



INFO SHEET N°13

Gmail

How to use your Google email effectively

Send, receive, organise your emails — everything you need to know to master Gmail simply.

Gmail is Google's free email address (ending in @gmail.com). It is one of the most widely used email services in the world — simple, reliable and accessible from any device. This sheet explains how to use it effectively every day.

Essential actions in Gmail

Read an email

Tap the email in the list — it opens. Unread emails appear in bold.

Write an email

Tap the  button (pencil) at the bottom right → enter the recipient's address → write → tap .

Reply

Open the email → tap "Reply" at the bottom → type your reply → send.

Forward

Open the email → tap "Forward" → enter another recipient's address → send.

Attach a file

While composing an email, tap the paperclip  → choose a file or photo from your gallery.

Delete

Open the email → tap the bin . The email goes to the bin — permanently deleted after 30 days.

Gmail folders — what are they for?



Inbox

All your received emails



Starred

Emails marked as important with a star



Sent

All the emails you have sent



Drafts

Emails started but not yet sent



Spam

Unwanted emails filtered automatically



Bin

Deleted emails — emptied after 30 days



Search for an email

Find any email in seconds

The search bar at the top of Gmail is very powerful — type a word, a name or a date to find any email.



Search by name

Type the sender's first or last name → Gmail finds all their emails



Search by subject

Type a word from the subject → e.g. "invoice" or "appointment"



Search for attachments

Type "has:attachment" to see all emails with attached files



Search by date

Type "after:2024/01/01" for emails after 1 January 2024

★ Organising your inbox

3 habits for a well-organised inbox

1 Mark important emails with a star ★

Appuyez sur l'étoile à côté d'un email → il apparaît dans le dossier "Starred". Parfait pour les emails à ne pas oublier (rendez-vous médecin, documents importants).

2 Unsubscribe from unwanted newsletters

At the bottom of each newsletter, find the "Unsubscribe" link → click it → you will no longer receive these emails. Gmail sometimes offers to do this automatically.

3 Check your Spam folder regularly

Gmail automatically filters suspicious emails into Spam. Check this folder once a week — legitimate emails sometimes end up there by mistake.



Gmail on smartphone — practical tips

Using Gmail easily on Samsung



Notifications

Enable Gmail notifications to be alerted as soon as an email arrives — Settings → Notifications → Enabled.



Text size

Increase text size in Gmail → Settings → your account → Text size → Large or Extra large.



Gmail on computer

Open Chrome → go to gmail.com → sign in. Ideal for writing long emails from a keyboard.



Download an attachment

Open the email → tap the attachment → tap the arrow ↓ to download it to your phone.

SeniorPhone tips

- Your Gmail address can be used for everything — bank, doctor, administrations — **keep it simple and memorable**
- Only give your Gmail address to trusted people and official services
- Enable **2-step verification** to protect your account — see sheet N°7
- Gmail gives you **15 GB of free storage** — more than enough for years of emails
- If you cannot find an email — search in **Spam** folder, emails sometimes end up there by the mistake
- You can access Gmail from any computer in the world via **gmail.com**

Email scams — recognising phishing

-  An email asks you to "verify your account" or "confirm your details" with a link — this is phishing, do not click
-  Beware of emails with spelling mistakes, strange layouts or unknown sender addresses
-  Your bank will NEVER ask for your password or PIN by email
-  If you are unsure about an email — call the supposed sender directly by phone to check
-  Never download an attachment from an unknown sender — it may install a virus

✓ Key takeaways

- Gmail = free email, accessible from any device via gmail.com.
- Mark important emails with a star ★ to find them easily.
- Check the Spam folder regularly — legitimate emails can end up there.
- The search bar finds any email in seconds.
- Never click on a suspicious link received by email — it is often phishing.

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🔴 Safety — Essential reminders



Never share your passwords or codes with anyone

Not by phone, not by email, not by SMS. Your bank, the police and operators will never ask for them.



Hidden number — do not answer

A hidden number deliberately conceals its identity. Hang up without hesitation.



Unknown number — avoid answering

Let it ring, wait for a voicemail, call back only if necessary. Never call back a 0900 number.



Fake police or fake banker — hang up and call 117

The real police and your bank will NEVER ask you to hand over money or your PIN by phone.

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