Switching to Gmail from Microsoft Outlook

Overview: Differences between Gmail and Outlook

	Next: 1. Access Gmail

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

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

Manage incoming email with rules	Manage incoming email with filters
Flag messages for follow-up	Add messages to your tasks list or a Follow Up label
Get desktop mail notifications via Desktop Alerts	Enable desktop notifications in Chrome
Share a mailbox	Delegate your mailbox to individuals or use Google Groups to share more broadly

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Was this helpful?

Yes   No

Switching to Gmail from Microsoft Outlook

# 1. Access Gmail

	Next: 2. Make Gmail look like Outlook

> **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 .
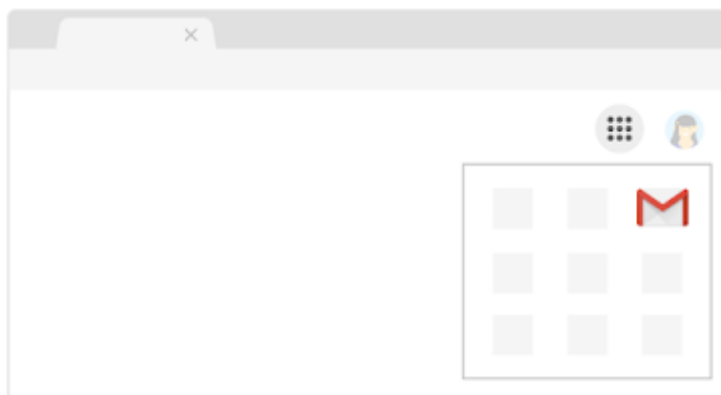
1.2 (Optional) Add multiple Google accounts

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.
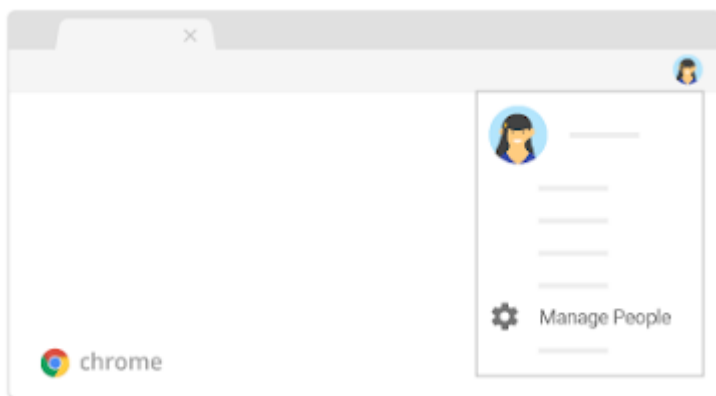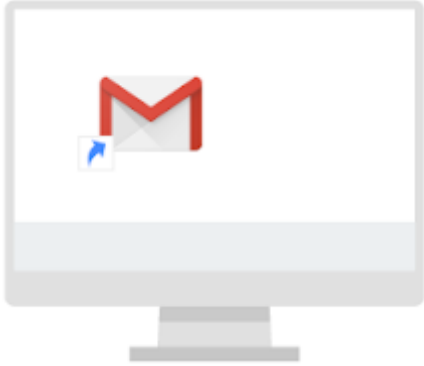

1.3 Create a browser bookmark

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**.
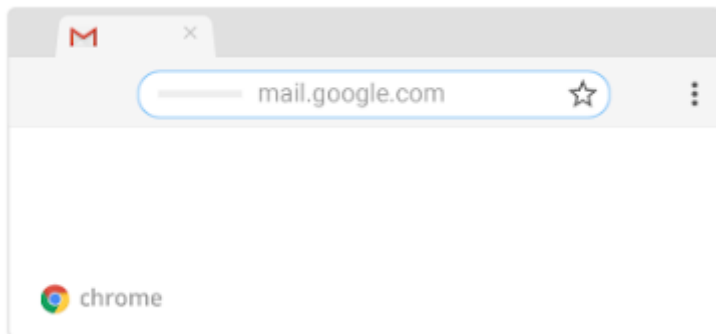
1.4 Add a Gmail desktop shortcut

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.
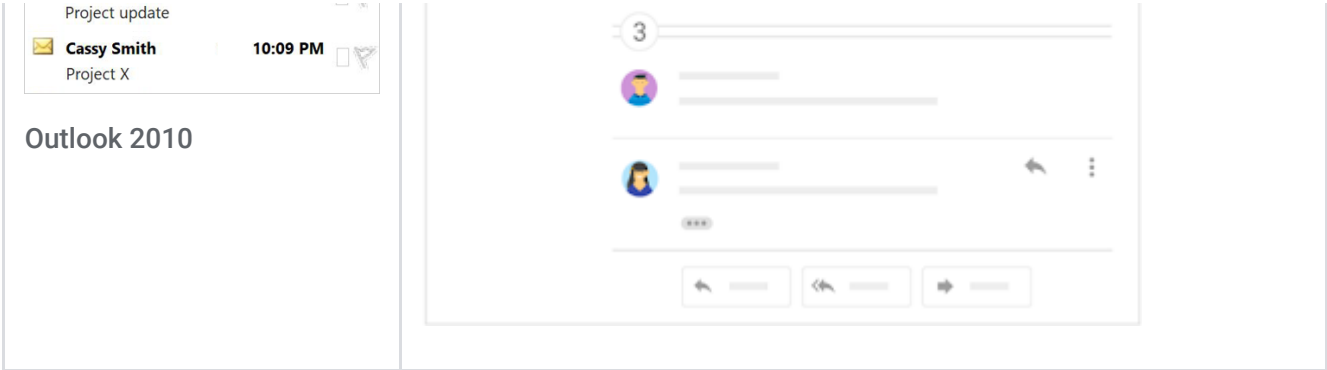

Was this helpful?

| Yes | No |

Switching to Gmail from Microsoft Outlook

2. Make Gmail look like Outlook

	Next: 3. Send email

In this section:

2.1 (Optional) List messages separately

Outlook: Individual messages	Gmail: Conversation view
 Outlook 2016 Outlook 2013 	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**.

Outlook 2010

2.2 Add a preview pane

Outlook: Reading pane	Gmail: Preview Pane
  Outlook 2016 **Outlook 2013** **Outlook 2010**	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**.

2.3 View your calendar in your inbox

Outlook: Calendar peek	Gmail: Calendar view
	To the right of your inbox, click Calendar 🗓 .

Outlook 2016

Outlook 2013

June 25, 2018
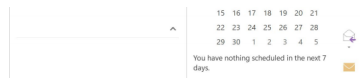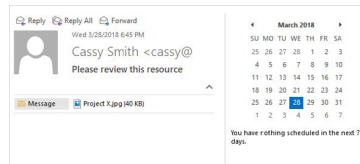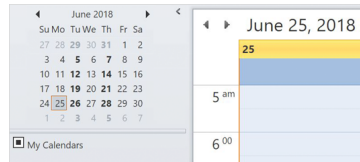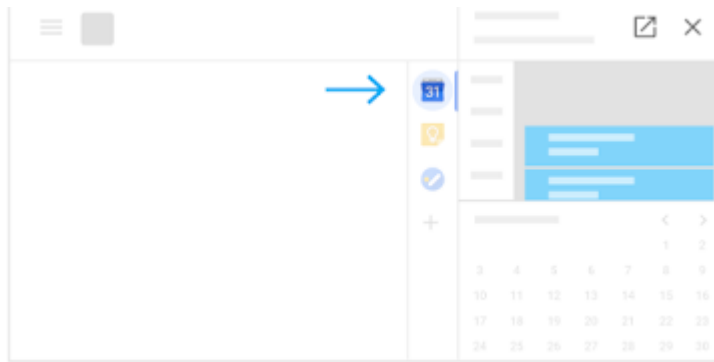
Outlook 2010

2.4 Create task lists

Outlook: Tasks	Gmail: Task lists

Outlook 2016
 	
Outlook 2013
 	
Arrange By: Flag: Due Date | Today on top
Type a new task
▸ 🚩 **No Date**
Meet with Paul
Write proposal for Tuesday
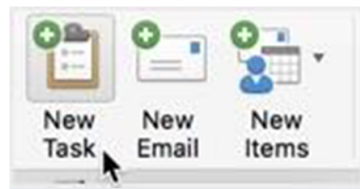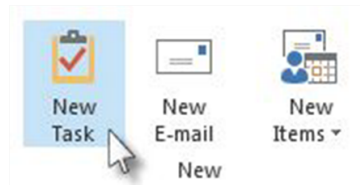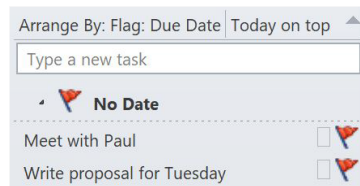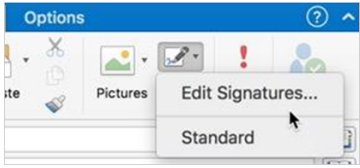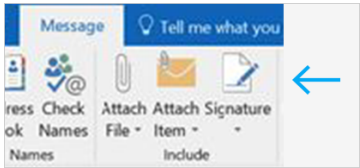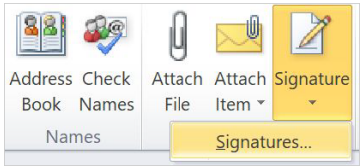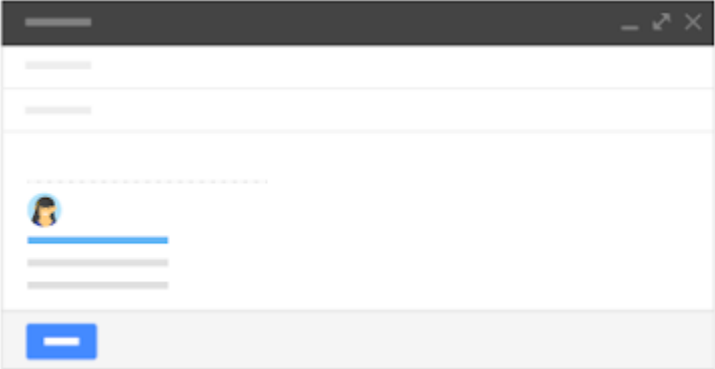 	
Outlook 2010
	On the right of your inbox, click Tasks 🗸 to see your task lists.
	
	  • **Add a new list**—Click the Down arrow ▾ > Create new list.
	
	  • **Change lists**—Click the Down arrow ▾ and select a list.
	
	  • **Add a new task**—Click **+ Add a task**. To add a new task from an email, drag the email into a task list.
	
	  • **Edit a task**—Point at a task and click Edit ✏️.
	
	  • **Delete a task**—For incomplete tasks, click Edit ✏️, then click Delete 🗑 . For completed tasks, point at a task and click Delete 🗑 .
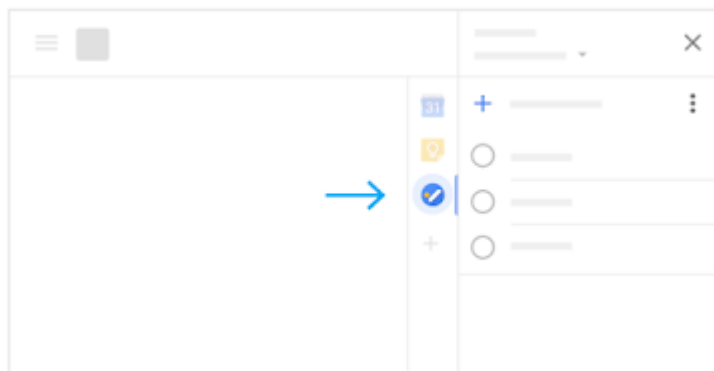
2.5 Add a signature

Outlook: Signature	Gmail: Signature

Outlook 2016
 	
  Outlook 2013
 	
  Outlook 2010
	1. In the top right, click Settings ⚙ > **Settings**.
	
	 2. In the General tab, scroll to Signature.
	
	 3. Add text, such as your name and contact information.
	
	 4. Use the format bar to add text colors, links, and images.
	
	 5. At the bottom, click **Save Changes**.
	
	 Need more than one signature? Learn how to add multiple signatures with canned responses.

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.
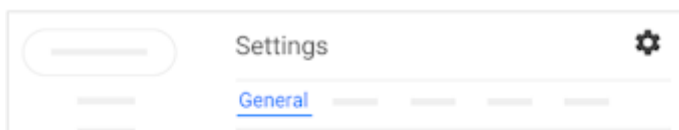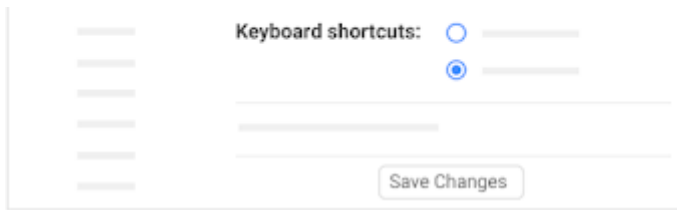
(Optional) Customize your shortcuts to match what you used in Outlook:

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

<div>

	Next: 4. Reply to email

</div>

In this section:

3.1 Compose a new email

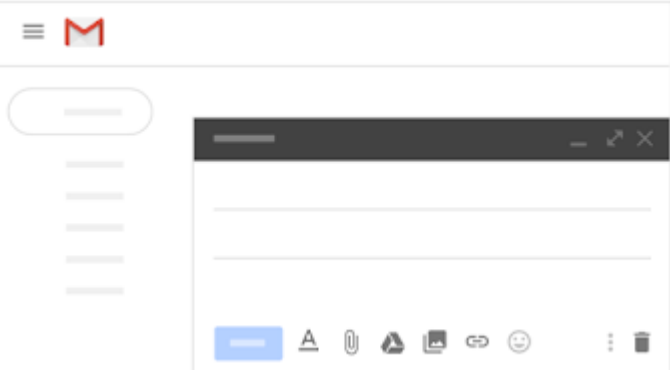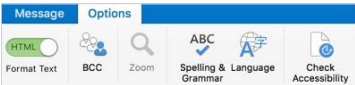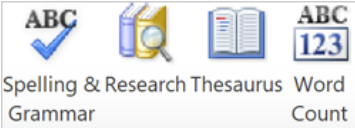| Outlook: New email	Gmail: Compose
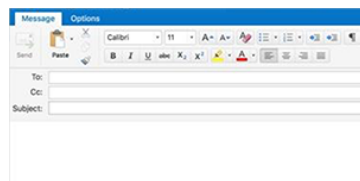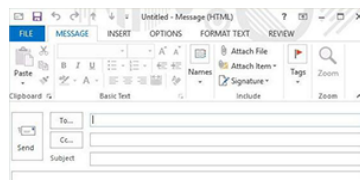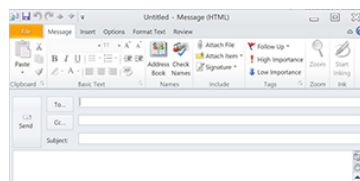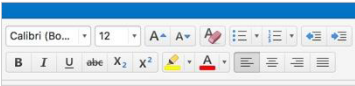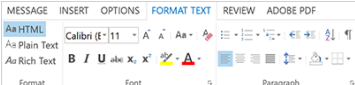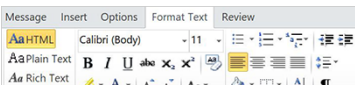
Outlook 2016 **Outlook 2013** **Outlook 2010**	**Tip:** To open the Compose window with a keyboard shortcut, just type "c."
	
	 1. In the left sidebar, click ➕ **Compose**.
	
	 2. (Optional) Choose a window size with the buttons in the top right:
	
	    • Full screen ↗
	    • Exit full screen ↙
	    • Open in a new window **Shift +** ↗
	
	 3. Add a subject and recipients (To, Cc, or Bcc).
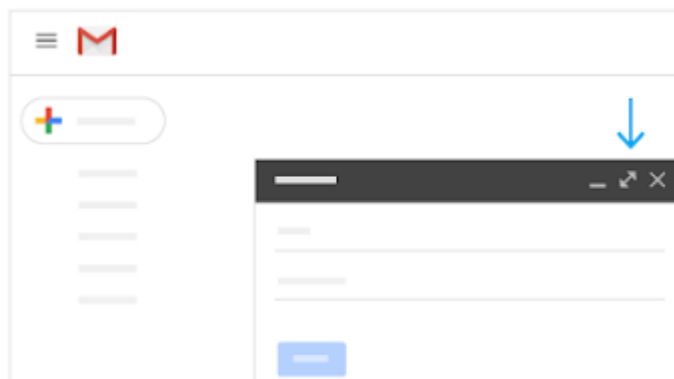
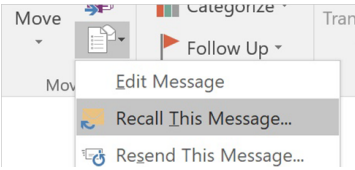## 3.2 Format text and add images or attachments
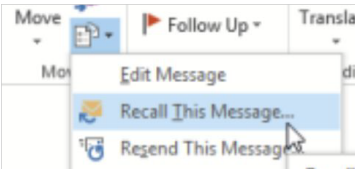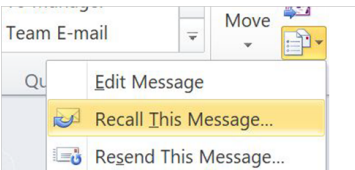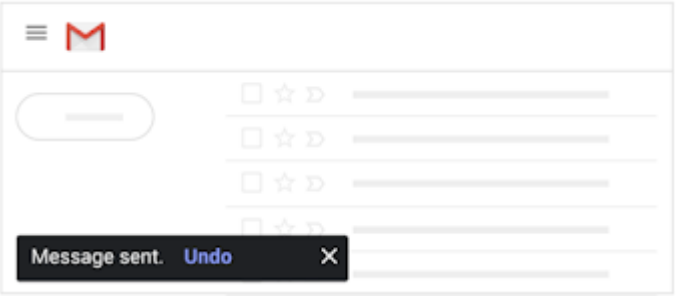
Outlook: Format text or attach file	Gmail: Formatting options and add attachments
  Outlook 2016 Outlook 2013 Outlook 2010	$\underline{A}$ View text formatting options 📎 Add attachments up to 25 MB 🔺 Add Drive attachments up to 5 TB 🖼 Add images 🔗 Insert links 🗑 Delete draft **Note:** Want to attach 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

Outlook: Spelling & Grammar	Gmail: Check spelling
  Outlook 2016 	After composing your email, click More ⋮ > **Check spelling**.

Spelling & Research Thesaurus Word
Grammar   Count

Outlook 2013

Check spelling

Spelling & Research Thesaurus Word
Grammar   Count

Outlook 2010

3.4 Send and undo send

Outlook: Send and recall message	Gmail: Send and Undo send
Outlook 2016	**Send an email:** At the bottom of the compose window, click **Send**.
Outlook 2013	**Undo send:** After sending an email, at the bottom left, click **Undo**.
Outlook 2010	**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**.

Was this helpful?
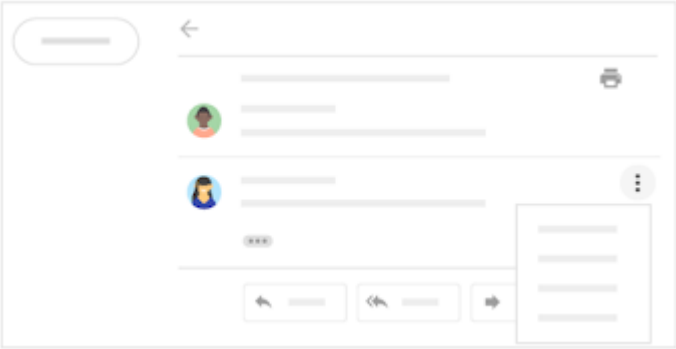
Yes   No

Switching to Gmail from Microsoft Outlook

4. Reply to email

	Next: 5. Organize email
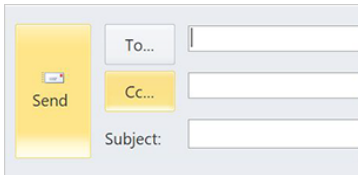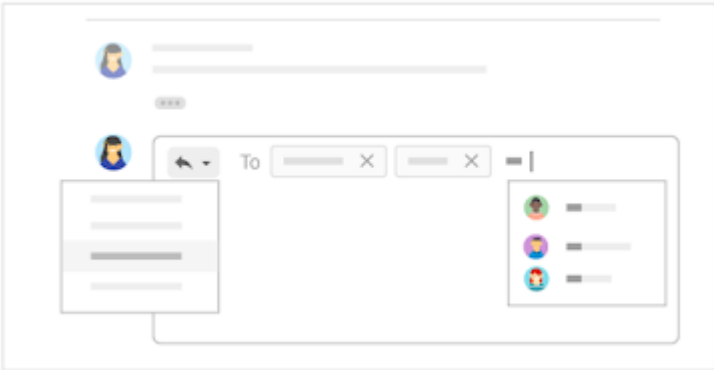
In this section:

4.1 Reply to, forward, and print email

| Outlook: Reply and forward	Gmail: Reply, forward, and print
  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

| Outlook: Change recipients and subjects	Gmail: Change recipients and subjects
 Outlook 2016 **Outlook 2013** **Outlook 2010**	**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

| Outlook: Save attachments	Gmail: Download attachments or save them to Drive
	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 ⬇.

Outlook 2016
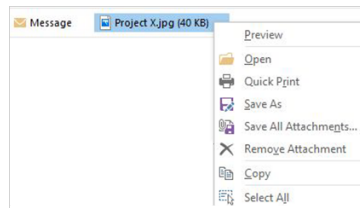
Outlook 2013
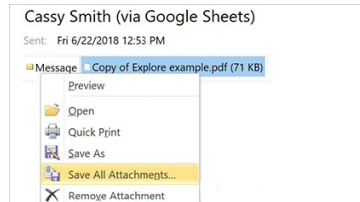
Outlook 2010

- 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**.
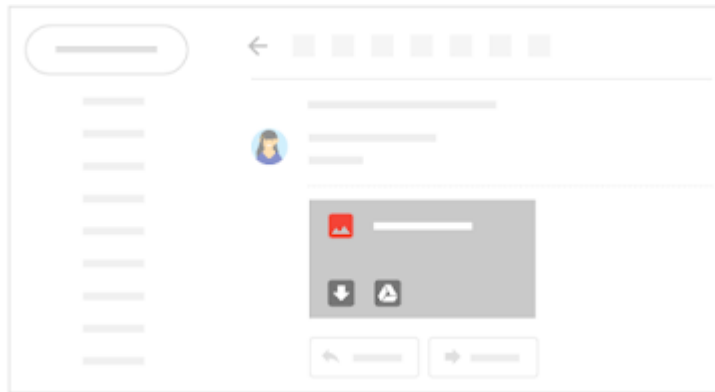
Was this helpful?

Yes   No

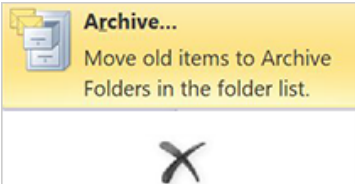# Switching to Gmail from Microsoft Outlook
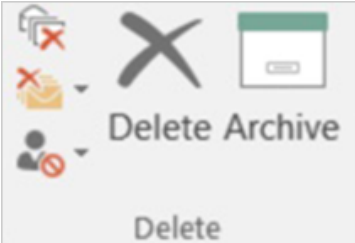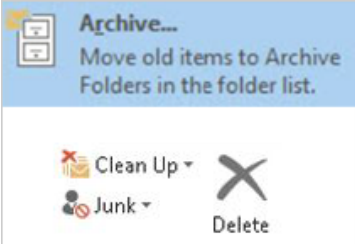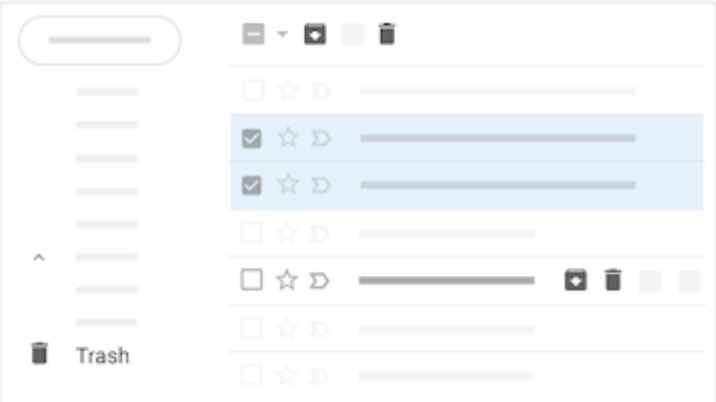
5. Organize email

	Next: 6. Collaborate in Gmail

In this section:

5.1 Archive or delete

| Outlook: Archive or delete email	Gmail: Archive or delete email
  Outlook 2016 **Outlook 2013** 	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. Delete 🗑 messages you no longer need. Deleted email are moved to **Trash** and then permanently deleted after 30 days. **Note:** If you don't see **All Mail** or **Trash**, scroll to the bottom of the left sidebar and click **More**.

Delete

Outlook 2010

5.2 Sort and filter vs. Search

Outlook: Sort and filter	Gmail: Search
 Outlook 2016 **Outlook 2013** **Outlook 2010**	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. If you're looking for something specific, click the Down arrow ▾ to use advanced search. **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*

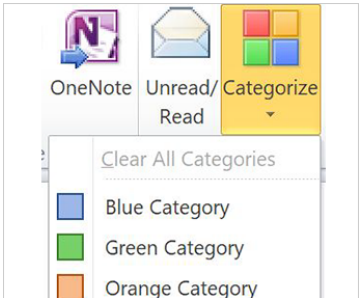## 5.3 Folders with color categories vs. Labels with colors

| Outlook: Folders and color categories	Gmail: Labels with colors
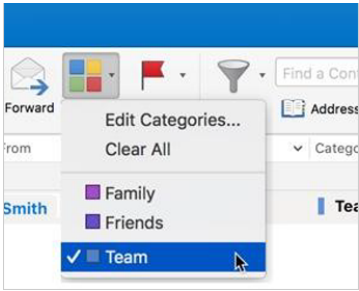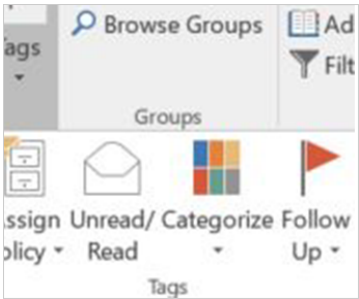
Give messages one or more descriptive labels, such as Project X.

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.

Outlook 2016

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

Outlook 2013
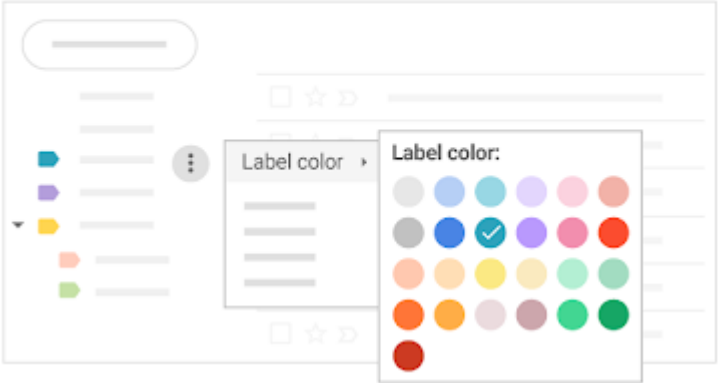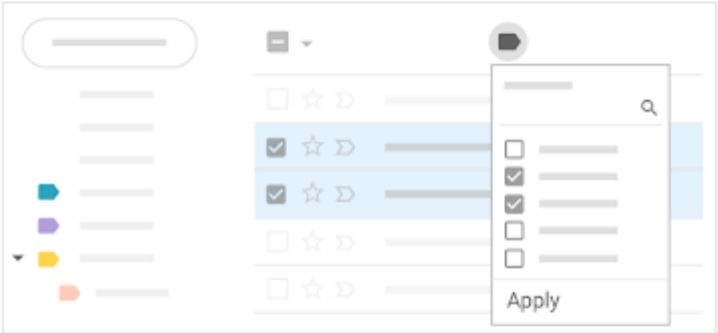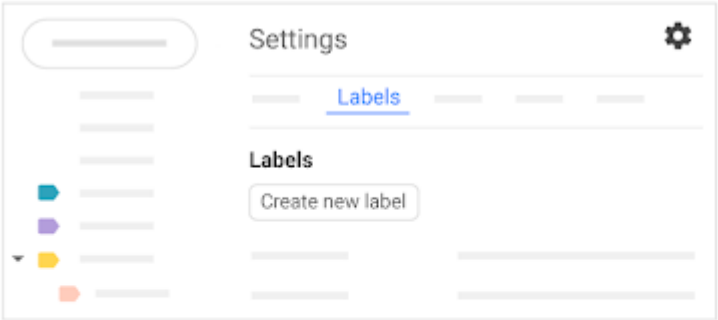
Outlook 2010

5.4 Flags vs. Stars and importance markers

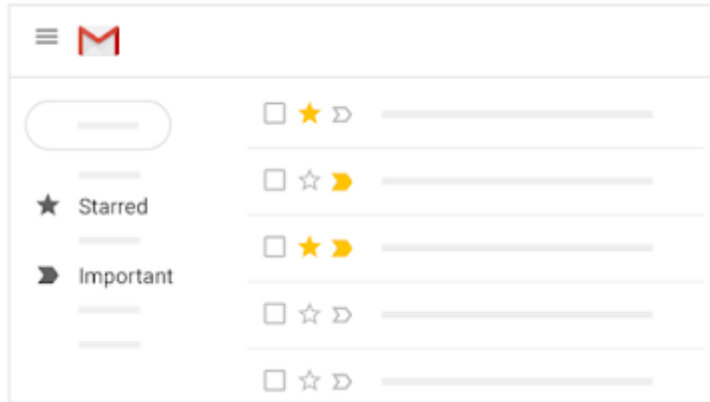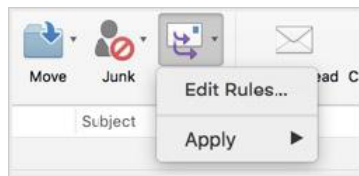| Outlook: Flags	Gmail: Stars and importance markers
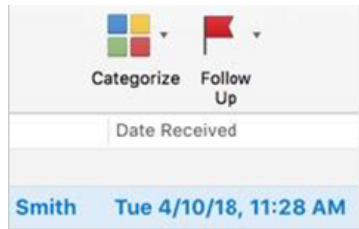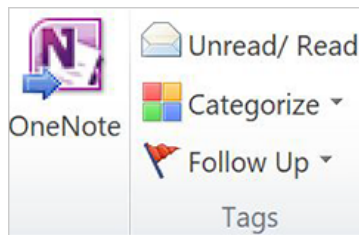
Click Star ☆ or Important ⟩ to mark an important message.

You can find messages with stars and importance markers in the **Starred** and **Important** sections of your inbox.
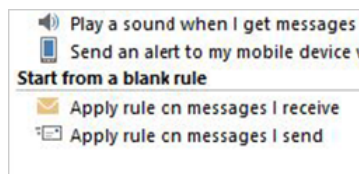
Outlook 2016

Outlook 2013

Outlook 2010

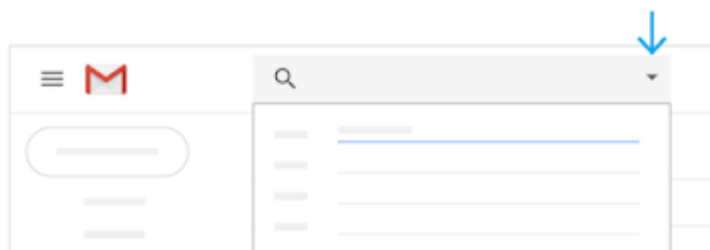# 5.5 Rules vs. Filters

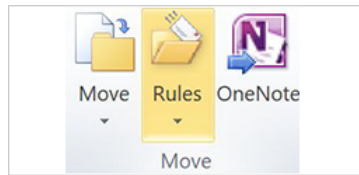| Outlook: Rules	Gmail: Filters
Outlook 2016	1. In the search box at the top, click the Down arrow ▾ . 2. Enter your search criteria. 3. At the bottom of the search window, click **Create filter**. 4. Choose what you'd like the filter to do. 5. Click **Create filter**.
Outlook 2013	

Outlook 2010

Was this helpful?

Yes   No

Switching to Gmail from Microsoft Outlook
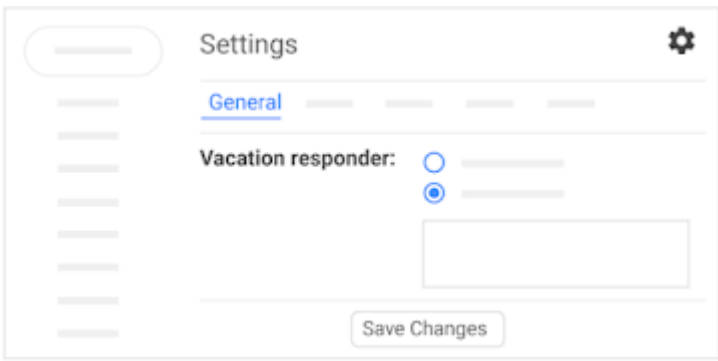
6. Collaborate in Gmail

	Next: 7. Get Gmail productivity tips
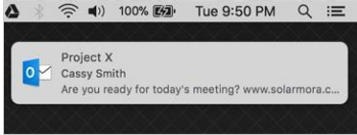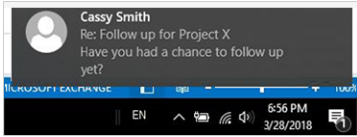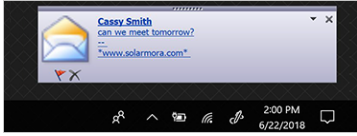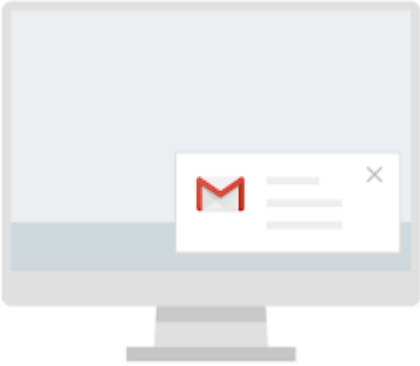
In this section:

6.1 Vacation notifications

Outlook: Out of Office	Gmail: Vacation responder
 Outlook 2016 **Outlook 2013** **Outlook 2010**	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

Outlook: Desktop notifications	Gmail: Desktop notifications
 Outlook 2016 **Outlook 2013** **Outlook 2010**	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

Outlook: Delegate access	Gmail: Mail delegation
 Outlook 2016	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

Outlook 2013

Outlook 2010

don't see this setting, contact your G Suite administrator .
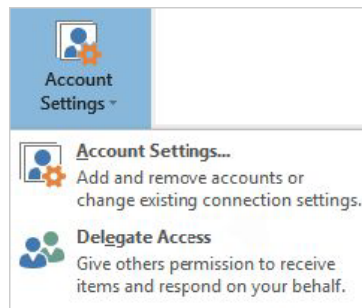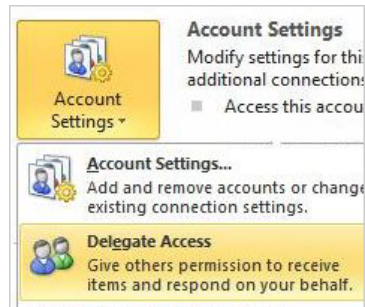
4. Enter the email address of the person you want to add and click **Next Step**.

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.

6.4 Shared mailbox

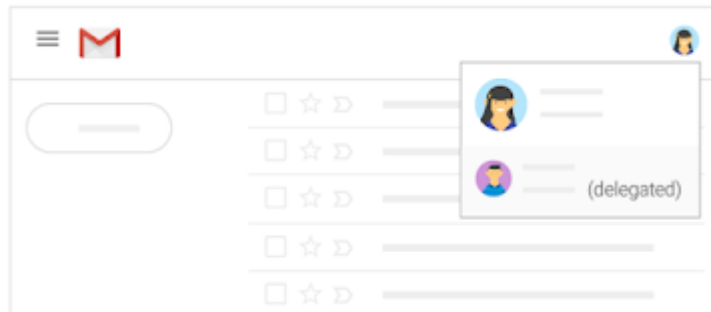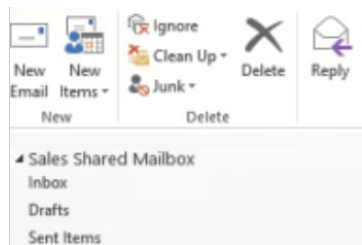| Outlook: Shared mailbox	Gmail: Shared mailbox
  Outlook 2016, 2013, and 2010	If your team needs a shared mailbox, such as for technical support or customer service, you can use a Google group as a collaborative inbox. For example, you can create a group with the address **support@***your-domain*.**com**, 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
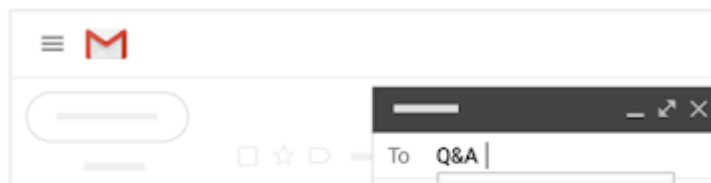
6.5 Chat

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.
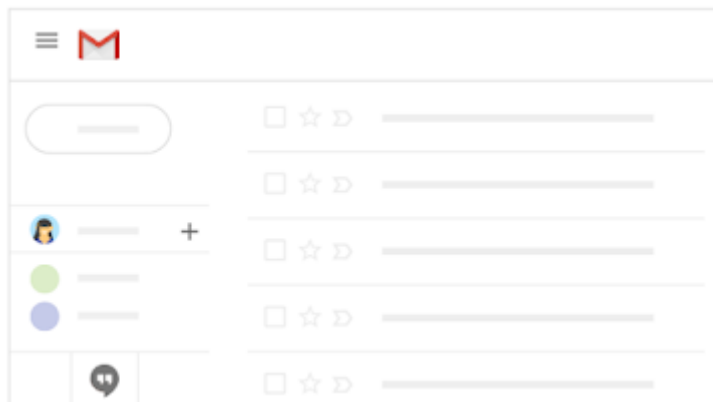
Was this helpful?

Yes   No

# Switching to Gmail from Microsoft Outlook

7. Get Gmail productivity tips

In this section:

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**.
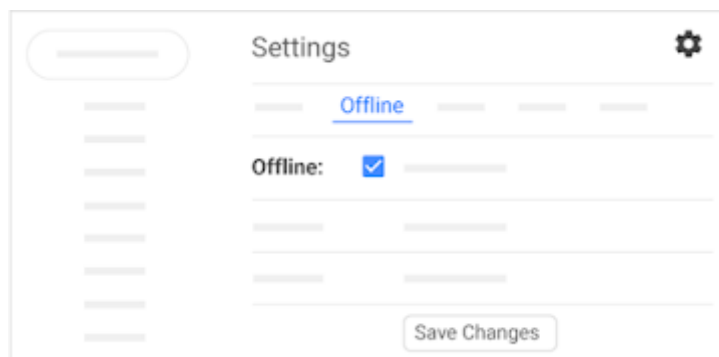

7.2 Snooze email

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.
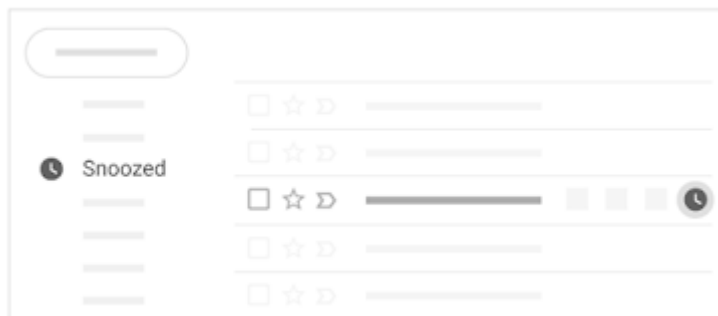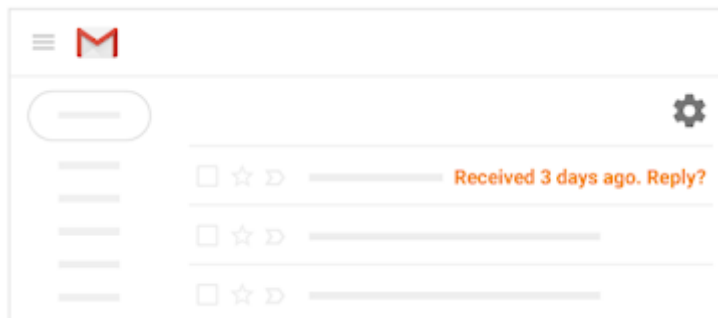
7.3 Remember to follow up

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**.
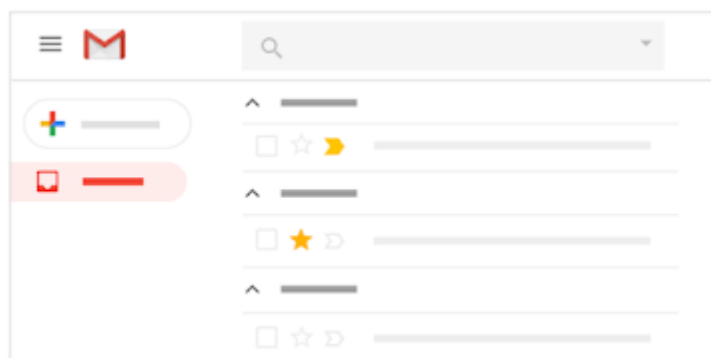
3. At the bottom, click **Save Changes**.

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

5. In the formatting toolbar, click More ⋮ ❯ **Canned responses** ❯ **Save draft as template** ❯ **Save new template.**

6. (Optional) To add your canned response to a new email, click More ⋮ ❯ **Canned responses** ❯ *<template name>.*
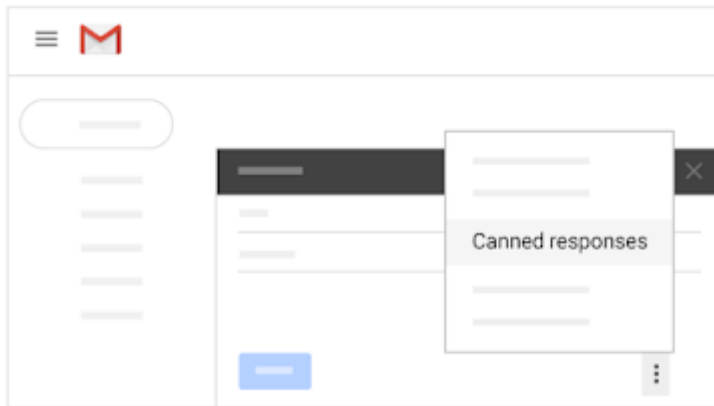
7.5 Priority inbox

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 ▾ .

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 ⟫.
   • Add an email to Starred by clicking the message star ☆.

4. (Optional) Customize Priority Inbox:

   a. On the right of the inbox section, click More ⋮ .
   b. Choose from options, such as adding and removing sections.

Was this helpful?

Yes   No