



Gmail FAQs

Will my email address change?

No. Your or username@liberty.k12.ga.us address will stay the same.

What if I already have a personal Google/Gmail account?

Your Google Apps @liberty.k12.ga.us email is separate, and is not associated with any personal Gmail accounts.

Will my old emails be migrated to gmail?

No. You will be able to get to your old email in Outlook or Mac Mail. After the switch you can forward the email that you want to keep to your username@liberty.k12.ga.us and will show up in your gmail.

How do I login?

Use your username@liberty.k12.ga.us and password to access your gmail via the web at Google.com. You may also use an app on your Macbook, iPad and mobile device.

Will my calendars and contacts be migrated to gmail?

Yes.

How much storage space do I have?

Your Google Apps account has at least 30 GB of storage across Google Drive, Gmail, and Google Photos, so you'll probably never run out of space.

Can I stop messages from being grouped into conversations?

Yes. Click and select **Settings**. On the **General** tab, scroll down to **Conversation View**.

If Conversation View is off, new messages won't be grouped into conversations, and any existing conversations are ungrouped into separate messages.

If Conversation View is on, you can't separate the messages in a conversation. However, if you want to send a reply, but don't want it to be added to the conversation, you can simply change the subject line in your reply.

Can I recall a message I already sent?

Yes. If you enable Gmail's **Undo Send** feature, you can recall a message for a brief period of time after you send it. For more information, see our tip.



Is there a size or type limitation for email attachments?

Yes. To keep your account safe and prevent viruses, Gmail won't accept file attachments that are executable files. There's also a 25 MB size limitation for attachments. However, you can overcome email attachment size limits by [attaching files from Drive!](#)

When should I delete a message versus archive it?

Deleting or archiving a message removes it from your inbox.

- If you delete a message, it's placed in the **Trash** and then permanently removed from your Google Apps account after 30 days.
- If you archive a message, it's moved to **All Mail** (your archive), where you can easily find it in the future using Google's powerful search feature. Messages remain in your archive forever unless you choose to delete them or unless your company limits the retention of your mail. Because you have plenty of space for storing all your mail (at least 30 GB), we recommend that you archive messages rather than permanently delete them.

How long do messages stay in Trash and Spam?

Messages remain in **Trash** or **Spam** for 30 days. After that, Gmail permanently deletes them. However, administrators can still recover those messages within 25 days after the permanent deletion.

How do I prevent messages from specific senders from being tagged as spam?

If messages from a sender outside your domain are being incorrectly tagged as spam, you can prevent this from happening by creating an email filter using the

Never send it to Spam option:

1. In [Gmail](#), click and select **Settings**.
2. In the **Filters** tab, click **Create a new filter**.
3. Enter the person's address in the **From** field, then click **Create filter with this search**.
4. Check **Never send it to spam**.
5. Click **Create filter**.

How do I create folders? In your old mail program, you might have stored emails you want to keep in folders.

In Gmail, you use labels to categorize your emails. Labels are like folders, but with a twist: you can apply multiple labels to a message, then later find the message by looking in any of its labels. Learn more about labels in [Get started with Gmail](#).