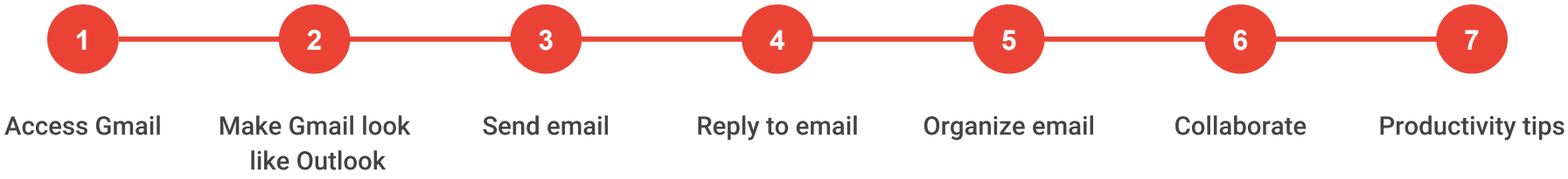
Switching to Gmail from Microsoft Outlook 2010

Google Cloud

Welcome to Gmail

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



Differences at a glance

In Microsoft 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 unclutter your inbox
Sort messages by sender, date, or size	Find messages by sender, date, topic, and more using Gmail search
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
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

1 Access Gmail

1.1 Get Gmail on your devices

1.2 (Optional) Add multiple Google accounts

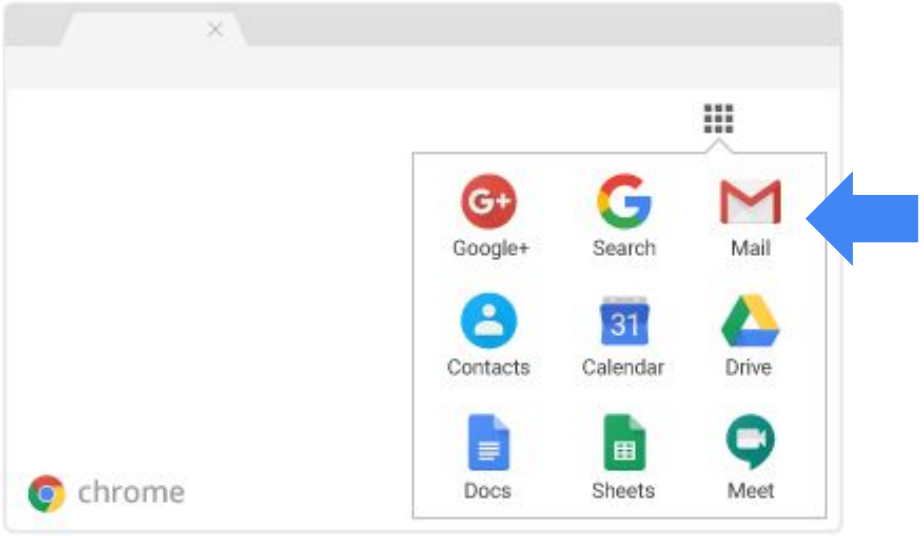
1.3 Create a browser bookmark

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 ⋮⋮⋮, and choose **Mail**.
- Android devices—Install and open the Android app.
- iOS® devices—Install and open the iOS app.

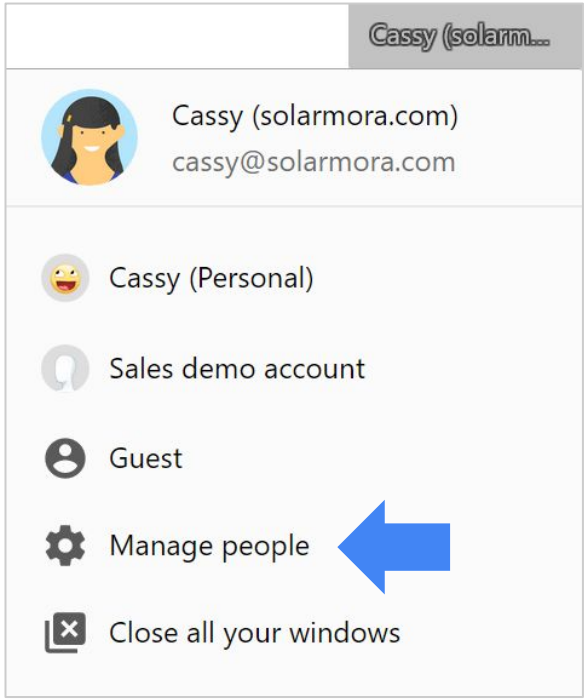


1.2 (Optional) Add multiple Google accounts

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

Note: Don't have Chrome Browser yet? See instructions on how to install Chrome Browser.

1. In Chrome Browser, in the top-right, click your name.
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 will automatically sync.
6. Switch between accounts by clicking your name in the top corner and choosing a different profile.

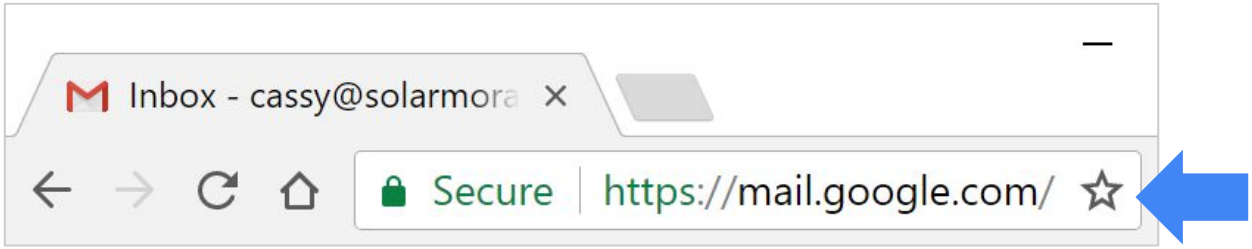


If you're unsure which account you're currently using, click your name and see which profile is at the top.

1.3 Create a browser bookmark

1. In 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.

2 Make Gmail look like Outlook

2.1 (Optional) List messages separately

2.2 Add a preview pane

2.3 View your Google 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

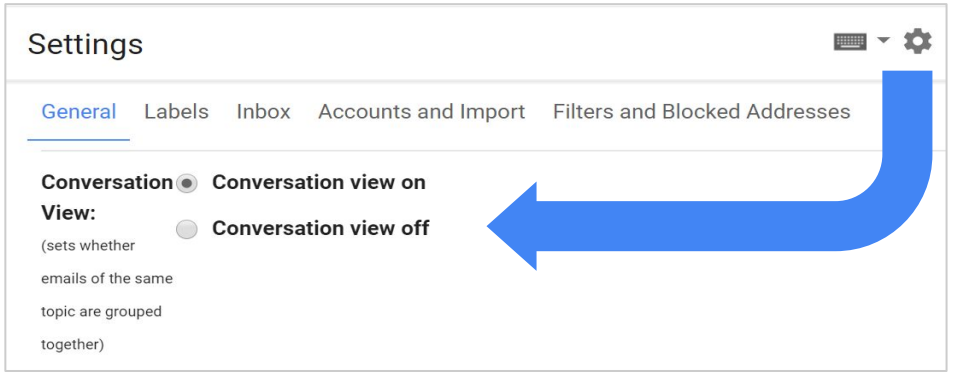
Gmail: Conversation view

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.

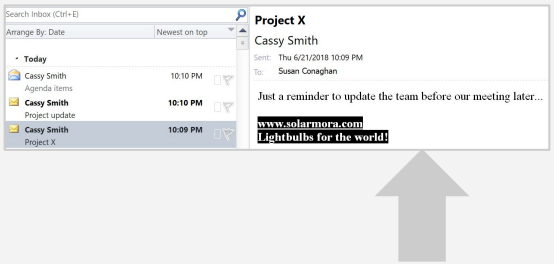
Note: Certain Gmail features (such as Snooze) are only available if Conversation view is on.

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

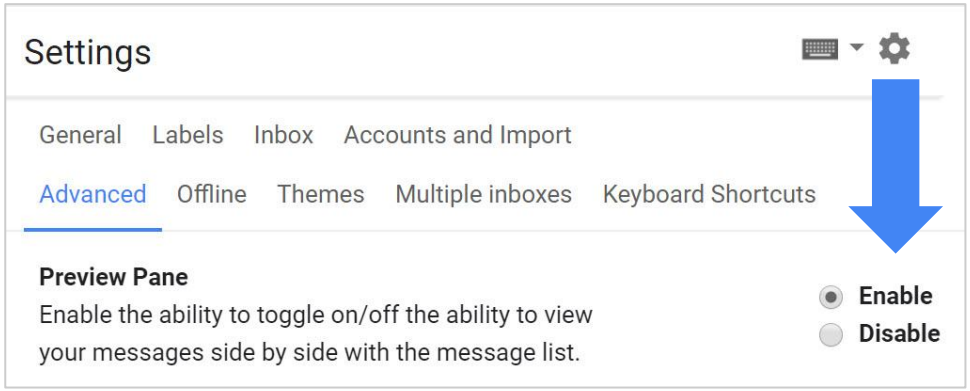
Outlook: Reading pane

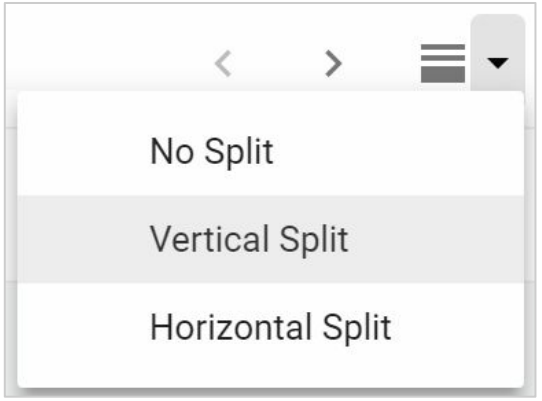


Gmail: Preview Pane

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

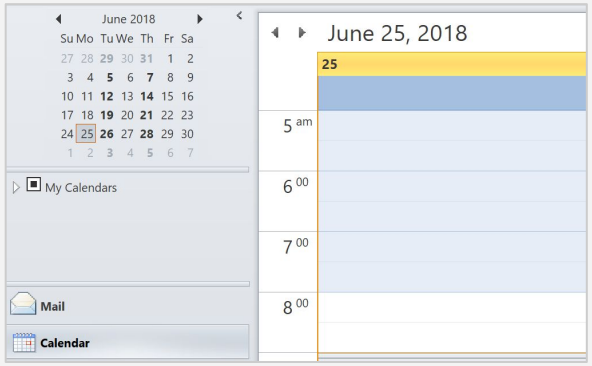
1. In the top right, click Settings > **Settings**.
2. In the Advanced tab, scroll to Preview Pane and select **Enable**.
3. At the bottom, click **Save Changes**.
4. At the top of your inbox, click the Down arrow next to Toggle split pane mode .
5. Select **Vertical Split**.





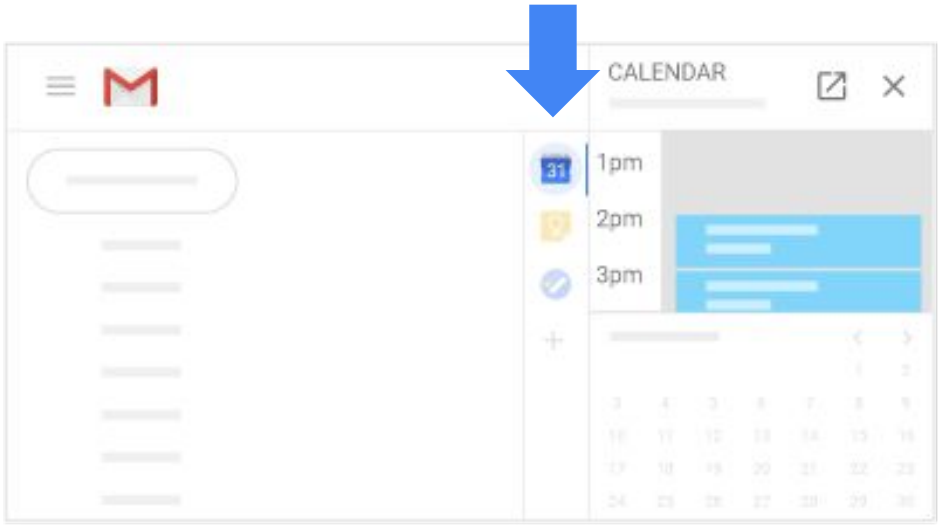
2.3 View your Google Calendar in your inbox

Outlook: Calendar view



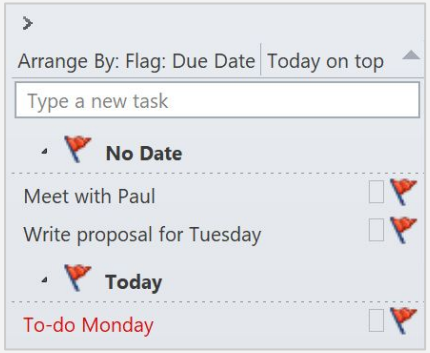
Gmail: Calendar view

To the right of your inbox, click Calendar 31.



2.4 Create task lists

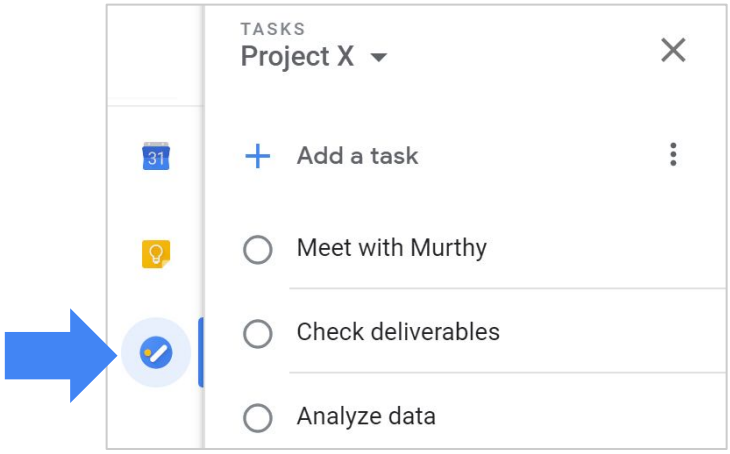
Outlook: Task List



Gmail: Task lists

On the right of your inbox, click Tasks to see your task lists.

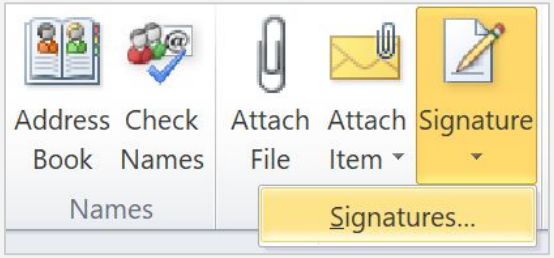
- **Add a new list**—Click the Down arrow > **Create new list**.
- **Change lists**—Click the Down arrow and select a list.
- **Add a new task**—Click **+ Add a task**. To add a new task from an email, drag the email into a task list.
- **Edit a task**—Point at a task and click Edit .
- **Delete a task**—For incomplete tasks, click Edit , then click Delete . For completed tasks, point at a task and click Delete .



To do more with Tasks, see Keep track of tasks.

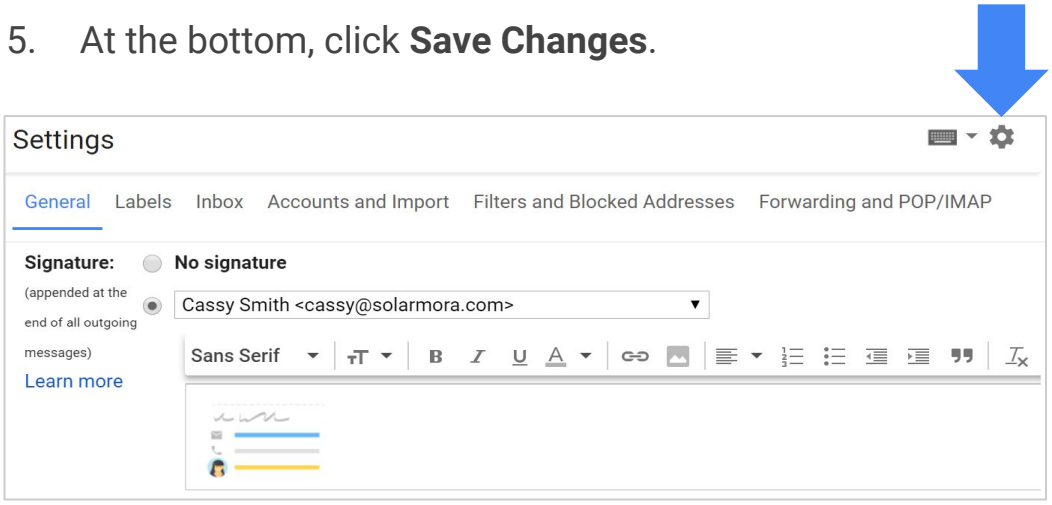
2.5 Add a signature

Outlook: Signature



Gmail: Signature

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.

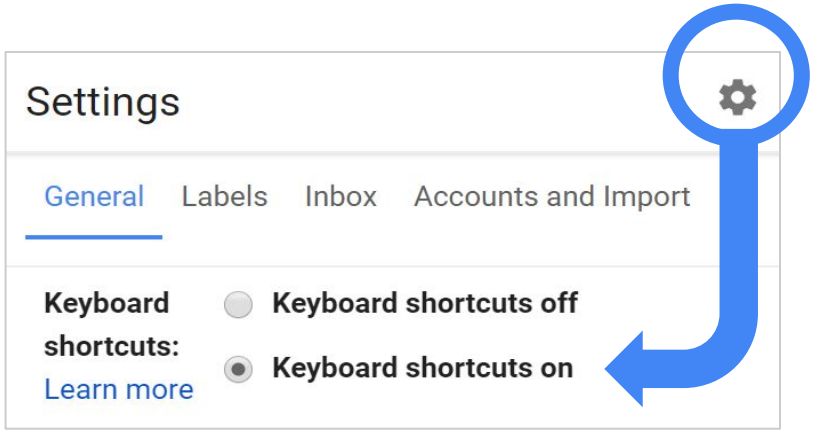
2.6 Use and change keyboard shortcuts

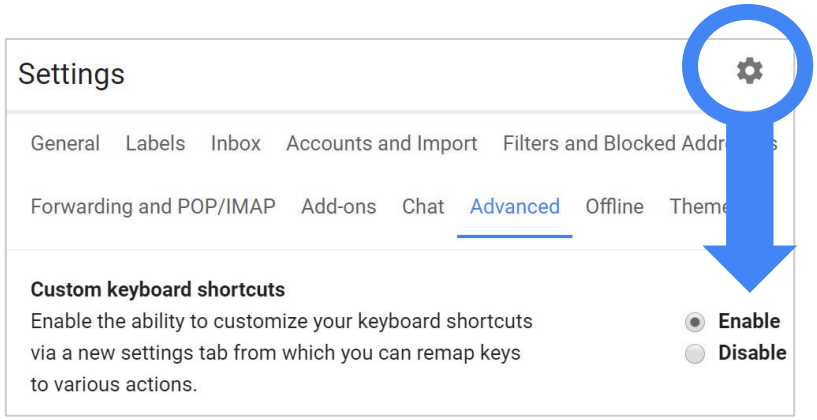
Turn on shortcuts:

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. Click **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.**





3 Send email

3.1 Compose a new email

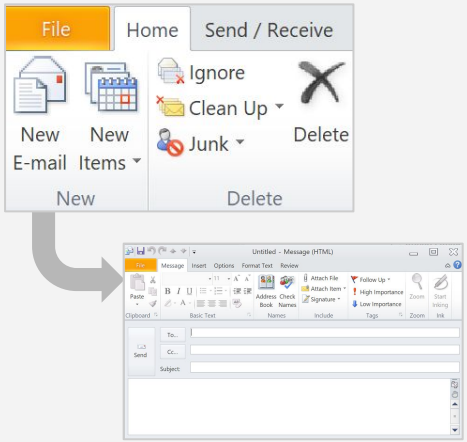
3.2 Format text and add images or attachments

3.3 Use spell check

3.4 Send and undo send

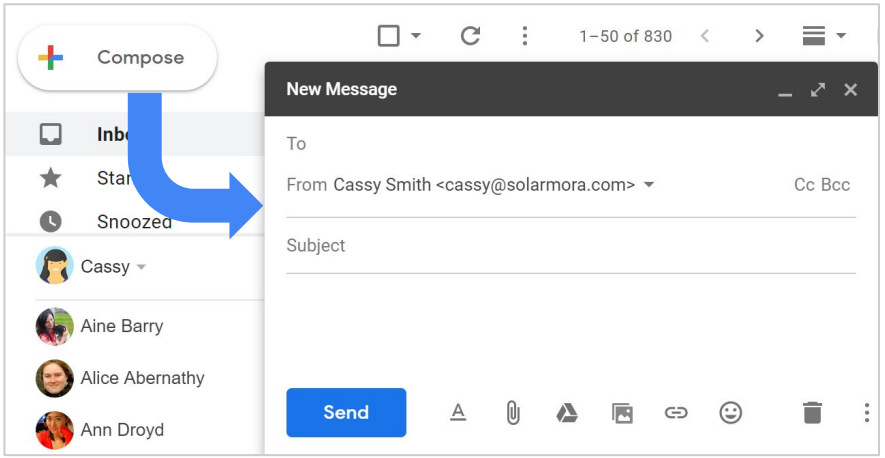
3.1 Compose a new email

Outlook: New email



Gmail: Compose

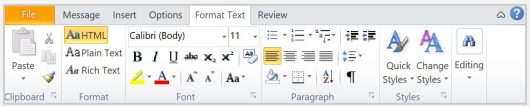
1. In the left sidebar, click **Compose**.
2. (Optional) Choose a window size with the buttons in the top right:
   - Exit full screen— ↙
   - Full screen— ⤢
   - Open in a new window— **Shift** + ↗
3. Add a subject and recipients (To, Cc, or Bcc).



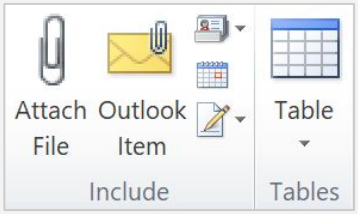
Tip: To open the Compose window with a keyboard shortcut, just type "c."

3.2 Format text and add images or attachments

Outlook: Format text

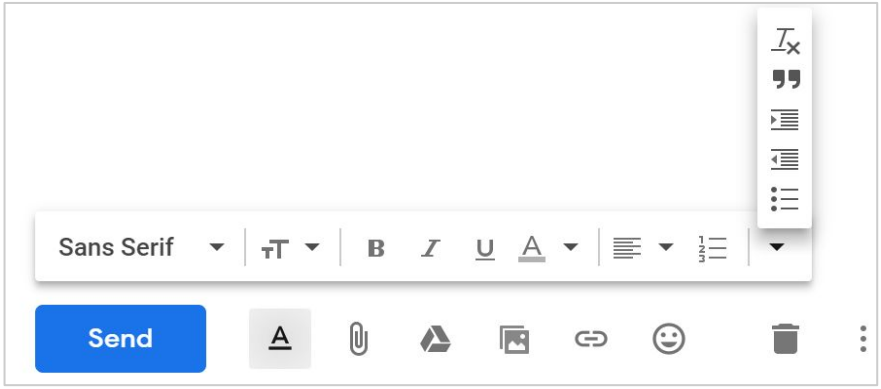


Outlook: Attach file



Gmail: Formatting options and add attachments

- View text formatting options
- Add attachments up to 25 MB
- Add Drive attachments up to 5 TB
- Add images
- Insert links
- Delete draft



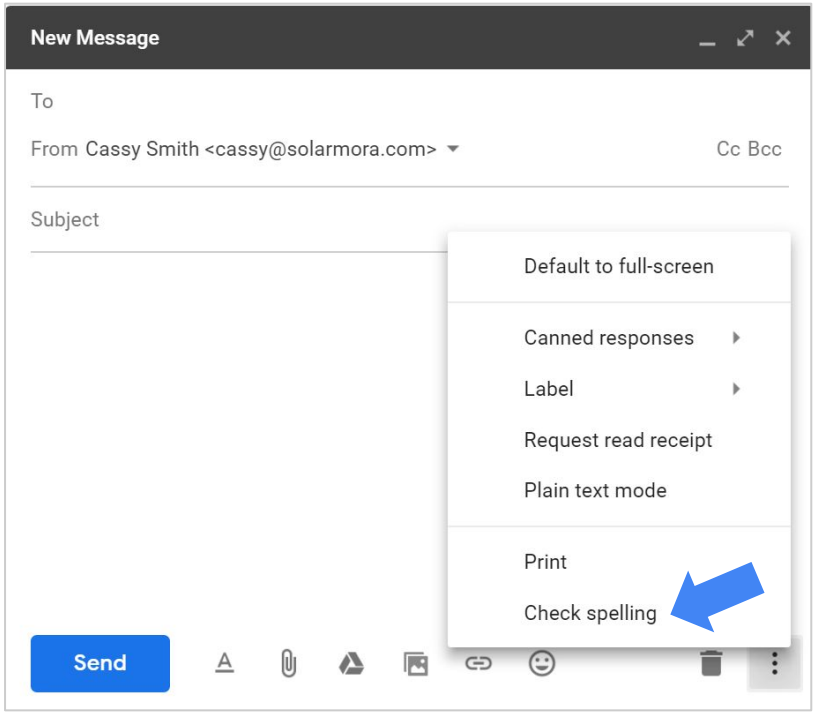
Note: Want to attach an email to another email? Either forward the email and add your message, or print the email as a PDF and attach it to your email.

3.3 Use spell check

Outlook: Spelling & Grammar

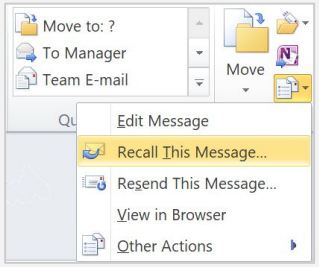
Gmail: Check spelling

After composing your email, click More ⋮ > **Check spelling**.



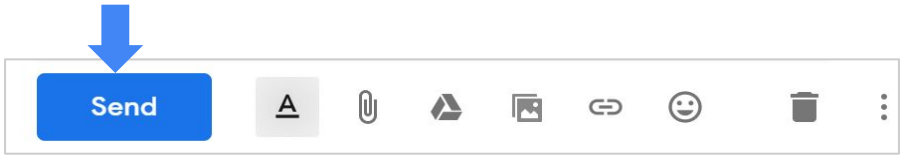
3.4 Send and undo send

Outlook: Send and recall message

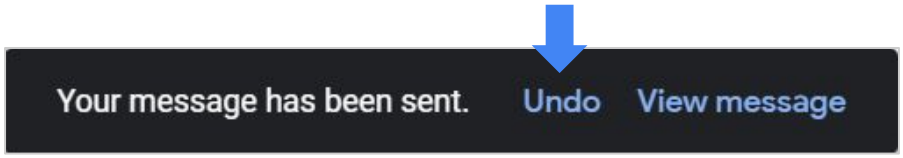


Gmail: Send and Undo send

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

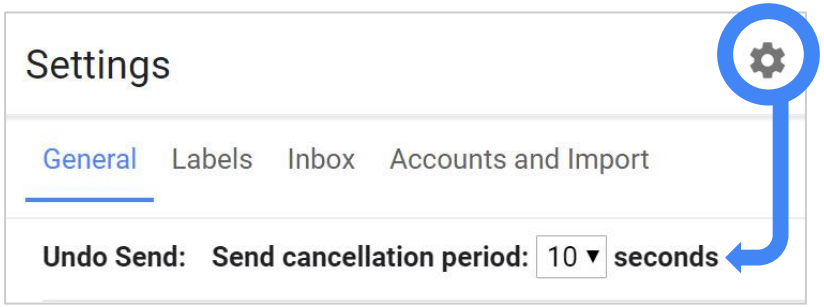


Undo send: After sending an email, at the bottom left, click **Undo**.



Change 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**.



4 Reply to email

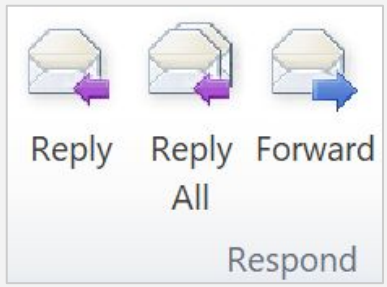
4.1 Reply to, forward, and print email

4.2 Change recipients and subjects

4.3 Save attachments

4.1 Reply to, forward, and print email

Outlook: Reply and forward



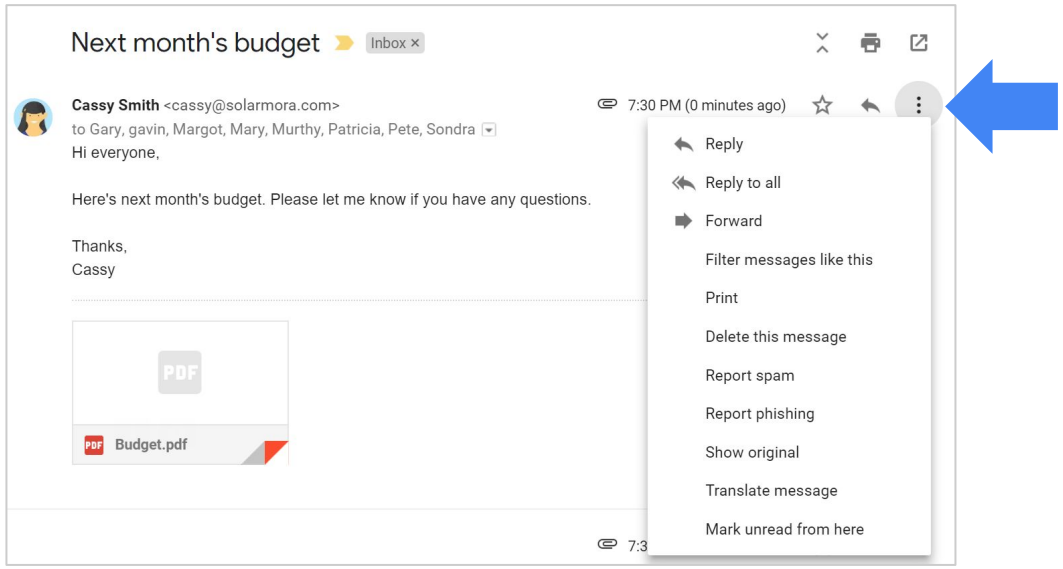
Gmail: Reply, forward, and print

1. Open the email you want to reply to.

   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 ⋮ .

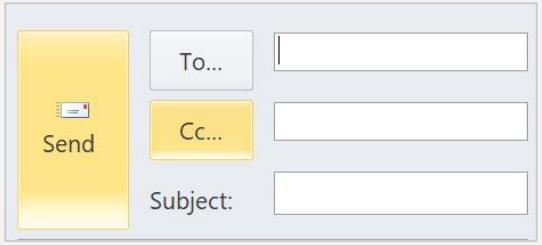
3. Click an option, such as **Reply**, **Reply to all**, **Forward**, and **Print**.



Note: 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

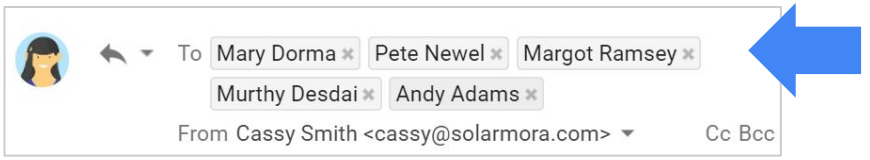
Outlook:
Change recipients and subjects



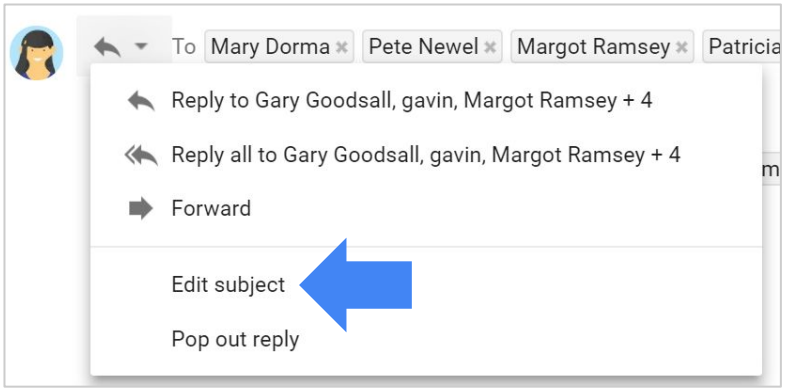
Gmail: Change recipients and subjects

When composing your reply:

- Change recipients—Click the **To** field to add or remove recipients.

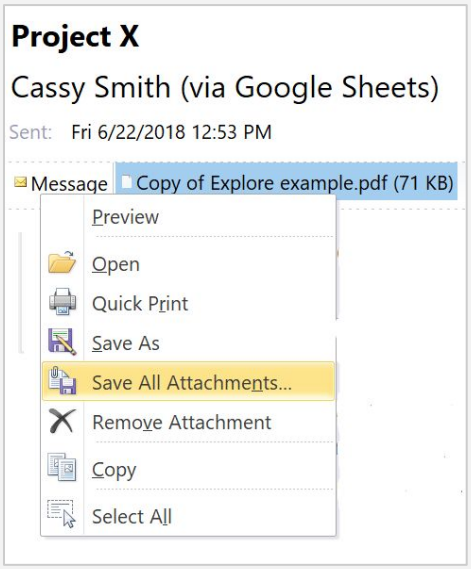


- Change subject—Click Type of response and select **Edit subject**.



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

Note: If you don't see Save to Drive, it might not be enabled for your organization. Contact your G Suite administrator for help.

5 Organize email

5.1 Archive or delete

5.2 Sort and filter vs. Search

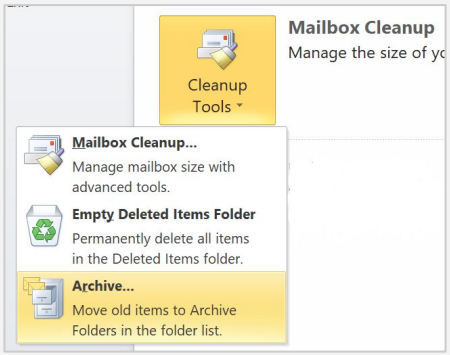
5.3 Folders with color categories vs. Labels with colors

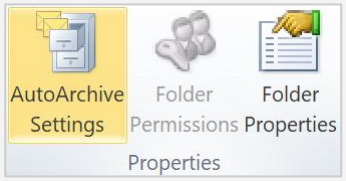
5.4 Flags vs. Stars and importance markers

5.5 Rules vs. Filters

5.1 Archive or delete

Outlook: Archive or delete email

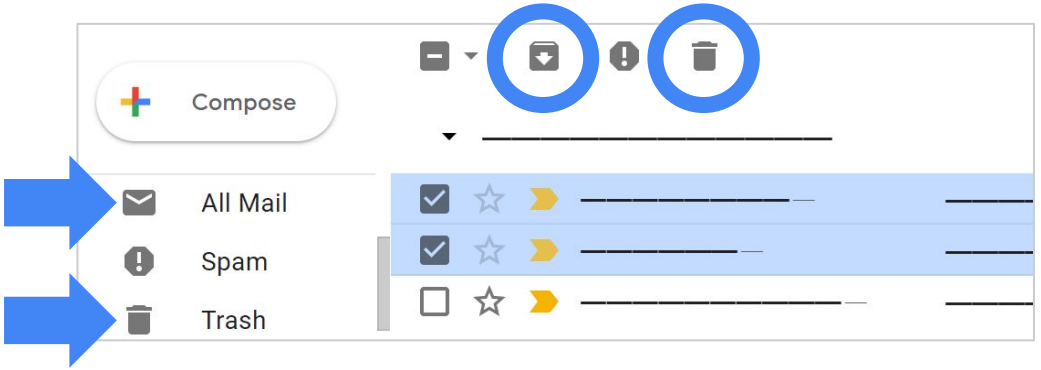




Gmail: Archive or delete email

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.

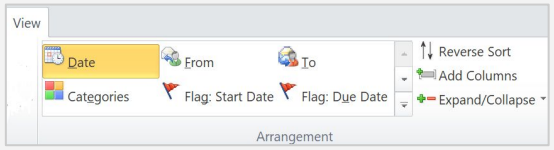
Delete messages you no longer need. Deleted email are moved to **Trash** and then permanently deleted after 30 days.

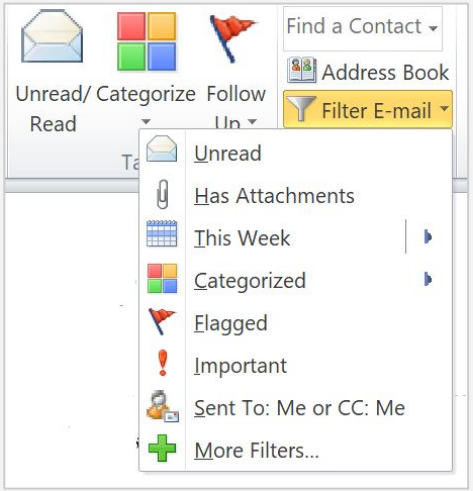


*Note: If you don't see **All Mail** or **Trash**, scroll to the bottom of the left sidebar and click **More**.*

5.2 Sort and filter vs. Search

Outlook: Sort and filter email





Gmail: Search

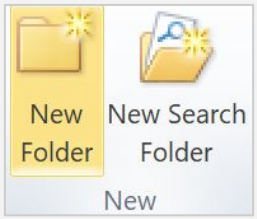
At the top of your inbox, search for one or more keywords that appear anywhere in the email—in the subject, body, or sender name.

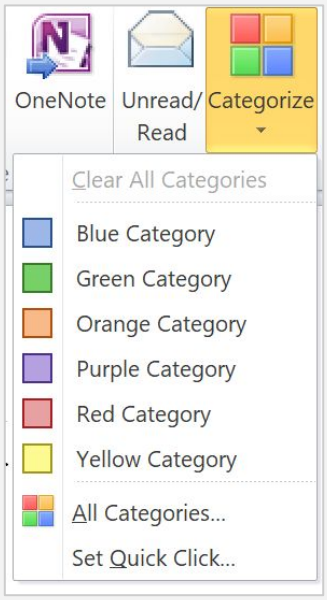
If you're looking for something specific, click the Down arrow ▾ to use advanced search. For instance, you can search for:

- Senders or date ranges
- Labels and keywords
- Message attributes, such as attachments

5.3 Folders with color categories vs. Labels with colors

Outlook: Folders with color categories



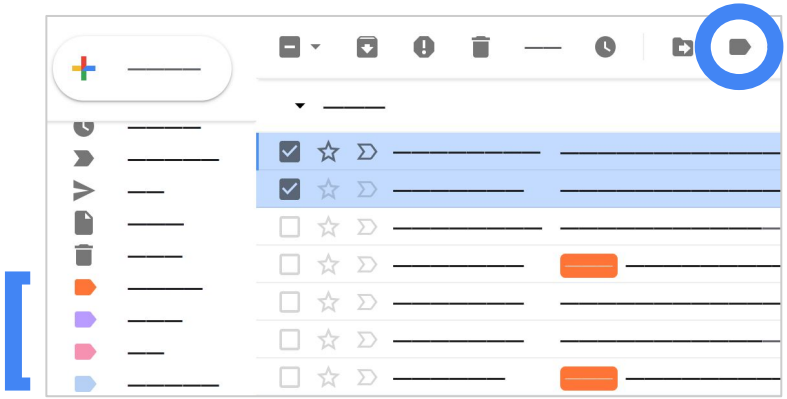


Gmail: Labels with colors

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

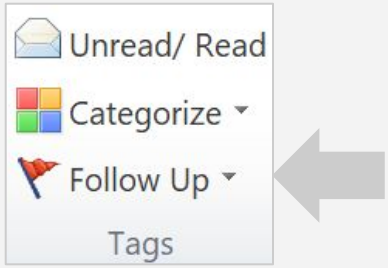
1. Check the box next to one or more email messages.
2. At the top, click Labels .
3. Choose one of the following:
   a. To make new labels, click **Create new**. Type the name of your label and click **Create**.
   b. To select an existing label, click it in the list.

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

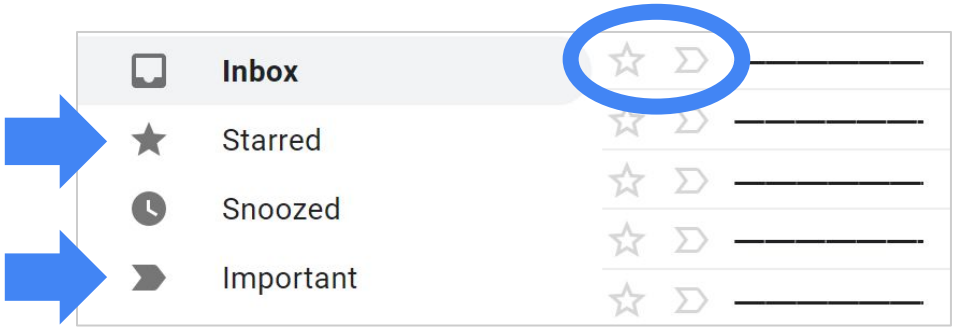
Outlook: Flags



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.

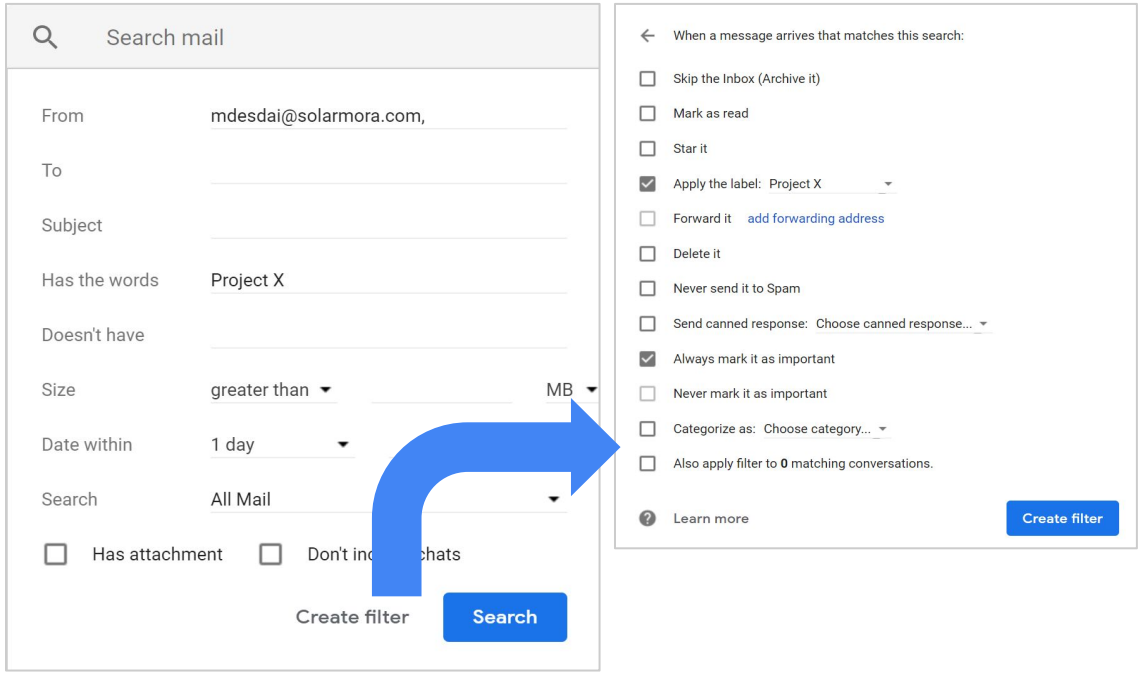


5.5 Rules vs. Filters

Outlook: Rules

Gmail: Filters

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**.



Ex: All emails from "mdesdai@solarmora.com" that include the words "Project X" will automatically be marked "Important" and have the label "Project X."

6 Collaborate

6.1 Vacation notifications

6.2 Desktop notifications

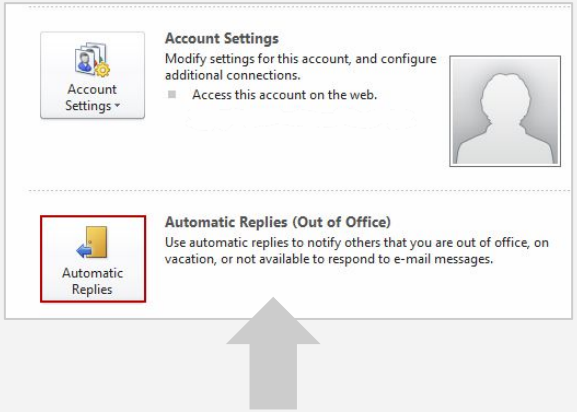
6.3 Mail delegation

6.4 Shared mailbox

6.5 Chat

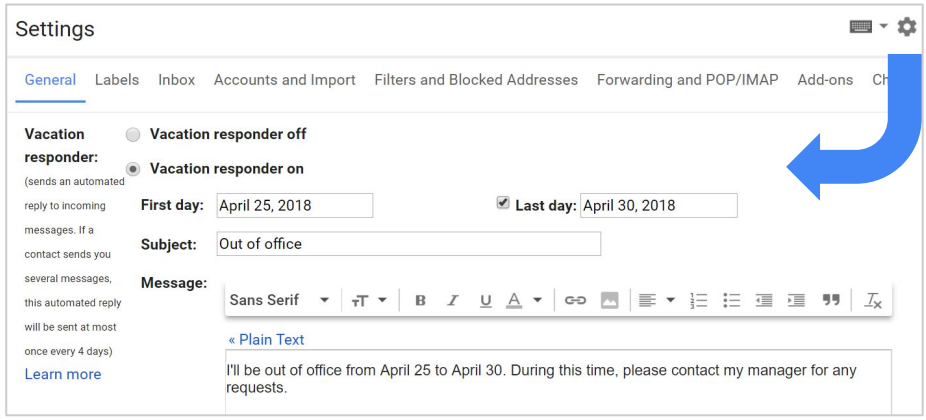
6.1 Vacation notifications

Outlook: Automatic replies



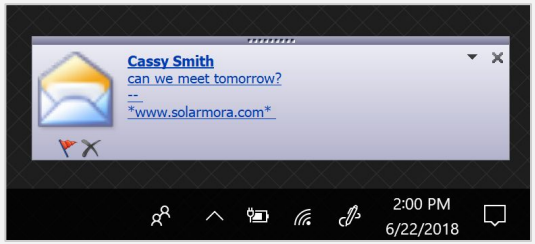
Gmail: Vacation responder

1. In the top right, click Settings ⚙ > **Settings**.
2. Scroll down to the Vacation responder section.
3. Select **Vacation responder on**.
4. Fill in the date range, subject, and message.
5. (Optional) Under your message, check the box if you only want your contacts to see your vacation reply.
6. At the bottom of the page, click **Save Changes**.



6.2 Desktop notifications

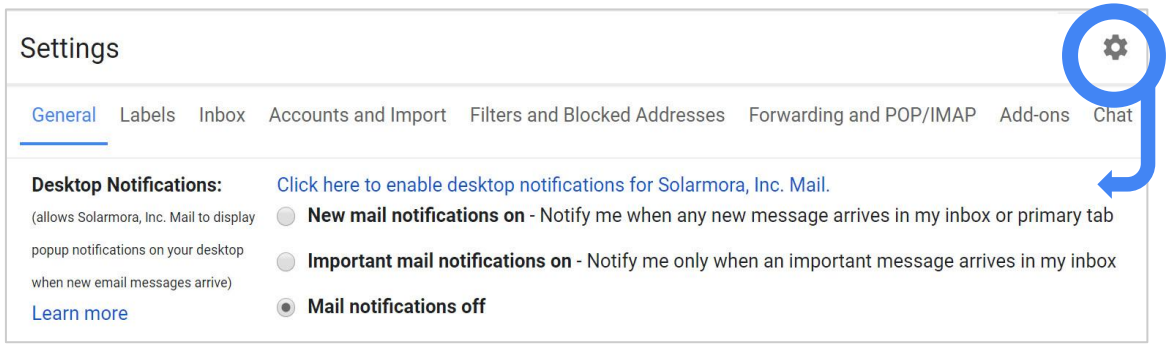
Outlook: Desktop notifications

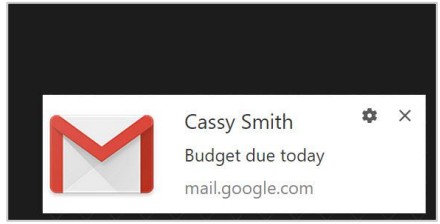


Gmail: Desktop Notifications

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

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

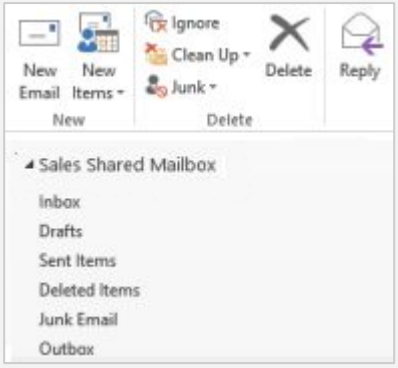
1. In the top right, click Settings ⚙ > **Settings**.
2. Click the **Accounts and Import**.
3. In the Grant access to your account section, click **Add another account**.

   Note: Your organization may restrict email delegation. If you don't see this setting, contact your G Suite administrator.
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

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. At the bottom left, click Hangouts .

   People you contact frequently appear below your name.

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

3. If you don't see the person below your name, click New conversation + , enter their name, and click the person to start a chat.

7 Productivity tips

7.1 Read and respond to email offline

7.2 Snooze email

7.3 Remember to follow up

7.4 Email templates

7.5 Priority inbox

7.1 Read and respond to email offline (Chrome only)

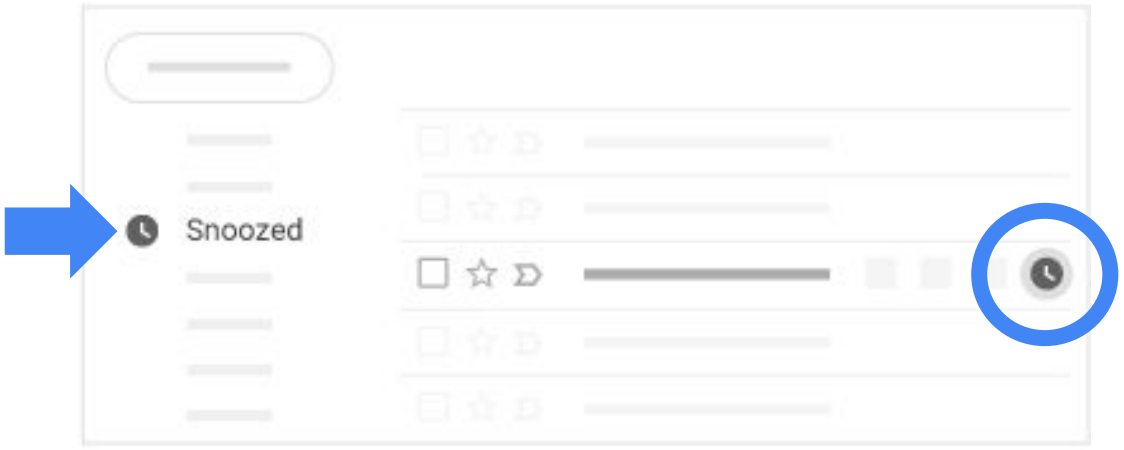
Read, respond to, and search Gmail messages when you aren't connected to the internet.
Your messages will be sent when you're back online.

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. Point to an email.
2. On the right, click Snooze .
3. Under **Snooze until**, choose a time.
   The email moves out of your inbox. It will reappear in your inbox at the time you chose.
4. (Optional) To see all snoozed email, in the left sidebar, click **Snoozed**.

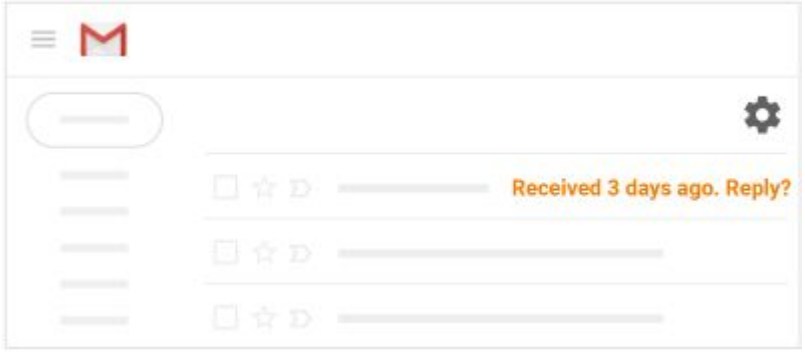


7.3 Remember to follow up

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

To turn on nudges:

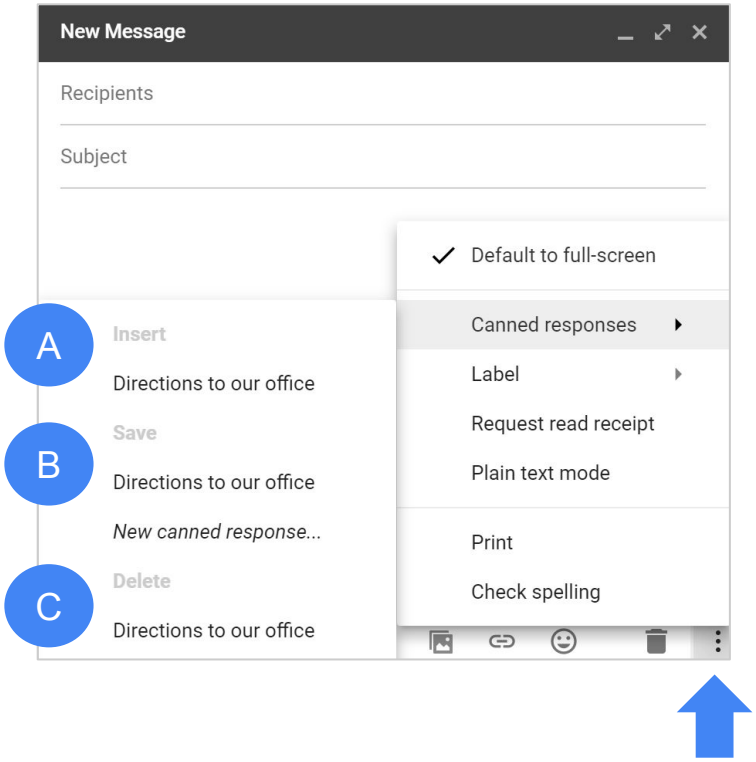
1. Click Settings > **Settings**.
2. On the General tab, scroll to **Nudges** and select both options.
3. At the bottom, click **Save Changes**.



7.4 Email templates

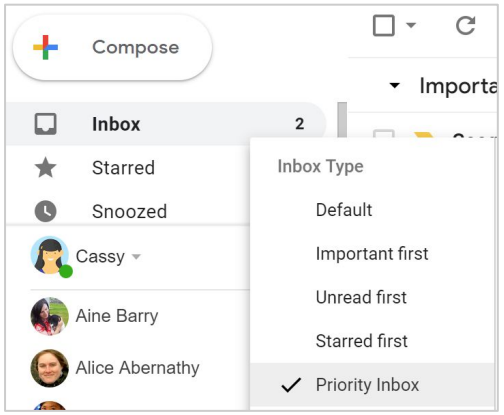
Save and send common messages with canned responses.

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**.
6. Click **New canned response** to save your email as a template.
7. After your first saved response, you can choose to A) **Insert**, B) **Save**, or C) **Delete** canned responses by clicking the template name under each section.

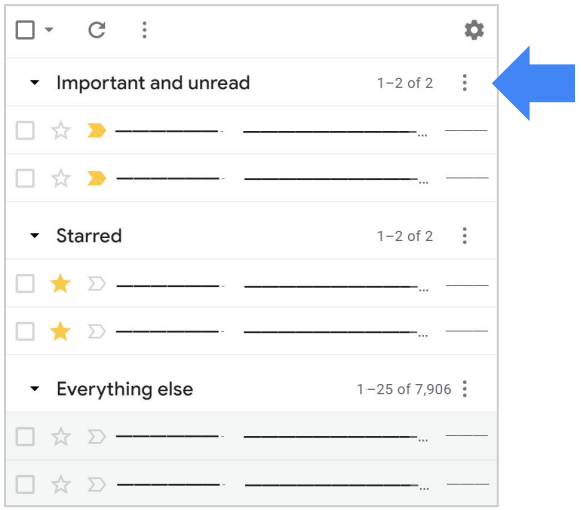


7.5 Priority inbox

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.



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