



## COMMUNITY WORKSHOP SERIES

DIGITAL LITERACY FOR ALL LEARNERS

A PARTNERSHIP WITH UNC SILS AND LOCAL LIBRARIES

CWS.WEB.UNC.EDU

---

# GOOGLE APPS

<b>GETTING STARTED</b> <i>Prerequisites</i> <i>What You Will Learn</i>	<b>Page 02</b>
<b>INTRODUCTION</b> <i>What is Google?</i>	<b>Page 03</b>
<b>SETTING UP AN ACCOUNT</b> <i>Gmail</i>	<b>Page 03</b>
<b>DRIVE</b> <i>Uploading Files to Google Drive</i> <i>Sharing/Unsharing Files with Google Drive</i> <i>Creating Google Drive Files</i>	<b>Page 07</b>
<b>CONTACTS</b>	<b>Page 12</b>
<b>CALENDAR</b> <i>Creating Events</i> <i>Inviting Friends to Events</i>	<b>Page 13</b>
<b>YOUTUBE</b>	<b>Page 16</b>
<b>LOGGING OUT OF YOUR ACCOUNT</b>	<b>Page 18</b>

To view our full schedule, handouts, and additional tutorials, visit our website:  
**[cws.web.unc.edu](http://cws.web.unc.edu)**

*Last updated January 2016*

# WHAT YOU WILL LEARN

## ***Prerequisites:***

It is assumed for this class that the user is comfortable with basic computer operations. In addition, very basic Internet experience and very basic Gmail experience is recommended.

- This workshop is intended for new Google Apps users. We will not be discussing Gmail in depth – to learn more about Gmail (email), please take the workshop on that topic or visit [http://library.unc.edu/wp-content/uploads/2015/12/Email\\_Basics\\_Gmail.pdf](http://library.unc.edu/wp-content/uploads/2015/12/Email_Basics_Gmail.pdf)
- We will be using PC desktop computers running Microsoft Windows Operating System in addition to Google services.
- Please let the instructor know if you have any questions or concerns prior to starting class.
- If you have a Gmail account, you will use the same account to access Google Apps. In fact, Gmail is a Google App!
- For verification purposes, you may need access to a cell phone that accepts text messages or an alternate email address before your account is activated. Please let the instructor know if you do not have this.

## ***What You Will Learn***

Understand the pros and cons of e-mail use	Create and access a Google account	Create events and reminders in Google Calendar
Search for videos in Youtube	Subscribe to channels in Youtube	Upload and create documents in Google Drive
	Organize your documents using Google Drive	

# INTRODUCTION

## ***What is Google?***

According to Wikipedia, Google is “an American multinational technology company specializing in Internet-related services and products. These include online advertising technologies, search, cloud computing, and software.” Google was founded in 1998 in California and has grown into one of the world’s largest technology companies.

When most people think of Google, they think of a search engine – a website where you can type in a topic like “dogs” and get all sorts of information about that topic. And in a way, that’s correct. Google became famous because of their powerful search engine feature.

But Google does much more than that today. As we’ll learn, Google has “apps,” or “applications,” that go along with it. These are free services for those who create Google accounts. There are many of these apps, but we’ll be learning about the following:

- Gmail
- Google Calendar
- Google Drive
- Google Maps
- YouTube

## SETTING UP AN ACCOUNT

You don’t need an account to use Google’s search engine, google.com. You also do not need an account to view videos on YouTube (youtube.com) or to get directions using Google Maps (maps.google.com). But if you want to access some of Google’s other popular features, including Drive, Calendar, and Gmail, you do need an account. There’s great news – once you have an account, it’s what you’ll use for all of your Google-related needs! You will only need one username and one password to access the whole world of Google!

### ***Gmail***

Many people set up Google accounts because they want to use Gmail, Google’s email service. Even if you don’t want to use Gmail, using this process to set up your account is a good way to start using other Google services! Think of Gmail as an optional bonus. It’s completely free to set up your account, and you can use it or not as you see fit!

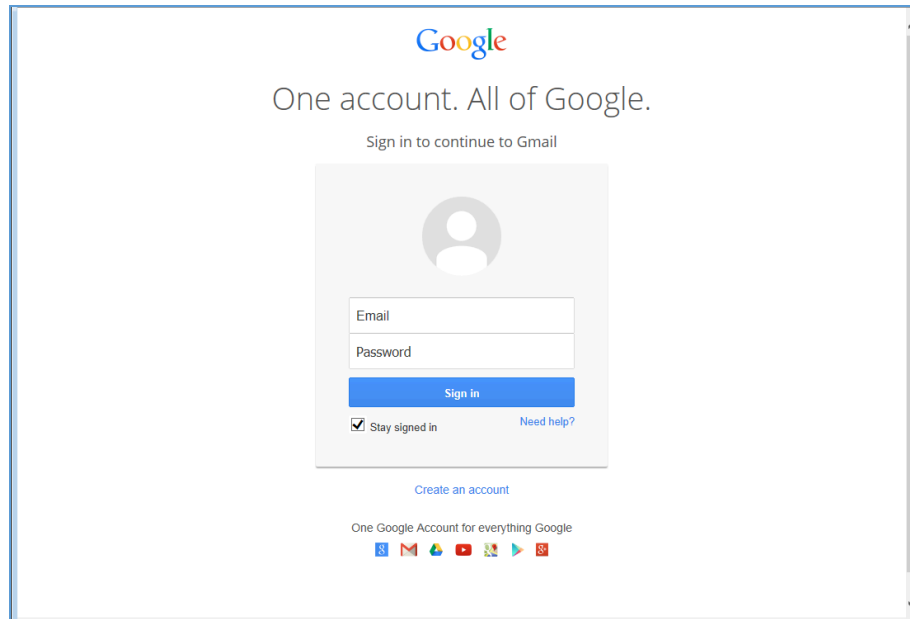
***Please note that this process requires access to a cell phone! If you do not have a cell phone with you, the instructor will give you an account to practice with.***

1. Connect to the Internet by double-clicking the **Internet Explorer** or **Firefox** desktop icon.



2. Go to the Gmail site by typing [gmail.com](https://gmail.com) into the address bar at the top of the screen, and press the **Enter** key on your keyboard.

3. Depending on what browser you are using and whether or not it has been updated recently, you should see a screen that looks something like this:



Click on the **Create an Account** link. **Make sure “Stay Signed in” is UNchecked whenever you log in** if you are using a public or shared computer!

4. Complete all required information in the form.

**Desired Username:** Keep in mind that your **Gmail Username** will become your e-mail address so choose carefully! Because there are so many people who use Gmail, sometimes you might have to try a few before finding one that is available. When you type in your selection, if this username is already in use it will suggest some alternative usernames that are available which will be displayed below the username box. Common e-mail addresses are: firstname.lastname OR firstinitial.lastname. People often choose to use their name if they will be using this e-mail address for professional purposes.

**Tip:** Your Username/e-mail address doesn't *have* to be your given name. With e-mail, you can, for example, choose something that is related to your occupation or interests. For example, you might want to be [bluebird@gmail.com](mailto:bluebird@gmail.com). If you find that name is already taken, you could always add some numbers after it to make it more unique. If you were born in 1960, you could be [bluebird1960@gmail.com](mailto:bluebird1960@gmail.com). ***Don't use the same words/numbers you plan to use in your password though!***

The screenshot shows a web form for creating a password. A tooltip message is displayed over the 'Create a password' field. The message reads: 'Password strength: Too short' followed by a red progress bar. Below this, it says 'Use at least 8 characters. Don't use a password from another site, or something too obvious like your pet's name. Why?'. The background form includes a 'Create a password' input field, a 'Confirm your password' input field, and a text 'Available: communityworkshopseriesunc5'.

**Password:** You will also need to select your password. Make sure your password is something that you can remember, but no one else can easily figure out! Don't ever share your password with anyone else. Follow the guidelines provided for the required number of characters. To protect your password, it's a good idea to change it periodically.

Here are tips from Google regarding passwords  
(<https://www.google.com/accounts/PasswordHelp>):

**Tips for creating a secure password:**

- Include punctuation marks and/or numbers.
- Mix capital and lowercase letters.
- Include similar looking substitutions, such as the number zero for the letter 'O' or '\$' for the letter 'S'.
- Create a unique acronym.
- Include phonetic replacements, such as 'Luv2Laf' for 'Love to Laugh'.

**Things to avoid:**

- Don't use a password that is listed as an example of how to pick a good password.
- Don't use a password that contains personal information (name, birth date, etc.)
- Don't use words or acronyms that can be found in a dictionary.
- Don't use keyboard patterns (asdf) or sequential numbers (1234).
- Don't make your password all numbers, uppercase letters or lowercase letters.
- Don't use repeating characters (aa11).

**Tips for keeping your password secure:**

- Never tell your password to anyone (this includes significant others, roommates, parrots).

- Avoid writing your password down (unless you have problems remembering, then keep it in a safe place!).
- Never send your password by e-mail.
- Periodically change your password (e.g., every six months).
- Do not save your password in your internet browser (your browser will likely ask if you wish to save the password) – other people who use your computer will be able to log in as you!

**For now, write down your Google Username and password.** This is crucial because you will NOT be able to access your e-mail without them, but ***keep this piece of paper in a safe place!***

**Google Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_

### **Verification**

5. After you've entered your Birthday and Gender it will ask for a Mobile Phone Number and Your Current E-mail Address. If you do not have a Mobile Phone Number with you that can accept either a text message or voicemail, ask the instructor for an e-mail address to use. This number or e-mail address will ONLY be used to verify that you are not a spammer.

6. Now type the code into the box as you see it on your screen. These codes can be hard to read, if you are having trouble with some of the characters you can choose to listen to them read aloud.

7. Finally, you have to agree to the Terms of Service. Read through the text, and then click "**I Agree.**"

If you do not wish to use Google+ uncheck the second box (let the instructor know if you have questions about this).

**Congratulations – You now have an e-mail account! Remember that your e-mail address is your Google Username directly followed by "@gmail.com."**

Before you are directed to your e-mail inbox, Google will ask you if you would like to set up a Profile picture, this is an optional step and you may choose to skip it and continue to Gmail.

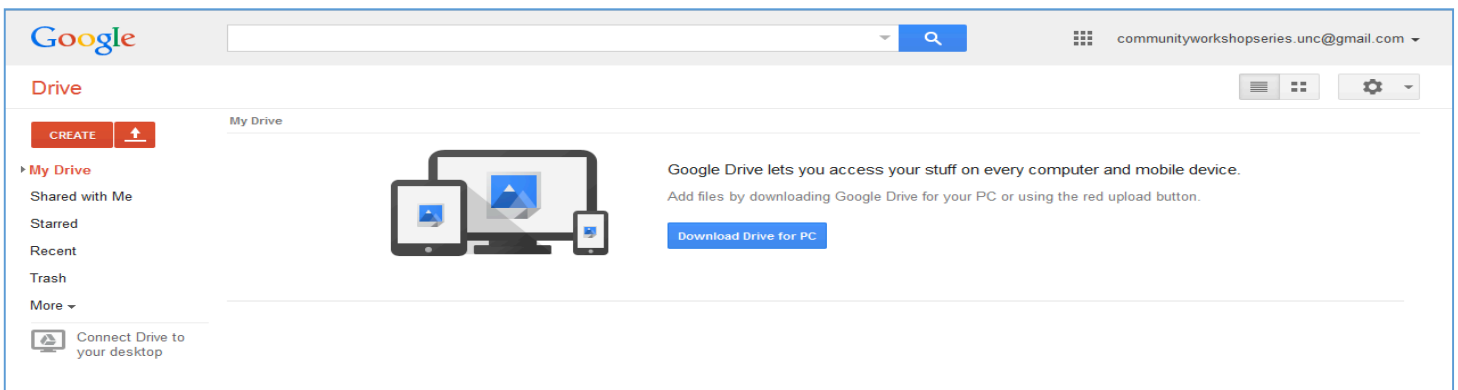
# GOOGLE DRIVE

Google Drive allows users to store a variety of files. It gives users the opportunity to share files with certain email addresses, publicly, or anyone that has the link to the file (for example, if you email a link to your friends). It provides 15 gigabytes of storage for free and if you have a Gmail address, you already have access to Google Drive. Google Drive also allows users to collaborate and make changes to files at the same time. This can be helpful for teams and groups.

Open an internet browser and navigate to [drive.google.com](https://drive.google.com)

If you do not have a Google account or Gmail address, you can click 'create an account' to get a Google account. If you already have a Google account, enter your email address and password.

After logging in, you will see the Google Drive introductory screen. If you click 'Download Drive for PC', it will create a Google Drive folder on your computer that will sync to your online Google Drive account. **Do not do this now if you are on a library computer!**



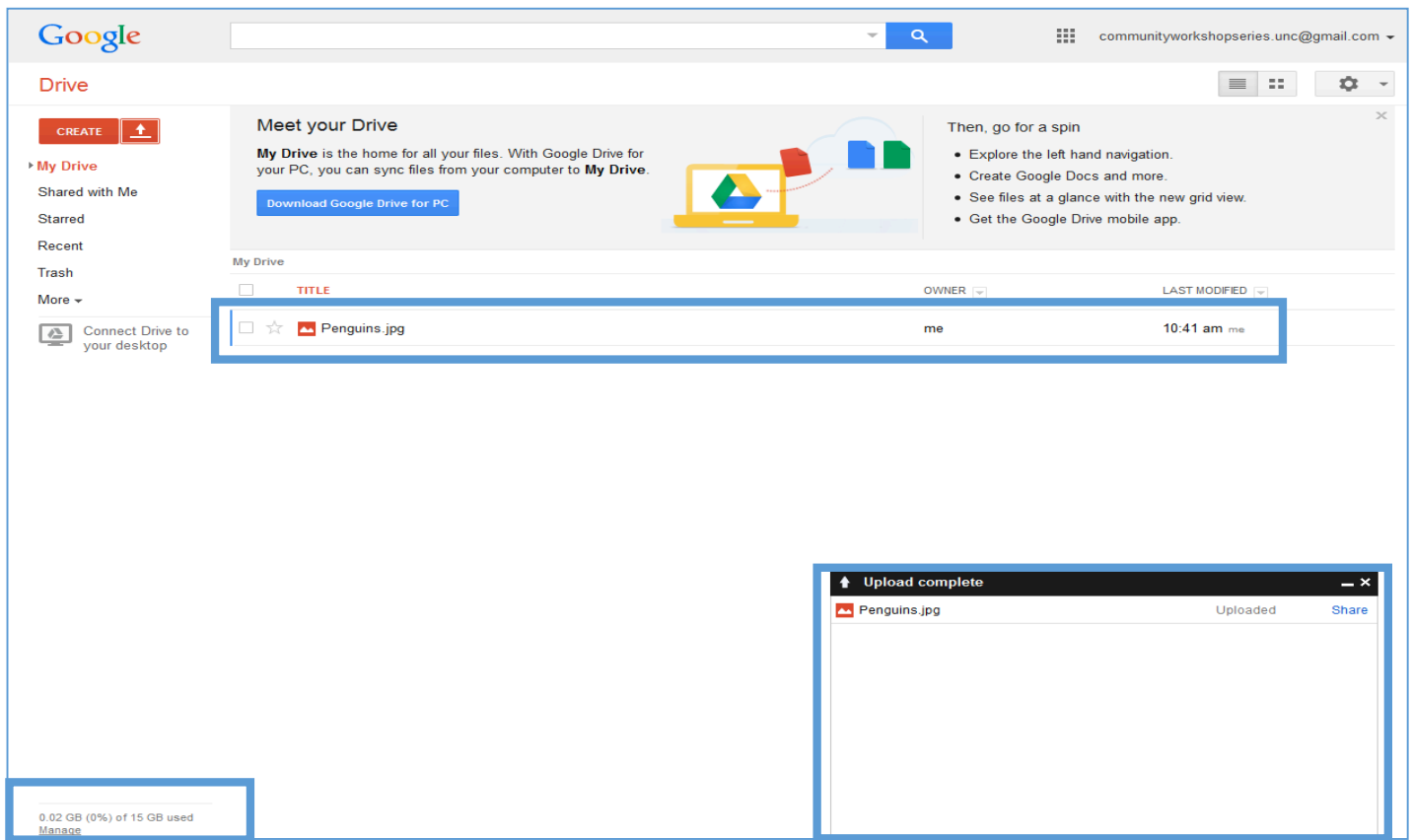
## Uploading Files to Google Drive

To upload files to Google Drive, click the red up arrow.



When you select a file to upload, an upload window will appear at the bottom right of the screen to show the progress of the upload. Once the file is completely uploaded, it will appear on your list of files.

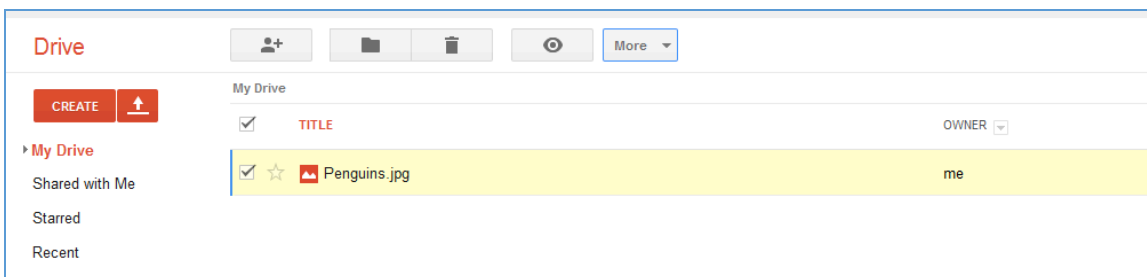
The amount of space you have left on Google Drive appears in the bottom left-hand corner of the screen.



## Sharing/Unsharing Files with Google Drive

To start sharing a file, select it by clicking the check box to the left of the filename. When you select a file, options appear at the top of the screen. These options allow you to share files, move files to different folders, delete files, or preview files. To work with multiple files at once, you can click on multiple boxes next to the file names.

Click on the icon that looks like a person with a plus sign next to it to share. That will open a Sharing settings window.





### Sharing with other Google users

In the “Invite people” box, you can add multiple email addresses separated by commas. If you want to add people or groups that are in your Gmail contacts, you can simply type their name or group name. As you type, the possible names, groups, and email addresses that are in your Gmail contacts will appear and you can select them.

Once you have entered an email address, a “Send” button will appear and you can click it to send an email to people letting them know you shared a file with them. The specific people you have named will need to login using a Google account before they can view or edit the file.

The screenshot shows the 'Sharing settings' window for a Google Drive file. At the top, it says 'Link to share (only accessible by collaborators)' and provides a URL: <https://drive.google.com/file/d/0B8thEdVv43ZLnV5WWNR5jdPcUE/edit?usp=sharing>. Below this, it says 'Share link via:' with icons for Email, Google+, Facebook, and Twitter. The 'Who has access' section shows the current setting is 'Private - Only you can access' with a 'Change...' link. Below that, it lists 'Community Workshop Series (you)' as a collaborator with the role 'Is owner'. At the bottom, there is an 'Invite people:' section with a text input field 'Enter names, email addresses, or groups...' and a 'Done' button. A note at the bottom states 'Editors will be allowed to add people and change the permissions. [Change]'.

### Sharing with non-Google users

If you do not want people to have to sign into a Google account to view or edit the file, click the “Change” link under “Who has access.” You will get another window with some different sharing options.

The screenshot shows the 'Sharing settings' window for Google Drive, specifically the 'Visibility options' section. It has three radio button options: 'Public on the web' (with a globe icon), 'Anyone with the link' (with a person icon), and 'Specific people' (with a person icon and a plus sign). The 'Specific people' option is currently selected. Below the options, a note states: 'Note: Items with any visibility option can still be published to the web. [Learn more](#)'. At the bottom, there are 'Save' and 'Cancel' buttons, and a link 'Learn more about visibility'.

**Public on the web** – Only use this option if you do not mind anyone on the internet being able to access your file. The default option will be that anyone will be able to view the file, but only you will be able to edit it.

**Anyone with the link** – with this option, you can send the file link to certain people you want to give access to. They will not have to sign-in with a Google account to view it. However, if they send the link to other people, the other people will also be able to view the file. Think carefully before using

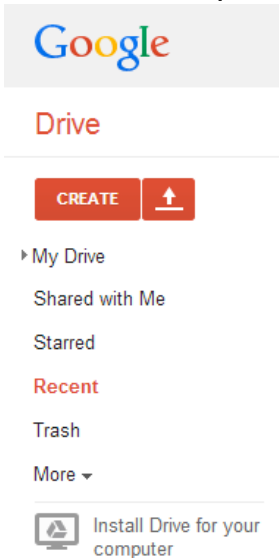
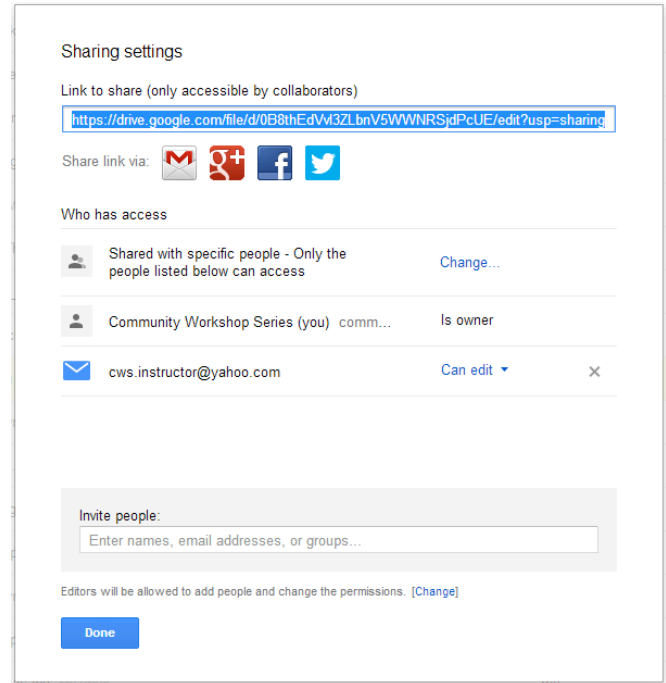
this option!

## Unsharing Files

To unshare a file, go back to your list of files and select it by clicking the check box to the left of the filename. Click on the icon that looks like a person with a plus sign next to it to share. That will open a Sharing settings window.

If you have shared with specific users, the users that currently have access to the file will be listed. You will have to click the “x” next to each person’s name to unshare the file and prevent them from accessing it any further. Click the “Save Changes” button to confirm the changes in access.

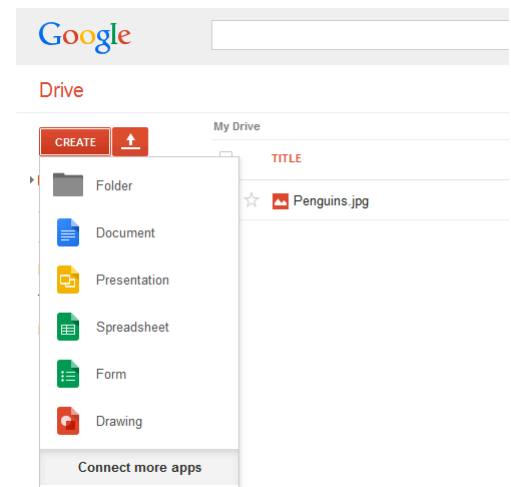
If you have shared with the public or anyone with the link, you can click the “Change” link and simply select “Specific people” and save it. This will cut off the public and link access.



If other users have shared files with you, you can see these files by clicking **Shared with Me** in the left navigation pane.

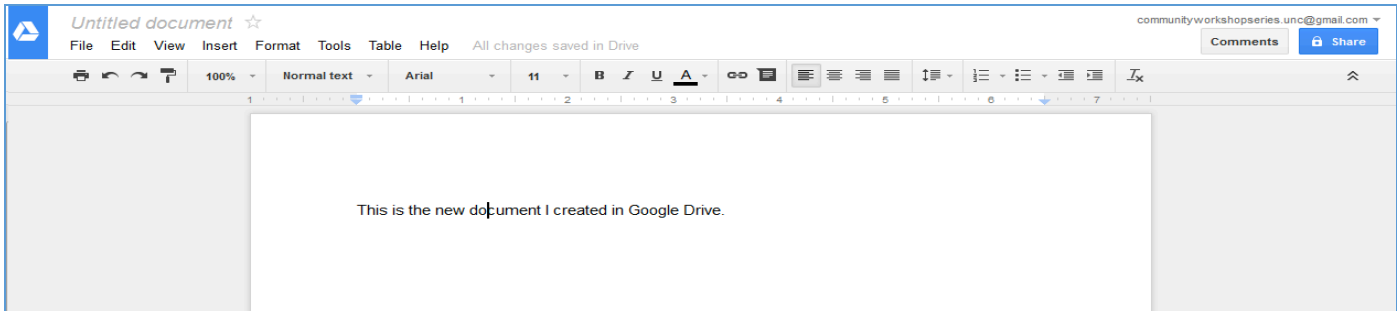
## Creating Google Drive Files

One feature in Google Drive that separates it from other cloud storage services is that you can actually create files directly in Google Drive. You can create documents, presentations, spreadsheets, forms, and drawings. These files use a format that can only be read by Google Drive. This means that you can only access them when you are connected to the internet. However, once you have created these files in Google Drive, you can download the files in different formats that other programs can open.

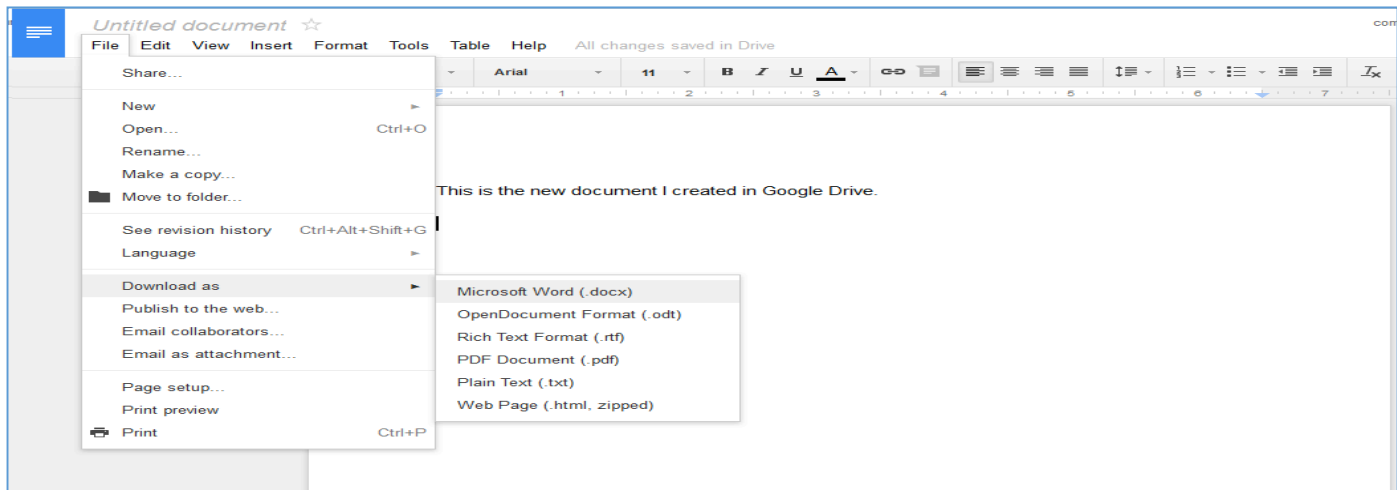


Here is an example of how to create a Google Document and then export it to Microsoft Word.

Go to CREATE > Document. Once a document page appears, type in “This is the new document I created in Google Drive.”



Navigate to File > Download as > Microsoft Word (.docx). This will give you the opportunity to put the file on your local machine. Once it is on your local machine, you can open it in Microsoft Word and edit it as you would edit any other Microsoft Word document.

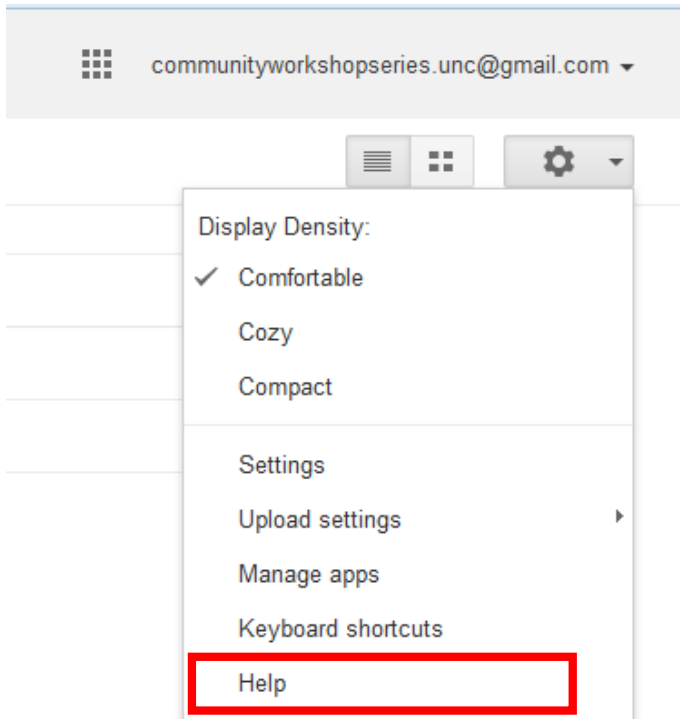


One word of caution, if you want to access files from the internet that are not in Google’s format, you will not be able to. For example, you will be able to view a Word Document online but not edit it directly. If you want to edit something like a Word Document and you are on your home computer, you can open it from the Google Drive folder on your machine and edit it from there. If you are not on your home machine, you will have to download the file, edit it offline, and then upload the new version back to your Google Drive.

Also note that you can have files with the same name in Google Drive. For example, you can have multiple documents titled “Sales” in your Google Drive. Be sure to provide descriptive file names so you can tell them apart without having to open each one!

## Getting More Help

For additional help for Google Drive, click the gear icon near the top right-hand corner of your screen. Choose Help from the menu.

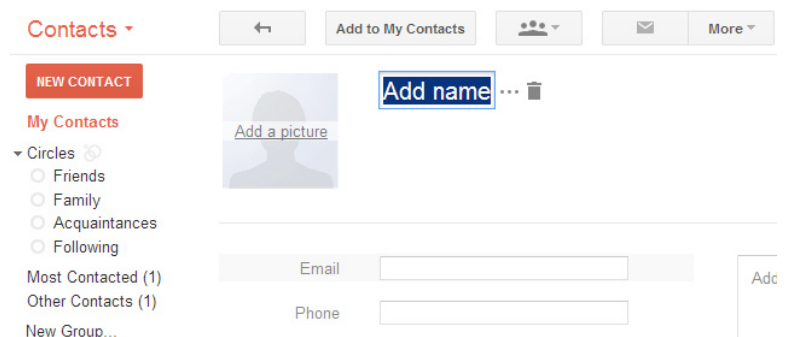
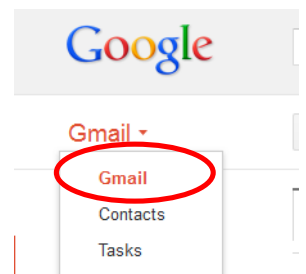


# CONTACTS

## Contacts

The **Contacts** feature allows you to keep track of e-mail addresses, which can sometimes be hard to remember. To access your address book, click on the dropdown list under Mail, and select the **Contacts** link.

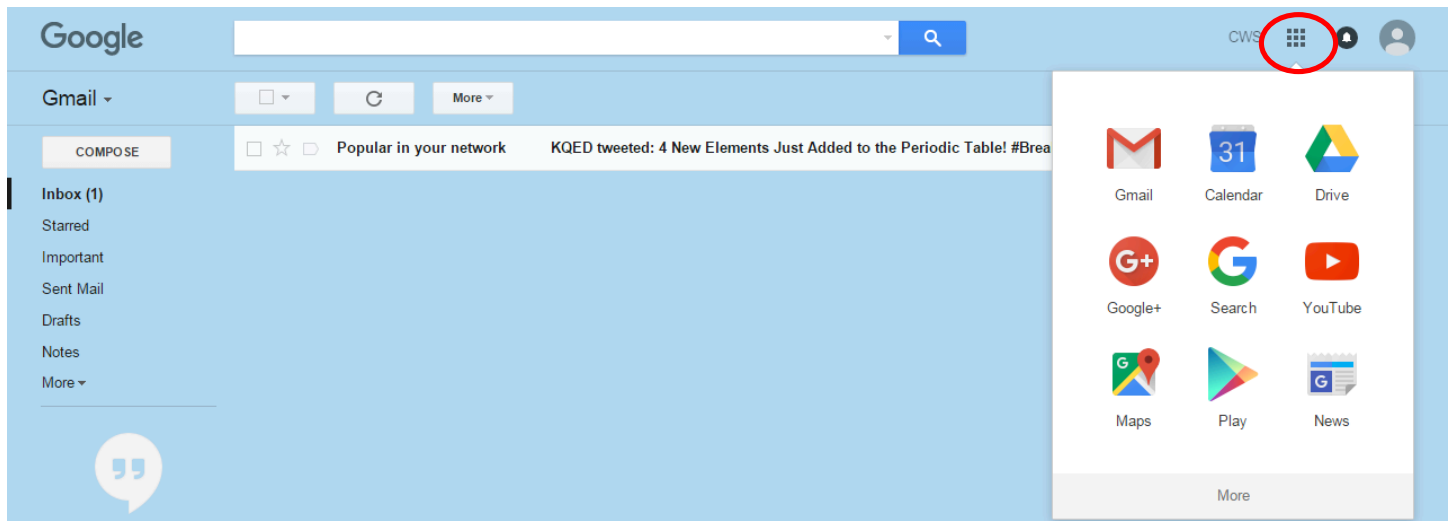
**Adding addresses:** To add an address, click on the **New Contact** button. You can add as little or as much additional information about each e-mail address as you prefer. Keep in mind, however, that if you add the name of the person associated with the e-mail address, it will be easier to look up later since e-mail addresses don't always contain the person's name. E-mail addresses are automatically added to your Contacts list whenever you reply to an e-mail, so there's no need to add a contact manually if you correspond with that person frequently.



**Looking up addresses:** Once an e-mail address is saved in your address book, you can look it up when sending an e-mail. If you can't remember the e-mail address off hand, just click on the **To** link. A pop-up box with a list of all your saved contacts will appear, click on the contacts you wish to send the e-mail to (a check will appear next to the selected contacts) and click on done when all have been selected. Otherwise, just start typing the first letter or two of the person's e-mail address or name, and Google will suggest e-mail addresses for you.

## CALENDAR

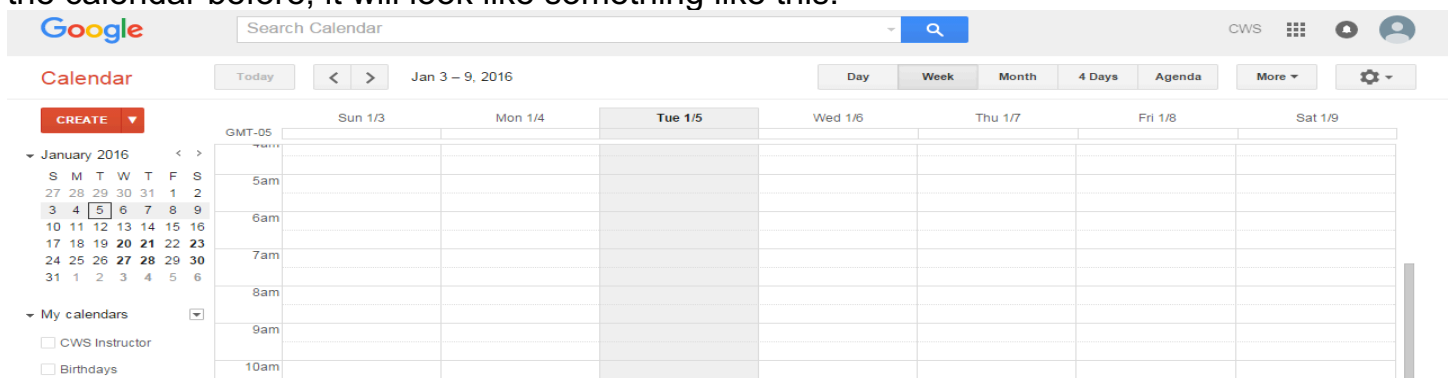
Gmail also has a calendar that you can use to keep track of your schedule. To access it from Gmail, click **on the grid icon** at the top of the screen, and then click on **Calendar**. This menu can also get you to Drive, Youtube, Maps, and More.



You can create multiple calendars, and can even color code them.

### Creating Events

Once you're on the calendar page, you'll see a view of the current week. If you've never used the calendar before, it will look like something like this:



To create an event, click on “Create” on the upper left side of the page. This is what you’ll see:

The screenshot shows the Google Calendar 'Create Event' interface. At the top, there's a Google logo and a 'Search Calendar' bar. Below this are buttons for '←', 'SAVE', and 'Discard'. The main form is titled 'Untitled event'. It includes fields for the date (1/5/2016), time (3:00pm to 4:00pm), and a 'Time zone' link. There are checkboxes for 'All day' and 'Repeat...'. Below these are tabs for 'Event details' and 'Find a time'. The 'Event details' tab is active, showing fields for 'Where' (with a placeholder 'Enter a location'), 'Video call' (with a link 'Add video call'), 'Calendar' (set to 'CWS Instructor'), and 'Description'. To the right of these fields is an 'Add guests' section with a text input 'Enter guest email address' and an 'Add' button. Below the 'Add guests' section are 'Guests can' options: 'modify event' (unchecked), 'invite others' (checked), and 'see guest list' (checked). At the bottom, there are sections for 'Attachment' (with a link 'Add attachment'), 'Event color' (with a row of color swatches), 'Notifications' (set to 'Pop-up' at '30 minutes'), and 'Show me as' (set to 'Busy'). There are also 'Visibility' options: 'Calendar default' (selected), 'Public', and 'Private'. A small note at the bottom states: 'By default this event will follow the sharing settings of this calendar: event details will be visible to anyone who can see details of other events in this calendar. [Learn more](#)'.

From here, you can add an event title, event location, event time, color code the event on your calendar, and add invite people via email to the event.

### ***Inviting Friends to Events***

To invite friends to events, just click on “Add” under “Add guests.” If they’re already in your contacts list/address book, just start typing their name or email address and click on it when it shows up. To add someone who you haven’t emailed before, you’ll need to type their full email address and click “Add.”

Google Search Calendar

← SAVE Discard

Untitled event

1/5/2016 3:00pm to 4:00pm 1/5/2016 Time zone

☐ All day ☐ Repeat...

Event details Find a time

Where Enter a location

Video call Add video call

Calendar CWS Instructor

Description

Attachment Add attachment

Event color ☒ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Notifications Pop-up 30 minutes ×  
[Add a notification](#)

Show me as ☐ Available ☒ Busy

Visibility ☒ Calendar default ☐ Public ☐ Private

By default this event will follow the [sharing settings](#) of this calendar: event details will be visible to anyone who can see details of other events in this calendar. [Learn more](#)

**Add guests**

susie@gmail.com Add

Guests can

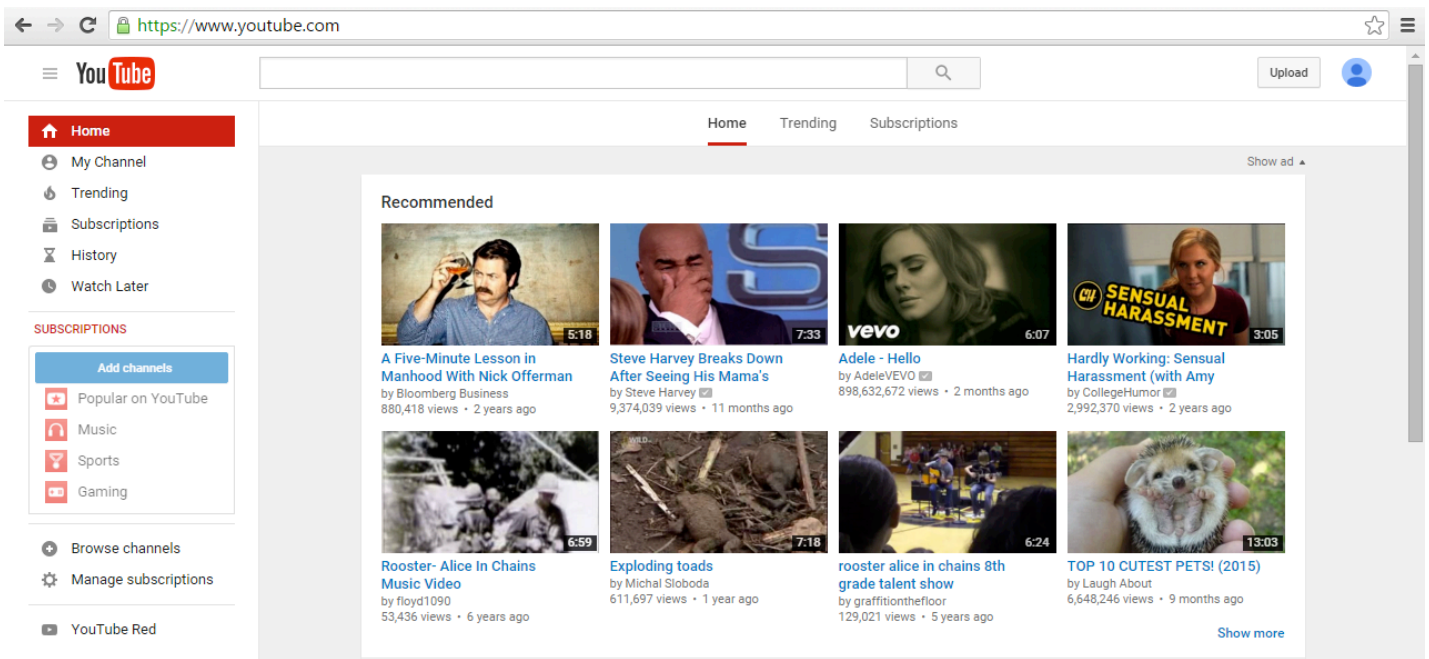
- ☐ modify event
- ☒ invite others
- ☒ see guest list

This will create a list under “Add guests” where you can see who you’ve already invited. You can also see if the person has RSVP’d yet.

# YOUTUBE

YouTube is a website where you can view and upload videos. Anyone with a Google account can upload a video, and if you have a Google account, you can “like” videos and “subscribe” to users whose videos you want to see on a regular basis. To access it, just go to youtube.com. From the main page, you can enter the name of a video that you’d like to see.

If you have a Google account, your Google/Gmail/Drive/Calendar username and password are the same as your Youtube username and password since Google operates Youtube. You do not have to use your Youtube account, and you do not have to upload videos, like videos, or subscribe to channels. If you are logged in to your Google account when you go to youtube.com, Google will track what you are watching and make suggestions. To avoid this, just log out of your account.



Once you’ve searched for a video, you’ll get a page of results.



The screenshot shows a YouTube search results page for the query 'puppies'. The address bar displays 'https://www.youtube.com/results?search\_query=puppies'. The left sidebar contains navigation links: Home, My Channel, Trending, Subscriptions, History, Watch Later, and a Subscriptions section with 'Add channels' and categories like Popular on YouTube, Music, Sports, Gaming, Browse channels, and Manage subscriptions. The main content area lists search results:

- Dance Music's Hottest DJ** (Ad by UPROXX, 108,481 views, Honda Stage Presents NGHTMRE Dance Music's Newest Sensation!)
- "Norm of the North" Movie** (Ad by Lionsgate Movies, 95,280 views, Why Be Normal When You Can Be Norm? Norm is Coming To Theaters 1/15!)
- Funny Puppies Compilation [NEW]** (by MashupZone, 1 year ago, 3,127,293 views, Check out these funny puppies in this funny puppy videos compilation.)
- Puppies and Babies Playing Together Compilation 2014 [HD]** (by funnyplox, 1 year ago, 14,489,378 views, Babies playing with puppies is so adorable! Babies and puppies that play together stay together! Puppies & Babies & Kitties OH ...)

On the right, there is a large advertisement for 'Completely Free Credit Score' by Credit Karma, showing a score of 786 and a 'See My Score' button.

As you can see, there are lots of results available. Click on a video to start watching. You'll notice that there is an ad on the right – avoid clicking on these, as they will take you to websites other than Youtube, and may not be secure.

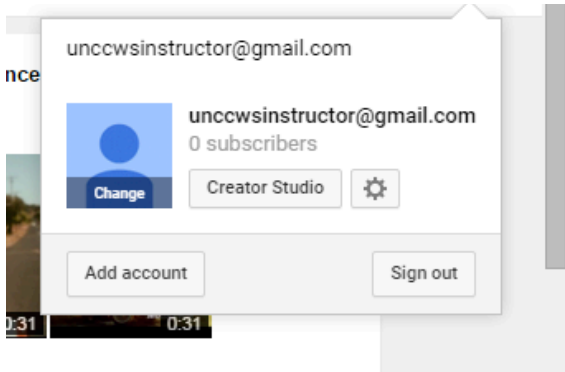
When you click on a video, it will begin to play. You may see a quick ad before your video starts; just wait a few seconds and it should go away.

The screenshot shows a YouTube video player for the video 'Puppies and Babies Playing Together Compilation 2014 [HD]' by funnyplox. The video is currently playing at 0:13 / 4:28. The video title and channel name are displayed below the player. The video has 14,512,193 views and 609,298 subscribers. Below the video, there is a description: 'Published on Sep 17, 2014. Babies playing with puppies is so adorable! Babies and puppies that play together stay together! Puppies & Babies & Kitties OH MY! New videos all the time!'. There is a 'SHOW MORE' link. Below the description, there is a section for 'ALL COMMENTS (1,063)' with a text input field for adding a public comment. On the right side of the video player, there is a sidebar with an advertisement for 'GEICO Insurance' and a list of 'Up next' videos, including 'BEST FUNNY DOGS COMPILATION 2015 - 30 Minutes of Best Dog and Puppy Fails!', 'Erase Eye Bags In 2 Mins', 'Cute Cats and Dogs Love Babies Compilation 2014 [HD]', 'Funny Dogs Protecting Babies Compilation 2015 [NEW HD]', 'Cute Babies Walking Dogs Compilation 2014 [HD]', 'Cute Cats and Dogs Love Babies Compilation 2015 [NEW HD]', and 'Babies Laughing Hysterically at Dogs Compilation 2014 [HD]'.

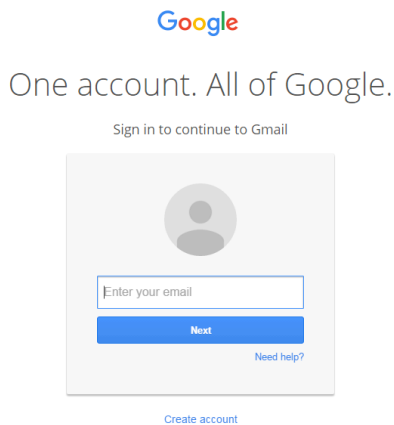
# LOGGING OUT OF YOUR ACCOUNT

Since all of the services we've covered are controlled by Google, when you log out of one you are logging out of all of them.

To log out, click on the head icon in the upper right corner of the page, then click "Sign Out."



You might see a page that looks like this. You're logged out!



Remember to log out whenever you are using a public or shared computer to protect your privacy.

NOTE: Images and screen captures may differ from those seen on another system.



This work is licensed under a Creative Commons Attribution-NonCommercial 4.0 International License.