



Gmail

© 2020 by CustomGuide, Inc. 3387 Brownlow Avenue, Suite 200; Saint Louis Park, MN 55426

This material is copyrighted and all rights are reserved by CustomGuide, Inc. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system, or translated into any language or computer language, in any form or by any means, electronic, mechanical, magnetic, optical, chemical, manual, or otherwise, without the prior written permission of CustomGuide, Inc.

We make a sincere effort to ensure the accuracy of the material described herein; however, CustomGuide makes no warranty, expressed or implied, with respect to the quality, correctness, reliability, accuracy, or freedom from error of this document or the products it describes. Data used in examples and sample data files are intended to be fictional. Any resemblance to real persons or companies is entirely coincidental.

The names of software products referred to in this manual are claimed as trademarks of their respective companies. CustomGuide is a registered trademark of CustomGuide, Inc.

Contents

View Your Email.....	7
Navigate Your Inbox.....	8
Read Email.....	10
Read an Email.....	10
Open an Email in a Separate Window	11
Toggle Read Status.....	12
Change Your Inbox Type	13
Change to Important First View.....	13
Change to Unread First View	13
Change to Starred First View	14
Change to Priority Inbox View	14
Print an Email.....	15
Print an Email.....	15
View Email Categories.....	17
Inbox Categories	17
View an Inbox Category	17
Enable or Disable Tabs.....	18
Change Your Inbox Theme.....	19
Change the Inbox Theme	19
Create a Custom Theme.....	20
Get Help	22
Search for Help.....	22
Compose and Send Email	23
Compose an Email.....	24
Compose an Email.....	24
Reply to and Forward Email.....	25
Reply to Email	25
Forward an Email	27
Format Email Text.....	28
Display Formatting Options	28
Format Message Text.....	29
Clear Text Formatting	29
Add Attachments	30

Attach a File from your Computer.....	30
Attach a File from Google Drive	32
View and Save Attachments.....	34
Save an Attachment	34
Insert Pictures into Emails.....	36
Insert a Photo	36
Insert Links into Emails.....	38
Insert a Link	38
Check Spelling.....	39
Fix Spelling Errors	39
Check Spelling.....	39
Schedule an Email.....	40
Schedule an Email.....	40
Cancel a Scheduled Email	42
View Drafts and Sent Items	43
Save an Email as a Draft	43
View Email Drafts	43
Edit and Send Email Drafts	44
View Sent Emails.....	45
Send and Receive Confidential Email	46
Send a Confidential Email.....	46
Read a Confidential Email.....	48
Organize Your Inbox.....	49
Create and Apply Labels	50
Create a Label	50
Apply a Label to an Email	52
View and Manage Labels.....	53
View Labeled Email.....	53
Show or Hide Labels	53
Change a Label Color	54
Manage Labels.....	55
Search for Emails	56
Search a Search.....	56
Refine a Search	57
Filter Emails	58
Create a Filter	58
Create a Filter Using Example Email.....	59

Manage Filters	61
Flag Important Emails	62
Star an Email	62
Star Multiple Emails	62
Toggle Importance Marker	63
View Starred Emails	63
View Important Emails.....	64
Archive and Delete Emails	65
Archive an Email.....	65
Delete an Email	65
View the Trash	66
Restore a Deleted Email.....	67
Empty the Trash.....	68
Mute Email.....	69
Mute an Email Conversation.....	69
View a Muted Conversation.....	69
Unmute an Email Conversation	70
Snooze Email.....	71
Snooze an Email	71
View Snoozed Email.....	71
Unsnnooze an Email.....	72
Customize Email Settings	73
Change Email Settings.....	74
View and Modify Settings	74
Settings Categories	75
Enable Desktop Notifications.....	76
Enable Desktop Notifications.....	76
View a Gmail Notification	78
Add a Signature.....	79
Create a Signature.....	79
Add a Vacation Response.....	81
Add a Vacation Response.....	81
Add Other Email Accounts to Gmail	83
Link Another Email Account.....	83
Send Email from Another Address.....	87
Change Linked Account Settings.....	88
Enable Keyboard Shortcuts.....	89

Enable Keyboard Shortcuts 89
Use Keyboard Shortcuts 91

View Your Email

Gmail lets you send and receive email messages while intelligently sorting your inbox. This module introduces the basics of viewing the email messages that you receive, navigating your inbox, changing your inbox type, viewing email categories, and changing your inbox theme.

Objectives

Navigate Your Inbox

Read Email

Change Your Inbox Type

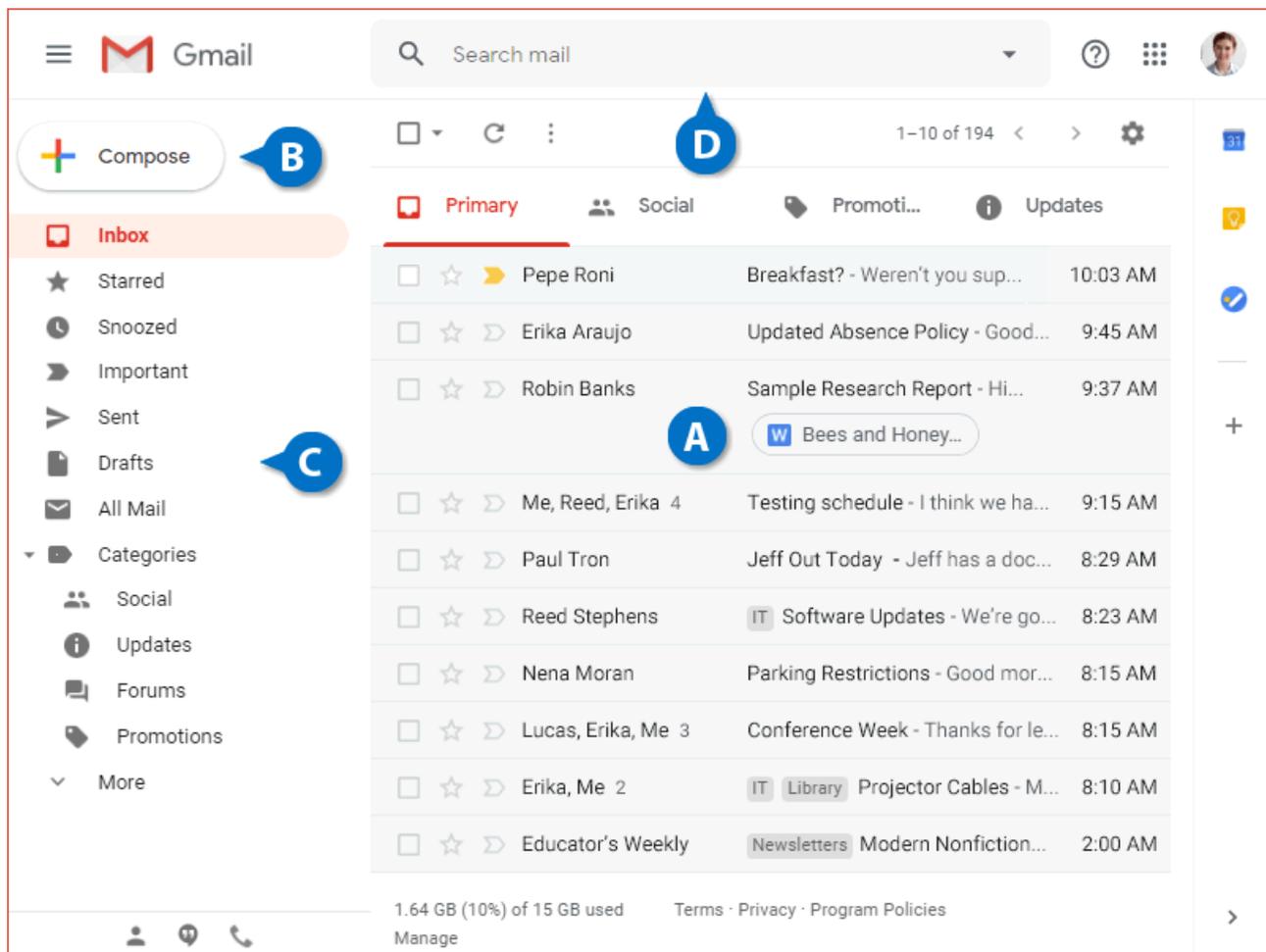
Print an Email

View Email Categories

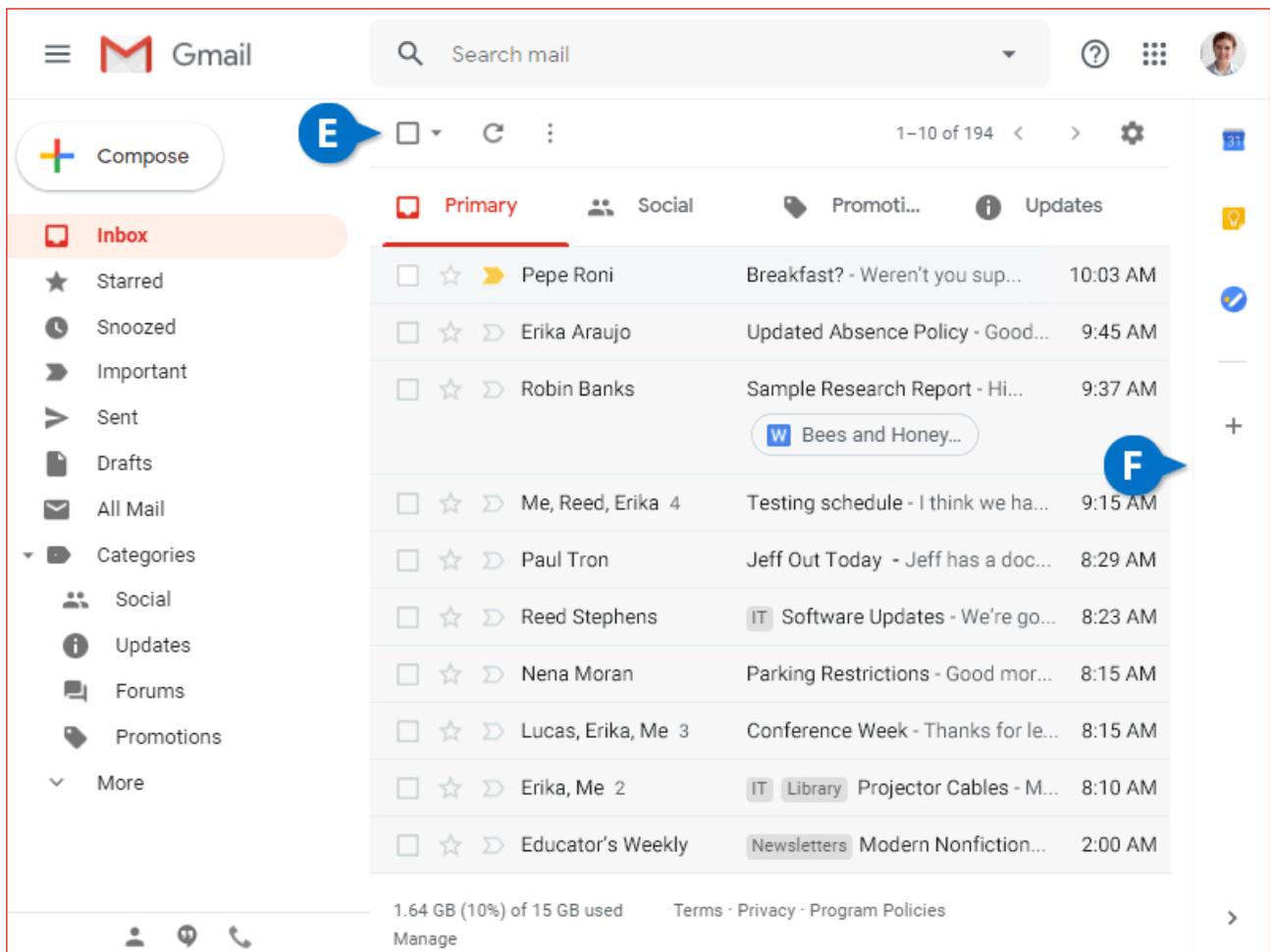
Change Your Inbox Theme

Get Help

Navigate Your Inbox



<p>A</p>	<p>The Inbox: Email messages you've received will be displayed as a list here. Click an email in the list to open it.</p>	<p>C</p>	<p>The Left Pane: This pane contains quick links to your inbox, sent items, drafts, and the All Mail view. Below those links, you'll see links to the automatic mail categories, and any labels you've created.</p>
<p>B</p>	<p>The Compose Button: Clicking this will start composing a new email message.</p>	<p>D</p>	<p>The Search Field: Click here to search through all of your email.</p>



E	<p>The Toolbar: The toolbar above the inbox contains commands to interact with your inbox and email. The available commands will change based on what you have selected.</p>	F	<p>Right Side Panel: This panel displays buttons for some other Google services that you can use with your Gmail, including Calendar.</p>
---	---	---	--

Read Email

When you receive a new email, it will be displayed at the top of the inbox. Emails that you haven't read yet will be highlighted in bold.

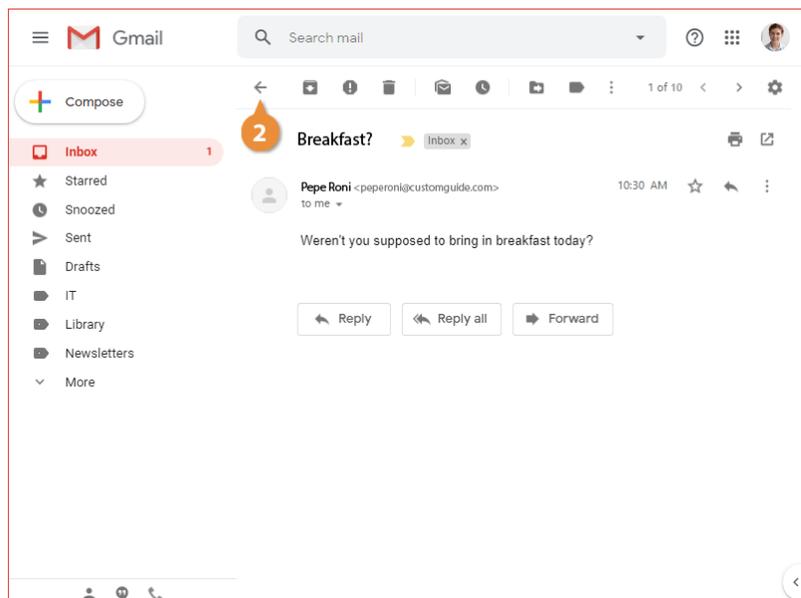
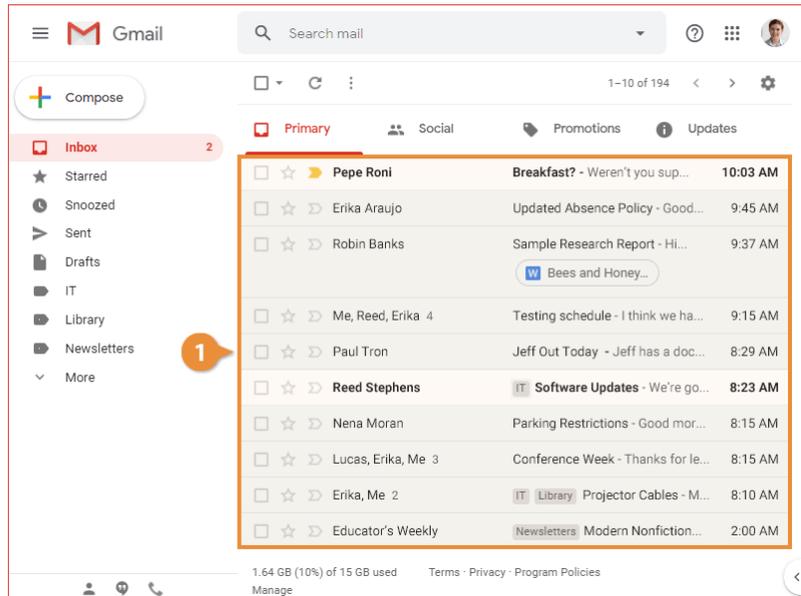
Read an Email

1 Click an email in the inbox.

The email opens up in the window, with its contents replacing the inbox.

2 Click the **Back to Inbox** button to return to the inbox.

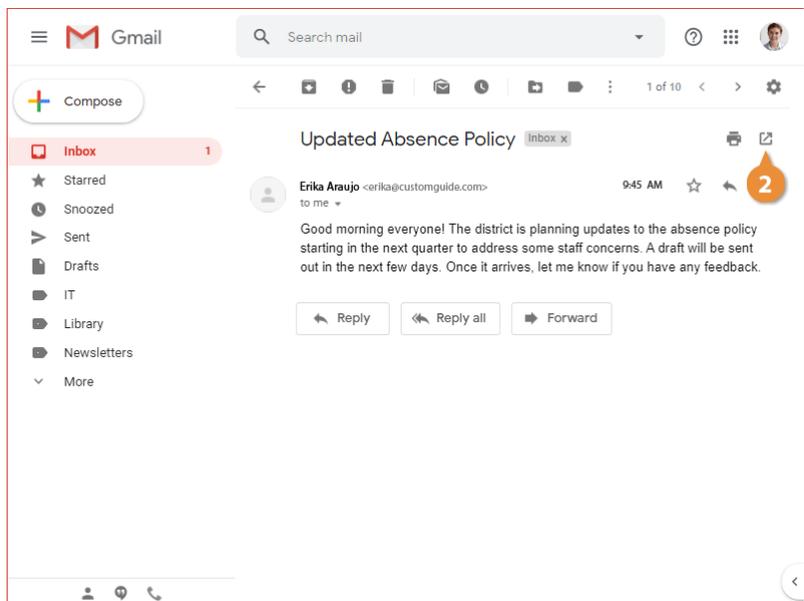
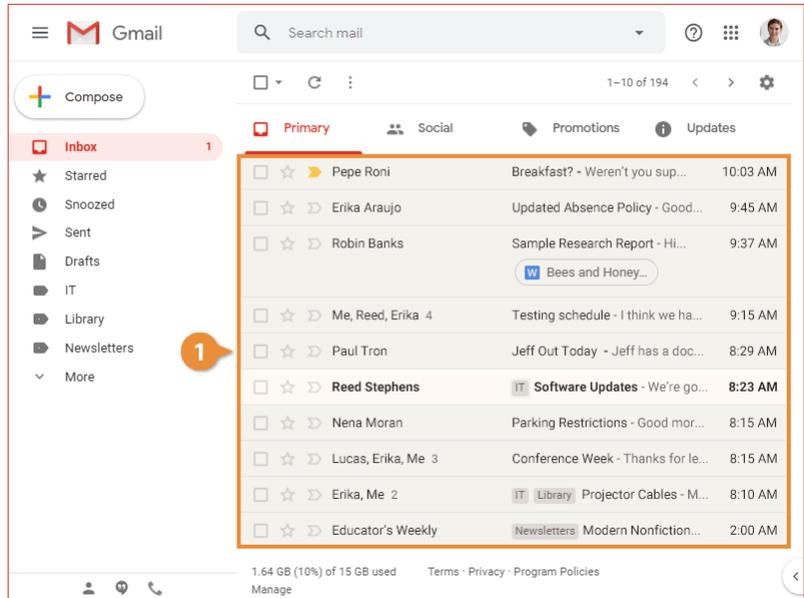
The inbox appears again, and now you can see the selected email is no longer highlighted in bold.



Open an Email in a Separate Window

- 1 Click an email in the inbox.
- 2 Click the **In new window** button to the right of the subject line.

The email pops out into its own browser window, allowing you to return to the inbox and view another email while this one remains open.



Toggle Read Status

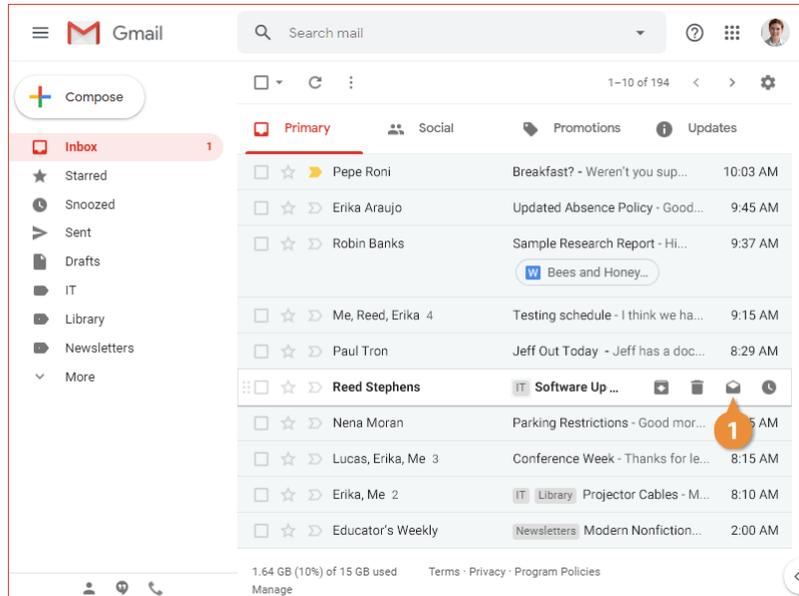
You can toggle an email's status between Unread and Read without having to open it.

When you hover your mouse over an email in the inbox, a series of buttons appears on the right side of the email.

- 1 Click an email's **Mark as read** or **Mark as unread** button.

Tip: You can also select an email (or multiple email messages), click the **More** : button on the toolbar, and select **Mark as read** or **Mark as unread** from the menu.

The Read status for the email is toggled.



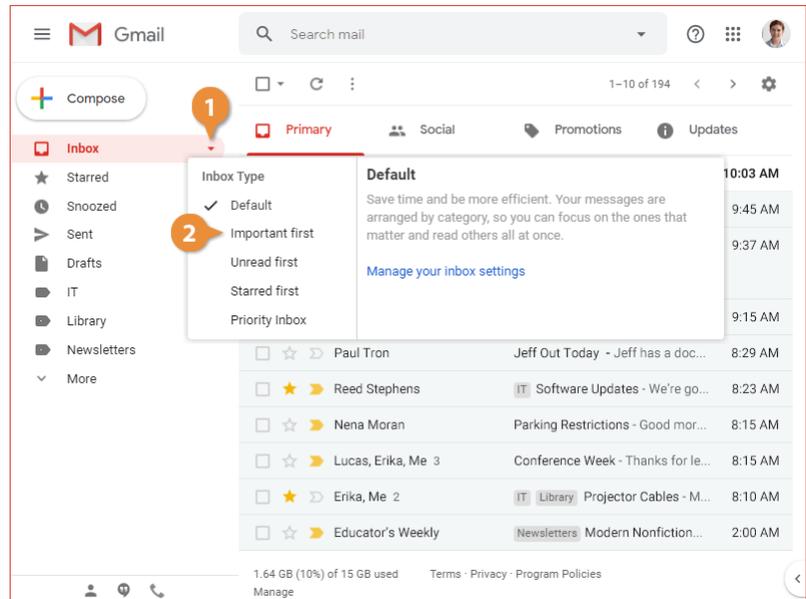
Change Your Inbox Type

You can change the way your inbox displays your emails. The default view will simply show everything in a list, with most recent emails appearing first, but other views allow you to view certain categories of email in a separate list.

Change to Important First View

- 1 Click the **Inbox** list arrow.
- 2 Select **Important first**.

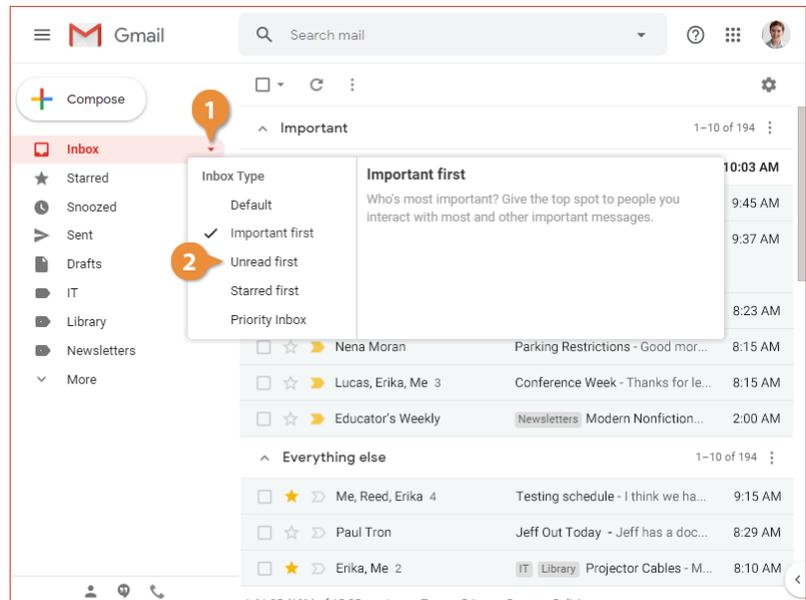
The inbox changes to show all the emails flagged as important in one section, and all of the other emails in another.



Change to Unread First View

- 1 Click the **Inbox** list arrow.
- 2 Select **Unread first**.

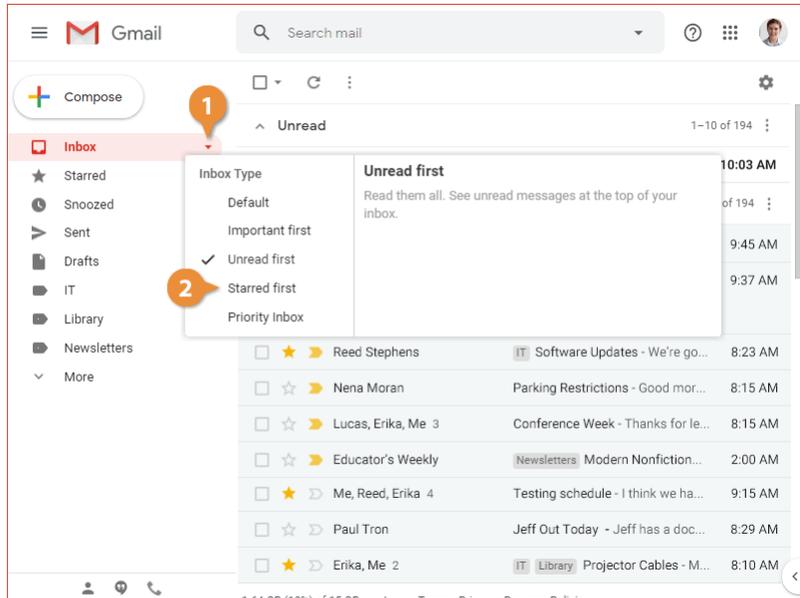
Unread emails are listed first, separate from the ones that you've already read.



Change to Starred First View

- 1 Click the **Inbox** list arrow.
- 2 Select **Starred first**.

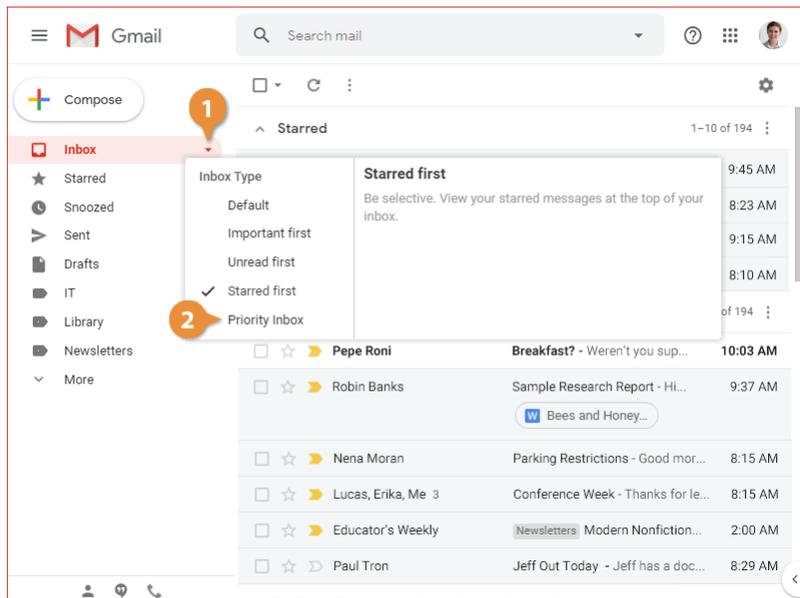
Emails that you've starred as favorites, whether or not they're unread, are shown in a section before the rest of your email.



Change to Priority Inbox View

- 1 Click the **Inbox** list arrow.
- 2 Select **Priority Inbox**.

This inbox type combines the other types into one. The first section shows emails that are important and unread, and the second shows emails that you've starred. A third section displays the rest of your email.



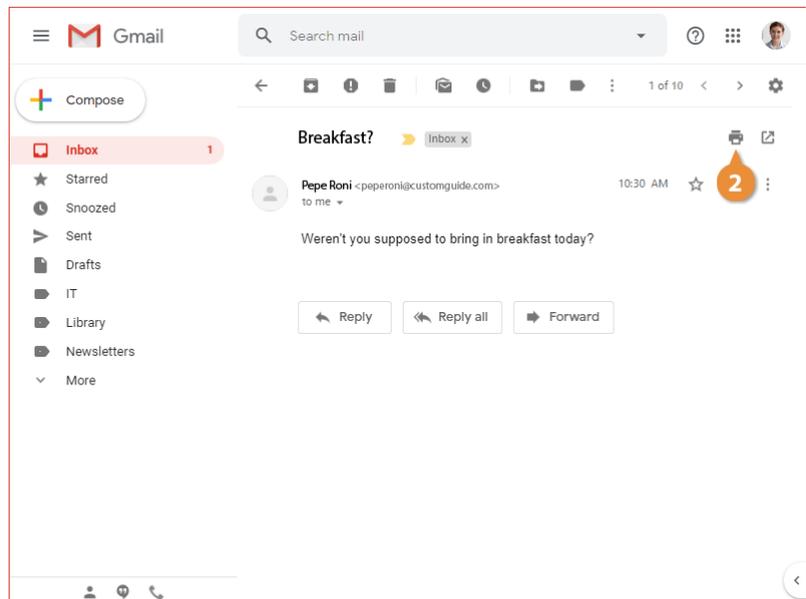
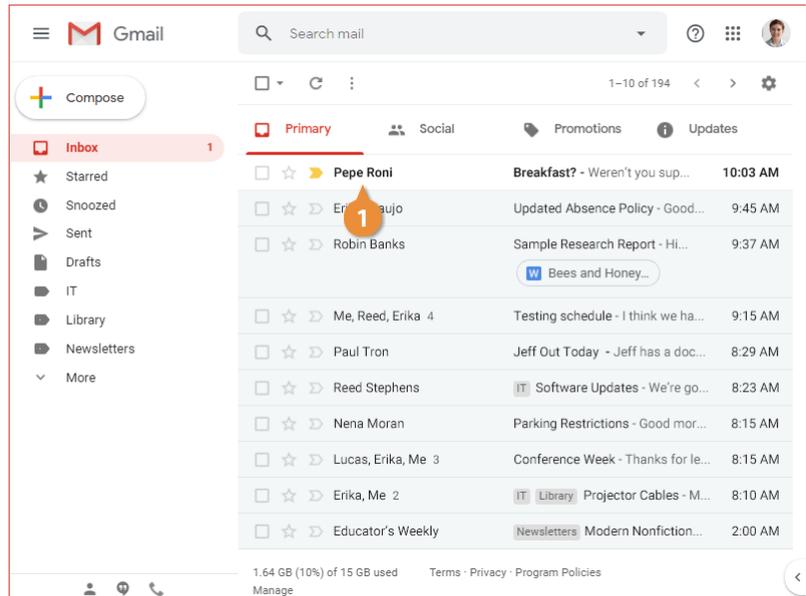
Print an Email

You can print a copy of an email that you've received in Gmail, if you need a paper copy.

Print an Email

- 1 Click an email in the inbox to open it.
- 2 Click the **Print** button to the right of the subject line.

A new browser tab opens, with the email message formatted for printing. Your browser's Print dialog box opens as well, where you can set up how you want this email to print.



3

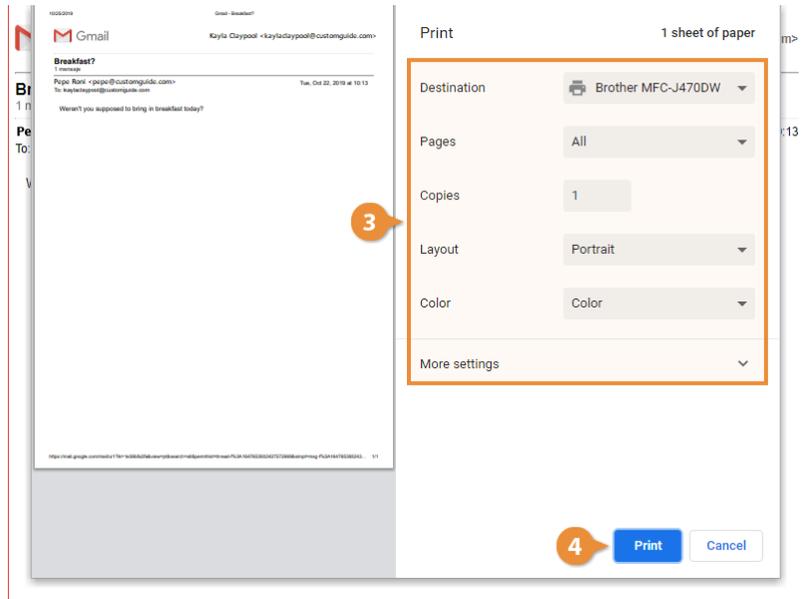
Set the print options you want to use.

- **Destination** specifies the printer you want to use for this email.
- **Pages** sets the range of pages to print, if the email goes on for more than one page.
- **Copies** controls how many copies of the email to print.
- **Layout** sets whether to print the page in portrait or landscape orientation.
- **Color** lets you choose whether to print the email in color, or in black and white.

4

Click **Print**.

The email is sent to the printer using the settings you chose.



View Email Categories

Gmail can sort email you receive into one of several categories, by analyzing both the content of the emails and your emailing habits.

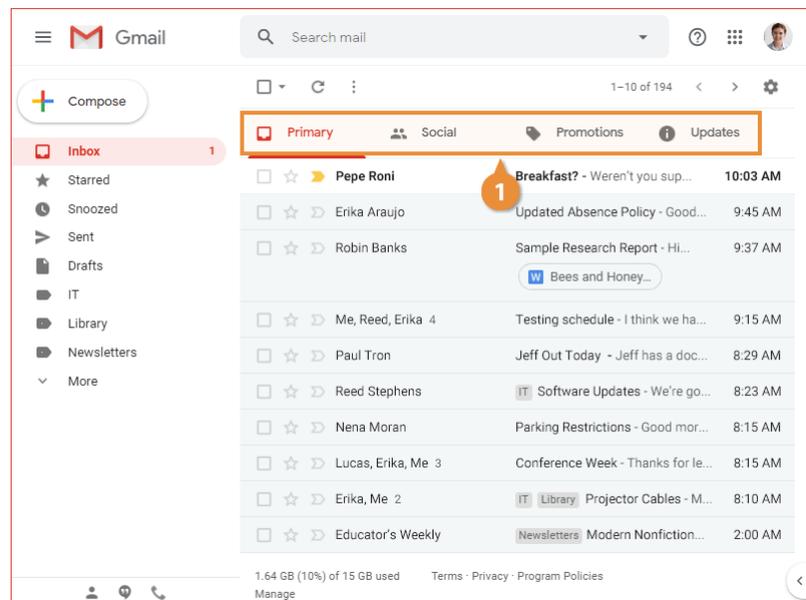
Inbox Categories

Inbox Categories	Description
Primary	Emails sent directly to you, from people that you interact with.
Social	Automated messages from social networks.
Promotions	Deals, offers, and other marketing emails.
Updates	Automatically generated updates, confirmations, bills, and receipts.
Forums	Messages from discussion boards and mailing lists.

View an Inbox Category

- 1 Click a category's tab at the top of the inbox.

The emails in the selected category are displayed.

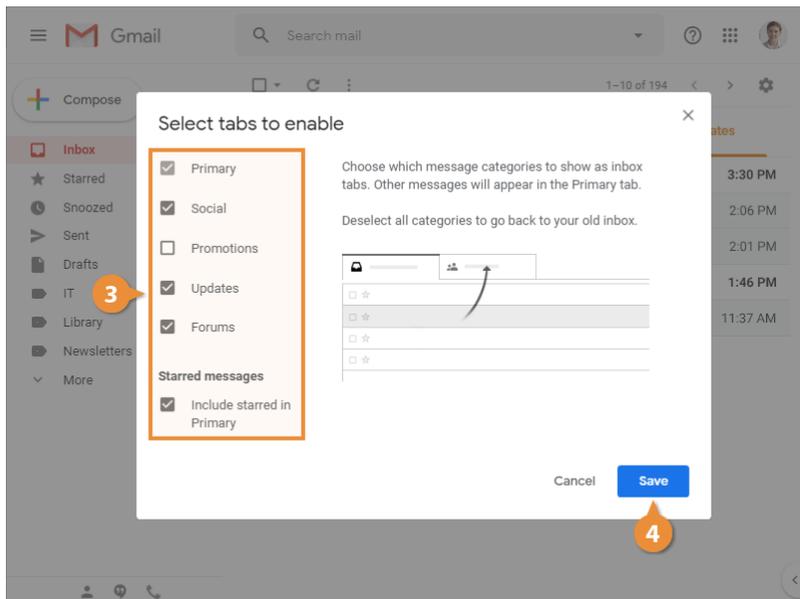
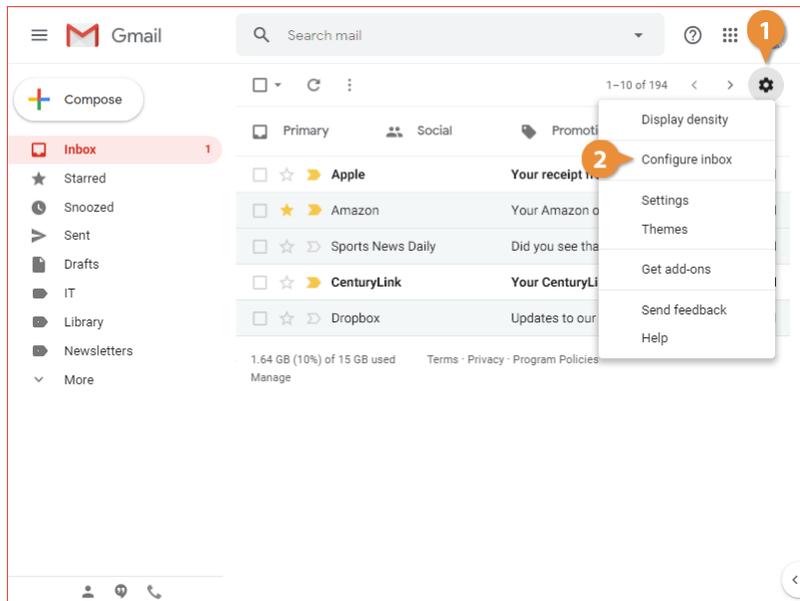


Enable or Disable Tabs

You can select which categories you want to appear at the top of the Inbox, so you see just the categories that are relevant to you.

- 1 Click the **Settings** icon while viewing the inbox.
- 2 Select **Configure inbox**.
- 3 Toggle categories on or off by checking or unchecking checkboxes.
- 4 Click **Save**.

The tabs at the top of the inbox change to show only the tabs you've chosen.



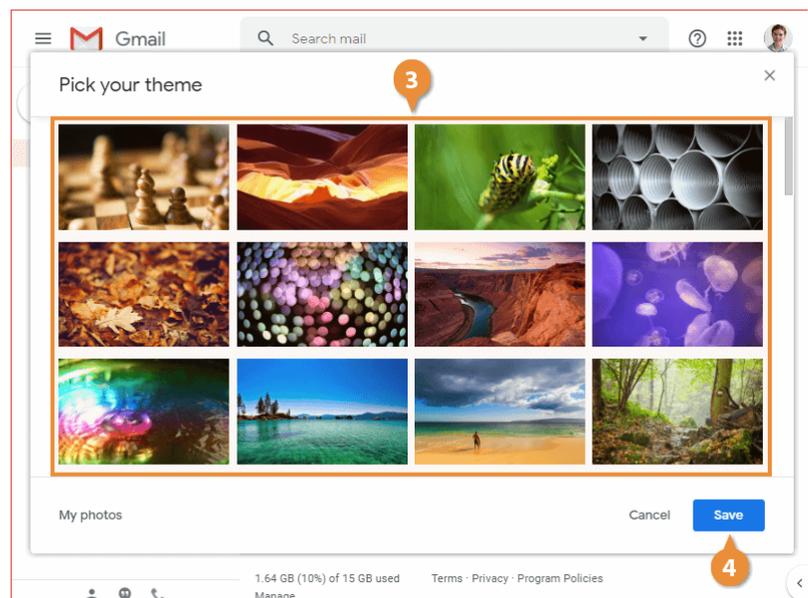
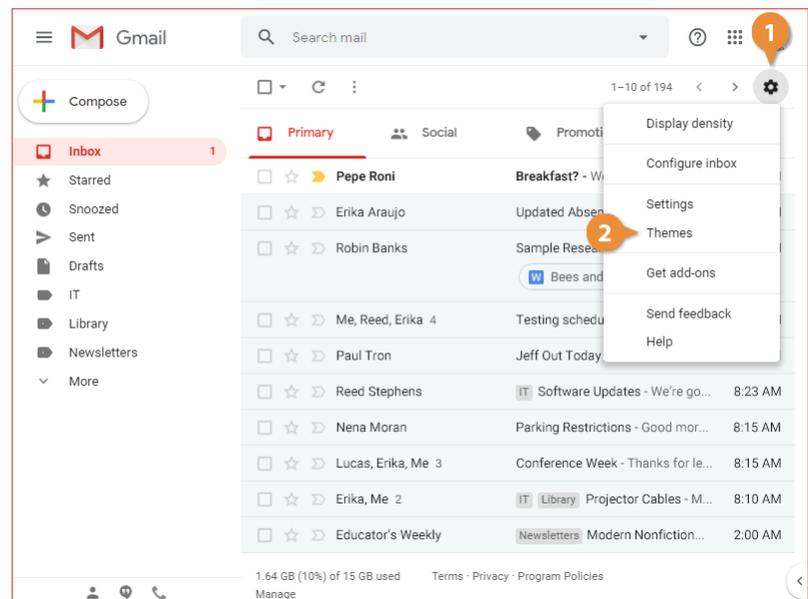
Change Your Inbox Theme

If the plain white background of your inbox is getting boring, you can change themes to give it a more interesting look.

Change the Inbox Theme

- 1 Click the **Settings** button.
- 2 Select **Themes**.
A themes gallery appears, showing a variety of themes to choose from. The top of the gallery shows some curated images you can use as a background.
- 3 Select a theme from the gallery.
- 4 Click **Save**.

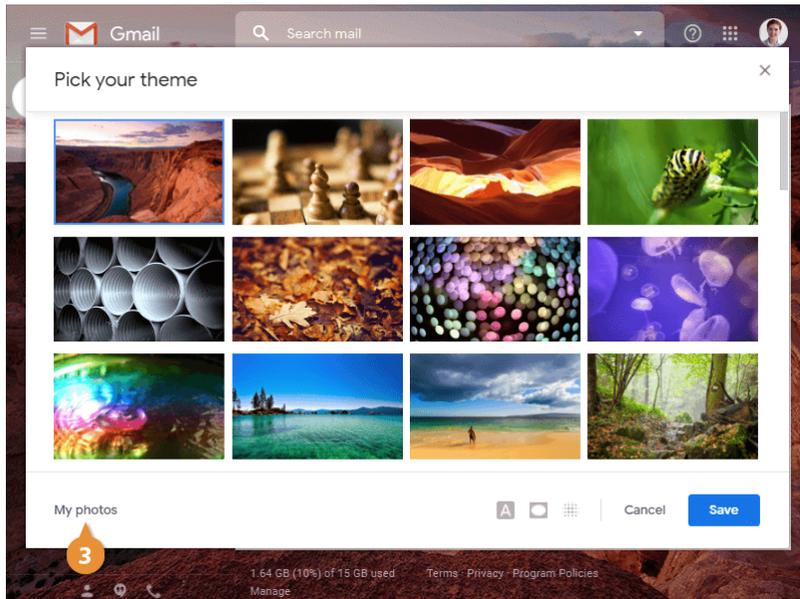
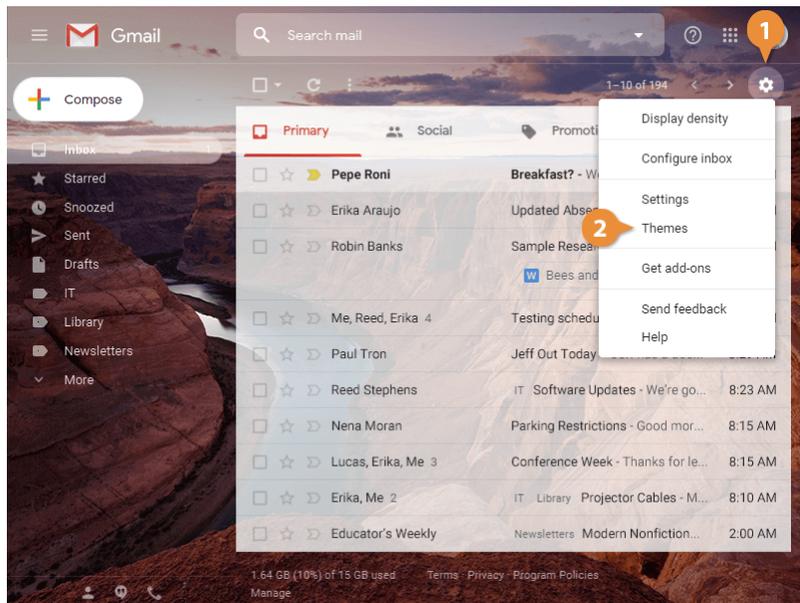
The background of the inbox changes to the picture you chose.



Create a Custom Theme

You can also create a theme from a larger set of photos, or from photos in your Google Photos library, instead of choosing from the gallery.

- 1 Click the **Settings** button.
- 2 Select **Themes**.
- 3 Click **My photos**.



Here you can choose between sources for additional photos

- **Featured** shows a larger gallery of curated background images.
- **My photos** shows all of the pictures you've uploaded to Google Photos.
- **Recently selected** shows photos you've used recently, if you want to go back to a custom theme you've used before.

4 Select a photo location.

5 Select a photo.

6 Click **Select**.

The photo is set as your inbox background.

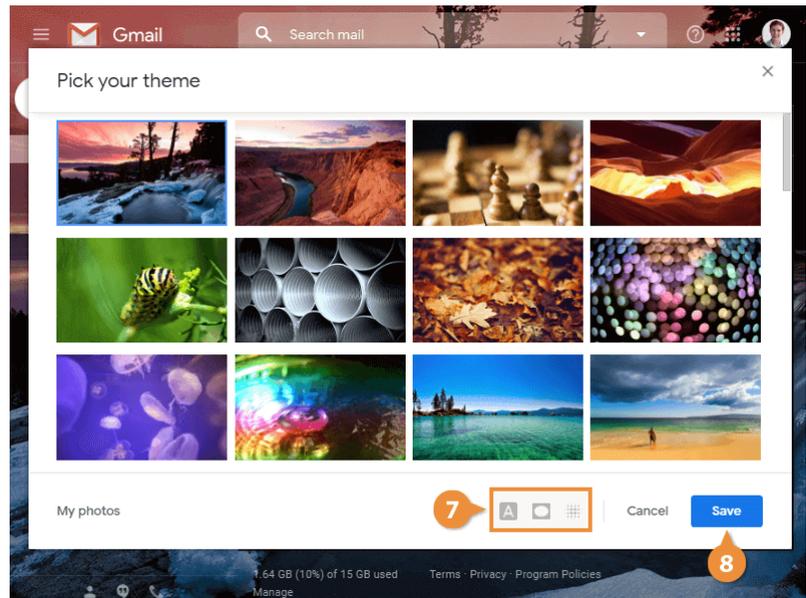
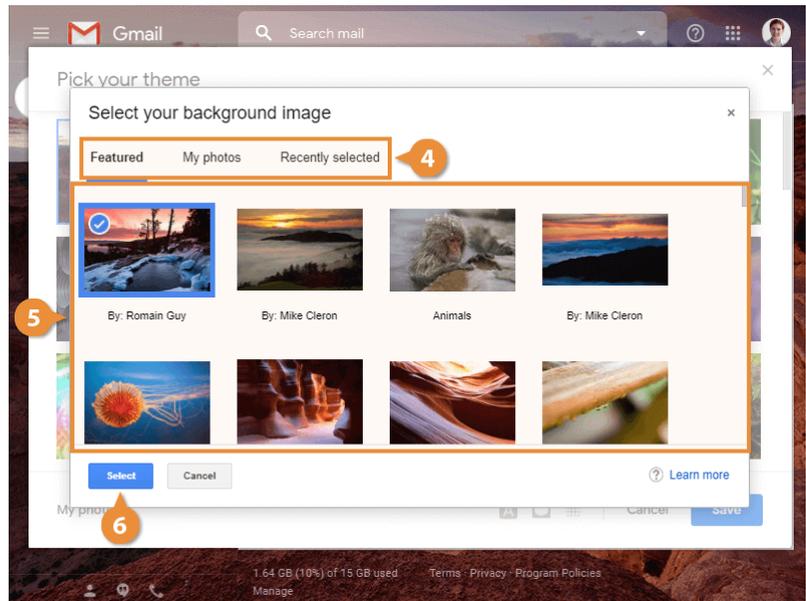
Once a photo has been selected, you can customize some additional options.

- **Text Background** lets you choose whether the theme should use dark text on a light background, or light text on a dark background.
- **Vignette** lets you add a darkening effect around the corners and edges of the photo.
- **Blur** lets you choose whether to blur the selected photo, and by how much.

7 Customize text background, vignette, and blur options.

8 Click **Save**.

The theme is updated and applied to your inbox.



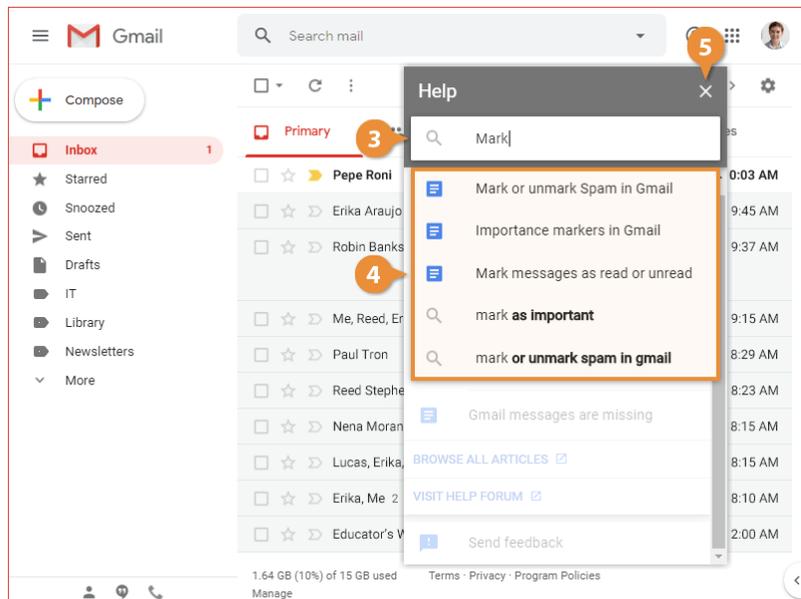
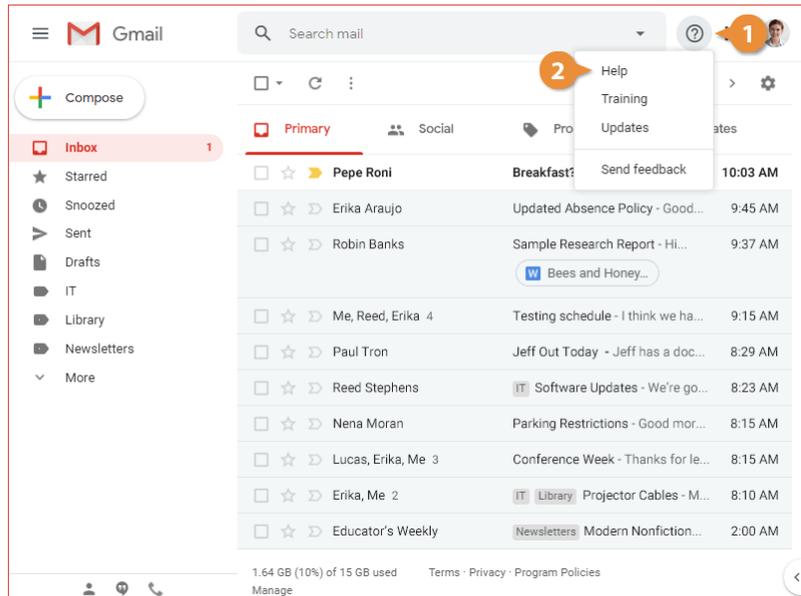
Get Help

If you don't know how to do something in Gmail, you can consult the Help window.

Search for Help

- 1 Click the **Support** button.
- 2 Select **Help**.
The Help window appears. Here you can search for a specific topic, look through a few popular topics, or browse through all of the available articles.
- 3 Search for a topic.
Help topics matching your search appear listed below the search field.
- 4 Select a search result.
The help topic is displayed in the Help window. When you're finished reading the topic, you can just close the Help window.
- 5 Click the Help window's **Close** button.

The Help window closes.



Compose and Send Email

Sending and receiving emails is by far the most used aspect of Gmail. This module will show you how to send, reply to, and forward email. You'll also learn how to personalize your messages with different formatting options, pictures, and attachments.

You'll see how to schedule an email to send at a later time, send email messages confidentially, and view your saved email drafts and previously-sent messages.

Objectives

Compose an Email

Reply to and Forward Email

Format Email Text

Add Attachments

View and Save Attachments

Insert Pictures into Emails

Insert Links into Emails

Check Spelling

Schedule an Email

View Drafts and Sent Items

Send and Receive Confidential Email

Compose an Email

Composing a new email from your inbox is quick and easy.

Compose an Email

- 1 Click the **Compose** button.
A new email message is started in a small pop-up window.

Tip: Click the **Full-screen** button at the top of the new email window to expand it and have more space to write.

- 2 Enter recipients' email addresses in the **To** field.
If the name or address matches a contact you've emailed before, it will appear in a search result popup.

- 3 Add recipients to the **CC** and **BCC** fields (optional).

- 4 Enter a subject in the **Subject** field.

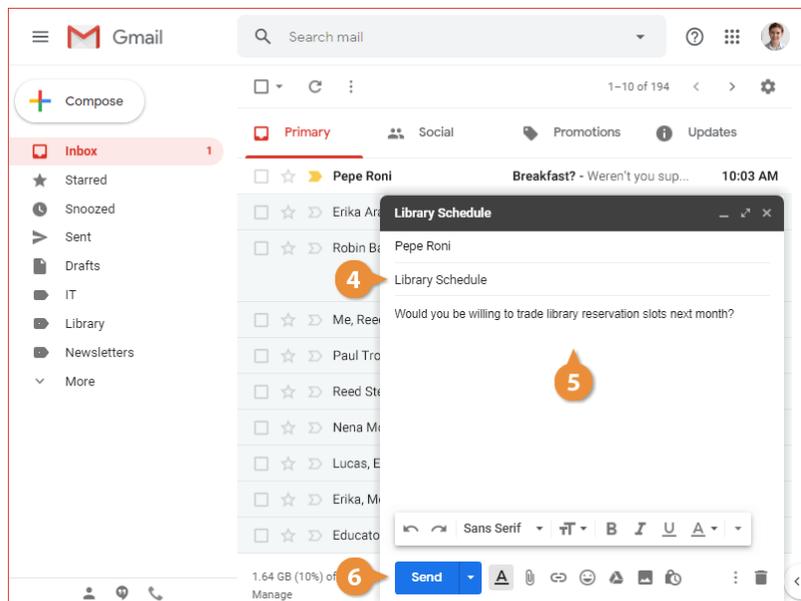
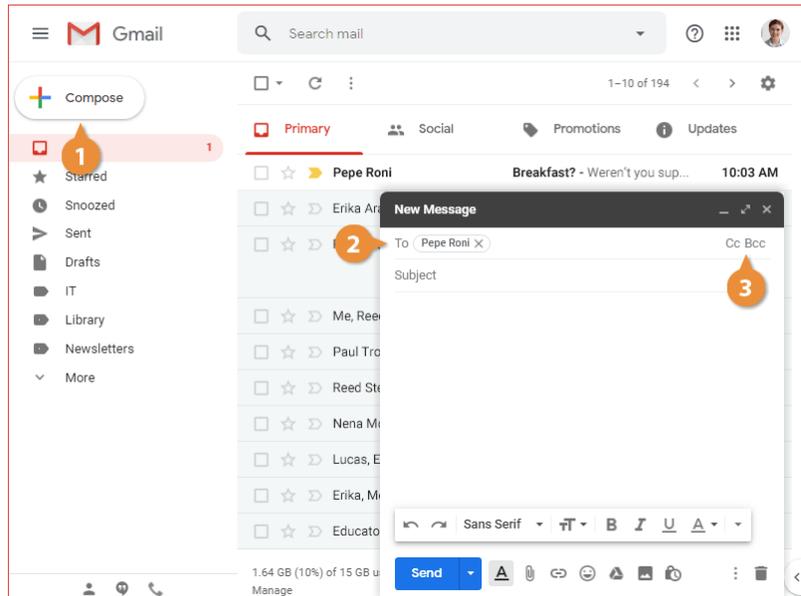
- 5 Enter your message in the **Body** field.

- 6 Click **Send**.

The email is sent to everyone you addressed it to.

Tip: When addressing an email, make sure to use the **To**, **CC**, and **BCC** fields appropriately.

- Use the **To** field for the main recipients, who are expected to reply or take action.
- Use the **CC** field for anyone else who needs to be kept informed of the topic, but doesn't need to reply.
- Use the **BCC** field to send an email to anyone you don't want the other recipients to see.



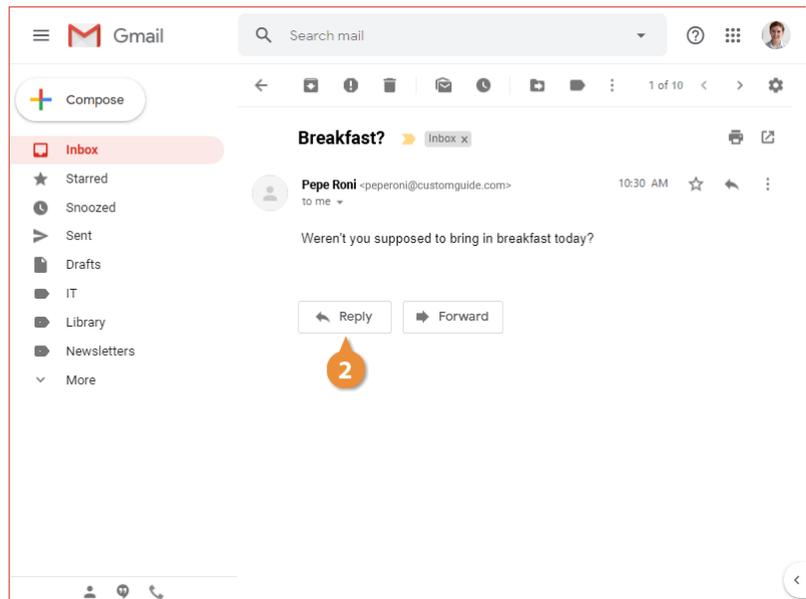
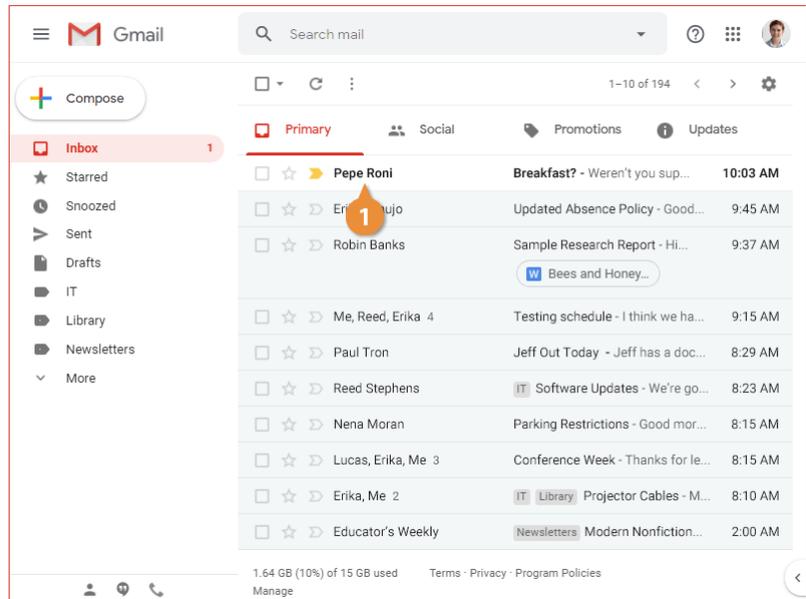
Reply to and Forward Email

You can send replies to emails that you receive, and forward copies of emails on to other people as well.

Reply to Email

You can reply directly to the sender of any email you receive.

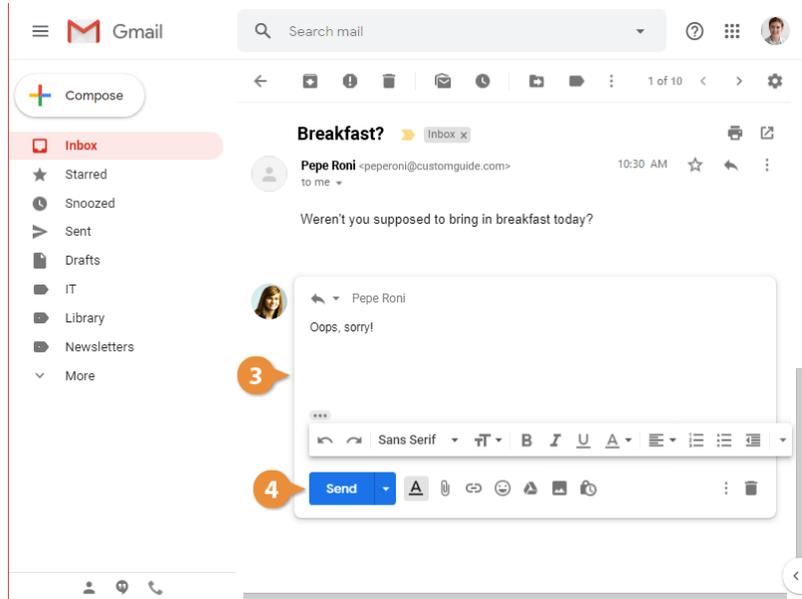
- 1 Open the email you want to reply to.
Reply and Forward buttons appear below the message body.
- 2 Click the **Reply** button.
A new reply appears below the original message, where you can enter your message.



3 Enter a reply message.

4 Click **Send**.

The reply is sent and appears in the thread below the original message.

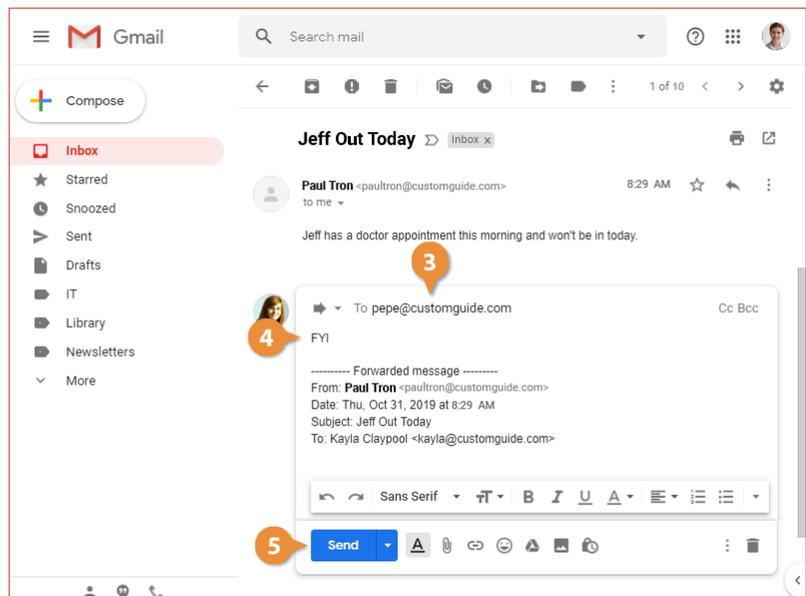
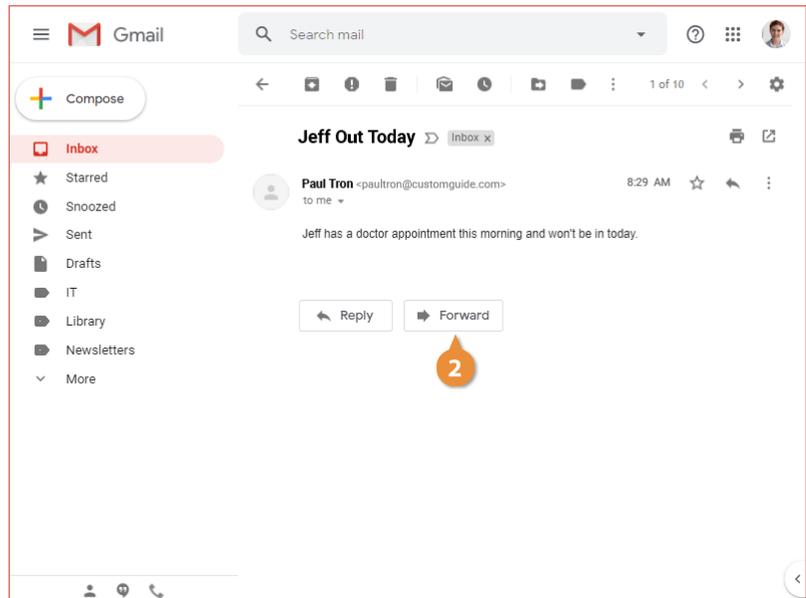


Forward an Email

You can also forward an email, which sends a copy of it to another person.

- 1 View the email you want to forward.
- 2 Click the **Forward** button.
A new message starts, just like a reply, but this time with a field to address it to another recipient.
- 3 Enter the email address for the recipient.
You can enter an additional message to go along with the forwarded email or leave the field blank to send the message by itself.
- 4 Enter a message (optional).
- 5 Click **Send**.

The email message is forwarded on to the specified person.



Format Email Text

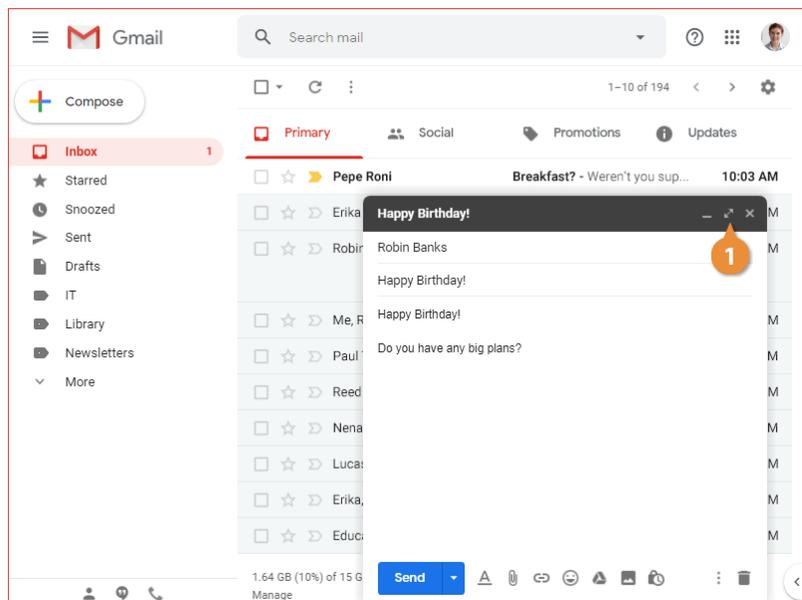
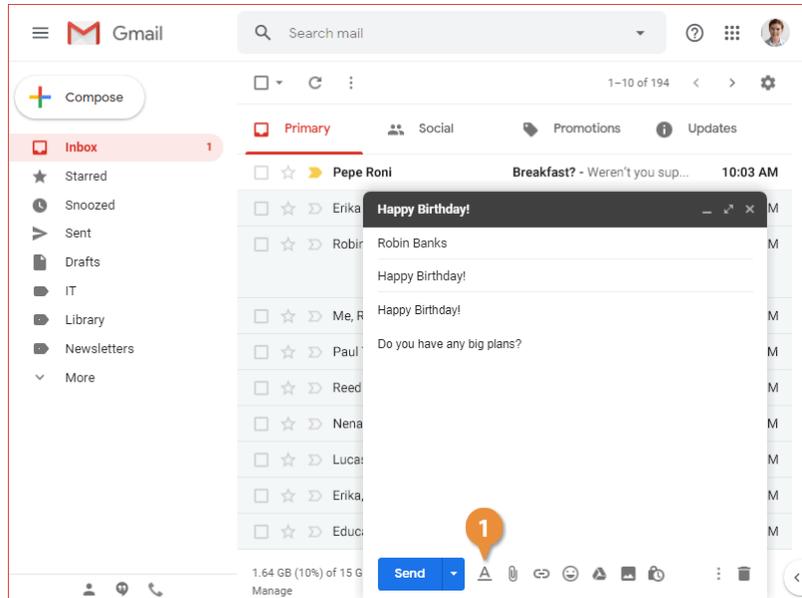
When you send an email, you can add text formatting to make it a little more interesting than plain text.

Display Formatting Options

Formatting options won't appear when the New Message window is first opened. There are two ways to view them.

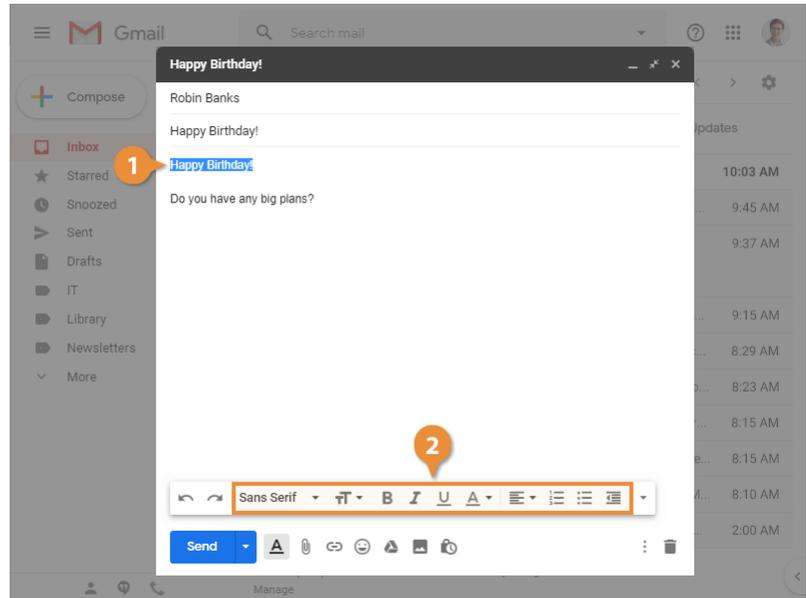
- 1 Click the **Formatting options** button in the New Message window.
Or, click the **Full-Screen** button in the New Message window.

Either method will expand the formatting options toolbar. Expanding the New Message window into full-screen mode will also provide a larger window to compose your message.



Format Message Text

- 1 Select the text you want to format.
- 2 Format the text using the available formatting options.
 - Font
 - Font size
 - Bold, italics, or underline
 - Text color
 - Paragraph alignment
 - Numbered or bulleted list

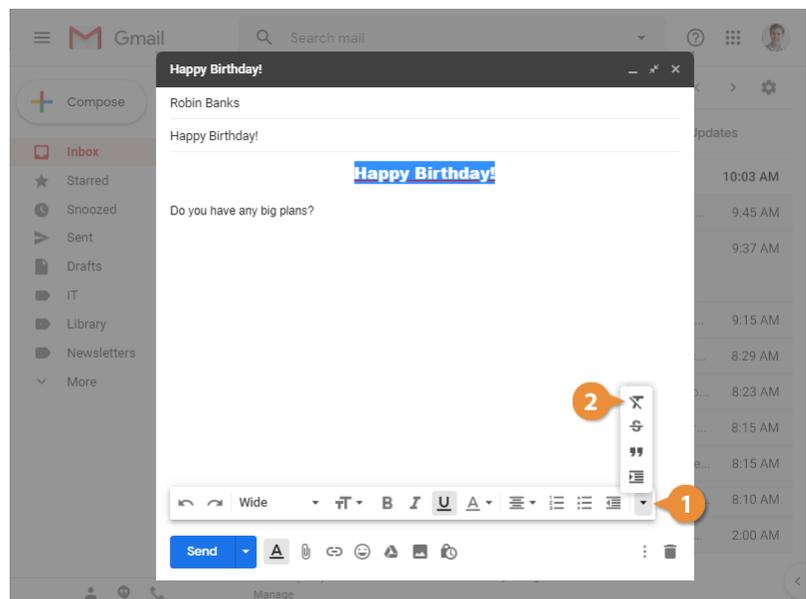


Clear Text Formatting

If you've formatted some text and feel that you've overdone it, you can remove all formatting from some selected text.

- 1 Click the **More formatting options** button.
- 2 Click the **Remove formatting** button.

All formatting is removed from the selected text.

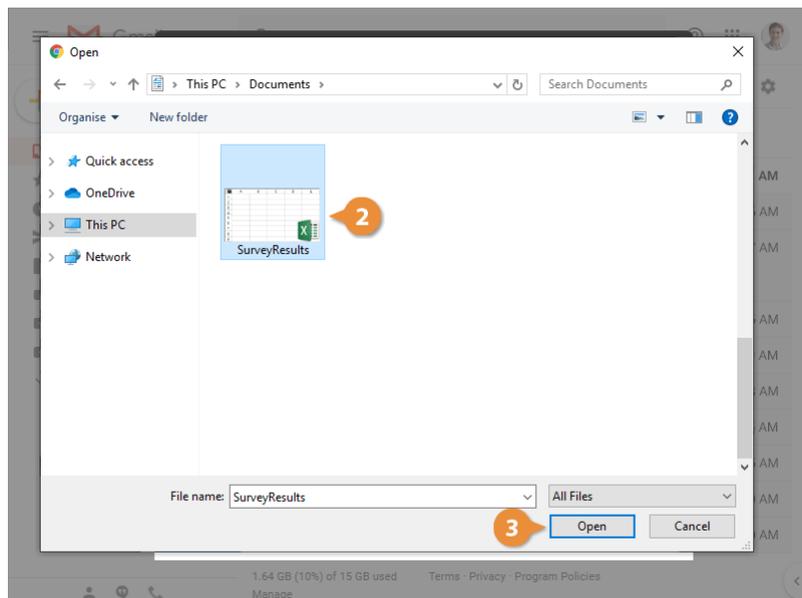
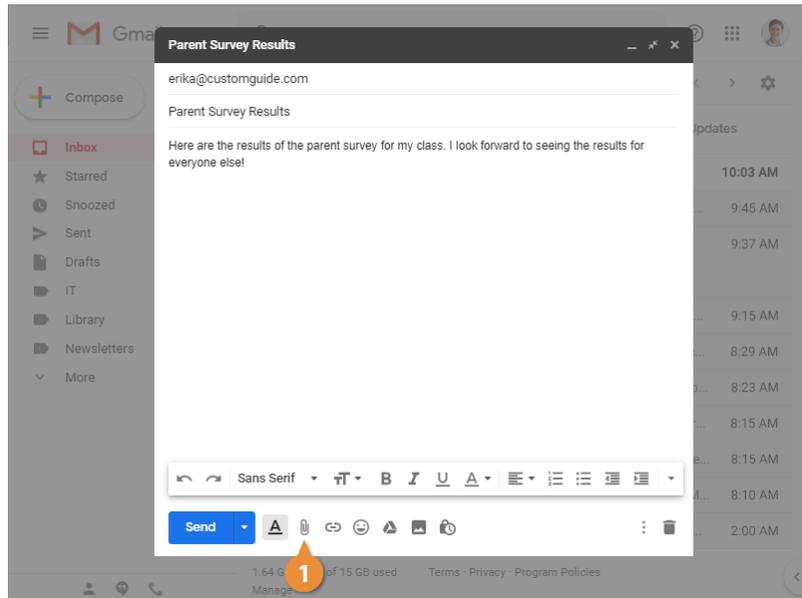


Add Attachments

You can send someone a file as an attachment that they'll receive with your email. You can attach files from your computer, or from your Google Drive.

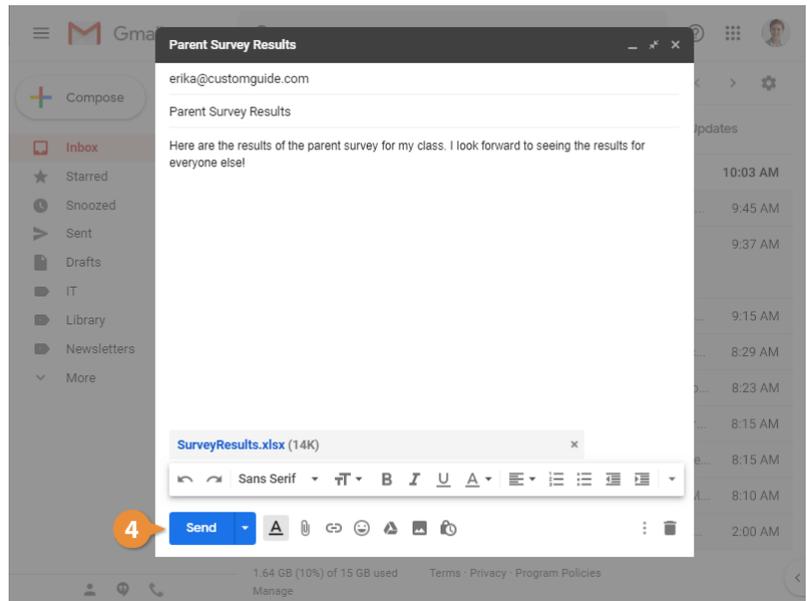
Attach a File from your Computer

- 1 While composing an email, click the **Attach files** button.
A file browser dialog box opens, where you can browse for and select files to attach.
- 2 Select a file.
- 3 Click **Open**.
The file is attached to the email. You can continue to edit the email until you're ready to send it.



4 Click **Send**.

The email is sent, with the file attached.



Attach a File from Google Drive

You can also attach a file directly from your Google Drive. This will allow you the choice to include the file as a regular attachment, or as a link to the file in your Google Drive.

- 1 While composing an email, click the **Insert files using Drive** button.

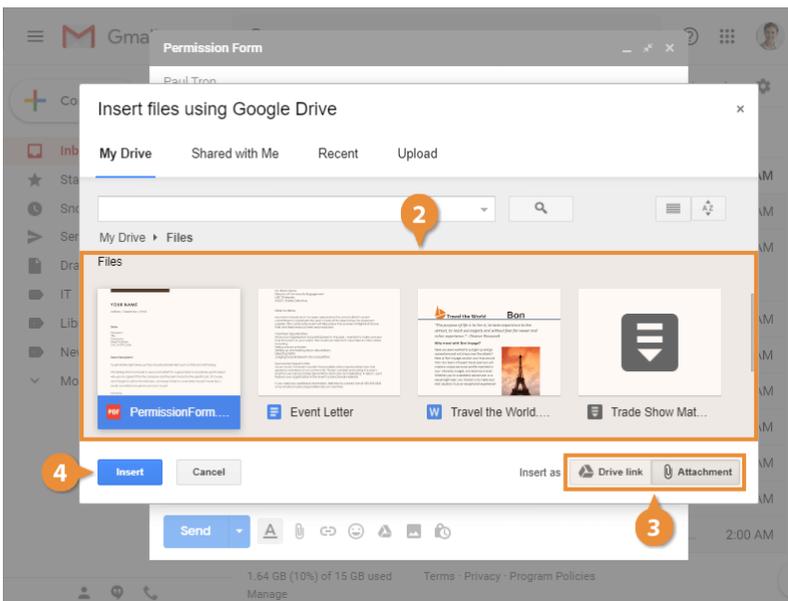
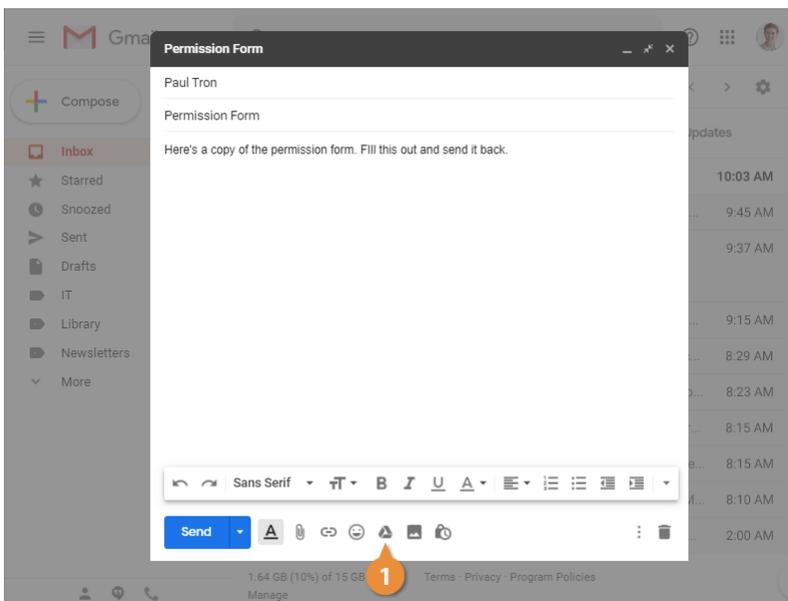
A Google Drive file browser window opens.

- 2 Select a file.

- 3 Choose whether to send a link to the selected file in your Google Drive, or to attach the selected file.

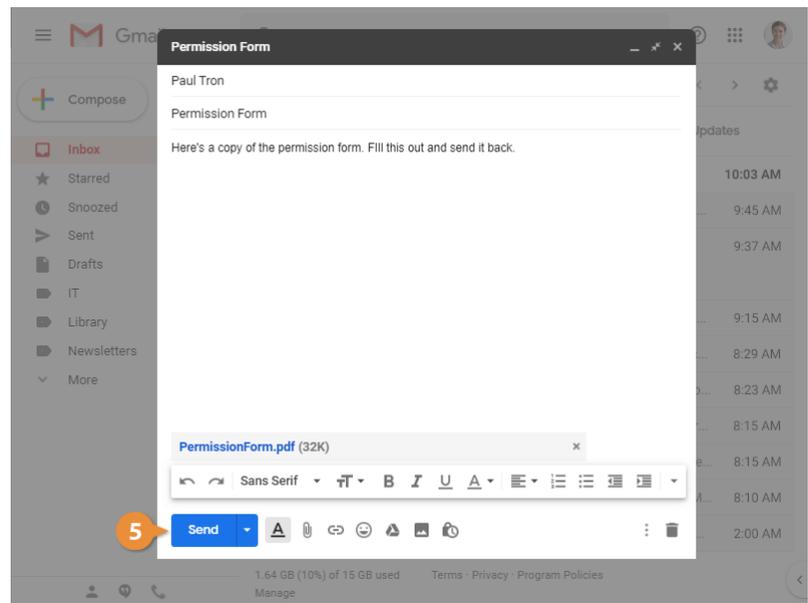
Linking to a file in your Google Drive instead of attaching it will keep the size of the email itself smaller, while also allowing you to update the linked file after sending the email.

- 4 Click **Insert**.



5 Click **Send**.

The email is sent, with the Google Drive file either linked to or attached.

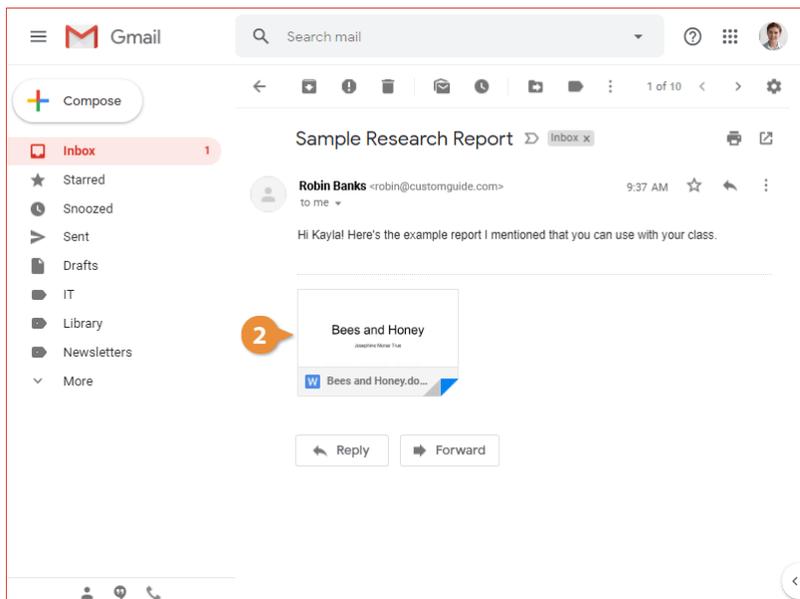
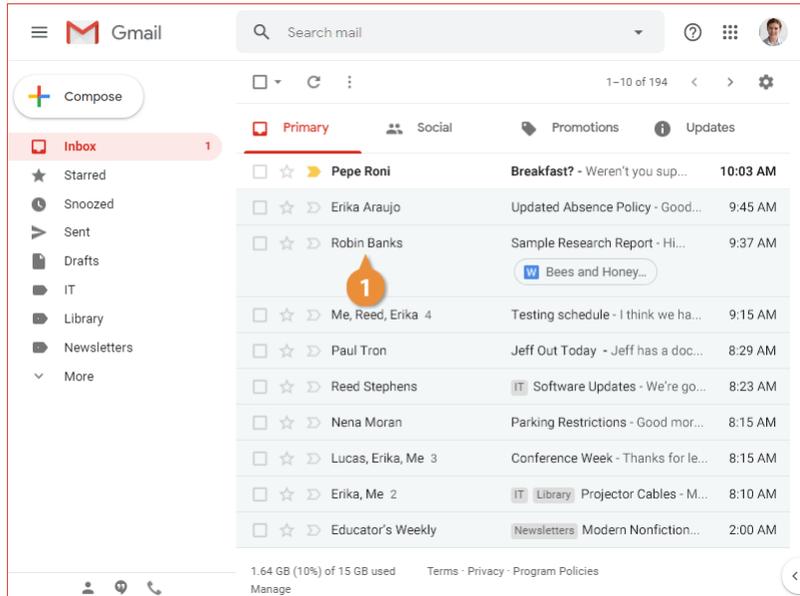


View and Save Attachments

When you receive emails that contain attachments, you'll see those attachments listed below the subject line of the emails in your inbox.

Save an Attachment

- 1 Click an email to view it.
An email's attachments will all be shown as thumbnails below the message contents.
- 2 Click an attachment's thumbnail.



If the file is a type that's supported by one of the Google apps, you can open it up for editing by clicking the button at the top of the preview.

3

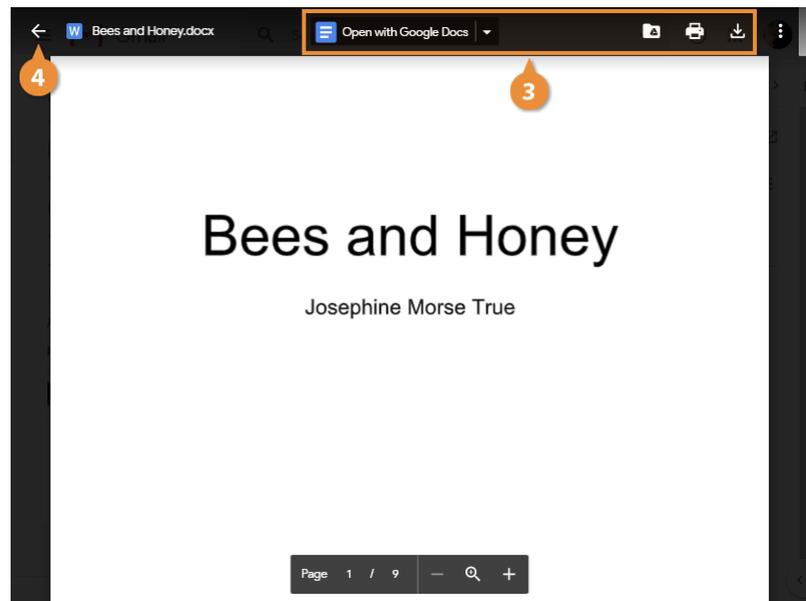
Use the options to edit or save the attachment:

- **Open with** to open the file.
- **Add to My Drive** to save the attachment to your Google Drive.
- **Download** to save a copy to your computer.
- **Print** to print a copy of the attachment.

4

Click the **Back** button.

You leave the attachment preview and return to your email.



Insert Pictures into Emails

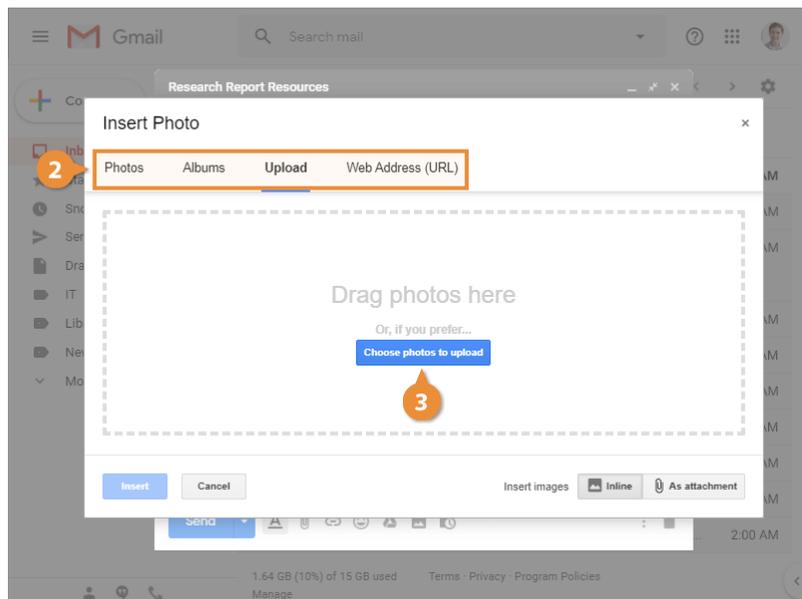
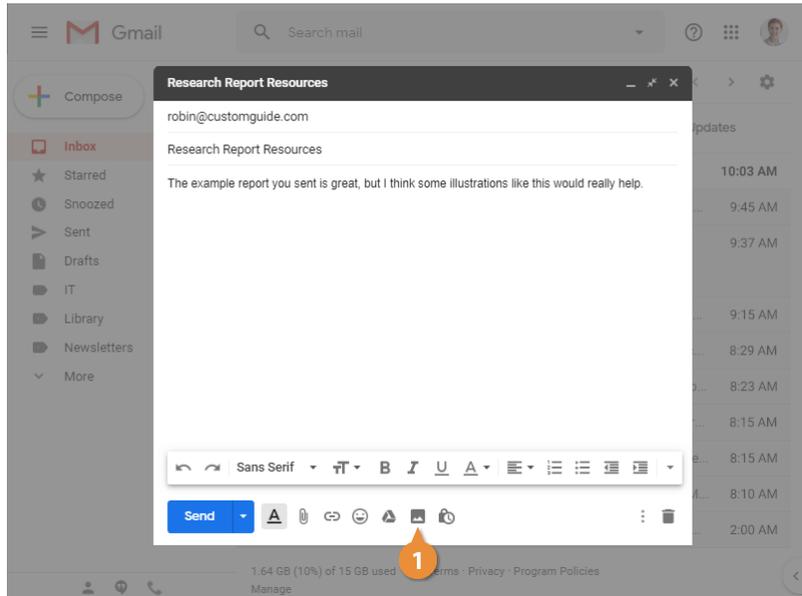
You can insert images directly into the body of an email. Unlike an attached photo, which appears linked after the message, inline images appear in the message with text.

Insert a Photo

- 1 While composing an email, click the **Insert photo** button.
- 2 Select a source for the photo.
You have several image sources that you'll be able to choose from.
 - **Photos** will let you choose from your Google Photos library.
 - **Albums** lets you browse your Google Photos library by album.
 - **Upload** lets you upload an image from your computer.
 - **Web Address** lets you specify a URL for an image on the internet to insert it.

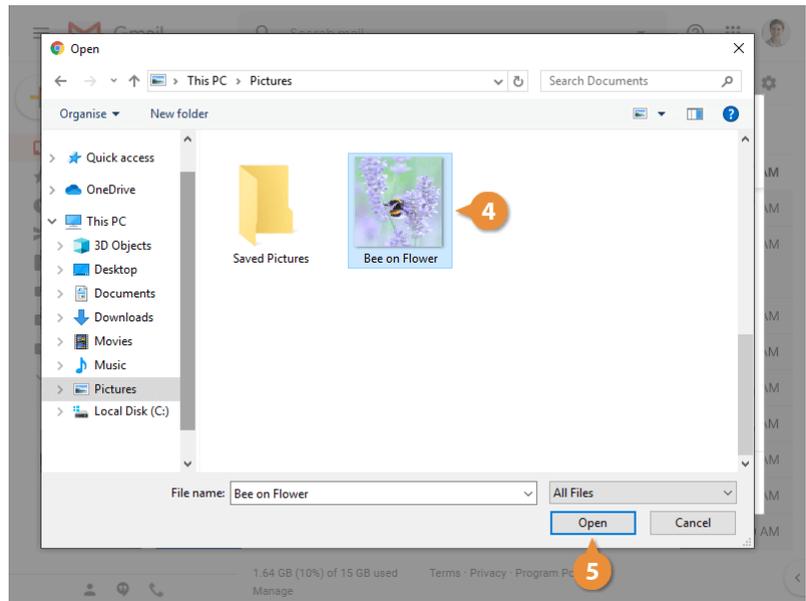
You can also choose whether to insert the image in line in the email, or to include it as an attachment.

- 3 Click **Choose photos to upload**.
A file browser window opens.



- 4 Select a photo.
- 5 Click **Open**.

The image is uploaded and inserted into your email message.



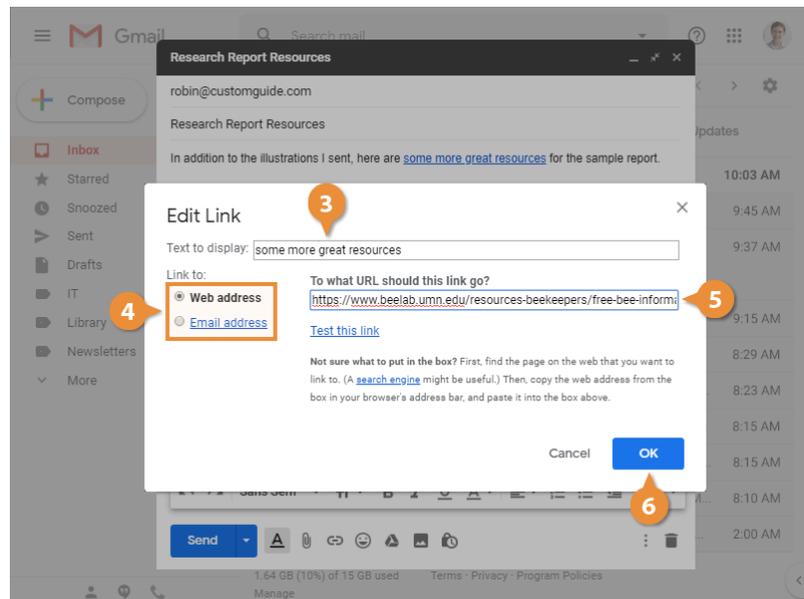
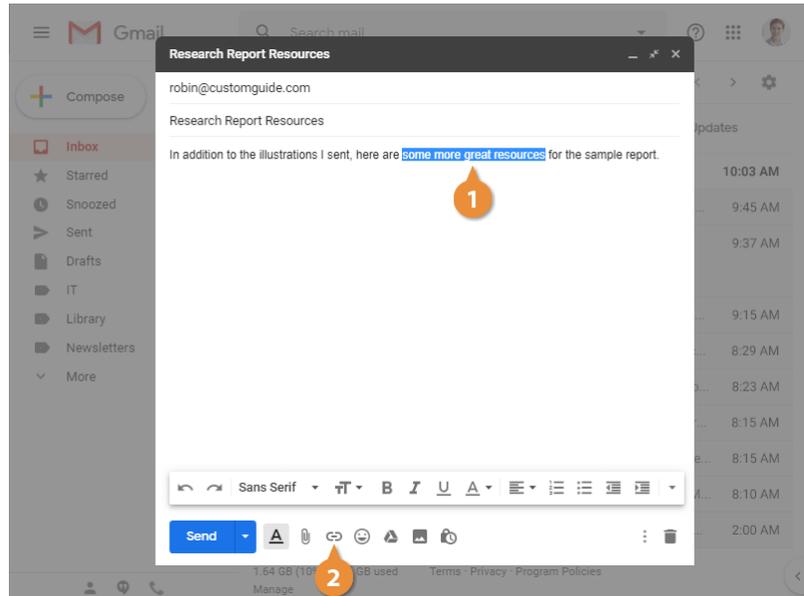
Insert Links into Emails

You can insert a links in your email message, directing recipients to a web address.

Insert a Link

- 1 Select the text to use as a link.
- 2 Click the **Insert link** button.
The Edit Link dialog box opens, where you can set up the link.
- 3 Set the text to display as the link, if necessary.
The Text to display field starts with the selected text already filled in, which means that text will be the clickable part of the link.
- 4 Choose whether to link to a web address or email address.
- 5 Enter the link address.
- 6 Click **OK**.

The link is inserted onto the selected text that, when clicked, will open the linked address.



Check Spelling

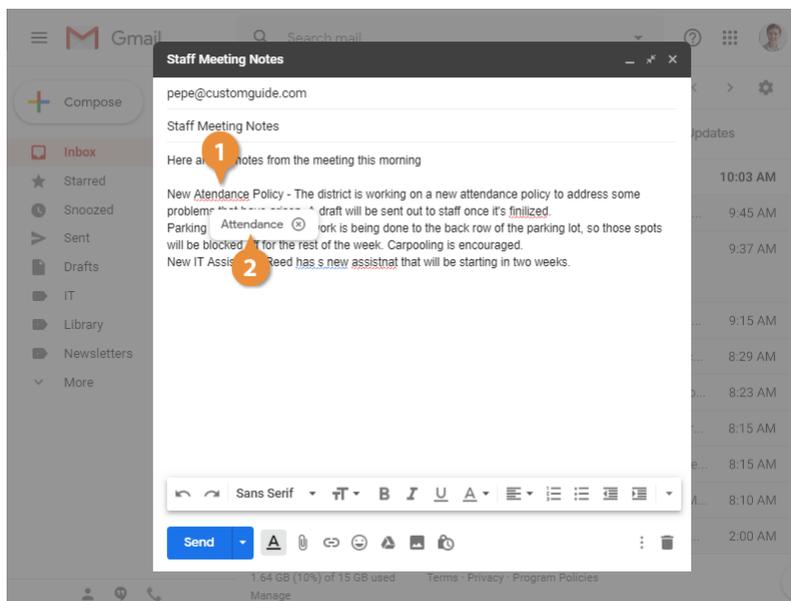
Your spelling will be automatically checked as you compose messages. Common mistakes will be automatically fixed as you type, while other misspelled words will be underlined in red.

Fix Spelling Errors

When you do misspell a word, and see that it's been underlined in red, you can fix it yourself by going back and fixing it manually. You can also get help to fix a misspelled word if you're not sure of the correct spelling.

- 1 Right-click a misspelled word.
- 2 Select the correct spelling from the menu.

The misspelled word is fixed using the dictionary spelling.

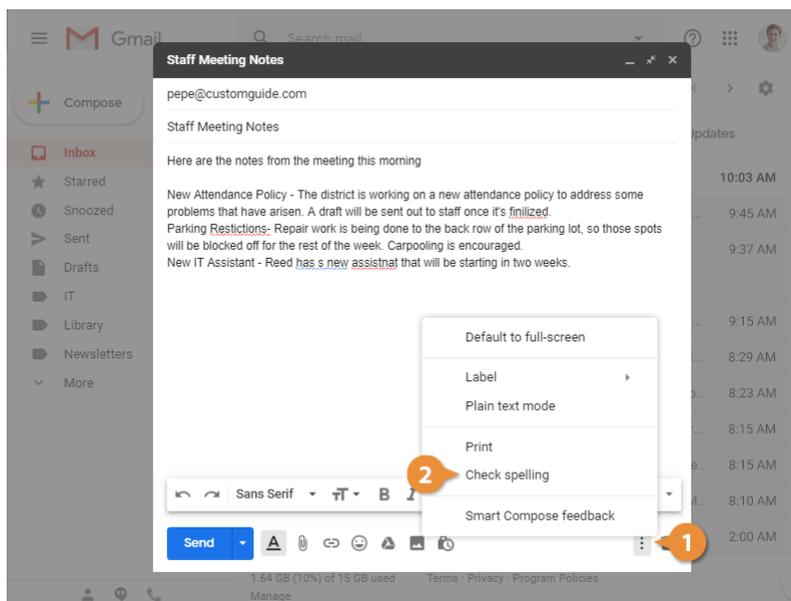


Check Spelling

If you have a longer email with formatting that makes it tougher to see red underlines, you can run a spell check to highlight misspelled words.

- 1 Click the **More options** button.
- 2 Select **Check spelling**.

Misspelled words are now highlighted in red, in addition to the underline, making it easier to identify mistakes.

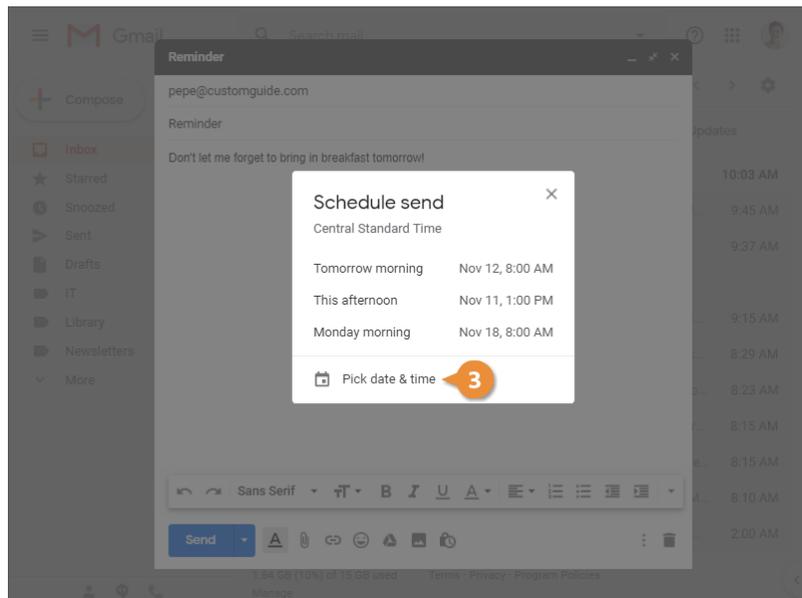
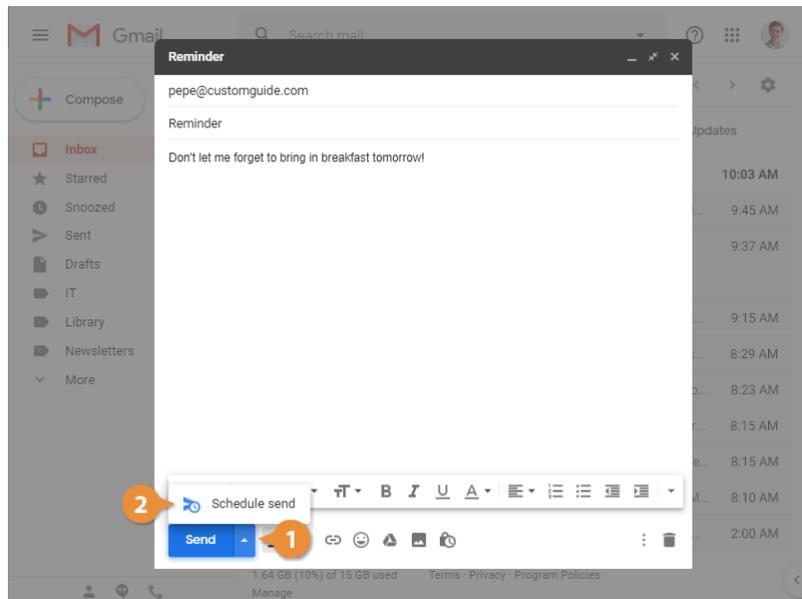


Schedule an Email

When you're writing an email, you can schedule it to be sent out at a later time. This can be handy if you're writing to someone in a different time zone, or if you just want to time an email to arrive at a more convenient time than when you're writing it.

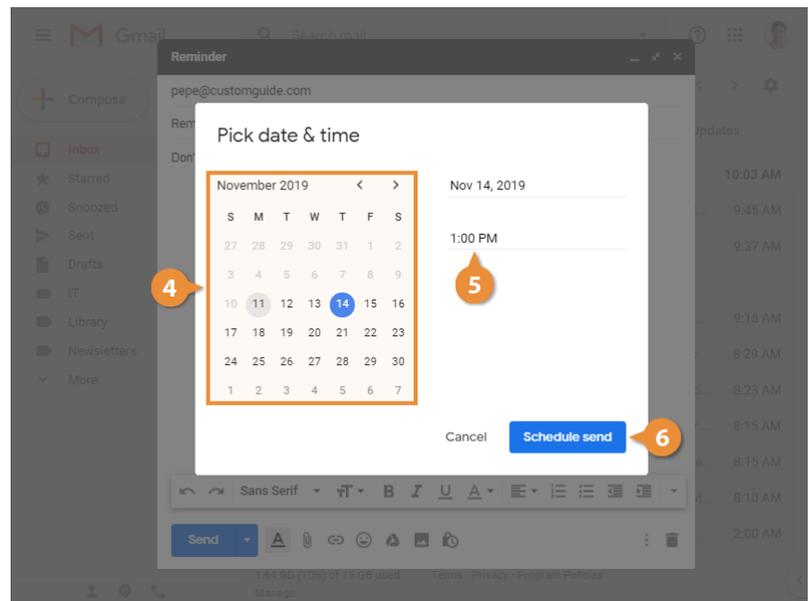
Schedule an Email

- 1 After writing an email, click the **Send** button list arrow.
- 2 Select **Schedule send**.
The Schedule Send dialog box presents you a few suggested times. If one of these works, you can select it, or you can choose your own date and time.
- 3 Click **Pick date & time**.
The Pick Date & Time dialog box opens, with a calendar to select a date.



- 4 Select a date.
- 5 Enter a time.
- 6 Click **Schedule send**.

The email is scheduled, and you return to your inbox.

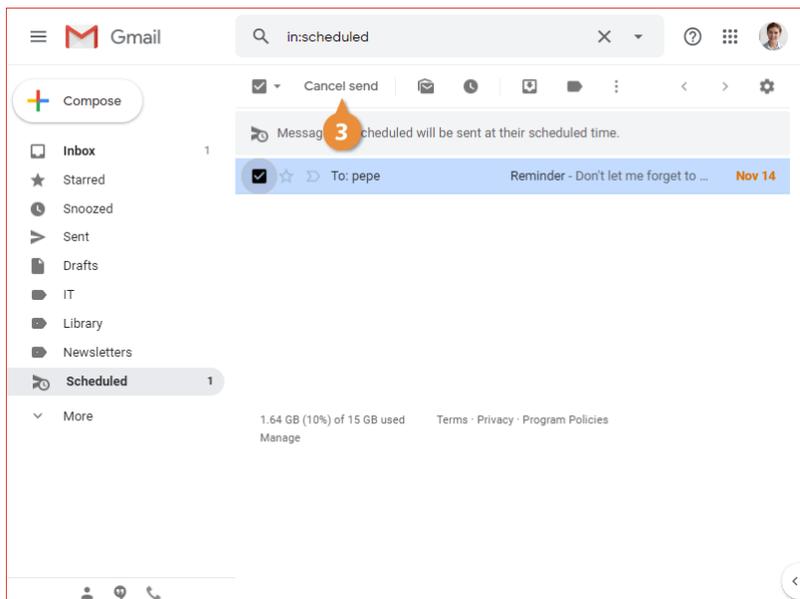
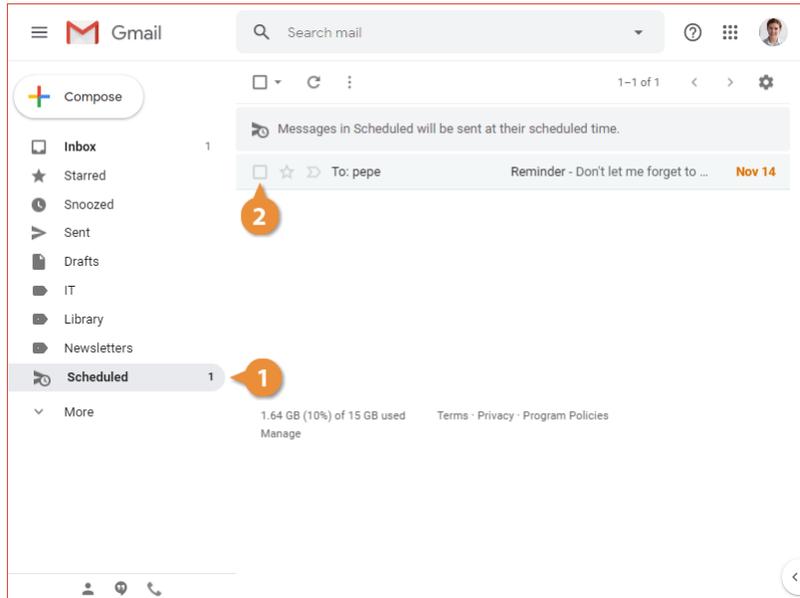


Cancel a Scheduled Email

One benefit of scheduling an email to send later is the ability to change your mind and cancel it.

- 1 Click the **Scheduled** category in the left pane.
All of the emails you have scheduled to send are shown.
- 2 Select the email you want to cancel.
- 3 Click the **Cancel send** button.

The scheduled send is cancelled, and the email is returned to your Drafts folder. From there, you can schedule it for another time, send it now, or delete it.



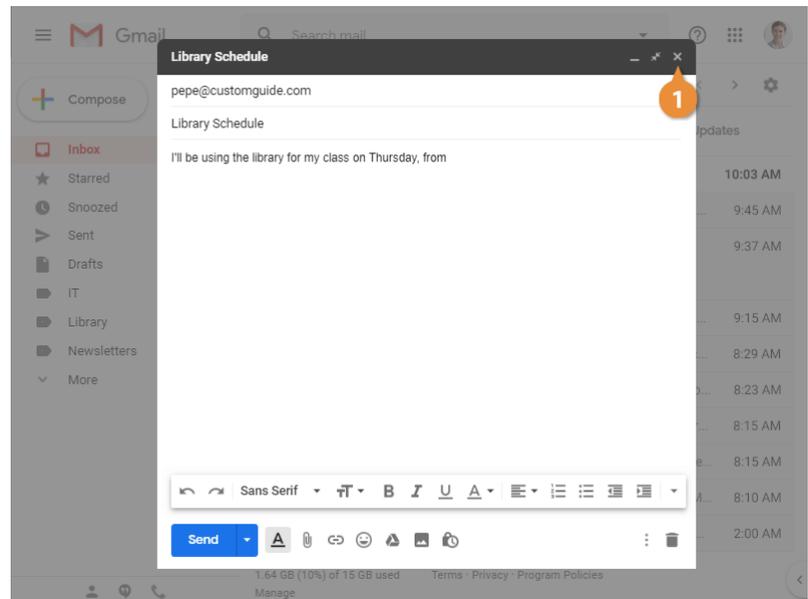
View Drafts and Sent Items

If you're not ready to send an email you're writing, you can save it as a draft to come back to later. Saving an email as a draft happens automatically—as soon as you start writing an email, Gmail begins saving it as a draft that gets updated as you type.

Save an Email as a Draft

- 1 Close an email that you've started writing without sending it.

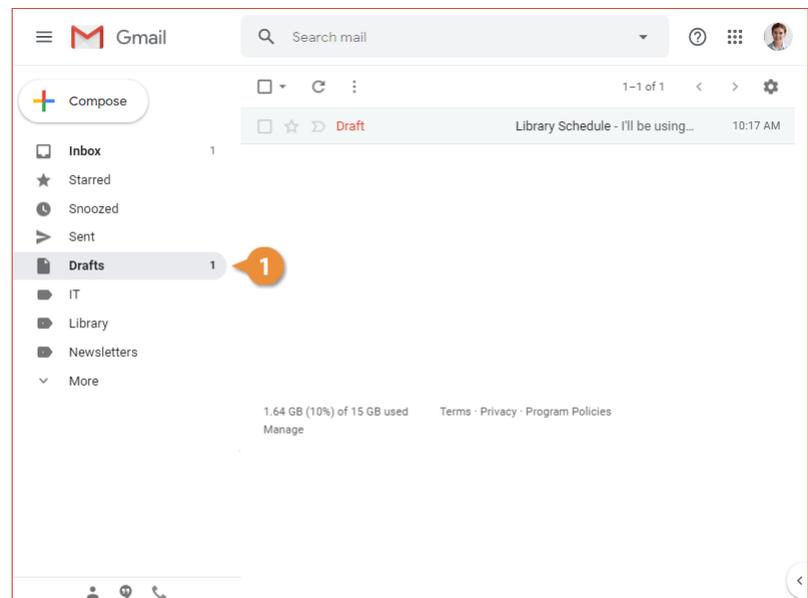
Closing an email without sending it automatically saves it as a draft.



View Email Drafts

- 1 Click the **Drafts** category in the left pane.

All of the emails that haven't been sent yet are shown here.



Edit and Send Email Drafts

When you're able to finish writing an email that you started earlier, you can resume writing it so that you can finally send it.

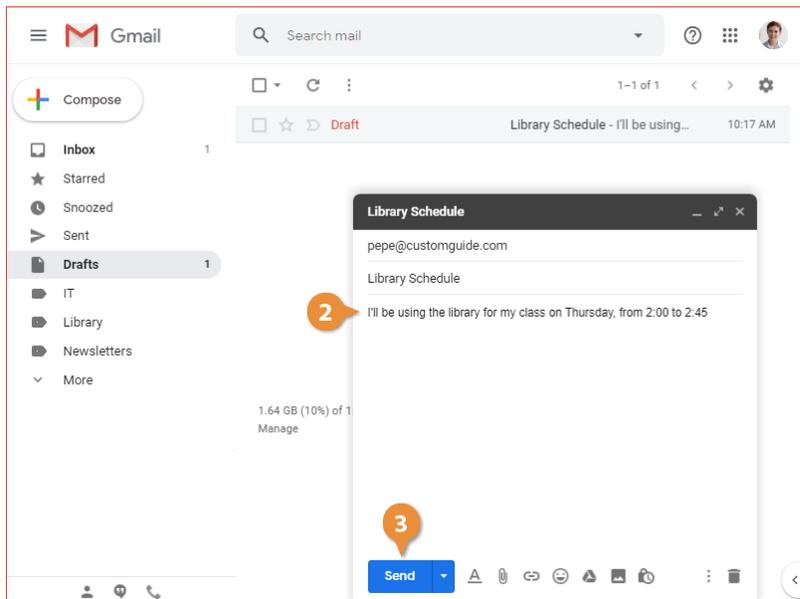
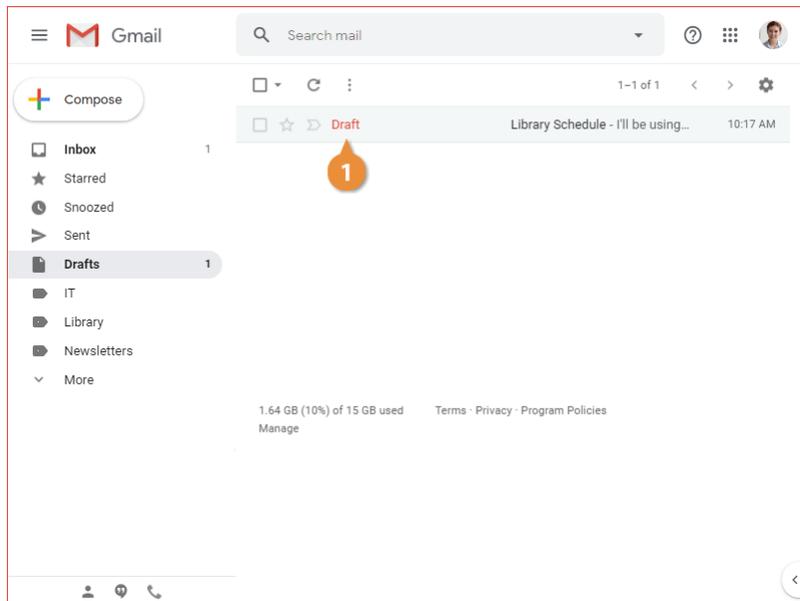
1 Click an email in your Drafts.

2 Edit the message.

You have all of the same options when editing a draft that you did when first writing it.

3 Click **Send**.

The email is sent and is removed from your Drafts.

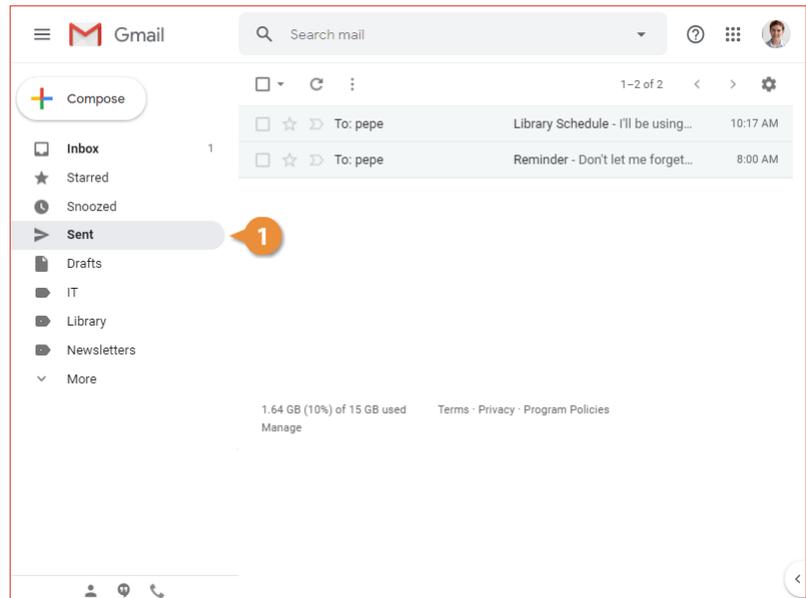


View Sent Emails

Once you send an email, you can find it again in the Sent view.

- 1 Click the **Sent** category in the left pane.

All of the emails you have sent are shown.

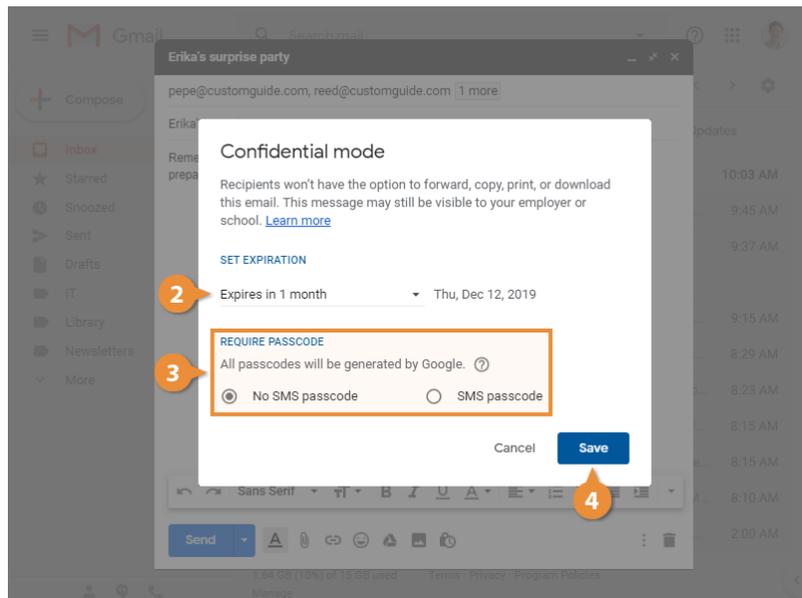
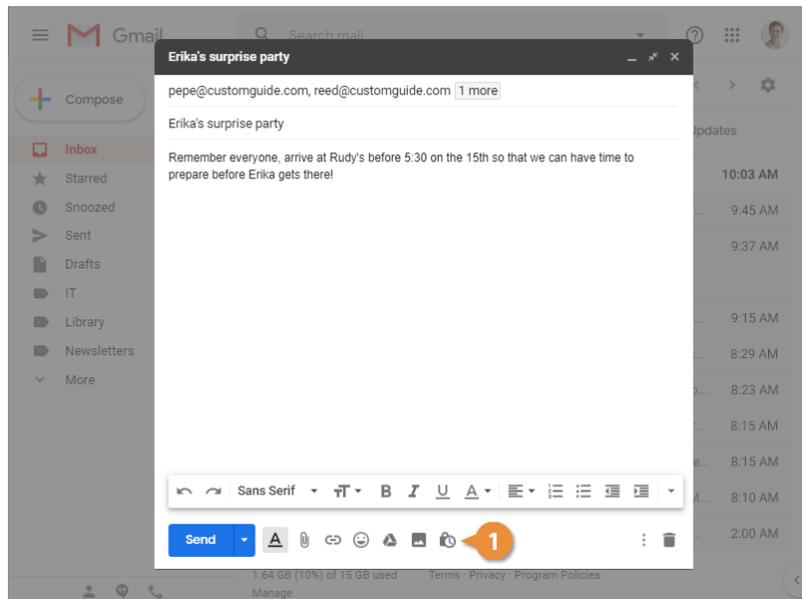


Send and Receive Confidential Email

If an email contains sensitive information, and you want to control who can see it, you can use confidential mode. Confidential emails cannot be forwarded, copied, or downloaded, and you can also give an email an expiration date, after which it can no longer be accessed.

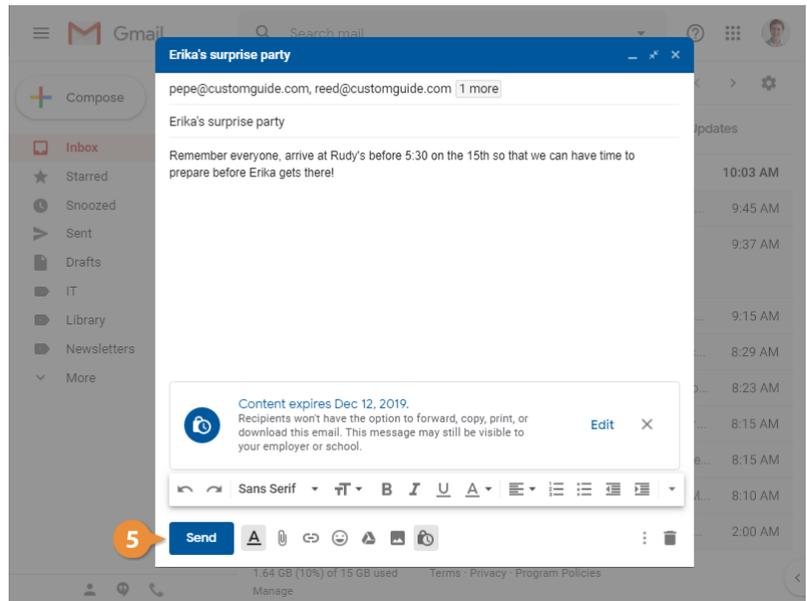
Send a Confidential Email

- 1 While composing an email, click the **Confidential mode** button.
- 2 Choose when the confidential email will expire.
- 3 Choose whether to require an SMS code.
- 4 Click **Save**.
The confidential settings are applied, and once you finish writing it, you're ready to send it.



5 Click **Send**.

The email is sent with the confidential settings applied.

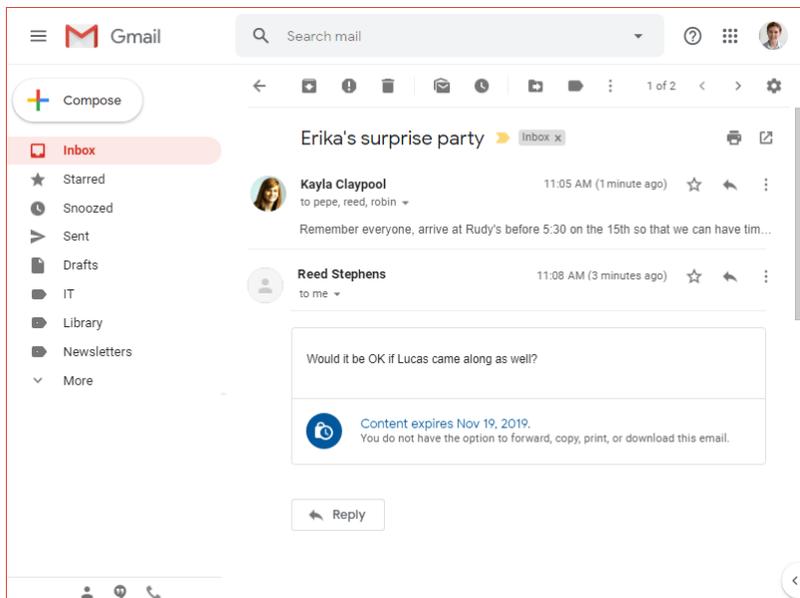
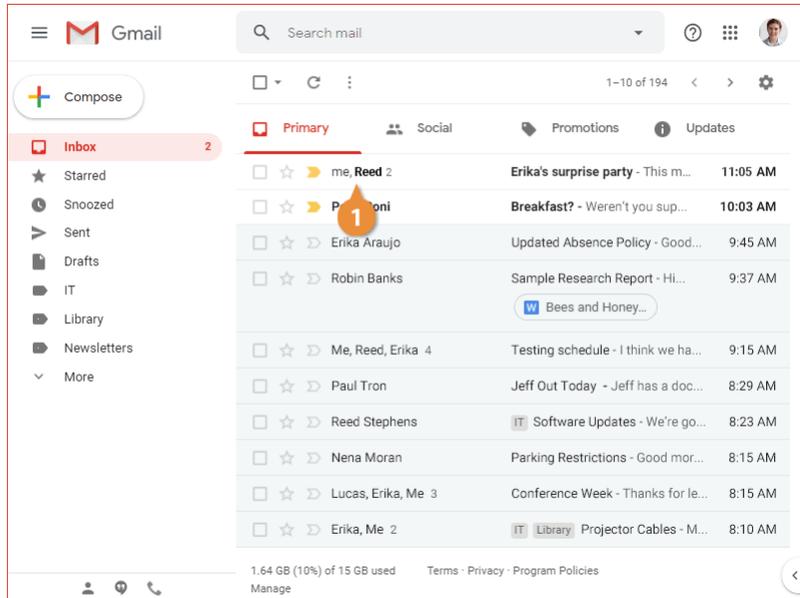


Read a Confidential Email

- 1 Click a confidential email in your inbox.

It opens up, with the message inside a confidential text box. You can also see that the options to forward, print, copy, and download the message are unavailable.

Finally, it's important to note that you can send a confidential email to someone who doesn't use a Gmail account, although it won't be as easy for them to view it. Instead of seeing the confidential message within a text box, they'll instead be required to click a link to open the message in a browser window.



Organize Your Inbox

Gmail's ability to keep your inbox organized is one of the reasons it's so widely used. Labels allow you to effectively sort messages into several categories at once, making it easy to find just what you're looking for.

In this module, you'll learn how to use labels to organize your email, how to search and filter your email, and how to keep track of important messages. You'll also learn how to archive and delete email, how to mute conversations, and how to snooze a message for later.

Objectives

Create and Apply Labels

View and Manage Labels

Search for Emails

Filter Emails

Flag Important Emails

Archive and Delete Emails

Mute Email

Snooze Email

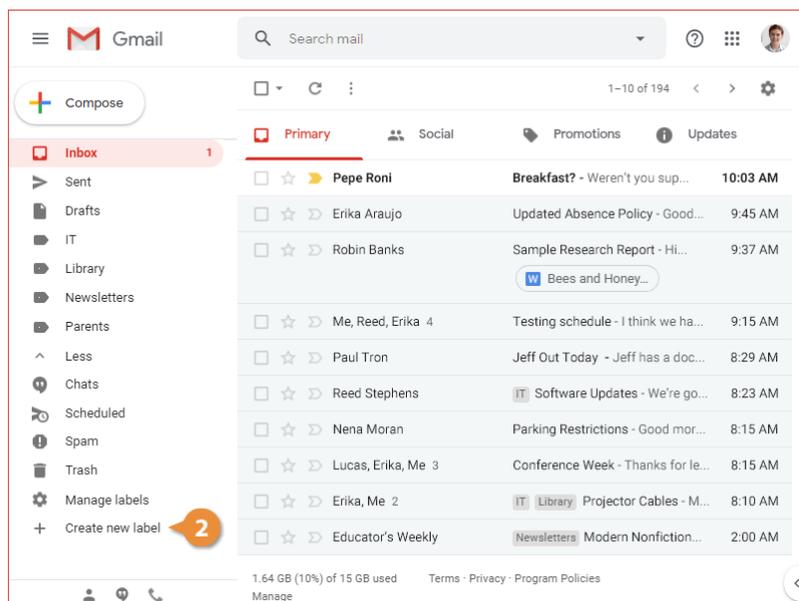
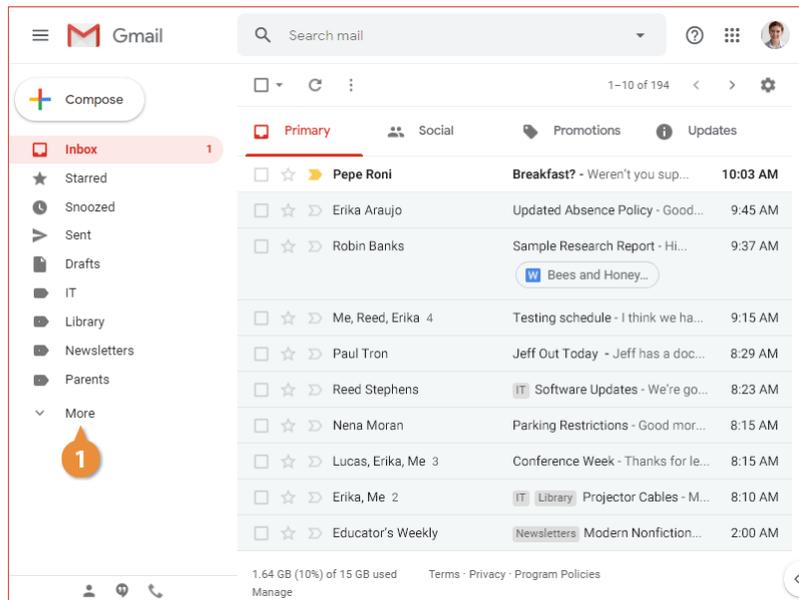
Create and Apply Labels

If you've used other email services, you may have used folders to organize your inbox. You could move emails into a folder manually, or by creating a filter to automatically sort everything that came in.

Labels in Gmail are similar to folders, allowing you to manually or automatically sort your email. Just like folders in other email services, your labels will be listed in the left pane, allowing you to click a label to view all of its emails. Unlike folders, however, you can apply multiple labels to a single message, allowing you to effectively keep it in several places at once.

Create a Label

- 1 Click the **More** link in the left pane.
The left pane expands, showing more categories and options.
- 2 Click **Create new label**.



The New Label dialog box appears.

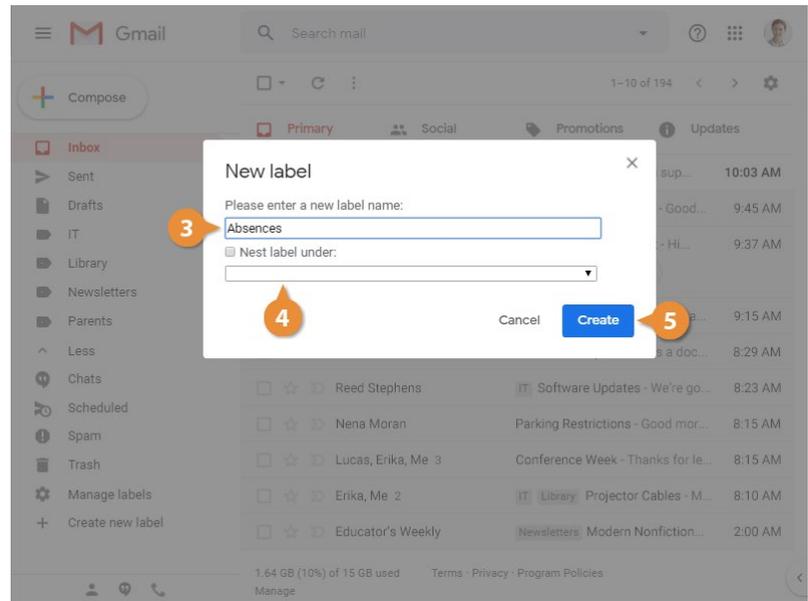
3 Give the label a name.

4 Choose another label to nest this label under (optional).

You don't need to nest labels, but it can be useful if you want to subcategorize email.

5 Click **Create**.

The label is created and can be applied to email messages.

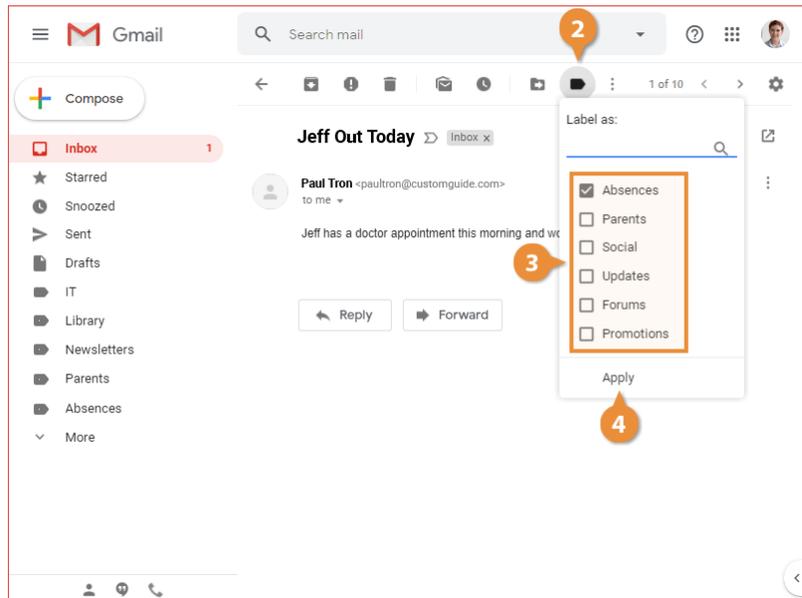


Apply a Label to an Email

You can apply one or more labels to an email to categorize it.

- 1 Select an email.
- 2 Click the **Labels** button on the toolbar.
A menu appears, listing all of the labels you've created so far. You can also create a new label directly from this menu, if you don't have one that fits.
- 3 Select the labels you want to apply.
- 4 Click **Apply**.

The label is applied to the email message, appearing as a tag next to the subject.



View and Manage Labels

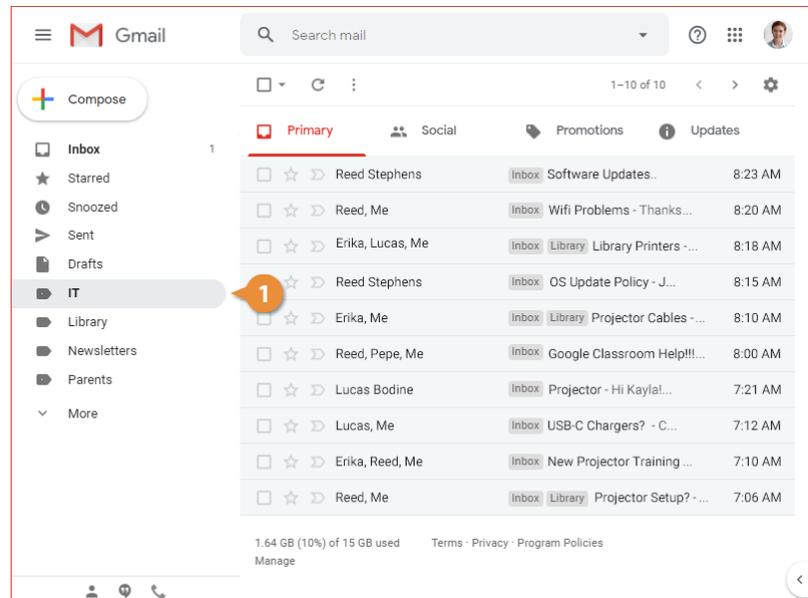
Once you've created labels, and applied those labels to email, you can view a label to see all of its emails at once.

View Labeled Email

Labels that you've created appear in the list in the left pane.

- 1 Click a label in the left pane.

All of the emails with that label applied are displayed.

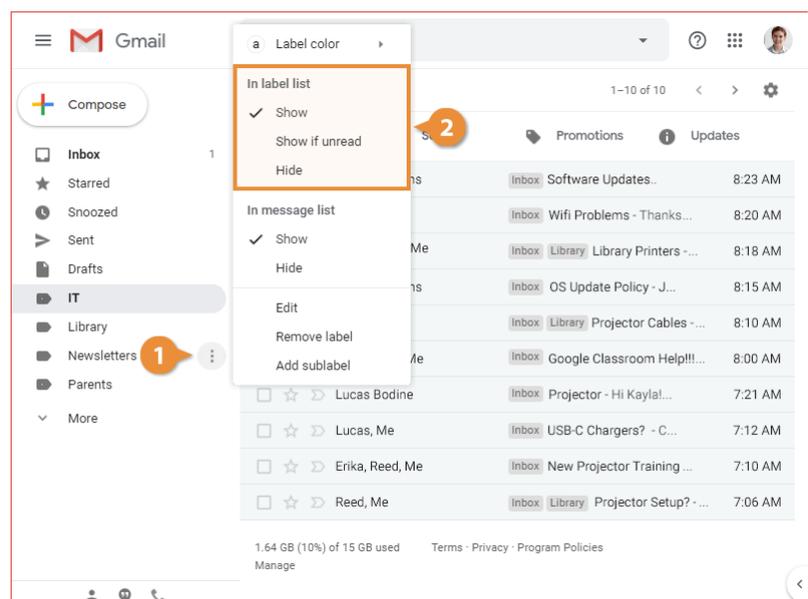


Show or Hide Labels

You can also control how the labels you've set up appear in the left pane.

- 1 Click a label's **More options** : button in the left pane.
- 2 Select a label option.

You can choose to always show a label, hide it, or only show a label if there are unread email messages with that label applied.

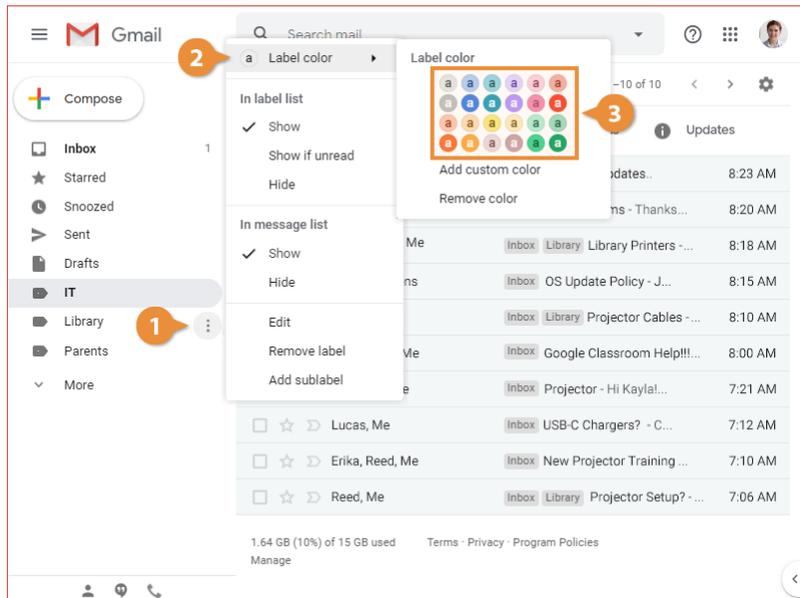


Change a Label Color

You can also change the color of a particular label when it appears on tagged email.

- 1 Click a label's **More options** : button in the left pane.
- 2 Select **Label color**.
- 3 Select a color from the menu.

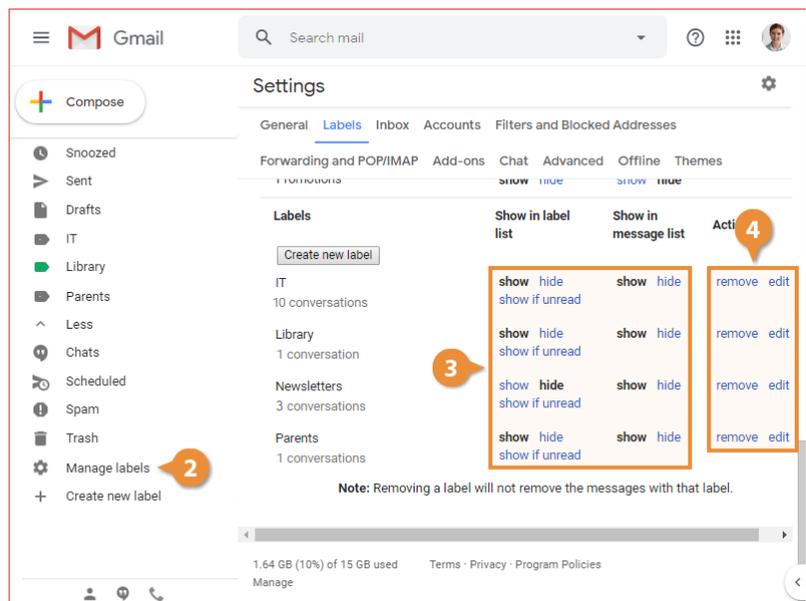
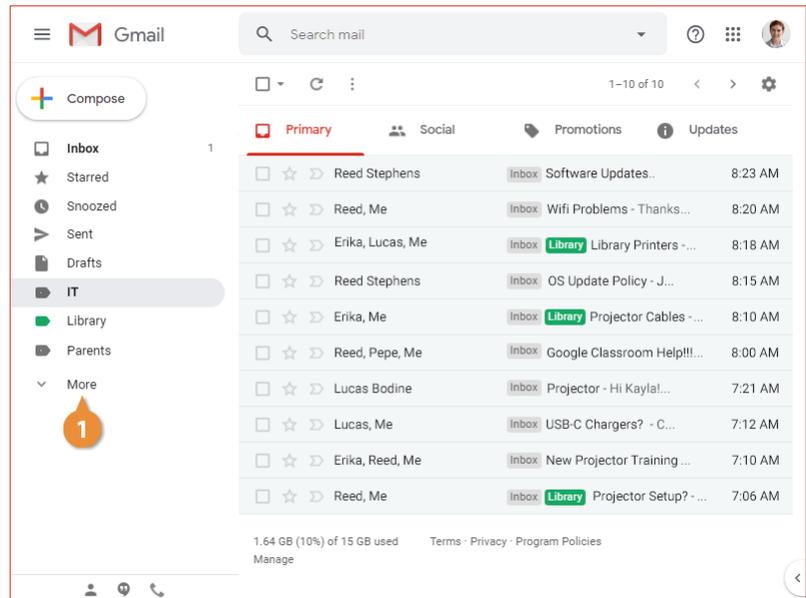
That label's tags will now appear in the selected color.



Manage Labels

In addition to showing or hiding one label at a time, you can manage them all at once in your Gmail settings.

- 1 Click the **More** button in the left pane.
- 2 Click **Manage labels**.
The Settings page opens directly to the Labels tab. Here you can see all of the built-in system labels, the default mail categories, and the custom labels you've created.
- 3 Click **Show** or **Hide** to show or hide a label from the list.
- 4 Click **Remove** or **Edit** to remove a label from the list or edit a label's name.

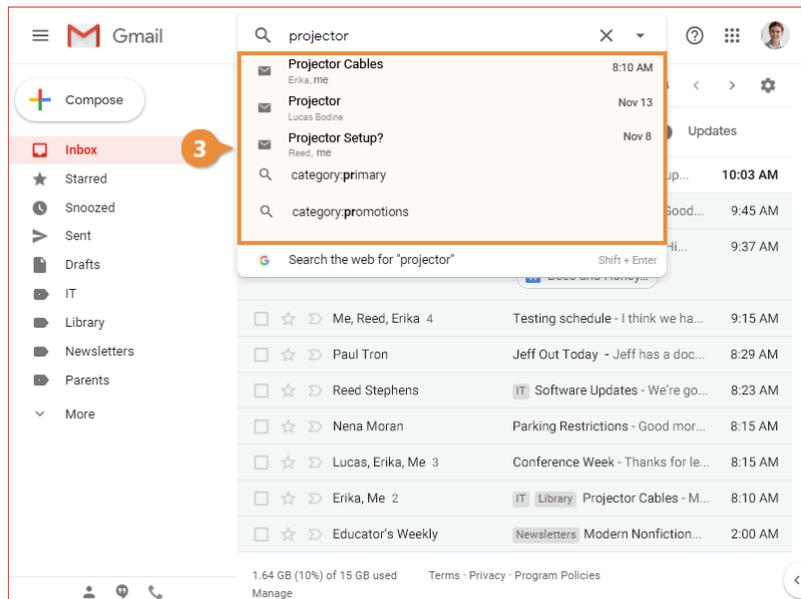
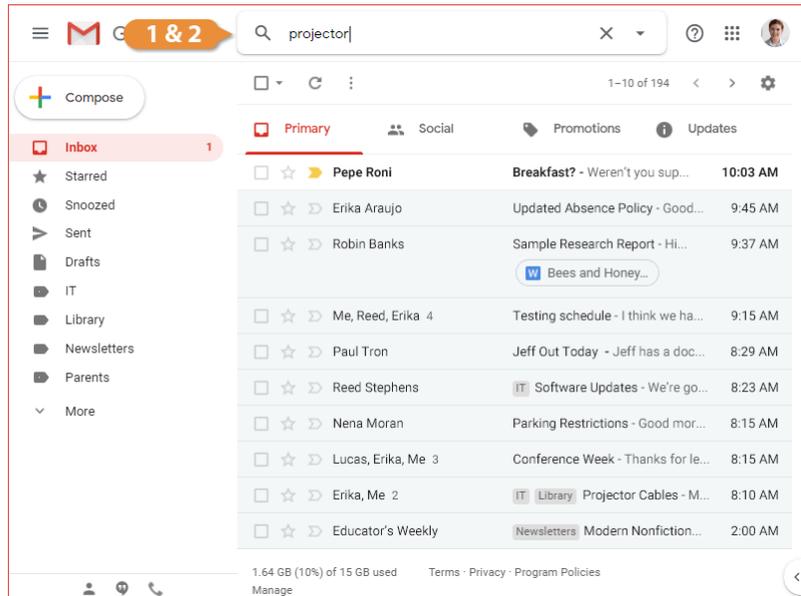


Search for Emails

If you have a lot of email, and you're trying to find a specific one, you can easily search through everything using the search field.

Search a Search

- 1 Click in the **Search** field.
- 2 Start typing a search term. Some suggestions will automatically pop up as you type below the search field.
- 3 Select a search result from the suggestions, or press **Enter** to display a full list of search results.



Refine a Search

If you end up with too many search results, you can narrow your search using a variety of options.

- 1 Click the **Show search options** button in the Search field.

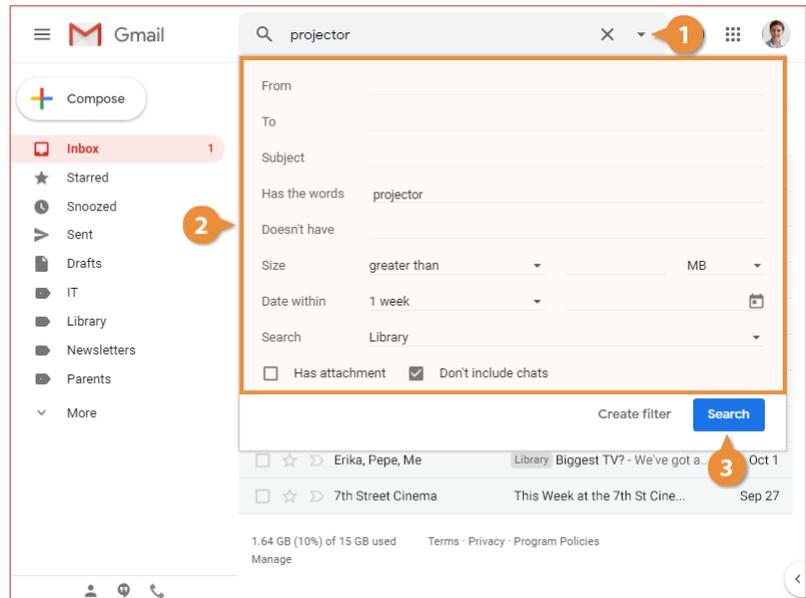
The Search Options menu appears. You can refine a search by using the following fields:

- **From**
- **To**
- **Subject**
- **Has the words** will search for words within the message body
- **Doesn't have** will exclude messages with certain words in the message body
- **Size**
- **Date within**
- **Search** lets you specify a search scope to search all of your mail, just your inbox, or other mail categories
- **Has attachment** will let you search for only messages with attachments
- **Don't include chats** will exclude chat messages from the search

- 2 Use the options to narrow down the search criteria.

- 3 Click the **Search** button.

Only the messages that fit the search criteria will appear in search results.



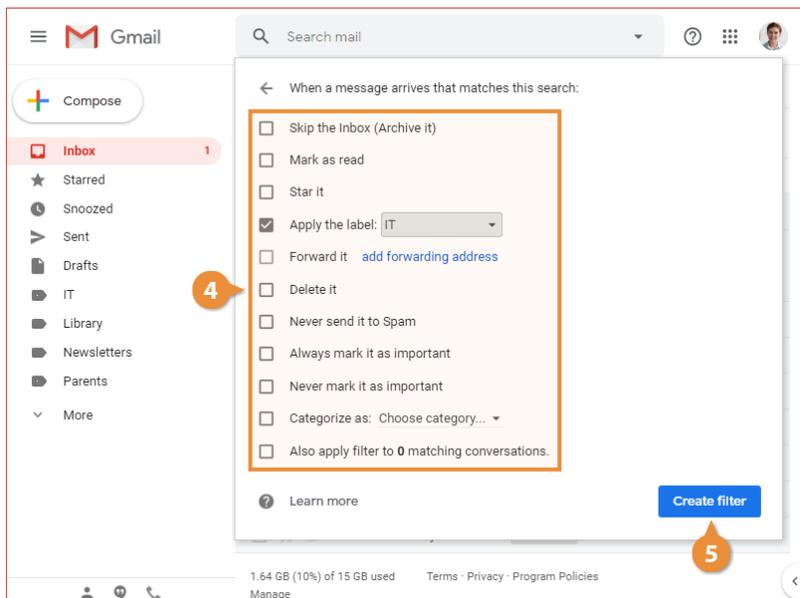
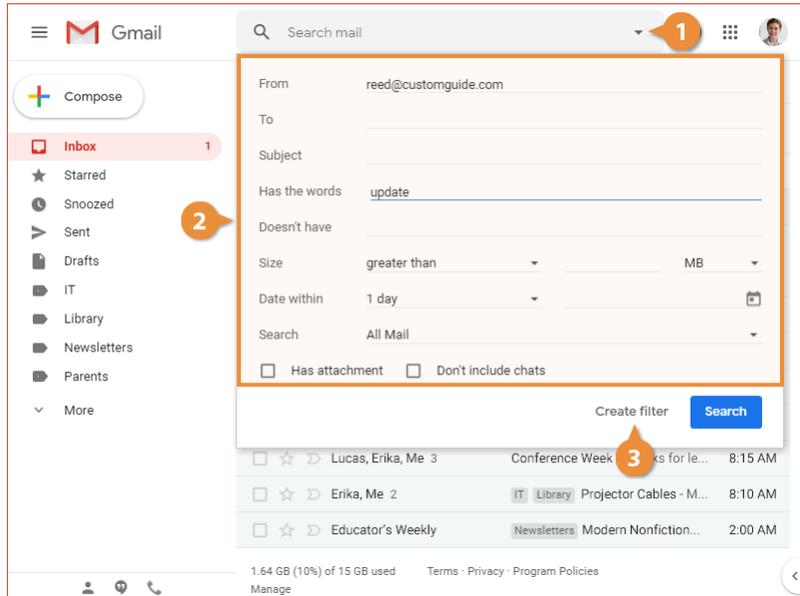
Filter Emails

Filters are a way to help you organize incoming email. By creating a filter, you can trigger certain actions when an incoming email meets the requirements you set.

Create a Filter

- 1 Click the **Show search options** button in the Search field.
- 2 Set up search criteria that the filter will be based on.
- 3 Click **Create filter**.
A list of actions appears, where you can choose one or more actions to apply to email messages that match the criteria you set.
- 4 Set up the actions that the filter will apply.
- 5 Click **Create filter**.

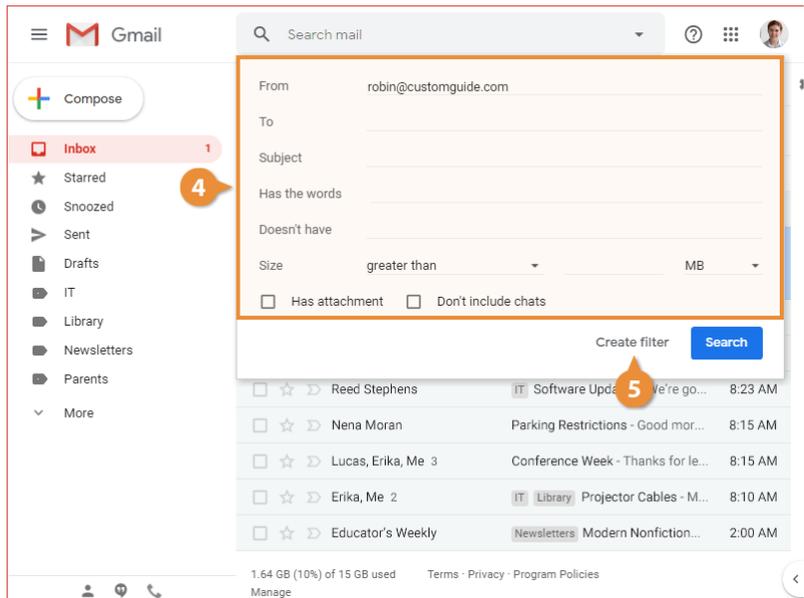
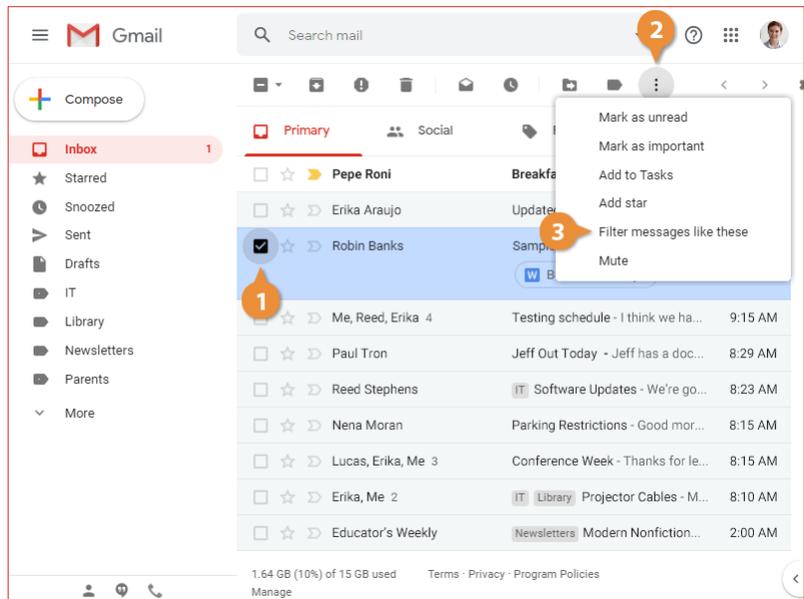
The filter is created, and all email messages that meet the criteria you set will have the actions you selected applied automatically.



Create a Filter Using Example Email

You can create an email filter based on an email you've already received. This will start a new filter with the first criteria, the From field, already filled in.

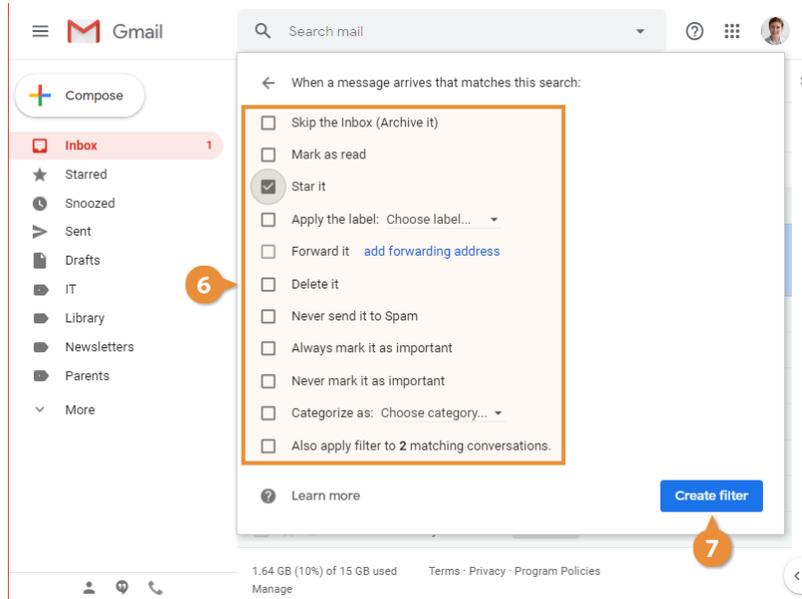
- 1 Select the email(s) you want to base a filter on.
- 2 Click the **More actions** button on the toolbar.
- 3 Select **Filter messages like these**.
A new filter is started with the From field filled in with the sender of the selected email.
- 4 Set up any additional search criteria you need.
- 5 Click **Create filter**.



6 Set up the actions that the filter will apply.

7 Click **Create filter**.

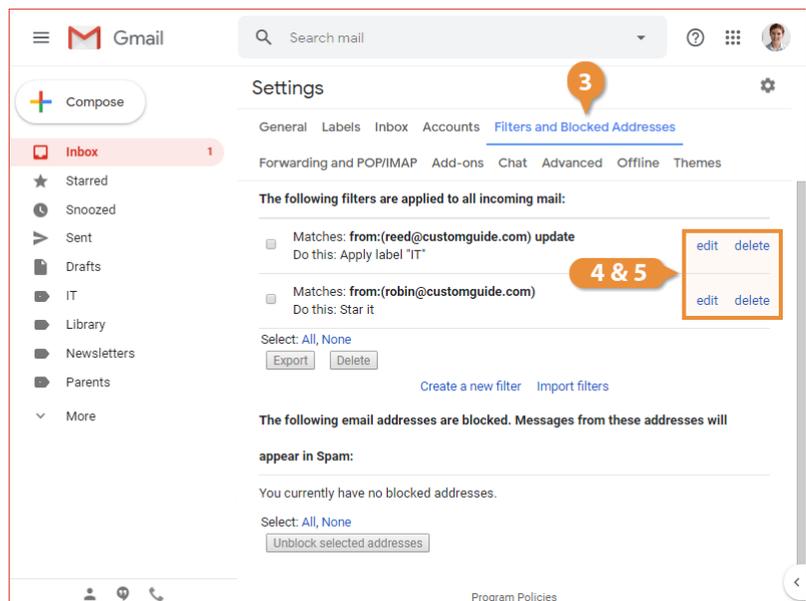
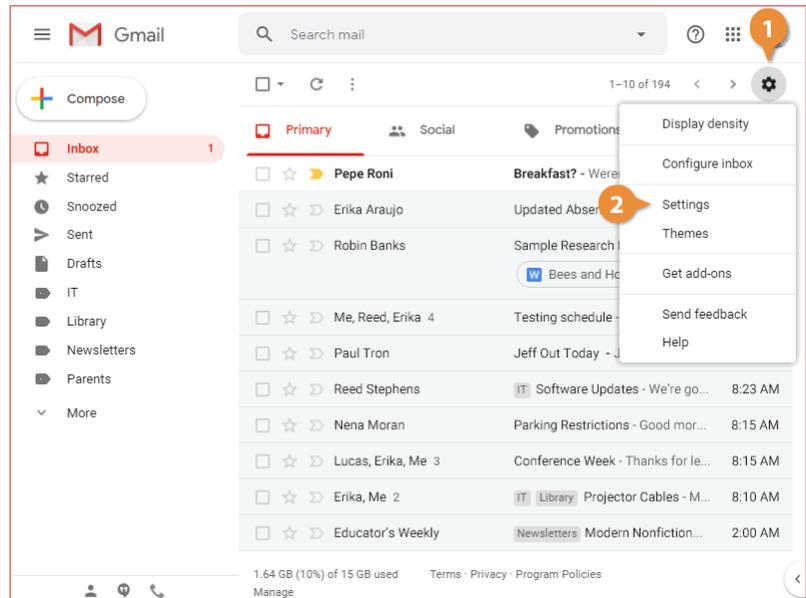
The filter is created and will be applied to new email messages that you receive.



Manage Filters

Once you've created some filters, you can always go back and edit or remove them.

- 1 Click the **Settings** icon on the toolbar.
- 2 Select **Settings**.
- 3 Click the **Filters and Blocked Addresses** tab.
This Settings page displays all of the filters that you've created.
- 4 Click a filter's **Edit** button to edit its settings (optional).
- 5 Click a filter's **Delete** button to remove it (optional).



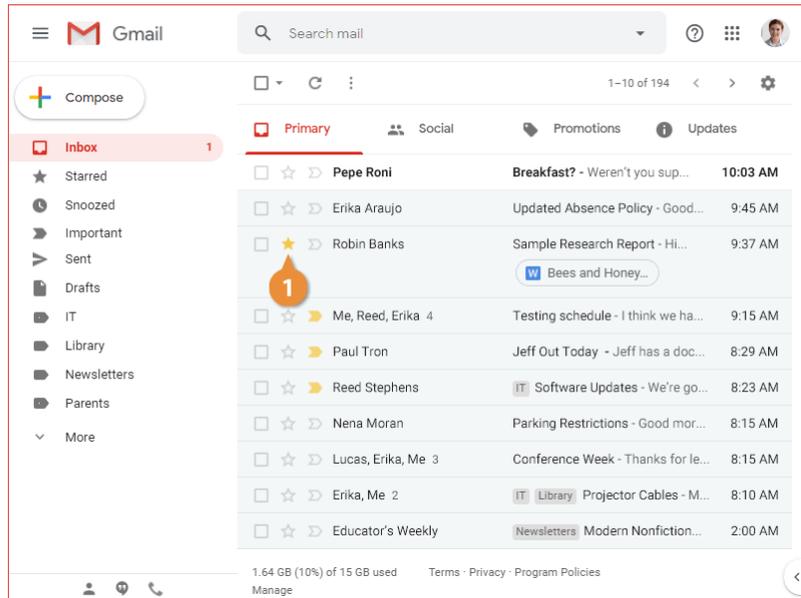
Flag Important Emails

Gmail lets you mark certain emails as important using the star icon, similar to how other email services use a flag. Marking an email as important using the star icon lets you find it easily later on.

Star an Email

- 1 Click an email's **star** icon next to its selection checkbox.

The email is starred. If you only needed to temporarily star it, you can click the star icon again to remove the star.

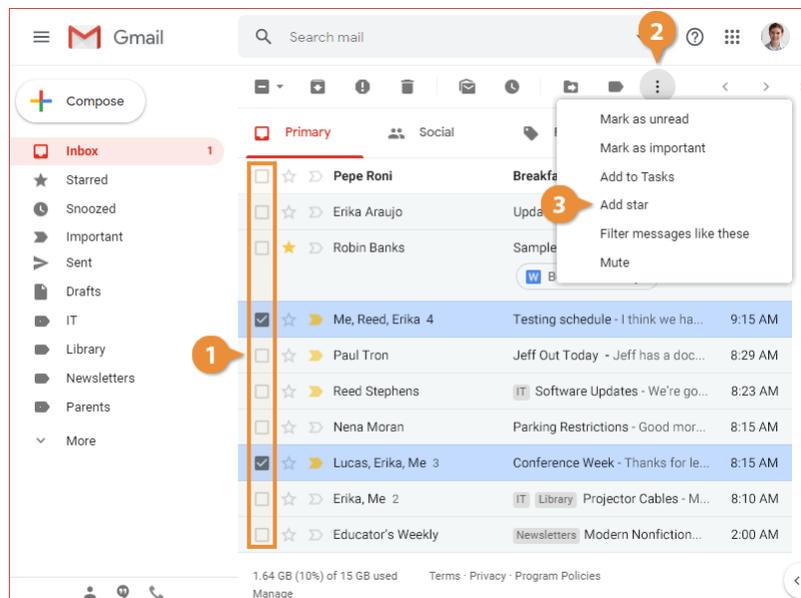


Star Multiple Emails

You can also select multiple emails and star them all at once.

- 1 Select the emails you want to star by checking their selection checkboxes.
- 2 Click the **More actions** : button on the toolbar.
- 3 Select **Add star**.

All of the selected emails are starred at once.



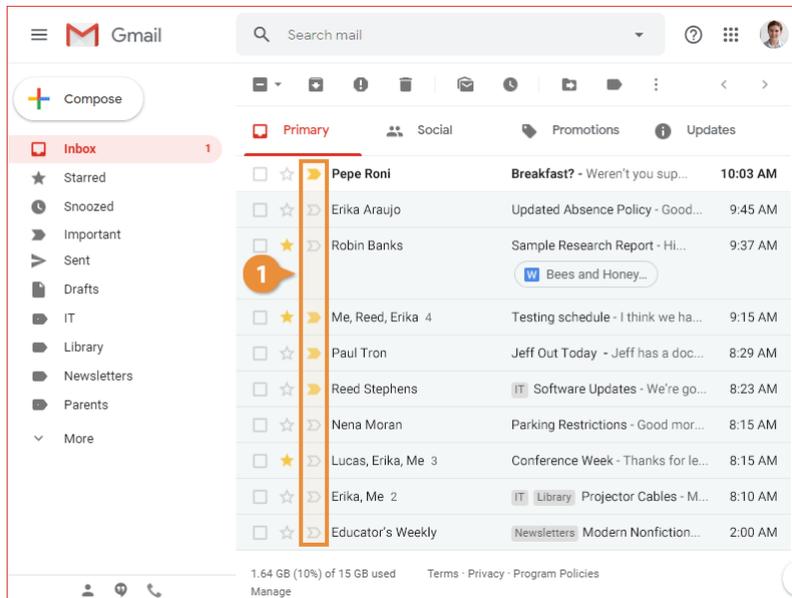
Toggle Importance Marker

The other icon that marks an email's importance is just called the importance marker. Unlike the star, the importance marker will be automatically applied whenever an email comes in that Gmail thinks will be important to you. Some of the criteria that Gmail uses in this decision is which emails you open and which you don't, which emails you reply to, and who you regularly email the most.

- 1 Click an email's **importance marker** to turn it on or off.

Manually marking an email as important will help train Gmail to automatically mark important emails in the future.

Manually marking an email as not important will likewise help train Gmail to leave unimportant emails unmarked.

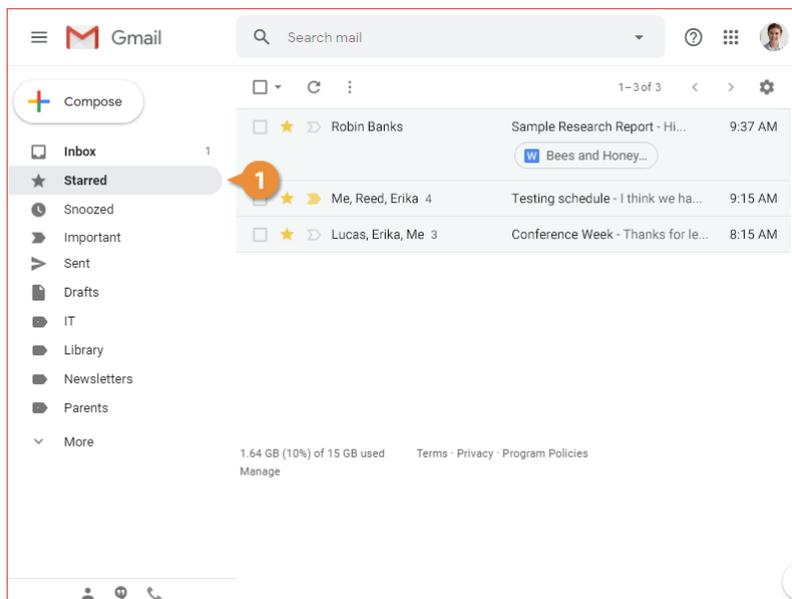


View Starred Emails

You can view a list of every email that you've marked with a star, to help find messages later.

- 1 Click the **Starred** category in the left pane.

All of the messages you've starred appear in the list.

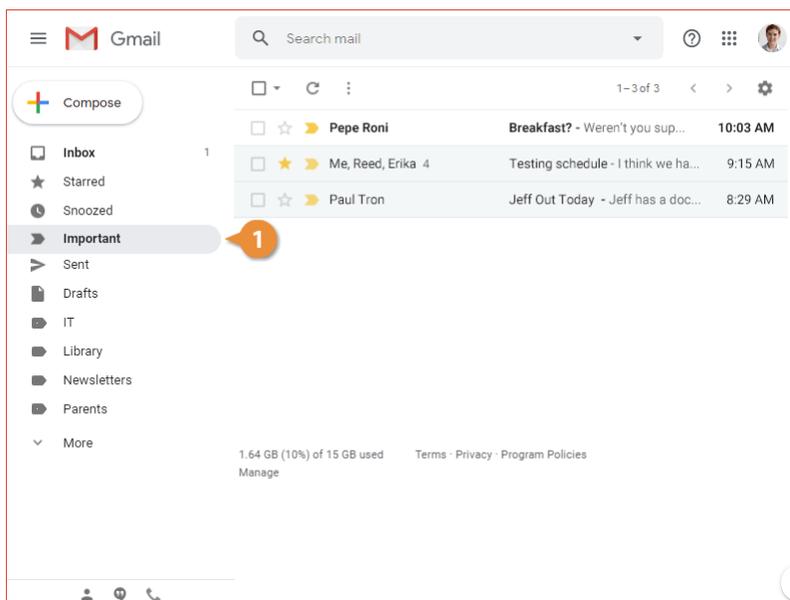


View Important Emails

You can also view a list of all the email messages that you (or Gmail) have marked as important.

- 1 Click the **Important** category in the left pane.

All of the important messages are listed.



Archive and Delete Emails

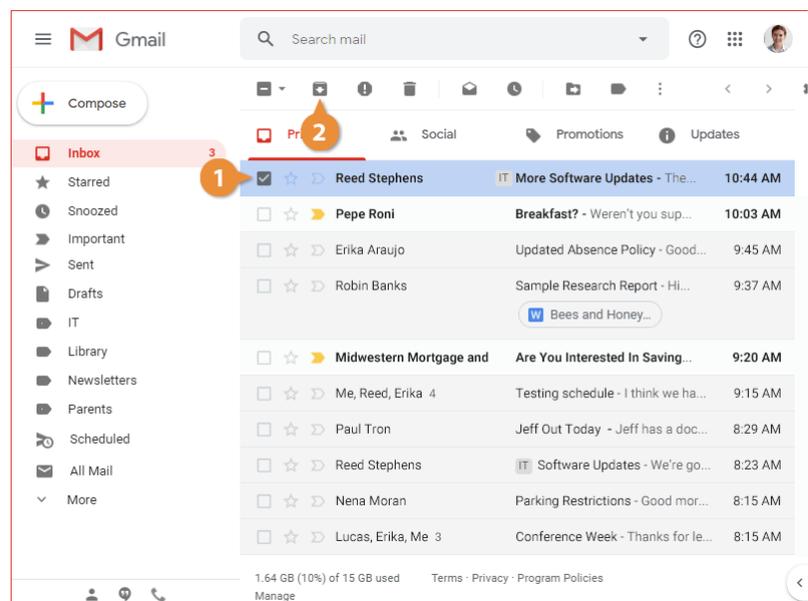
Gmail has two different ways to remove emails from your inbox:

- **Archiving** removes an email from your inbox, while still keeping it around in the All Mail category. While you won't see it in the inbox anymore, you will still be able to see it in search results. Archived emails will never be automatically deleted.
- **Deleting** an email sends it to the Trash folder, where it will still be accessible for 30 days before it's removed entirely.

Archive an Email

- 1 Select an email.
- 2 Click the **Archive** button on the toolbar.

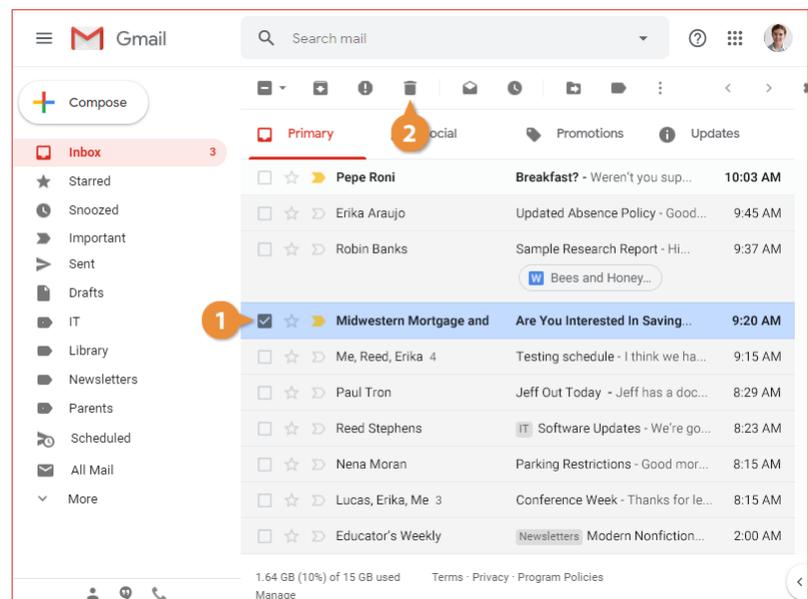
The email is archived. It's removed from the inbox, but can still be found by viewing the All Mail category, or by searching for it.



Delete an Email

- 1 Select an email.
- 2 Click the **Delete** button on the toolbar.

The email is moved to the trash, where it will still be accessible for 30 days before being automatically deleted.

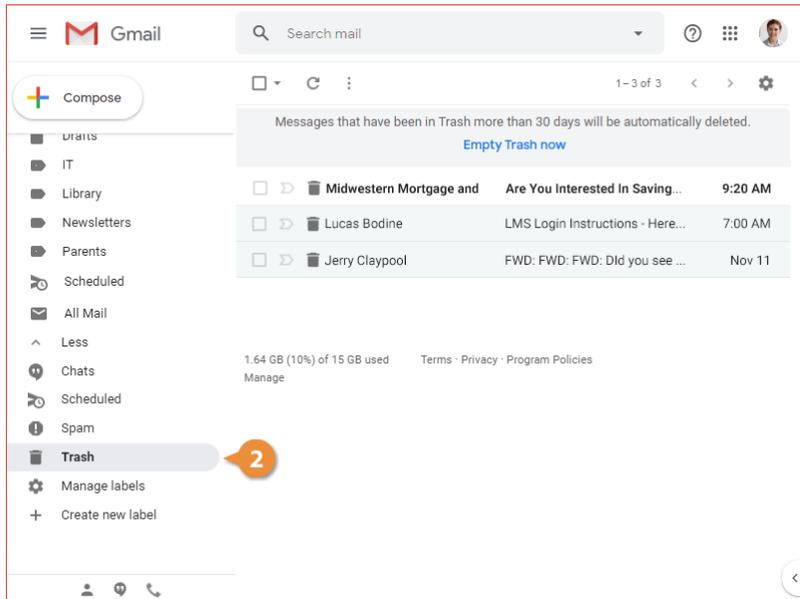
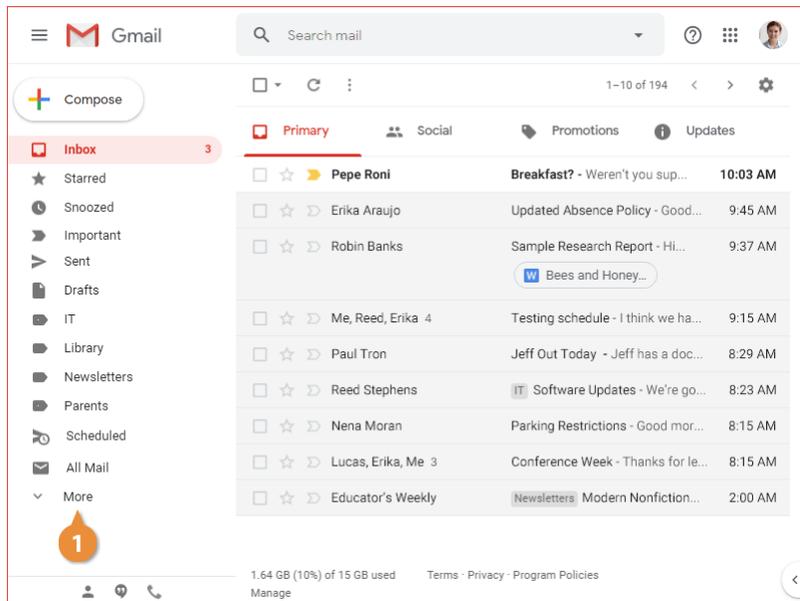


View the Trash

If you've accidentally deleted an email, or just want to take a look at what you've recently deleted, you can view the Trash folder.

- 1 Click **More** in the left pane.
- 2 Click **Trash**.

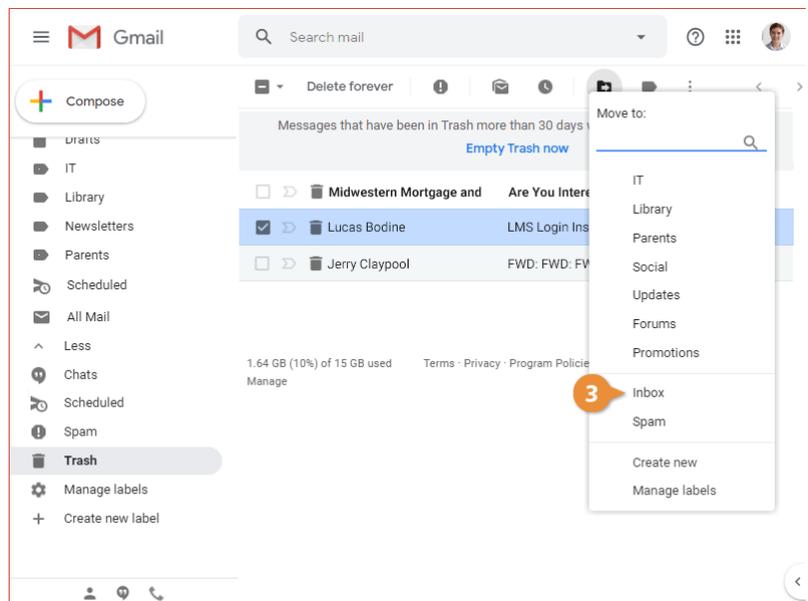
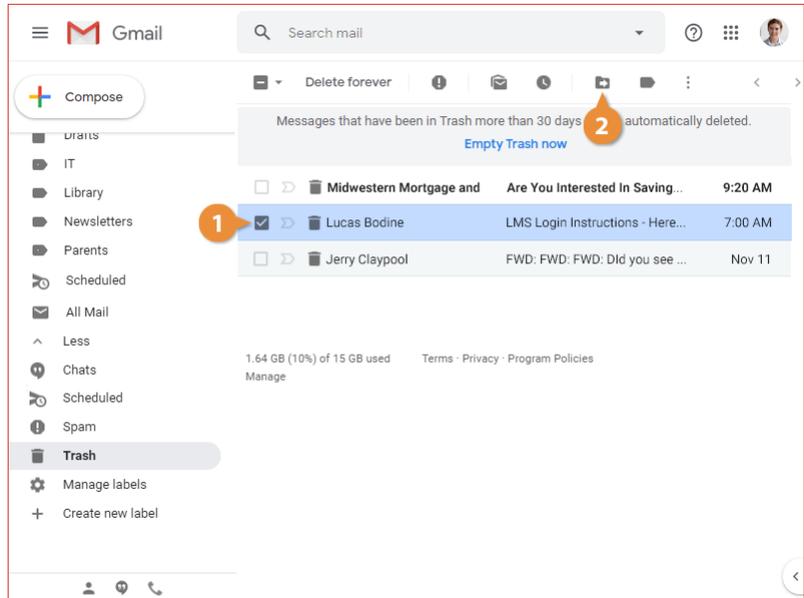
Everything you've deleted within the last 30 days appears. Anything older than that will have been automatically deleted.



Restore a Deleted Email

- 1 Select an email in the trash.
- 2 Click the **Move to** button on the toolbar.
- 3 Select the **Inbox**.

The selected message is moved back to the Inbox.

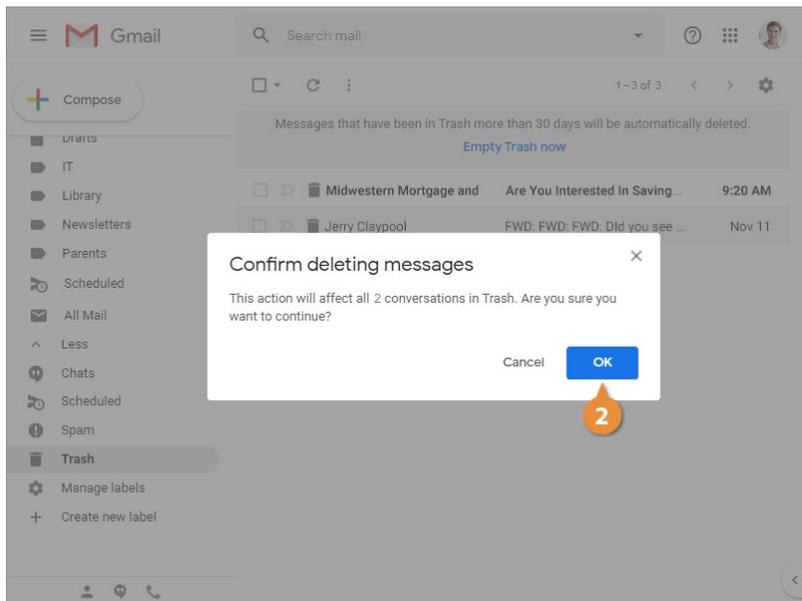
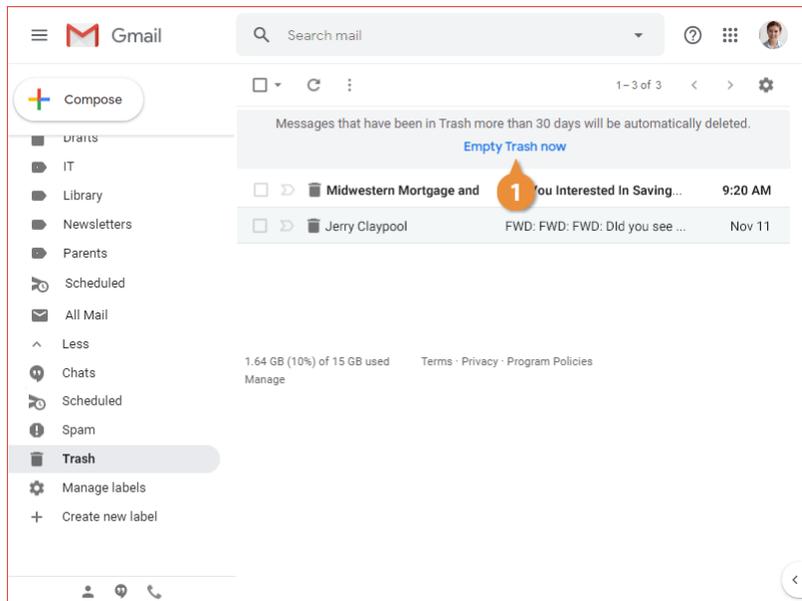


Empty the Trash

Even though messages are automatically removed from the trash after 30 days, you can empty it out entirely as well.

- 1 While viewing the Trash, click **Empty Trash now**.
- 2 Click **OK**.

Everything in the trash is deleted permanently.



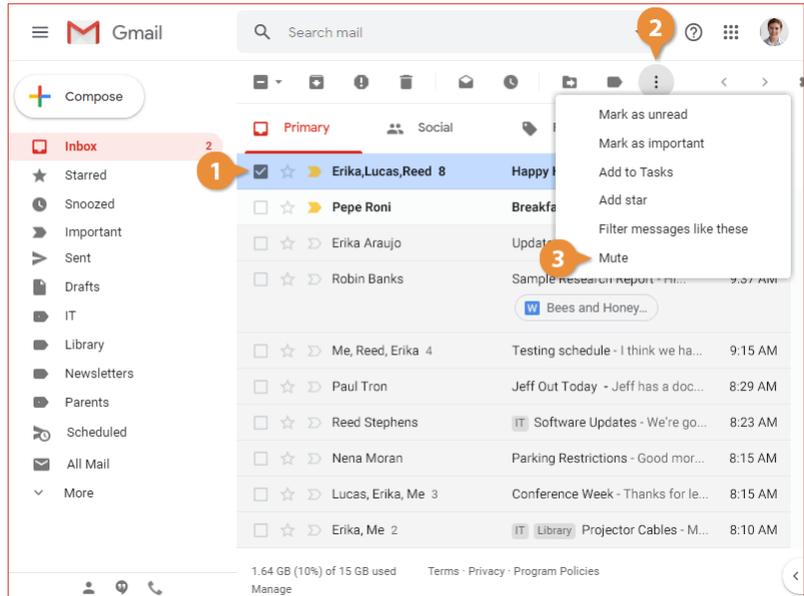
Mute Email

If you're part of an email conversation that's no longer relevant to you, but is still seeing a lot of activity, you can mute it so that you don't keep getting notifications from it.

Mute an Email Conversation

- 1 Select an email conversation.
- 2 Click the **More actions** : button on the toolbar.
- 3 Select **Mute**.

The conversation is muted. It moves out of your inbox, and any more messages that arrive as part of it will skip your inbox entirely.

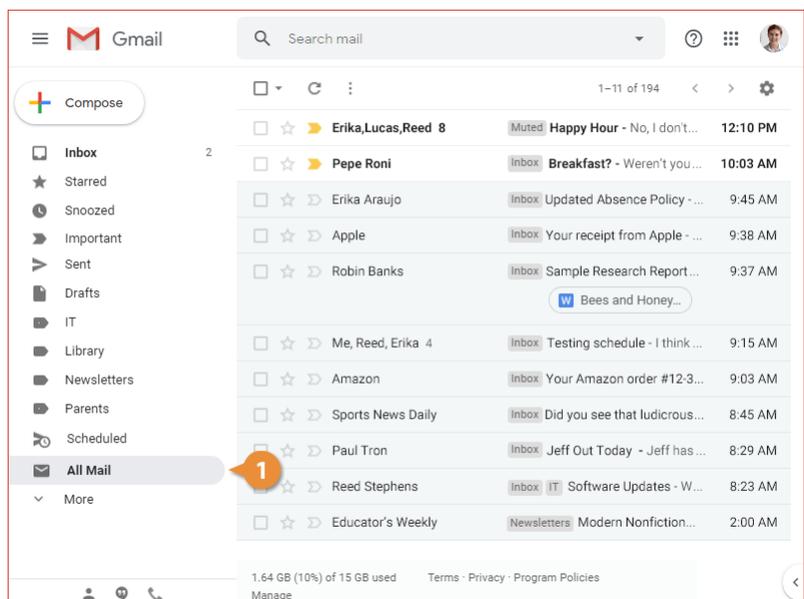


View a Muted Conversation

Muted conversations will still be accessible in All Mail.

- 1 Click the **All Mail** category in the left pane.
- Tip:** You can also search for "is:muted" in the Search field.

All of your mail is now listed, whether it's in the inbox or not. Any muted conversation is marked with a Muted tag.

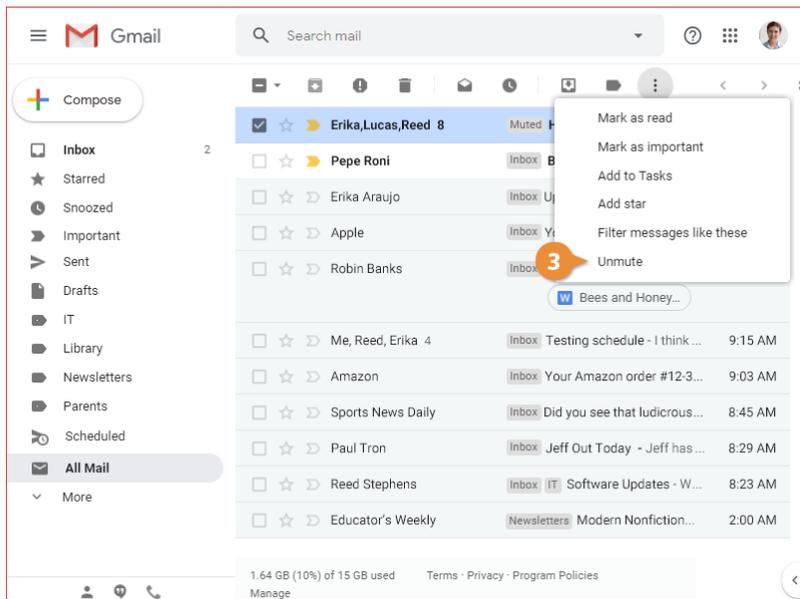
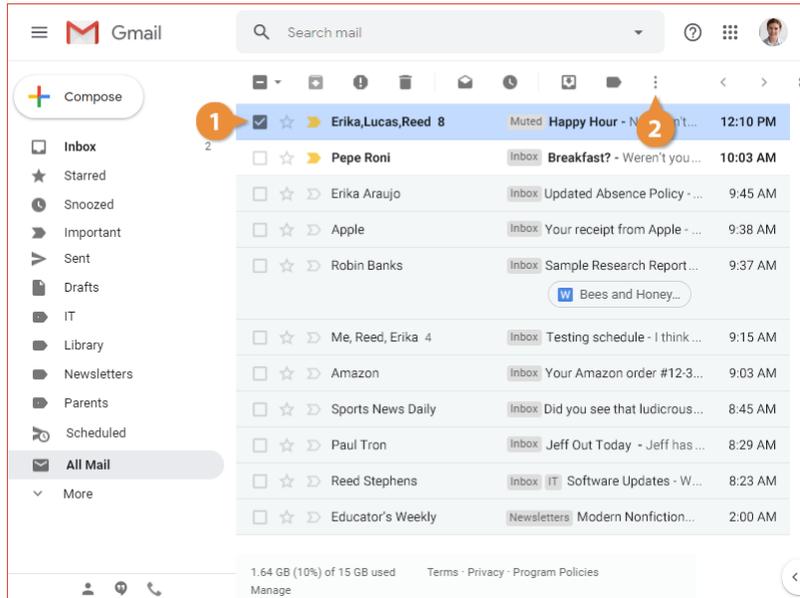


Unmute an Email Conversation

If you've muted a conversation by mistake, or are just taking interest in it again, you can unmute it.

- 1 Select a muted email conversation.
- 2 Click the **More actions** ⋮ button on the toolbar.
- 3 Select **Unmute**.

The conversation is unmuted, although it remains only visible in All Mail view until you move it back to the Inbox, or until a new message in it arrives.



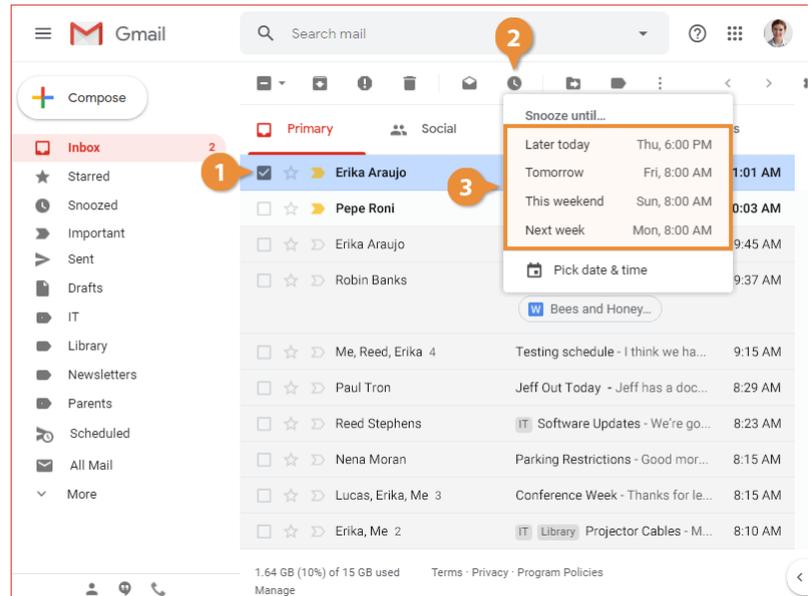
Snooze Email

If you've received some email that you can't get to right now, you can get reminded of it later by snoozing it.

Snooze an Email

- 1 Select an email.
- 2 Click the **Snooze** button on the toolbar.
- 3 Select how long you want to snooze the email.

Once you've snoozed an email, it will disappear from the inbox. At the specified time, it will reappear, and you'll get a notification for it, as if it were a newly-arriving message.

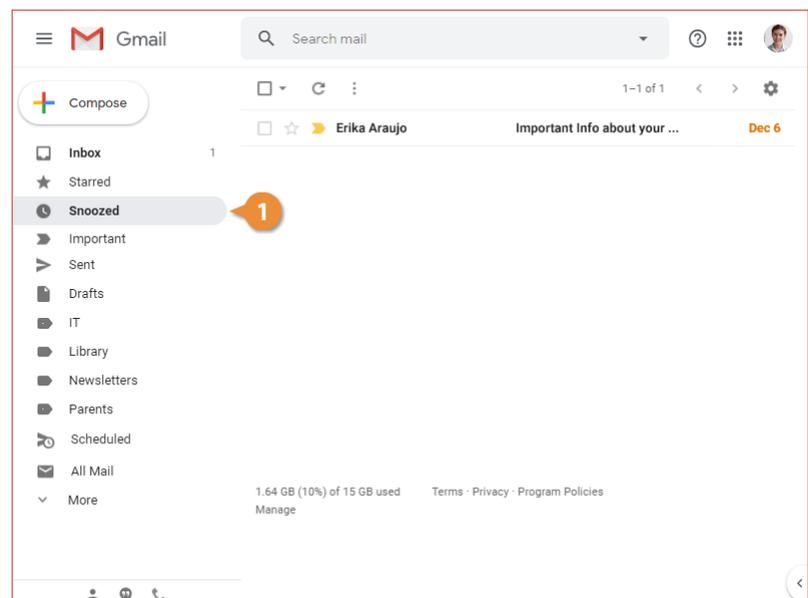


View Snoozed Email

If you find the time to deal with that email after all, you can find it in the Snoozed category.

- 1 Click the **Snoozed** category in the left pane.

Every snoozed message appears in the list.



Unsnnooze an Email

You can unsnoozed an email that you've snoozed but still were able to deal with.

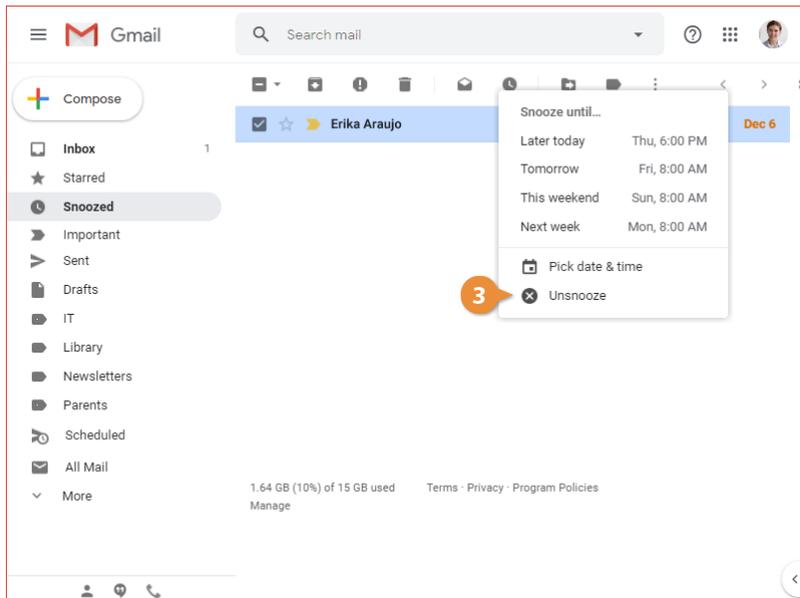
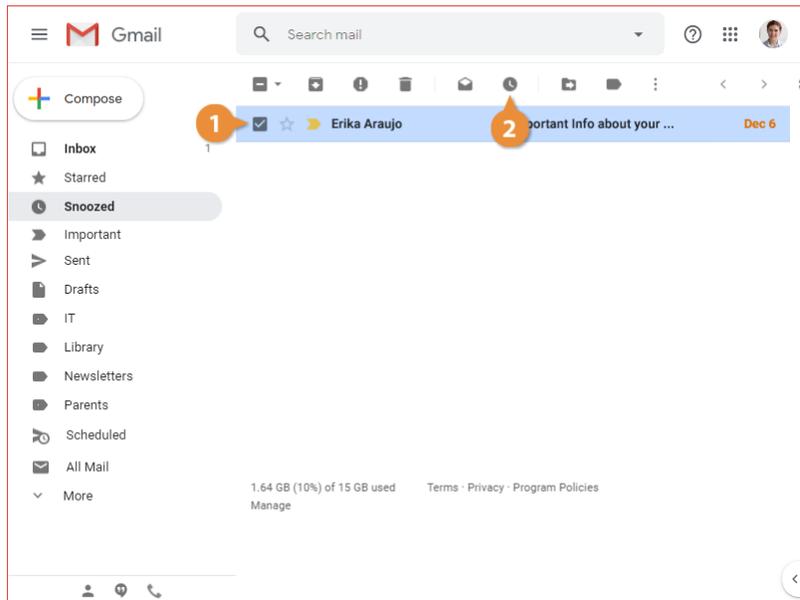
1 Select an email in the Snoozed category.

2 Click the **Snooze** button on the toolbar.

The Snooze menu appears again, and in addition to unsnoozing, you could reschedule the email to instead reappear at another date or time, using the same options as before.

3 Select **Unsnnooze**.

The email is unsnoozed and reappears in the Inbox.



Customize Email Settings

Once you've gotten the hang of reading, sending, and organizing your email, you can customize Gmail's settings to personalize how it works.

In this module, you'll get an overview of Gmail's settings page and learn how to enable notifications. You'll also learn how to add a signature or automatic vacation response, how to access other email accounts in your Gmail inbox, and learn how to use Gmail's keyboard shortcuts.

Objectives

Change Email Settings

Enable Desktop Notifications

Add a Signature

Add a Vacation Response

Add Other Email Accounts to Gmail

Enable Keyboard Shortcuts

Change Email Settings

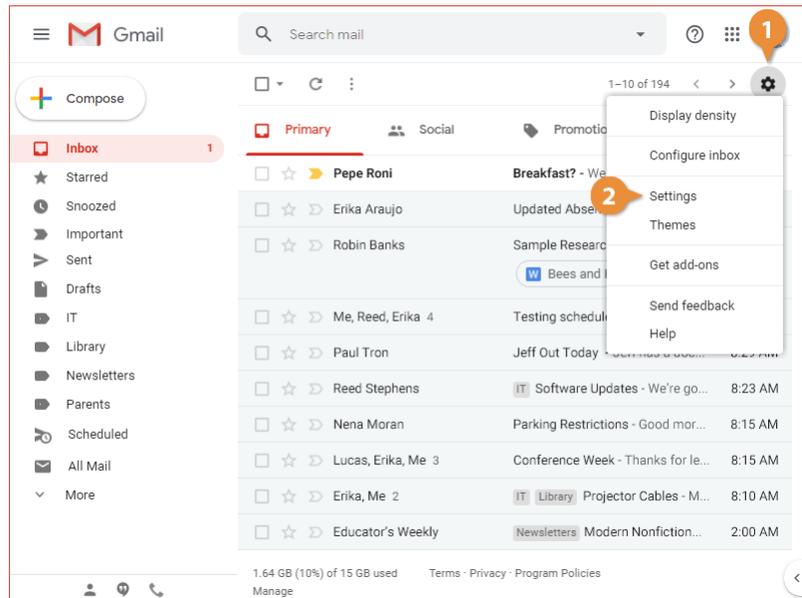
The Gmail settings screen is where you'll find a variety of settings that control how email is sent, received, and appears in your inbox.

View and Modify Settings

1 Click the **Settings** icon.

2 Select **Settings**.

The settings screen opens, with the categories broken up into several tabs at the top.



Settings Categories

Settings Category	Description
General	This section covers a variety of general settings that don't fit in the other categories. It includes some of the most commonly-changed settings, such as how many emails to display per page, spelling, grammar, and autocorrect settings, your email signature, and vacation autoresponses.
Labels	This page lets you manage the labels you've created, and control which labels appear in the left pane and in the Labels menu.
Inbox	This page lets you change which categories appear at the top of the inbox, as well as whether importance markers are used.
Accounts and Import	This settings category is where you can change your account settings, including your password. It's also where you can link another email account to access it from Gmail.
Filters and Blocked Addresses	This category lets you manage all of the filters that you've created and the email addresses that you've blocked.
Forwarding and POP/IMAP	This page is where you set up email forwarding, as well as configure server settings to use Gmail with other email clients.
Add-ons	This settings page is where you manage the add-ons you've installed.
Chats	This page contains a toggle for enabling or disabling chat.
Advanced	This settings page contains a variety of more advanced settings, such as custom keyboard shortcuts and message templates.
Offline	These settings let you toggle, and learn more about, offline access to Gmail.
Themes	This settings page is another place to change your inbox's theme.

Enable Desktop Notifications

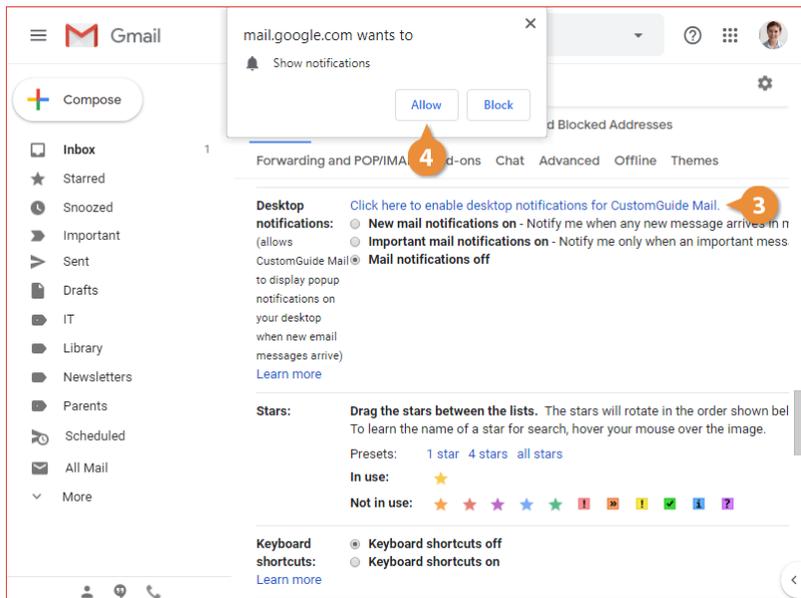
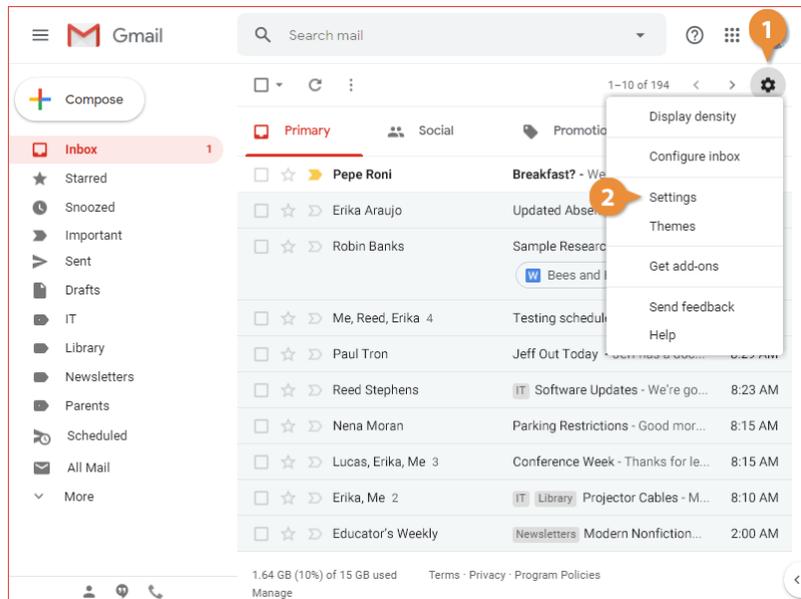
If you're using either Chrome, Firefox, or Safari as your browser, you can enable desktop notifications. While enabled, a notification will appear whenever a new email message arrives in your inbox as long as you have Gmail open in a browser tab.

Enable Desktop Notifications

- 1 Click the **Settings** icon.
- 2 Select **Settings**.
The Notification settings are found on the General tab.
- 3 Click the **Click here to enable desktop notifications for Gmail** link.
After enabling notifications, your browser will ask for permission to show them.
- 4 Click **Allow**.
Once notifications are enabled in the browser, you can choose when you want notifications to appear.

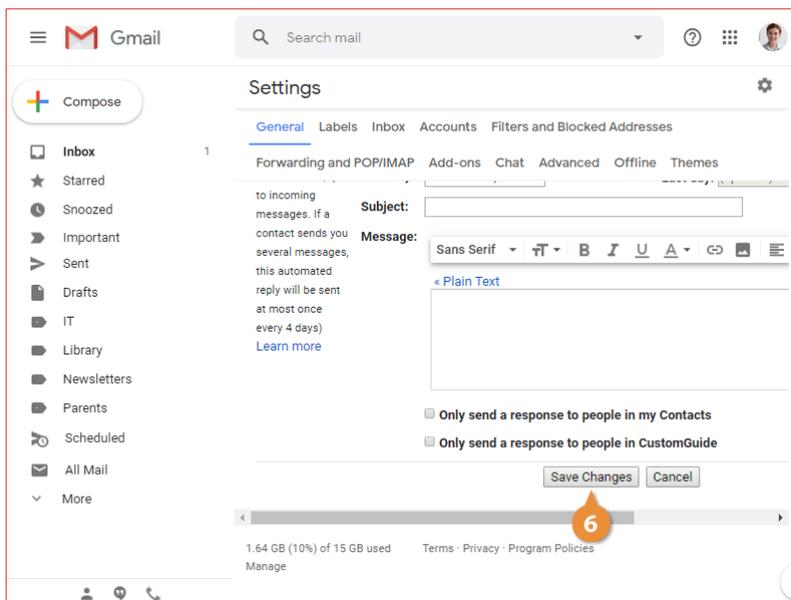
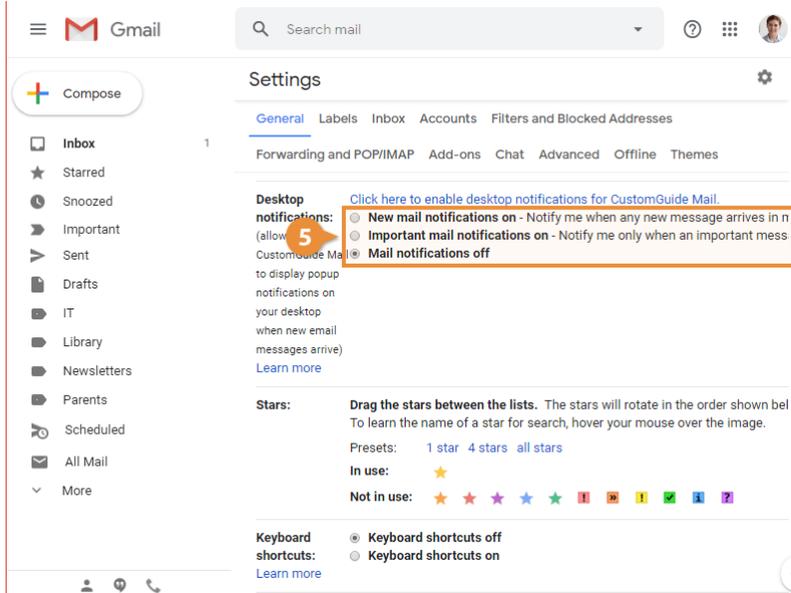
The first option is for **New mail notifications**. This will pop up a notification whenever a new email hits the Primary category of your inbox.

You can also choose to receive **Important mail notifications**. These will appear when a new email comes in that Gmail assigns the important marker to, no matter which category they appear in.



- 5 Select a notifications setting.
- 6 Click the **Save Changes** button.

Notifications are enabled and will appear when a new email message comes in, as long as your Gmail inbox is open in a browser tab.



View a Gmail Notification

While desktop notifications are enabled, you'll receive a notification as long as Gmail is open in a tab in a supported browser, such as Chrome, Safari, Edge, or Firefox. That tab doesn't need to be the one you're currently browsing in. Notifications will appear in the style of your operating system; in Windows, they'll appear in the bottom-right corner, and in macOS they'll appear in the upper-right corner.

- 1 Click a notification when it appears.

The email that triggered the notification opens in a browser pop-up window.

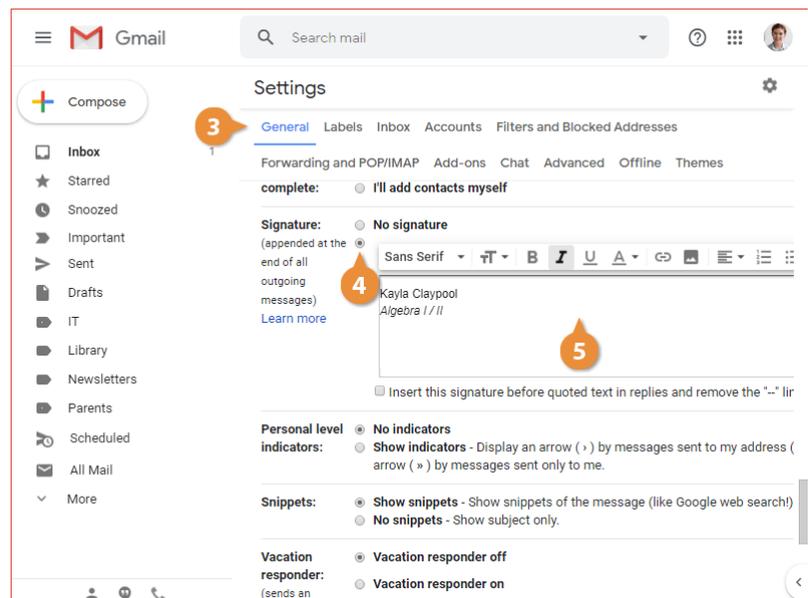
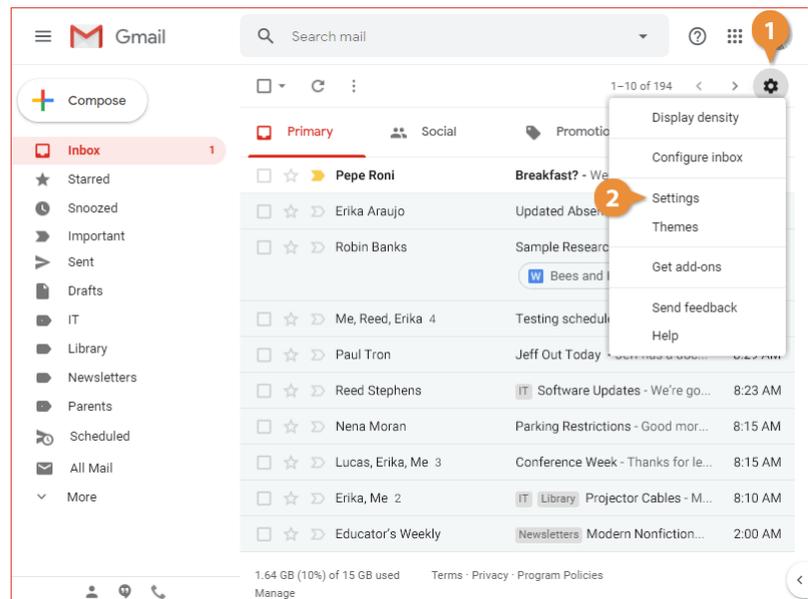


Add a Signature

Mail signatures are reusable text or images you can include in outgoing mail. Signatures typically provide additional methods of contacting the sender, such as website links, phone numbers, or email addresses.

Create a Signature

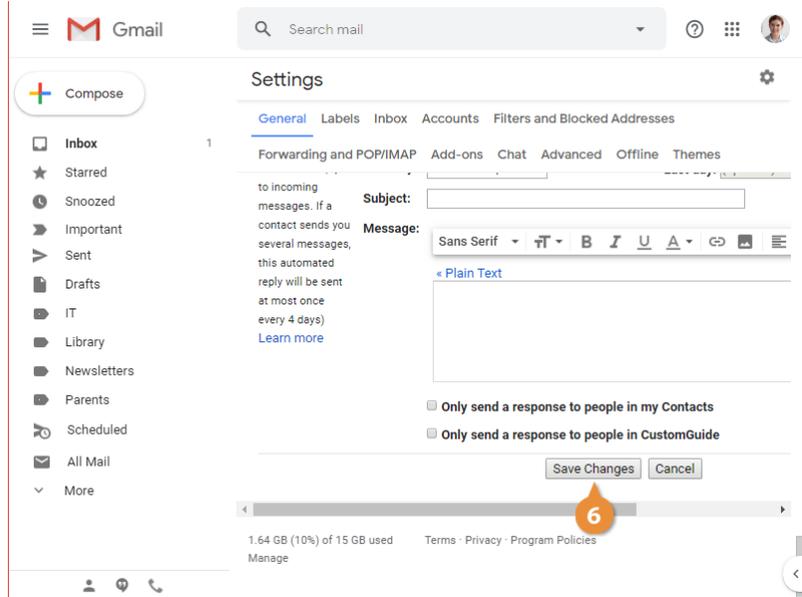
- 1 Click the **Settings** icon.
 - 2 Select **Settings**.
 - 3 View the **General** settings category.
 - 4 Click the **Signature** option button.
 - 5 Enter signature text in the text field.
- By default, a signature will only be added to new emails, not replies.



6 Click the **Save Changes** button at the bottom of the General settings page.

If you want to leave your signature out of a single email, you can just select it and delete it like any other text.

If you want to turn off the signature for all of your emails, you can return to the General Settings screen and select the No Signature option.



Add a Vacation Response

If you're going to be unable to respond to email for a while, it's nice to let people who email you know. You can set a vacation response to automatically reply to messages while you're away, so that people who email you know not to expect a quick response.

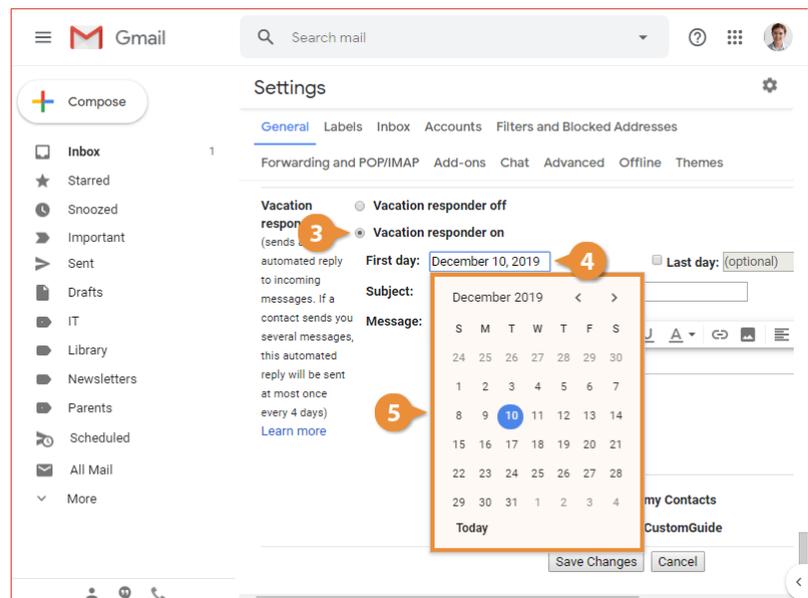
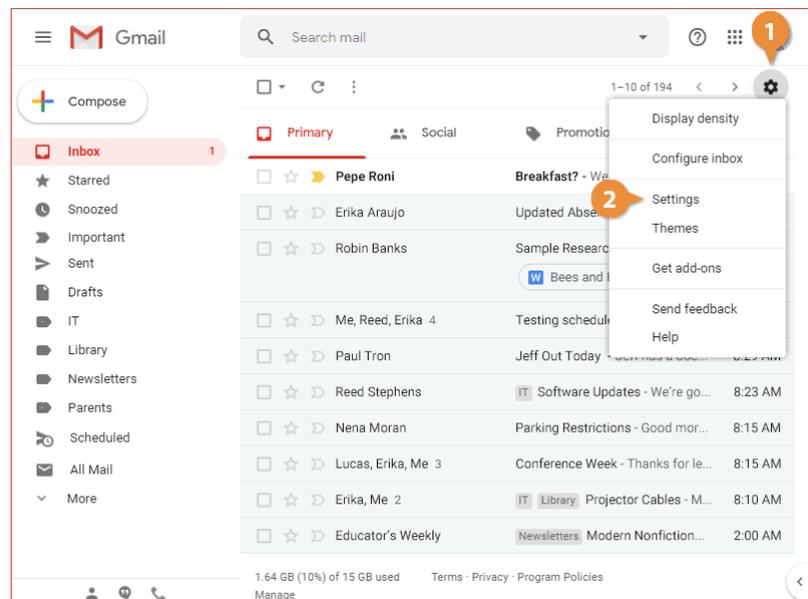
Add a Vacation Response

- 1 Click the **Settings** icon.
- 2 Select **Settings**.
- 3 Click the **Vacation responder on** option button.

The vacation responder is enabled, and now just needs to be configured.

- 4 Click in the **First day** field.
- 5 Select a start date.

Once the vacation responder has a start date, you can leave the end date open and turn it off manually. If you don't want another thing to remember when you get back, you can enable an end date as well.



6 Check the **Last day** checkbox.

7 Click in the **Last day** field.

8 Select an end date.

The vacation responder will automatically stop at the end of the selected last day.

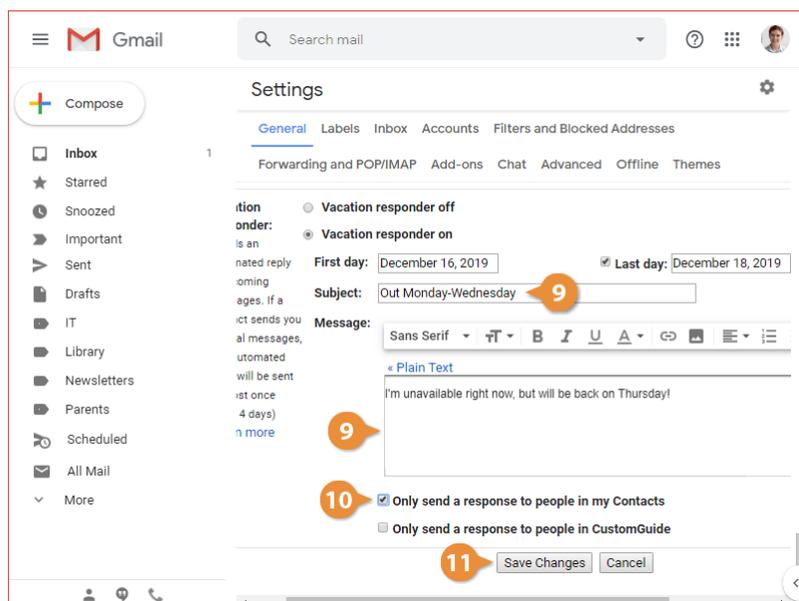
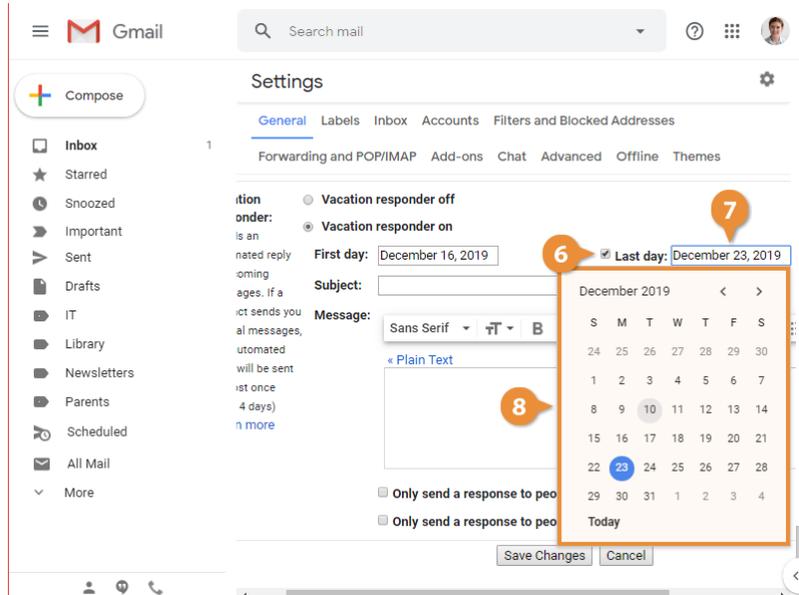
9 Enter a reply email subject and message.

After the email subject and body are set, you can choose to restrict who will get an automatic response.

10 Check the **Only send a response to people in my contacts** checkbox or the **Only send a response to people in [my organization]** checkbox. (optional).

11 Click **Save Changes**.

The vacation responder is set. While you're away, anyone that emails you (if in your contacts or organization, if you specified so), will get the automated response, letting them know when you'll be back.



Add Other Email Accounts to Gmail

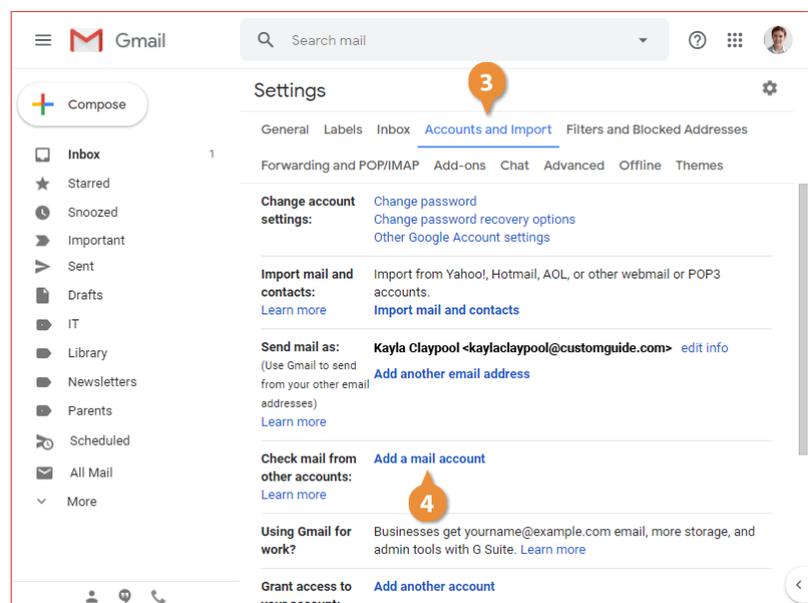
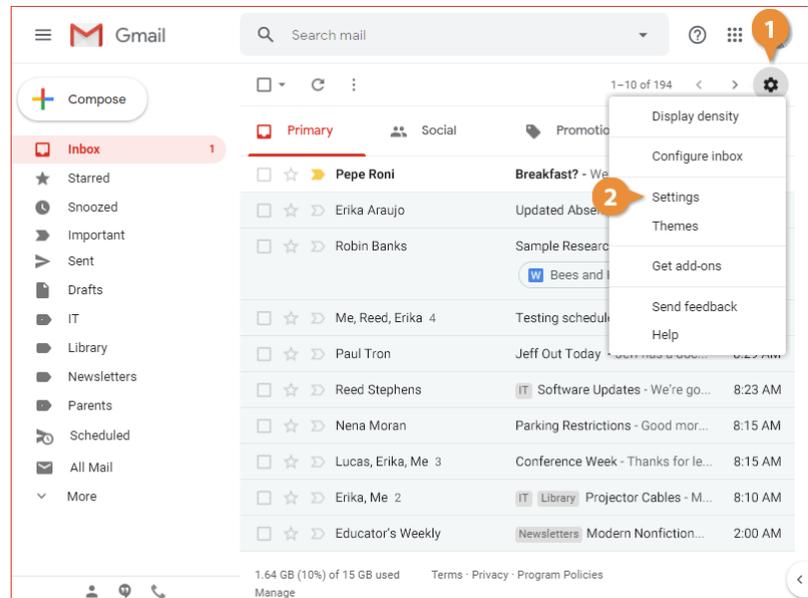
If you have another email account on a service that Gmail supports, you can use that email account inside Gmail. This allows you to see messages from both accounts together, as well as use Gmail's sorting and searching options. While not all email accounts are supported, most common webmail providers can be added to Gmail.

Link Another Email Account

- 1 Click the **Settings** icon.
- 2 Select **Settings**.
- 3 Click the **Accounts and Import** tab.

This settings screen has a few options that sound similar, that all allow you to use another email account in different ways.

- **Send mail as** allows you to send mail from Gmail using another email address.
 - **Check mail from other accounts** links another mail account to Gmail, allowing you to check mail from that account from within Gmail.
 - **Grant access to your account** gives another Gmail user limited access to your mail.
- 4 Click the **Add a mail account** link next to the **Check mail from other accounts** heading.



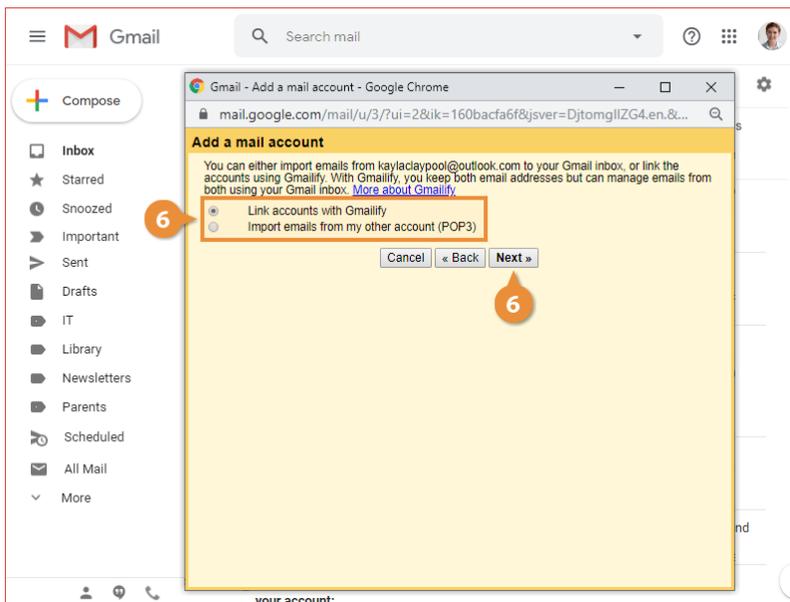
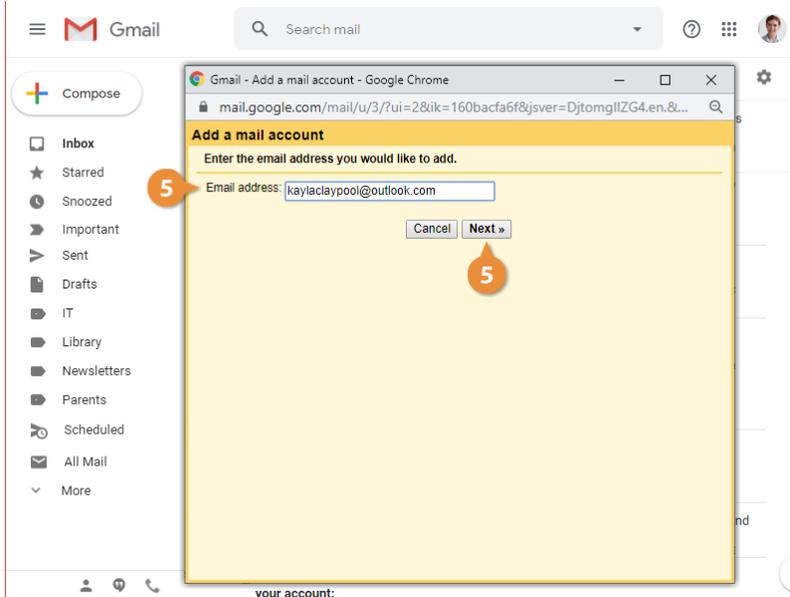
5

Enter your other account's email address, then click **Next**.

Here, you can either link the account or simply import email from the other account into your Gmail inbox and not enable the other features of linking.

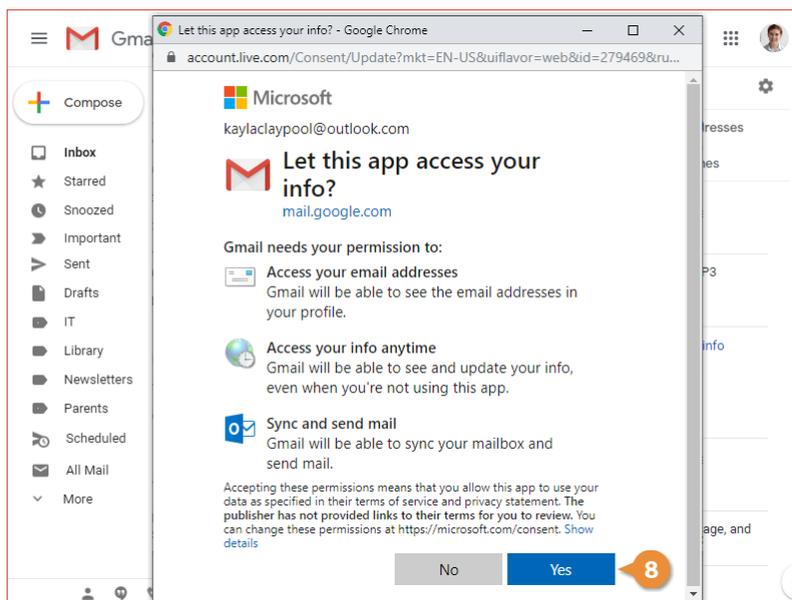
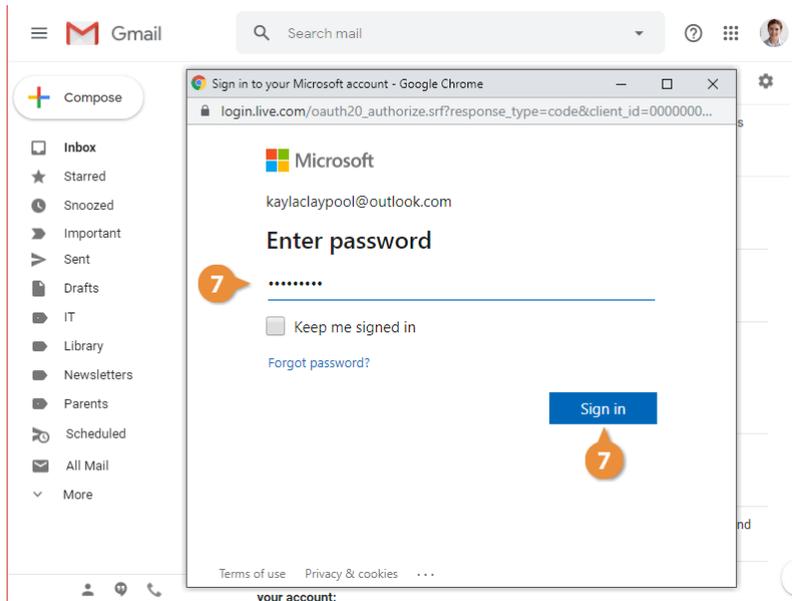
6

Choose whether to link accounts or import emails, then click **Next**.



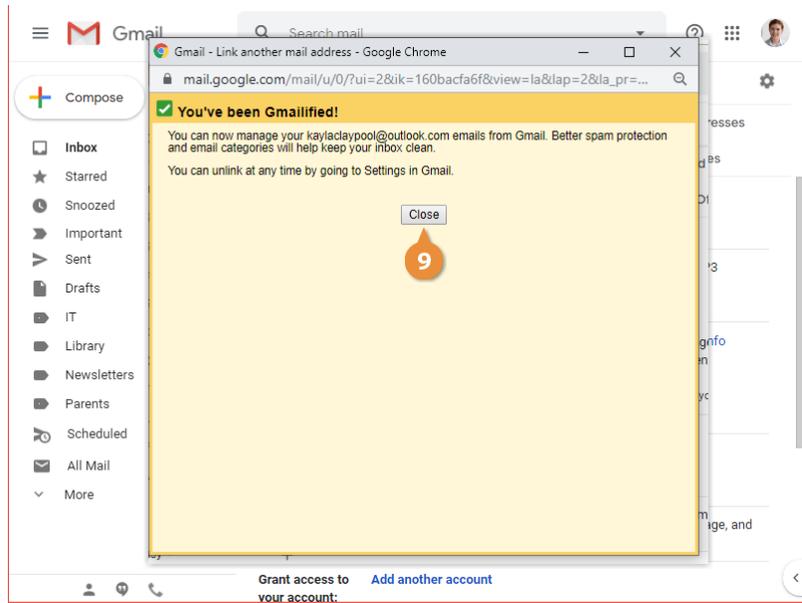
7 Enter your other account's password, then click **Sign In**.

8 Review the requested permissions and click **Yes**.



9 Click **Close**.

The other account is linked to your Gmail account, and you can now send and receive emails from that account through Gmail.

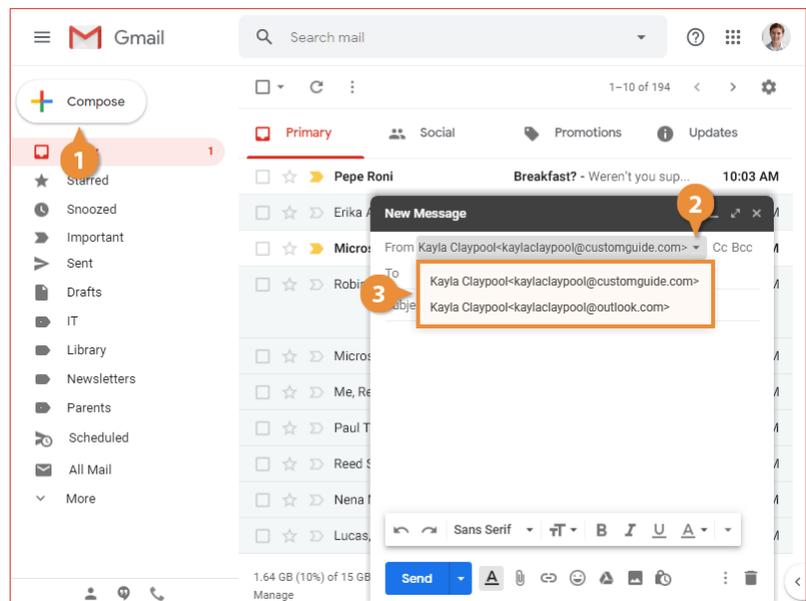


Send Email from Another Address

When you've linked another email account to your Gmail, you'll have the option to send mail from either account. The recipient will see whichever account you select as the sender of the email.

- 1 Click the **Compose** button to start a new email.
When you have more than one account, the From field will have a list arrow.
- 2 Click the **From** field list arrow.
- 3 Select an email address.

Now, when you send this email, it will be sent from the linked account's address, instead of your Gmail account.



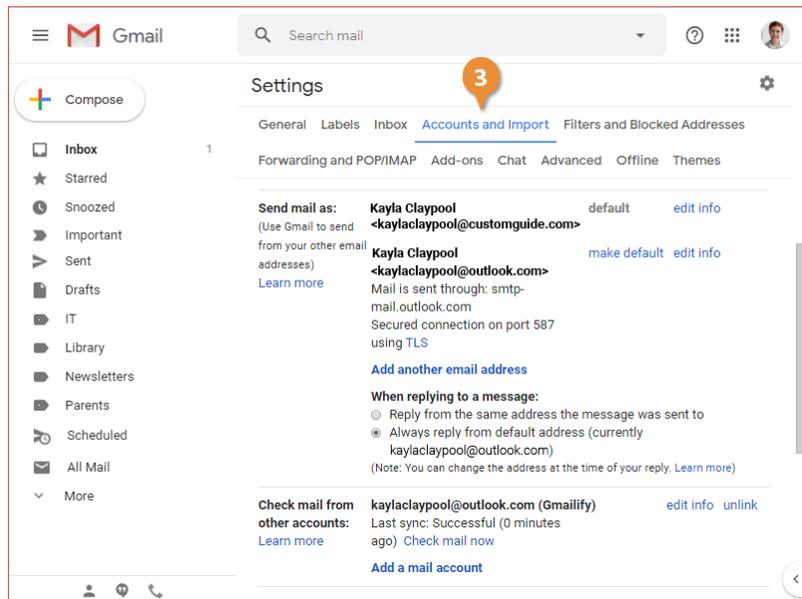
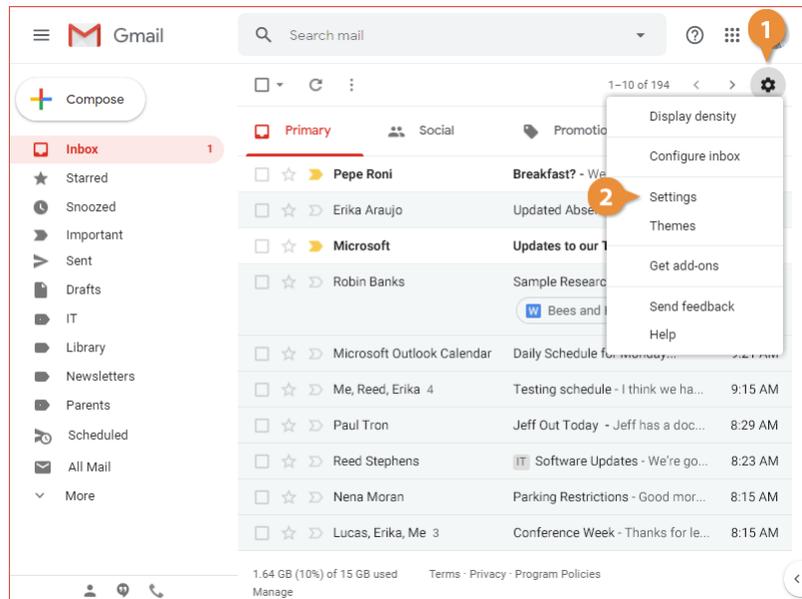
Change Linked Account Settings

Once you've linked another email account, you have some settings you can adjust to change how linked accounts work.

- 1 Click the **Settings** icon.
- 2 Select **Settings**.
- 3 Click the **Accounts and Import** tab.

After another account has been linked, some new settings will be available here.

- The **Send mail as** section lists the accounts that you can send email as, with the default account labeled as default. You can click the **make default** link for another account to change the default.
- Select a default reply behavior by selecting an option under the **When replying to a message** heading. You can reply from the email address that a message was sent to, or always reply from your default account.
- Edit or Unlink accounts from the **Check Mail from Other Accounts** section.



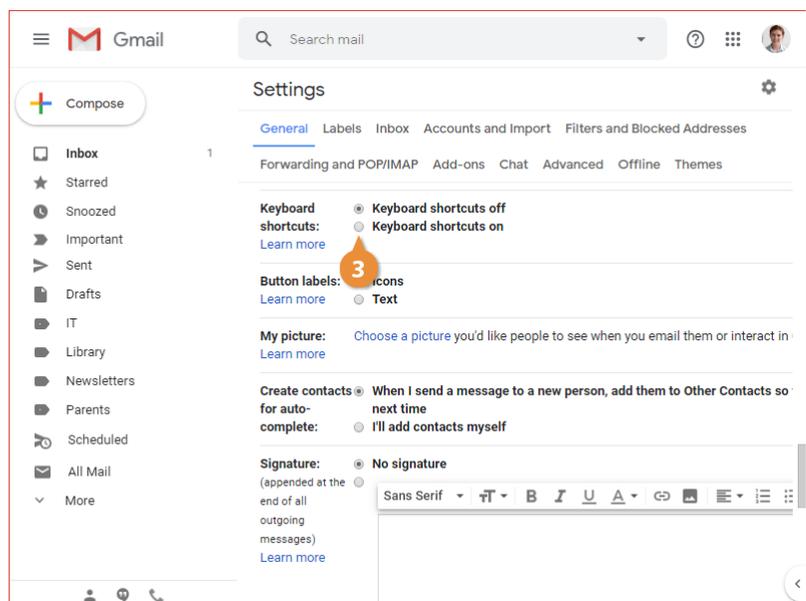
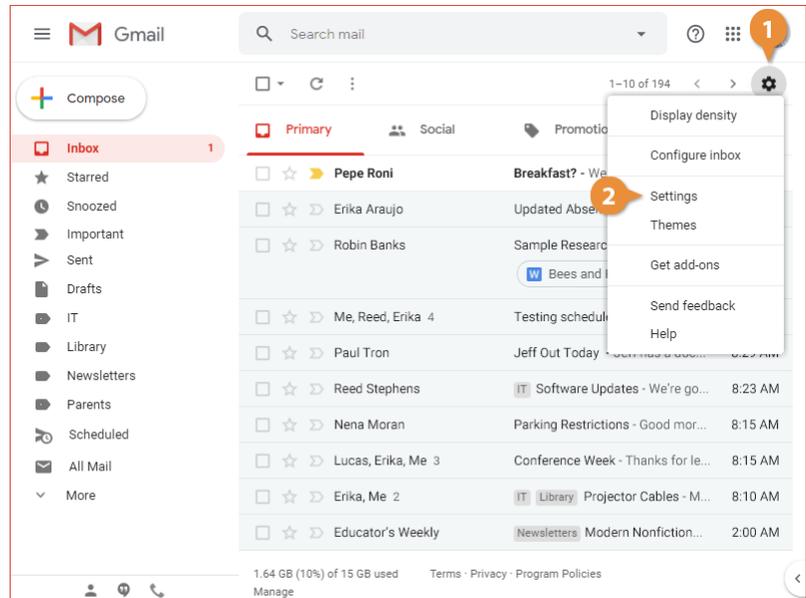
Enable Keyboard Shortcuts

Gmail supports a large number of keyboard shortcuts to help make reading and composing your email easier.

Enable Keyboard Shortcuts

Most keyboard shortcuts won't work unless you enable them on the Settings page.

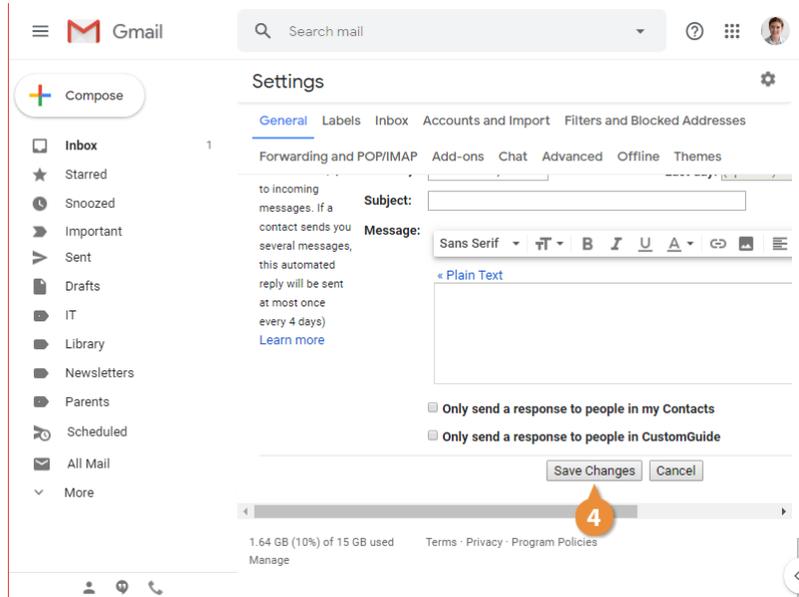
- 1 Click the **Settings** icon.
- 2 Select **Settings**.
- 3 Click the **Keyboard shortcuts on** option button on the General tab.



4 Click the **Save Changes** button.

The Settings page closes and you return to the Inbox.

Once keyboard shortcuts have been enabled, a blue vertical bar appears next to the top email in your inbox; this bar indicates which email will be affected by whichever keyboard shortcut you use.



Use Keyboard Shortcuts

Once keyboard shortcuts are enabled, you can start using shortcut keys. You can see even more keyboard shortcuts in Gmail by pressing ? (Shift + /) while in your Inbox.

The following table lists some common actions you can perform in your Inbox or other email lists, and their keyboard shortcuts.

Action	Shortcut
Select Conversation	X
Open Message	O
Toggle Star	S
Archive	E
Delete	#
Mute Conversation	M
Reply	R
Forward	F
Mark as Read	Shift + I
Mark as Unread	Shift + U
Return to List	U

You can also jump directly to your Inbox, other lists, by pressing the **G** key followed by the appropriate shortcut key.

Jump To...	Shortcut
Inbox	G, then I
Starred Conversations	G, then S
Sent Messages	G, then T
Drafts	G, then D
All Mail	G, then A
Tasks	G, then K
Select a Label	G, then L

Custom**Guide**

www.customguide.com

info@customguide.com

888.903.2432