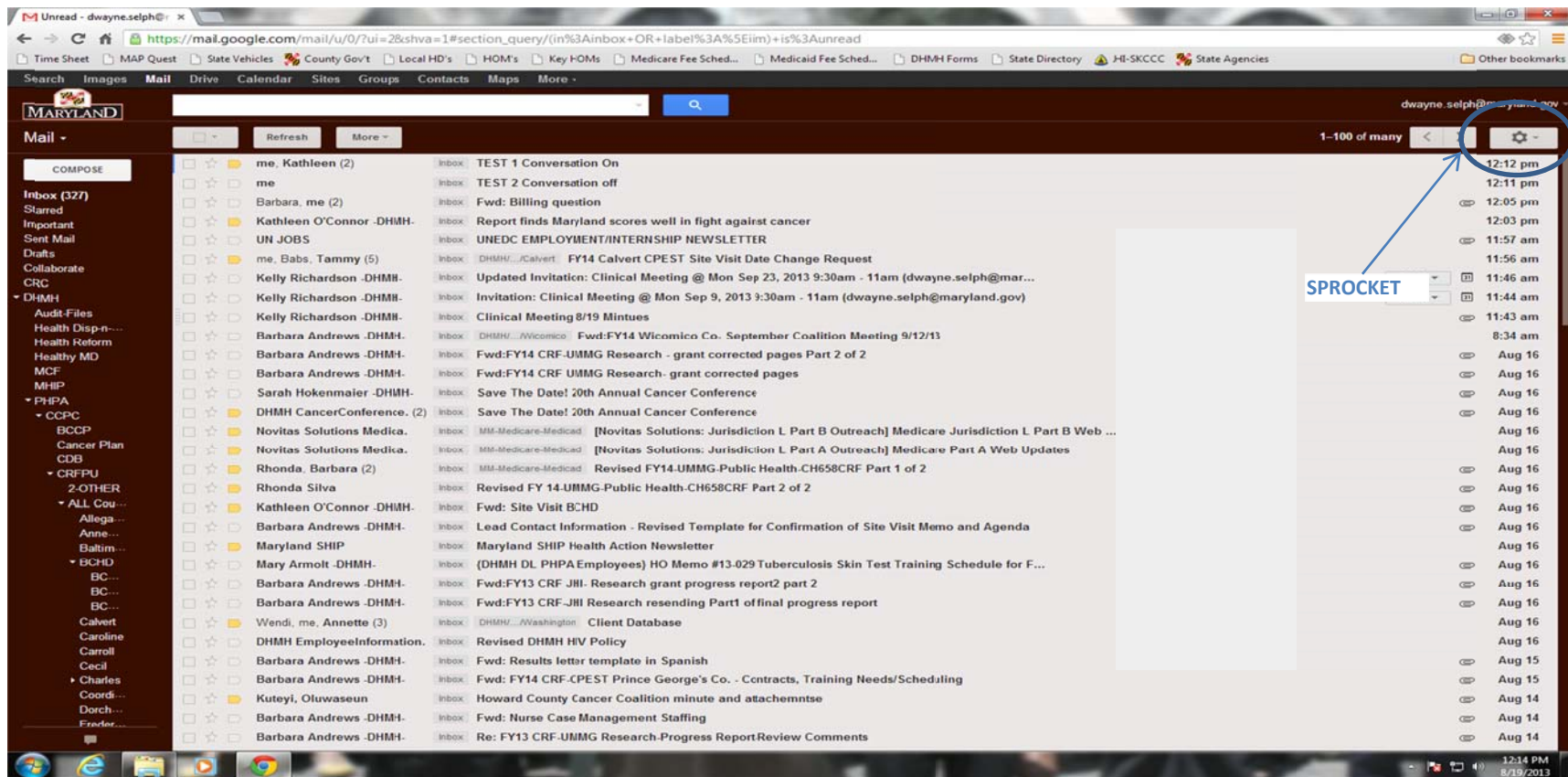


Center for Cancer Prevention and Control Cigarette Restitution Fund Program Unit Cancer, Prevention, Education, Screening, and Treatment Program GOOGLE INBOX SETTINGS - CONVERSATIONS – ON/OFF

It has come to our attention that some end users under certain circumstances may not easily see new replies to messages that are grouped together if you have the “*Conversation View*” set to “**ON**” in your mailbox settings. To check your setting click on the sprocket symbol, and scroll down to “*Conversations View*”.

GOOGLE MAIL INBOX SETTINGS



MAILBOX SETTING

The screenshot shows the 'Settings' page for a Google Mail account. The 'Conversation View' setting is highlighted with a blue circle. The setting is currently set to 'ON', which is indicated by a selected radio button. The text below the radio buttons reads '(sets whether emails of the same topic are grouped together)'. Other visible settings include 'Language' set to 'English (US)', 'Phone numbers' set to 'United States', and 'Maximum page size' set to '100 conversations per page' and '100 contacts per page'. The 'External content' setting is set to 'Always display external content (such as images) sent by trusted senders'. The 'Browser connection' setting is set to 'Always use https'. The 'Default reply behavior' is set to 'Reply'. The 'Default text style' is set to a simple font. The 'Send and Archive' setting is set to 'Hide "Send & Archive" button in reply'. The 'Stars' setting is set to 'Drag the stars between the lists'. The 'Desktop Notifications' setting is set to 'Chat notifications on'.

In this case the Conversations View is set to the "ON" position in the Google Mail program

With CONVERSATIONS "ON"

All of the messages are grouped together and annotated by the (4) indicating the number of respondents.

The screenshot shows a Gmail inbox interface. The top navigation bar includes 'Mail', 'Drive', 'Calendar', 'Sites', 'Groups', 'Contacts', 'Maps', and 'More'. The left sidebar shows a folder structure with 'Inbox (325)' selected. The main inbox area displays a list of emails. Two emails are circled in blue:

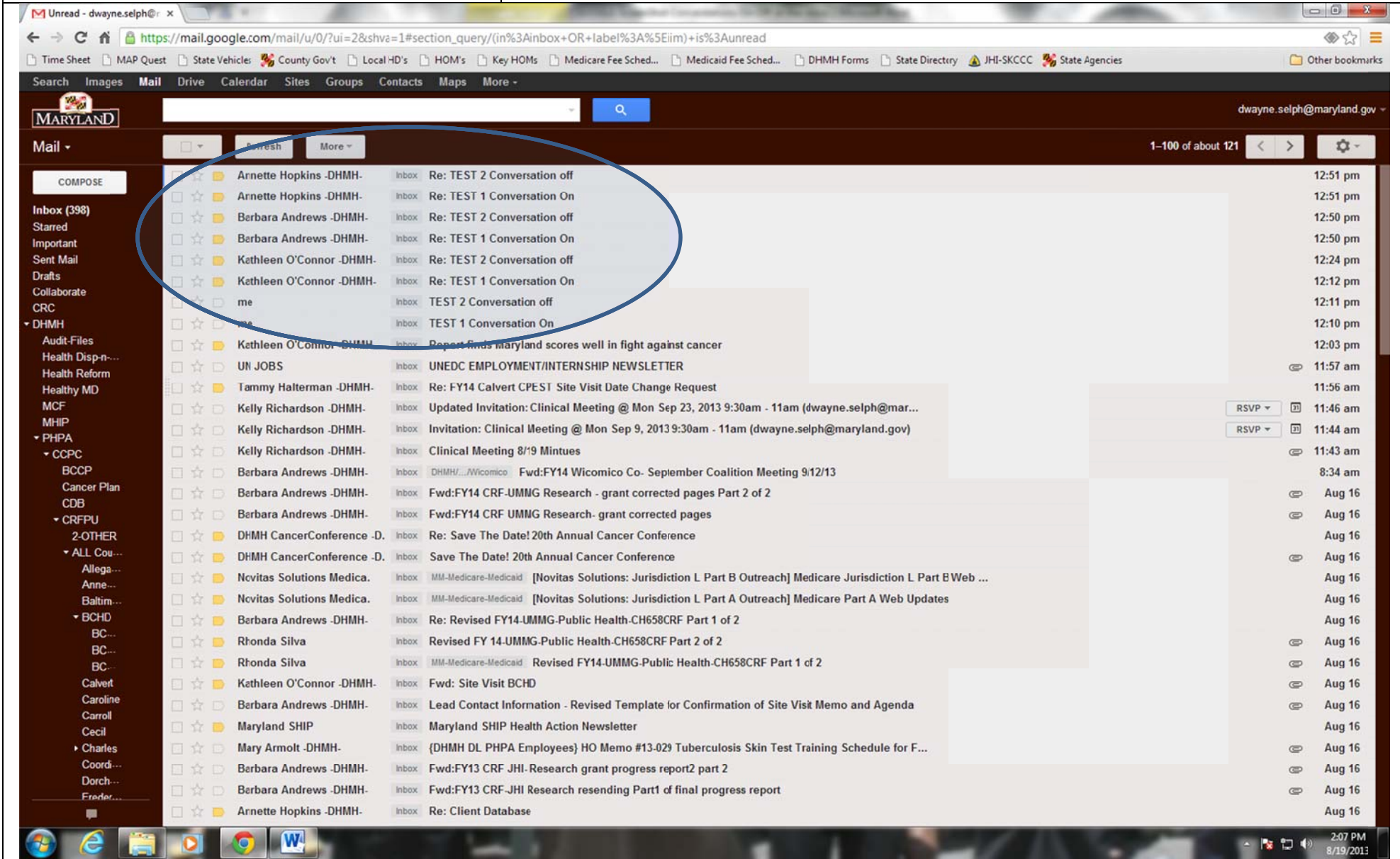
- me .. Barbara, Annette (4) - Inbox - TEST 2 Conversation off - 12:51 pm
- me .. Barbara, Annette (4) - Inbox - TEST 1 Conversation On - 12:51 pm

The rest of the inbox list includes various work-related emails from 'Kathleen O'Connor -DHMH', 'UN JOBS', 'me, Babs, Tammy (5)', 'Kelly Richardson -DHMH', 'Barbara Andrews -DHMH', 'Novitas Solutions Medica.', 'Rhonda, Barbara (2)', 'Rhonda Silva', 'Maryland SHIP', 'Mary Arnolt -DHMH', 'Wandi, me, Annette (3)', and 'Diane, Kathleen (3)'. The bottom status bar shows the time as 1:22 PM on 8/19/2013.

With CONVERSATIONS

“OFF”

The same messages in the same In-Box would show each individual message separately as they arrive. You can switch between Conversation View “On and Off” without damaging or losing any of your mail. See Below:



Screenshot by Dwayne Selph, CRFPU Program Administrator 410-767-5139