Switching to Gmail from Microsoft Outlook

Overview: Differences between Gmail and Outlook

Now that you've switched from Microsoft® Outlook® to G Suite, learn how to use Gmail as your new mail program.

What you need:

- 10 minutes
- Google account

Get Gmail: Web (mail.google.com), Android, or iOS

<table>
<thead>
<tr>
<th>In Outlook...</th>
<th>In Gmail...</th>
</tr>
</thead>
<tbody>
<tr>
<td>View messages and their replies by default as individual entries in your Inbox</td>
<td>Group messages and their replies by default in conversation threads so you see multiple related messages in one view</td>
</tr>
<tr>
<td>Create multiple signatures</td>
<td>Use Canned Responses</td>
</tr>
<tr>
<td>Spell check automatically while composing</td>
<td>Check spelling after composing</td>
</tr>
<tr>
<td>Attach and forward multiple messages</td>
<td>Forward all or select messages in a conversation thread</td>
</tr>
<tr>
<td>Delete messages, typically to save space</td>
<td>Archive messages to declutter your inbox</td>
</tr>
<tr>
<td>Sort messages by sender, date, or size</td>
<td>Find messages by sender, date, topic, and more using Gmail</td>
</tr>
<tr>
<td>Organize messages in folders</td>
<td>Tag messages with labels</td>
</tr>
<tr>
<td>Assign color categories to messages</td>
<td>Color-code your labels</td>
</tr>
<tr>
<td>Flag important messages</td>
<td>Star or add markers to important messages</td>
</tr>
</tbody>
</table>
Manage incoming email with rules

<table>
<thead>
<tr>
<th>Manage incoming email with rules</th>
<th>Manage incoming email with filters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flag messages for follow-up</td>
<td>Add messages to your tasks list or a Follow Up label</td>
</tr>
<tr>
<td>Get desktop mail notifications via Desktop Alerts</td>
<td>Enable desktop notifications in Chrome</td>
</tr>
<tr>
<td>Share a mailbox</td>
<td>Delegate your mailbox to individuals or use Google Groups to share more broadly</td>
</tr>
</tbody>
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1.4 Add a Gmail desktop shortcut

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2.3 View your Google Calendar in your inbox
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Was this helpful?

Yes  No
Switching to Gmail from Microsoft Outlook

1. Access Gmail

In this section:

1.1 Get Gmail on your devices
1.2 (Optional) Add multiple Google accounts
1.3 Create a browser bookmark
1.4 Add a Gmail desktop shortcut

1.1 Get Gmail on your devices

Open Gmail from...

- Any web browser—Go to mail.google.com.
- Most Google pages—In the upper right, click the App Launcher and choose Gmail.
- Android devices—Install and open the Android app.
- iOS® devices—Install and open the iOS app.

1.2 (Optional) Add multiple Google accounts

Have multiple Google accounts? Switch between them quickly with Chrome Browser profiles.

Note: Don’t have Chrome Browser yet? See instructions on how to install Chrome Browser.
1. In Chrome Browser, in the top-right corner next to the address bar, click your profile image.

2. Click **Manage People**.

3. Click **Add Person**.

4. Enter a name, choose an image, and click **Add**.

5. Sign in with the Google Account you're adding.
   All settings and bookmarks automatically sync.

6. Click your profile image and choose a different profile to switch between accounts.

**Note:** If you’re unsure which account you’re currently using, click your name and see which profile is at the top.

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### 1.3 Create a browser bookmark

1. In your Chrome Browser, open **Gmail**.

2. In the top right, click More → **Bookmarks**.

3. Click **Show bookmarks bar**.

4. In the address bar, click Bookmark this page 🌟.

If you’re not using Chrome Browser, follow your browser’s instructions to bookmark mail.google.com.

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### 1.4 Add a Gmail desktop shortcut

https://support.google.com/a/users/answer/9259768?hl=en&ref_topic=9259764
1. Go to your desktop and right-click.

2. Choose New > Shortcut.

3. Type https://mail.google.com as the location.

4. (Optional) Name your shortcut.
Switching to Gmail from Microsoft Outlook

2. Make Gmail look like Outlook

In this section:

2.1 (Optional) List messages separately
2.2 Add a preview pane
2.3 View your calendar in your inbox
2.4 Create task lists
2.5 Add a signature
2.6 Use and change keyboard shortcuts

2.1 (Optional) List messages separately

Outlook:
Individual messages

Gmail:
Conversation view

By default, Gmail groups a message and its replies in a conversation that’s listed as a single inbox entry. Conversation threads are the recommended way to manage your email; they provide a fast, efficient way to see multiple related messages in one view.

However, if you prefer to list messages separately, you can turn Conversation view off. You can switch back at any time.

Note: Certain Gmail features (such as Snooze) are only available if Conversation view is on.

1. In the top right, click Settings 📢 > Settings.
2. In the General tab, scroll to Conversation View and select Conversation view off.
3. At the bottom, click Save Changes.
2.2 Add a preview pane

**Outlook: Reading pane**

Similar to the Reading Pane in Outlook, the Preview Pane lets you see the first few lines of messages in your inbox.

1. In the top right, click Settings → Settings.
2. In the Advanced tab, scroll to Preview Pane and select **Enable**.
3. At the bottom, click **Save Changes**.
4. At the top of your inbox, click the Down arrow next to **Toggle**.
5. Select **Vertical Split**.

**Outlook 2013**

**Outlook 2010**

**Gmail: Preview Pane**

1. In the top right, click Settings → Settings.
2. In the Advanced tab, scroll to Preview Pane and select **Enable**.
3. At the bottom, click **Save Changes**.
4. At the top of your inbox, click the Down arrow next to **Toggle**.
5. Select **Vertical Split**.

2.3 View your calendar in your inbox

**Outlook: Calendar peek**

**Gmail: Calendar view**

To the right of your inbox, click Calendar 📅.
2. Make Gmail look like Outlook - G Suite Learning Center

https://support.google.com/a/users/answer/9259955?hl=en&ref_topic=9259764

2.4 Create task lists

<table>
<thead>
<tr>
<th>Outlook: Tasks</th>
<th>Gmail: Task lists</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Outlook 2016" /></td>
<td>On the right of your inbox, click Tasks to see your task lists.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2013" /></td>
<td>- <strong>Add a new list</strong>—Click the Down arrow</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2010" /></td>
<td>- <strong>Create new list.</strong></td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2016" /></td>
<td>- <strong>Change lists</strong>—Click the Down arrow and select a list.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2013" /></td>
<td>- <strong>Add a new task</strong>—Click + Add a task. To add a new task from an email, drag the email into a task list.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2010" /></td>
<td>- <strong>Edit a task</strong>—Point at a task and click Edit.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2016" /></td>
<td>- <strong>Delete a task</strong>—For incomplete tasks, click Edit, then click Delete. For completed tasks, point at a task and click Delete.</td>
</tr>
</tbody>
</table>
2.5 Add a signature

<table>
<thead>
<tr>
<th><strong>Outlook: Signature</strong></th>
<th><strong>Gmail: Signature</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Outlook 2016" /></td>
<td>1. In the top right, click Settings 🗼 &gt; Settings.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2013" /></td>
<td>2. In the General tab, scroll to Signature.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2010" /></td>
<td>3. Add text, such as your name and contact information.</td>
</tr>
<tr>
<td>Need more than one signature? Learn how to <a href="https://support.google.com/a/users/answer/9259955?hl=en&amp;ref_topic=9259764">add multiple signatures</a> with canned responses.</td>
<td></td>
</tr>
</tbody>
</table>

2.6 Use and change keyboard shortcuts

**Turn on shortcuts:**

1. Click Settings 🗼 > Settings.
2. In the General tab, scroll to the Keyboard shortcuts section and select Keyboard shortcuts on.
3. At the bottom, click Save changes.
4. Type Shift + ? when you have Gmail open to see available keyboard shortcuts.
(Optional) Customize your shortcuts to match what you used in Outlook:

1. Click Settings ➔ Settings.
2. In the Advanced tab, scroll to Custom keyboard shortcuts and select Enable.
3. At the bottom, click Save changes.
4. Click Settings ➔ Settings.
5. In the new Keyboard shortcuts tab, change the mappings you want.
6. At the bottom, click Save Changes.

Was this helpful?

Yes  No
Switching to Gmail from Microsoft Outlook

3. Send email

In this section:

- 3.1 Compose a new email
- 3.2 Format text and add images or attachments
- 3.3 Use spell check
- 3.4 Send and undo send

3.1 Compose a new email

<table>
<thead>
<tr>
<th>Outlook: New email</th>
<th>Gmail: Compose</th>
</tr>
</thead>
</table>
| Tip: To open the Compose window with a keyboard shortcut, just type "c:"
1. In the left sidebar, click 🔄 Compose.
2. (Optional) Choose a window size with the buttons in the top right:
   - Full screen 📏
   - Exit full screen 📏
   - Open in a new window Shift + 📏
3. Add a subject and recipients (To, Cc, or Bcc). |
3.2 Format text and add images or attachments

<table>
<thead>
<tr>
<th>Outlook: Format text or attach file</th>
<th>Gmail: Formatting options and add attachments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outlook 2016</strong></td>
<td><img src="image1" alt="Outlook 2016 Format Text" /></td>
</tr>
<tr>
<td><strong>Outlook 2013</strong></td>
<td><img src="image2" alt="Outlook 2013 Format Text" /></td>
</tr>
<tr>
<td><strong>Outlook 2010</strong></td>
<td><img src="image3" alt="Outlook 2010 Format Text" /></td>
</tr>
<tr>
<td>View text formatting options</td>
<td><img src="image4" alt="Gmail Formatting Options" /></td>
</tr>
<tr>
<td>Add attachments up to 25 MB</td>
<td><img src="image5" alt="Gmail Add Attachments" /></td>
</tr>
<tr>
<td>Add Drive attachments up to 5 TB</td>
<td><img src="image6" alt="Gmail Add Drive Attachments" /></td>
</tr>
<tr>
<td>Add images</td>
<td><img src="image7" alt="Gmail Add Images" /></td>
</tr>
<tr>
<td>Insert links</td>
<td><img src="image8" alt="Gmail Insert Links" /></td>
</tr>
<tr>
<td>Delete draft</td>
<td><img src="image9" alt="Gmail Delete Draft" /></td>
</tr>
</tbody>
</table>

**Note:** Want to attach an email to another email? Either forward the email and add your message, or print the email as a PDF and attach it to your email.

3.3 Use spell check

<table>
<thead>
<tr>
<th>Outlook: Spelling &amp; Grammar</th>
<th>Gmail: Check spelling</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outlook 2016</strong></td>
<td><img src="image10" alt="Outlook 2016 Spell Check" /></td>
</tr>
<tr>
<td></td>
<td>After composing your email, click More ➔ Check spelling.</td>
</tr>
</tbody>
</table>
3.4 Send and undo send

<table>
<thead>
<tr>
<th>Outlook: Send and recall message</th>
<th>Gmail: Send and Undo send</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outlook 2016</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Outlook 2013</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Outlook 2010</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Send an email:** At the bottom of the compose window, click **Send**.

**Undo send:** After sending an email, at the bottom left, click **Undo**.

**Change the send cancellation period:**

1. Click **Settings** ➔ **Settings**.
2. In the General tab, scroll to the Undo Send section and choose a time.
3. At the bottom, click **Save changes**.
Yes

No
Switching to Gmail from Microsoft Outlook

4. Reply to email

In this section:

4.1 Reply to, forward, and print email
4.2 Change recipients and subjects
4.3 Save attachments

4.1 Reply to, forward, and print email

<table>
<thead>
<tr>
<th>Outlook: Reply and forward</th>
<th>Gmail: Reply, forward, and print</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reply</td>
<td>Reply All, Forward</td>
</tr>
</tbody>
</table>

Outlook 2016, 2013, and 2010

1. Open the email.

   **Note:** If a message includes a signature or previous replies, Gmail hides them from view. Below your reply, click Show trimmed content ⋮ to view all the text that will be included in your reply.

2. In the top right, click More ⋮.

3. Click an option, such as Reply, Reply to all, Forward, and Print.

**Tip:** Gmail's Smart Reply may suggest some responses based on the email you received. To save time, select one, then edit the suggested text or send it as is.
# 4.2 Change recipients and subjects

<table>
<thead>
<tr>
<th>Outlook:</th>
<th>Gmail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change recipients and subjects</td>
<td>Change recipients and subjects</td>
</tr>
</tbody>
</table>

## Outlook 2016

<table>
<thead>
<tr>
<th><img src="image" alt="Outlook 2016" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
</tr>
<tr>
<td>CC:</td>
</tr>
<tr>
<td>Subject:</td>
</tr>
</tbody>
</table>

## Outlook 2013

<table>
<thead>
<tr>
<th><img src="image" alt="Outlook 2013" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
</tr>
<tr>
<td>CC:</td>
</tr>
<tr>
<td>Subject:</td>
</tr>
</tbody>
</table>

## Outlook 2010

<table>
<thead>
<tr>
<th><img src="image" alt="Outlook 2010" /></th>
</tr>
</thead>
<tbody>
<tr>
<td>To:</td>
</tr>
<tr>
<td>CC:</td>
</tr>
<tr>
<td>Subject:</td>
</tr>
</tbody>
</table>

### Add and remove recipients:

When composing your reply:

- **Add recipients**—Click the To field and enter the recipient's email address.
- **Remove recipients**—Next to the person's email address, click Remove .

### Edit an email subject:

1. Next to Type of response , click the Down arrow ➜ Edit subject.
2. Enter a new subject.

# 4.3 Save attachments

<table>
<thead>
<tr>
<th>Outlook:</th>
<th>Gmail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Save attachments</td>
<td>Download attachments or save them to Drive</td>
</tr>
</tbody>
</table>

1. Open an email with an attachment.
2. Point to the attachment.
3. Choose one of the following options:
   - Save it to your device—Click Download .
4. Reply to email - G Suite Learning Center

**Outlook 2016**

- Save it to Google Drive—Click Save to Drive.

**Note:** If you don’t see this option, contact your G Suite administrator.

**Forward an email as an attachment:**

1. Open Gmail.
2. Check the box next to the message that you want to attach.
3. At the top, click More ➤ Forward as attachment.
4. Enter a recipient, subject, and any message text.
5. Click Send.

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**Outlook 2013**

Cassy Smith (via Google Sheets)

Sent: Fri 6/22/2018 12:53 PM

**Outlook 2010**
Switching to Gmail from Microsoft Outlook

5. Organize email

In this section:

5.1 Archive or delete
5.2 Sort and filter vs. Search
5.3 Folders with color categories vs. Labels with colors
5.4 Flags vs. Stars and importance markers
5.5 Rules vs. Filters

5.1 Archive or delete

<table>
<thead>
<tr>
<th>Outlook: Archive or delete email</th>
<th>Gmail: Archive or delete email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Archive...</td>
<td>Archive messages you’re not using now but might need later. Archiving moves email out of your inbox. You can find them later in All Mail or through Gmail search.</td>
</tr>
<tr>
<td>Clean Up</td>
<td>Delete messages you no longer need. Deleted email are moved to Trash and then permanently deleted after 30 days.</td>
</tr>
<tr>
<td>Junk</td>
<td>Note: If you don’t see All Mail or Trash, scroll to the bottom of the left sidebar and click More.</td>
</tr>
<tr>
<td>Trash</td>
<td></td>
</tr>
<tr>
<td>Outlook 2016</td>
<td></td>
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<td>Archive...</td>
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<tr>
<td>Trash</td>
<td></td>
</tr>
<tr>
<td>Outlook 2013</td>
<td></td>
</tr>
</tbody>
</table>

https://support.google.com/a/users/answer/9259770?hl=en&ref_topic=9259764
5.2 Sort and filter vs. Search

<table>
<thead>
<tr>
<th>Outlook: Sort and filter</th>
<th>Gmail: Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>At the top of your inbox, search for one or more keywords that appear anywhere in the email—in the subject, body, or sender name.</td>
<td>At the top of your inbox, search for one or more keywords that appear anywhere in the email—in the subject, body, or sender name.</td>
</tr>
<tr>
<td>If you’re looking for something specific, click the Down arrow to use advanced search.</td>
<td>If you’re looking for something specific, click the Down arrow to use advanced search.</td>
</tr>
</tbody>
</table>

Example: Search for:

- **Senders**—Example: `From:(sam@company.com)`
- **Date ranges**—Example: `after:2019/3/29 before:2019/4/5`
- **Keywords**—Example: `Company confidential`
- **Message attributes, such as attachments**—Example: `has:attachment`

5.3 Folders with color categories vs. Labels with colors

<table>
<thead>
<tr>
<th>Outlook: Folders and color categories</th>
<th>Gmail: Labels with colors</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
5. Organize email - G Suite Learning Center

Give messages one or more descriptive labels, such as Project X.

1. Check the box next to one or more email messages.
2. At the top, click Labels.
3. Choose one of the following:
   a. To make new labels, click Create new. Type the name of your label and click Create.
   b. To select an existing label, click it in the list.

In the left sidebar, click a label to see messages with that label. Click More > Label color to change its color.

5.4 Flags vs. Stars and importance markers

<table>
<thead>
<tr>
<th>Outlook: Flags</th>
<th>Gmail: Stars and importance markers</th>
</tr>
</thead>
</table>

https://support.google.com/a/users/answer/9259770?hl=en&ref_topic=9259764
Click Star ⭐ or Important ⚡ to mark an important message.

You can find messages with stars and importance markers in the Starred and Important sections of your inbox.

---

### 5.5 Rules vs. Filters

<table>
<thead>
<tr>
<th>Outlook:</th>
<th>Gmail:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rules</td>
<td>Filters</td>
</tr>
</tbody>
</table>

#### Outlook 2016

1. In the search box at the top, click the Down arrow ▼.
2. Enter your search criteria.
3. At the bottom of the search window, click Create filter.
4. Choose what you’d like the filter to do.
5. Click Create filter.

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### Outlook 2013

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### Outlook 2010

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Switching to Gmail from Microsoft Outlook

6. Collaborate in Gmail

In this section:

6.1 Vacation notifications
6.2 Desktop notifications
6.3 Mail delegation
6.4 Shared mailbox
6.5 Chat

6.1 Vacation notifications

Outlook:
Out of Office

Gmail:
Vacation responder

1. In Gmail in the top right, click Settings → Settings.

2. Scroll down to Vacation responder and select Vacation responder on or Vacation responder off.

3. If you turned on the vacation responder, enter the dates you’re away and add a message. Then, select who should get a response.

4. At the bottom, click Save Changes.
### 6.2 Desktop notifications

<table>
<thead>
<tr>
<th>Outlook: Desktop notifications</th>
<th>Gmail: Desktop notifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Outlook 2016" /></td>
<td><img src="image" alt="Gmail" /></td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2013" /></td>
<td>You can get desktop notifications when you’re signed in to Gmail and have it open in your browser.</td>
</tr>
<tr>
<td><img src="image" alt="Outlook 2010" /></td>
<td>1. In the top right, click Settings ➔ Settings.</td>
</tr>
</tbody>
</table>

You can get desktop notifications when you’re signed in to Gmail and have it open in your browser.

1. In the top right, click Settings ➔ Settings.
2. Scroll down to the Desktop notifications section.
3. Click Click here to enable desktop notifications for <your organization>.
4. Select New mail notifications on or Important mail notifications on.
5. At the bottom of the page, click Save Changes.

### 6.3 Mail delegation

<table>
<thead>
<tr>
<th>Outlook: Delegate access</th>
<th>Gmail: Mail delegation</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Outlook 2016" /></td>
<td>If you’re using Gmail through your work or school account, you can add up to 25 delegates (such as an assistant).</td>
</tr>
</tbody>
</table>

If you’re using Gmail through your work or school account, you can add up to 25 delegates (such as an assistant).

1. In the top right, click Settings ➔ Settings.
2. Click the Accounts and Import.
3. In the Grant access to your account section, click Add another account.

**Note:** Your organization may restrict email delegation. If you don’t see this setting, contact your G Suite administrator.
6. Collaborate in Gmail - G Suite Learning Center

4. Enter the email address of the person you want to add and click **Next Step**.

5. Click **Send email to grant access**.

The person you added will get an email asking them to confirm. It may take up to 24 hours for you to see them as a delegate after they confirm.

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6.4 Shared mailbox

**Outlook:**

Shared mailbox

Outlook 2016, 2013, and 2010

**Gmail:**

Shared mailbox

If your team needs a shared mailbox, such as for technical support or customer service, you can use a Google group as a collaborative inbox.

For example, you can create a group with the address **support@your-domain.com**, add your support staff as members, and allow people outside your organization to send messages to the group. Your support staff will receive your customers' messages, and they can do any of the following from the group's Topics view:

- Assign responsibility for a topic to a member of the group
- Mark a topic as resolved
- Edit the tags associated with a topic
- Filter topics according to tag, resolution status, or assignee

**See instructions on how to set up a collaborative inbox**

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https://support.google.com/a/users/answer/9259857?hl=en&ref_topic=9259764
6.5 Chat

If you have a quick or urgent question, you can send a chat message instead of an email. In Gmail, you can start a chat right from your inbox.

1. Open Gmail, and in the bottom left, click Hangouts.
   People or groups you contact frequently appear below your name.

2. Click a person's or group's name to quickly start a chat.

3. If you don't see the person or group below your name, click New conversation, enter their name, and click the person to start a chat.
Switching to Gmail from Microsoft Outlook

7. Get Gmail productivity tips

In this section:

7.1 Read and respond to email offline
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7.1 Read and respond to email offline (Chrome only)

Read, respond to, and search Gmail messages when you aren’t connected to the internet. Your messages will be sent when you’re back online.

1. Click Settings ☰ > Settings.

2. On the Offline tab, check the Enable offline mail box.

3. (Optional) To choose how many days of email you want to store offline, next to Sync settings, select the number of days. You can also choose whether to download attachments.

4. Choose whether to keep or remove offline data on your device.

5. At the bottom, click Save Changes.

7.2 Snooze email
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Postpone email to a future date or time that’s more convenient for you.

1. Open Gmail and point to an email.
2. On the right, click Snooze.
3. Under Snooze until, choose a time.
   The email automatically snoozes and moves out of your inbox. You will get a reminder about the
   snoozed email after the specified time.
4. (Optional) To see all snoozed email, click Snoozed in the left sidebar.

7.3 Remember to follow up

You might see “nudges” in Gmail, which are old emails at the top of your inbox with a suggestion to reply or
follow up.

Turn on nudges:

1. Click Settings > Settings.
2. On the General tab, scroll to Nudges and select both options.
3. At the bottom, click Save Changes.

7.4 Email templates

Save and send common messages with canned responses.

1. Click Settings > Settings.
2. In the Advanced tab, scroll to Canned Responses (Templates) and select Enable.

https://support.google.com/a/users/answer/9259771?hl=en&ref_topic=9259764
3. At the bottom, click Save Changes.

4. In your inbox, click Compose and write your email.

5. In the formatting toolbar, click More \(\Rightarrow\) Canned responses \(\Rightarrow\) Save draft as template \(\Rightarrow\) Save new template.

6. (Optional) To add your canned response to a new email, click More \(\Rightarrow\) Canned responses \(\Rightarrow\) <template name>.

### 7.5 Priority inbox

Priority inbox automatically separates important messages from the rest of your email so you focus on them first. Over time, Priority inbox gets better at predicting what's important to you.

1. In the left sidebar, next to the Inbox label, click the Down arrow \(\downarrow\).

2. Select Priority Inbox. This separates your inbox into 3 sections—Important and unread, Starred, and Everything else.

3. (Optional) Train Gmail to identify important emails. In the Everything else section:
   - Mark an email as Important by clicking \(\Delta\).
   - Add an email to Starred by clicking the message star \(\star\).

4. (Optional) Customize Priority Inbox:
   a. On the right of the inbox section, click More \(\downarrow\).
   b. Choose from options, such as adding and removing sections.
Was this helpful?

[Yes] [No]