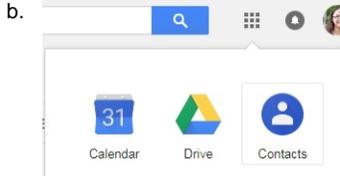# Google Mail, or Gmail

A Few Things to Know

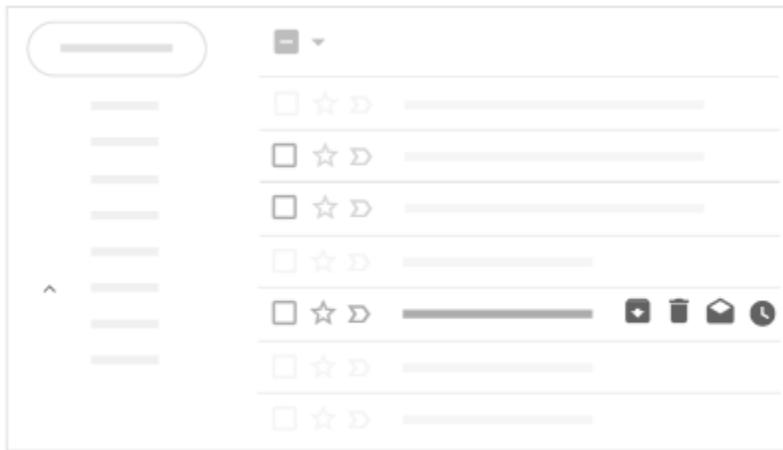⌄ Click here to learn about some Gmail features...

1. **Contacts**
   a. To view your contacts, click on the Apps Grid (the box of 9 small squares by your profile picture) and find Contacts in the list of Google Apps.
   b.

2. **Interact with emails directly from your inbox**
   a. Without opening an email, you can choose to Archive, Delete, Mark as Read, or Snooze the message directly from the inbox.

3. **Snooze emails**
   a. You can hide a message from your inbox until a set date and time using the Snooze feature. Read more about Snoozing an email here.
   b. Please note: You have to have conversation view turned on in order to use the Snooze feature.

4. **Nudges**
   a. Nudges will bring an email to the top of your inbox with a suggestion to reply (to an email you haven't responded to) or follow up (on an email you sent which hasn't received a response). Read more about turning off nudges here.

   b. *

5. **Calendar/Keep/Tasks Integration**
   a. You can now view your calendar to the right of your inbox window by clicking on the small calendar icon to expand

To learn more about the options that are available - like snoozing an email, using Smart Reply, and viewing your Calendar or Tasks - we suggest this Help Center article or this video from Teacher's Tech.

*Image from https://www.howtogeek.com/356781/the-8-best-features-in-the-new-gmail/

G Suite Learning Center

Google provides extensive documentation on using Gmail in the G Suite Learning Center.

Advanced Gmail Features

There are a number of advanced features available for use with Gmail. Most of these options are available in Settings on the Advanced tab.

Please note that we can assist with locating these features, but cannot be responsible for use of these tools nor their continued availability. It is also important to note that what you can turn on or off in a delegated inbox varies (and sometimes changes as Google works to improve their services).

⌄ Templates

Templates are an advanced feature in Gmail that let you create and save emails as templates. These templates are usually used in situations where you find yourself sending the same information repeatedly.

Activate Templates

1. In Gmail, click on the gear icon and choose Settings.
2. Go to the Advanced tab.
3. Click "Enable" next to "Templates".
4. Scroll down and click Save Changes.

Create a Template

Next, compose an email to use as an email template.

> Tip: To avoid having duplicate signatures in your emails, delete the signature from your template before saving it (or save it again!). This way, if your signature changes, the most up-to-date version will appear on your emails.

When you are ready to save your template, click on the three dots in the bottom right of the compose window (1).
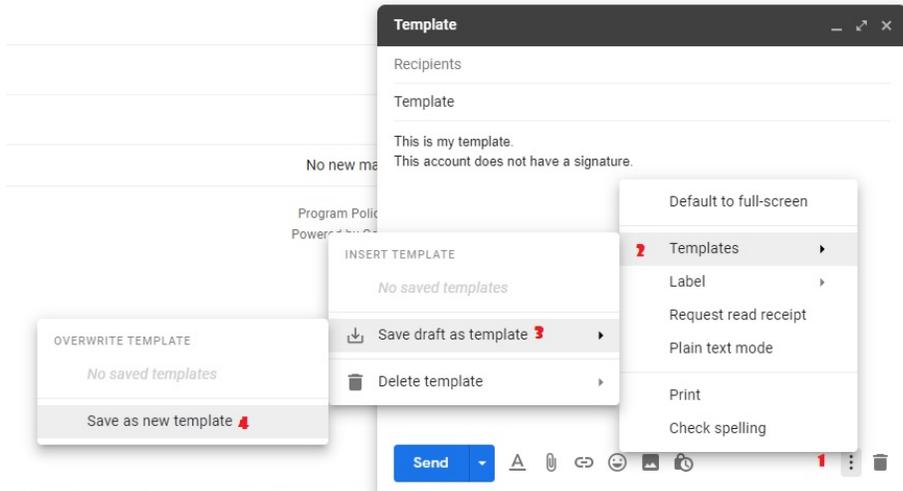
Choose Templates (2).

Choose "Save draft as template" (3).

Choose "Save as new template" (or choose to replace an existing template) (4).

Name your template when prompted. Consider a name more easily distinguishable from any other templates you create - especially if using the template in a shared inbox.
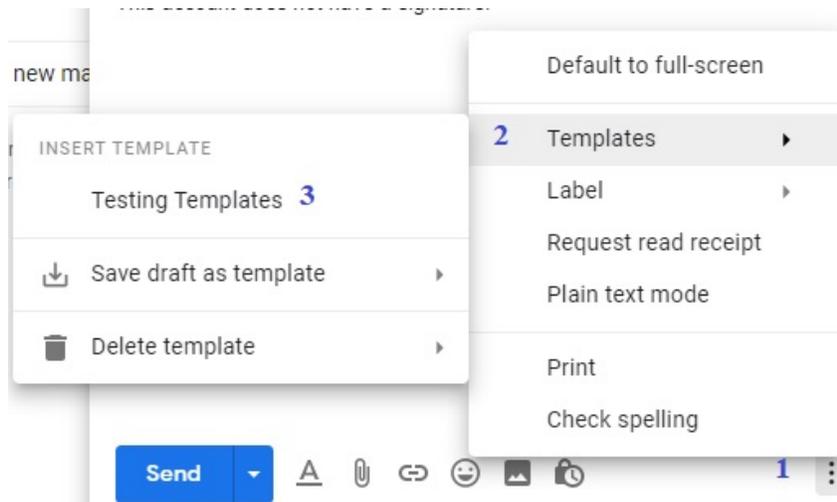
Using a Template

Open an email reply or a new compose window.

Click on the three dots in the bottom right of the compose window (1).

Choose Templates (2).

Choose your desired template from the list of available canned responses under "INSERT TEMPLATE" (3).

new ma...

Default to full-screen

2 Templates ▶

INSERT TEMPLATE

Testing Templates **3**

Label ▶

Request read receipt

Plain text mode

Save draft as template ▶

Print

Delete template ▶

Check spelling

Send ▼ | A | 📎 | 🔗 | 😊 | 🖼 | 🕐 | **1** | ⋮

▾ Options for organizing your inbox

There are many options available for organizing your inbox in Gmail.

To learn about the different options available and how to use them, please see the article in the G Suite Learning Center on choosing an inbox type.

Priority Inbox uses Google AI to sort email for you (with input from you).

You can also use categories with a tabbed inbox. These work in combination with Google AI and your input as well.

Multiple Inboxes is an option that allows you to manage more than one inbox using forwarded mail and/or label filters.

FAQ

Some of the specific questions we have been asked are listed and answered below.
  ▾ Click here to expand...

- **How do I send an email to a list of addresses in a spreadsheet?**
  To upload a spreadsheet of contacts, it needs to be saved as a .csv file. This means a "comma separated values" file as opposed to an Excel file. You can mark this when you go to "Save As" and use the drop-down box to change the type of file.
  Next, go to Contacts (now in the Apps grid next to your Google profile icon). Expand the 3 hamburger menu on the left and click the word "More" to expand that section of the menu. Choose "Import" and navigate to your file.
  For a step-by-step import tutorial straight from Google: https://support.google.com/contacts/answer/1069522
- **How do I create a contact group?**
  Google's instructions can be found at: https://support.google.com/mail/answer/30970?hl=e
  Note that Google uses the term "Labels" to reference a group name.
- **How do I access an account that was delegated to me?**
  To access delegated account please follow steps below:

  1. Click on the image or initial icon at the top right corner of your screen
  2. In the drop-down menu that appears, once the mailbox has been delegated you will see the mailbox listed with *(delegated)* after the email address. Click on the delegated account (note: If you have a lot of shared mailboxes, you may need to use the scrollbar on the right to view them all).
  3. The shared/delegated account will open in a new tab or window. It will look just like another inbox but will NOT include:
     - Chat
     - Calendar, Docs/Drive, Sites (calendars are delegated separately and will be accessed through My Calendars or Other Calendars in your Google Calendar view)
     - Add-ons
     - Access to some account settings
     - Themes

  Note: Once you have been added as delegate it may take up to 24 hours for delegated account to appear below your primary account.

Additional Resource:

We once offered a workshop on Managing a Gmail Inbox. The slides can be viewed here.