

### Welcome to Gmail!

Now that you've switched from Microsoft Outlook® to Google Apps, here are some tips on beginning to use Gmail.



### What's Different?

Here are some of the differences you'll notice when switching from Microsoft Outlook® to Gmail:

#### In Microsoft Outlook®, you ...

#### In Gmail ...

Access mail (typically) from a dedicated computer behind a firewall

Access mail securely via the Internet, from any computer, anywhere

View messages and their replies as individual entries in your Inbox

Group messages and their replies in *conversation threads*

Organize message in folders

Tag messages with *labels*

Flag important messages

Star important messages

Flag messages for follow-up

Add messages to your Tasks list

Tag messages with color categories

Color-code your labels

Sort messages by sender or date

"Sort" messages using Gmail search

Auto-spell check while composing

Check spelling after composing

Create multiple signatures

Use the Canned Responses lab

Delete messages to save disk space

Archive messages to unclutter your Inbox (no need to delete, thanks to 25 GB storage in the cloud)

Get desktop mail notifications via Desktop Alerts

Install the Google Talk desktop client

Share a mailbox

Create shared mailboxes using Google Groups

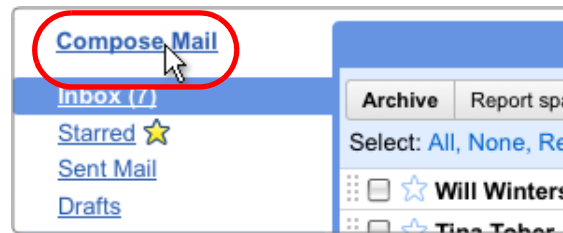
Attach and forward multiple messages

Forward all messages in a conversation thread

## In Microsoft Outlook® ... Compose in a new window

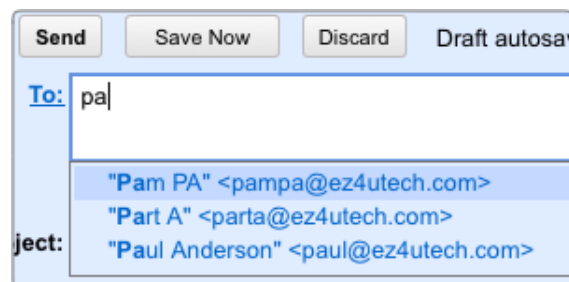


## In Gmail ... Compose in the same window



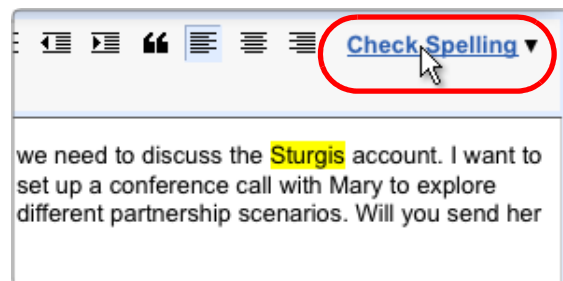
Click **Compose Mail**. Gmail replaces your Inbox with a form for composing your message.

Shift-click **Compose Mail** to author your message in a new browser window (so you can keep an eye on your Inbox at the same time).



## Address the message

Start typing the first few letters of a recipient's name. Then select the address you want from the directory or list of recent correspondents that appears.



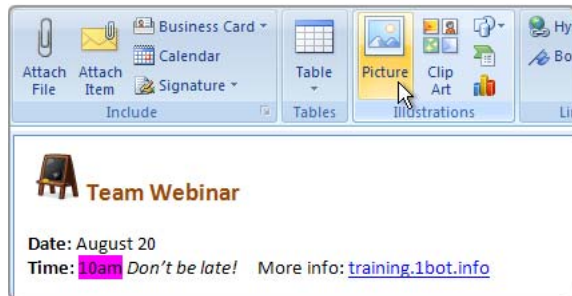
## Check spelling after composing

Compose your message first. Then click **Check Spelling** to highlight and correct possible misspellings.

## In Microsoft Outlook® ...

### Format and add pictures

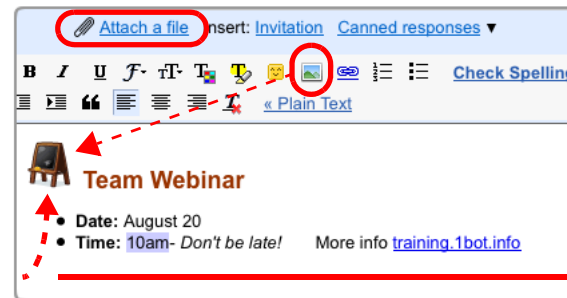
- Add rich formatting and other Outlook items.
- Insert, paste, or drag images into a message.




## In Gmail ...

### Format and add pictures

Add formatting, colors, links, highlighting, and pictures using tools above the message.



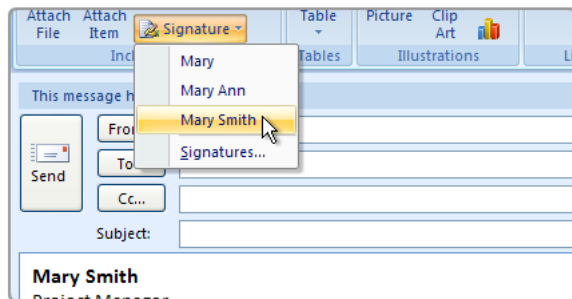
To upload a picture as an attachment, click **Attach a file**.

To insert an image in the message body, enable the **Insert Image lab** (see page 18 for more about labs). Then click the  icon that appears in the formatting bar.

**Chrome browsers only:** Drag an image directly from your desktop into the message.

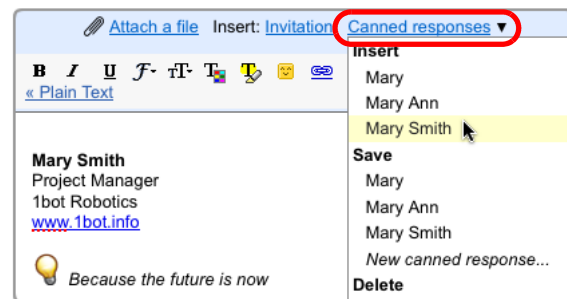
## Create multiple signatures

Create multiple signatures and choose which one to use for each message.



## Use canned responses

Create one signature for all your messages, or multiple signatures using *canned responses*.



To create a signature, go to **Mail settings** (in the gear menu). Your signature is automatically inserted in each new message.

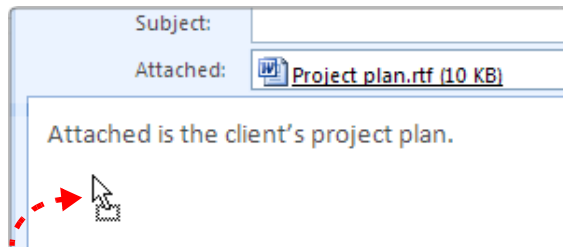
To use other signatures, too, enable the **Canned Responses lab** (see page 18). Then create a canned response for each signature. When composing a message, choose the signature you want from the **Canned responses** menu.

To include pictures in your canned responses, enable the **Insert Image lab**, too.

## In Microsoft Outlook® ...

### Attach or drag a file

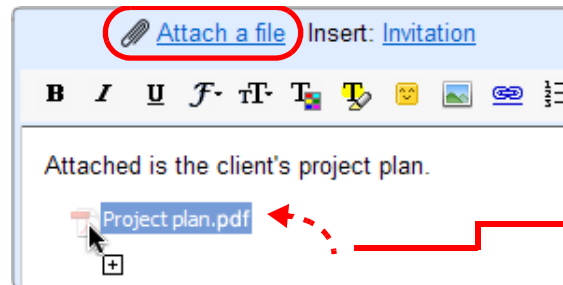
Browse for the file. Or drag or paste it into the message.



## In Gmail ...

### Upload and attach a file

Click *Attach a file* and browse for the file.



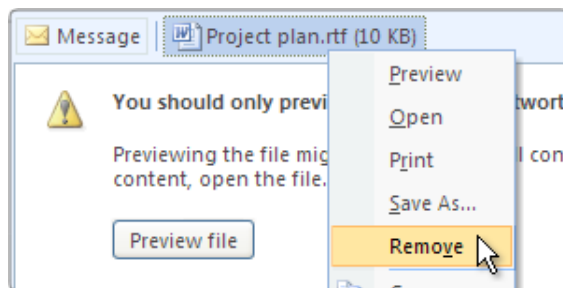
To prevent the spread of harmful viruses, Gmail doesn't let you attach executable (.exe) files.

💡 Choose multiple files in the same folder by **Control-clicking** the files you want to attach.

🌐 **Chrome browsers only:** Drag an image or PDF directly from your desktop into the message.

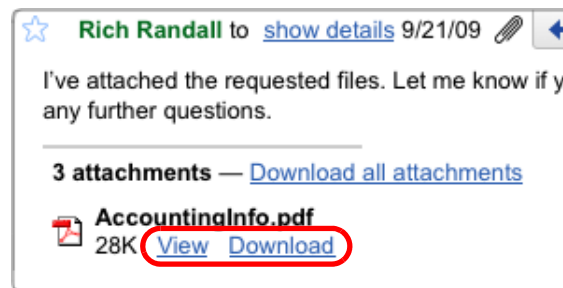
## Remove attachments to save space

Remove an attachment without deleting the message.



## Keep all your attachments

You don't have to delete email or attachments to save space (since you have so much of it).



You can remove an attachment by deleting the message containing it, but why bother? Gmail attachments reside in the cloud where you have 25 GB of personal storage space. An attachment is copied to your computer only if you download it.

🖱️ Click an attachment's **Download** link to download a copy of the attachment in its original format, to your computer.

🌐 **Chrome browsers only:** Drag an image directly from the message to your desktop to download it!

💡 Click **View** to instead *preview* the attachment in a browser window, without downloading it (saves time and doesn't take up any space on your computer).

## In Microsoft Outlook® ...

### Multiple Inbox entries per thread

A message and all of its replies appear as individual entries scattered throughout your Inbox.

Polly Patterson	Re: Final details for the Google App
Nancy Newel	Re: Final details for the Google App
Ryan Rivers	Re: Final details for the Google App

## In Gmail ...


### A single entry per thread

By default, Gmail groups a message and its replies in a *conversation* that's listed as a single Inbox entry.

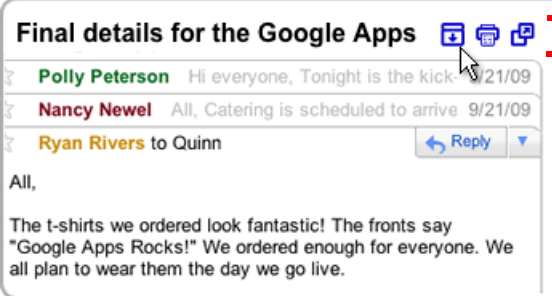
<input type="checkbox"/>	★ Ted Thomas	We still haven't received you
<input type="checkbox"/>	★ Polly, Nancy, <b>Ryan</b> (3)	<b>Final details for the Google A</b>
<input type="checkbox"/>	★ Will Winters	Please call Mike Henderson

The Inbox entry identifies participants and shows how many messages are in the conversation.

This entry shows that Polly sent a message that was replied to by Nancy and Ryan. Ryan's name is in bold because his response is unread.

 **Prefer the unthreaded view?** To list all your messages separately as in Outlook, turn Conversation view off. Do this temporarily (it's easy to switch back) or for good.

Go to your **Mail Settings > General** tab, and select **Conversation view off**.



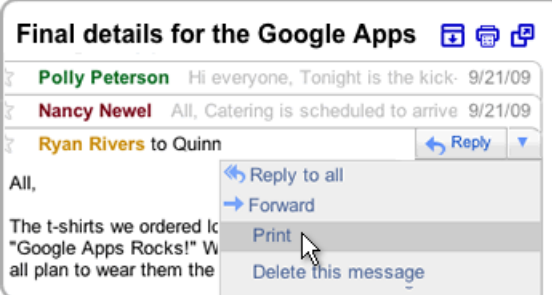
### Print or expand the entire thread

When you open a conversation, its messages appear in a stack with the latest unread reply open for viewing.

These buttons perform tasks on all messages in the conversation.

 Expands or collapses all messages.


 Prints all messages.



### Print or delete a single message

Click a message in the stack to expand it for viewing.

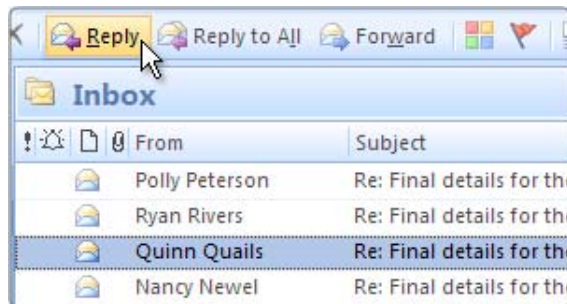
Use the pop-up menu *inside* the message to perform tasks on just that message.

 Click **Print** in a message's pop-up menu to print just that message. Click **Delete this message** to delete just that message from the thread.

## In Microsoft Outlook® ...

### Reply to a message

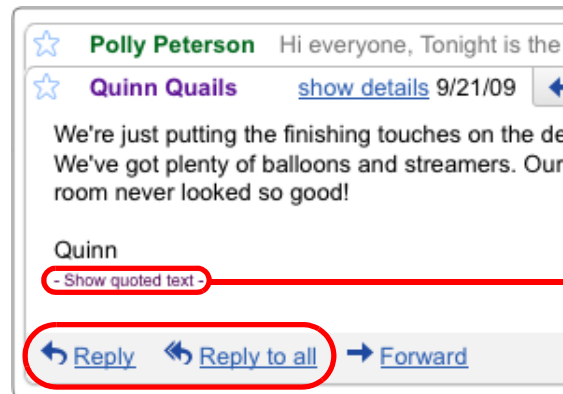
Select a message in the Inbox (or open the message) to reply to it.



## In Gmail ...

### Reply to a message in a conversation

Open the conversation and expand the message within it that you want to reply to.

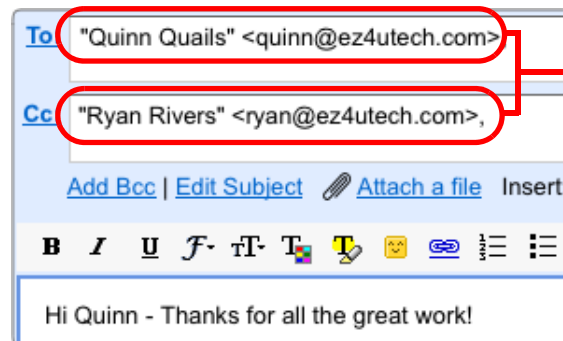


### Expand the message, first

Reply to a message in a conversation by expanding the message and choosing a reply option *inside* the message. Note that you're replying only to senders or recipients of that message, *not to other participants in the conversation*.

If a message includes quotes from previous replies, Gmail hides the quotes from view. Click **Show quoted text** to view all the text to be included with your reply.

Click **Reply** to reply only to the sender. Click **Reply to all** to include everyone who received this message.



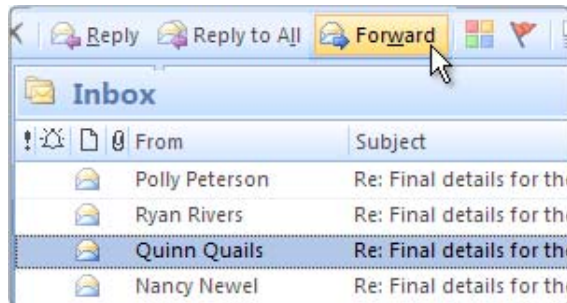
### Who sees your reply?

Before sending a reply, you can verify the recipients by checking the email addresses in the **To:** and **Cc:** fields. If a participant's address isn't there, he or she won't see your response.

This example shows that only Quinn Quails and Ryan Rivers will see this reply in their conversation stack.

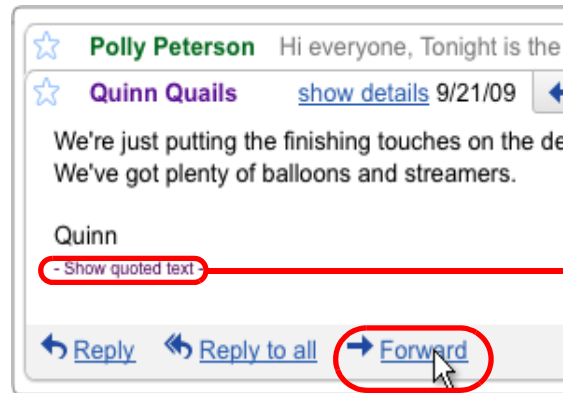
## In Microsoft Outlook® ...

### Forward a message



## In Gmail ...

### Forward a message in a conversation

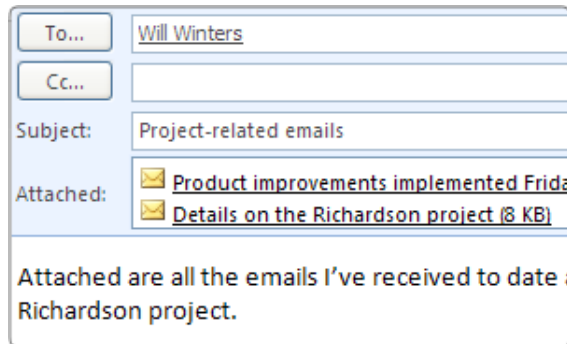


If the message you want to forward is within a conversation, first expand the message.

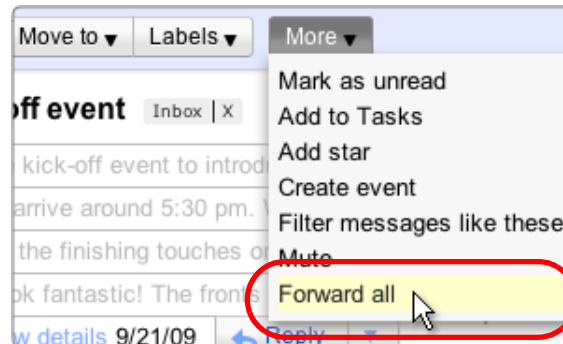
If a message includes quotes from previous replies, Gmail hides the quotes from view. Click **Show quoted text** to view all the text to be forwarded.

Click **Forward**, inside the message, to send the message to someone who's not in the current conversation thread.

### Forward several attached messages



### Forward an entire conversation



You can't attach email messages to a message in Gmail (as you can in Outlook). But you can send someone all messages in a conversation thread by forwarding the entire conversation.

Open the **More** menu and click **Forward all**.

Recipients of a forwarded conversation receive a single message that contains all replies from the original conversation.

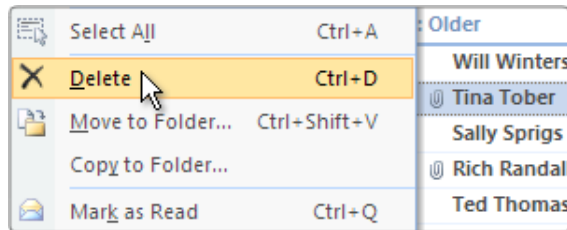
# Gmail

## Archive vs. Delete

### In Microsoft Outlook® ...

#### Delete mail to save space

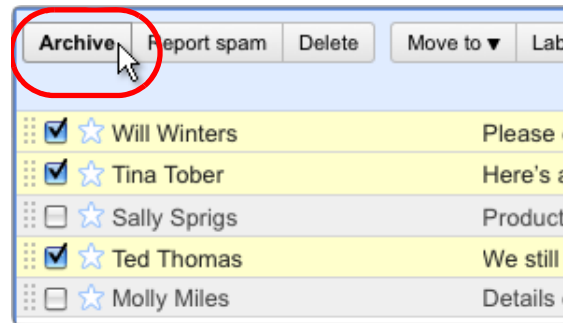
Limited disk space on your server means you must delete email or store it offline, to unclutter your Inbox.



### In Gmail ...

#### Archive it, instead!

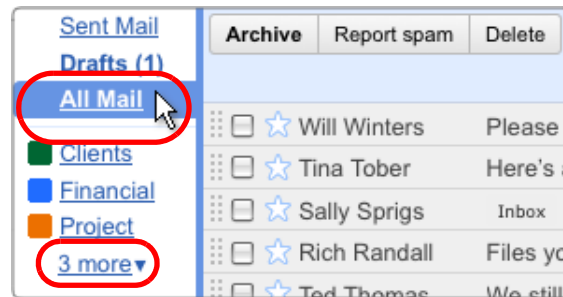
25 GB of personal storage space in the cloud means you likely have room to archive messages, instead, keeping them handy for years to come.



### Clean up your Inbox

Archive messages you're not using now to move them out of your Inbox—even conversations whose replies you want to keep tracking.

- Select one or more messages and click **Archive**.
- Archiving a conversation doesn't remove you from the thread; any new reply automatically returns the conversation to your Inbox.



### All your mail is just a click away

You can see all your messages, including ones you've archived, in **All Mail** view. Or, find specific messages quickly using Gmail search.

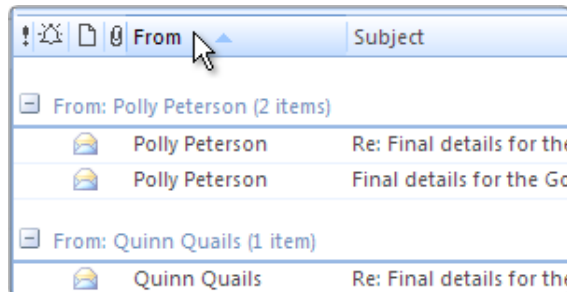
- Click **All Mail** to view the contents of your archive along with the rest of your email. (To see this link, you might first have to click **...more**).



## In Microsoft Outlook® ...

### Sort, browse, or search for messages

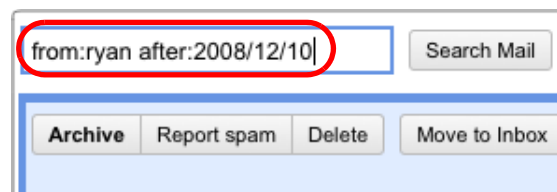
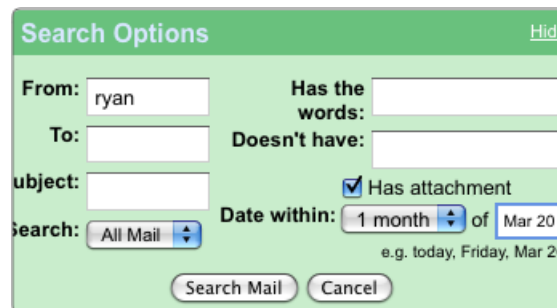
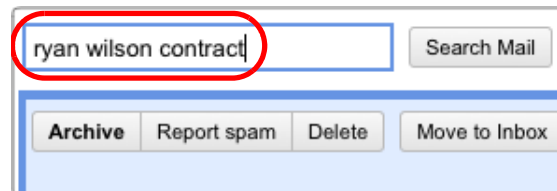
- Sort by sender or date
- Browse folders
- Perform a full-text search



## In Gmail ...

### Just use Gmail search!

- Search by sender or for a date range
- Search for labels and keywords
- Search for other message attributes



## Keyword searches

Start by searching for keywords that appear anywhere in the message, including the subject, body, and sender name. A few search terms are usually all you need.

## Targeted searches

Use search options to narrow your search's focus.

Click *Show search options* to view the Search Options window

This example searches for messages with attachments sent by Ryan between February 20 and April 20 of the current year.

## Search shortcuts

Use search operators to perform focused searches by typing. Here, the search `from:ryan after:2008/12/10` returns all messages Ryan sent after December 10, 2008.

Learn all shortcuts at [http://deployment.googleapps.com/Home/resources-user-adoption/quick-reference/Google\\_Mail\\_Shortcuts.pdf](http://deployment.googleapps.com/Home/resources-user-adoption/quick-reference/Google_Mail_Shortcuts.pdf)

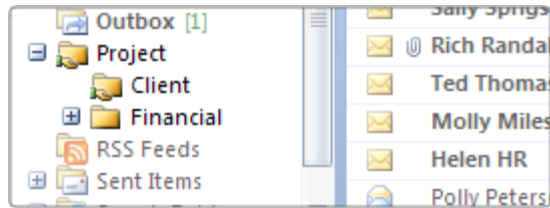
# Gmail Labels vs. Folders

Google™ Apps  
Life after Microsoft Outlook

## In Microsoft Outlook® ...

### Place a message in a folder

Organize your messages in folders.



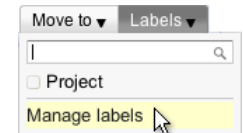
## In Gmail ...

### Tag messages with labels

Give messages one or more descriptive labels.



To create labels, open the **Labels** menu and choose **Manage labels**.

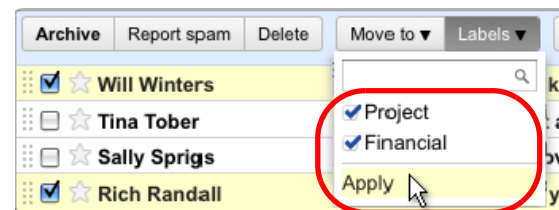


Nest labels within labels, if you want—just like you did with Outlook folders!

### Give a message multiple labels

Assign a message as many labels as apply. You can then find the message based on any of its labels.

Select messages in your Inbox and choose one or more labels from the **Labels** menu.

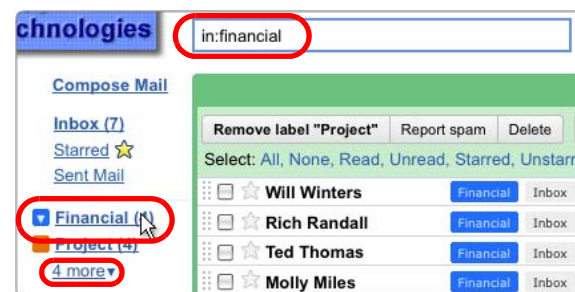


### Find labeled messages

Click a label link to view messages and conversations that share that label, including any that have been archived. Or, search for `in:labelname` (as in `in:financial`)

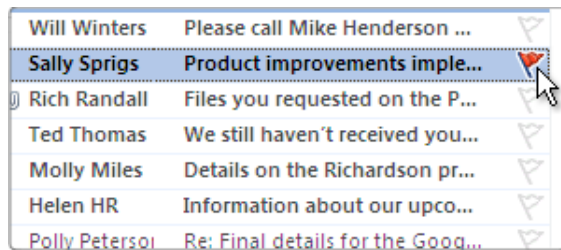
See all your labels by clicking the **... more** link in the sidebar. Use **Mail settings** to choose which labels appear without having to click **... more**.

Deleting a Gmail label doesn't delete messages using the label. It simply removes the label from those messages.



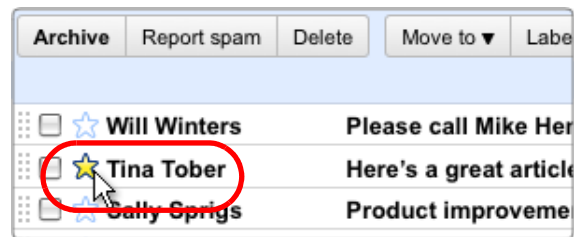
## In Microsoft Outlook® ...

### Flag an important message



## In Gmail ...

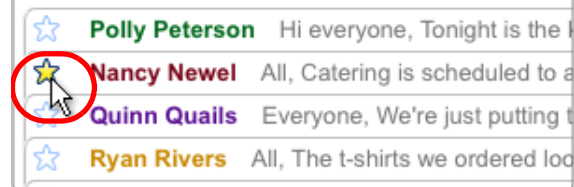
### Star the message, instead



## Star messages in your Inbox

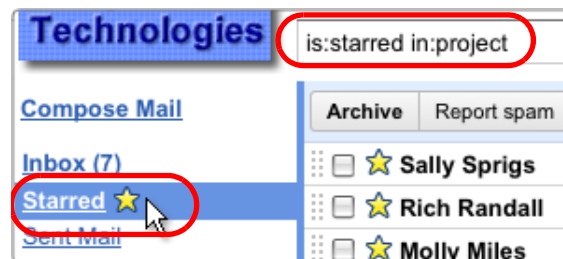
Click the message's star in your Inbox to star the message. (Click again to remove the star.)

## Final details for the Google Apps kick-



## Star a message within a conversation

Star an important message within a conversation stack to bookmark it. The conversation then opens with that message already expanded.



## Find starred messages

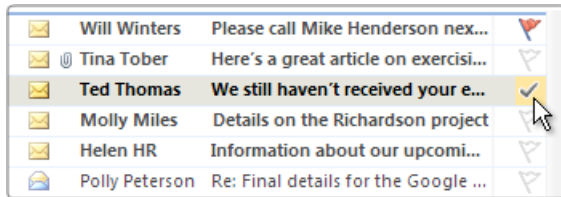
Click the **Starred** link in the left sidebar to list all your starred messages.

Or search for **is:starred**. Searching for **is:starred in:project**, for example, returns all starred messages that have the **Project** label.

### In Microsoft Outlook® ...

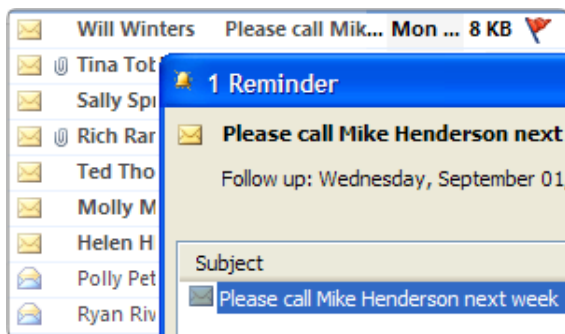
#### Flag messages for follow-up

Flag messages in your Inbox as to-do items, then check them off when you complete the task.



### Get pop-up reminders for tasks

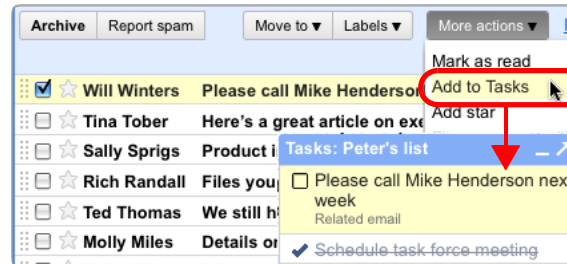
Flag a to-do message with a pop-up reminder or audio alert that occurs at a given date and time.



### In Gmail ...

#### Add messages to your Task list

Add messages to your Task list and check them off there, instead.

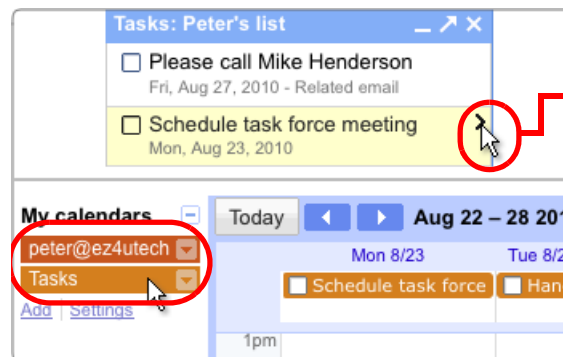


Select the message, open the **More actions** menu, and choose **Add to Tasks**. This opens your **Tasks** list and places the email on your list.

Check the task off in your list, when it's complete.

### Track tasks in your calendar

Display tasks on their due dates in your calendar and keep an eye on them there, instead.



Open your **Tasks** list (click the **Tasks** link at the left of your message list). Then click a task's **>** to open a screen for assigning a due date.

Display **Tasks** in your calendar to see reminders for this week. Tasks with a due date appear in each day's header area.

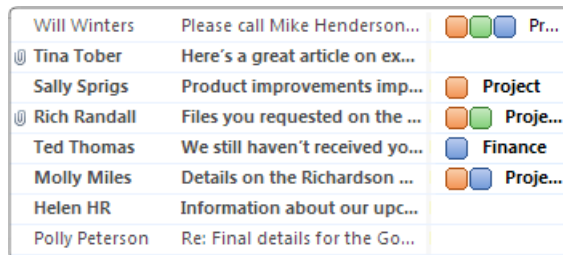
# Gmail Labels vs. Categories

Google™ Apps  
Life after Microsoft Outlook

## In Microsoft Outlook® ...

### Assign color categories

Assign one or more color categories to a message to classify and later retrieve it.



## In Gmail ...

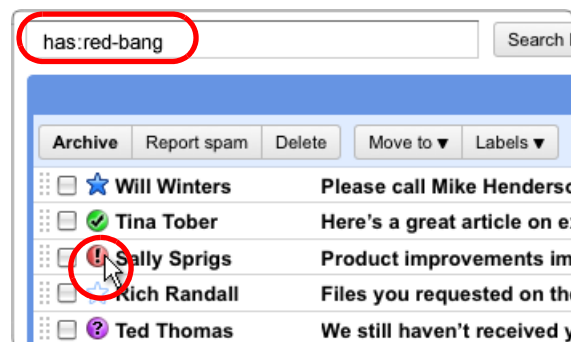
### Color-code your labels

Color-code your labels and assign labels to a message, instead.



## Use Superstars!

Mark a message with a colored star, exclamation point, or other symbol.



Gmail labels work a lot like categories in Outlook. As with categories, you can assign several color-coded labels to a message, then sort your email by label to find related messages.

To color-code a label, click to the right of the label (a box with an arrow ▼ appears) and choose a color scheme.

Click **Add a custom color** to create a color scheme of your own.

Go to **Mail settings** to choose which symbols you want to use (on the **General** tab, scroll down to **Stars**).

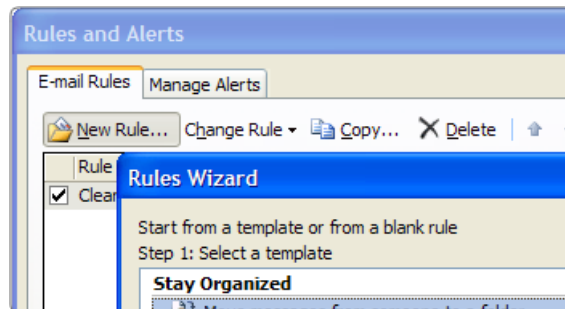
Click a message's star repeatedly to cycle through the symbols you chose.

Find messages with a particular symbol by searching for **has:symbolname**, as in **has:red-bang**. Find out the name of each symbol in **Mail settings**.

## In Microsoft Outlook® ...

### Manage incoming messages with rules

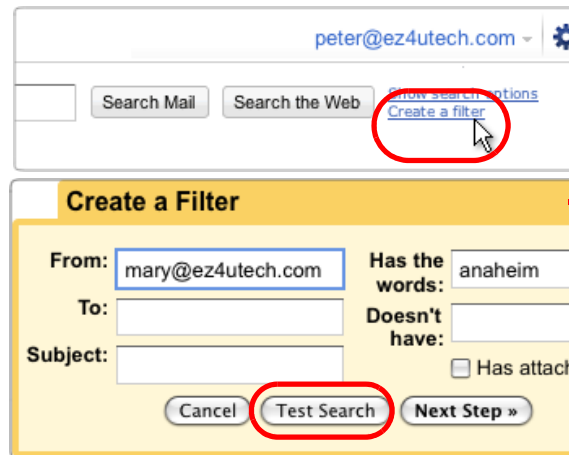
Use rules to manage the flow of incoming messages.



## In Gmail ...

### Manage incoming messages with filters

Set up filters to automatically label, archive, delete, star, or forward certain types of messages.

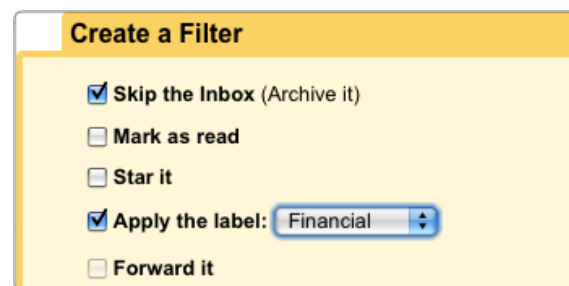


## 1. Set up filter conditions

Click *Create a filter* next to the Search bar.

Create conditions to determine which incoming messages get filtered.


These conditions filter messages from *Mary* that contain a reference to *anaheim*, an ongoing project. Use the **Test Search** button to preview the filter before setting up actions.



## 2. Choose actions to perform

Next, choose one or more actions to perform on messages that meet your conditions.

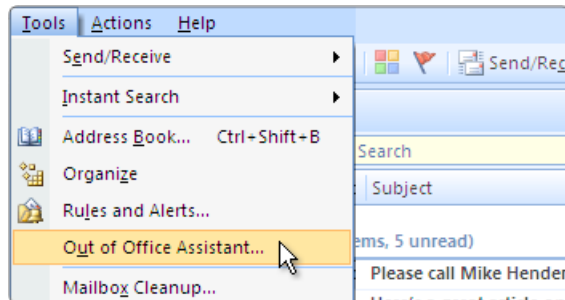
This action applies the **Financial** label to filtered messages, which skip the Inbox altogether.

 Create a filter based on a specific message by choosing **Filter messages like this** from a message's **More actions** menu.

## In Microsoft Outlook® ...

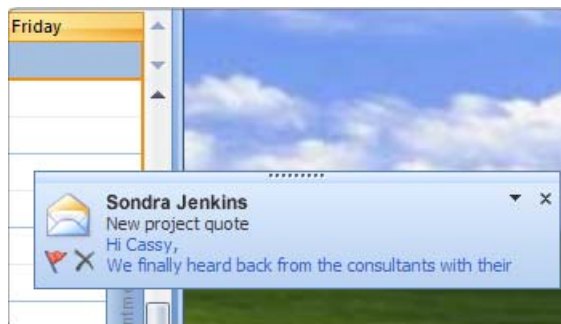
### Out of Office Assistant

Reply automatically to messages you receive while on vacation. Optionally customize your replies for different recipients.



## Enable Desktop Alerts

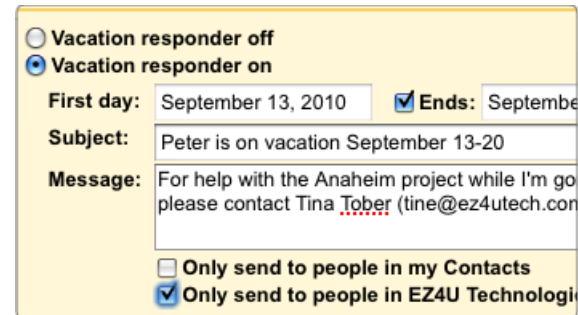
Receive new mail notifications on your desktop by enabling Desktop Alerts.



## In Gmail ...

### Vacation Responder

Specify a single reply to send while on vacation. Optionally narrow the scope of who receives it.



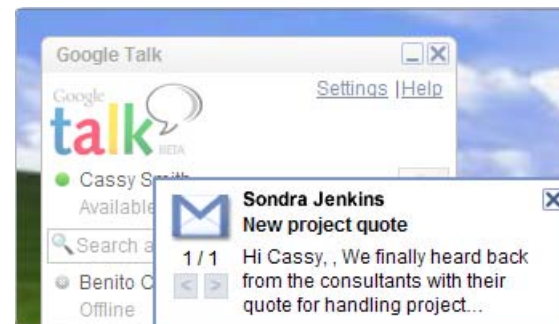
Click Gmail **Settings** (**General** tab) and scroll down to **Vacation Responder**.

Compose your automatic reply and specify a time range for when to send it. Optionally send it only to people in your organization or personal Contacts.

Don't worry about sending too many responses to people who email you frequently. Gmail sends your reply to any given recipient only once every 4 days.

## Install Google Talk

Install the Google Talk chat client to receive desktop alerts when new mail arrives.



Download and install Google Talk from [www.google.com/talk/](http://www.google.com/talk/).

Open Google Talk from your Windows **Program Files** and sign in with your Google Apps user name and password. As long as Google Talk is running, you'll receive desktop alerts when new mail arrives—whether or not Gmail is open in a web browser.

Open Google Talk's **Settings** and check the **Start automatically when starting Windows** option so you don't have to remember to start Google Talk yourself.

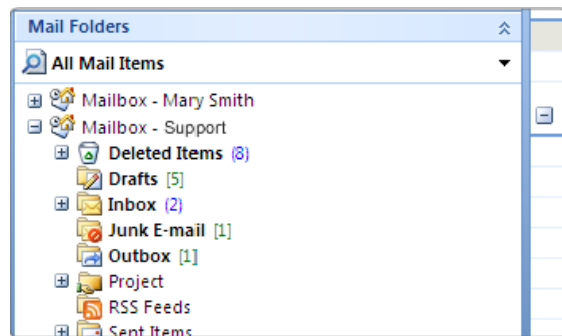
# Gmail Shared Mailboxes vs. Google Groups

Google™ Apps  
Life after Microsoft Outlook

## In Microsoft Outlook® ...

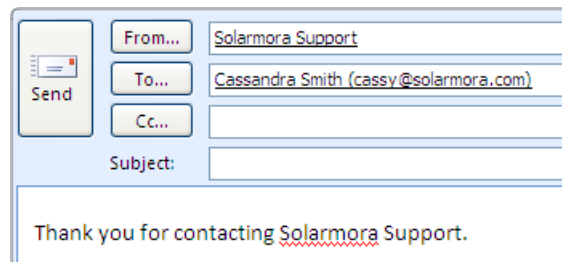
### Share a team mailbox

Share a team mailbox with a group of people who can then send messages on the team's behalf (requires using Microsoft® Exchange).



## Send from the team address

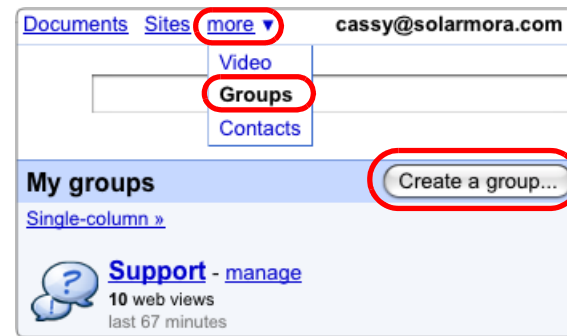
Open a mailbox that's been shared with you and send messages from the team address.



## In Gmail ...

### Create a Google Group

Create a Google Group whose members can send messages on the group's behalf (any Google Apps user can do this).



## Send on behalf of the group

Go to the group's Discussion Archive and respond to messages posted there, using the group address.



Go to **more** > **Groups** to view groups you belong to. Then click **Create a group**. Name your group, create an email address for it, and configure **Group settings** to determine who can post messages on the group's behalf.

For details, see <http://www.google.com/support/a/bin/answer.py?answer=167430>.

Don't see the **Create a group** button? Ask your administrator to either enable Google Groups for Business or create the group for you.

Go to **Groups**, open the group's Discussion Archive, and click the posting you want to reply to.

Below the message text, click **Reply** or **Reply to Author**.

In the message window, select the group's address from the **From** drop-down and compose your reply.



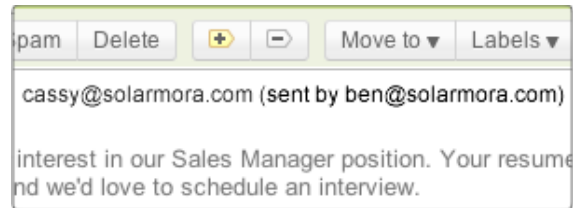
## In Microsoft Outlook® ...

### Send mail on your manager's behalf



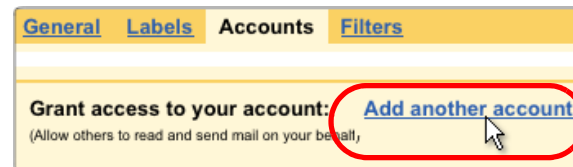
## In Gmail ...

### Send mail on your manager's behalf



You can access your manager's Inbox in Gmail—viewing her mail and sending messages on her behalf—much as you did in Outlook.

Recipients see that messages you send on her behalf come from her but are sent by you.



## Set up delegation

First, your manager must grant you access to her Gmail account:

➤ Have your manager open her Mail settings, go to her **Accounts** tab, click **Add another account**, and enter your email address.

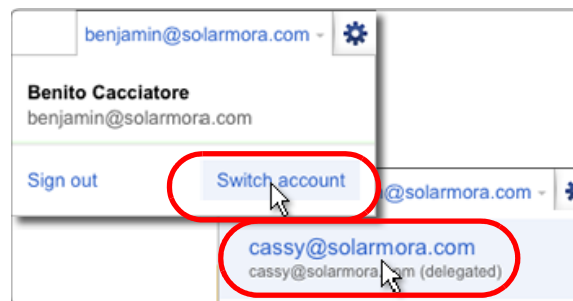
This sends you an acceptance email that you must respond to, to activate delegation.

## Access your manager's mail

➤ Click your email address at the top of your Gmail window, choose **Switch account** from the menu, and click your manager's address.

This loads her Inbox in your Gmail window where you can now send and receive mail on her behalf.

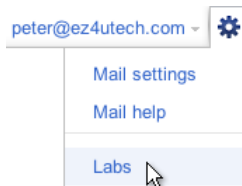
💡 Want to send messages from your manager that *don't* include your address? Go to your **Mail settings** > **Accounts** tab and add her address next to **Send mail as**. After that, choose her address in the From field when you send messages from her Inbox.



## Enable Gmail Labs

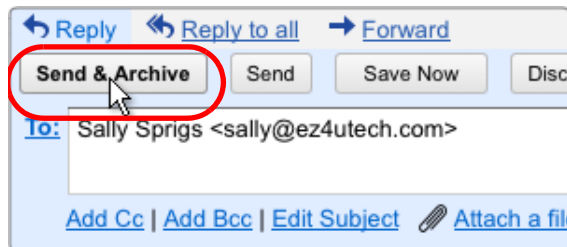
Gmail Labs are pre-release features you can enable to add even more functionality to your Inbox. Labs let you recall a message you just sent, enter a pre-composed response, and much more.

To see available Labs and enable any you want to use, open your **Mail settings** and go to the **Labs** tab (available only if your Gmail administrator has enabled Labs.) Or after enabling one lab, go straight to **Labs** from the gear menu.



## Send and archive in one step (Lab)

Save a step when replying to conversations you want to archive, by enabling the **Send & Archive** lab (see above for more about Labs). This adds a button to any reply you compose that you can click to simultaneously send your reply and archive the conversation (so it's no longer in your Inbox).

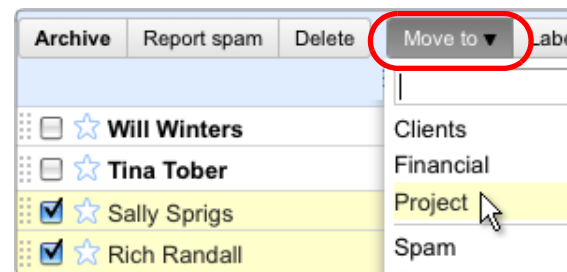


Don't worry about missing replies—if anyone responds to your message, the conversation, along with their reply, will reappear in your Inbox.

## Label and archive in one step

Organize your mail and clear your Inbox in one step (similar to moving a message to a folder in Microsoft Outlook®).

Select messages, then choose a label from the **Move to** pull-down menu.



Here, Gmail adds the **Project** label to selected messages and removes the messages from your Inbox.

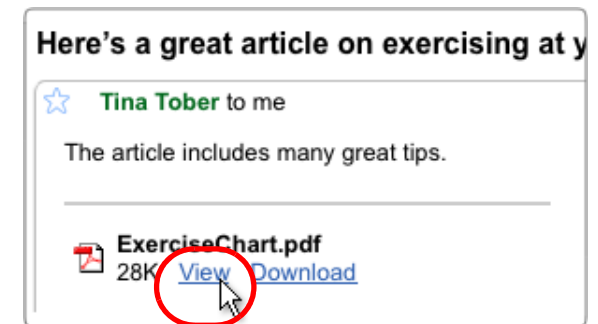
To view the messages later, click the **Project** label at the left of your message list. You can also view the messages (along with all your other messages) by clicking **All Mail**.

## Preview attachments before download

Attachments to Gmail messages reside in the cloud and are only copied to your computer when you download them for viewing.

You can save disk space (and time) by previewing attachments *without* downloading.

Click the **View** link below the attached file.

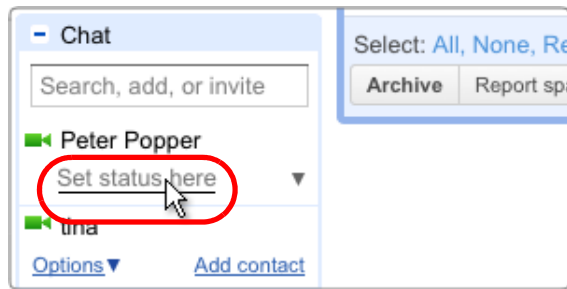


Gmail opens a new browser window to display a preview of the attached file. You then have the option of printing the view or downloading the original file.

### Add a status message

Let your coworkers know what you're doing by adding a status message to your Chat box.

Expand the **Chat** box. Then click **Set status here** to pop up a box for adding a status message.



Your status message can be anything you want, including a note to say you're out of town, or a link to a web page.

### Save time with keyboard shortcuts

Save time while reading and managing your mail by using keyboard shortcuts. These let you perform common tasks without moving your hands from the keyboard.

For example, type "j" and "k" to navigate up and down your Inbox, "o" to open messages, "r" to reply, "c" to compose, "s" to add or remove a star, "e" to archive, and much more.

While working in Gmail or Google Calendar, type "?" at any time to display a complete list of keyboard shortcuts (keyboard shortcuts must be enabled).

Print a copy of keyboard shortcuts from [http://deployment.googleapps.com/Home/resources-user-adoption/quick-reference/Google\\_Mail\\_Shortcuts.pdf](http://deployment.googleapps.com/Home/resources-user-adoption/quick-reference/Google_Mail_Shortcuts.pdf)

### Prune duplicate contacts

Want to clean up any duplicate contacts that migrated from Microsoft Outlook®?

Gmail makes it easy to merge duplicate contact records without losing valuable data.

Click **Contacts** to open the Contact manager. Then open the **More actions** menu and choose **Find and merge duplicates** (shows a list of duplicates). Uncheck any contacts you don't want to merge and click the **Merge** button.

Gmail merges unique information from the deleted contact record with the remaining contact record.

### Work offline

Keep using Gmail, even when you're not connected to the cloud!

Set up offline Gmail by opening your **Mail settings** and going to the **Offline** tab (available only in some browsers and if your Gmail administrator has enabled this feature).

You can then access your mail and continue working even when your connection is intermittent or if you're not connected to the Internet at all.

While you're offline, Gmail stores messages you send in your outbox. It then automatically delivers the messages the next time you connect.