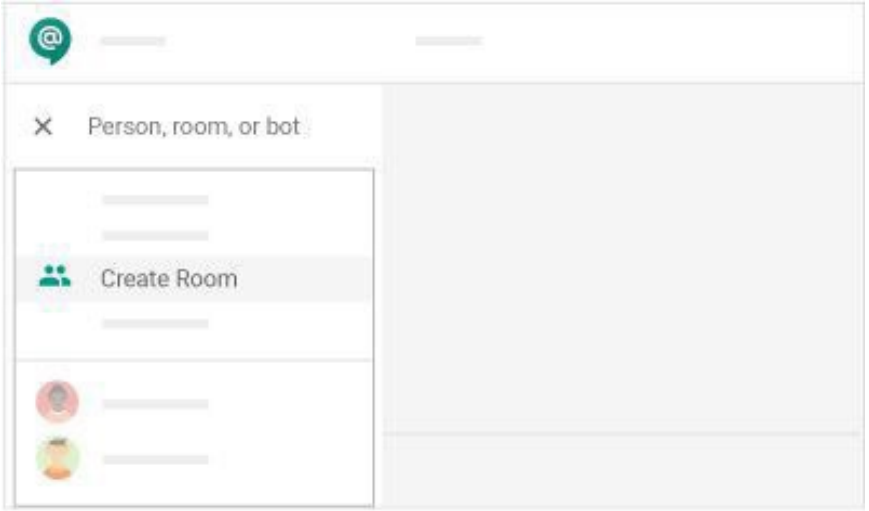
- Click Find people, rooms, bots.
- Enter a name or email address
- Enter your message and click Send

Send a direct message to a group:

- Click Find people, rooms, bots > Group Message
- Enter names or email addresses or select contacts
- Click Start DM.

Create a Room

- Chat with your co-workers, share files and other online resources, and work together on team projects.
- Conversations are organized into different conversation thread in rooms, so you and your team can discuss multiple subjects at the same time.
    - On the left, click **Find people, rooms, bots > Create Room**
    - Enter a room name and click **Create.**



Browse your rooms:

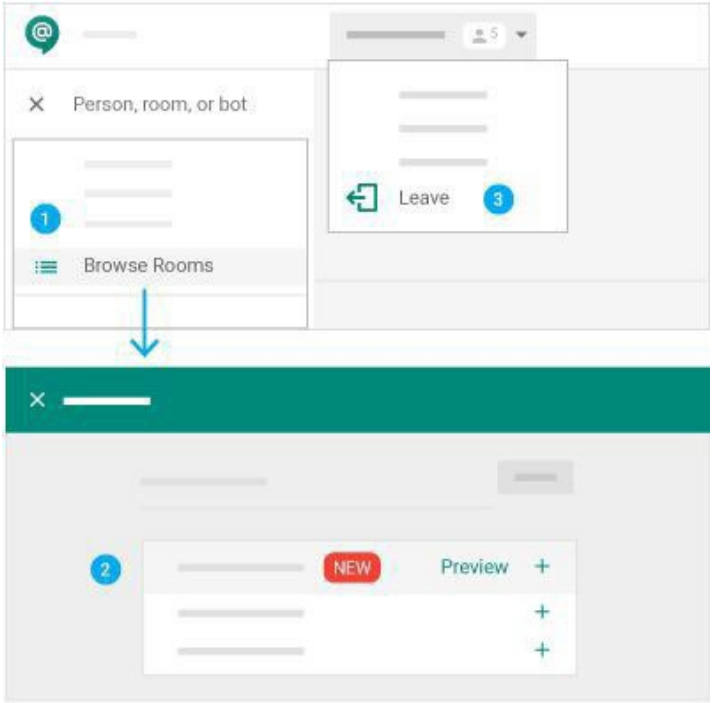
a. To find a room you're invited to join, click **People, rooms, bots** > Browse Rooms.

Join a room:

b. Preview the room before joining it:
   i. Hover over the name and click **Preview**
   ii. You can read the conversations but you can't participate in the discussion or receive notifications.
   iii. Click **Join** if you decide to join the room.

Remove yourself from a room:

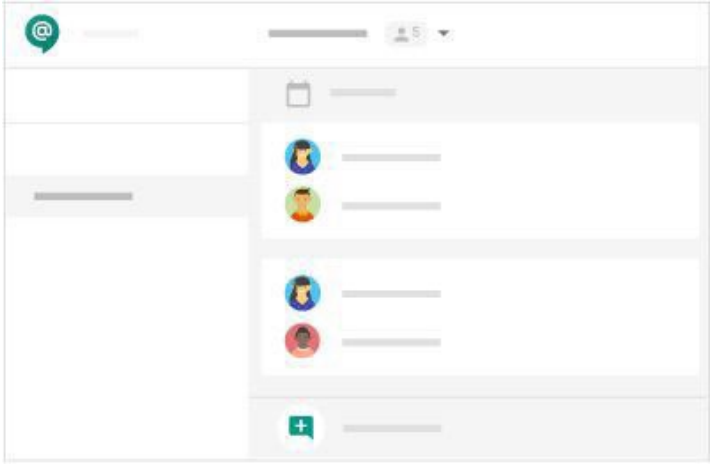
c. Select the room name and click Down Arrow > **Leave**



Start multiple conversations in a room

Start a different conversations in a room:

- Scroll down to the end of the page and click New conversation.
- Under **New conversation,** enter your message and click Send
- You can create as many new conversations in the room as you like.

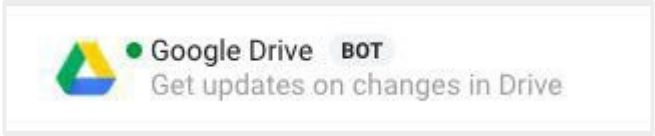


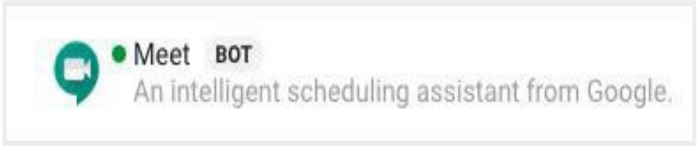
Send a direct message to someone in a room:

- Click the Down Arrow > View members.
- Hover over the person you want to send a direct message to and click More > Direct Message.
- Enter a message and click Send.

Bots

1. **What is Bots?**
   a. New way to chat with application.
2. **What Bots can do?**
   a. Bots helps you to book meetings, check your calendar, collaborate with your Google Drive
   b. Chat directly
   c. Add bots to specific rooms
3. **Types of Bots :**
   a. Google Drive
   b. Meet





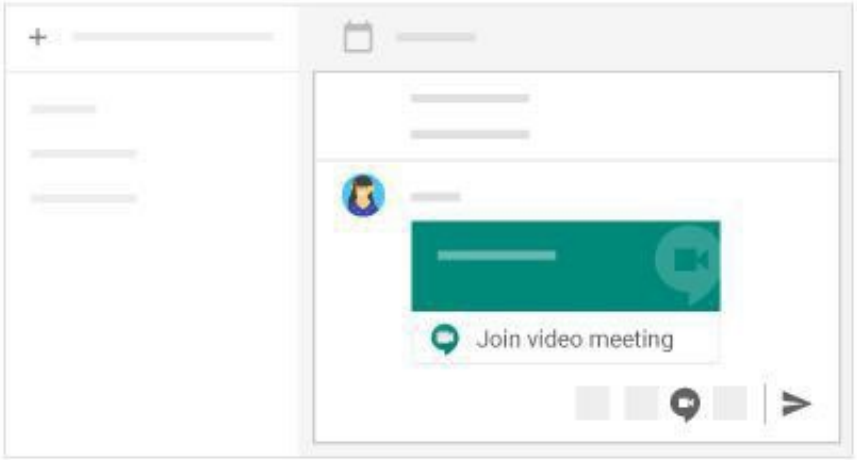
Collaborate in Chat

1. Start a video meeting
2. Add files to conversations
3. Search in Chat

1. Start a video meeting

1. In a chat conversation, click **Add video meeting** > Send.

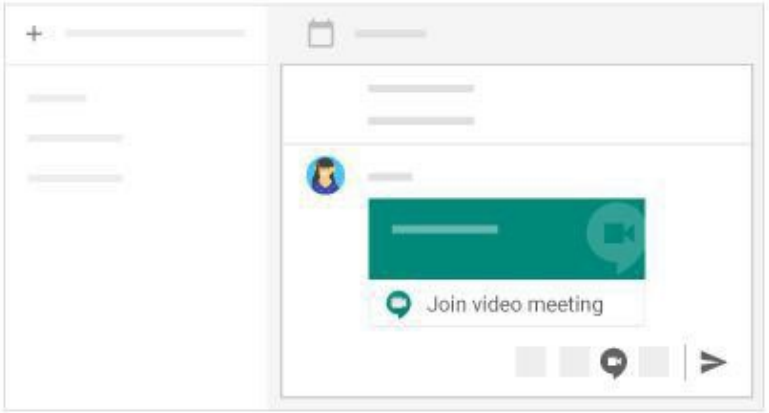
2. To join the video meeting, click **Join video meeting** > **Join meeting**.



2. Add files to conversation

Reply to an existing conversation or open a new conversation and choose an option:

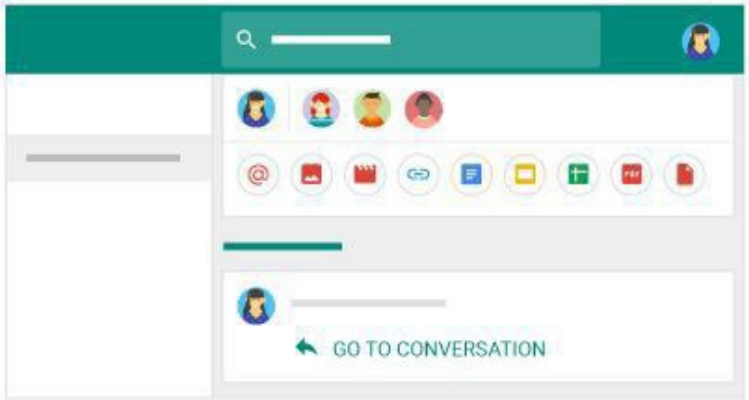
- If you want to attach a file on your computer, click File upload .
- If you want to attach a file from Google Drive, click Add Google Drive file
- Attach the file and click Send send.



3. Search in Chat

Look for content, such as videos, documents, presentations, and more.

1. Click Search and enter your search query.
2. Under **Choose Where To Search**, select a contact or room or click **All rooms and direct messages** and press **Enter**.
3. (Optional) To search for a specific contact, image or file, click the profile or service image. If your search query has results, a reference appears.
4. Click **Go To Conversation** to see the original conversation.



Manage Chat

1. Hide chats
2. Set up notifications
3. Turn notifications on or off
4. Manage chat history

1. Hide Chat

On the left, hover over the direct message and click More ⋮ > Hide ⊖.

**If you hide a chat and then chat with that person or group again, your chat history reappears (if it's turned on).

2. Set up notifications

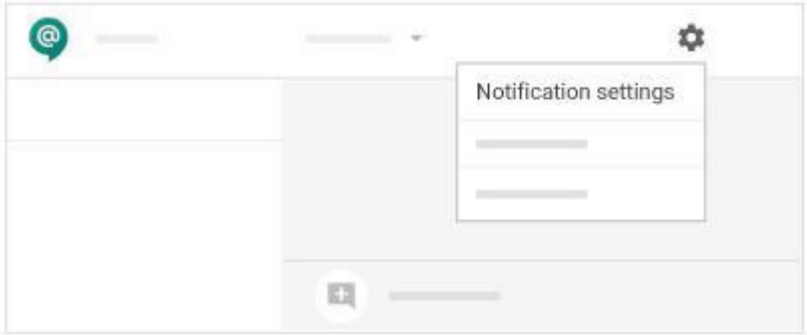
1. Go to Settings > **Notification settings**.
2. Next to **Web** and **Mobile**, click the Down arrow

   and choose an option:

   a. New conversations and those I've replied to
   b. Conversations I've replied to
   c. Only *@mentions* & direct messages
   d. Off
3. If you want to be notified by email if you haven't read a conversation in 12 hours, next to **Email**, click the Down arrow

   and choose an option:

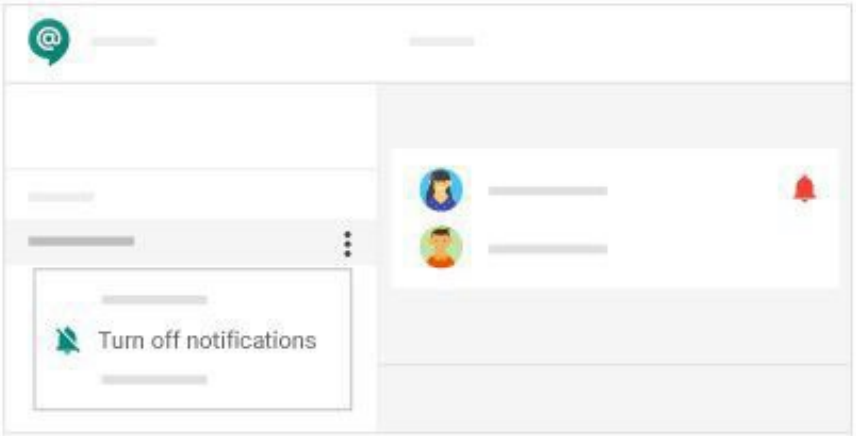
   a. Only *@mentions* & direct messages
   b. Off
4. Click **OK**.



3. Turn notifications on or off

For conversations—On the right of a direct message, click “Following” to receive notifications.

For rooms—On the left, hover over the room and click More > Notifications on or Notifications off

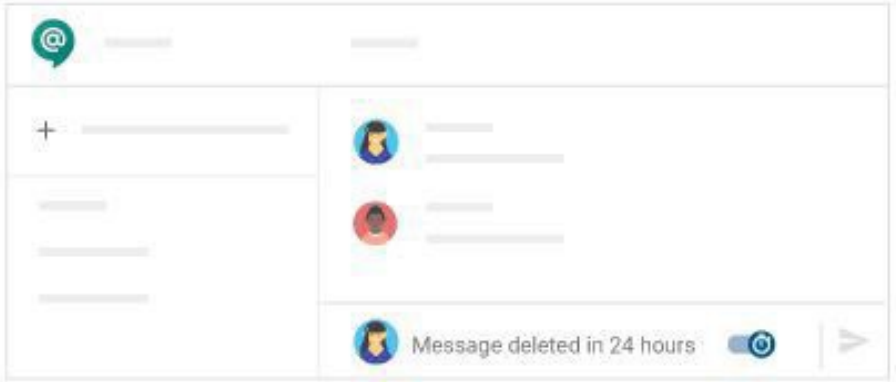


4. Manage chat history

Click History off to turn history on.

Click History on to turn history off.

If you turn it off, **new conversations are permanently deleted in 24 hours. Currently, you can't turn the conversation history on or off for a room.

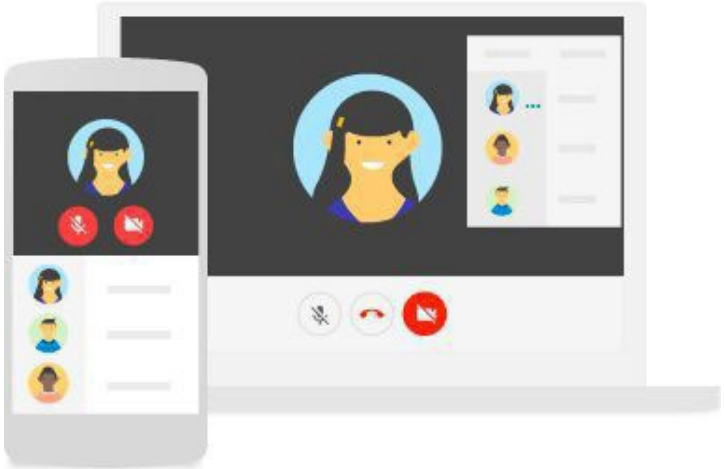


Work with Google Meet

- Hangouts & Meet
- How to know if someone is online
- Share links and resources through the video call

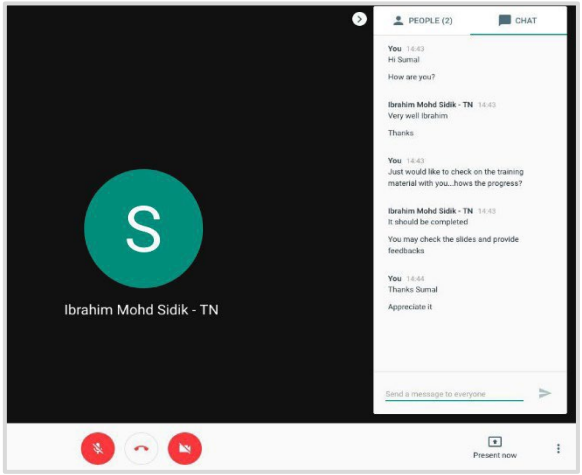
  group chat

- Share custom Hangouts statuses
- Invite people to a group chat
- Guidelines
- Limitations



Meet chat

With Google Meet, you can chats with your guest while having the video conference



Chat during video calls

Share links and resources through Hangouts Meet

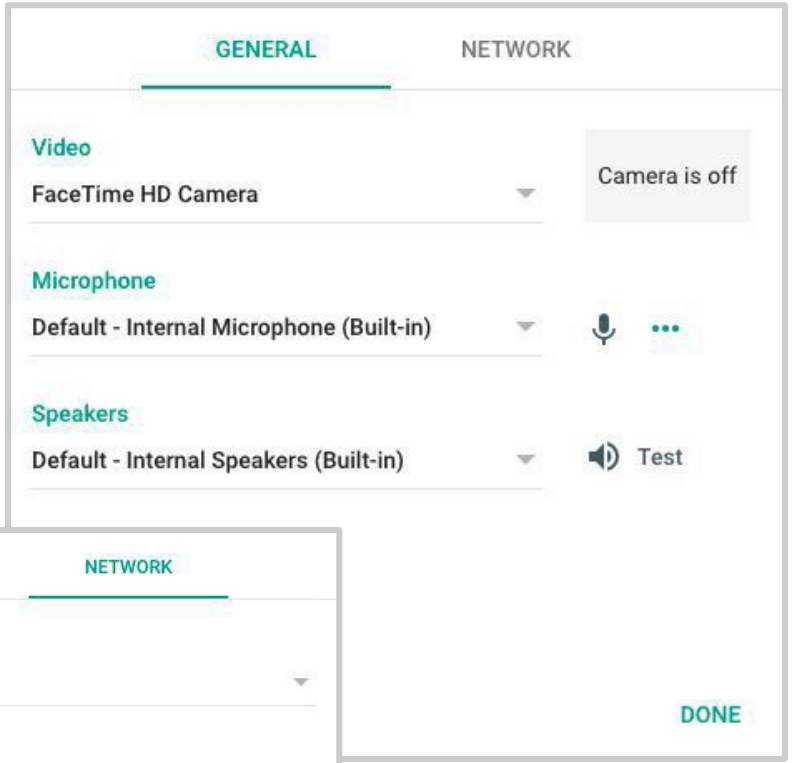
Send a chat message during a video meeting

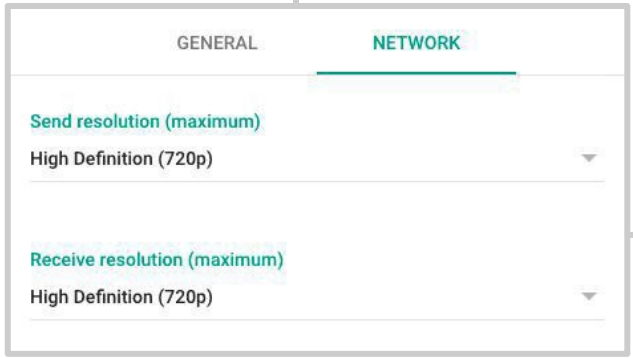
1. Open Hangouts Meet and join a Meet video meeting
2. In the top right corner, click Chat
3. Just type your reminders or questions. Or, paste the URL to your document or any other hosted reference materials
4. Click Send

Note: If you want guests to be able to edit a file, make sure you have shared the Google file with them

Guidelines and Settings

- Mute notifications when doing a presentation
- One person to enable mic/speakers for meeting more than 1 person in a room
- Adjust your bandwidth settings if your connection is not strong





Limitation

Limit type	Limit
Number of participants	50
Calling to Groups	Not available

- **Special note:** Once you have created group chat, you have to initiate texts in order for the group to remain accessible. If not the group will be auto-deleted

What can you do with Drive?

- Upload and store
- Sync and access
- View and update
- Organize and search
- Share and collaborate

Benefits

Stay Connected from Anywhere

Be Secure Online

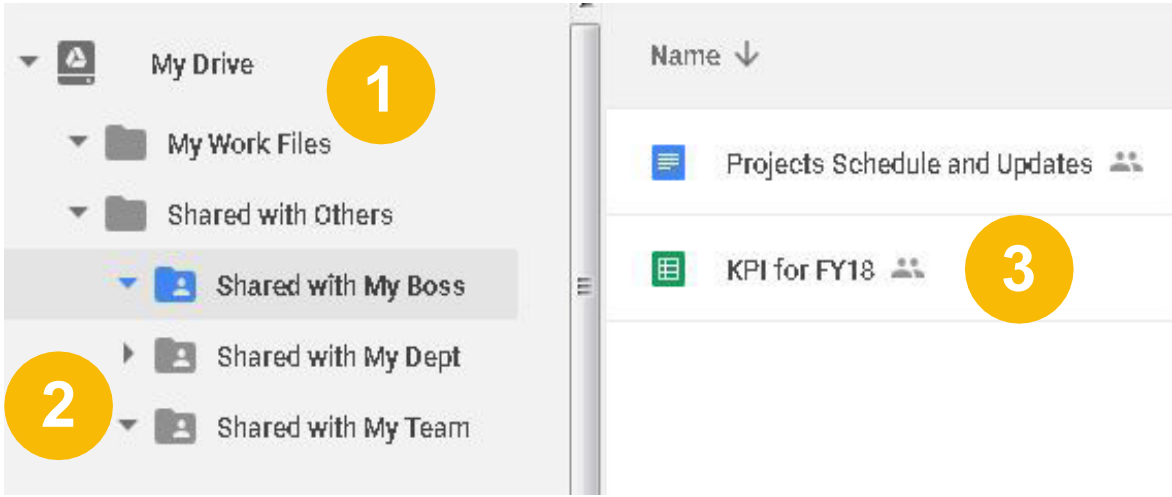
Work Better Together

Why Google Drive?

- Collaboration
- “Where is the SAVE button?”
- One Source of Truth
- Anytime, anywhere, any device

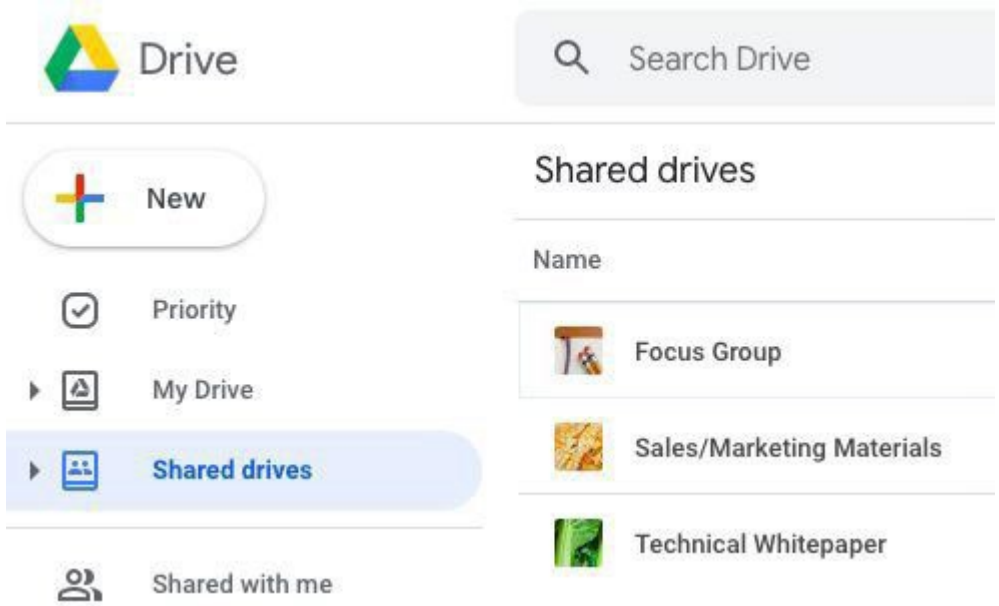
Working with My Drive

1. Private Folder
2. Shared Folder
3. Files inherit sharing access from folder



What is Shared Drives?

- Shared spaces
- Files belong to the Drive members
- Even if members leave, the files stay



Recommendation on when to use which drive

My Drive

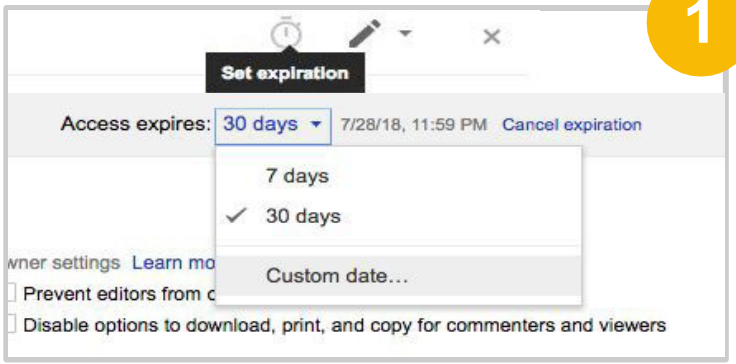
a. Personal work files
b. Sharing with external parties

Shared drives

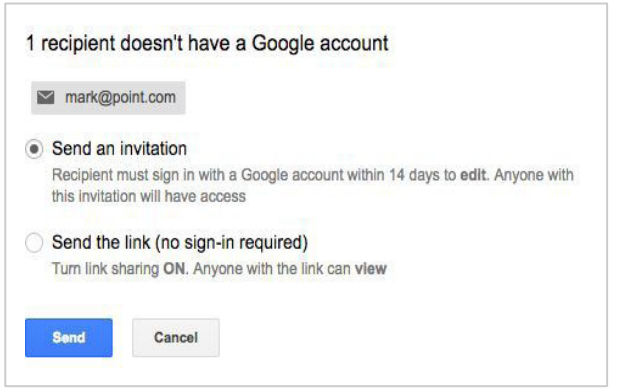
a. One Shared Drive for each project
   i. least one Business user OR
   ii. transfer ownership to the Business

Key points on Sharing files

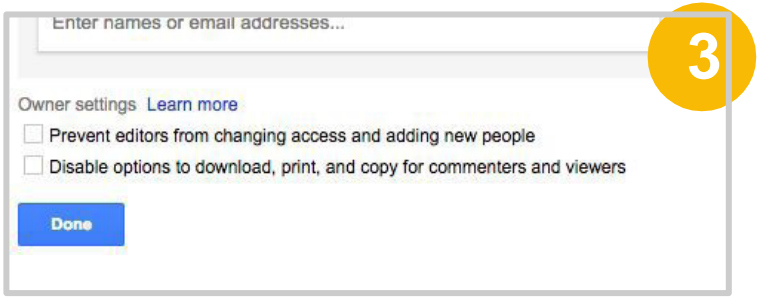
1. Set expiry period when sharing (only in My Drive currently)



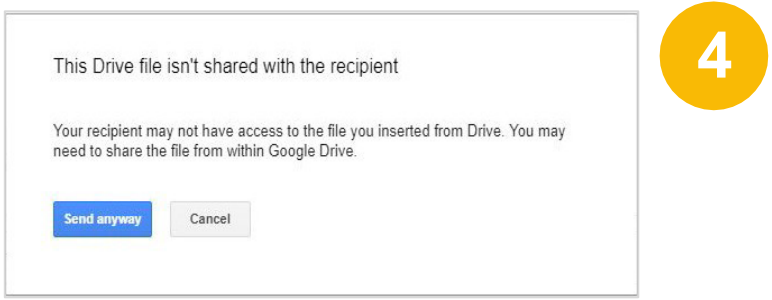
2. External parties need Gmail account to access shared files



3. “Prevent viewers/commenter from download, print or copy a file” (My Drive)



4. Warning when forwarding email with shared files

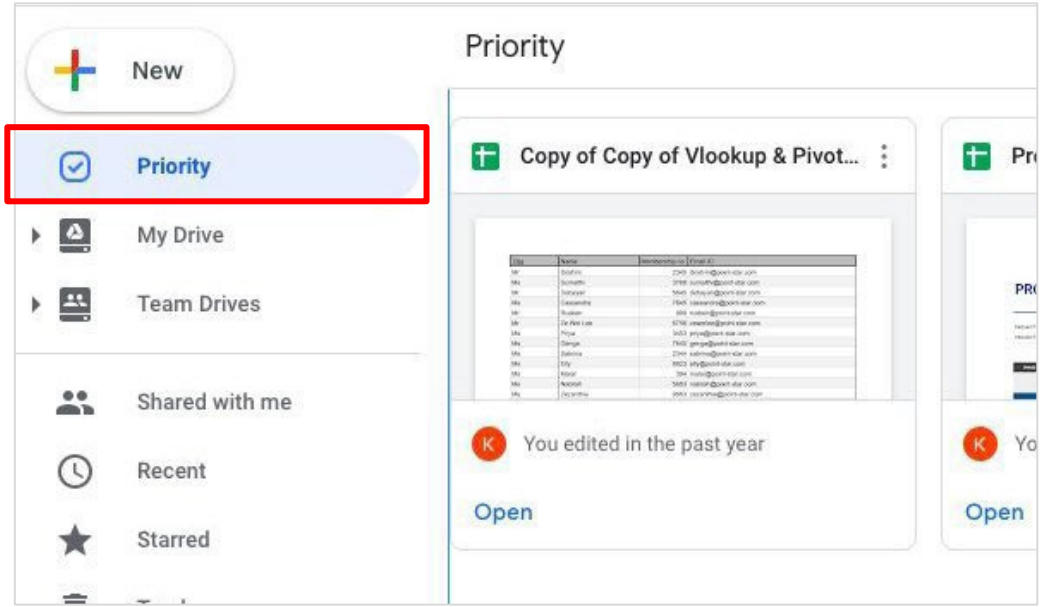


Work smarter with the new Priority page in Drive

- Uses machine learning to suggest

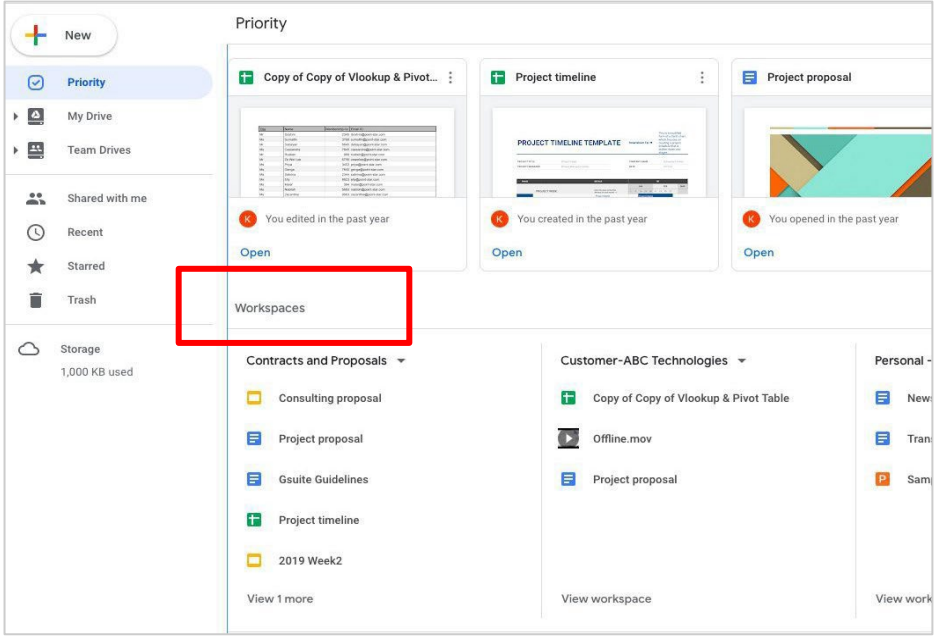
Priority

1. See files and comments that need attention
2. Access files you need through suggestions and workspaces
3. Sort them in workspaces
4. See comments and suggested actions



Workspaces

1. Organizes files to Workspaces
2. Gather a private set of working files
3. Doesn’t affect storage location or permissions
4. Create personalized workspaces from My Drive & Shared Drive



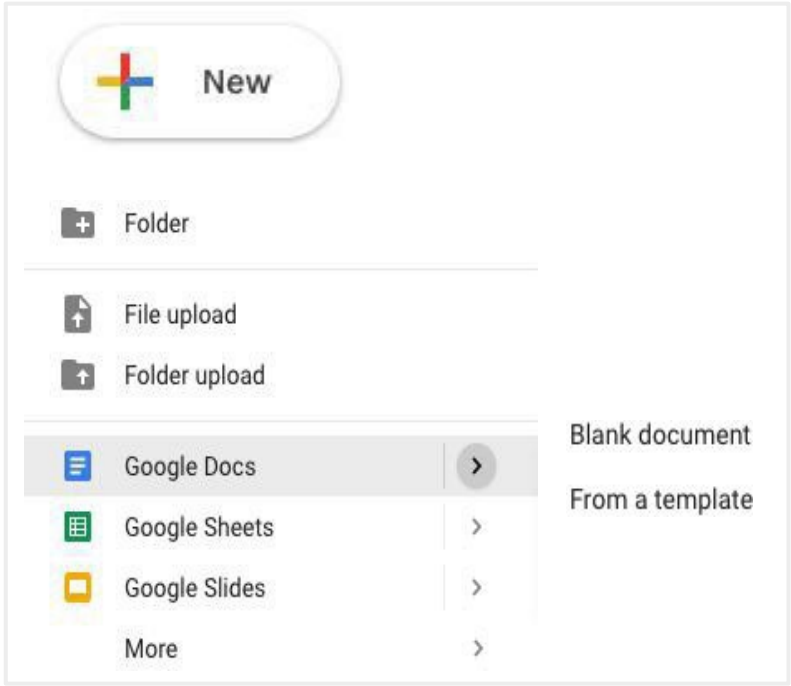
What can you do with Docs?

1. Create or import
2. Edit and format
3. Share the Doc
4. Print and download

Create a new Document

You can create a new document right in Docs or in Google Drive.

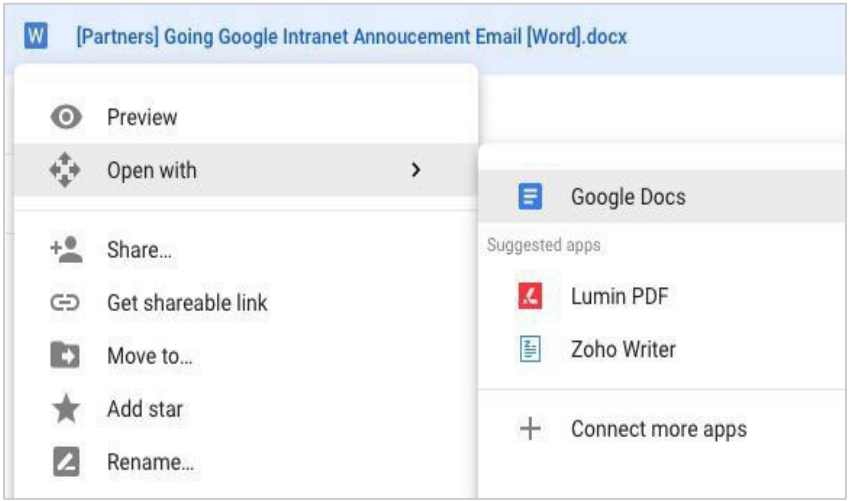
1. In Docs, click Create new document
2. In Drive, click **New** > **Google Docs** > Blank document **or** From a template.



Import and convert old documents to Docs

1. Go to **Drive**.
2. Click **New** > **File Upload** and choose a text document from your computer.

   Supported files include .doc, .docx, .dot, .html, plain text (.txt), .odt, and .rtf.
3. Right-click the file you want to convert and select **Open with** > **Google Docs**.

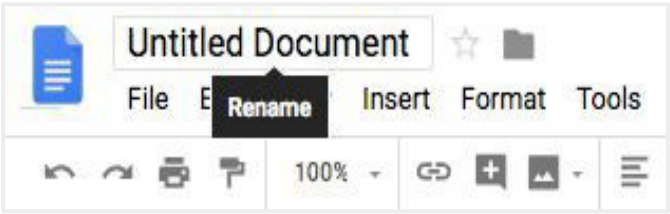


Edit and format

- **Add and edit text**

Rename your document: At the top of the page, click **Untitled document**, enter a new title, and click **OK**.

Add or edit text: Just click in the page and start typing.

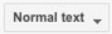
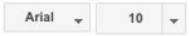


- **Add colours and styles**

To change margins, page color, and orientation, click **File** > **Page setup**.

Use the toolbar to customize your document further.

Here are some highlights:

	Undo or redo your last changes
	Copy formatting from one section of text and apply it to another section
	Zoom
	Assign styles for headings and titles
	Change font and font size
	Add bold or italics, underline, or change the font color
	Insert a link for selected text
	Insert a comment
	Choose text alignment
	Choose line spacing, bulleted and numbered lists, indents, background colors, and other tools.

Add pictures, links, tables and more

The **Insert** menu lets you add different features to your document. Here are the highlights:

Image—Insert an image from your computer, the web, or Drive.

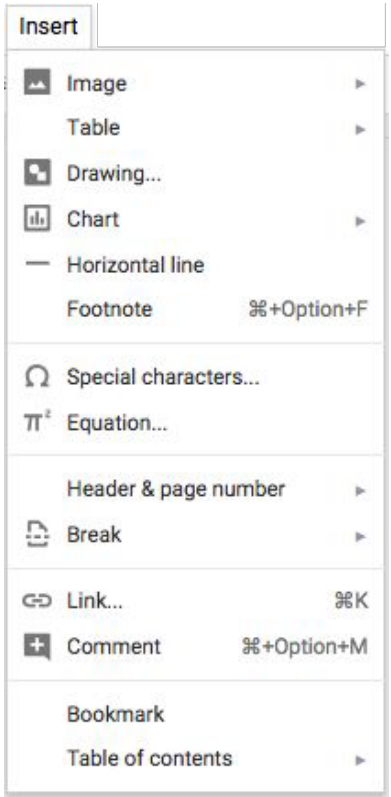
Link—Add a link to another page or to a header or bookmark in the same document.

Drawing—Create shapes, pictures, and diagrams right in your document.

Table—Select the number of columns and rows to create a table.

Bookmark—Add shortcuts to specific places within your document.

Table of contents—Create an auto-generated table of contents that links to each heading in your document that has a heading style applied.

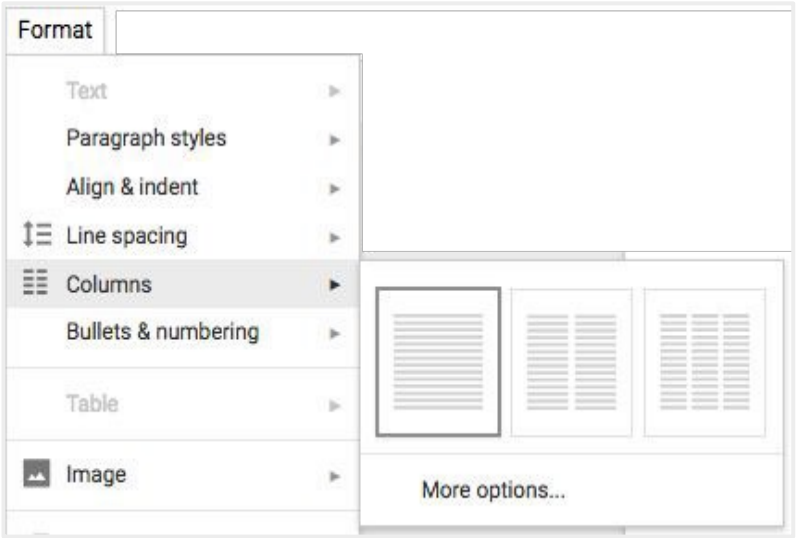


Create page columns

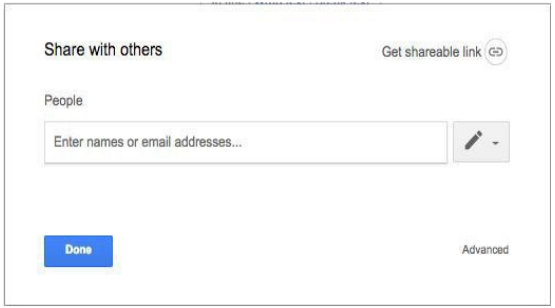
If you're working on an academic paper or another large document, you can organize your text in columns.

Create page columns:

1. Click **Format** > **Columns**
2. Select the number of columns
3. (Optional) To adjust the spacing, or add lines between column, click **Format** > **Columns** > **More options**
4. Click **Apply**



Share the Document



Share a file you own or can edit**:**

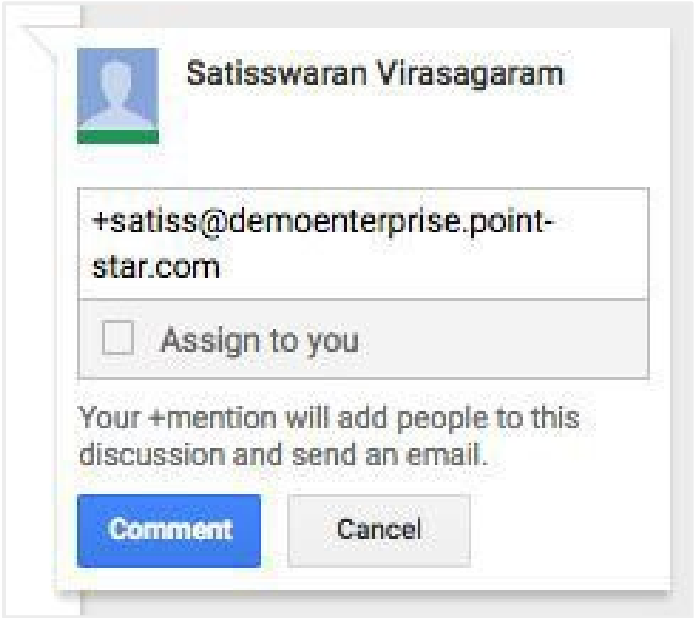
1. Open the file you want to share
2. Click **Share**
3. Enter the email addresses or Google Groups you want to share with
4. Choose what kind of access you want to grant people:
    - **Can edit**—Collaborators can add and edit content as well as add comments
    - **Can comment**—Collaborators can add comments, but not edit content
    - **Can view**—People can view the file, but not edit or add comments

1. Click **Send**

Everyone you shared the document with receives an email with a link to the document

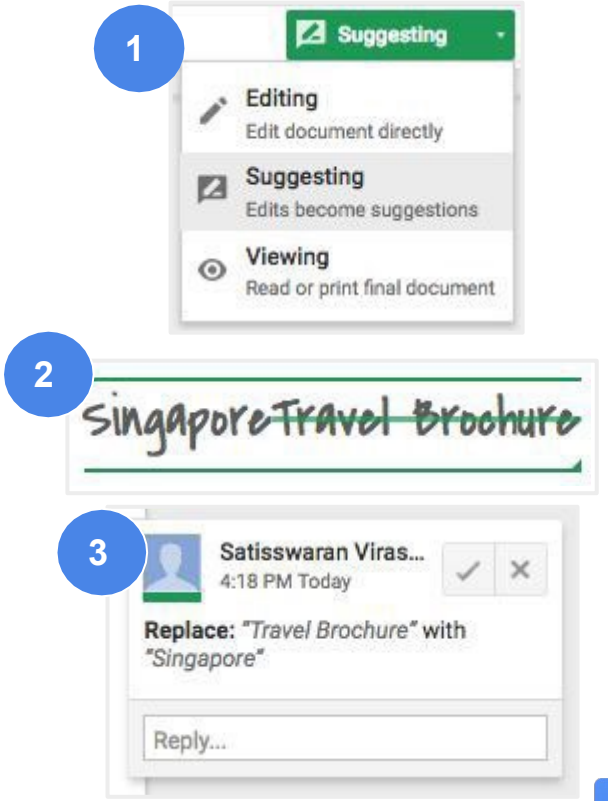
Add comments and replies

1. Select a section of text
2. On the toolbar, click **Add comment**
3. Add your notes and click **Comment**
4. If a comment is important for a specific collaborator to see, enter **+** followed by their address. They'll get an email with your comment, along with a link to the document
5. When you're done with a comment, click **Resolve**



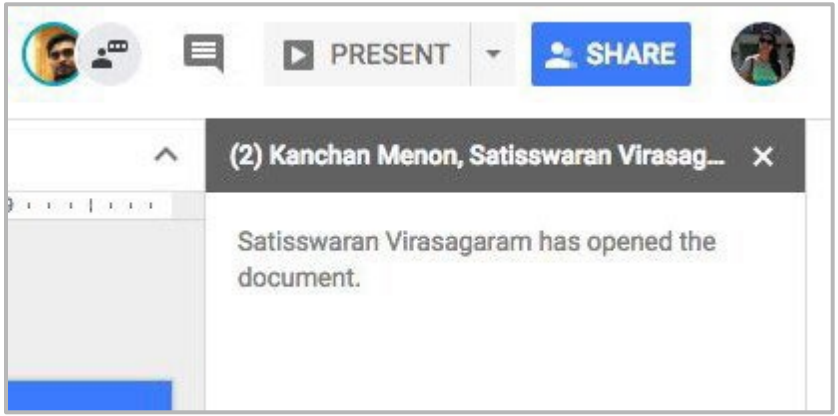
Suggest edits

1. In the top corner, make sure you're in **Suggesting** mode
2. To suggest an edit, begin editing Your suggestions appear in a new color, and text you mark to delete or replace is crossed out (but not actually deleted until the document owner approves the suggestion).
3. Click any suggestion, you can **Accept** or **Reject** it.



Chat with people directly

- You can collaborate in real time over chat
- If more than one person has your document open, just click **Show chat** to open a group chat.
- You can get instant feedback without ever leaving your document

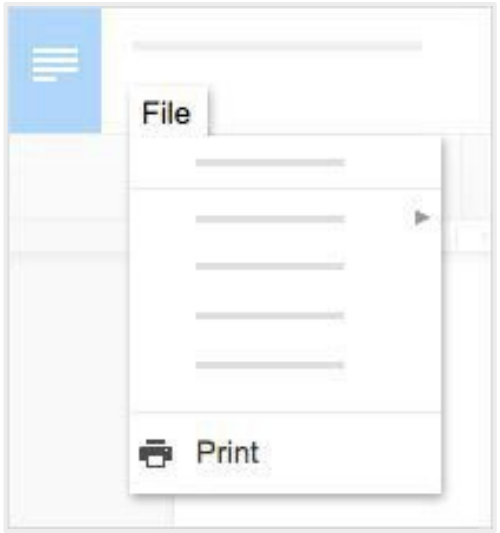


Print and download

To print your document, do one of the following options:

- Click **File** > **Print**.
- Click Print

In the preview that appears, you can scroll through your document on the right, or choose print options on the left.



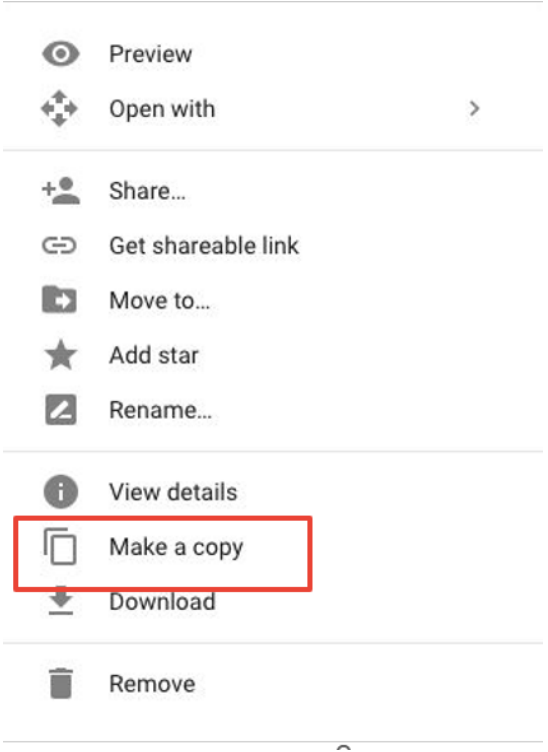
Download versions in other formats

To download your document so it can be opened by other programs, click **File** > **Download as** and choose one of the following formats:

- Microsoft Word (.docx)
- OpenDocument Format (.odt)
- Rich Text Format (.rtf)
- PDF Document (.pdf)
- Plain text (.txt)
- Web page (.html, zipped)

Make a copy in Docs

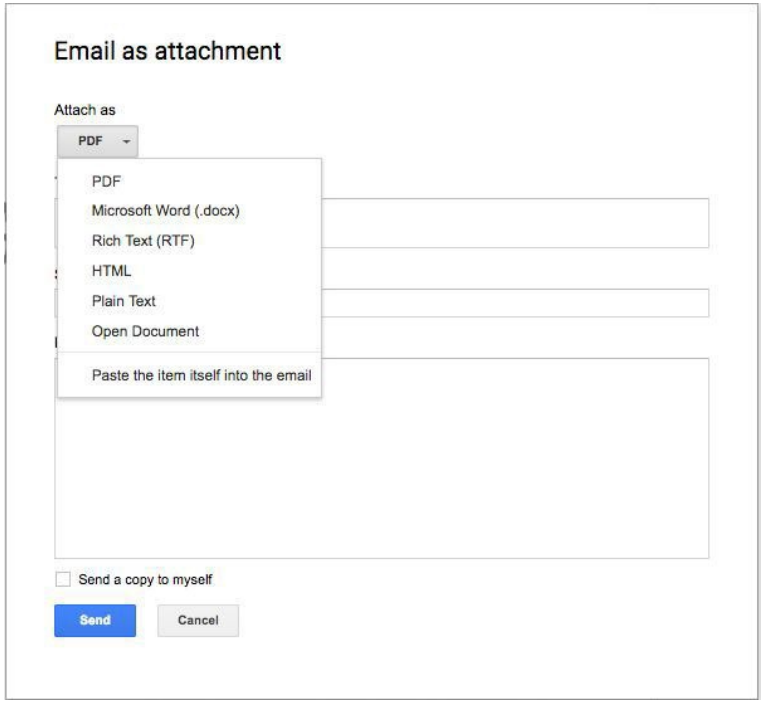
- Copying a document is useful for creating templates
- To make a copy of your document, click **File** > **Make a copy**
- You can rename the copy, change where you save it in Drive, and optionally share it with the same collaborators



Email a copy as an attachment

If you need to collaborate in a different program or format, such as Word or PDF, you can email it as an attachment.

1. Click **File** > **Email as attachment**
2. Select a format
3. Enter the email addresses or Groups you want to send copies to
4. (Optional) Enter a message
5. Click **Send**



What can you do with Sheets?

1. Create or import
2. Add content
3. Share your Sheet
4. Print and download

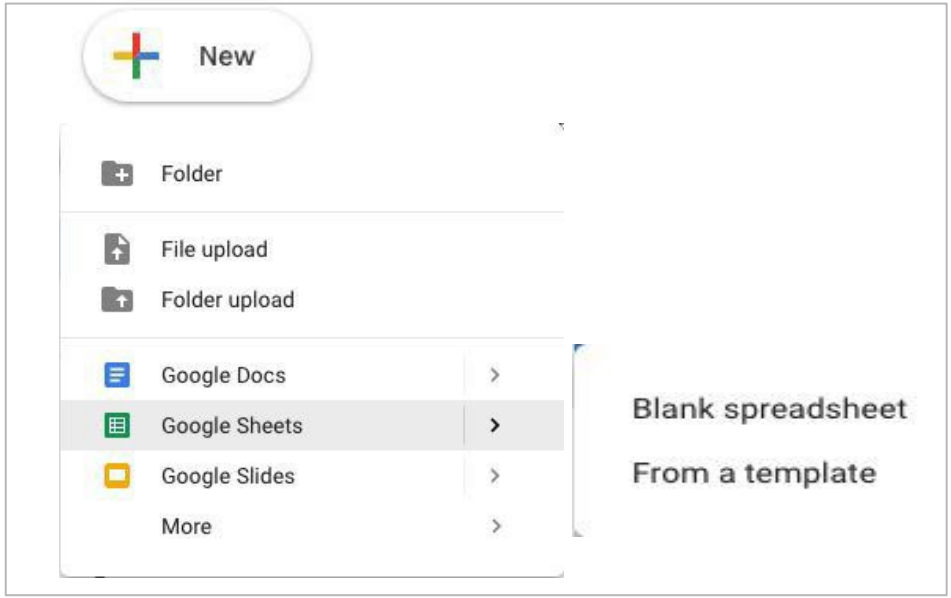
Create a new spreadsheet

- From the Sheets homepage:

  Click Create new spreadsheet

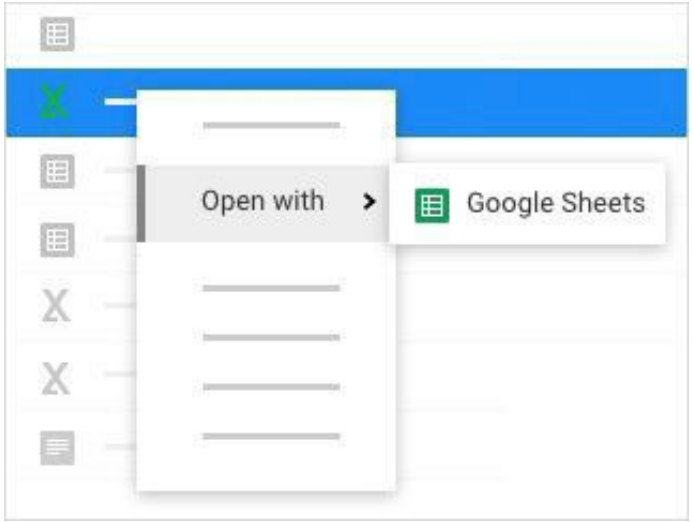
- From Google Drive:

  Click **New** > **Google Sheets** > **Blank spreadsheet** or **From a template**



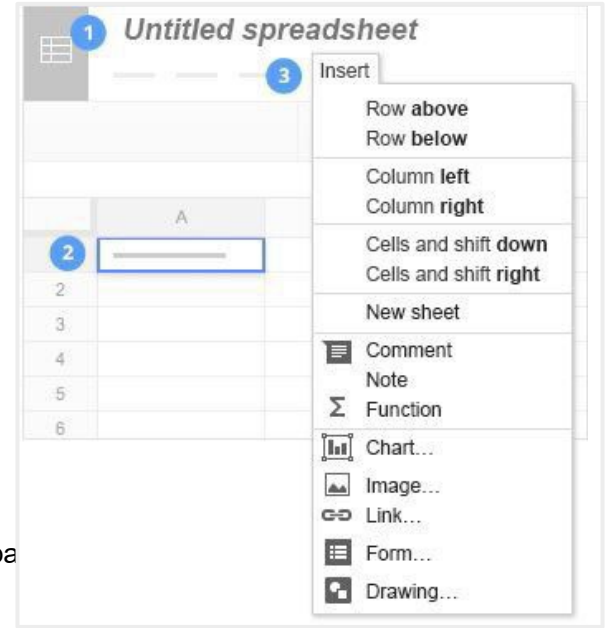
Import and convert old spreadsheets to Sheets

1. Go to **Drive**
2. Click **New** > **File Upload** and choose a text document from your computer
3. Right-click the file you want to convert and select **Open with** > **Google Sheets**



Edit and format

1. **Rename your spreadsheet:** Click **Untitled spreadsheet** and type a new name.
2. **Enter text or data:** Click a cell and start typing.
3. **Insert more items:** Click **Insert** and add notes, functions, charts, images, drawings, and more.



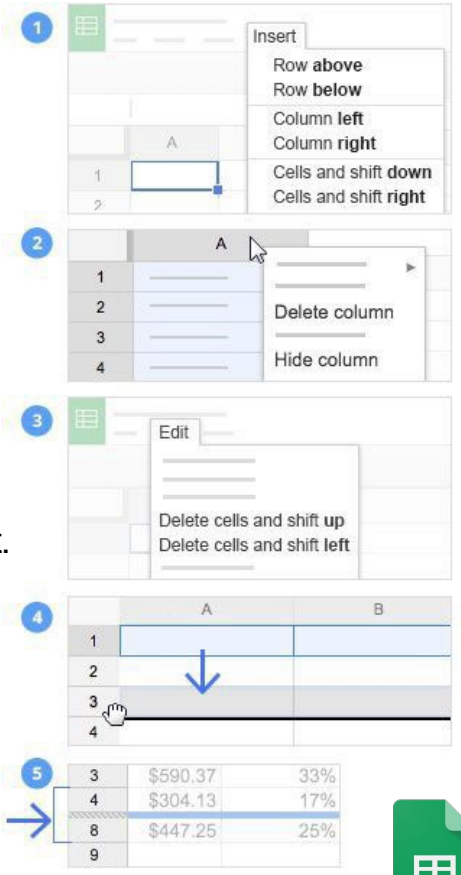
Note: To see which functions are available, see the [Google spreadsheets function list.]

4. **Customize formats and fonts**

In your spreadsheet, select the cells you want to customize, then use the menus and toolba to change their formats.

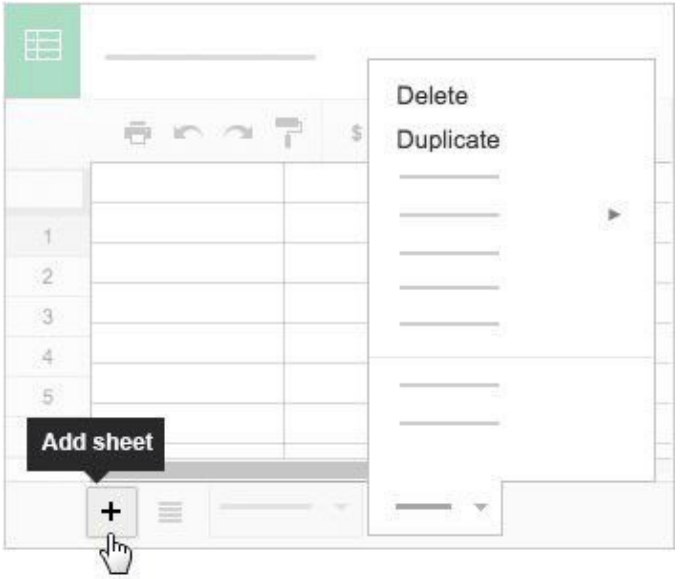
Work with rows, columns and cells

1. **Add rows, columns, and cells**—Select a cell or block of cells. Then, on the menu bar, click **Insert** and choose where to add the row, column, or cells.
2. **Delete or hide rows and columns**—Right-click the row number or column letter and select **Delete** or **Hide**.
3. **Delete a cell or a block of cells**—Select the cells you want to delete. Click **Edit** > **Delete cells and shift up**, or **Edit** > **Delete cells and shift left**.
4. **Move rows and columns**—Click the row number or column letter to select it. Then, drag it to a new location.
5. **Freeze header rows and columns**—Keep some data in the same place as you scroll through the rest of your spreadsheet. On the menu bar, click **View** **Freeze** and choose an option.

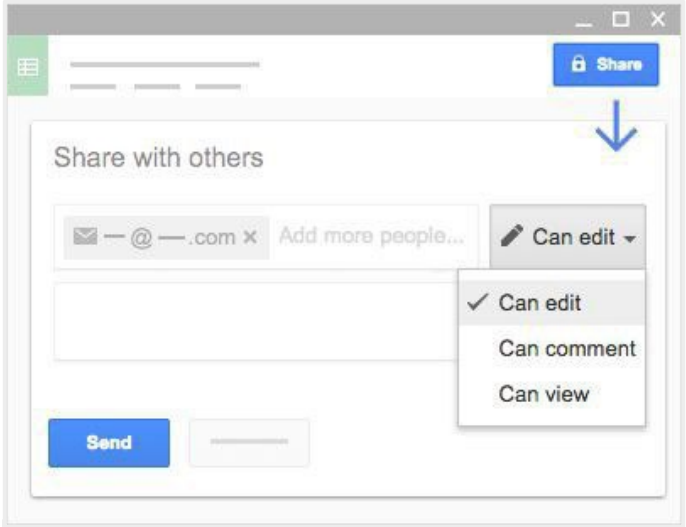


Work with multiple sheets

- **Add a sheet:** At the bottom of your spreadsheet, click Add sheet to add another sheet.
- **Delete or copy a sheet:** Open the sheet. Then, at the bottom of your spreadsheet, on the sheet's tab, click the Down arrow , and select **Delete** or **Duplicate**.



Share Your Sheet



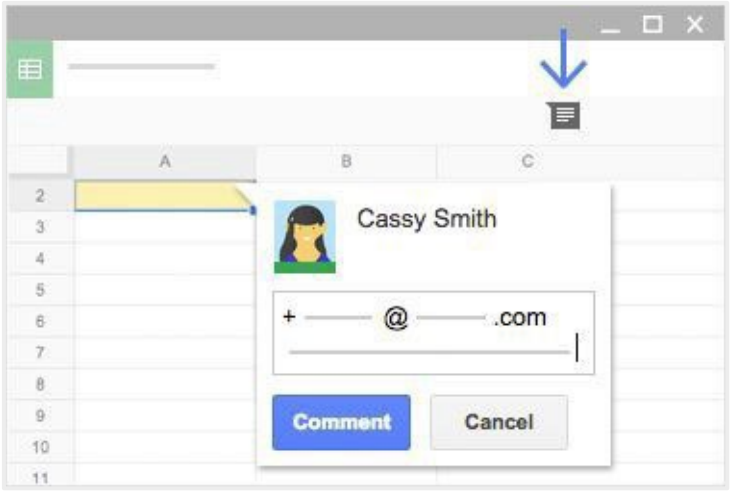
1. Open the file you want to share
2. Click **Share**
3. Enter the email addresses or

   Google Groups you want to share with
4. Choose access:`
   - **Can edit**—Collaborators can add and edit content as well as add comments.
   - **Can comment**—Collaborators can add comments, but not edit content
   - **Can view**—People can view the file, but not edit or add comments
5. Click **Send**

Everyone you shared the document with receives an email with a link to the spreadsheet

Add comments and replies

1. Select a section of text
2. On the toolbar, click Add comment
3. Add your notes and click **Comment**
4. If a comment is important for a specific collaborator to see, enter **+** followed by their address. They'll get an email with your comment, along with a link to the document
5. When you're done with a comment, click Resolve

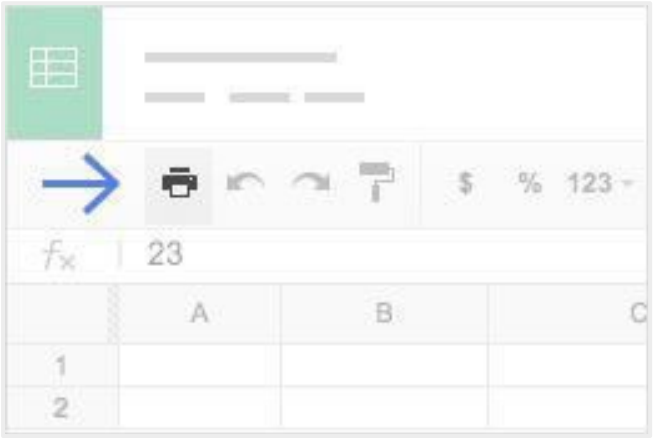


Print and download

To print your spreadsheet, do one of the following options:

- Click **File** > **Print**.
- Click Print

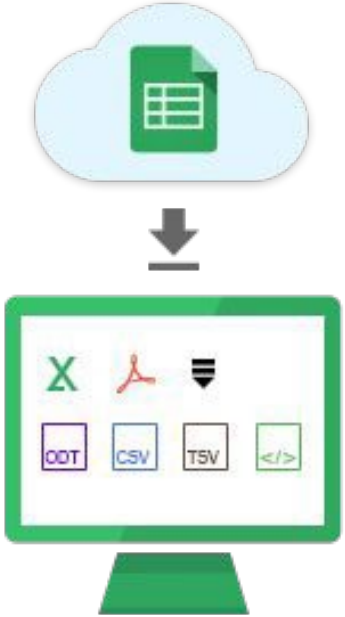
You can choose which sheets to print, what features to include, and which layout you want



Download versions in other formats

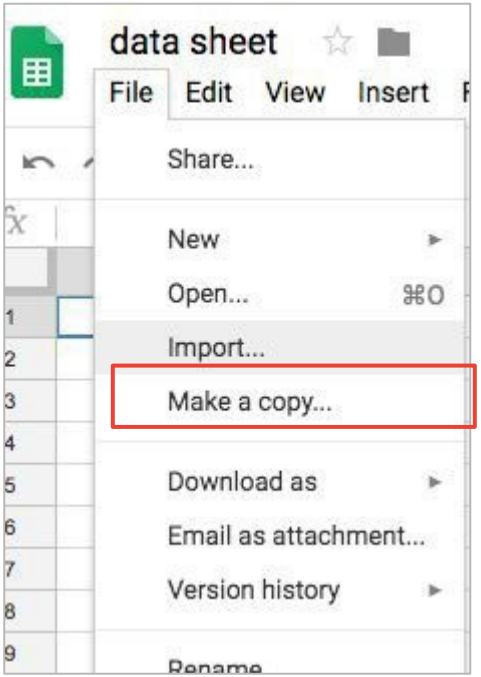
To download your spreadsheet click **File** > **Download as** and choose one of the following formats:

- Microsoft Excel (.xlsx)
- OpenDocument format (.odt)
- Adobe® PDF document (.pdf)
- Comma-separated values (.csv)
- Tab-separated values (.tsv)
- Web page (.zip)



Make a copy in Sheets

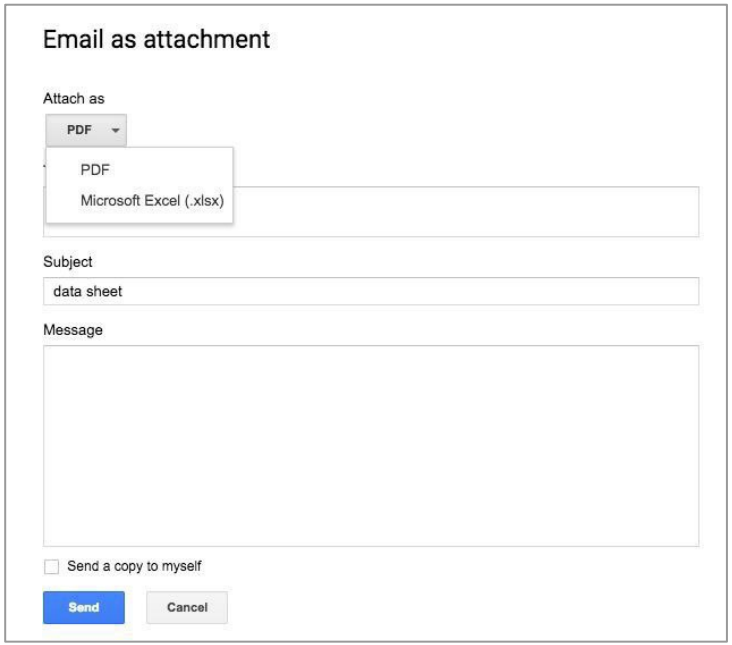
- Copying a document is useful for creating templates.
- To make a copy of your document, click **File** > Make a copy**.**
- You can rename the copy, change where you save it in Drive, and optionally share it with the same collaborators.



Email a copy as an attachment

If you need to collaborate in a different program or format, such as Excel or PDF, you can email it as an attachment.

1. Click **File** > **Email as attachment**
2. Select a format
3. Enter the email addresses or Groups you want to send copies to
4. (Optional) Enter a message
5. Click **Send**

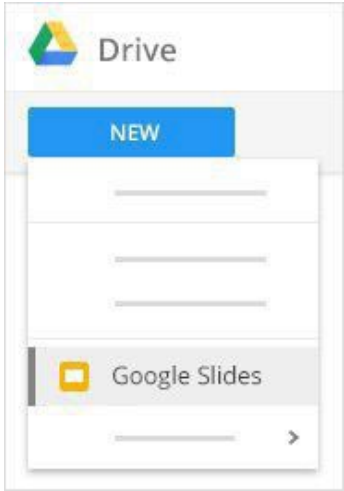


What can you do with Slides?

1. Create or import
2. Add content
3. Share your Slides
4. Present, print and download

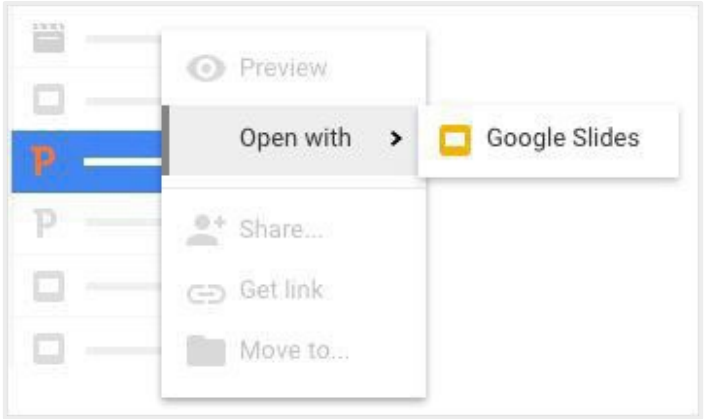
Create a new document

- From Slides homepage: Click Create new presentation
- From Google Drive: Click New > Google Slides > Blank presentation or From a template.



Import and convert old presentations to Slides

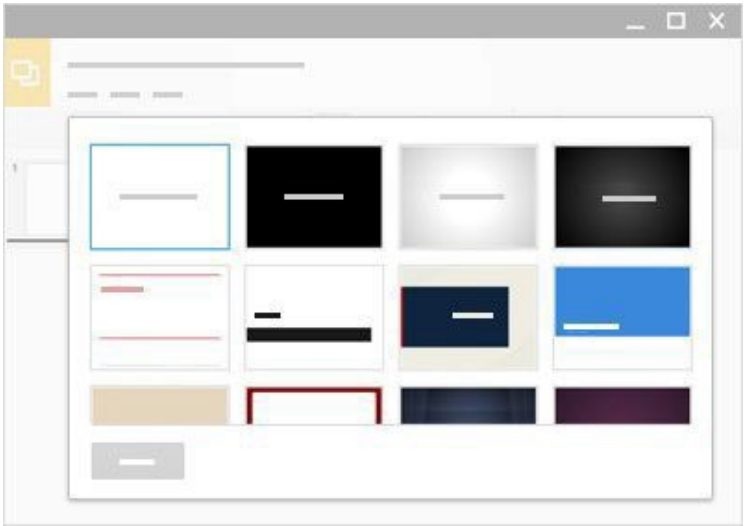
1. Go to **Drive**
2. Click **New** > **File Upload** and choose a text document from your computer
3. Right-click the file you want to convert and select **Open with** > **Google Slides**



Add content

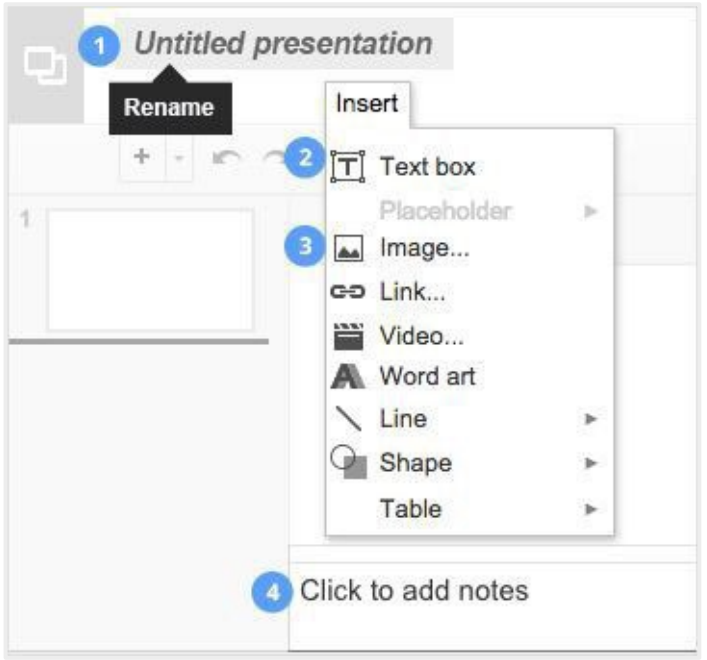
Choose a theme

- Choose a theme to give all your slides the same background and text styles for a consistent look and feel.
- For theme suggestions, click **Explore** and click a layout.



Add and edit content

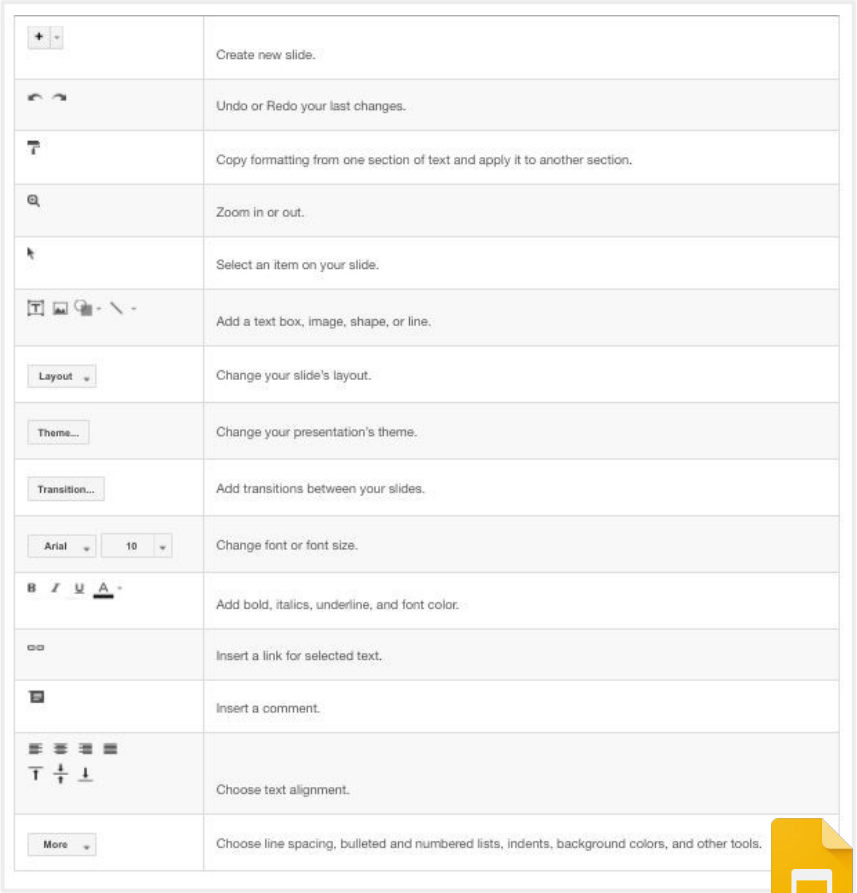
1. **Rename your presentation**: Click **Untitled presentation** and type a new name.
2. **Add text**: Click **Insert** > **Text box** to add new text boxes,
3. **Add images, videos, and more**: Click **Insert** to add images, videos, shapes, slide numbers, and other features to your presentation.
4. **Add notes**: Use speaker notes to keep track of your talking points for each slide.



Customize your slides

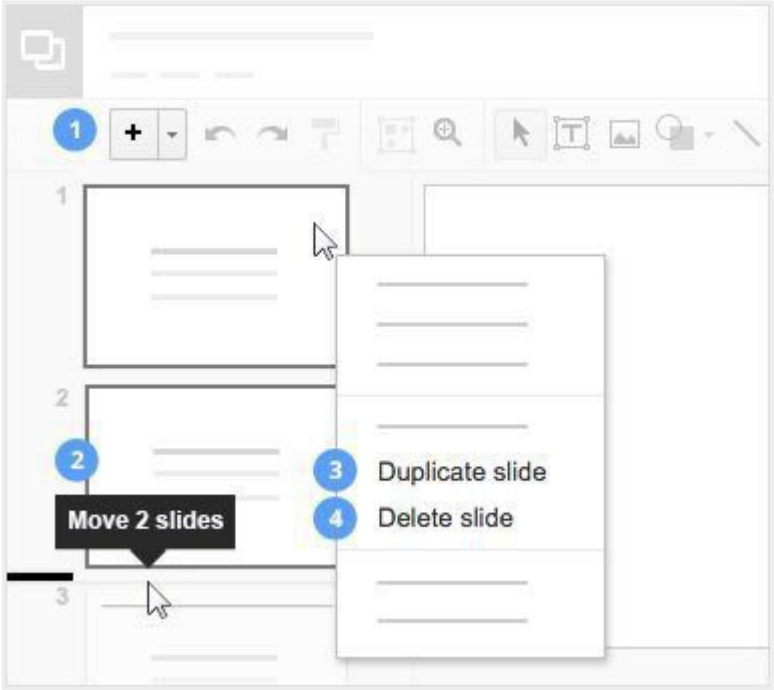
- To change the size of your slides, click **File** > **Page setup**.
- Use the toolbar to customize your presentation even more.

Note: Text-related controls only appear on your toolbar when you are typing in a text box

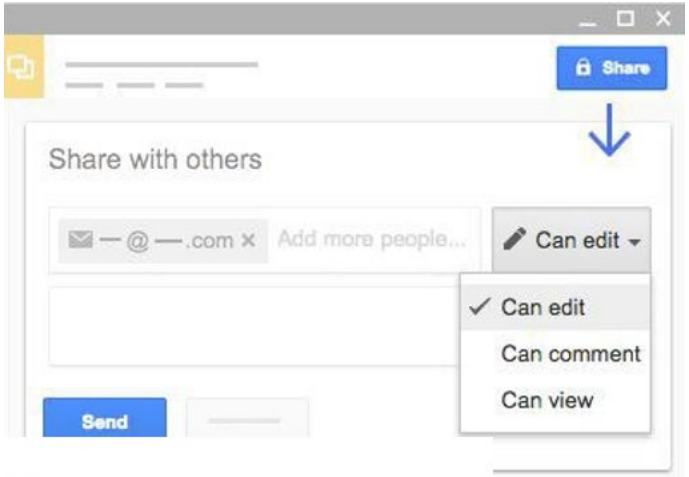


Create and arrange slides

- **New slide**— click the **+** button in the toolbar. You can choose a layout for the new slide by clicking the Down arrow
- **Move slide**—Drag the slide you want to move to a different position in the presentation
- **Duplicate slide**—Right-click the slide you want to duplicate in the sidebar and select **Duplicate slide**
- **Delete slide**—Right-click the slide you want



Share your Slides



Share a file you own or can edit:

1. Open the file you want to share
2. Click **Share**
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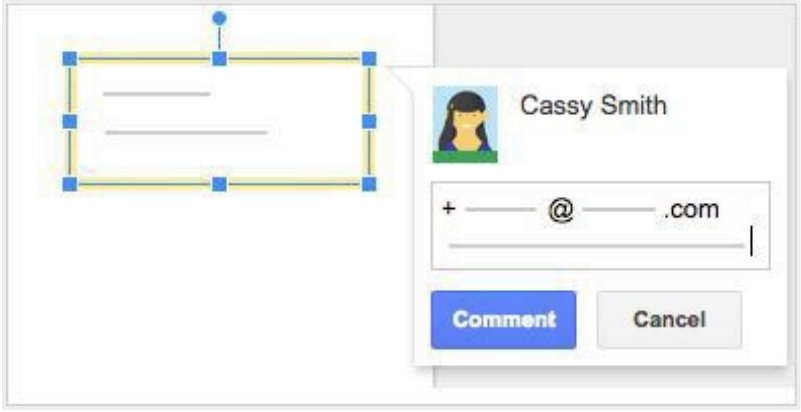


Present, print and download

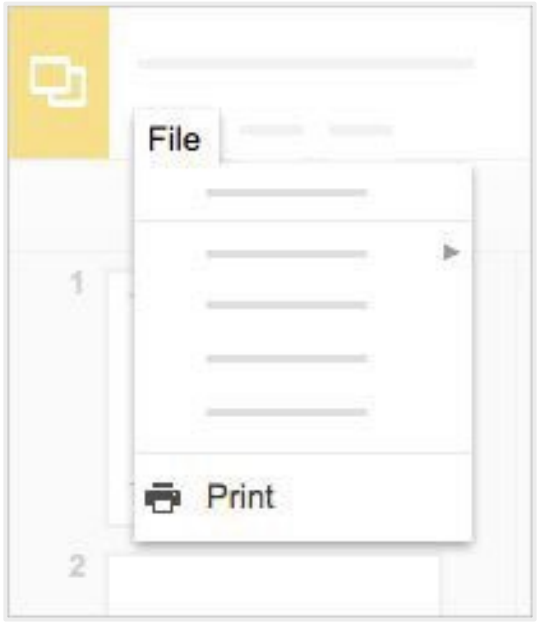
Present your slides

- Click Present at the top of the page. Click the Down arrow to see more options.
- To see your speaker notes, click **Presenter view**.
- Move your mouse on your slideshow, a bar temporarily appears with controls to

◀ ▶	Move between slides
▶ ❚❚	Play, pause, or resume the slideshow
⛶	Switch to and from full-screen mode.
⚙	See more Settings options.
Exit	Exit the slideshow.

Print your presentation

1. To print your presentation from the editor, click **File** > **Print** or click **Print**
2. In the preview that appears, you can scroll through your document on the right, or choose print options on the left



Download versions in other formats

To download your presentation click **File** > **Download as** and choose one of the following formats:

- Microsoft PowerPoint (.pptx)
- Adobe® PDF
- Scalable Vector Graphics (.svg)
- PNG
- JPEG
- Text file

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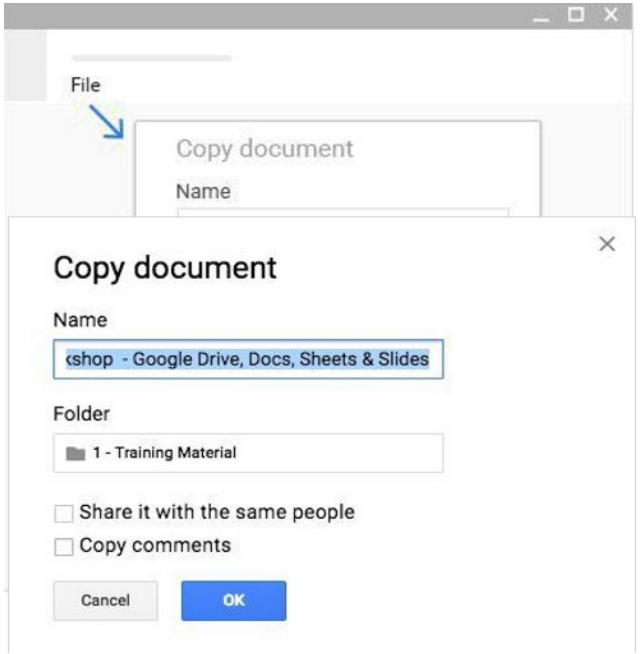

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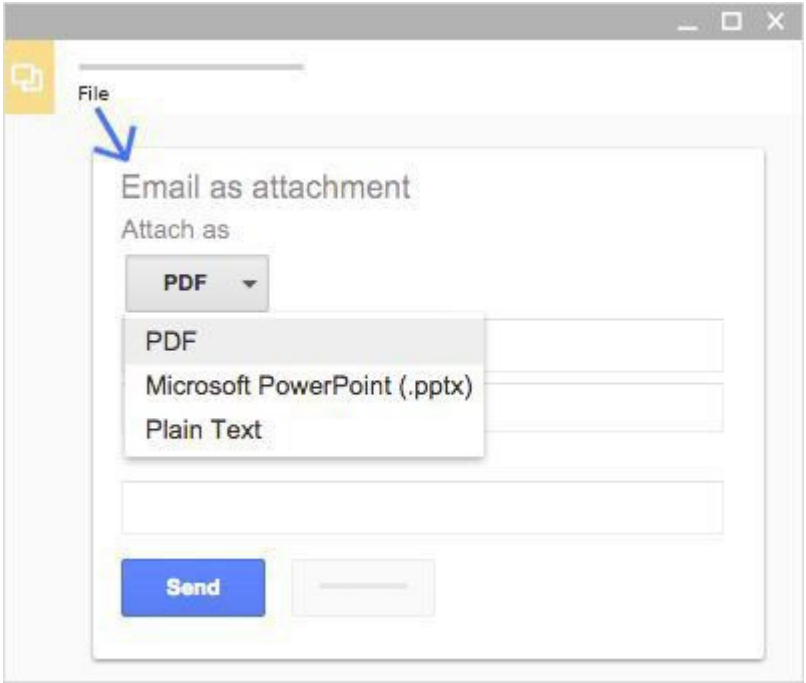

THANK YOU