ABOUT YOUR INBOX

**Inbox styles**
To let you read your messages the way you want, Gmail offers different inbox styles:

- **Classic** - This is the default inbox style. With this, messages are ordered chronologically.
- **Important First** - This style brings mail from the contacts you email most often and other mail to the top of the page. Everything else is in its own section at the bottom of your inbox.
- **Unread First** - Unread mail stays at the top; everything else is at the bottom.
- **Starred First** - Starred mail stays at the top; everything else is at the bottom.
- **Priority Inbox** - Messages classified as important and unread are in the top section, then starred messages, then everything else. Each section can be customized further, so if you want more control over your inbox, priority inbox is for you.

Select which inbox style you want to try by clicking the arrow that appears when you hover over “Inbox” on the left side of your Gmail page. You can switch between inbox styles any time.

**Customize Inbox sections**
By default, Inbox styles are organized into different sections such as “Starred”, “Important”, and “Unread”. If you’d like, you can customize these sections in the following ways:

- Show different types of sections
- Choose the number of conversations shown in each section
- Hide a section

For customization options, go to your settings:
1. Go to **Mail settings**
2. Click the **Inbox** tab.
3. Choose the inbox style you want to change in the “Inbox type” section and set your preferences in the sections below.
4. Click **Save** when you’re done.

**Snippets**
Gmail displays snippets, which are lines of text next to each message that reveal a bit of the content of the most recent message. These can be turned on or off in settings.
1. Go to **Mail Settings**
2. On General tab, find the **Snippets** section
3. Select **No Snippets**
4. Click **Save Changes**
**Starred messages**
Assign stars to special conversations or messages, or use them as a visual reminder that you need to follow-up on a message or conversation later.

To star a message, click the star icon located to the left of the sender’s name on a message. You can also choose to use multiple types of stars to indicate different types of messages. For example, use a green star for messages where you need a reply, or the exclamation mark for messages that you need to follow up on. To access different star options, follow these steps:
1. Go to Mail settings.
2. On the General tab, find the Stars section. There, you can select the number of stars you’d like in your rotation.
3. Click Save Changes

**How importance ranking works**
To predict which of your incoming messages are important, Gmail automatically takes into account a number of signals, including:
- Who you email: If you email Bob a lot, it’s likely that messages from Bob are important.
- Which messages you open: Messages you open are likely to be more important than those you skip over.
- What keywords spark your interest: If you always read messages about soccer, a new message that contains those same soccer words is more likely to be important.
- Which messages you reply to: If you always reply to messages from your mom, messages she sends are likely to be important.
- Your recent use of stars, archive and delete: Messages you star are probably more important than messages you archive without opening.

**Train your importance ranking with the “important” and “not important” buttons**
If a certain type of message isn’t getting classified correctly, use the “More” button to correct and help train Gmail to classify messages more accurately.
When you mark a message, it will move to the appropriate section. This will help Gmail learn what you care about most.
- If you correct a large number of messages that Gmail classified incorrectly, the amount of mail that gets categorized as important or unimportant (depending on the mistakes you’re correcting) will decrease within minutes.
- If you consistently mark a particular sender or mailing list as important or not important, Gmail will adjust to mark that sender as always or never important within a day or so.

If you don’t want to use the importance markers, you can turn them off in settings.
1. Go to Mail Settings
2. Click on the Inbox tab
3. In the Importance Markers section, select No Markers
4. Click Save changes.

**Using filters**
When you use filters, you can automatically archive, delete, star, or forward your mail, even keep it out of Spam -- all based on a combination of keywords, sender, recipients, and more.
To create a filter:
1. Go to Mail Settings
2. Click on the Filters tab
3. Enter your filter criteria in the appropriate field(s).
4. Select one or more actions from the list. These actions will be applied to messages matching your filter criteria in the order in which the actions are listed.
5. If you’d like to apply this filter to messages already in Gmail, select the **Also apply filter to x conversations below** checkbox.
6. Click **Create Filter**.

Please note: When you create a filter to forward messages, only new messages will be affected.

To create a filter from within a message:
1. Click the drop-down menu next to **Reply**.
2. Select **Filter messages like this**.
3. Enter your filter criteria in the appropriate field(s).

To edit or delete existing filters:
1. Go to **Mail Settings**.
2. Click **Filters**.
3. Find the filter you’d like to change and click its **edit** link, or click **delete** to remove the filter.
4. If you’re editing the filter, enter the updated criteria for the filter in the appropriate fields, and click **Next Step**.
5. Update any actions and click **Update Filter**.

## Working with Conversations

### New Messages
If you have been using Conversation View you may have noticed that when a new message arrives as part of a previous conversation, the conversation moves back to the top of the Inbox. This is done because if the message is listed below a multitude of other messages, you may not notice the new message. Additionally, if you have moved the conversation out of the Inbox into a label and one party to the conversation replies – the conversation is placed back at the top of your Inbox to draw your attention to the reply.

### Know what you’re sending before you send it
If you are forwarding or replying to a message that has multiple threads in the conversation, click on the three dots at the bottom of the top message to select “Show Trimmed Content” which will allow you to cut any information you wish before preparing your message.

## MESSAGE COMPOSITION TIPS

### Inserting images
If you wish to insert images into your message instead of as an attachment, first enable the Inserting Images lab. You will now see a new button on the formatting toolbar with an image of mountains (next to the smiley face icon). Click on the button then browse to the location of the file on your PC (or insert the web address of the image) then click OK.

### Sending to a contact group
It's easy to send to contact groups. There are two ways to address a message to a contact group you've created:

From the Contact Manager:
1. Click **Contacts**.
2. Select the group you’d like to send to.
3. Click **All** at the top of the contact list or select the individuals you'd like to send to.
4. Click the **Email** icon in the group details pane.
From the Compose window:
1. Click **Compose**.
2. In the **To** field, enter the first few letters of the name of the contact group to which you'd like to send the message.
3. Select your contact group from the list of addresses the auto-complete feature suggests.

**ALTERNATIVELY**
1. Click Compose
2. Click on “TO”
3. Select the group from the drop-down menu
4. Select all or choose recipients
5. Click Done

**NOTE:** This also works if you want to select individual recipients from your “My Contacts” list.

**Keyboard shortcuts**

Keyboard shortcuts help you save time by allowing you to never take your hands off the keyboard to use the mouse. To turn these case-sensitive shortcuts on or off, click on **Mail settings**. From the General Tab, choose the option next to “Keyboard shortcuts” to turn them on.

Hold the Shift key down and press the “?” key to access a limited menu of keyboard shortcuts.

**About the people widget**

Email is just as much about the people you communicate with as it is what you’re communicating about. The Gmail people widget, located on the right-hand side of your messages, shows you contextual information about people you're interacting with in Gmail.

You can communicate with individual contacts easily through the people widget, or just use it to find basic information. Simply click on the contact's name on the right side. From there, you'll see:

- Information about your contact, which may include information such as their name, email address or occupation. This information comes from your account’s contact manager.
  
  *Google uses information from your Contacts Manager, the email thread that you’re reading, or the user’s email address, to determine which name to display in the widget*

- Recent email your contact sent you

- Google Calendar events if your contact’s Calendar is shared with you

- Google documents shared with both you and the contact

You can turn the widget off in Mail Settings.
1. Go to **Mail settings**.
2. On the **General** tab, find the **People Widget** section.
3. Click on **Hide the People Widget**
4. Click **Save Changes**
LABS

- **Canned responses** – allows you to easily insert text that you repeatedly send to multiple recipients with the click of a button. NOTE: Canned responses are saved as Drafts and are stored in your All Mail Label. In order to prevent accidentally deleting canned responses, it is recommended that you create a label called “Canned Responses” and apply the label when you create the canned response.
- **Signature Tweaks** – places your signature directly below the body of your message (rather than at the bottom of the message – useful if message includes a lot of quoted text (previous messages).
- **Title Tweaks** – changes the tab on your browser when new mail has arrived.
- **Undo Send** – allows you to stop the sending of messages for a period of up to 30 seconds after you hit send. NOTE: If you navigate into another function you cannot use this feature.