



Mail

Chapter 3: Manage Contacts

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Add or delete contacts

Find your contacts

Similar to an online address book, the Contact Manager in Gmail gives you easy access to the people you want to reach. All your email contacts are stored here -- just click **Contacts** from the mail menu along the left side of any Gmail page to access and edit your contacts' information. You can also add more information for a contact, including address, title, phone numbers, notes, and more.



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The screenshot shows the Gmail interface for managing contacts. At the top, there's a navigation bar with 'Mail', 'Calendar', 'Documents', 'Sites', 'Video', 'Groups', and 'More'. The user's email address 'marie@g1usd.org' is visible in the top right. Below the navigation bar, there's a search bar and a 'Search Contacts' button. The main area is titled 'Contacts' and shows a list of contacts. On the left, there are options for 'NEW CONTACT', 'My Contacts (7)', 'English Dept (2)', 'Starred in Android', 'Most Contacted (9)', 'Other Contacts (11)', and 'Directory'. The contact list includes names, email addresses, and addresses. At the bottom, there are sections for 'Send SMS', 'Quick Links', 'Google Calendar', and 'Google Docs'.

Name	Email	Address	Other Info
<input type="checkbox"/> Cristin Franklin	cristin@g1usd.org	1600 crabapple ave	
<input type="checkbox"/> Gabriel Gibson	gabriel@g1usd.org	1600 water street	
<input type="checkbox"/> Jason Chu	jason@g1usd.org		English Dept
<input type="checkbox"/> Jeff Klein	jeff@g1usd.org	1600 maple street	English Dept
<input type="checkbox"/> Marie Smith	marie@g1usd.org	1600 marathon way	
<input type="checkbox"/> Miriam Sanchez	miriam@g1usd.org		
<input type="checkbox"/> Samantha Rosen	samantha@g1usd.org		

Please note: These instructions work only with the newer version of Gmail. If they don't match what you see in your Contact Manager, we suggest that you upgrade to a [fully supported browser](#) or click **Newer version** in your account.

Create Contacts

Contacts make it easy to compose email, as Gmail will auto-complete for email addresses in your Contact Manager. You can also store more information than just a name and email address. For example, you can include title, phone numbers, addresses, instant messenger accounts, websites, and even birthdays. You can add custom fields for "Parent's Names" or "Graduation Year".

To create a new contact:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.

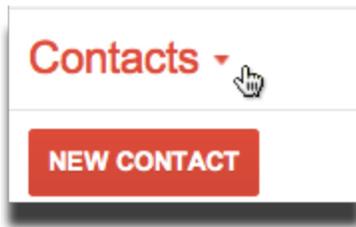


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2. Click the **New Contact** button in the top-left corner of the Contact Manager.



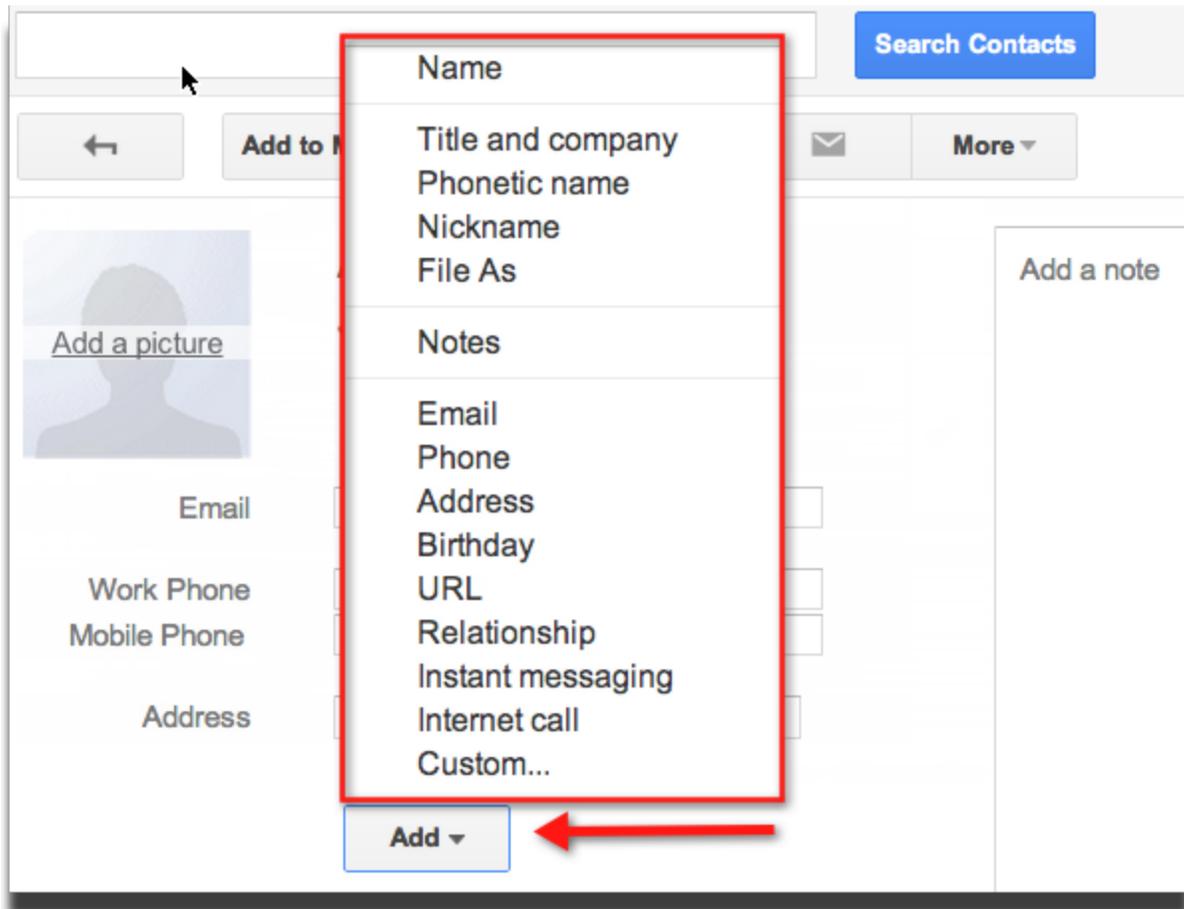
3. Enter your contact's information in the appropriate fields.
4. There is no need to click save. Just like Google Drive, your contacts auto-save as you type.

You can enter additional contact info by clicking the **Add** menu or by clicking the into the appropriate field. Enter your contact's information in the appropriate field.



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Automatic contacts

You don't have to enter in every contact manually for them to appear in your contact list or the Gmail sender autocomplete. Email addresses are automatically added to your Contacts list each time you use the Reply, Reply to all, or Forward functions to send messages to addresses not previously stored in your Contacts list.

For example, let's say you receive an email from a new student and send a reply with the class schedule.



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The screenshot shows the email composition interface. At the top, there are three buttons: "SEND" (red), "Save Now", and "Discard". Below the buttons, the "From" field is populated with "Marie Smith <marie@g1usd.org>". The "To" field contains the text "Lauren Mack" <lmack@g1usd.org> and is highlighted with a red box. The "Bcc" field is empty.

Even though you did not manually enter that student's email address, the next time you start to write an email to that student, his/her email address will appear in the autocomplete.

The screenshot shows the email composition interface. At the top, there are three buttons: "SEND" (red), "Save Now", and "Discard". Below the buttons, the "From" field is populated with "Marie Smith <marie@g1usd.org>". The "To" field contains the text "la" and is highlighted with a red box. Below the "To" field, an autocomplete suggestion for "Lauren Mack" <lmack@g1usd.org> is visible and also highlighted with a red box.

If these addresses do not appear immediately, try waiting a few minutes or signing out of your account and signing back in. Also, each time you mark a message as 'Not Spam,' your Contacts list is automatically updated so that future messages from that sender are received in your inbox.

Edit or change contacts

If you need to modify information for a contact, you can edit or delete by opening your Contacts list by clicking **Contacts** on the side of any page, and following the appropriate instructions below.

To edit a contact, follow these steps:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.



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2. Select the contact in the Contacts list by double-clicking on the name
3. Make your desired changes.

A screenshot of the contact details page for Gabriel Gibson. The page shows a profile picture placeholder with the text 'Add a picture'. To the right, the name 'Gabriel Gibson' is displayed with a dropdown menu and a trash icon. Below the name, there is a field for 'Job Title , Company'. A 'My Contacts' tab is visible. The contact information is organized into sections: 'Name' (Gabriel Gibson), 'Email' (gabriel@g1usd.org), 'Work Phone' and 'Mobile Phone' (empty fields), and 'Home Address' (1600 water street). At the bottom, there is an 'Add' button with a dropdown arrow.

To permanently delete a contact, follow these steps:

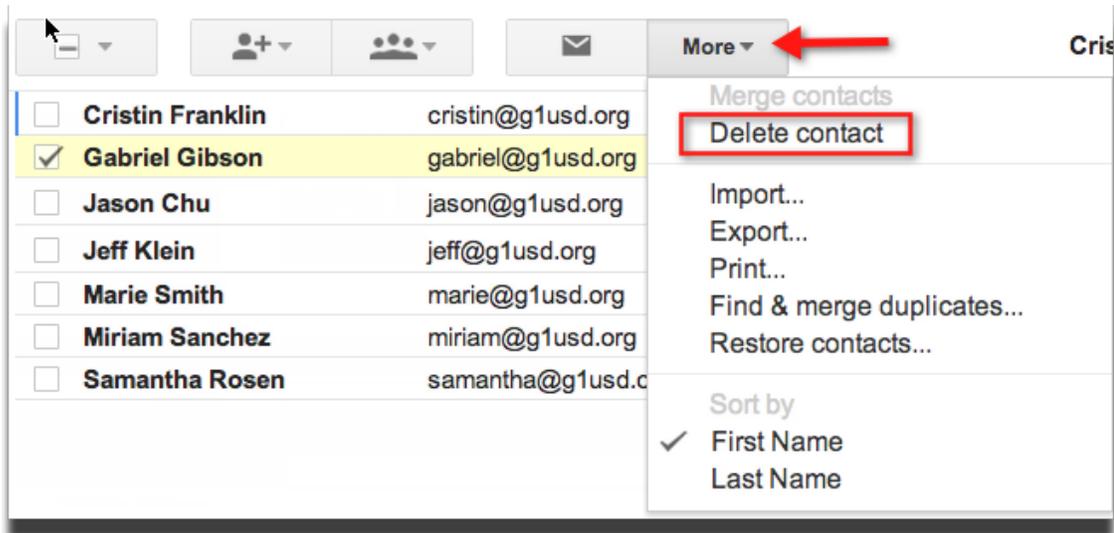
1. Select the contact in the Contacts list.



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2. Click the **More** dropdown menu and select **Delete Contact** at the top of the page.

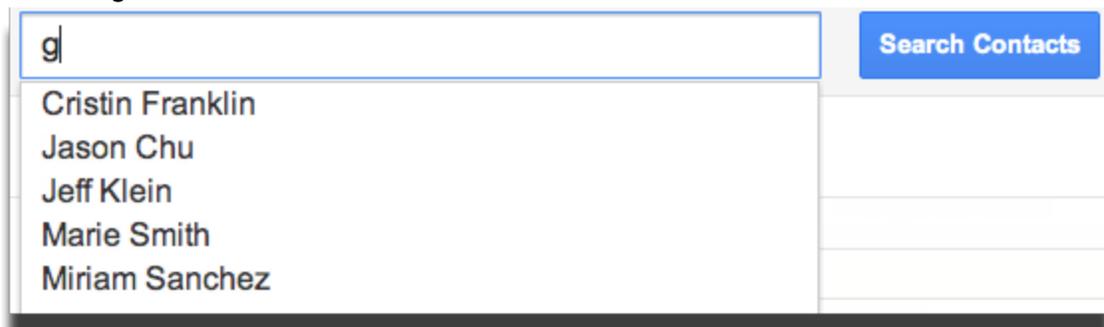


Search for contacts

Sometimes the Gmail autocomplete doesn't cut it - you can't remember the email address or name of a contact, but you do remember the student's phone number. You can search your contacts for any of the details that you've entered, such as place of work, home address, phone number, title, etc.

To search for a contact:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.
2. Enter the name, email address, or any other contact details of the person you're searching for in the contacts search box.



Keep these tips in mind when searching for contacts:

- You can use prefixes.
- You can search by a person's first and/or last name.
- You'll see matching results as you type
- You can search for contacts by phone number, or notes you've entered about them.



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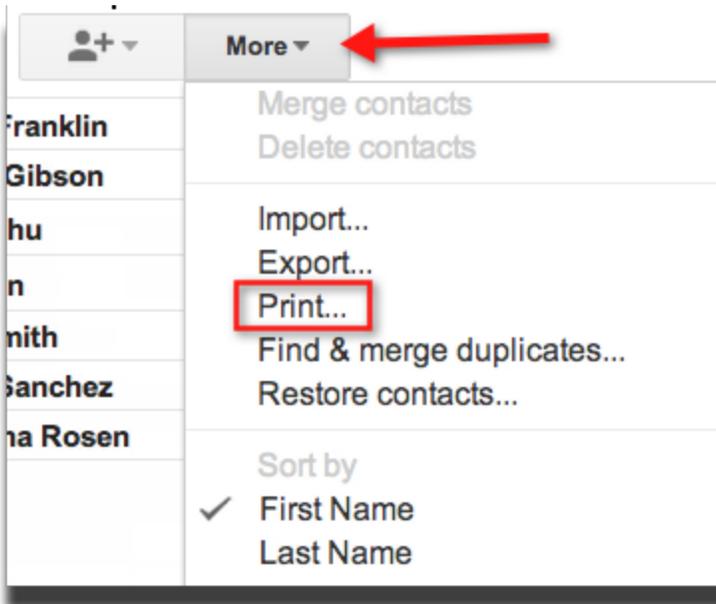
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- You can search by domain or username. For example, searching for 'myschool.org' will return all contacts with a myschool.org address.

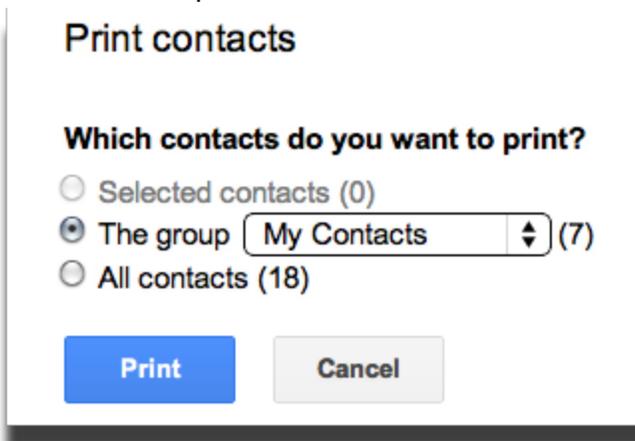
Print your contacts

If you need to have a hard copy of contact information or want to see your entire contact list at once, you can access all of the details about your contacts by printing. Here's how:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.
2. Click the **More** dropdown menu and select **Print**.



3. Choose whether you want to print all your contact information, or select contact groups from the drop down groups menu. If you had selected several of your contacts, you would also have the option to print Selected contacts. Learn more about contact groups later in this chapter »





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4. Click **Print**. A new browser window or tab will open that can be printed.

To find specific information without printing, you can perform a search in your browser ('Ctrl + F' on a PC or 'Command + F' on a Mac) for the contact information you're looking for.

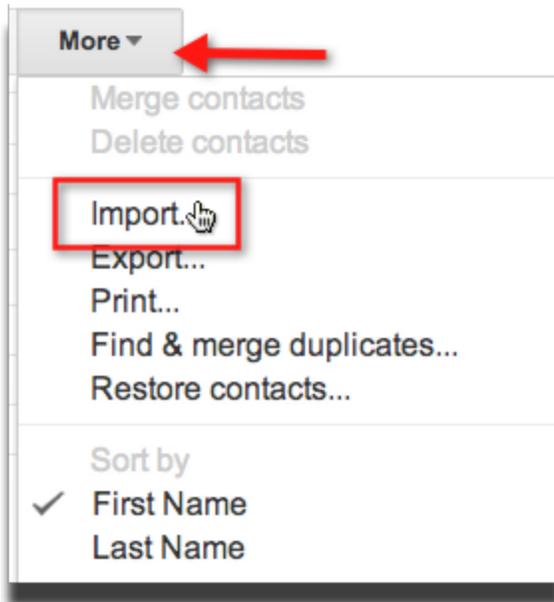
Upload existing contacts and groups

Import contacts and groups

After years of maintaining an address book, you don't need to worry about recreating it in Gmail. Importing your contacts isn't difficult – you can import your address books (from Outlook, Hotmail, Yahoo!, orkut, email software, etc.)

To import contacts to Gmail:

1. Create a custom CSV file, or export the address book from your other webmail provider or email client as a CSV file. You'll learn more about CSV files and exporting from other address books in the next steps.
2. Click the **Mail** menu along the left side of any page and select **Contacts**.
3. Click the **More** dropdown menu and select **Import**.



4. Click the Choose File button and locate the CSV file you'd like to upload.



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Import contacts

We support importing CSV files from Outlook, Outlook Express, Yahoo! Mail, Hotmail, Eudora and some other apps. We also support importing vCard from apps like Apple Address Book. [Learn more](#)

Please select a CSV or vCard file to upload:

No file chosen

5. Select the file and click the **Import** button.

Once you've successfully uploaded the document, Gmail will display the number of contacts imported.

A few things to keep in mind:

- If some entries aren't included in your Contacts list, Gmail tells you why these entries were left out.
- If you receive error messages when attempting to import your contacts, you may need to edit your CSV file.
- You can only import up to 3000 contacts at a time. If you have more than 3000 contacts, you'll need to create multiple CSV files to upload.

CSV files

If you want to create a new address book or edit an existing one, you can also use spreadsheet programs like Microsoft Excel to create and edit a custom CSV file.

Your CSV file should be formatted as a table and must include a header, or first line, that defines the fields in your table. Gmail accepts many common header fields (name, email address, etc.). If you're updating an existing file, you probably won't need to change your header field names; if you're creating a new file and need some guidance, you can use any of the field names used in the examples below.



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	A	B	C
1	First Name	Last Name	Email Address
2	Jane	Doe	jane@gmail.com
3	John	Doe	john@gmail.com
4	Chris	Perkins	cperk@gmail.com
5	Eva	Davis	eva@gmail.com
6	Mitchell	Tarver	mitch@gmail.com
7	Nathan	Woodward	nathanwoodward@gmail.com

Here are some additional things to keep in mind as you create your file:

- The file must include a field for the email address.
- The Name field can be a single column, like this:

header >	name
contact info. >	Jane Doe

If you'd rather, you can also use separate fields for the first, middle, and last names, like this:

header >	first name	middle name	last name
contact info. >	Jane		Doe

- Fields can be listed in any order.

Here's an example of a sample file that can be created using Microsoft Excel:

header >	First Name	Last Name	Email Address	Street Address	Phone
contact info. >	Jane	Doe	jane@gmail.com	623 East 68th Street, Apt. 3-B, New York, NY	(212) 555-9975

By saving this table as a .csv file, and importing it in to Gmail, one entry – for Jane Doe – is added to your Contacts list.

Once you've entered all of your contacts into a table, save the document and select CSV



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(Comma delimited) (*.csv) as the type of file you'd like to save. If prompted to verify your selection, click Yes or OK.

For still more information about CSV files, open Help in Excel.

Export from another mail provider or software

Many email providers and email software have an export feature for your address book.

[Please refer to the help documentation](#) for detailed instructions on how to create a CSV file that you can upload into Gmail.

Create contact groups for parents, teachers, classes, organizations

Default contact groups

Your Contact Manager has a few default contact groups to help you organize your most used and most important contacts. These groups won't affect your ability to create custom contact groups - such as groups for classes, clubs, organizations, committees, etc. While the default groups - which include My Contacts, Most Contacted, Friends, Family, and Coworkers - cannot be deleted, you do not need to add contacts to them if you prefer. You can opt to just create your own custom groups.

About the default contact groups:

- **My Contacts** organizes the addresses you care about. If you know you'll want to find someone often, you can move a contact to this group by selecting one of your contacts and clicking **Move to My Contacts**. You'll learn how to remove a contact from My Contacts in the next steps.
- **Most Contacted** includes the 20 addresses you use most frequently. Gmail automatically updates this list for quick and easy reference.

Create a new contact group

There are several types of 'groups' that can be used to send email to multiple people at once:

1. **Google Apps Administrator Group** - set-up by the school Apps domain administrator, this has a unique email address - e.g. group@myschool.org - and the domain administrator controls who is part of the group and the permission levels.
2. **Google Apps User-managed Groups** - these are like Administrator groups, but can be



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managed by non-administrators. They are essentially discussion lists that users can create and manage. Each group will have a unique email address.

3. **Mail Contact Group** - this is set-up by individual users with school Apps accounts. While the group is named, it does not have a single unique email address. Instead, the group is a 'name' in the address book which when selected, will populate with individual email addresses of the group members.
4. **Google Group** - this is a product that is not included with Google Apps Education Edition that allows for individuals to create groups of interest. [Learn more about Google Groups.](#)

In this section, we will review how to create the third type of group, the Mail contact group - one that will only be available in your individual mail account.

Please note: These contact groups will not be associated with your domain, only your account. If several people will be using the same group of contacts, please notify your school Apps domain administrator and request that a 'Group' mailing list be created for your domain.

You can assemble custom contact groups to simplify mass emails in your Gmail account. For example, instead of typing the email address to everyone in the budget committee - simply create a "Budget committee" contact group that you can use in the 'To:' field when you compose a message.

Other useful contact groups could include faculty (different groups by subject/grade), students or classes (again by subject/grade), organizations, extended family, etc.

To create a contact group:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.
2. Select a contact you wish to add to the new group.

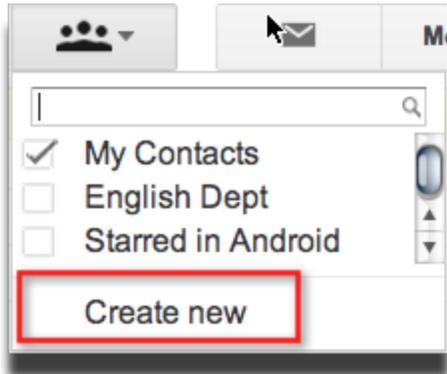


3. Click the **Group** button located in top portion of the Contact Manager.
4. Select the **Create new** link to create a new group.



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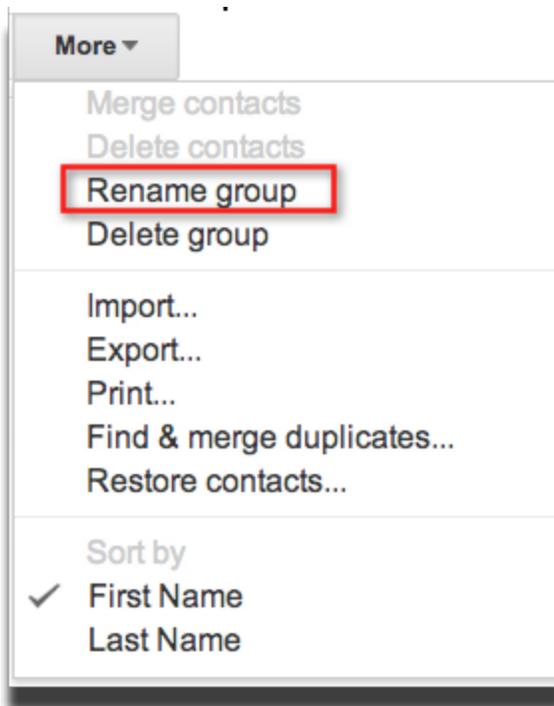


5. Enter the name of the group.
1. Click **OK**.

If after creating the contact group, you wish to change the name, you can access the settings in the Contact Manager

To edit a contact group name:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.
2. Click the name of the group in the left panel.
3. Click the **More** dropdown menu and select **Rename group**.



4. Enter the name of the group.
5. Click **OK**.



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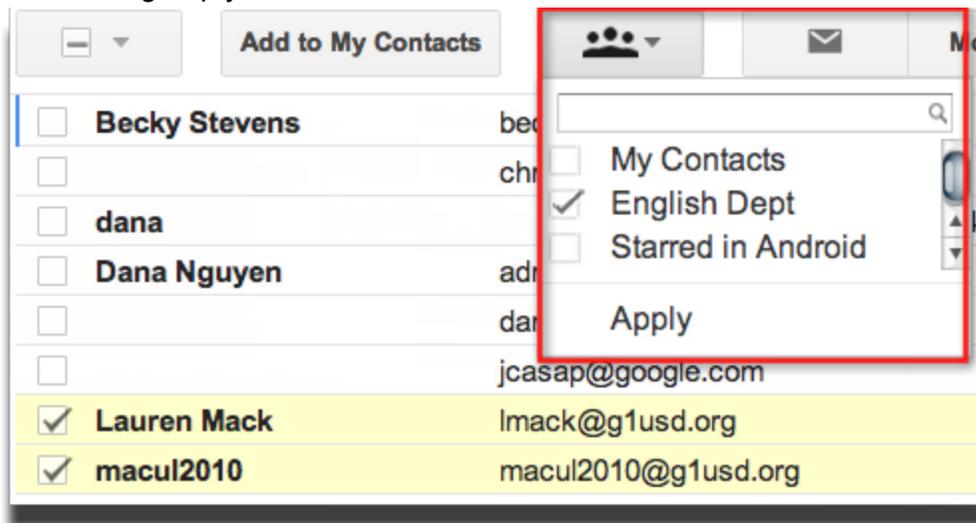
Please note: You will not be allowed to change the name of any of the default contact groups including: My Contacts, Friends, Family, Co-workers, and Most Contacted.

Add contacts to group

You can add contacts to any of the default contact groups, or any custom contact groups you have created.

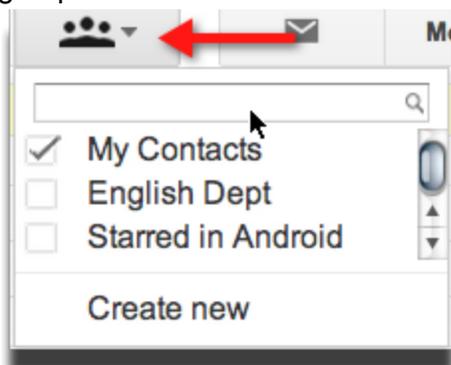
To add multiple contacts to a contact group at one time:

1. Select the contacts in the Contacts list.
2. Click the **Groups** drop-down menu.
3. Select the group you'd like to add the contact to.



To add an individual contact to a contact group:

1. Select the contact in the Contacts list.
2. Click the **Groups** drop-down menu.
3. Select the group you'd like to add the contact to, or select **Create new** to create a new group.





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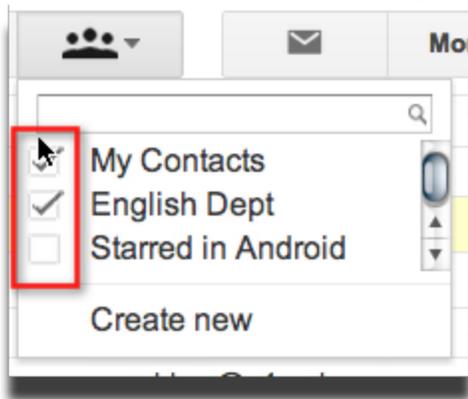
Please note: You have the ability to specify which one of your contact's email addresses you want to use in a given group. So, for example, you can now use your friend's personal address in your "After School Jogging Club" group and that same friend's work address in your "Coworkers" group.

Remove contacts from group

You can always make changes to your contact groups – even the default groups. When you remove a contact from a contact group, you are not removing the contact from your Contacts list. You will still be able to search and use that contact in your emails. If you wish to delete a contact, review the previous step.

To remove a contact from a contact group, follow these steps:

1. Select the contact in the Contacts list.
2. Open the **Groups** drop-down menu.
3. Uncheck the box in front of the group you'd like to remove the contact from.



This contact will no longer be included when you send an email message to the group.

Delete a group

If you no longer need to use a contact group, you can remove the entire group from your Contacts.

Please note: this will not delete the individual contacts, only the group compiling the contacts together. You will still be able to search and use each contact in your emails.

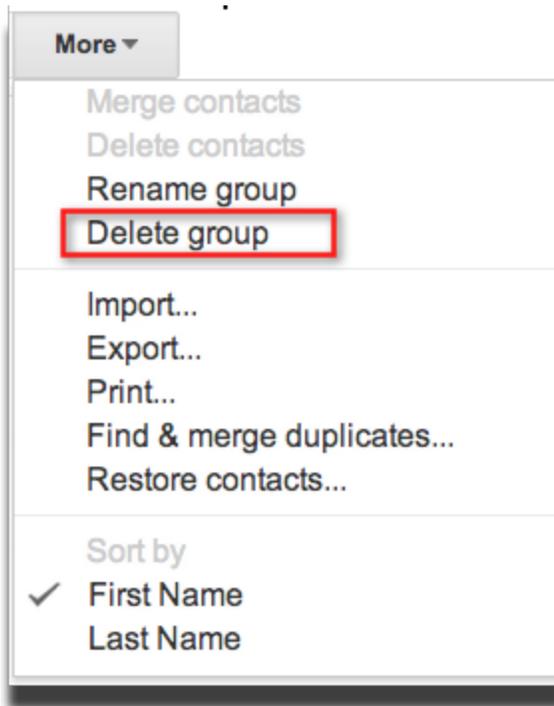
To delete a contact group:

1. Click the group you would like to delete on the left side of any page.
2. Click the **More** dropdown menu and select **Delete group**.



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3. Click OK

If you accidentally delete a group, select the Undo link that appears.

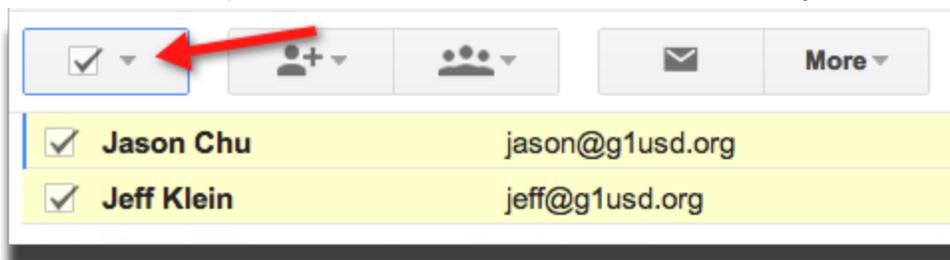
Send email to your contacts

From the contact manager

It's easy to send a message to any of the contact groups you created, or the default contact groups.

You can send an email message directly from the Contact Manager:

1. Click the **Mail** menu along the left side of any page and select **Contacts**.
2. Select the group you'd like to send to.
3. Click **All** at the top of the contact list or select the individuals you'd like to send to.



4. Click the **Email** link.



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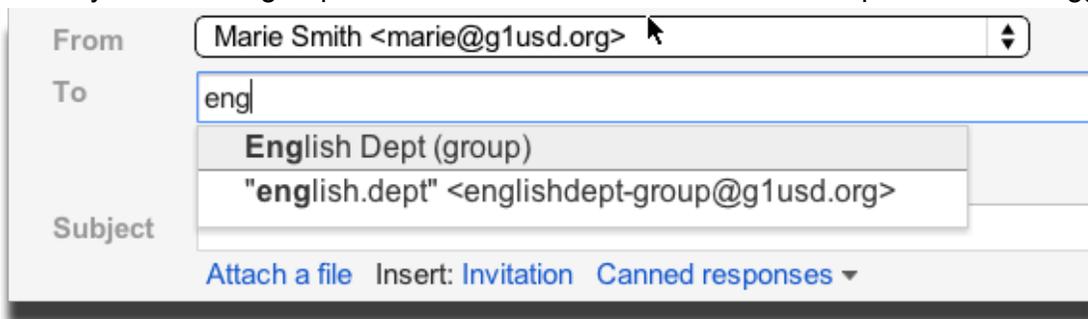
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From the compose manager

You can also send an email message to a group from the Compose window using Gmail auto-complete function. Just as you can use the auto-complete drop down to type in individual email addresses, your custom contact groups will also appear if you start to type the name of the contact group. You will notice that it is a group because the name of the group is followed by the phrase "**(group)**" in the auto-complete drop down list.

1. Click **Compose**.
2. In the **To:** field, enter the first few letters of the name of the contact group to which you'd like to send the message.
3. Select your contact group from the list of addresses the auto-complete feature suggests.



4. Compose your message.

Sync contacts to mobile device

Google Sync



Need to find that phone number for a parent? Can't remember the address of your next appointment? No computer? No problem. Google Sync lets you synchronize your Apps contacts and their calendar to a mobile device such as an iPhone or Windows Mobile phone. This means that you can view and edit your address books and calendar events at any time. You can also get alerts (sound or



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vibration) for upcoming meetings.

Please note: Google Sync doesn't allow you to synchronize email with your phone. This service is for syncing your contacts and calendars.

Requirements for Google Sync

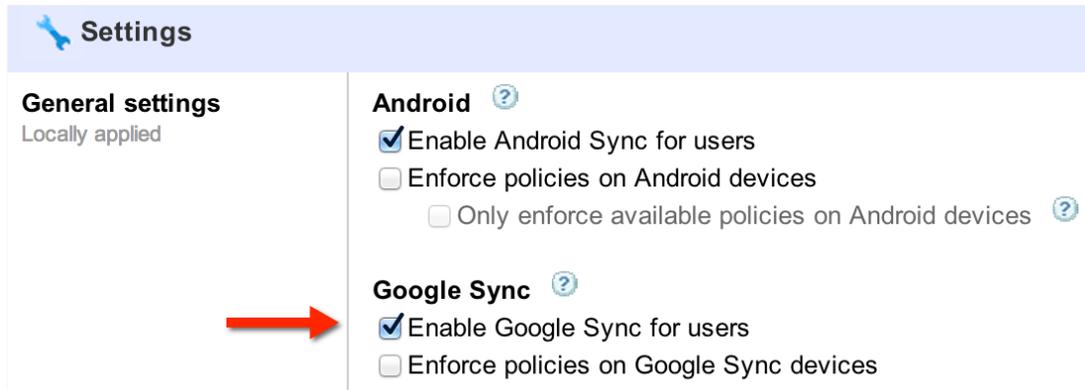
In order to use Google Sync, your Apps domain administrator must enable Microsoft Exchange ActiveSync. Once he/she has enabled Microsoft Exchange ActiveSync @ support for Calendar and Contacts, you can start using [Google Sync for iPhone](#) and [Google Sync for Windows Mobile](#).

If you have a Blackberry, your Apps administrator can also enable the Google Apps Connector for Blackberry Enterprise Server that will allow your contacts, mail, and calendars to sync with your Blackberry device. Review Module 1: Chapter 3 for more information.

Please note: These services are still in beta. Please consider the [known limitations](#) in advance.

If you are the school Apps domain administrator, you can enable Google Sync for your domain by following these steps:

1. In the **Settings** settings section of your Dashboard, click the Mobile link.
2. Select the checkbox next to **Enable Google Sync for users**.



3. Click **Save changes**.

Sync your contacts



If you have a Windows Mobile Device, please follow the instructions here: <http://support.google.com/mail/bin/answer.py?hl=en&answer=138636>



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If you use an iPhone, please follow the instructions here:

<http://support.google.com/mail/bin/answer.py?hl=en&answer=2753077>

This feature is currently available only in the Next Generation version of the control panel.