



G Suite™

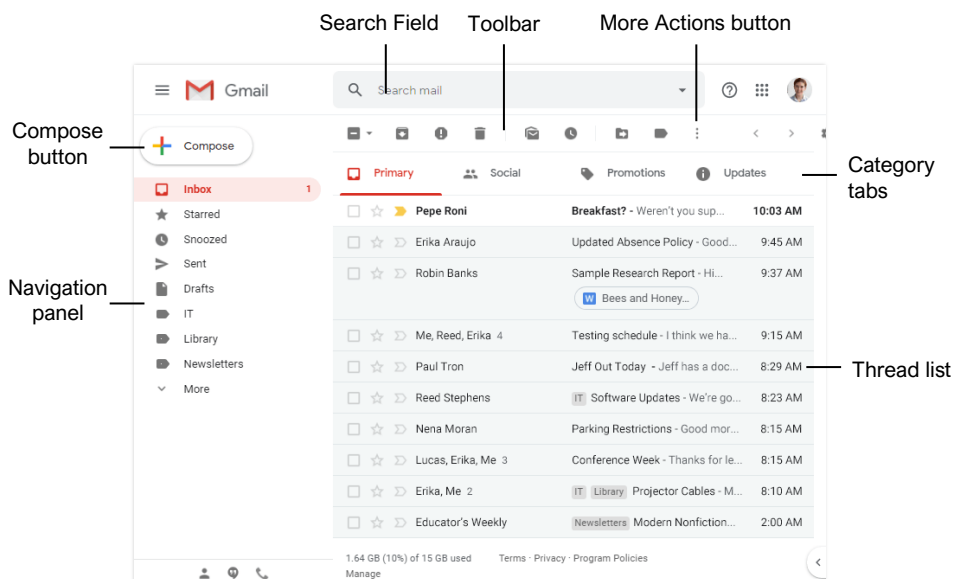
# Gmail

## Quick Reference Guide



Free Cheat Sheets  
Visit [ref.customguide.com](http://ref.customguide.com)

### 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!


## 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 checkboxes, 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.

# Custom@Guide

## Get More Free Quick References!

Visit [ref.customguide.com](http://ref.customguide.com) to download.



### Office 365

- [Access](#)
- [Excel](#)
- [Office 365](#)
- [OneNote](#)
- [Outlook](#)
- [PowerPoint](#)
- [Teams](#)
- [Word](#)

### G Suite

- [Classroom](#)
- [G Suite](#)
- [Gmail](#)
- [Google Calendar](#)
- [Google Docs](#)
- [Google Drive](#)
- [Google Sheets](#)
- [Google Slides](#)

### OS

- [Mac OS](#)
- [Windows 10](#)

### Productivity

- [Digital Literacy](#)
- [Salesforce](#)

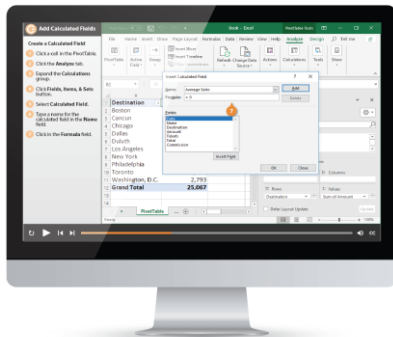
### Soft Skills

- [Business Writing](#)
- [Email Etiquette](#)
- [Manage Meetings](#)
- [Presentations](#)
- [Security Basics](#)
- [SMART Goals](#)

+ more, including [Spanish versions](#)

## Loved by Learners, Trusted by Trainers

Please consider our other training products!



### Interactive eLearning

Get hands-on training with bite-sized tutorials that recreate the experience of using actual software. SCORM-compatible lessons.



### Customizable Courseware

Why write training materials when we've done it for you? Training manuals with unlimited printing rights!

## Over 3,000 Organizations Rely on CustomGuide



“The toughest part [in training] is creating the material, which CustomGuide has done for us. Employees have found the courses easy to follow and, most importantly, they were able to use what they learned immediately.”

Contact Us!

[sales@customguide.com](mailto:sales@customguide.com)

612.871.5004