Gmail Tips & Tricks – Level 4

There are 4 levels of Tips and Tricks. This seminar covers Level 4 – **Become a Gmail Master.**

Level 1 – Just started using Gmail
Organize your inbox, find messages, and more.

Level 2 – Get more out of Gmail
Star emails, send photos, and more.

Level 3 – Advanced tips
Set up auto-replies, change your inbox style, and more.

Level 4 – Become a Gmail master,
Keyboard shortcuts, sharing files, and more.

Manage all your email in one place

If you regularly check several email accounts, you can use Gmail as the hub for all of them. You can get emails from your other account brought into Gmail and send messages that appear to be sent from another account.
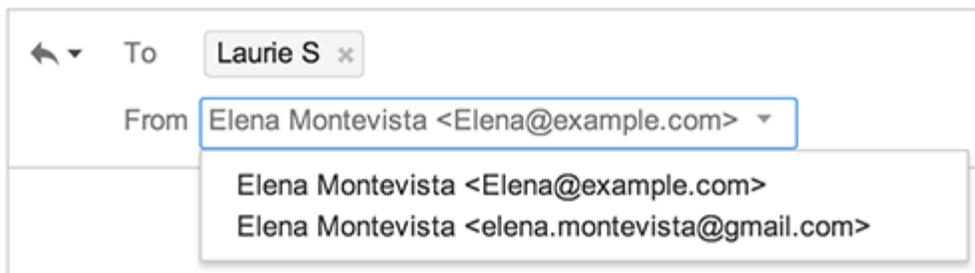
Sign in to multiple accounts at once

If you have more than one Google Account, you can use multiple sign-in to switch between accounts without having to sign out and back in again. For example, if you have one Google Account for personal use and a different Google Account for business, you can easily switch between the two within the same browser (like Chrome or Firefox) using multiple sign-in.

Add your Google Accounts

Sign in to Google.

Click your profile photo or email address at the top-right corner of the page.

Click Add account from the drop-down menu.

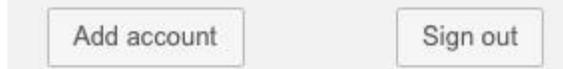Enter the username and password for another account you want to access, and click Sign in.

Switch between accounts

Click your profile photo or email address at the top right of the page.

Choose the account you'd like to sign in to.

Ways you can use multiple sign-in

Here's an example of different accounts you might own and use with multiple sign-in:

Personal – To send emails to friends and relatives.

Business – To send emails to coworkers, do business related searches, and schedule business meetings with coworkers

Sports – To send emails to teammates, search for sports equipment, and keep a calendar of your team practice and game schedule.

Multiple sign-in is most useful on a device where you won't need to sign out of your account for others to use it.

Ways to tell your accounts apart

You can tell your different accounts apart by the email address associated with them or by setting up the following:

Use different profile pictures for each of your accounts.

Choose different Gmail themes for each account to give your inboxes a unique design.

Accounts have separate settings

Account settings are not automatically shared between different accounts when you use multiple sign-in. That means you can have separate settings for each account when using services like Web & App Activity or Google Now. For example, you can have Web & App Activity turned on for one account, but turned off for another account.

Places multiple sign-in doesn't work

Multiple sign-in doesn't work with some Google products and mobile versions of Google products. For those places multiple sign-in doesn't work, you will be automatically signed in to the first account you signed in to on that browser.

Google Drive supports multiple sign-in, but works differently than other products.

For those places you can't use multiple sign-in, you have a few options:

Use different browsers for each of your accounts. For example: Google Chrome for your business Google Account and Mozilla Firefox for your personal Google Account.

Use Google Chrome's incognito window to sign in to your second account. Be aware that your browsing history won't be saved when you use the incognito window.

Use multiple profiles on Chrome.

 Sign out of all your Google Accounts and then sign in to the account you want to access.

Signing out

To sign out of all accounts:

Go to your Google Account page.

Click your profile photo or email address at the top right of the page.

Click Sign out from the drop-down menu.

Importing mail and contacts

Before you begin, keep in mind that you'll need to have access to the other email account for this to

work.

1. Open Gmail.
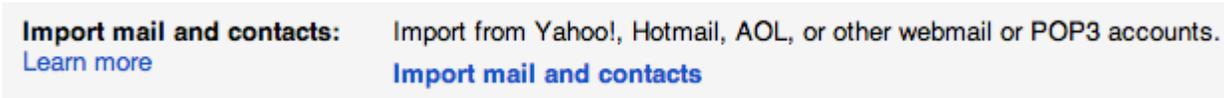
Click the gear in the top right.

⚙▾

Select Settings.

Open the Accounts and Import tab at the top.

General   Labels   Inbo~~x~~   Accounts and Import   ~~F~~ilters   Forwarding and POP/IMAP

Click the Import mail and contacts link.

Import mail and contacts: Import from Yahoo!, Hotmail, AOL, or other webmail or POP3 accounts.
Learn more
Import mail and contacts

Click on Learn more to get detailed instructions.

Click on Import mail and contacts to begin importing the information.

Send mail from a different address or alias

Gmail lets you send messages with another of your email addresses listed as the sender instead of your Gmail address. This feature helps you manage multiple accounts from the Gmail interface; it works only if you already own the email account linked to the alternate address.

Sign into **Settings** and **Accounts and Import**. Go down to Send mail as. Click on Add another email address you own and follow the directions. Google will send an email to the address you are importing to make sure you own that address.

To use one of your alternate sender addresses, click the From link when you **compose** a new message. If you're replying to or forwarding a message, click the field where your recipients are listed, then click From. After clicking From, you'll see a drop-down menu next to your address, where you can select the email address you'd like to send from.

If you ever need to edit the name, configuration or reply-to address, go back to your settings. Click edit next to the address on your Accounts tab. To delete an address, just click delete. Make sure you select one of the email accounts as your default account and select what account you want replies to come from.

Forwarding Cox account mail to your Gmail account.

Go to cox.net in your browser and sign in to your web account.

Click on Internet and Check Web Mail.

Click on Settings and then Forwarding.

Enter the email address or addresses you want your Cox mail forwarded to.

Mark Forward, then discard and click on OK.

If you ever want to disable forwarding, go through the same steps but mark the button Disable forwarding and click OK.

Make sure you sign out of the Cox website when you are finished.

Gmail Offline: Get started

Gmail Offline is a Google Chrome app that lets you read and manage messages when you don't have an Internet connection. You can even compose messages that will be sent when you're back online.

Get the Chrome app

Open a new tab in Google Chrome click on the apps icon and select the Web Store icon.

1. Select Gmail Offline
2. Click the + Free button.
3. Click Add.

Get started

Open Gmail Offline

1. Open a new tab in Chrome.
2. Click Apps in the bookmarks bar near the top of the page.
3. Click the Gmail Offline icon.

Allow offline mail

When you first use Gmail Offline, you'll be prompted to allow offline mail storage:

Choose Allow offline mail, unless you're using a shared or public computer.
If you choose Don't allow offline mail, you won't be able to access messages while you're offline.

Navigate the app

Access your labels with the ☰ Menu icon.

While reading messages, find more actions like "Mark as unread" under the ▼ arrow icon.

Change your settings with the ⚙ gear icon.

Add, switch or sign out of your accounts by clicking your account name in the lower left.

Check if you're offline with the connection status message in the lower left.

Send messages

Click 🖊 Compose to start writing messages. Your messages will be sent automatically when you're back online. If you have a custom signature, it will be added to your messages when they're sent.

You can add attachments, but the maximum size for a single attachment is 5 MB and the total size limit for all attachments in the message is 25 MB.

Sync between online and offline

While you're offline, you can archive, label, delete, compose, and more. Once you're back online, all your pending actions will happen automatically in your Gmail.

Change which messages are synced

By default Gmail Offline syncs all messages in Starred and Drafts and the last seven days of mail. Gmail Offline never syncs messages in Trash or Spam. You can change the amount of mail that's synced:

1. Open the Gmail Offline app.
2. Click the gear icon ⚙ in the upper right corner.
3. In the Download mail from past drop-down menu, select either week, 2 weeks, or month.
4. Click Apply.

Note

If you close Google Chrome while you're online, sync will stop, so make sure you keep Chrome open if you want your changes to sync between online and offline.

If you're working offline in Chrome and then you later access Gmail from a different browser or device, you won't see the changes you made offline until Gmail Offline syncs.

Message storage

Security

Your mail syncs to your Google Chrome browser's storage on the computer on which you installed the app. This means that it could potentially be accessible to anyone with access to your browser. For your protection, make sure not to install Gmail Offline for Chrome on a public or shared computer.

Turn on offline mail storage

If you don't have offline mail storage enabled, you'll be asked whether to allow offline mail storage each time you open the app. If you choose not to allow offline mail storage, you can continue to use Gmail Offline while online, but no mail will be stored on your browser and therefore no mail will be available offline.

Remove offline data

You can remove offline data from your browser's storage when you don't need it anymore:

1. Type chrome://settings/cookies into your address bar and press Enter.
2. Search for mail.google.com.
3. Click Remove all.
4. Click Done and close the page.

If you no longer want to use Gmail Offline, you can also uninstall the app.

Filter your messages with email aliases

By adding a "+" and any combination of letters or numbers after your username, you can create alternate email addresses that will all be delivered to your account.

Sometimes it's handy to have these aliases when you sign up with your email address for different services. For example, if your email address is hikingfan@gmail.com and you sign up for lots of newsletters, you can sign up with the email address hikingfan+newsletters@gmail.com instead of hikingfan@gmail.com. You'll still receive those emails in your inbox, but If you ever want to filter all the newsletters you've received, you can filter by messages sent to hikingfan+newsletter@gmail.com.

Muting or ignoring conversations

Have you ever been subjected to the 'thread that just won't die!'? If you're part of a long message conversation that isn't relevant, you can mute the conversation to keep all future additions out of your inbox.

How muting works

1. Open Gmail.
2. Open or select the conversation.
3. Click the More button above your messages.

4. Select Mute.

When you mute a conversation, new messages added to the conversation bypass your inbox so that the conversation stays archived.

Muted conversations will only pop back into your inbox ready for your attention if a new message in the conversation is addressed to you and no one else, or if you're added to the "To" or "Cc" line in a new message.

Any relevant filters you have set up will still be applied to muted messages.

How to find a muted thread

If you need to find a muted conversation, or if you accidentally muted a thread, don't worry. Muted messages are not marked as read, and are still searchable. You can type is:muted into your Gmail search box to find all muted conversations.

How to unmute a thread

If you no longer want a conversation to be muted, there are two ways to unmute it so that future messages will be delivered to your inbox:

Select the conversation, click the More button and select Unmute.
Click the X on the "Muted" label.

Insert files using Google Drive in Gmail

If you'd like to send a file in Gmail like a photograph or word document, you can either attach the file from your computer, or insert the file into your message using Google Drive.

Why should I insert using Drive instead of attaching a file?

Send larger files

When you're attaching files from your computer, you can only attach files up to 25 megabytes (MB) in size. By inserting files using Drive, you can send a file up to 15 gigabytes (GB). If you're paying for a storage plan, you can send a file up to 1TB.

Keep control over who sees your files

Once you send an attachment, anybody can see it. Inserting files using Drive allows you to share files only with the people you want to share them with. You can delete the file or update the sharing settings on your file at any time.

Insert a Drive file:

1. At the bottom of the email you're writing, click the Google Drive icon . In the window that appears, you can upload a file to Google Drive, as well as navigate to or search for files you've stored in Drive. For files stored in Drive, select the checkboxes next to the files you want to insert.
2. Here, you have two options:

- Share the file through Drive (default option). This works for files created in Drive like Google Docs or Sheets, and for other files like PDFs you've downloaded.
- Send the file as an attachment by clicking Attachment. This only works for files that weren't created in Drive (so Google Docs, Sheets, etc won't work).
3. Click Insert.

Gmail then adds a link to your message so recipients can click the link to view your file.

Do everything faster with keyboard shortcuts:

Keyboard shortcuts like r for reply or c for compose help you shave milliseconds off every action, which can add up to a lot of saved time each week. Plus, you'll look like a real Gmail pro.

Press Shift + ? to see the list of shortcuts and turn them on.

Shortcuts That Are Always Turned On:

These navigational and formatting shortcuts all work whether or not you've enabled the keyboard shortcuts setting.

Use arrow keys to view messages and start composing
While viewing your messages, use your keyboard's arrow keys to move your cursor to a conversation, label or the compose button. Press Enter to select.

Move between messages in a conversation
While viewing a conversation, use n and p to go the next and previous messages in a conversation thread. HitEnter to open or collapse a message.

Navigate in compose
Use the following combinations of keys when you have compose windows or chats open.

Shortcut Key	Definition	Action
Ctrl + Enter Mac: ⌘ + Enter	Send message	After composing your message, use this combination to send it.
Ctrl + . Mac: ⌘ + .	Advance to next window	Use this shortcut to move the cursor to the next chat or compose window, or to the main window.
Ctrl + , Mac: ⌘ + ,	Go to previous window	Use this shortcut to move the cursor to the previous chat or compose window, or to the main window.
Ctrl + Shift + c Mac: ⌘ + Shift + c	Add Cc recipients	While composing, takes you to the Cc field to add new recipients.
Ctrl + Shift + b Mac: ⌘ + Shift +	Add Bcc recipients	While composing, takes you to the Bcc field to add new blind

b		recipients.
Ctrl + Shift + f Mac: ⌘ + Shift + f	Change "from" address	While composing, takes you to the From field to change your sending address. This shortcut only works if you have configured <u>additional sending addresses</u>.
Shift + Esc	Focus main window	Use this shortcut to move the cursor to the main window.

<u>Shortcuts That Need to be Turned On</u>:

Before you can use these keyboard shortcuts, you'll need to enable keyboard shortcuts in your settings:
Click the ⚙ gear in the top right and select Settings.
Find the "Keyboard shortcuts" section and select Keyboard shortcuts on.
Click Save Changes at the bottom of the page.

Shortcut Key	Definition	Action
c	Compose	Allows you to compose a new message. Shift + c allows you to compose a message in a new window.
d	Compose in a new tab	Opens a compose window in a new tab.
/	Search	Puts your cursor in the search box.
k	Move to newer conversation	Opens or moves your cursor to a more recent conversation. You can hitEnter to expand a conversation.
j	Move to older conversation	Opens or moves your cursor to the next oldest conversation. You can hitEnter to expand a conversation.
n	Newer message	In 'Conversation view', moves your cursor to the newer message. You can hit Enter to expand or collapse a message.
p	Previous message	In 'Conversation view', moves your cursor to the older message. You

		can hitEnter to expand or collapse a message.
`	Go to next inbox section	If you use an inbox style with tabs or sections, you can quickly navigate to the next section.
~	Go to previous inbox section	If you use an inbox style with tabs or sections, you can quickly navigate to the previous section.
o or Enter	Open	Opens your conversation. Also expands or collapses a message if you are in 'Conversation View.'
u	Return to conversation list	Refreshes your page and returns you to the inbox, or list of conversations.
e	Archive	Archive your conversation from any view.
m	Mute	Archives the conversation, and all future messages skip the Inbox unless sent or cc'd directly to you. Learn more.
x	Select conversation	Automatically checks and selects a conversation so that you can archive, apply a label, or choose an action from the drop-down menu to apply to that conversation.
s	Star a message or conversation	Adds or removes a star to a message or conversation. Stars allow you to give a message or conversation a special status.
+	Mark as important	Helps Gmail learn what's important to you by marking misclassified messages. (Specific to Priority Inbox)
-	Mark as unimportant	Helps Gmail learn what's not important to you by marking misclassified messages. (Specific to Priority Inbox)
!	Report spam	Marks a message as spam and

		removes it from your conversation list.
r	Reply	Replies to the message sender. Shift + r allows you to reply to a message in a new window. (Only applicable in 'Conversation View.')
a	Reply all	Replies to all message recipients. Shift + a allows you to reply to all message recipients in a new window. (Only applicable in 'Conversation View.')
f	Forward	Forwards a message. Shift + f allows you to forward a message in a new window. (Only applicable in 'Conversation View.')
Esc	Escape from input field	Removes the cursor from your current input field.
Ctrl + s Mac: ⌘ + s	Save draft	Saves the current text as a draft when composing a message. Hold theCtrl/⌘ key while pressing s and make sure your cursor is in one of the text fields -- either the composition pane, or any of the To, CC, BCC, or Subject fields -- when using this shortcut.
#	Delete	Moves the conversation to Trash.
l	Label	Opens the Labels menu to label a conversation.
v	Move to	Moves the conversation from the inbox to a different label, Spam or Trash.
Shift + i	Mark as read	Marks your message as 'read' and skip to a newer message.
Shift + u	Mark as unread	Marks your message as 'unread' so you can go back to it later.
[	Removes	Removes the current view's label

	from current view and previous	from your conversation and moves to the older one.
]	Removes from current view and next	Removes the current view's label from your conversation and moves to the newer one.
{	Archive and previous	Archives the current conversation and moves to the older one.
}	Archive and next	Archives the current conversation and moves to the next one.
z	Undo	Undoes your previous action, if possible (works for actions with an 'undo' link).
Shift + n	Update current conversation	Updates your current conversation when there are new messages.
q	Move cursor to chat search	Moves your cursor directly to the chat search box.
y	Remove from Current View*	Automatically removes the message or conversation from your current view. From 'Inbox,' 'y' means Archive From 'Starred,' 'y' means Unstar From 'Trash,' 'y' means Move to inbox From any label, 'y' means Remove the label * 'y' has no effect if you're in 'Spam,' 'Sent,' or 'All Mail.'
.	Show more actions	Displays the 'More Actions' drop-down menu.
,	Moves cursor to the first button in your Gmail toolbar	Displays the 'More Actions' drop-down menu.
Ctrl + Down arrow Mac: ⌘ +Down arrow	Opens options in Chat	Ctrl/⌘ + Down arrow moves from edit field in your chat window to select the 'Video and more' menu Next, press Tab to select the

		emoticon menu Press Enter to open the selected menu
k	Move up a contact	Moves your cursor up in your contact list
j	Move down a contact	Moves your cursor down in your contact list
o or Enter	Open	Opens the contact with the cursor next to it.
u	Return to contact list view	Refreshes your page and returns you to the contact list.
e	Remove from Current Group	Removes selected contacts from the group currently being displayed.
x	Select contact	Checks and selects a contact so that you can change group membership or choose an action from the drop-down menu to apply to the contact.
Esc	Escape from input field	Removes the cursor from the current input
#	Delete	Deletes a contact permanently
l	Group membership	Opens the groups button to group contacts
z	Undo	Reverses your previous action, if possible (works for actions with an 'undo' link)

Combo-keys
Use the following combinations of keys to navigate through Gmail.

Shortcut Key	Definition	Action
Tab thenEnter	Send message	After composing your message, use this combination to send it.
y then o	Archive and next	Archives your conversation and moves to the next one.
g then a	Go to 'All Mail'	Takes you to 'All Mail,' the storage site for all mail you've ever sent or received (and

		have not deleted).
g then s	Go to 'Starred'	Takes you to all conversations you have starred.
g then c	Go to 'Contacts'	Takes you to your Contacts list.
g then d	Go to 'Drafts'	Takes you to all drafts you have saved.
g then l	Go to 'Label'	Takes you to the search box with the "label:" operator filled in for you.
g then i	Go to 'Inbox'	Returns you to the inbox.
g then t	Go to 'Sent Mail'	Takes you to all mail you've sent.
* then a	Select all	Selects all mail.
* then n	Select none	Deselects all mail.
* then r	Select read	Selects all mail you've read.
* then u	Select unread	Selects all unread mail.
* then s	Select starred	Selects all starred mail.
* then t	Select unstarred	Selects all unstarred mail.

Advanced search:

Advanced search operators are query words or symbols that perform special actions in Gmail search. These operators allow you to find what you're looking for quickly and accurately.

Operator	Definition	Examples
from:	Used to specify the sender	Example: from:amy Meaning: Messages from Amy
to:	Used to specify a recipient	Example: to:david Meaning: All messages that were sent to David (by you or someone else)
subject:	Search for words in the	Example: subject:dinner

	subject line	Meaning: Messages that have the word "dinner" in the subject
OR	Search for messages matching term A or term B* *OR must be in all caps	Example: from:amy OR from:david Meaning: Messages from Amy or from David
- (hyphen)	Used to exclude messages from your search	Example: **dinner -movie** Meaning: Messages that contain the word "dinner" but do not contain the word "movie"
label:	Search for messages by label	Example: **from:amy label:friends** Meaning: Messages from Amy that have the label "friends" Example: **from:david label:my-family** Meaning: Messages from David that have the label "My Family"
has:attachment	Search for messages with an attachment	Example: **from:david has:attachment** Meaning: Messages from David that have an attachment
list:	Search for messages on mailing lists	Example: **list:info@example.com** Meaning: Messages with the words info@example.com in the headers, sent to or from this list
filename:	Search for an attachment by name or type	Example: **filename:physicshomework.txt** Meaning: Messages with an attachment named "physicshomework.txt" Example: **label:work filename:pdf** Meaning: Messages labeled "work" that also have a PDF file as an attachment
" " (quotes)	Used to search for an exact phrase* *Capitalization isn't taken into consideration	Example: **"i'm feeling lucky"** Meaning: Messages containing the phrase "i'm feeling lucky" or "I'm feeling lucky" Example: **subject:"dinner and a movie"** Meaning: Messages containing the phrase "dinner and a movie" in the subject
( )	Used to group words Used to specify terms that shouldn't be excluded	Example: **from:amy (dinner OR movie)** Meaning: Messages from Amy that contain either the word "dinner" or the word "movie" Example: **subject:(dinner movie)** Meaning: Messages in which the subject contains both the word "dinner" and the word "movie"
in:anywhere	Search for messages anywhere in Gmail* *Messages in **Spam** and **Trash** are excluded from searches by default	Example: **in:anywhere movie** Meaning: Messages in **All Mail**, **Spam**, and **Trash** that contain the word "movie"

in:inbox **in:trash** **in:spam**	Search for messages in **Inbox**,**Trash**, or **Spam**	Example: **in:trash from:amy** Meaning: Messages from Amy that are in**Trash**
is:important **label:important**	Search within messages that*Priority Inbox* considers important.	Example: **is:important from:janet** Meaning: Messages from Janet that were marked as important by **Priority Inbox**
is:starred **is:unread** **is:read**	Search for messages that are starred, unread, or read	Example: **is:read is:starred from:David** Meaning: Messages from David that have been read and are marked with a star
has:yellow-star **has:red-star** **has:orange-star** **has:green-star** **has:blue-star** **has:purple-star** **has:red-bang** **has:orange-guillemet** **has:yellow-bang** **has:green-check** **has:blue-info** **has:purple-question**	Search for messages with a particular star	Example: **has:purple-star from:David** Meaning: Messages from David that are marked with a purple star
cc: **bcc:**	Used to specify recipients in the**cc:** or **bcc:** fields* *Search on bcc: cannot retrieve messages on which you were blind carbon copied	Example: **cc:david** Meaning: Messages that were cc-ed to David
after: **before:** **older:** **newer:**	Search for messages sent or received during a certain period of time (using the date format yyyy/mm/dd)	Example: **after:2004/04/16 before:2004/04/18** Meaning: Messages sent between April 16, 2004 and April 18, 2004.* *More precisely: Messages sent after 12:00 AM (or 00:00) April 16, 2004 and before April 18, 2004.
older_than **newer_than**	Similar to **older** and **newer**, but allows relative dates using **d**, **m**, and **y** for **day**, **month**, and **year**	Example: **newer_than:2d** Meaning: Finds messages sent within the last two days.
is:chat	Search for chat messages	Example: **is:chat monkey** Meaning: Any chat message including the word "monkey."
deliveredto:	Search for messages within a particular email	Example: **deliveredto:username@gmail.com** Meaning: Any message with

	address in the Delivered-To line of the message header	username@gmail.com in the Delivered-To: field of the message header (which can help you find messages forwarded from another account or ones sent to an alias).
circle:	Search for messages that were sent from someone who you added to a particular Google+ circle	Example: **circle:friends** Meaning: Any message that was sent by a person in your "Friends" circle. Examples: **circle:"soccer friends (team blue)"** or **circle:"my \"fab four\""** Notes: For circle names that include a space, parentheses, curly brackets, or vertical bar, add quotes around the name. For names that include quotes, add a back slash immediately before the quotes.
has:circle	Search for all messages that were sent from someone who you added to your Google+ circles	Example: **has:circle** Meaning: Any message that was sent by a person in any of your circles.
category:	Search for messages within a category	Example: **category:updates** Meaning: All messages in the Updates category. Example: **category:social Mindy** Meaning: Messages in the Social category that include "Mindy."
size:	Search for messages larger than the specified size in bytes	Example: **size:1000000** Meaning: All messages larger than 1MB (1,000,000 bytes) in size.
larger: **smaller:**	Similar to **size:** but allows abbreviations for numbers	Example: **larger:10M** Meaning: All messages of at least 10M bytes (10,000,000 bytes) in size.
+ (plus sign)	Match the search term exactly	Example: **+unicorn** Meaning: Finds messages containing "unicorn" but not "unicorns" or "unciorn"
rfc822msgid:	Find a message by the message-id header	Example:**rfc822msgid:200503292@example.com** Meaning: Locates the exact message with the specified SMTP message-id. Learn more about headers.
has:userlabels **has:nouserlabels**	Search for messages that have and have not had labels that you created applied to them. NOTE: Gmail applies labels to individual messages, not to conversation threads.	Example: **has:nouserlabels** Meaning: Finds all messages without any of your own labels (excludes automatic labels like inbox, spam, and trash). Since Gmail applies labels to individual messages, you might see results that appear to have labels; in this case, another message in the same conversation thread has had a label applied to it.