



## Using JAWS with Gmail in Standard View

### Introduction

Many screen reader users are familiar with the Gmail Basic HTML View, which is navigated like a web page. This view loads by default when using Gmail with older browsers that aren't compatible with the newer Standard View.

In December 2019, we provided a webmail instructional demonstration on [using Gmail with JAWS in Basic HTML View](#) in Basic HTML View. Stream or download this recording to learn more about this view.

### About Standard View

Standard View offers an interface similar to that of other Google Workspace applications, and is navigated using keyboard commands specified by Google. It also provides access to the entire range of Gmail features, while Basic HTML View does not.

In Standard View, you will have access to features such as:

- Spellcheck
- Gmail tasks
- Google Chat

Standard View loads by default in newer browsers that support it such as Chrome, Firefox, and Microsoft's Chromium Edge.

Topics included in this training are:

- Verify Gmail is set to Standard View
- Turn on Gmail Keyboard Shortcuts in Settings
- Navigate folders (called labels) in Gmail
- Compose and send messages
- Open, read, and reply to messages
- Archive and delete messages
- Search for messages

### Verify Gmail is Set to Standard View

To verify Gmail is set to Standard View:

1. Navigate to Gmail and log in.
2. Press **CTRL+HOME** to navigate to the top of the page. If JAWS speaks the word "Inbox" followed by a number, Gmail is set to Standard View.
3. Further verify this by pressing **DOWN ARROW** once. If JAWS speaks "Basic HTML button," Gmail is set to Standard View.
4. After logging in and navigating to the top of the page, if JAWS speaks the words "Gmail Inbox," Gmail is set to Basic HTML View. In Basic View, pressing **DOWN ARROW** once will navigate to a Search link.



5. To switch from Basic HTML to Standard View, press **INSERT+F7** to list the links on the page.
6. Press **S** until you locate the Switch to Standard View link.
7. Press **ENTER** to activate this link. Gmail will switch to Standard View, and will remain in this view until you switch to Basic.

## Navigation Tips

When navigating messages and performing tasks in Gmail, press **INSERT+Z** to toggle the JAWS Virtual PC cursor off. This will enable use of Google's native Gmail commands.

Toggle the Virtual cursor on again to read messages and navigate the keyboard commands list as described later in this document.

## Turn On Gmail Keyboard Shortcuts

Google provides keyboard commands specific to Gmail. To use them, you will need to turn them on in Settings. To do this:

1. Press **INSERT+Z** to toggle the JAWS Virtual PC cursor on.
2. Press **CTRL+HOME** to navigate to the top of the page.
3. Press **B** until you locate the Settings button and press the **SPACEBAR** to activate it.
4. Press **DOWN ARROW** to See All Settings, and press **ENTER**.
5. Use the Find command to locate the keyboard shortcuts setting. Press **CTRL+F** to activate Find, type the word "keyboard," and press **ENTER**.
6. Focus will move to the words "Keyboard shortcuts." Press **DOWN ARROW** to navigate to the "Keyboard Shortcuts On" radio button.
7. If it is unchecked, press the **SPACEBAR** to check it.
8. Press **B** until you locate the Save Changes button, then press **ENTER** to activate it. Your changes will take effect. Keyboard shortcuts will remain on unless you turn them off.
9. Press **?** (question mark) to access a list of available keyboard shortcuts.
10. This list is displayed like a web page. Press **INSERT+Z** to toggle the Virtual PC cursor on.
11. The keyboard shortcuts are organized in tables, each with its own heading. Press **T** to navigate by table and **H** to navigate by heading.
12. Read the commands using the arrow keys and JAWS table reading commands. Visit the [Surf's Up](#) training page for more information on reading [tables](#).
13. Press **ESC** to exit the list of keyboard shortcuts.
14. Press **INSERT+Z** to toggle the Virtual PC cursor off.

## Navigate Folders

Email folders are called labels in Gmail. Use Gmail keyboard shortcuts to navigate directly to a specific folder. The Virtual cursor should remain off to perform these commands. For example:

1. Press **G** then **I** to go to Inbox.
2. Press **G** then **T** to go to Sent mail.
3. Press **G** then **A** to go to All Mail.
4. Press **?** (question mark) for a list of available keyboard shortcuts for more information on working with labels.
5. Press the **UP ARROW** and **DOWN ARROW** keys to navigate to messages in each label.



## Compose and Send Messages

Compose and send messages using Google keyboard shortcuts. Ensure the Virtual cursor is toggled off.

To compose a message:

1. Press **C** to activate the compose command.
2. Focus is placed in the To field.
3. Type an email address, then press **TAB** to move to the Subject field.
4. Type a subject and press **TAB** to navigate to the Message field.
5. Type your message.
6. Press **TAB** to navigate to the Send button, the More Send Options menu and the Attach Files button.
7. Activate any of these buttons by pressing the **SPACEBAR**.
8. If you do not need these options, press **CTRL+ENTER** from within the Message field to send the message.  
(Note: Pressing this keyboard shortcut when focus is on the Send button will not perform the command.)
9. Press **CTRL+SHIFT+C** to add Cc recipients, and **CTRL+SHIFT+B** to add Bcc recipients.

## Open, Read, and Reply to Messages

To open a message:

1. With the Virtual cursor toggled off, navigate through messages using your **UP ARROW** and **DOWN ARROW** keys.
2. Press **ENTER** on a message to open it.
3. Press **INSERT+Z** to toggle the Virtual cursor on. This enables you to read the message using your arrow keys as you would any other document, which you cannot do in Gmail Standard View when the Virtual cursor is toggled off.
4. After reading the message, press **INSERT+Z** to toggle the Virtual cursor off. Focus is in the message list. Pressing **ENTER** on another message will close the first and open the one in focus.

## Archive and Delete Messages

Archiving a message removes it from the inbox, and places it in the All Mail label. Archive messages if you may need them later but don't want them to reside in your inbox.

Deleting a message sends it to the Trash label, where you can go to permanently delete it.

Ensure the Virtual cursor is toggled off when archiving and deleting messages. To archive or delete a message:

1. Navigate to a message you want to archive or delete, then press **X** to select it.
2. Press **E** to archive the message, or **#** (number sign) to delete it.
3. Locate an archived message by pressing **G** then **A** to navigate to the All Mail label.
4. Press **#** (number sign) to send it to the Trash label.
5. Locate a deleted message in trash by pressing **G** then **L** to navigate to the Labels list.
6. A list of available labels is displayed; however, the Trash label is not in this list. Explore the list by pressing the **DOWN ARROW** key.



7. After navigating to the Labels list, focus is placed in a search box. Type the word “Trash,” then press **ENTER**.
8. JAWS will indicate the Trash Label as a search result.
9. Press **ENTER** to move to Trash.
10. While in Trash, you can choose to press **X** to select messages you want to delete, though this is not necessary like it is in the Inbox and other labels.
11. Press **SHIFT+F10** or the **APPLICATIONS Key** to perform a right mouse click.
12. Press **DOWN ARROW** until you locate Delete Forever, and press **ENTER** to activate this option.
13. Alternatively, after navigating to Trash, press **SHIFT+TAB** to locate the Empty Trash Now button.
14. Press the **SPACEBAR** to activate this option.
15. Press **TAB** to locate OK, and press **ENTER** to confirm you want to empty the Trash label. This permanently deletes all items.

## Search for Messages

Use the Search feature to quickly find messages.

1. Press **/** (slash) to activate the search command.
2. Focus is placed in a search field. Type your search terms and press **ENTER**.
3. Press the **DOWN ARROW** key to navigate the search results.
4. Press **ENTER** on a message to open it.
5. Press **ESC** twice to exit Search and return to the label previously in focus.