

# Life after Microsoft Outlook®

## Welcome to Gmail

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



## What's different, at a glance...

### In Microsoft Outlook®, you...

Access mail (typically) from one computer behind a firewall

View messages and their replies by default as individual entries in your Inbox

Organize messages in folders

Flag important messages

Flag messages for follow-up

Tag messages with color categories

Sort messages by sender or date or size

Auto-spell check while composing

Create multiple signatures

Delete messages, typically to save space

Get desktop mail notifications via Desktop Alerts

Share a mailbox

Attach and forward multiple messages

### In Gmail...

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

Group messages and their replies by default in *conversation threads*

Tag messages with *labels*

Star important messages

Add messages to your Tasks list

Color-code your labels

"Sort" messages using Gmail search

Check spelling after composing

Use the Canned Responses lab

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

Enable Desktop Notifications in Chrome or install the Google Talk desktop client

Delegate your mailbox to individuals or use Google groups to share more broadly

Forward all messages in a conversation thread



# Composing

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



## In Gmail ... Compose within your Inbox



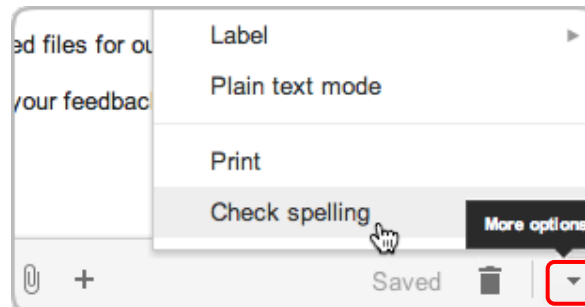
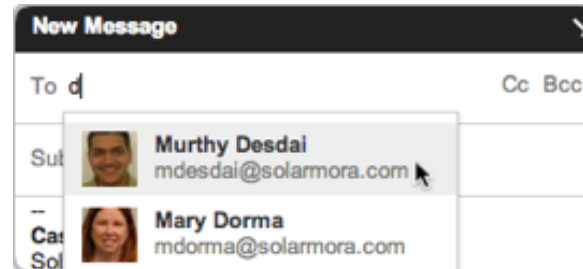
Click the **Compose** button. A new message appears at the right corner of your Inbox.

Shift-click **Compose** to author your message in a new browser window, without covering your Inbox.

## Address the message

Type 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.

To copy someone, click **Cc** or **Bcc** that shows up when you're in the **To** field (labeled **Recipients** when you're not entering addresses). You can also drag addresses between **To**, **Cc**, and **Bcc**.



## Check spelling *after* composing

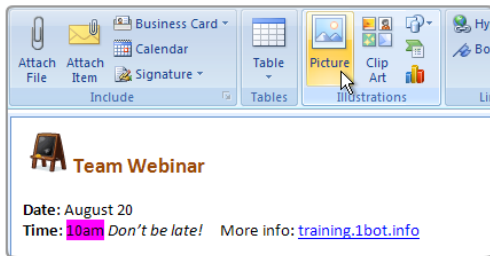
Compose your message first. Click the **More Options** arrow on the lower-right of your message footer. Then select **Check Spelling** to highlight and correct possible misspellings.



# Formatting and Signatures

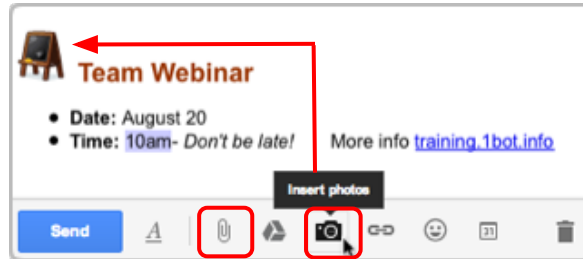
### In Microsoft Outlook® ... Format and add pictures

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



### In Gmail ... Format and add pictures

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



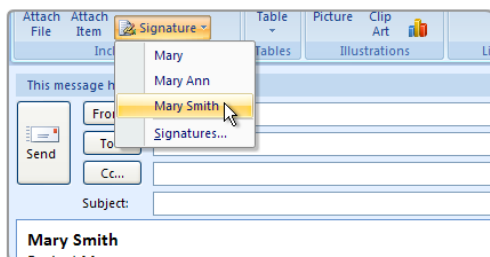
To format the text of your message, click the **A** in the message footer to see formatting options.

To add a picture, hover over the **plus sign** to expand insert options. Then click the **camera** icon to insert an image in the message body. Or click the **paperclip** to attach it at the bottom.

**Chrome browsers only:** Attach pictures by dragging them into the message body. If you drag and drop a single picture, the image will insert in your message instead of attaching.

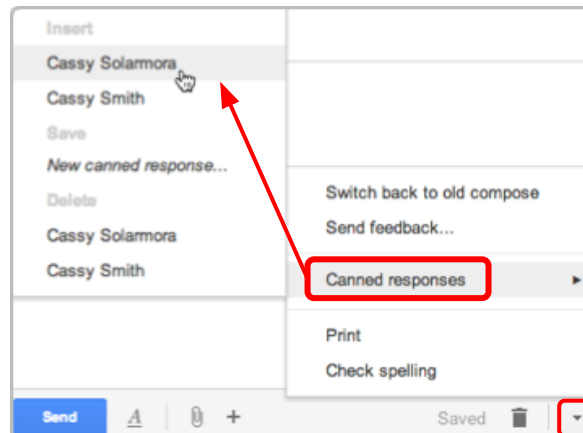
### Create multiple signatures

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 your Gmail **Settings** (in the gear menu). Your signature is automatically inserted in each new message.



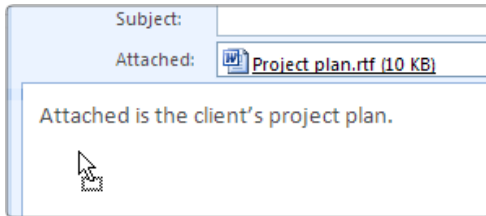
To use other signatures, enable the **Canned Responses lab**. Then create a canned response for each signature. When composing a message, choose the signature you want from **Canned responses** in the **More Options** menu in your message footer.



# Attaching Files

### In Microsoft Outlook® ... Attach or drag a file

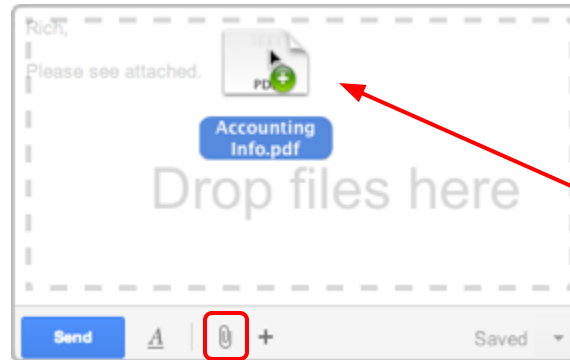
Browse for the file. Or drag or paste it into the message.



### In Gmail ... Upload and attach a file



Click the **paperclip icon** and browse for the file.



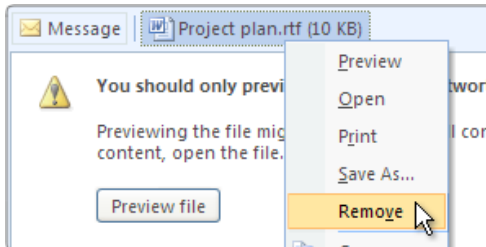
To prevent the spread of viruses, Gmail doesn't let you attach executable (.exe) files.

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

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

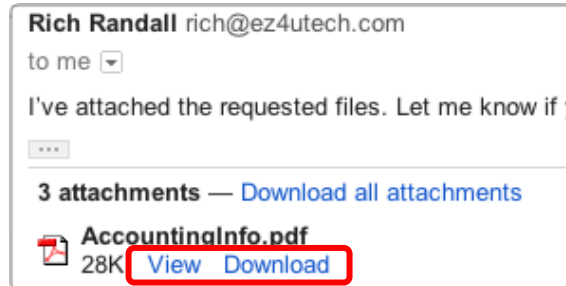
### Remove attachments to save space

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 attachment directly from the message to your desktop to download it.

Click View to preview the attachment in a browser window, without downloading it.



### In Microsoft Outlook® ... Multiple Inbox entries per thread

A message and all of its replies appear, by default, as individual entries scattered across 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.

☐ ☆ Ted Thomas We still haven't received you  
☐ ☆ Polly, Nancy, **Ryan** (3) **Final details for the Google App**  
☐ ☆ 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.

Final details for the Google Apps

**Polly Peterson** 9/21/09 ☆  
Hi everyone, Tonight is the kick-off event to introd

**Nancy Newel** nancy@€ 9/21/09 ☆

to Polly, quinn, ryan

Catering is scheduled to arrive around 5:30 pm.  
We've allotted an hour for them to set unpack  
and set everything up for the event. We're

### 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.



Opens conversation in its own window.



**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**.

**Polly Peterson** 9/21/09 ☆  
Hi everyone, Tonight is the kick-off event to introd

**Nancy Newel** nancy@€ 9/21/09 ☆

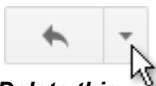
to Polly

☐ Reply  
☐ Reply to all  
☐ Forward  
☐ Print  
☐ Delete this message

### 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. For example, click **Print** to print just that message. Click **Delete this message** to delete just that message from the thread.

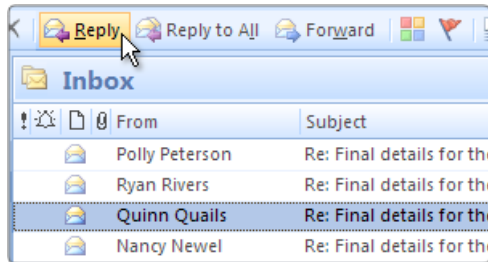




# Replying

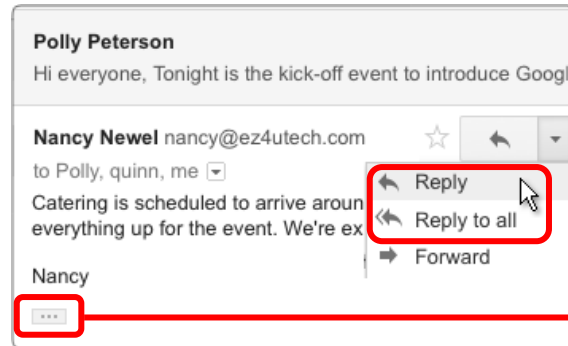
## In Microsoft Outlook® ... Reply to a message

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.

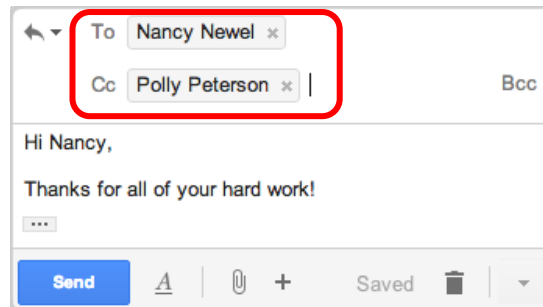


## Expand the message, first

Click a message to expand it. Then **open the menu** inside the message and choose a reply option. Note that you're replying only to the sender or recipients of that message, not to other participants in the conversation.



If a message includes a signature or previous replies, Gmail hides them from view. Click [ ... ] to view all the text to be included with your reply.



## Who sees your reply?

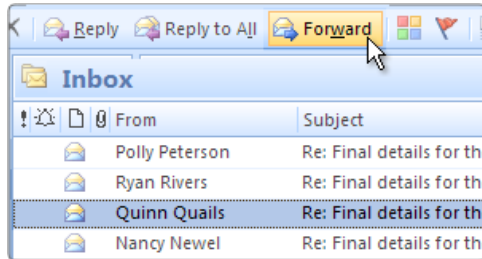
Before sending a reply, you can verify the recipients by checking the email addresses in the **To** and **Cc** fields. If a participant's address isn't there, he or she won't see your response.

This example shows that only Nancy Newel and Polly Peterson will see this reply in their conversation stack.

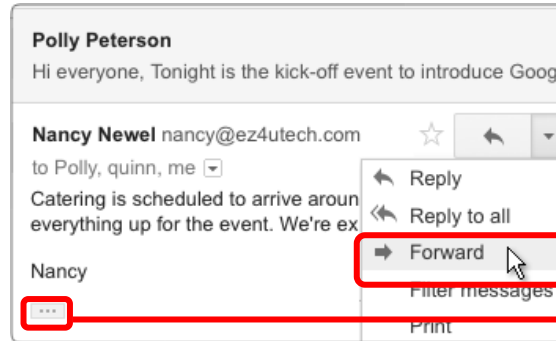


# Forwarding

### In Microsoft Outlook® ... Forward a message



### In Gmail ... Forward a message in a conversation

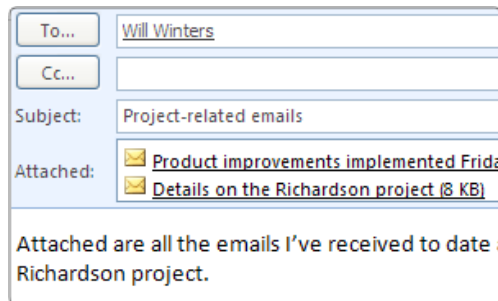


If the message you want to forward is within a conversation, first expand the message.

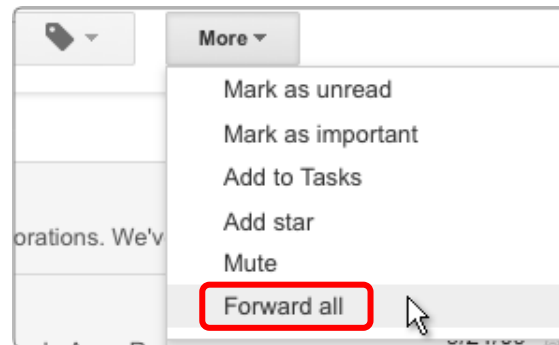
*To forward just that message, open the menu inside the message and click **Forward**.*

If a message includes a signature or previous replies, Gmail hides them from view. Click [ ... ] to view all the text to be included with your forwarded message.

### 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 the messages in a conversation thread by forwarding the entire conversation.

*Open the **More** menu above the conversation stack and click **Forward all**.*

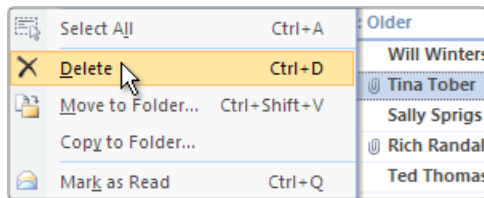
Recipients of a forwarded conversation receive a single message that contains all replies from the original conversation.



# Archive vs. Delete

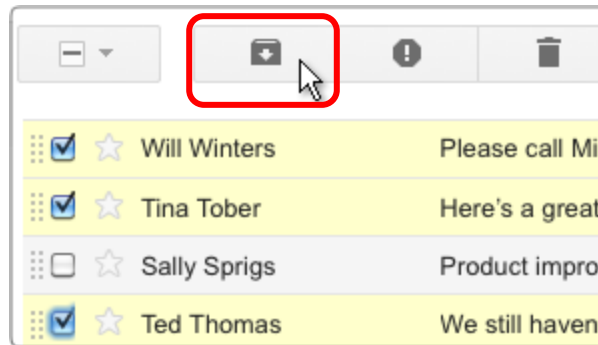
## In Microsoft Outlook® ... Delete mail to save space

Limited disk space on your server often 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 have room to archive messages instead, keeping them in your mailbox for later reference.



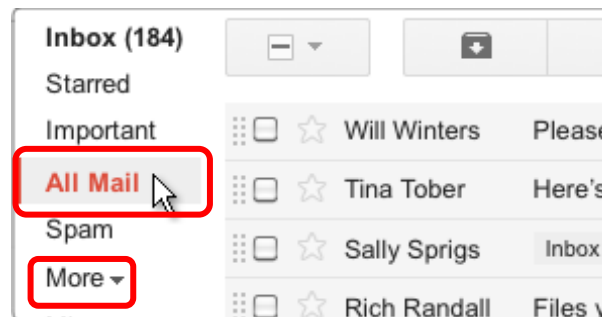
## Clean up your Inbox

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 the **Archive** button.



Archiving a conversation doesn't remove you from the thread; any new reply automatically returns the conversation to your Inbox (unless you **Mute** the conversation.)



## 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**.)

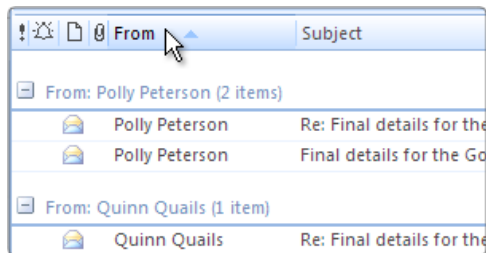




# Search vs. Sort

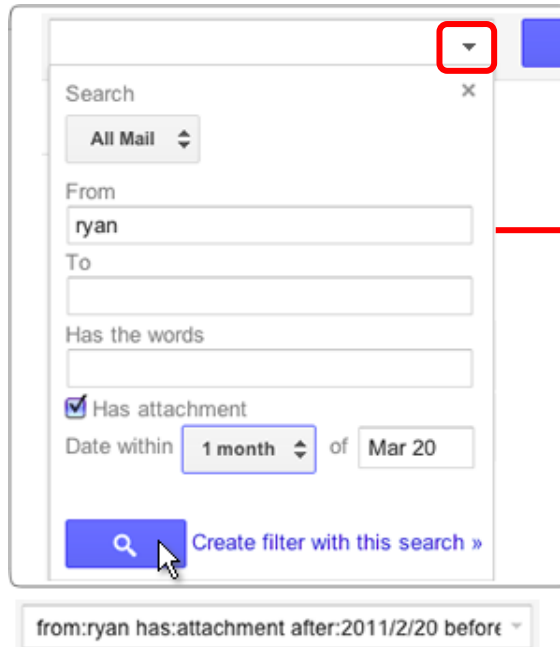
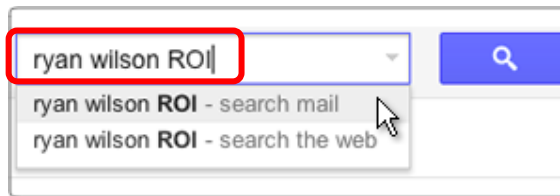
## In Microsoft Outlook® ... Sort, browse, or search messages

- Sort messages 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 the down arrow at the right of the search bar to open the search options box.*

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

## Search shortcuts

After your search, Gmail shows you a text version of the search. Next time, you can type these search operators directly (e. g., *from:ryan has:attachment*, etc.) without having to open the box.



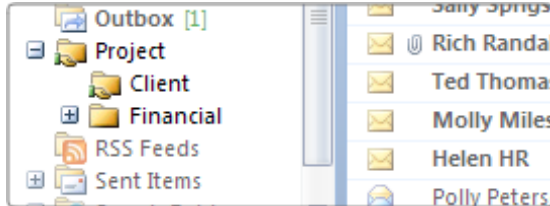
Print a copy of the search shortcuts at:  
<http://goo.gl/HnysH>



# Labels vs. Folders

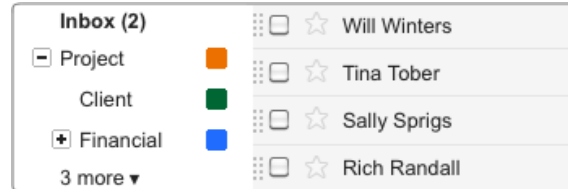
### In Microsoft Outlook® ... Place a message in a folder

Organize your messages in folders.

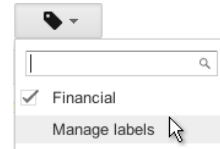


### In Gmail ... Tag messages with labels

Give messages one or more descriptive labels.



To create or edit 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

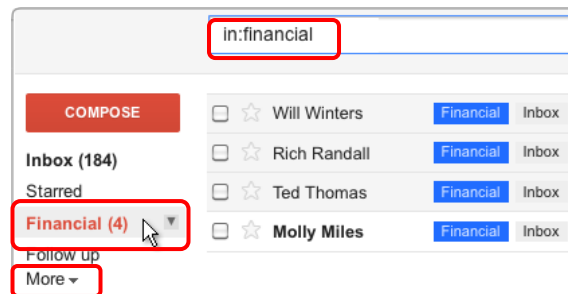
Assign a message as many labels as apply. You can then find the message based on any of its labels.



Select messages in your **Inbox**. Then open the **Labels** menu and select one or more labels.



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



### 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** (e.g. **in:financial**).

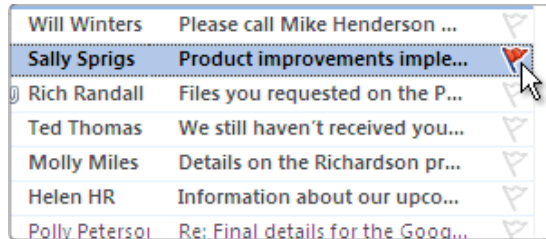


See all your labels by clicking the **More** link in the sidebar. Use Gmail **Settings** to choose which labels appear without having to click **More**.

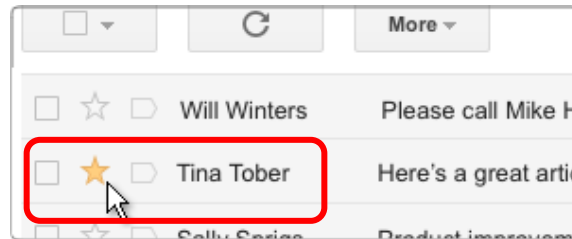


# Stars vs. Flags

## In Microsoft Outlook® ... Flag an important message

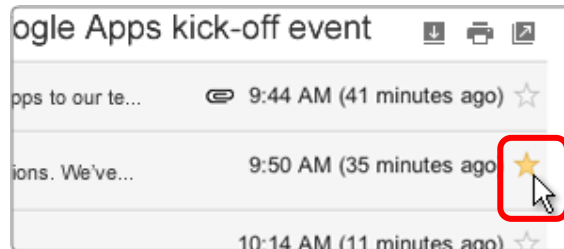


## In Gmail ... Star the message instead



## Star messages in your Inbox

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



## Star a message within a conversation

Star an important message within a conversation stack to bookmark it. The conversation will be starred in your Inbox, and you can open it to see which message is starred.



## Find starred messages

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

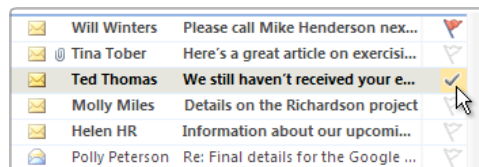
Or search for **is:starred**. Searching for **is:starred in:project**, for example, returns all starred messages that have the **Project** label.



# Tasks vs. Flags

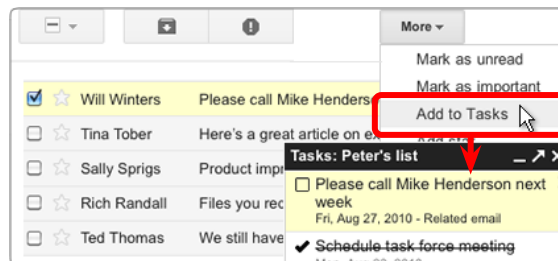
### In Microsoft Outlook® ... Flag Messages for follow-up

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



### In Gmail ... Add messages to your task list

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

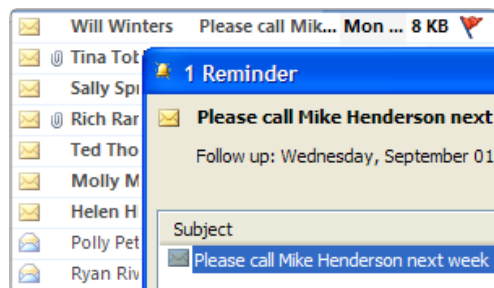


Select the message, open the **More** menu, and choose **Add to Tasks**. This opens your **Tasks** list and places the email on your list.

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

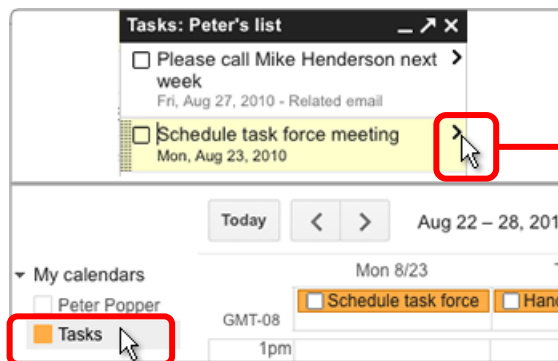
### Get pop-up reminders for tasks

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

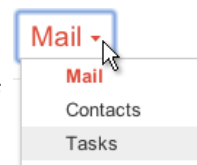


### Track tasks in your calendar

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



Open your Tasks list (click the **Mail** logo and choose **Tasks**). Then click a task's > to open a screen for assigning a due date.



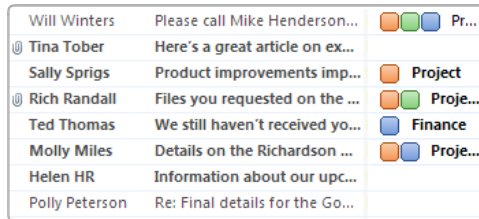
Display Tasks in your calendar to see reminders for this week. Tasks with a due date appear in each day's header area.



# Labels vs. Categories

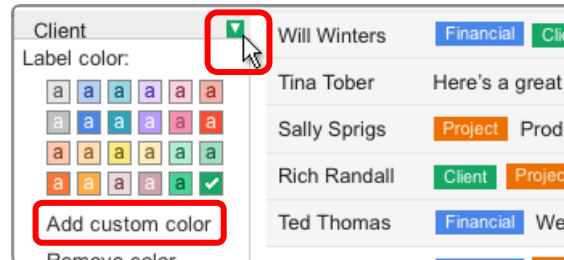
## In Microsoft Outlook® ... Assign color categories

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.



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.



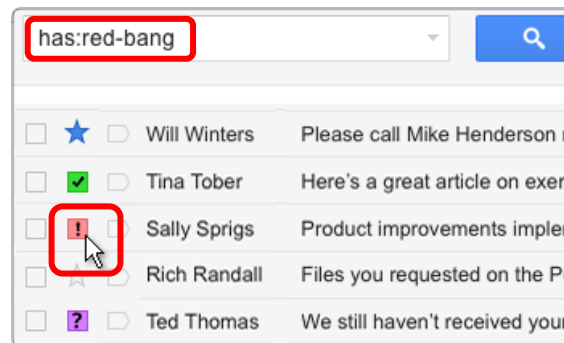
To color-code a label, click to the right of the label (a box with an arrow appears) and choose a color scheme.



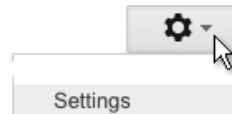
Click **Add a custom color** to create a color scheme of your own.

## Use Superstars!

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



Go to your Gmail **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.



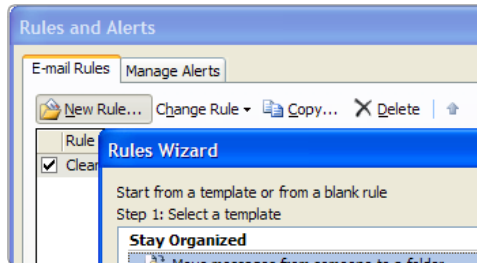
Find messages with a particular symbol by searching for **has:symbolname**, as in **has:red-bang**. Find out the name of each symbol in your Gmail **Settings**.



# Filters vs. Rules

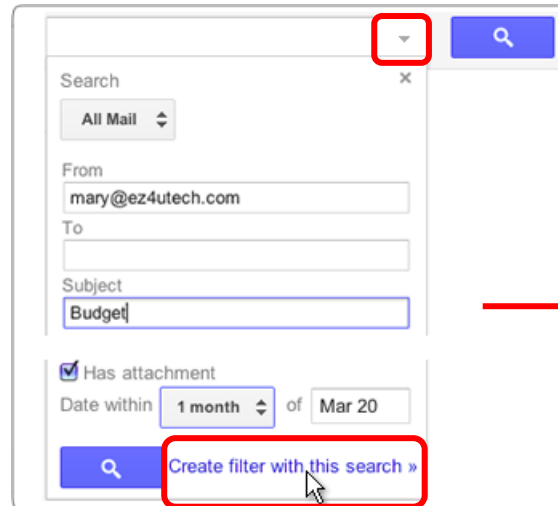
### In Microsoft Outlook® ... Manage messages with rules

Use rules to manage the flow of incoming messages.



### In Gmail ... Manage messages with filters

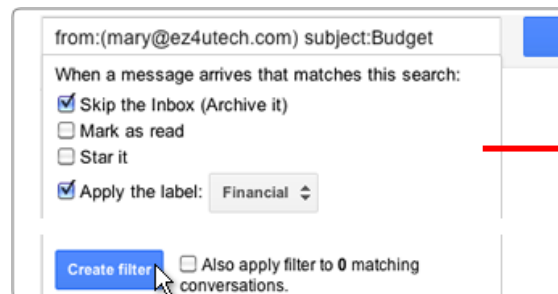
Set up filters to automatically label, archive, delete, star, or forward certain types of messages.



#### 1. Set up filter conditions

Click the down arrow at the right of the search bar to open the search options box. Then create conditions to determine which incoming messages get filtered, and click **Create filter with this search**.

These conditions filter messages from Mary that contain the word *Budget*.



#### 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.

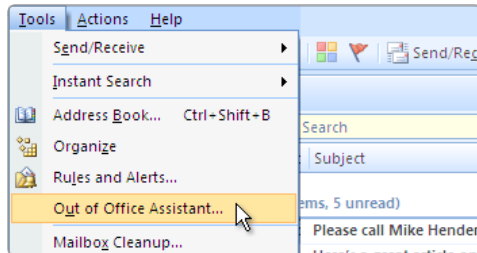
Create a filter based on a specific message by selecting the message, then choosing **Filter messages like this** from the **More** menu.



# Vacations and Notifications

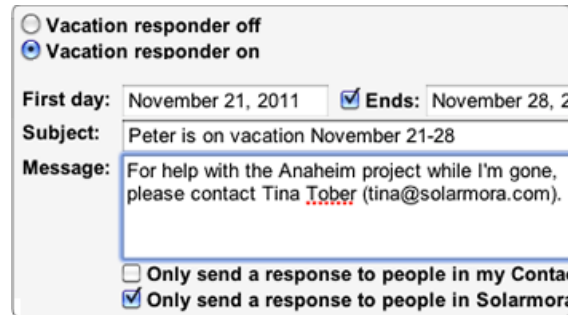
### In Microsoft Outlook® ... Out of Office Assistant

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



### In Gmail ... Vacation Responder

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



Open Gmail **Settings** from the gear menu. Then on the **General** tab, scroll down to **Vacation Responder**.

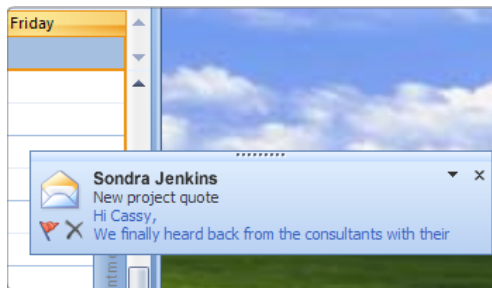


Compose your automatic reply and specify a time range for when to send it. Optionally send it only to people in your organization or personal Contacts.

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.

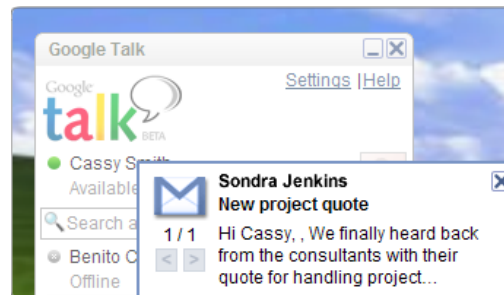
### Enable Desktop Alerts

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



### Install Google Talk

Desktop notifications let you know when you have a new email or chat message.



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 username 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.

**Chrome Browser Only** - Open Gmail **Settings** from the gear menu. Then on the **General** tab, scroll down to **Desktop Notifications**.

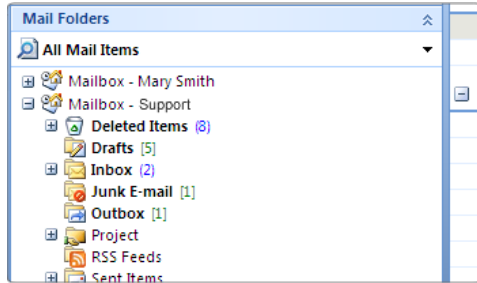




# Shared Mailboxes vs. Groups

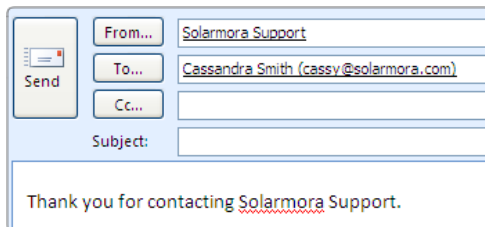
## In Microsoft Outlook® ... Share a team mailbox

Share a team mailbox with a group of people who can then send messages on the team's behalf.



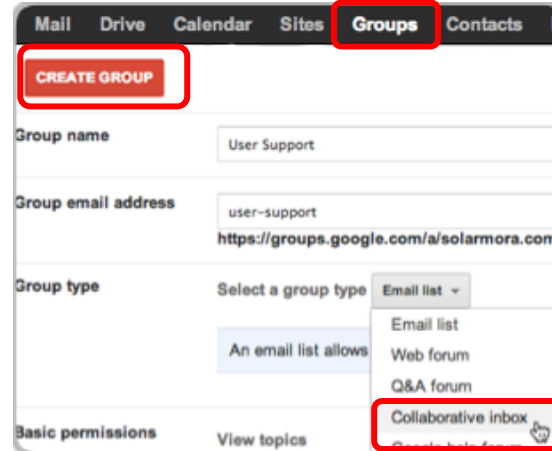
## Send from the team address

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



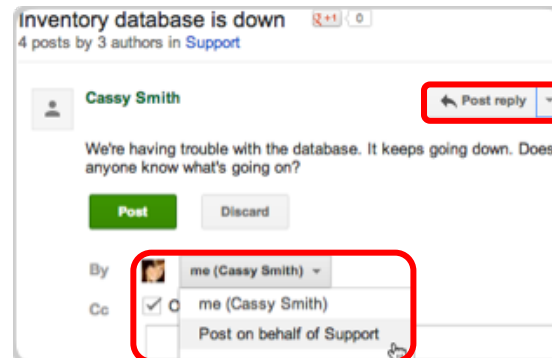
## In Gmail ... Create a Google Group

Use Groups to create a collaborative inbox whose members can send messages on the group's behalf.



## 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 **Groups** to view groups you belong to. Then click **Create Group**. Name your group, create an email address for it, and choose the **Collaborative inbox** preset from the **Group type** menu.

For details, see:  
<http://learn.googleapps.com/groups>



*Don't see the **Create 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.

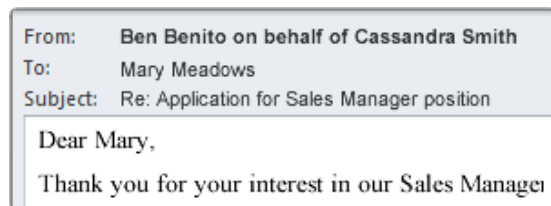
Click **Post reply** or select from the drop down menu for additional options. In the message window, select the group's address from the **By** drop-down and compose your reply.



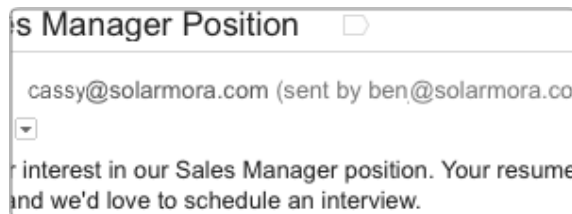


# Mail Delegation

### In Microsoft Outlook® ... Send mail on your manager's behalf



### In Gmail ... Send mail on your manager's behalf



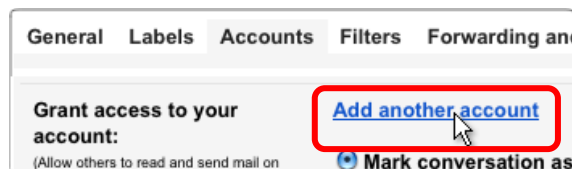
You can access your manager's Inbox in Gmail—viewing her mail and sending messages on her behalf—much as you did in Outlook.

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



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.

For more resources on mail delegation, see: <http://learn.googleapps.com/executive-assistants>



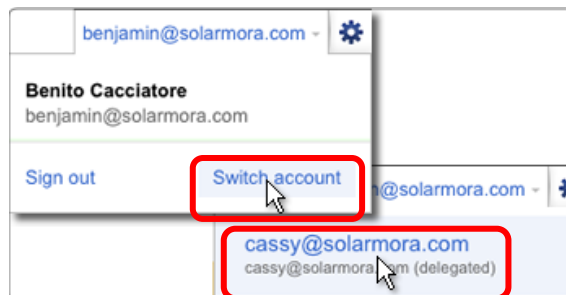
### Set up delegation

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



Have your manager open **her Gmail 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.

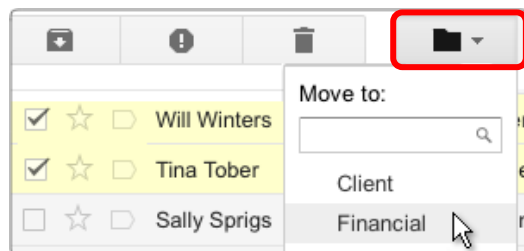
This loads her Inbox in your Gmail window where you can now send and receive mail on her behalf.



### 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** menu.



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

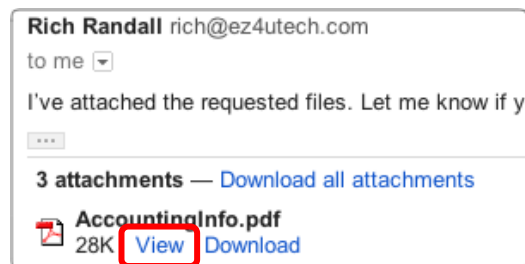
To view the messages later, click the **Financial** label at the left of your message list, or type *in:Financial* in Gmail's search bar. You can also view the messages (along with all your other messages) by clicking **All Mail**.

### 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.



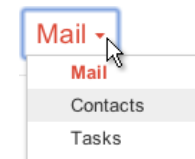
Gmail opens a new browser window to display a preview of the attached file. You then have the option of printing the view or downloading the original file.

### Prune duplicate contacts

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

You can easily merge duplicate contact records without losing any data.

Click the **Mail** logo and choose **Contacts** to open the Contact manager. Then open the **More** menu and choose **Find & 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



**Chrome Browser Only** - Keep using Gmail, even when you're not connected to the cloud!

Set up offline Gmail by opening your Gmail **Settings** and going to the **Offline** tab.

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.

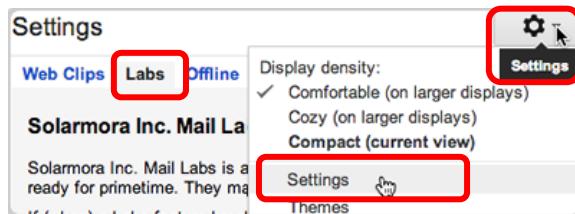


# Power Tips

### 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 Gmail **Settings**, and go to the **Labs** tab.



For recommended Labs, see:  
<http://goo.gl/aeviG>

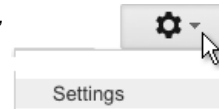
### Save time with keyboard shortcuts

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.



Go to the **Gear** menu, click **Settings** and enable keyboard shortcuts in the **General** tab.



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



Print a copy of keyboard shortcuts from:  
<http://goo.gl/HnysH>

### Recall messages

Ever sent a message and then realized you misspelled your manager's name or replied with the wrong date for a conference? Enable **Undo Send** to recall messages for 5-30 seconds after you press Send.



Go to the **Gear** menu, click **Settings** and enable **Undo Send** in the **General** tab.

