

Google Workspace (Gsuite)

All faculty, staff, and students use Google Apps for Education for email as well as calendaring, Docs, and Drive.

For additional support needs, visit support.google.com.

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Gmail Articles

Overview

Gmail is Google's email service. **Gmail** is managed via Google's commercial email servers and can be checked in real-time on the web. Access to **Gmail** is available to current faculty, staff, students.

Gmail smart features include:

- Integration of Google Chat, Meet, Calendar, and other Google Workspace products
- The ability to create and manage spaces for ongoing and long-term conversations
- Utilization of writing and intelligent search suggestions

Access

To access **Gmail** on the web, navigate to gmail.google.com

Note: If you are logged into a personal **Google** account in the same browser, you may be redirected to the inbox for that account. See this [Help Document](#) to add a second account to your browser session.

To access **Gmail** from a mobile device, download the **Gmail** app from the App Store (iOS devices) or the Play Store (Android devices).

Note: App State recommends using the official Google **Gmail** app rather than third-party mail apps such as Apple Mail.

Help

For tailored assistance with Gmail, contact the Help Desk at helpdesk@cornerstonephiladelphia.com.

For general assistance, visit Google's [Gmail Support Page](#).

E-Mail Attachment Limits

Attachment Size Limit

You can send messages up to 25 MB in size. You may not be able to send attachments larger than 25 MB to contacts who use other email services that have smaller attachment limits. If you'd like to send attachments that are larger than this, you can insert them from GoogleDrive.

Note: As a security measure to prevent potential viruses, Gmail doesn't allow you to send or receive executable files (such as files ending in .exe).

Sending Attachments Larger than 25MB using Google Drive

Gmail's attachment limit is 25MB, but you can insert files larger than 25MB using Google Drive:

1. At the bottom of the email you're writing, click the Google Drive icon Google Drive Icon to insert files from Drive.
2. In the "Insert files using Google Drive" menu, you can upload a file to Google Drive from your device or navigate to a file you've stored in Drive. To send a file already stored in your drive, click on the file you want to attach.
3. Choose the option to insert as either a Drive link (a link to your original file) or as an attachment (a copy of your file)
4. Click insert to "insert".

You can also do this on the Android Gmail app by selecting Insert from Drive from the 3-dots menu. Gmail then adds a link to your message so recipients can click the link to view your file.

Other Attachment Size Limits

Messages sent using Google Groups (replaced listserv system):

To view Google Groups policies and limits, see this help document: [Understanding Groups policies and limits](#)

How to Obtain Headers from Email

Below are step-by-step instructions for displaying email header information within several email apps.

Gmail

1. In Gmail, click on the email you would like to view headers for.
2. Click the three-dot icon next to the **Reply** button.
3. Select **Show Original**.
Clicking on show original in the settings menu.

Mac Mail

1. Open the email.
2. Click on the **View** menu on the Menu Bar.
3. Select **Message**, then **Long Headers**.
Selecting Long Heading from the Message drop-down in the View menu.

Outlook 2011

1. Right-click on the email that you would like to view the headers for (or use Shift +Click)
2. Click **View Source**.
3. This will open a text file with the Header Information outlook source code.

Outlook 2010

1. Open the email.
2. Click the **File** Tab.
3. Select **Properties**.
4. The information will be listed under the **Internet Headers** section out look properties.

Outlook 2007

1. Right-click the email (or use Shift + Click).
2. Choose **Message** from the menu.
3. The information will be listed under the **Internet Headers** Section outlook message options.

Thunderbird

1. Select the email.
2. Click on **View**.
3. Click on **Headers**.
4. Click on **All**.
5. Click the "Forward" button and all header information will appear at the top of the email.

I am being redirected when I try to log into my CAA Gmail account

If Google redirects you to your CCA log-in or inbox when you try to log into your personal account OR if Google redirects you to your personal account when you try to log in to your CCA account your browser history is causing this issue. Clearing the history will fix the issue but this solution is temporary because the browser history will save the page/site and cause the same problem in the future.

Internet history, also known as **browser history**, is a tool or resource in a **Web** browser that keeps track of sites and pages that a user visits. Through tabulating URLs, **Internet history** facilitates a quick reference or lookup of previously visited pages.

The best solution to this problem is to add a second account:

1. Log into your CCA account (Log out of your personal account first if you are logged into it.)
2. Click the **Google Apps** icon in the upper right-hand corner.
3. Click **Add another account**.
4. Log in with the email address and password of your personal account.

To switch back and forth between these two accounts, click on the **Google Apps** icon in the upper right-hand corner and choose the account you want to view from the list.

Sending Mail from a Different Address in Gmail

This guide will show you how to set up the ability to send mail from a different address in your Gmail account.

When sending mail from an alternate email address (e.g., `google@cornerstonephiladelphia.com`), the sent mail only appears in the sending account and NOT in the alternate email account. For example, if `user@cornerstonephiladelphia.com` can send mail as `google@cornerstonephiladelphia.com`, the sent mail only appears in `user@cornerstonephiladelphia.com` and not `google@cornerstonephiladelphia.com`.

For more information, navigate to the [Google Support Send emails from a different address or alias](#) page.

How to Grant Someone "Send As" Access.

You can send mail from an alternate account when you are within your account by setting up the **Send Mail As** feature:

1. Sign in to your Gmail account.
2. Click the settings gear icon. in the upper-right and select Settings and the Accounts and Import tab.
3. Under "Send mail as", click Add another email address you own.
4. In the Email address field, enter the name and alternate email address of the account you want to send from. Do not select "treat as an alias".
5. Click Next Step >> and then click Send Verification. Gmail will send a verification message to the other email address to confirm that you should be able to send mail to it.
6. Locate the message from Gmail. Open it and either click the link contained in the message or enter the confirmation code in the Accounts section of your Google Apps

email settings.

Note: You can also set up delegated access to an alternate account by following the guide here: [Setting up Mail Delegation in Gmail](#).

How to Revoke "Send As" Access

IMPORTANT: if you want the ability to revoke "send as" access, you will need to keep the verification message. There are 2 ways to revoke or terminate the ability to send as another account:

1. From the account that uses the **Send Mail As** feature: Go to Gmail Settings, select the Accounts and Import tab, then click on the delete link next to the account in the **Send Mail As** section.
2. From the account that granted access to the other account: Go to the email that confirmed **Send Mail As** and scroll to the bottom to cancel the verification.

Google Drive Articles

Overview

Drive is a cloud-based file storage and sharing system with built-in tools for word processing (Google Docs), spreadsheet creation (Google Sheets), slideshow creation (Google Slides), and other collaboration and productivity applications. Through our Google Workspace (formerly G Suite) licensing, every CCA faculty, staff, student, storage space in **Drive**. Users can share files and collaborate with other **Drive** users.

Access

On the web, access **Drive** by navigating to <https://drive.google.com/a/appstate.edu>.

Note: If you are logged into a personal **Google** account in the same browser, you may be redirected to the inbox for that account. See this [Help Document](#) to add a second account to your browser session.

On a mobile device, access **Drive** via Google's **Drive** app, which is available for free in the **App Store** (iOS devices) or **Play Store** (Android devices)

Note: *CCA recommends using the official Google **Drive** app rather than third-party mail apps such as Apple Mail.*

Help

For general assistance, please view Google's [Support Page](#).

Google Shared Drives

What can you do with Shared Drives?

Shared Drives is a shared space where teams can easily store, search, and access their files anywhere, from any device.

Unlike files in My Drive, files in a Shared Drive belong to the team instead of an individual. Even if members leave, the files stay exactly where they are so your team can continue to share information and get work done.

Not sure whether to use My Drive or Shared Drives?

Ask yourself these questions:

- Are the files of interest to most or all members of a particular project shared?
- Do the files share a consistent theme?

A "yes" to both questions means creating a new Shared Drive is a good idea. If the files and folders are for many different projects, create multiple Shared Drives.

More Information

For more on when to use Shared Drives, see this [**Guide for Best Practices**](#)

Phishing Attempt Practices

Phishing Attempt Practices

Below are some practices we all need to adhere by during this time of the year for phishing attempts.

Reporting Suspicious Emails

1. if an email looks suspicious to you even if the user is an actual cornerstone employee. please report the email by clicking the spam alert icon that is on the toolbar for emails when you open to read them.

image.png

2. Make sure to report the email as phishing to google. That way the email can be sent directly into google's phishing filter. There are three dots in the right top corner on every email click the three dots and you will see the options to report spam or report phishing. After reporting delete the email and block the sender.

Note: If the sender is a cornerstone employee. please let me know immediately by contacting me personally or by the helpdesk email.

Note: in the above screenshot under number 1. There are 3 dots as well. That drop down menu does not have the report phishing or report spam. Only the 3 dots to the far right of the screen when you are reading the email. Like in the below screenshot.

image.png

How to spot phishing (common signs)

1. Any email asking for **payment, credentials, authorization, or personal data.**

2. Urgent request attempts "Immediate action required" your account will be closed. (**Only myself and Jay can close your account for your references**)

3. A strange sender address- Check the sender's email address. Which is below once you get an email you suspect to be a phishing email.

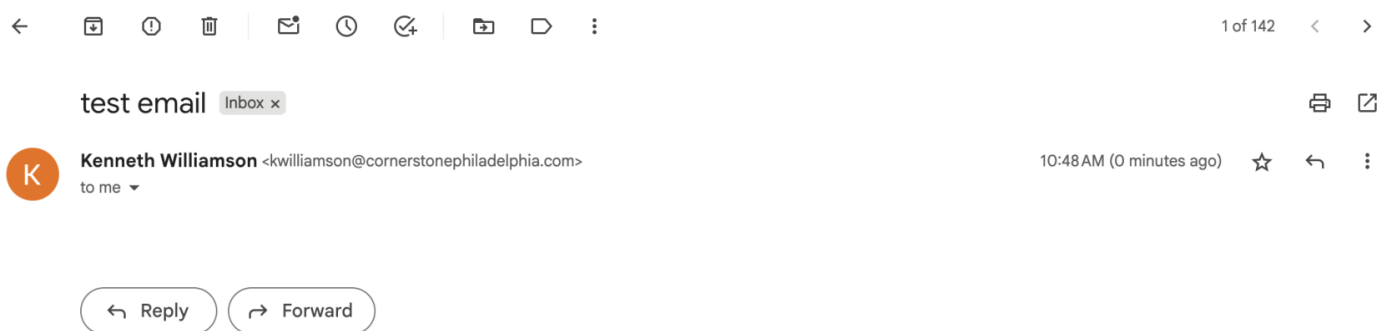
image.png

Conclusion: Please practice these steps because phishing attempts will continue throughout the year from outside sources.

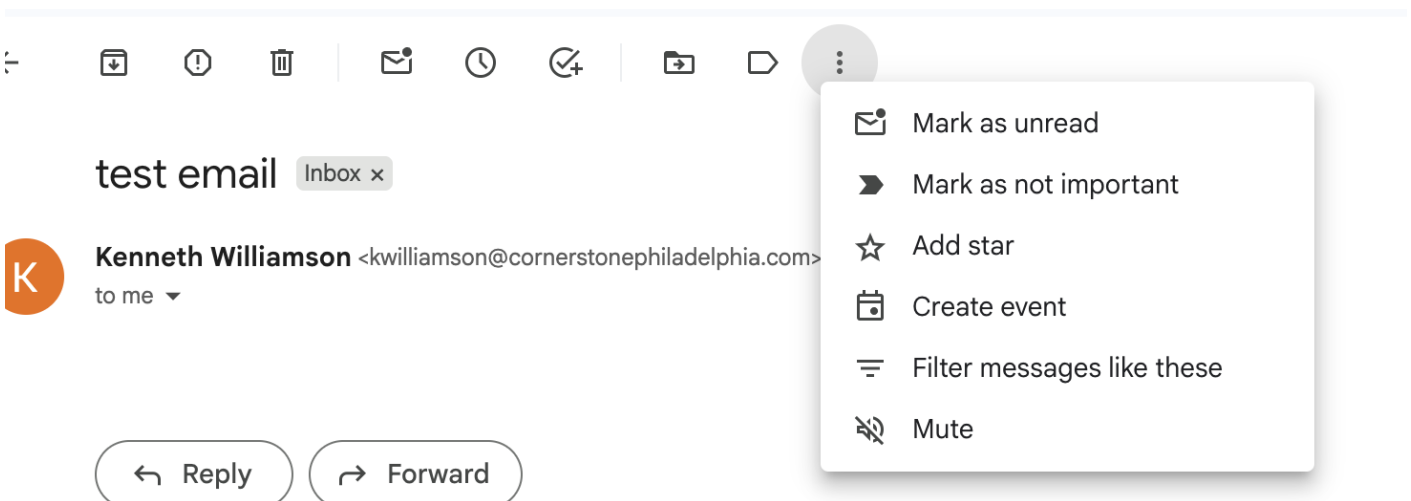
Filter Sender to Spam or Delete (Manual Control)

Note: This is for computer devices use only, not mobile devices.

1. Open an email from the sender



2. Click the 3 dots at the top of email you want to send to spam or trash and select **Filter messages like these**.



3. Once you are in "**filter messages like these.**" You will see the senders email appear at the top. next click "**Create filter.**"

From kwilliamson@cornerstonephiladelphia.com

To _____

Subject _____

Has the words _____

Doesn't have _____

Size greater than ▼ _____ MB ▼

Has attachment

Create filter

Search

4. In the "**Create Filter**" section. Select "**Delete It**" and optional choose if you have received more than one email from the same sender also choose "**Also apply filter to matching conversations**". Once you select your filter(s) click "**Create Filter.**"

← When a message is an exact match for your search criteria:

- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label: [Choose label...](#) ▼
- Forward it [Add forwarding address](#)
- Delete it
- Never send it to Spam
- Always mark it as important
- Never mark it as important
- Categorize as: [Choose category...](#) ▼
- Also apply filter to matching conversations.

[? Learn more](#)

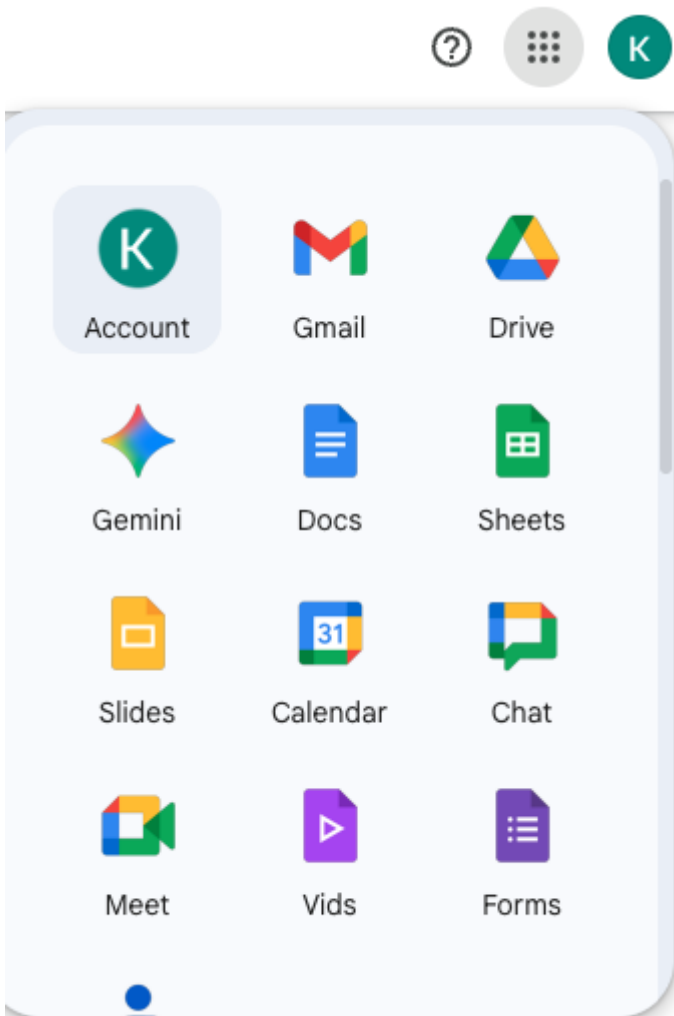
Create filter

5. This will effectively blocks the sender by moving all future emails from your inbox straight to "**Spam or Trash.**"

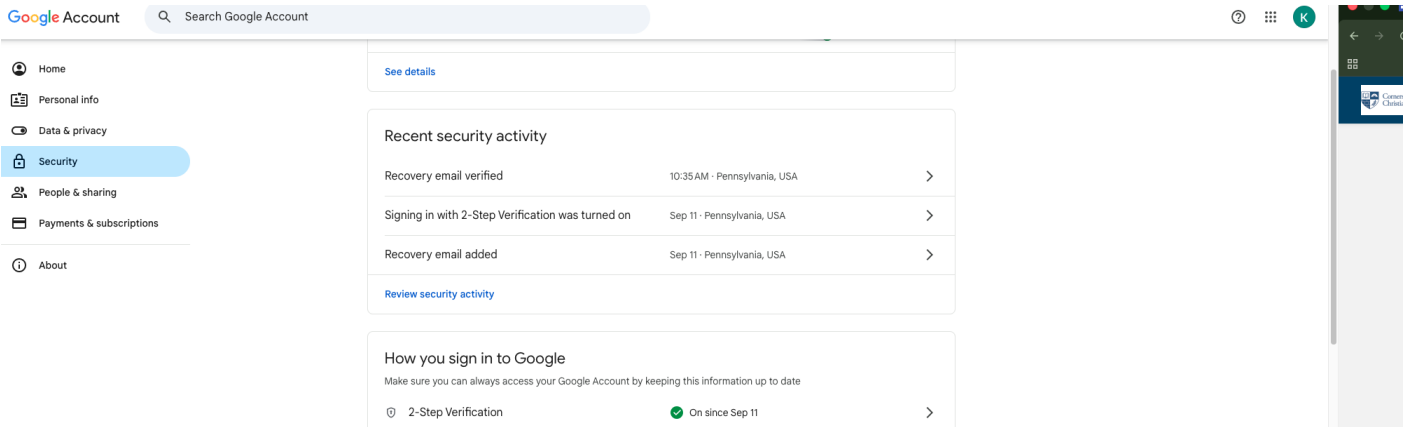
Setting up 2- Step Verification(2SV) for your Google Account

2-Step Verification Setup

1. Log into your google account. Once you are logged in go to the top right corner next to your initial(s) and click **Account**. Note: There are two logos once you sign in with your initial displaying. Click the one on the actual webpage and not the one displaying over top of "**All Bookmarks**"



















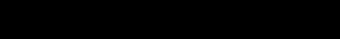

2. Once you are in your account navigate to the menu on the left hand side of the screen and click on **Security**.



3. Once you are on the **Security** page scroll down to the bottom. You will see the setup for **2-Step Verification** options under **How you sign in to Google**. Under how you sign in to Google, you have different **Options** on how you want to setup **2-Step Verification** for yourself. You can choose one, or all like it is displayed in the screenshot below. You can also add **More Options** at the bottom of the screenshot as well if you choose too. For more security on your account. (**Exp: Authenticator, BackUp 2-Step Verification, and Backup codes.**)

How you sign in to Google

Make sure you can always access your Google Account by keeping this information up to date

 2-Step Verification	 On since Sep 8	
 Password	Last changed Aug 22	
 Skip password when possible		
 Google prompt	1 device	
 2-Step Verification phones		
 Recovery phone		
 Recovery email		

You can add more sign-in options

-  Passkeys and security keys
-  Authenticator
-  Backup 2-Step Verification phones
-  Backup

Conclusion: Once you follow the steps after choosing your option(s); your account will then be prompted to use the 2-Step Verification for when you login moving forward.