



G Suite™

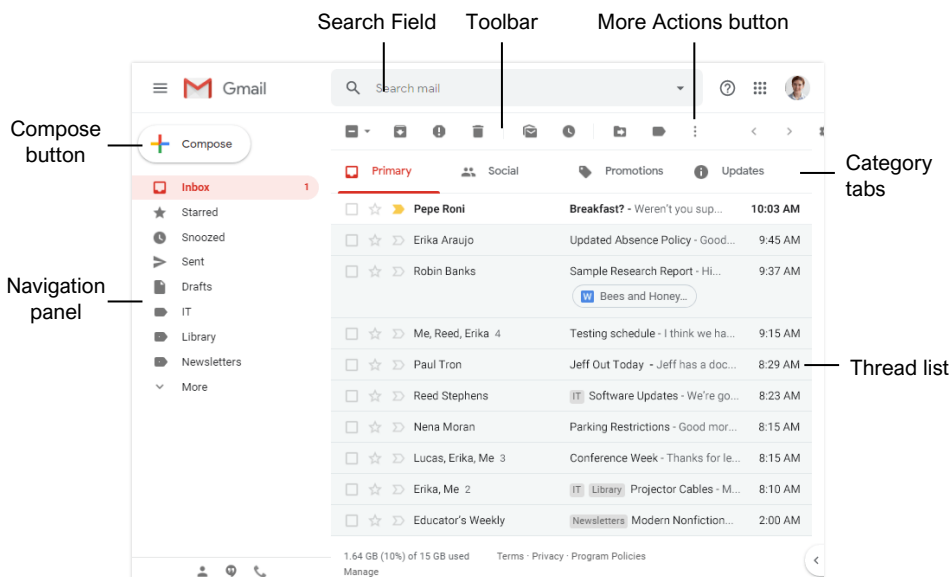
# Gmail

## Quick Reference Guide

# CustomGuide

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### The Gmail Inbox



### Keyboard Shortcuts

#### General

- Compose new email ..... **c**
- Compose in a new tab ..... **d**
- Search mail ..... **/**
- Open More Actions menu ..... **.**
- Open Move To menu ..... **v**
- Open Label As menu ..... **l**
- Keyboard shortcut help ..... **?**

#### Navigation

- Go to Inbox ..... **g** then **i**
- Go to Starred ..... **g** then **s**
- Go to Sent ..... **g** then **t**
- Go to Drafts ..... **g** then **d**
- Go to All Mail ..... **g** then **a**
- Go to next page ..... **g** then **n**
- Go to previous page ..... **g** then **p**
- Back to thread list ..... **u**
- Go to next inbox section ..... **`**
- Go to previous inbox section ..... **~**

#### Selection

- Move selector newer (up) ..... **k**
- Move selector older (down) ..... **j**
- Select a conversation ..... **x**
- Select all conversations ..... **\* then a**
- Deselect all conversations ..... **\* then n**
- Select read conversations ..... **\* then r**
- Select unread conversations .. **\* then u**
- Select starred conversations .. **\* then s**

#### Actions

- Open conversation ..... **o** or **Enter**
- Reply ..... **r**
- Reply all ..... **a**
- Reply in a new window ..... **Shift + r**
- Reply All in a new window ..... **Shift + a**
- Forward ..... **f**
- Archive ..... **e**
- Delete ..... **#**
- Mute conversation ..... **m**
- Report spam ..... **!**
- Toggle star ..... **s**
- Mark as read ..... **Shift + i**
- Mark as unread ..... **Shift + u**
- Mark as important ..... **+ or =**

### View Your Email

**Open an Email:** Click an email in the inbox.

**Return to the Inbox:** While viewing an email, click the **Back to Inbox** button on the toolbar.

**Open an Email in a Separate Window:** Click an email in the inbox to open it, then click the **In new window** button.

**Toggle Read Status:** While hovering your mouse over an email in the inbox, click the **Mark as Read** or **Mark as Unread** button. Or, select emails by checking their checkboxes, then click the **Mark as Read** or **Mark as Unread** button on the toolbar.

**Change Inbox View:** Click the list arrow next to the Inbox label in the Navigation panel, then select another view from the menu.

- **Default** sorts emails into categories, then displays them in chronological order.
- **Important First** will display emails that Gmail thinks are important at the top of the inbox.
- **Unread First** will display unread emails at the top of the inbox.
- **Starred First** will show starred emails at the top of the inbox.
- **Priority Inbox** will show unread and important emails first, then starred emails, then the rest of your emails.

**Print an Email:** Click an email in the inbox to open it, then click the **Print** button.

**View Email Categories:** While using the Default inbox view, click a category tab at the top of the inbox.

- Primary** displays emails sent directly to you and other conversations you have with other people.
- Social** displays notifications for messages on social networks.
- Promotions** displays marketing emails.
- Updates** displays automatically generated update emails, such as bills, receipts, and shipping notifications.
- Forums** displays messages from discussion boards and mailing lists.

**Enable or Disable Category Tabs:** Click the **Settings** button in the inbox, select **Configure Inbox**, then check and uncheck check boxes for the categories you want to add or remove.

**Search for Help:** Click the **Support** button at the top of the screen. In the Help window, you can search for a topic, view select popular topics, or browse through all the available articles.




Click the [topic links](#) for free lessons!

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## Compose and Send Email

**Compose a New Email:** Click the **Compose**  button at the top of the left pane. Enter the email addresses for your recipients in the **To** field. Enter a subject in the **Subject** field. Write a message in the main text field, and then click **Send**.

**Add Cc and Bcc Recipients:** While composing an email, click the **Cc** or **Bcc** link in the To field. Add recipients' email addresses to the **Cc** or **Bcc** fields.


- Use **Cc** (carbon copy) to send a copy of the email to someone who may be interested in it but is not a primary recipient.
- Use **Bcc** (blind carbon copy) to send a copy to someone without other recipients knowing, or to send a copy out to many people while keeping everyone's email address private.


**Reply to an Email:** While viewing the email you want to reply to, click the  **Reply** button below the message. Enter a message, then click **Send**.


**Reply All to an Email:** While viewing the email you want to reply to, click the  **Reply All** button below the message. Enter a message, then click **Send**.


**Forward an Email:** While viewing the email you want to forward, click the  **Forward** button below the message. Enter a message to accompany the forward if you would like, then click **Send**.


**Expand the New Message Window:** While composing an email, click the **Full-screen**  button. Click the **Exit Full-screen**  button to go back to the small New Message window.

**Format Message Text:** Expand the New Message window to full-screen, or click the **Formatting Options**  button. Select the text you want to format, then use the options on the Formatting Options toolbar to format the text.

**Attach a File:** While composing an email, click the **Attach files**  button, then select a file from your computer and click **Open**.


**Attach a File from Google Drive:** While composing an email, click the **Insert Files using Drive**  button, then select a file from your Google Drive. Choose whether to send a link to the file, or to attach the file itself, then click **Insert**.

**Insert a Link:** While composing an email, click the **Insert Link**  button. Set the text to display as the link, if necessary, then choose whether to insert a link to a web address or email address. Enter the link's address, then click **OK**.


**Schedule an Email:** After composing an email, click the **Send** button list arrow and select **Schedule send** . Select a suggested date and time; or click **Pick date & time**, select a custom date and time, then click **Schedule Send**.

## Organize Your Inbox

**Create a Label:** Click **More** at the bottom of the Navigation panel to expand its options, then click **Create new label** . Give the label a name, then click **Create**.


**Apply a Label to an Email:** Select an email, click the **Labels**  button on the toolbar, check the check boxes for the labels you want to apply, then click **Apply**.


**View a Label's Email:** Click a label in the Navigation panel to view all the email with that label applied.


**Hide a Label:** Hover your mouse over a label in the left pane, click the **More Options**  button, and, under the **In label list** heading, select **Hide**.



**Show a Hidden Label:** Click **More** at the bottom of the left pane to expand its options, then click **Manage labels** . Click **Show** next to a label you want to show.


**Search for an Email:** Click in the **Search** field at the top of the screen, type a word or phrase, then press **Enter**.



**Refine a Search:** After beginning a search, click the **Show search options**  button in the search field. Enter additional search criteria in the available fields, then click **Search**.


**Create a Filter:** Click the **Show search options**  button in the search field, set up the search criteria you want to base the filter on, and then click **Create Filter**. Set up what actions you want to apply to filtered emails, then click **Create Filter**.

**Manage Filters:** Click the **Settings**  button in the inbox, then select **Settings**. Click the **Filters and Blocked Addresses** tab, then click a filter's **Edit** button to edit it or a filter's **Delete** button to remove it.



**Star an Email:** Click the empty **Star**  icon on an email in the inbox; or, select multiple emails by checking their check boxes, then click the **More Actions**  button on the toolbar and select **Add star**.



**View Starred Emails:** Click the **Starred**  category link in the Navigation panel, or enter the search term "is:starred" in the **Search** field.

**Toggle Email Importance:** Click an email's **Importance marker**  to toggle its importance. Or, select multiple emails by checking their check boxes, then click the **More Actions**  button on the toolbar and select either **Mark As Important** or **Mark As Not Important**.


**View Important Emails:** Click the **Important**  category link in the Navigation panel, or enter the search term "is:important" in the **Search** field.

## Organize Your Inbox


**Archive an Email:** Hover your mouse over an email in the inbox and click the **Archive**  button; or select emails by checking their checkboxes, then click the **Archive**  button on the toolbar.

**Delete an Email:** Hover your mouse over an email in the inbox and click the **Delete**  button; or, select emails by checking their checkboxes, then click the **Delete**  button on the toolbar.



**View the Trash:** Click **More** at the bottom of the Navigation panel to expand its options, then click **Trash** .

**Restore a Deleted Email:** While viewing the trash, select an email, click the **Move To**  button on the toolbar, and select **Inbox**.


**Empty the Trash:** While viewing the trash, click the **Empty Trash now** link at the top of the thread list.

**Mute an Email Conversation:** Open an email or select it by checking its checkbox, then click the **More Actions**  button on the toolbar and select **Mute**.

**View a Muted Conversation:** Click the **All Mail** category in the left pane, then look for conversations marked with a **Muted** label; or, enter the search term "is:muted" in the **Search** field.

**Snooze an Email:** Hover your mouse over an email in the inbox and click the **Snooze**  button, or select emails by checking their check boxes, then click the **Snooze**  button on the toolbar. From the menu, select how long you want to snooze the email for.

## Customize Email Settings

**View and Modify Settings:** From the inbox, click the **Settings**  button, then select **Settings**.

**Enable Desktop Notifications:** From the **General** tab of the Settings screen, scroll down to the **Desktop Notifications** category. Click the **Click here to enable desktop notifications for Gmail** link. Click **Allow** in the browser popup. Select a notification setting, then click the **Save Changes** button.

**Add a Signature:** From the **General** tab of the Settings screen, scroll down to the **Signature** category. Click the **Signature** option button to enable a signature, then enter a signature in the text field. Click the **Save Changes** button.

**Add a Vacation Response:** From the **General** tab of the Settings screen, scroll down to the **Vacation Responder** category. Click the **Vacation Responder on** option, then enter a start date. If you have an end date, check the **Last day** check box and enter an end date. Enter a subject line and message body for the response email, then click the **Save Changes** button.

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Create & Apply Labels	● Fail	● Complete	● Pass	
View & Manage Labels	● Pass	● Complete	● (Pass)	
Filter Emails	● Fail	● Complete	● Pass	
Add a Vacation Results	● Fail	● Complete	● Fail	

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