

Google Apps | Become an expert



# Gmail

## for Administrative Assistants

If you directly manage email on behalf of others or just send and receive dozens (or hundreds!) of messages a day in your role as an administrative assistant, this is the Gmail guide for you.



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## Getting Started

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If your Google Apps administrator (who is probably a member of your IT department) has enabled the mail delegation option for your domain, your manager can give you access to his or her Gmail account.

With Gmail delegation, you can do the following on your manager's behalf:

- Send new messages
- Respond to messages
- Manage messages, including creating and applying labels, setting up filters, archiving messages, and deleting messages.

However, you can't do the following in your manager's Gmail account:

- Change account settings (which includes delegating your manager's email to another user)
- Send and receive chat messages
- Use Task lists
- Use Gmail Labs (either your own or ones your manager has enabled)
- Change Gmail Themes
- Use Offline Gmail

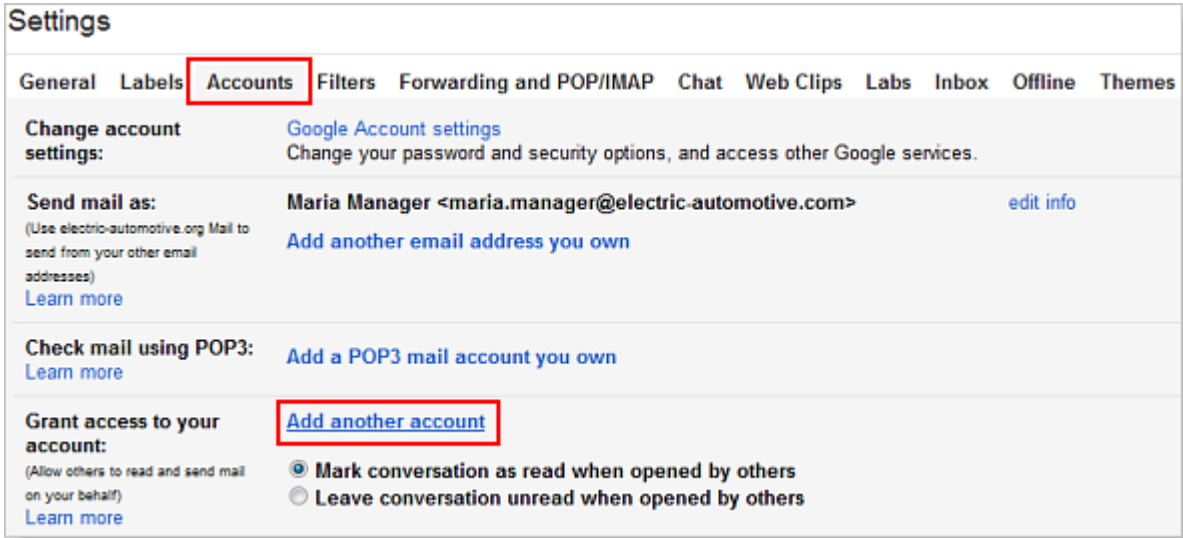
### Set up mail delegation

Before you can manage your manager's email (or any other employee's email), you must first gain access to his or her Gmail account, as follows:

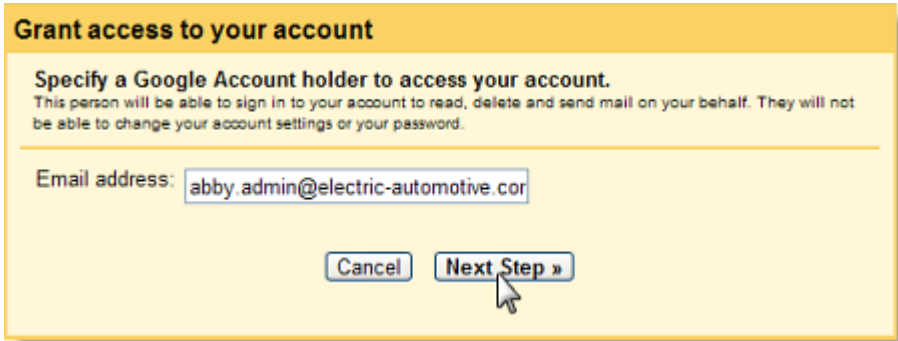
1. Have your manager sign in to *his or her* Gmail account.
2. In your manager's Gmail window, select **Settings** from the gear drop-down.



3. Click the **Accounts** tab, and then, under **Grant access to your account**, click **Add another account**. (Your manager can also choose to mark conversations as read or unread when delegates open them.)



- 4. In the **Email address** field, type your primary address, and then click **Next Step**.



- 5. In the confirmation message box, click **Send email to grant access**.
- 6. Sign in to *your* Gmail account.
- 7. Open the confirmation email, and then click the acceptance link to activate delegated Gmail.

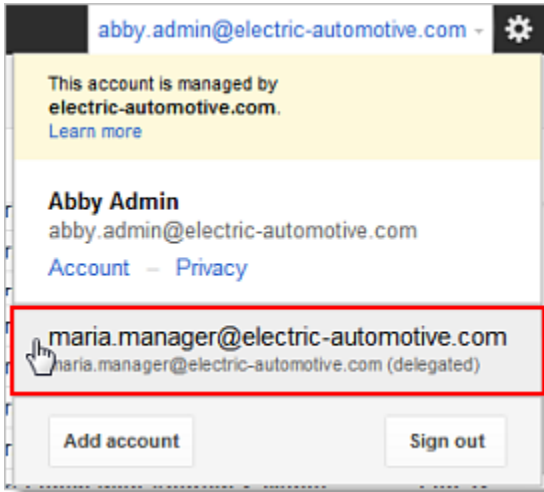
Congratulations! You now have access to your manager's Gmail account.

**Note:** There may be a brief delay before the delegation changes take effect.

## Send email on behalf of your manager

After you set up access to your manager's Gmail account, you can access that account from your own account. Here's how:

- 1. Sign in to your Gmail account.
- 2. In the upper-right corner of the page, click your email address, and then select your manager's address from the drop-down menu. For example:

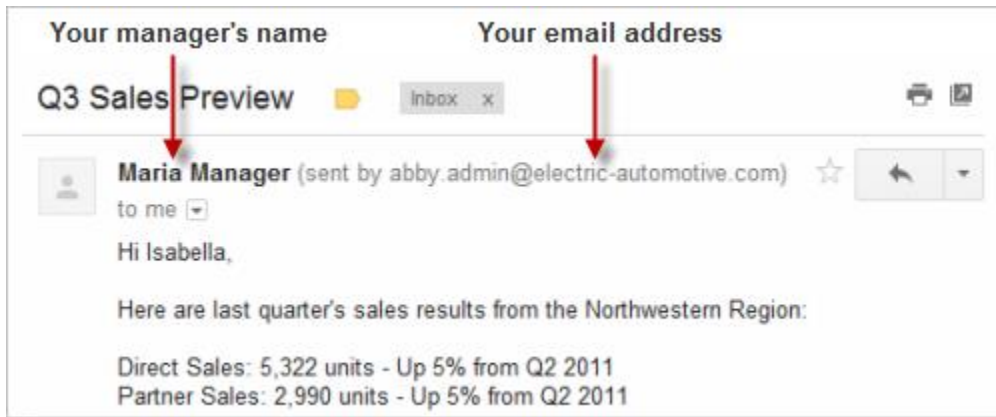


- 3. A new Gmail window (or tab, depending on your browser) opens, showing your manager's email. You can now send messages and manage email on your manager's behalf.

### How messages appear to recipients

When you send a message using your manager's account, the message is listed in the recipient's Inbox as sent by your manager. In the message itself, however, recipients see you sent the message on your manager's behalf.

Here's an example:



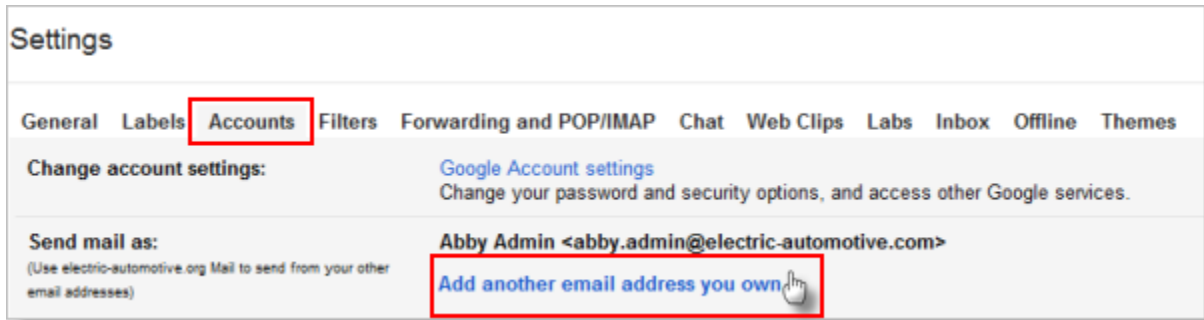
## Common Gmail Tasks

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### Send email as your manager

Although we recommend using delegated Gmail (as outlined above), there might be some occasions where you need emails to appear to be sent directly from your manager without showing your address at all. *With your manager's permission*, you can do this by adding your manager's email address as an alternate email address to your own Gmail account. Here's how:

1. Sign in to your Gmail account.
2. Select **Settings** from the gear drop-down.
3. Click the **Accounts** tab, and under **Send mail as**, click **Add another email address you own**.



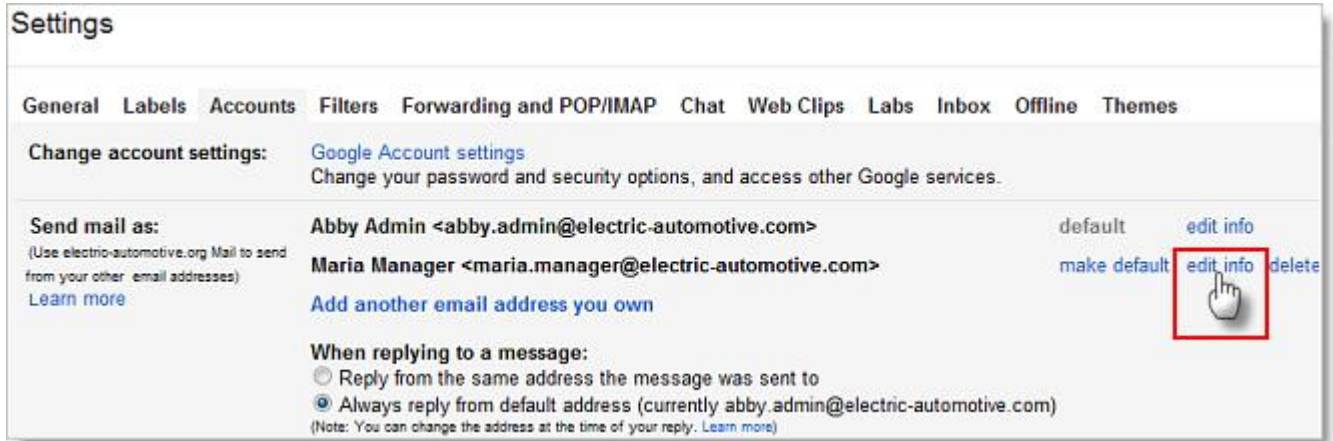
4. In the **Name** box, replace your name with your manager's name.
5. In the **Email address** box, enter your manager's email address.
6. Uncheck the **Treat as an alias** box.
7. If you want replies to go to your own email account (instead of your manager's), click **Specify a different "reply-to" address**.
8. Click **Next Step**.
9. Select the radio button for **Send through [your domain] Mail (easier to set up)**.
10. Click **Next Step**.
11. Click **Send Verification**.
12. Have your manager sign in to his or her Gmail account and click the verification link to complete the setup process. (Alternatively, your manager can provide you with the verification code, and you can verify in your own Gmail account.)

After you've added your manager's email address as an alternate email address for your own account, you can send mail that appears to be directly from your manager. Here's how:

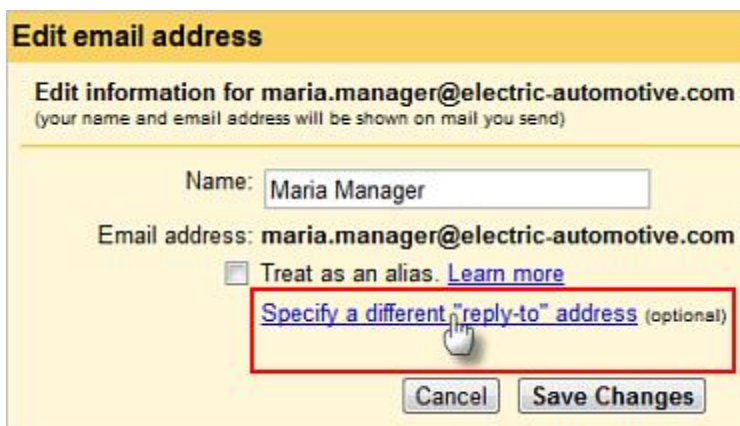
1. Sign in to your Gmail account.
2. Click **Compose Mail**.
3. To the right of **From**, select your manager's email address from the drop-down list.
4. Compose your message as usual. *Make sure to replace your own signature (if present) with your manager's information.*

**Note:** Unless you specified a different "reply-to" address when adding your manager's email as an alternate email, replies to messages sent using this method will go to your manager's account. If you later decide you want replies to go to your own account, here's how to update your settings:

1. Select **Settings** from the gear drop-down.
2. On the **Accounts** tab, click **edit info** next to your manager's email address.



3. Click **Specify a different "reply-to" address**.



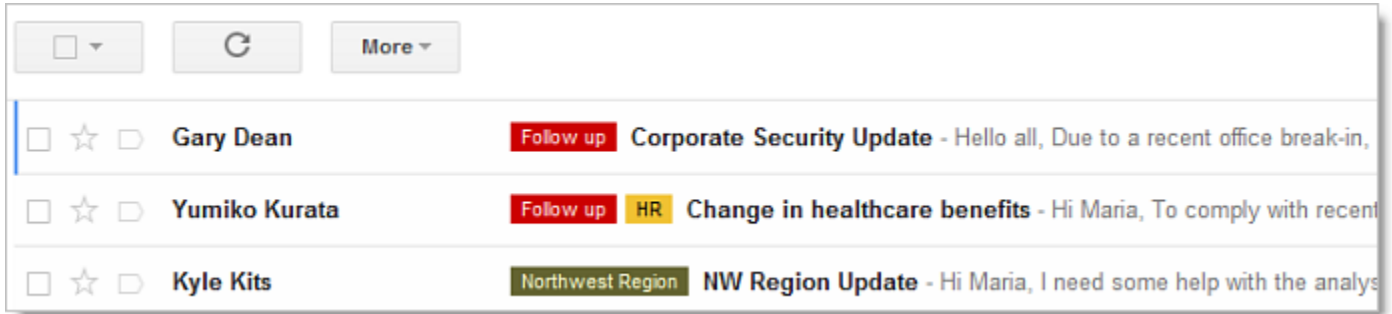
4. Enter your own email address in the **Reply-to address** field.
5. Click **Save Changes**.

## Organize email

Gmail makes it easy to organize and keep on top of your manager's email (as well as your own) with labels, filters, archiving, starring, and more.

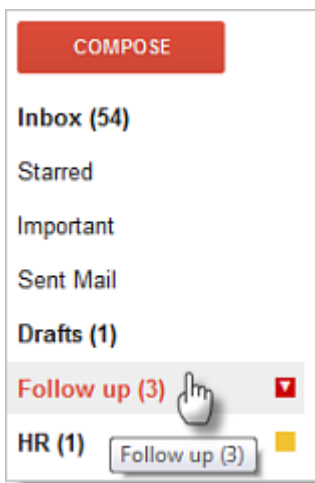
## Create & apply labels

You may be used to organizing emails in folders, but in Gmail, you can quickly organize your conversations by applying labels. The conversation can remain in your Inbox with the label clearly shown. Here's an example:



As shown in the example, if a conversation falls under more than one topic, you can give it multiple labels (such as **Follow up** and **HR**).

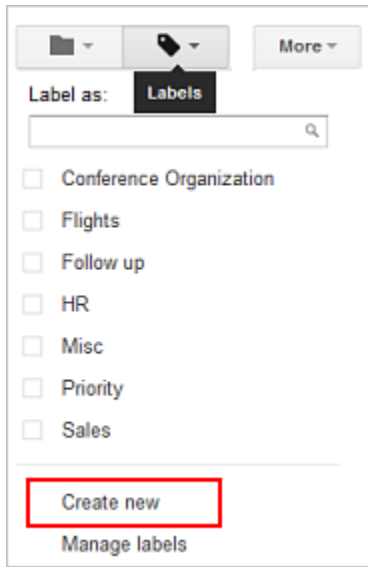
To access all the conversations within a label, just click the label name in the left pane of your Inbox:



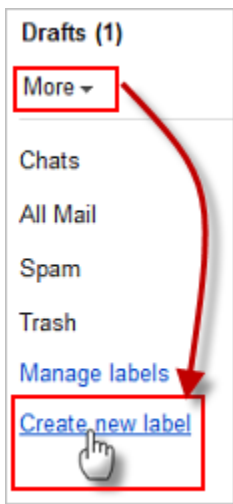
### Create a new label

1. Click the **Labels** drop-down.
2. Select **Create new**.





You can also create a new label by expanding **More** in the left pane, at the bottom of your list of labels. Then click **Create new label** and follow the instructions above.



### Apply a label to a message

1. If you're looking at your list of messages in your Inbox, check the box next to the message(s) you want to label. *If you've already clicked on a message, skip to step 2.*
2. Select the label name from the **Labels** drop-down menu. (Note that you can select more than one label.)

**Tip:** If you want to move the messages out of your Inbox *at the same time* you apply a label to them, select the messages, and then select a label in the **Move to** drop-down menu.

See the **Gmail Tips & Tricks** section below to learn how to drag and drop labels.

### Change the color of a label

1. In your labels list on the left, click the square to the right of a label.

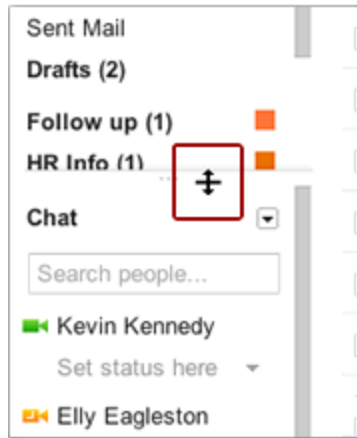
2. Select a color from the palette that appears. The change is instantly applied to all messages with that label.

## Organize labels

If you have a long list of labels, you can make viewing them easier by resizing your list of labels or hiding infrequently used labels.

### Resize labels vs. chat list

If you want to see more labels in relation to your chat list, you can drag the **horizontal bar** down to change the relative size of each list.

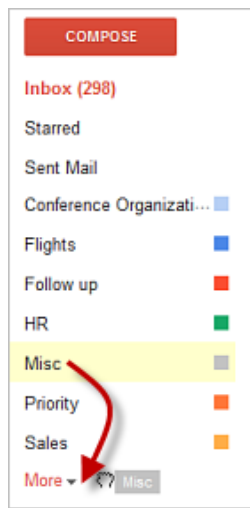


If you have a lot of labels, move your cursor anywhere over them to automatically expand the list. After browsing labels, move your cursor away and the list contracts.

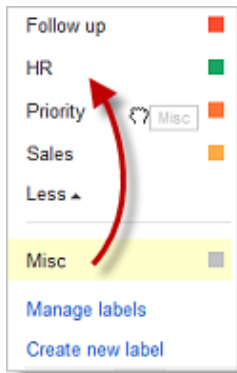
### Hide a single label

You can clean up your list of labels by hiding ones you rarely use. To do a quick drag and drop for one label:

Drag the label you want to move over the **More** drop-down. (Note that the name changes to **Less** when you place your cursor over it.) Once you drop the label, it no longer appears in your list.



If you want the label to appear in your main list of labels again, just click **More**, and drag the label back anywhere on the main list.



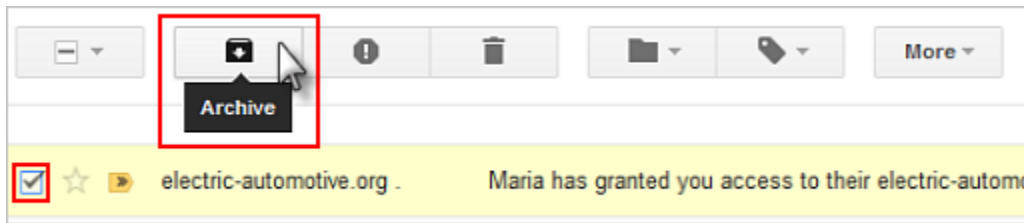
### Hide multiple labels

To hide multiple infrequently used labels:

1. Select **Settings** from the gear drop-down.
2. Click the **Labels** tab.
3. Scroll to your infrequently used labels, and click **hide** next to each label.

### Archive email

If you'd like to move a labeled conversation out of your Inbox, just check the box next to the conversation, and click the **Archive** button. (Don't worry— this does *not* delete your conversation. It just moves it out of your Inbox.)

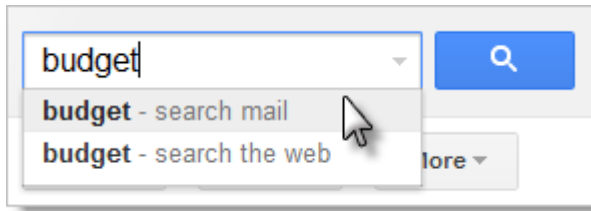


Whether or not a labeled conversation is archived, you can list all conversations that have a specific label by clicking the label name in the left pane of your Inbox— similar to opening a folder of messages. Unlike with folders, if you've applied more than one label to a message, you can retrieve the message by clicking *any* of those labels.

### Search for email

Gmail features the same powerful search technology used on the web to perform accurate keyword searches of all of your email and attachments. You can search by keyword, label, sender, date range, or a host of other options. By archiving messages instead of deleting them, you can keep your Inbox clutter-free while still being able to find any message you've ever sent or received. You don't have to create elaborate folder structures or keep unwanted correspondence in your Inbox.

To find messages, type in the search box at the top of your Gmail window, and hit **Enter** on your keyboard. (You can also click the magnifying glass or select **search mail**.) You can do simple keyword searches, such as *budget* or *human resources*, from this box. You can also search the web from this same box.



You can also use more advanced search operators—such as **from:**, **to:**, and **subject:**—to find what you're looking for quickly and accurately.

Here are some useful searches:

**from:Simon** to see all emails from Simon

**to:David** to see all emails sent to David

**subject:lunch** to see all emails where "lunch" is in the subject

**has:attachment** to see all emails that contain attachments

**is:starred** to see all starred emails

**is:unread** to see all unread emails

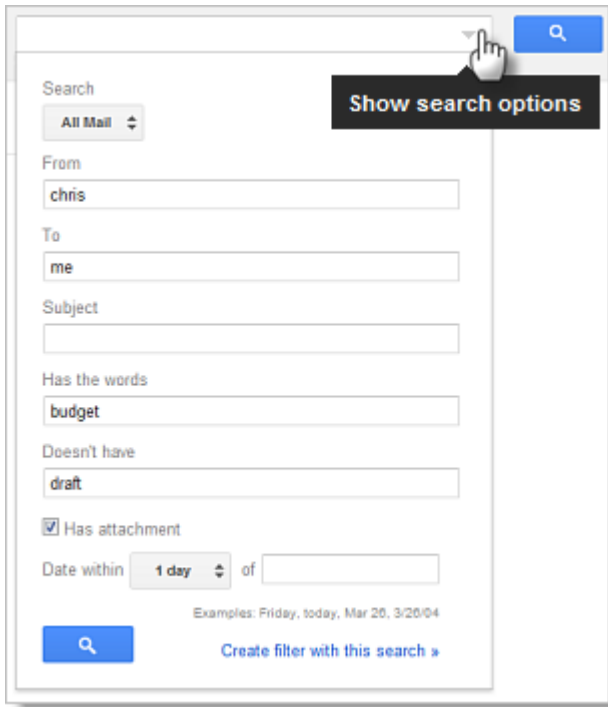
**Tip:** To further refine your search, combine multiple search operators. For example, type **from:Simon to:David** to see all email from Simon sent to David. Or, if you know Simon's and David's email addresses, type **from:simon@example.com to:david@example.com**.

For a complete list of search operators, visit the Gmail Help Center:

<http://support.google.com/mail/bin/answer.py?answer=7190>

For a printable list of search operators, visit: [Keyboard shortcuts and Search operators](#)

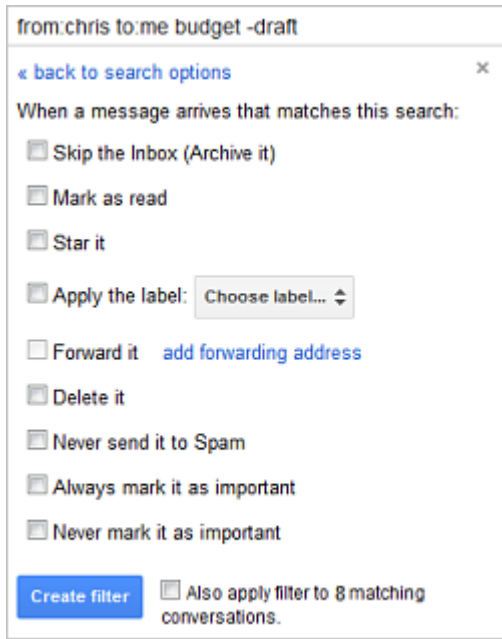
You can also use advanced search operators by clicking the down arrow in the search box. Then, fill in the easy-to-use search form to find exactly what you're looking for.

A screenshot of the Gmail search interface. At the top right, there is a search box with a magnifying glass icon and a blue search button. Below the search box, there is a dropdown menu labeled "All Mail" with a downward arrow. A black box with white text "Show search options" is overlaid on the search box area, with a hand cursor pointing to a small downward arrow in the top right corner of the search box. Below the search box, there are several input fields: "From" with "chris", "To" with "me", "Subject" (empty), "Has the words" with "budget", "Doesn't have" with "draft", and a checked checkbox for "Has attachment". Below these fields, there is a "Date within" dropdown set to "1 day" and an empty "of" field. At the bottom left, there is a blue search button with a magnifying glass icon. At the bottom right, there is a link that says "Create filter with this search" with a right-pointing arrow. Below the search fields, there is a small text example: "Examples: Friday, today, Mar 20, 3/20/04".

## Create filters

You can use filters to manage your incoming messages. With filters you can specify what you'd like to happen to your messages (delete, star, forward, label, etc.) based on keywords and other criteria. For example, you can set up a filter for all messages from Chris to you containing the word "budget" (but not "draft") and automatically label and star these messages.

1. To create a filter, click the small down arrow in the search box (just like you do for an advanced search, as in the image above).
2. Enter your filter criteria in the fields.
3. Click **Create filter with this search**, and select one or more actions (**Skip the Inbox**, **Mark as read**, etc.) to apply to messages that match this filter's criteria:



**Note:** These actions are applied in the order in which they are listed. For example, you could choose **Forward it** to send matching messages to a specific email address, and then **Delete it** to delete the messages.

4. To apply the filter to messages you've already received, click **Also apply filter to [#] conversations below** (where the # changes based on applicable conversations).
5. Click **Create Filter**.

## Star important messages

If you need to highlight any specific emails, just click the star icon to the left of the message. You can then display all starred messages by clicking **Starred** in the left pane.



**Note:** If you'd like the option of using multiple different stars, select **Settings** from the gear drop-down, and go to the **Stars** section.

## Forward email

With Gmail's conversation feature, you can quickly forward multiple, related emails. Of course, you can also always forward just one email from a conversation.

### Forward a single email from a conversation

1. Open the specific email you want to forward. (For example, if you want to forward the second email of a 10-email conversation, open the second email.)

- Click the drop-down arrow beside the **Reply** arrow, and select **Forward**. Or, at the bottom of the message, click **Forward**.



### Important:

- If you want recipients to see only a single email from a conversation, remember to scroll down and delete previous emails from the message field before sending.
- If you don't want to forward attachments, click the **x** on the attached file to remove it from the message, as seen below.



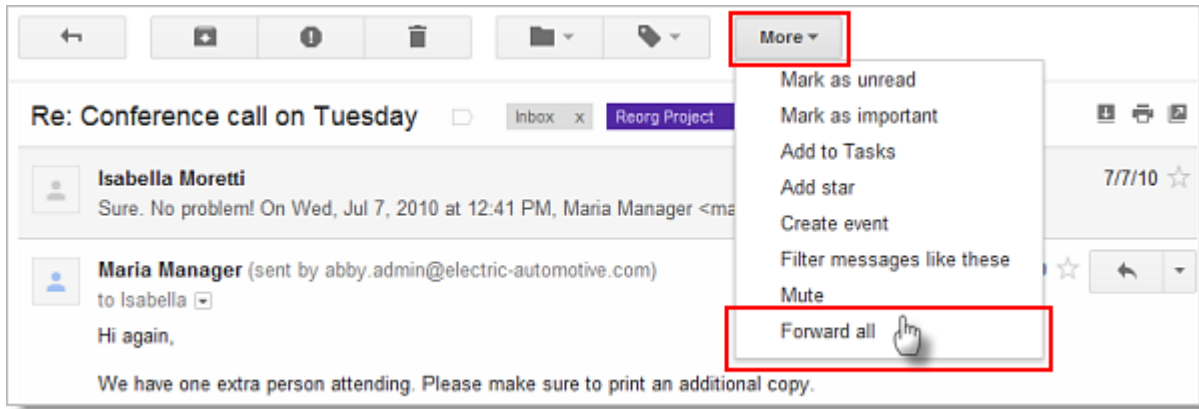
- Enter the email addresses to which you're forwarding the email, and add any notes in the message field.
- At the bottom or top of the message, click **Send**.

### Forward *part* of a conversation

- Open the most recent email you want to forward.
- Click the drop-down arrow beside the **Reply** arrow, and select **Forward**. This will forward the conversation up until that point (including all past emails in the conversation).
- Enter the email addresses to which you're forwarding the email, and add any notes in the message field.
- At the bottom or top of the message, click **Send**.

### Forward an *entire* conversation

- Open any email in the conversation.
- Select **Forward all** from the **More** drop-down. This will forward every email in the conversation.



3. Enter the email addresses to which you're forwarding the email, and add any notes in the message field.
4. At the bottom or top of the message, click **Send**.

## Print email

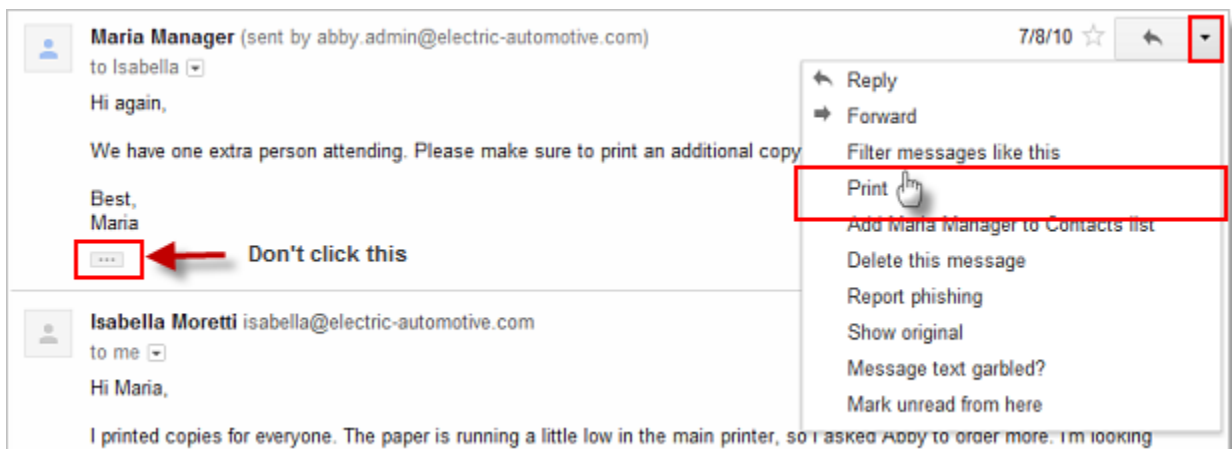
With Gmail's conversation feature, you can quickly print multiple, related emails. Of course, you can also always print just one email from a conversation.

### Print a *single* email from a conversation

1. Open the specific email you want to print. (For example, if you want to print the second email of a 10-email conversation, open the second email.)
2. Click the drop-down arrow beside the **Reply** arrow, and select **Print**.

#### Notes:

- Make sure that you *don't* click the **Show trimmed content** icon at the bottom of the email, or the rest of the conversation will be visible when you print it.



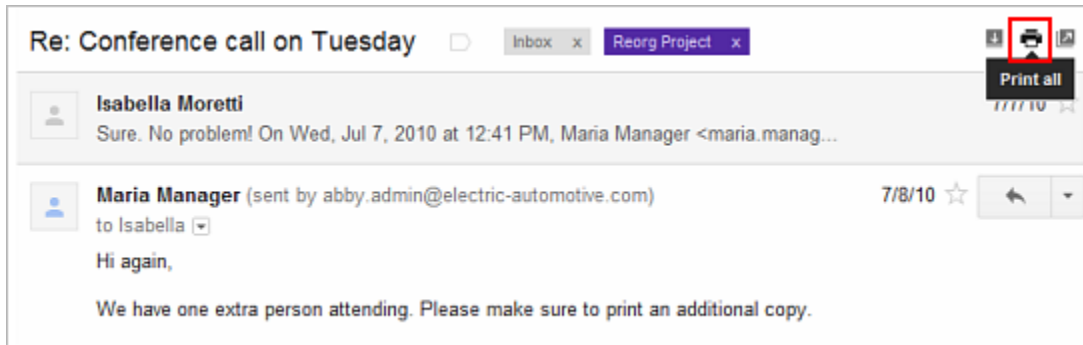
### Print *part* of a conversation

1. Open the most recent email you want to print.
2. Click the **Show trimmed content** icon to show earlier emails in the conversation.
3. Click the drop-down arrow beside the **Reply** arrow, and select **Print**. This will print the conversation up until that point (including all past emails in the conversation).



## Print an *entire* conversation

1. Open any email in the conversation you want to print.
2. On the right hand side of the screen, click the **Print all** icon. This will print every email in the conversation, starting with the first email.



**Tip:** To print an entire conversation with the most recent email on top, go to the last message and then follow the instructions for printing part of a conversation.

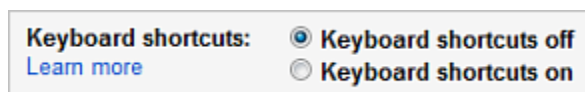
## Gmail Tips & Tricks

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### Save time with keyboard shortcuts

You can save time while reading and managing your manager's mail (and your own) by using keyboard shortcuts.

To enable keyboard shortcuts, select **Settings** from the gear drop-down, and go to the **General** tab.



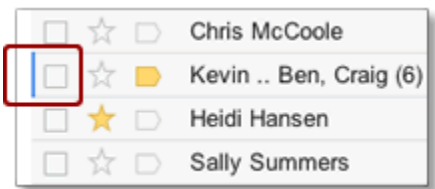
Once you've enabled keyboard shortcuts, you'll be able to perform common tasks without moving your hands from the keyboard. For example, type "j" and "k" to navigate up and down your Inbox, "o" to open messages, "r" to reply, "a" to reply all, "c" to compose, "s" to add or remove a star, "e" to archive, and much more.

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

You can find a printable copy of Gmail keyboard 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)

### Navigate message list with arrow keys

In addition to the “j” and “k” keyboard shortcuts, you can now use the **up** and **down arrow** keys to move through your message list. The current message is marked by a **blue bar**.

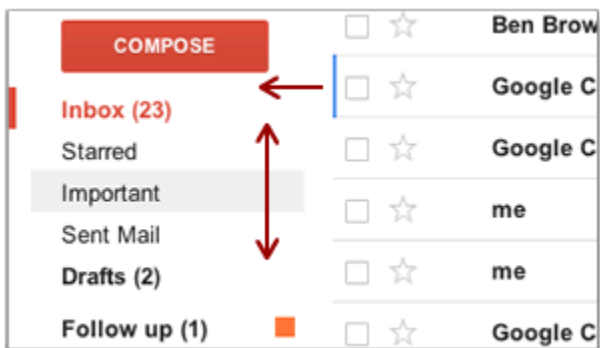


To open the current message, just hit **Enter**.

## Navigate labels with arrow keys

You can also use your arrow keys to navigate your label list and display a label's messages.

Let's say you're in your Inbox. Press the **left arrow** key to move the focus to your label list. Then use the **up/down arrow** keys to move through your labels, and hit **Enter** to display a label's messages.

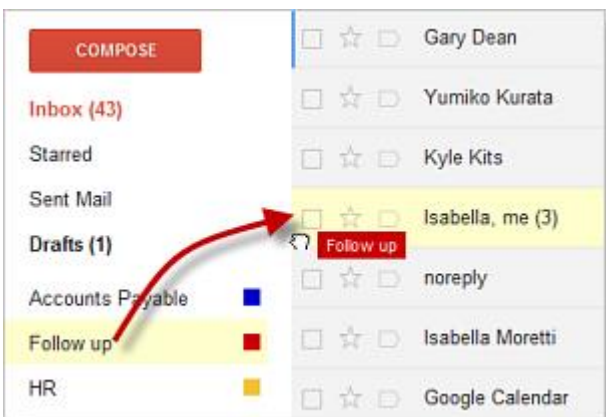


## Drag and drop labels and messages

Did you know that you can drag and drop labels onto your messages? If so, you're on your way to becoming a Gmail power user! You can also drag a single message or multiple messages to a label.

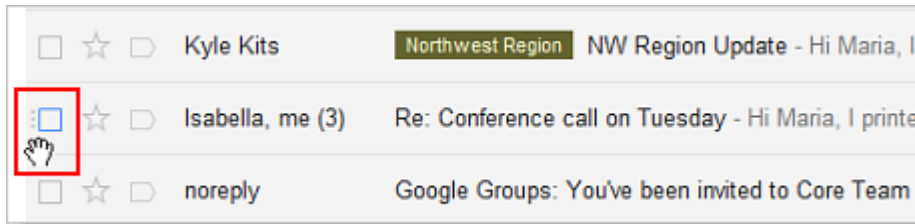
### Drag a label to a message

Drag the label to the appropriate message and release the mouse button to apply the label to the message.

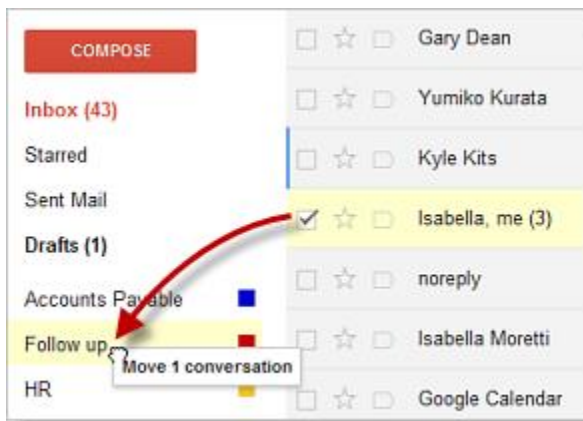


## Drag a message to a label

1. Place your cursor in the area to the left of the message's check box. Your cursor will turn into a hand, and three dots will appear to the left of the check box.



2. Click the area and drag the message over the top of the label. Note that a message displays indicating you are moving a conversation.



3. Once you drop the message, it moves from your Inbox to the selected label and is visible when you select the label.

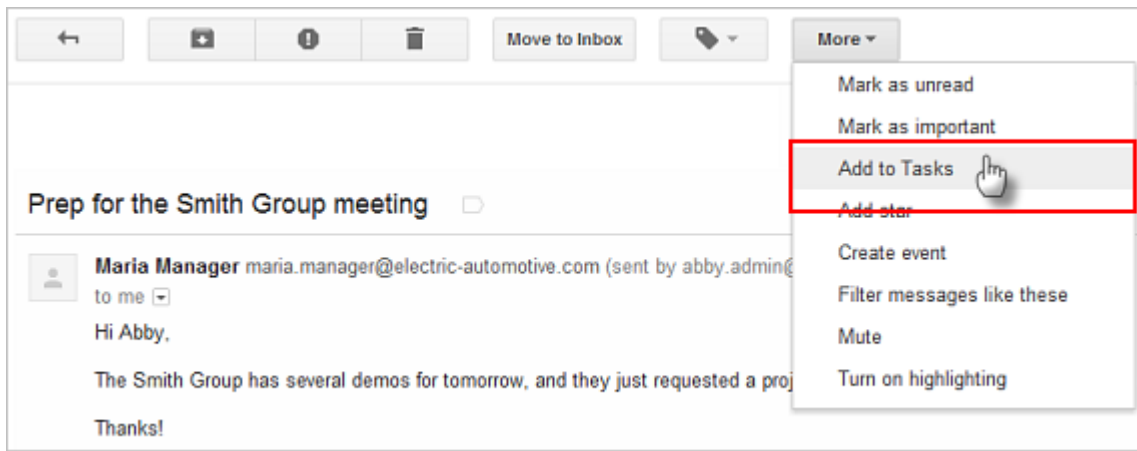
## Drag multiple messages to a label

1. Check the boxes of the messages you want to move.
2. Place your cursor to the left of one of the selected messages' check boxes until it turns into a hand.
3. Drag the messages over the top of the label. Note that a message displays indicating you are moving multiple conversations.
4. Once dropped, the messages move from your Inbox to the selected label and are visible when you select the label.

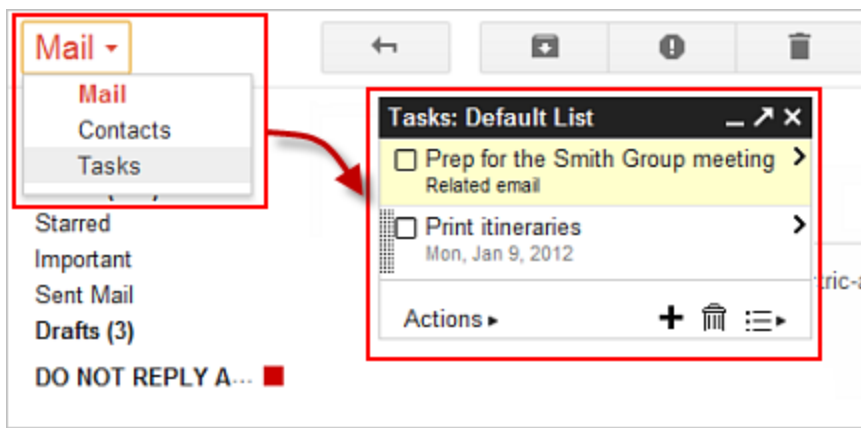
## Turn messages into Tasks

If you're already using the Tasks gadget in Gmail, you know that it's a great way to create to-do lists and keep yourself on track. You can save even more time with your to-do lists by creating tasks directly from email messages.

1. Open the email with the task you want to add.
2. Choose **Add to Tasks** from the **More** drop-down menu. (You can use **Shift +T** as a keyboard shortcut.)



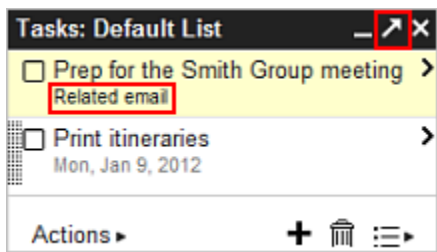
3. To open Tasks, click the down arrow to the right of **Mail** in the left sidebar, and select **Tasks**.



4. The subject of the message now appears as an item in your task list. You can edit the item's name, set a due date, or add notes.

**Tips:**

- To see the original email again, click **Related email** under the to-do item.
- To open your Tasks list in a new browser tab (or "pop-out"), click the arrow in the top right corner of your Tasks.



To learn more about using Tasks in Gmail (including keyboard shortcuts), visit the Gmail Help Center: <http://support.google.com/mail/bin/answer.py?answer=106237>

## Preview attachments before download

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

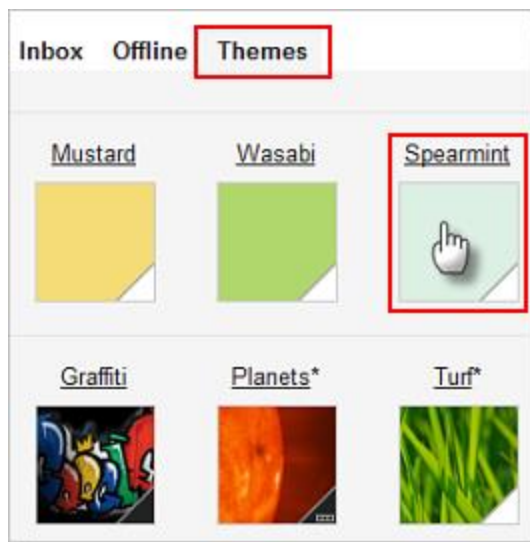
You can save disk space (and time) by previewing attachments without downloading them. Here’s how:

1. Open an email with an attachment.
2. Click the **View** link by the attached file. Gmail opens a new browser window or tab to display a preview of the attached file.

## Customize your Gmail account with Themes

Since you spend a good part of your day staring at email, you might as well enjoy the view! You can choose from over 35 different preset themes to personalize the look of your Gmail account, or create a custom theme by uploading a photo or choosing from a selection of photos.

To choose a theme, go to **Settings > Themes**, and click a thumbnail image.



**Note:** If you’re using an older browser, you may not see a **Themes** tab. To see supported browsers, visit <https://support.google.com/mail/bin/answer.py?answer=6557>. If yours is not supported, [install Chrome now](#) for the most compatibility.

## Gmail Labs

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If your Google Apps administrator has enabled the Gmail Labs options for your domain, you can add business functionality to your email and calendar with these experimental, pre-release features.

To help you get started, we've put together a list of the labs we think you'll find useful (some are real time savers!). It's important to remember, though, that a lab can become unstable, stop working, or disappear at any time—they are experiments, after all!





**Note:** Gmail Labs don't work with delegated Gmail. This means that if you're logged in to your *own* Gmail account, you won't be able to use any labs while accessing your manager's email as a delegate. However, you'll still be able to use labs when looking at your own email.


## Enable Gmail Labs

You can enable or disable a lab whenever you like. Here's how:

1. Select **Settings** from the gear drop-down.
2. Click the **Labs** tab.
3. For each lab you want to use, click **Enable**. If you want to stop using a lab, click **Disable**.
4. Click **Save Changes** at the bottom or top of the page.

## Suggested Gmail Labs

<p>Choose canned response...</p> <p>-----</p> <p>RTFM</p> <p>Status report template</p> <p>Godwin troll</p> <p>FAO</p>	<p><b>Canned Responses</b></p> <p>Email for the truly lazy. Save and then send your common messages using a button next to the compose form. Also automatically send emails using filters.</p>
<p>Google Docs - Items from this e-mail</p> <p> Detailed Project plan <a href="#">Show preview</a> <a href="#">Open in new win</a></p> <p> Weekly Meeting Notes <a href="#">Show preview</a> <a href="#">Open in new win</a></p>	<p><b>Google Docs previews in mail</b></p> <p>Shows previews of documents, spreadsheets and presentations directly in the email when you receive any link to a Google Doc. Also gives an option to open directly in Google Docs.</p>
<p> </p>	<p><b>Multiple Inboxes</b></p> <p>Add extra lists of emails in your inbox to see even more important email at once. The new lists of threads can be labels,</p>

	<p>your starred messages, drafts or any search you want, configurable under Settings.</p>
 <p>▼ Quick Links  <a href="#">Unread mail in inbox</a> x  <a href="#">From family</a> x  <a href="#">NY flight itinerary</a> x  <a href="#">Directions to party</a> x  <a href="#">Add Quick Link</a></p>	<p><b>Quick Links</b></p> <p>Adds a box to the left column that gives you 1-click access to any bookmarkable URL in [your domain] Mail. You can use it for saving frequent searches, important individual messages, and more.</p>
<p>-- Larry</p> <p>Nov 14, 2007 7:52 PM Todd Ja          I did a mock for the labs tab,</p>	<p><b>Signature tweaks</b></p> <p>Places your signature before the quoted text in a reply, and removes the "--" line that appears before signatures.</p>
<p><b>Sending... <a href="#">Cancel</a></b></p> <p><b>Message has been sent. <a href="#">Undo</a></b></p>	<p><b>Undo Send</b></p> <p>Oops, hit <b>Send</b> too soon? Stop messages from being sent <i>for a few seconds</i> after hitting the send button.</p>