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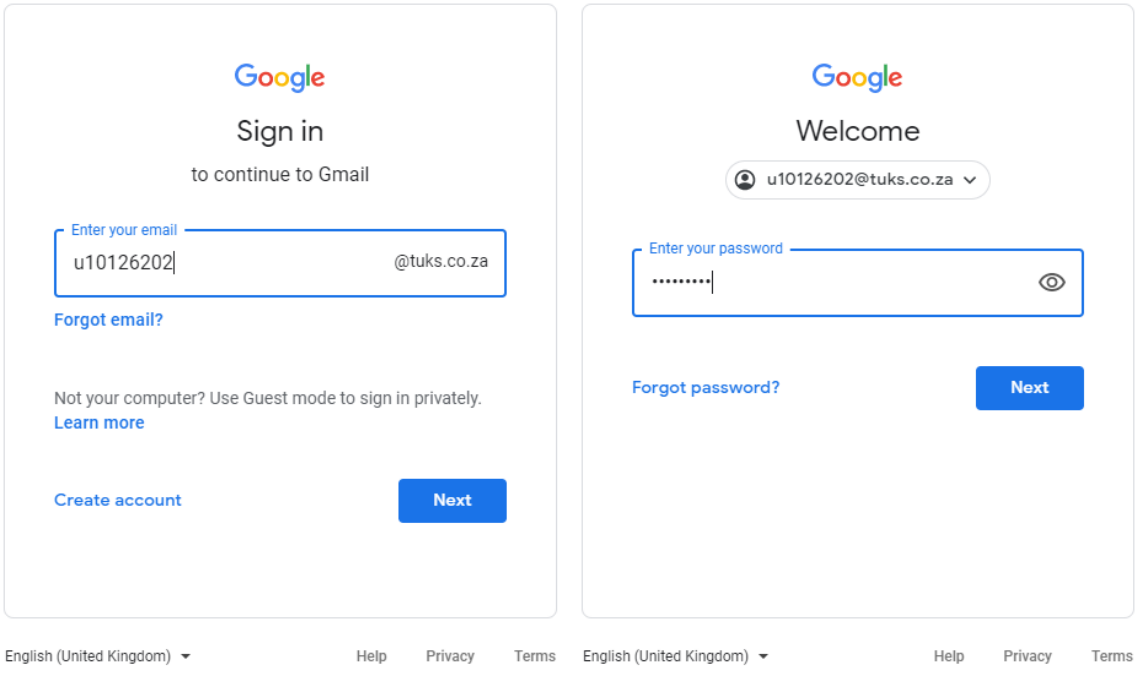
Accessing Your Tuks Gmail Account

To sign into your Tuks Gmail (student email) account, go to https://www.up.ac.za/gmail.

Use your UP Portal username and password, to sign in.



If you are signing in directly via https://mail.google.com or https://gmail.com, make sure to add the "@tuks.co.za" to your username when you enter your email address i.e. u#########@tuks.co.za (where ######## is your student number [EMPLID]).

Changing Your Tuks Gmail Account Password

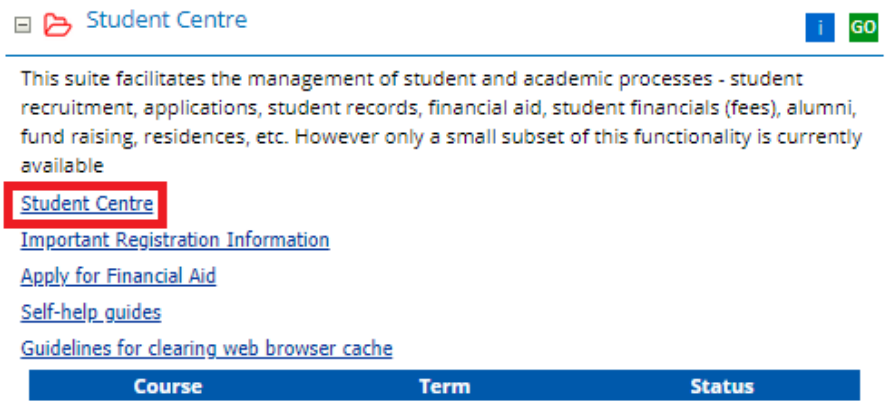
Your Tuks Gmail account uses your UP Portal password.

When you change your UP Portal password, the password will sync with your Tuks Gmail account (so you will need to use your changed password to sign in to your Tuks Gmail account.

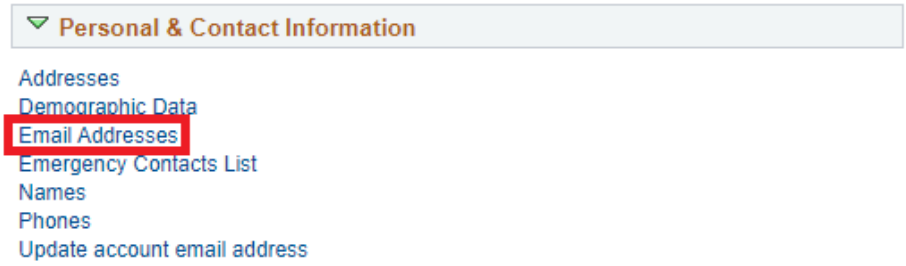
Please note: Your Tuks Gmail account password is linked with your UP Portal account, therefore when you change your UP Portal password, that password will become your new Tuks Gmail account password!

Setting Up Your Tuks Gmail Alias

In order to setup an alias for your Tuks Gmail account, please do the following:

1. Login to the UP Portal
2. Under the ***Student Centre*** tab, click the ***Student Centre*** link
3. 

4. Once your ***Student Centre*** opens, select the ***UP Student Centre tab***, then go to the ***Personal & Contact Information*** tab
5. Under the ***Personal & Contact Information*** tab, select the ***Email Addresses*** link



6. In ***Email Addresses***, click ***SELECT NEW GMAIL ALIAS*** link
7. Make your preferred selection then ***SAVE***

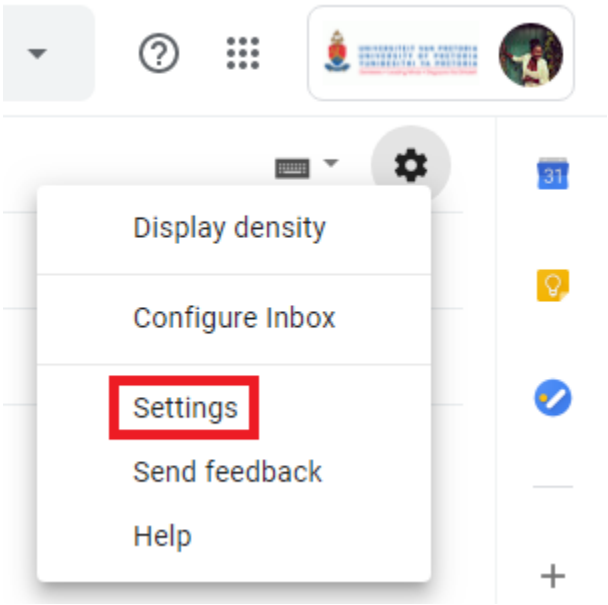
If there are not any errors, then the Tuks Gmail alias should sync correctly with the Tuks Gmail account.

Please note: Once alias has been set, it will be permanent and cannot be changed!

Setting Up Your Tuks Gmail Forwarding Address

Gmail lets you automatically forward incoming mail to another email address. In order to add a forwarding address to your Tuks Gmail account, please do the following:

1. Sign in to your Tuks Gmail account at https://www.up.ac.za/gmail
2. Select the ***Gear*** icon in the top right of your screen
3. Select the ***Settings*** option from the dropdown

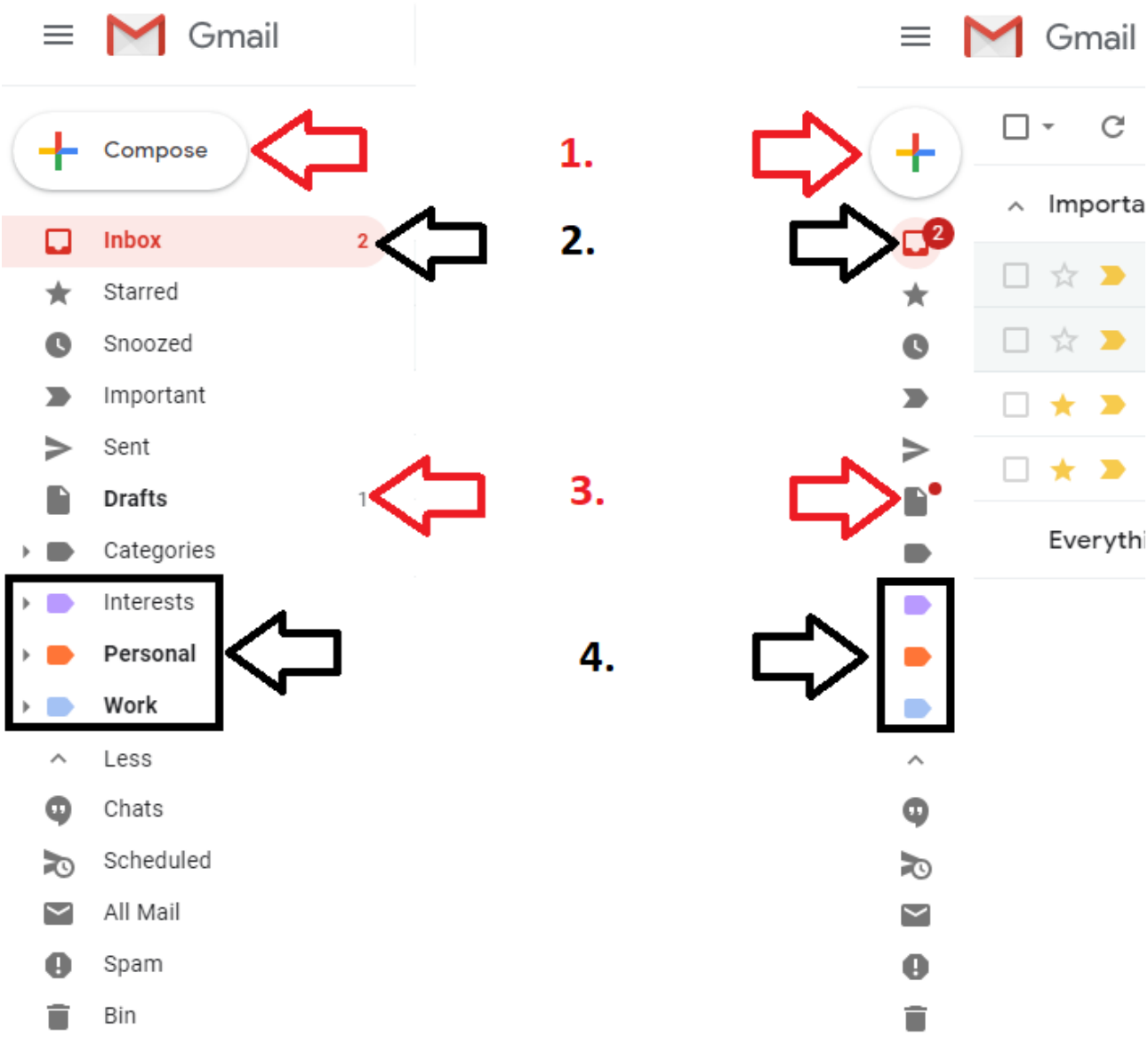


4. Select the ***Forwarding and POP/IMAP*** tab
5. In the **Forwarding** section, select **Add a forwarding address**
6. Enter the email address to which you'd like your messages to be forwarded
7. For your security, Gmail will send verification to that email address
8. Open your forwarding email account and open the confirmation message from the Gmail team
9. Click on the verification link in the email
10. Back in your Gmail account, click on the ***Forward a copy of incoming mail to...*** option and select your forwarding address from the drop-down menu
11. Select the action you'd like your messages to take from the drop-down menu
12. For your future emails, you can choose to ***keep University of Pretoria's Mail's copy in the inbox***, or you can automatically ***mark*** your emails ***as read***, send them to ***All Mail (archive)*** or ***Bin (delete)***
13. Select the **Save Changes** button

You can also set up filters to forward messages that meet specific criteria. You can create 20 filters that forward email to other addresses. You can maximise your filtered forwarding by combining filters that send emails to the same address.

Your Tuks Gmail Account Overview

Navigation Panel



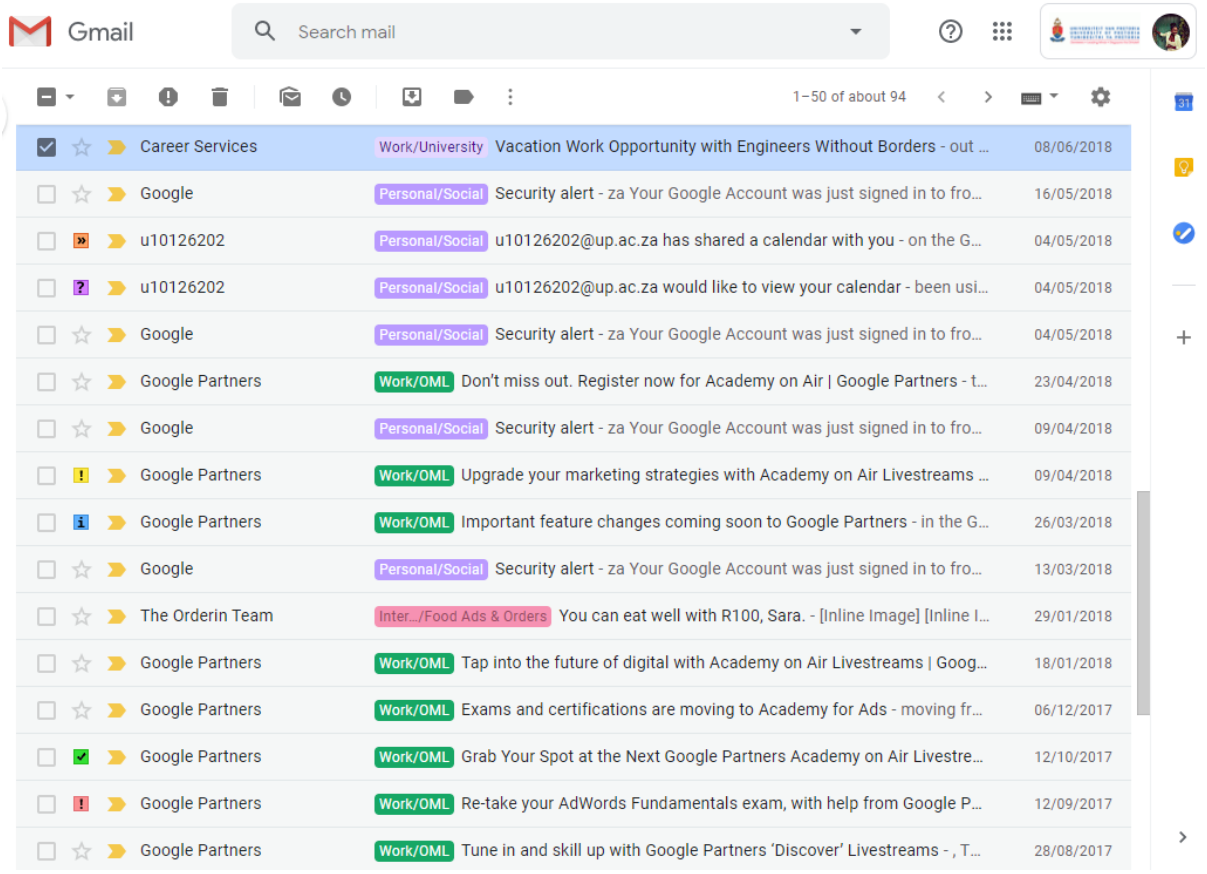
1. Select ***Compose*** to start a new email message.

2. Email messages you receive show up in your Inbox. The number next to ***Inbox*** indicated the number of new / unread emails you have

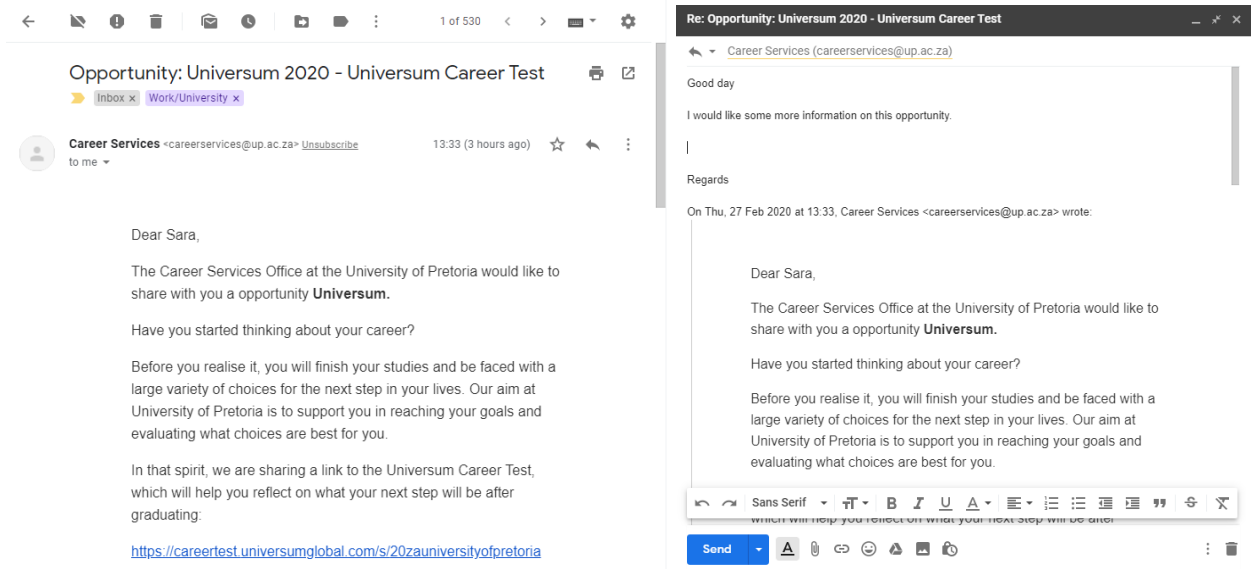
3. Email messages you began but do not send are automatically saved in ***Drafts***, unless you delete them. If the web browser closes while you are writing an email, check in ***Drafts*** because your incomplete (not sent) email messages may have been saved here.

4. These are labels that help you stay organised. You can add sublabels to labels, and multiple labels can be applied to a particular email message.

Your Inbox



Reading & Replying To An Email



Managing Your Tuks Gmail Settings

To make changes to your email settings, please do the following:

1. Sign in to your Tuks Gmail account at https://www.up.ac.za/gmail
2. Select the ***Gear*** icon in the top right of your screen
3. Select the ***Settings*** option from the dropdown

Play around on your own to discover what they do. Here are a few basics:

Adding A Signature

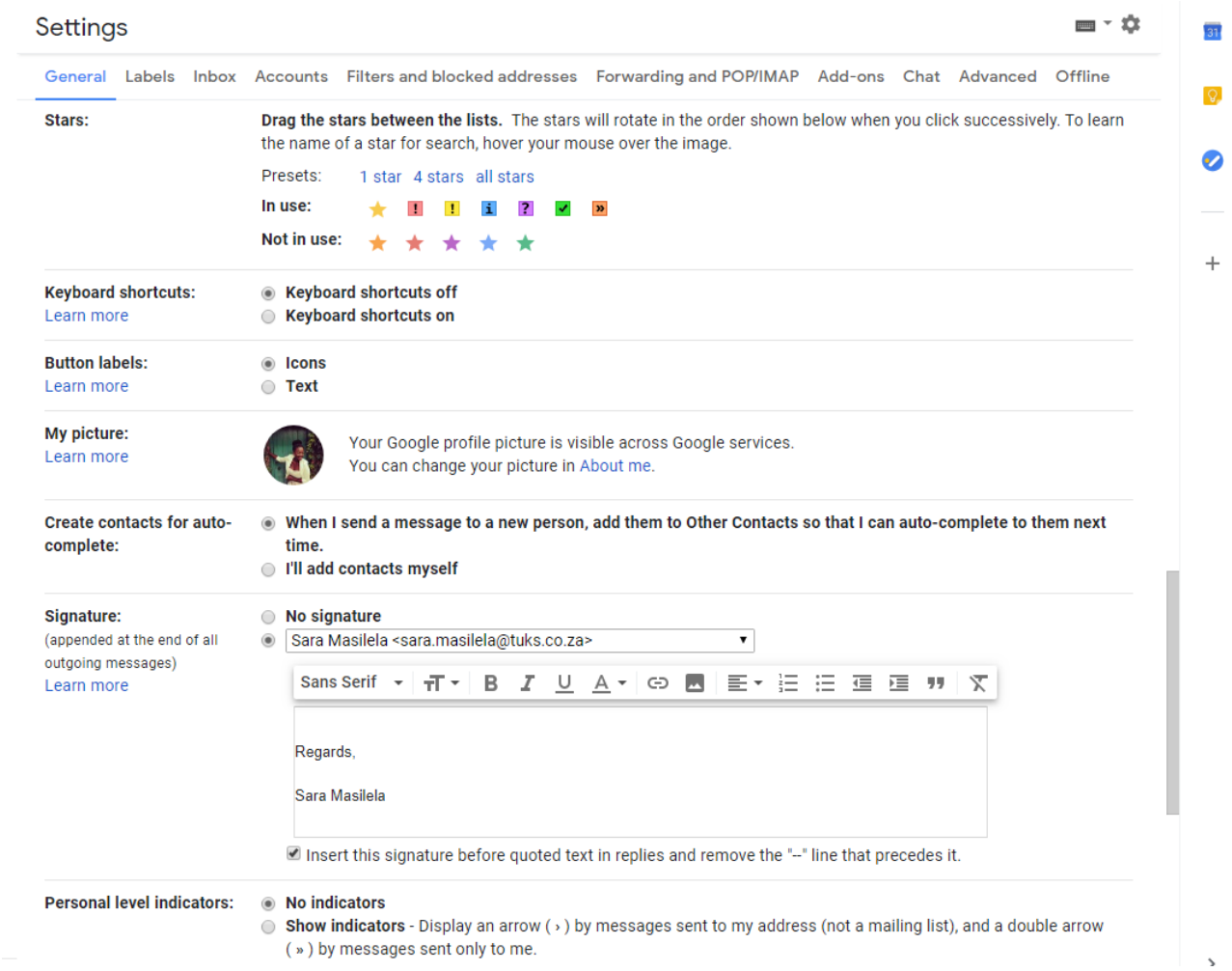
In the **General** tab, scroll down until you see the ***Signature*** section. Click on the **second radio button** to start using a signature.

Remember, whatever you fill in here will show up on all your outgoing emails.

Adding A Picture

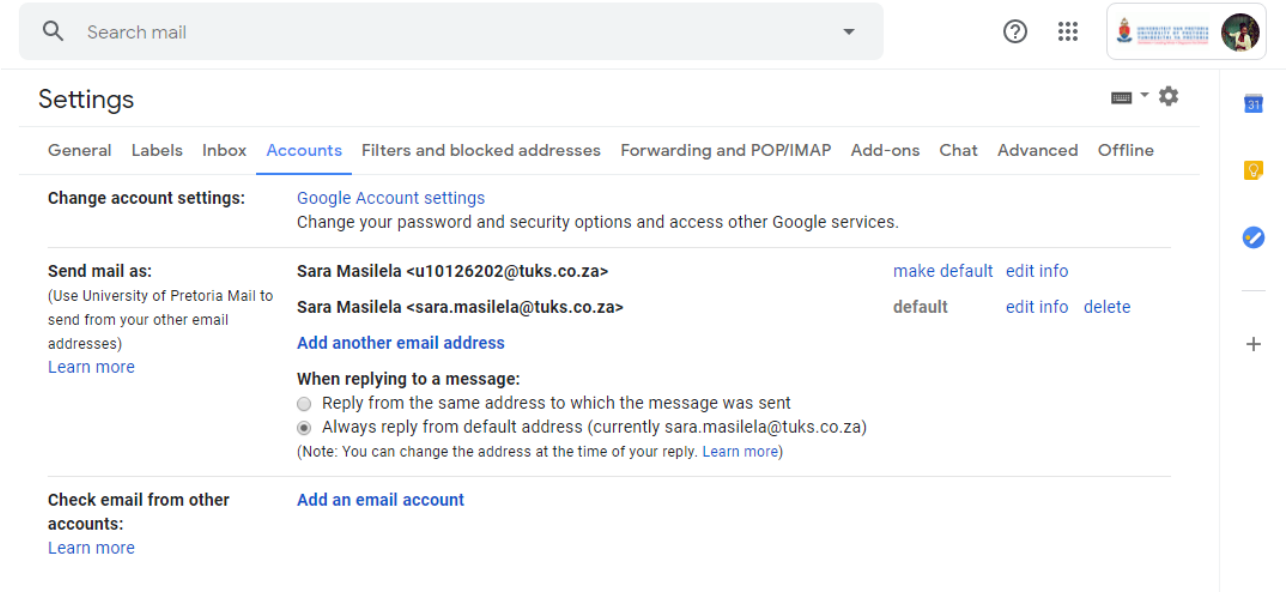
Some people like to associate a picture with their account.

In the **General** tab, scroll down until you see the ***My picture*** section. Click on ***About me*** and upload a photo from your files. You can change your picture at any time.



Changing Your Display Name

In ***Accounts*** tab, scroll down to the ***Send mail as*** section and then click on ***edit info***.



Then enter your desired display name in the Name field. The name that you select will be displayed as desired, when other receive your sent emails.

Remember to select the **Save Changes** button, to update your Tuks Gmail settings.

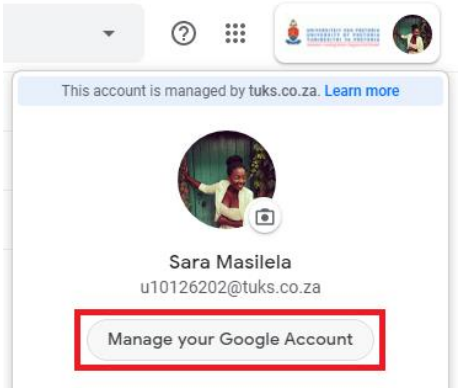
Please note: Your primary email account is set by the University of Pretoria and can't be changed. However, you can change the display name of your Tuks Gmail account.

Managing Your Tuks Google Account

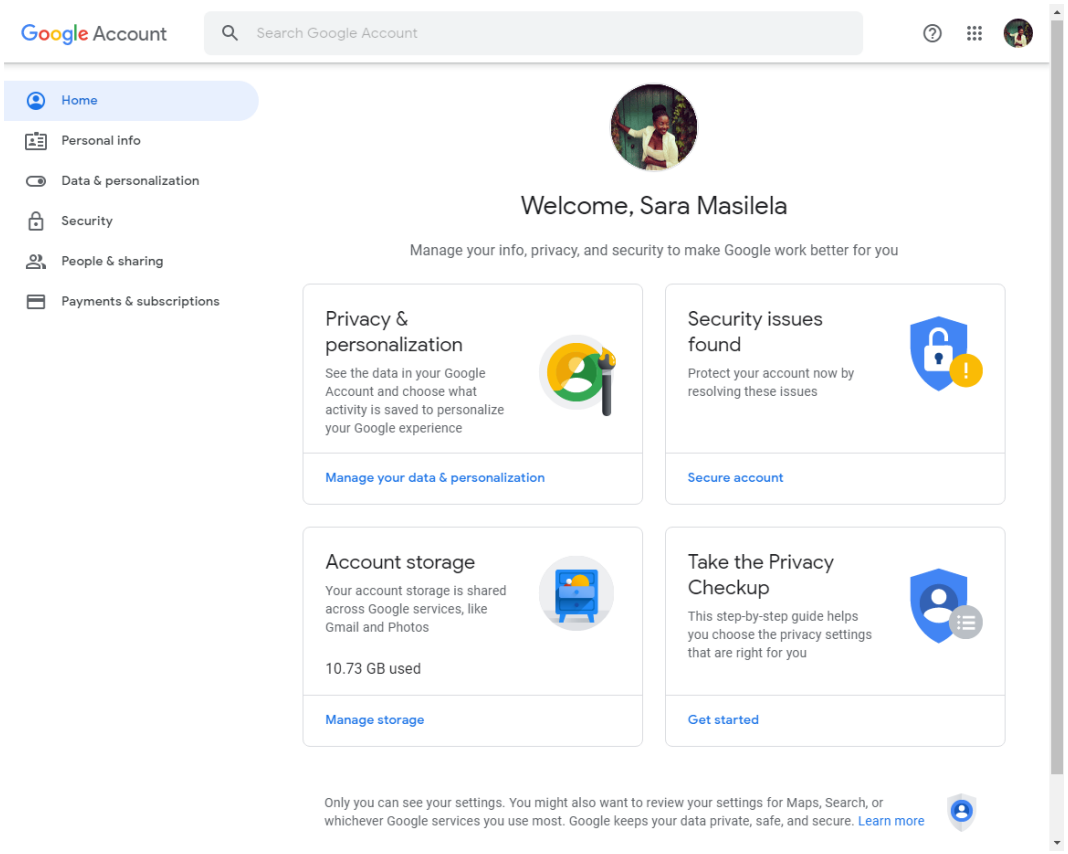
When you sign in to your Tuks Google Account, you can see and manage your info, activity, security options and privacy preferences to make Google work better for you.

You can review and adjust some privacy options now, and find even more controls if you sign in or create an account.

To manage your Tuks Google Account from your Tuks Gmail page, select the Accounts button, with the University of Pretoria logo, then select ***Manage your Google Account***.



Alternatively, you can manage your Tuks Google Account by signing in directly via https://myaccount.google.com.



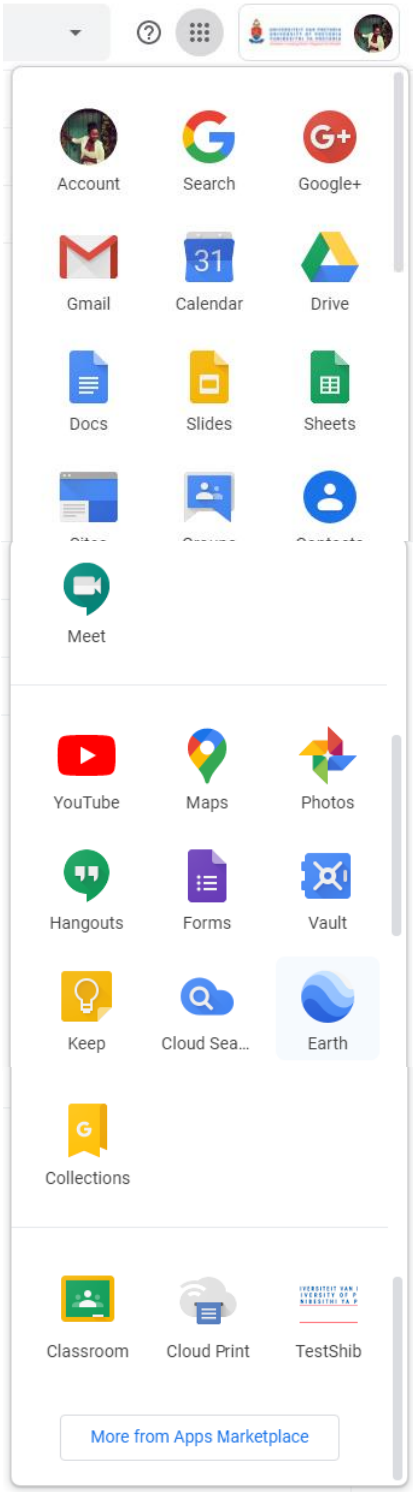
GSuite (Google Suite) Apps

GSuite is an integrated suite of secure, cloud-native collaboration and productivity apps powered by Google AI. Includes Gmail, Docs, Drive, Calendar, Meet and more.

GSuite Key Apps

GSuite features the following key Google apps:

1. **Gmail** – secure, private, web-based email service https://mail.google.com/
2. **Google Calendar** – online calendar intended to help keep track of time and schedules https://calendar.google.com/
3. **Google Drive** – file storage and synchronization service https://drive.google.com/
4. **Google Docs, Google Sheets and Google Slides** – respectively a word processor, a spreadsheet and a presentation program (accessed via Google Drive)
5. **Google Sites** – creation tool that allows multiple people to create and edit websites, without requiring coding knowledge or other web design skills https://sites.google.com/
6. **Google Hangouts Meet** – standards-based Video Conferencing application https://meet.google.com/
7. **Google Hangouts Chat** – messaging service that supports text, voice and video conversations https://hangouts.google.com/
8. **Google Keep** – note-taking service with a variety of tools for notes, including text, lists, voice, and images https://keep.google.com/
9. **Google Forms** – a survey application (accessed via Google Drive)



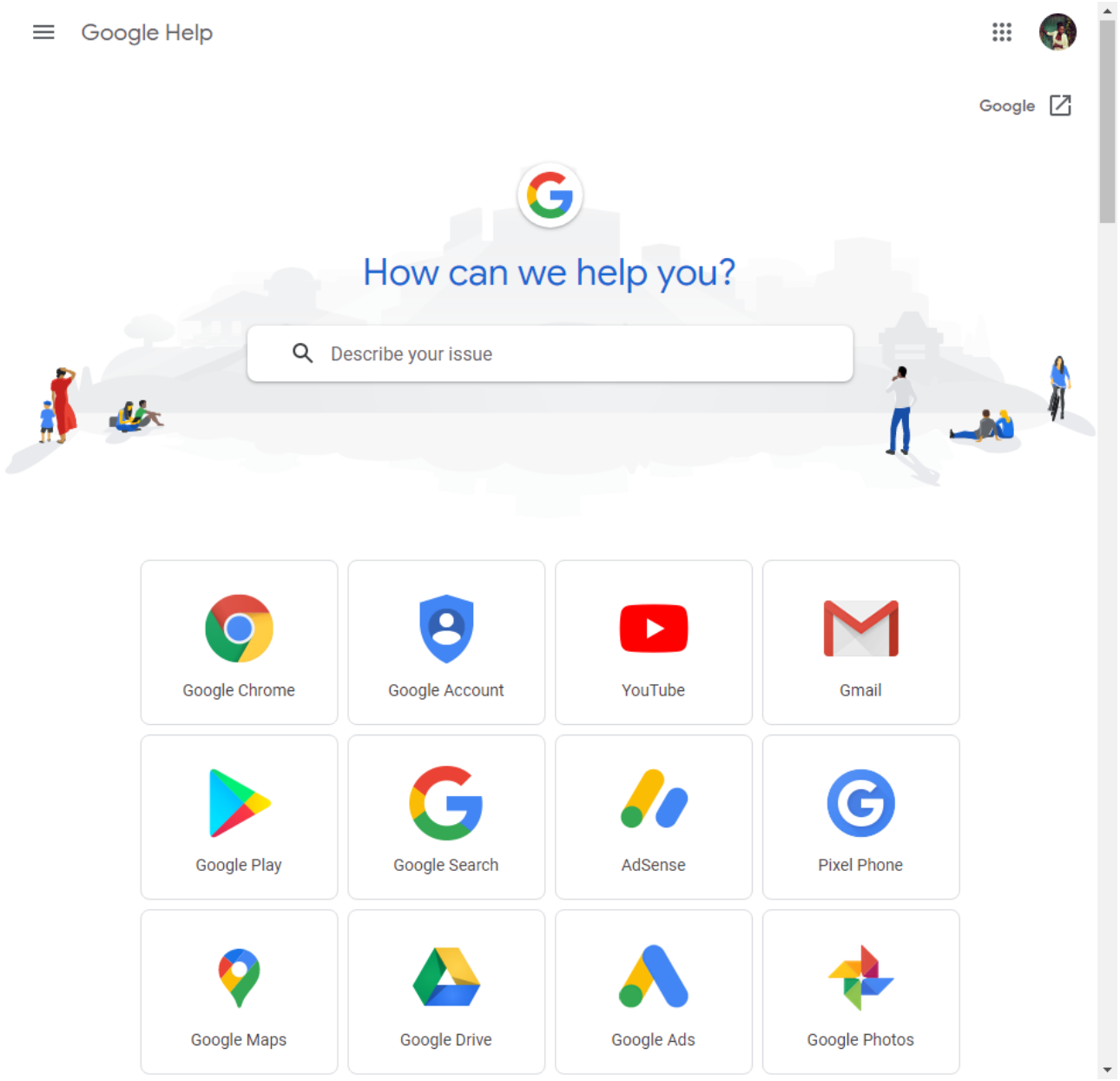
GSuite Additional Apps

GSuite also features the following additional Google apps:

1. Search
2. Google+ (a.k.a. Google Currents)
3. Groups
4. Contacts
5. YouTube
6. Maps
7. Photos
8. Vault
9. Cloud Search
10. Earth
11. Collections
12. Classroom
13. Cloud Print

Google Help

To get more help with or information on GSuite (Google Suite) Apps, go to www.support.google.com



Email Etiquette

Here are some tips on what to do and not do when writing an email (from www.emailreplies.com):

1. Do not write in CAPITALS

IF YOU WRITE IN CAPITALS IT SEEMS AS IF YOU ARE SHOUTING. Your recipient may think you are angry – or annoying!

2. Don't leave out the message thread

When you reply to an email, you should include the *original* mail in your reply. In other words, click on the ***Reply*** button, instead of clicking on ***Compose*** (a new email). Some believe that you should remove the previous message(s) since this has already been sent and is therefore unnecessary. However, if you receive many emails you obviously cannot remember the details of each individual email. This means that a *"threadless email"* will not provide enough information, forcing you to spend a frustratingly long time to find out the context of the email in order to deal with it. Leaving the thread might take a fraction longer in download time, but it will save you much more time and frustration when looking for related emails in your inbox!

3. Read your email before you send it

Many people do not bother to read an email before they send it out, as can be seen from the many spelling and grammar mistakes contained in the text. However, we encourage you to read your email through the eyes of the recipient (and make changes as necessary), which will help you send a more effective message and avoid misunderstandings and inappropriate comments.

4. Do not overuse *Reply to all*

Only use **Reply to All** if you *really* need your message to be seen by each person who received the original message. Many people become irritated when they continue to receive email conversations that have nothing to do with them.

5. Mailings > Use the *Bcc:* field or do a mail merge

When sending an email to multiple recipients, some people place all the email addresses in the ***To:*** field. There are two drawbacks to this practice:
(1) the recipient knows that you have sent the same message to a large number of recipients, and
(2) you are publicising someone else's email address without their permission.
One way to get round this is to place all addresses in the ***Bcc:*** field. However, the recipient will only see the address from the ***To:*** field in their email, so if this was empty, the ***To:*** field will be blank – which might look like spamming. Rather include your own email address in the ***To:*** field to avoid this problem.

6. Be careful with formatting

If you use formatting in your emails, the recipient might not be able to view it, or might see different fonts than you had intended. Different text colours and backgrounds should be used sparingly in order to avoid readability issues.

7. Don't forward virus hoaxes and chain letters

If you receive an email message warning you of a new unstoppable virus that will immediately delete everything from your computer, it is most probably a hoax. By forwarding hoaxes, you use valuable bandwidth – and sometimes virus hoaxes contain viruses *themselves* by attaching a so-called file that will stop the dangerous virus. The same goes for chain letters that promise incredible riches or ask your help for a charitable cause. Even if the content seems to be bona fide, the senders are usually not. Since it is impossible to find out whether a chain letter is real or not, it is best to delete such emails.

8. Don't use email to discuss confidential information

Sending an email is like sending a postcard. If you do not want your email to be displayed on a bulletin board, do not send it.

9. Add meaningful information in the Subject field

Try to include specific subject text that is meaningful to the recipient, as well as yourself. For instance, when you send an email to a company requesting information about a product, it is better to mention the actual name of the product, e.g. *"Product A information"* rather than *"product information"* or the company's name in the subject.

11. Don't reply to spam

By replying to spam or by unsubscribing, you are confirming that your email address is active. Responding to such emails will only generate even more spam. Therefore, just click on the **Delete** button. Better still, click on the ***Spam*** button, to help Google prevent future occurrences.