

TIPS & TRICKS

To get the most out of **your emails**

Gmail/Google Workspace Edition

Made in collaboration with



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How to set up and utilise auto-forwarding

Auto-forwarding in Gmail can be incredibly useful for various reasons. Here are a few ways in which it can be beneficial:

Consolidating Email: If you have multiple email accounts across different platforms, auto-forwarding allows you to consolidate all your emails into a single account. This way, you don't have to log in to multiple accounts to check your messages, making it more convenient and time-saving.

Email Organisation: With auto-forwarding, you can set up rules to forward emails to different folders or labels within Gmail. This helps you organise your inbox and sort incoming messages automatically. For instance, you could forward emails from a specific sender or with specific keywords to a designated folder for easy reference. We discuss this more on page 4.

Email Delegation: Auto-forwarding is useful for delegating email management tasks. If you have an assistant or colleague who handles specific emails on your behalf, you can set up forwarding rules to automatically forward those emails to them. This way, they can take necessary actions or respond to emails without accessing your Gmail account directly.

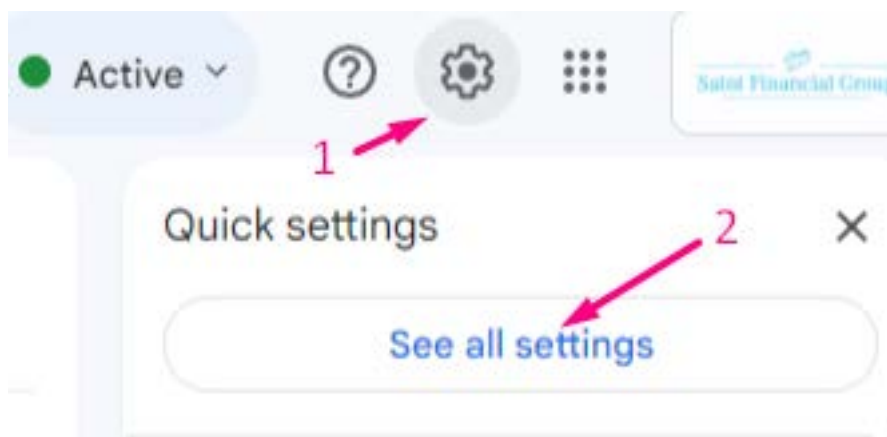
Integration with other tools: Auto-forwarding can be integrated with other productivity tools and services. For instance, you can forward emails to task management tools, CRM systems, or

project management platforms, allowing you to create tasks, track customer interactions, or collaborate seamlessly.

It's important to note that while auto-forwarding can be advantageous, it's essential to exercise caution with forwarding sensitive or confidential information to external accounts to ensure data privacy and security.

So, how do you set auto-forwarding up? It's simple:

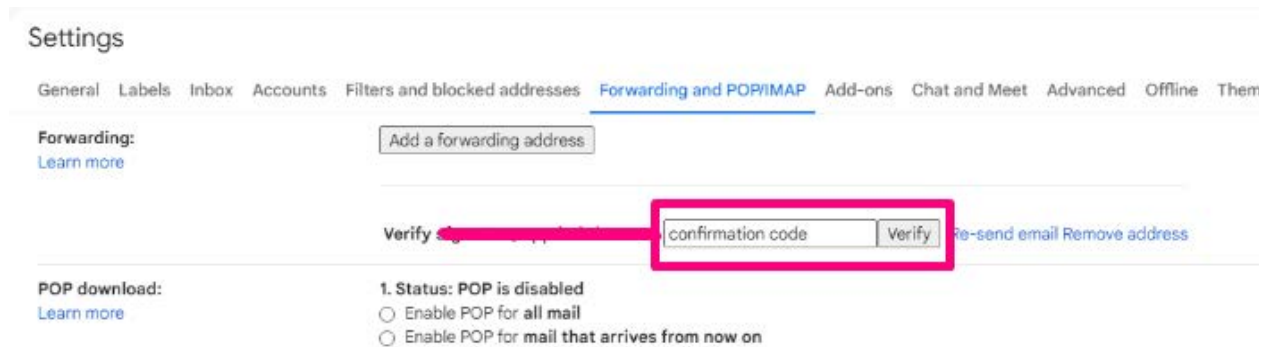
1. You will need to go over to your Settings which is on the far right of your inbox and select 'See all Settings'



2. Navigate over to “Forwarding and POP/IMAP” and select “Add a forwarding address”.



3. Enter the email address that you would like to auto-forward to.
4. Select Proceed and then a code will be sent to the entered email address which will need to be entered and verified.



The screenshot shows the Gmail 'Settings' page with the 'Forwarding and POP/IMAP' tab selected. Under the 'Forwarding' section, there is a button 'Add a forwarding address'. Below this, a 'Verify' section is shown with a red box highlighting the 'confirmation code' input field and the 'Verify' button. To the right of the 'Verify' button are links for 'Re-send email' and 'Remove address'. Below the verification section, the 'POP download' section is visible, showing the status '1. Status: POP is disabled' and two radio button options: 'Enable POP for all mail' and 'Enable POP for mail that arrives from now on'.

5. Complete! Auto-forwarding is now set up.

How to effectively use labels

Create Relevant Labels: Start by creating labels that align with your workflow and email categories. Consider using labels that reflect different projects, clients, or specific types of emails. For example, you could create labels like “Work Projects,” “Personal,” “Important,” or “Travel.” Ensure that your labels are meaningful and intuitive to help you quickly locate and sort your emails.

Apply Labels Strategically: When an email arrives in your inbox, review its content and assign an appropriate label. Apply labels consistently to ensure uniformity in your email organisation. You can manually assign labels or set up filters and rules to automatically apply labels based on specific criteria such as sender, subject, or keywords.

Use Nested Labels: Gmail allows you to create nested labels, which can help you further organise your emails hierarchically. For example, you could have a parent label called “Work” and create nested labels such as “Projects,” “Clients,” or “Reports” within it. This nesting structure provides a more granular level of organisation and makes it easier to locate specific emails.

Customise Label Colours: Gmail also offers the option to assign colours to labels. Utilise this feature to visually differentiate and prioritise your labels. Assigning colours can make it easier to identify and process emails at a glance. For example, you could assign a red colour to urgent labels or a green colour to labels related to financial matters.

Utilise Search and Filters: Combine the power of labels with Gmail's robust search and filtering capabilities. You can search for emails with specific labels using the "label:" operator in Gmail's search bar. Additionally, set up filters to automatically apply labels to incoming emails, based on specific criteria. Filters can help streamline your email organisation by automatically categorising and labelling messages as they arrive.

Archive and Label: Consider archiving emails that you have dealt with but want to keep for reference. Archiving removes the emails from your inbox while still keeping them accessible in the "All Mail" section. Before archiving, make sure to apply relevant labels to the emails to maintain their categorisation and ease of retrieval.

Create Quick Links: Gmail provides a feature called "Quick Links" that allows you to save specific label searches for quick access. Once you have set up a label search, you can save it as a Quick Link in the Gmail sidebar. This feature lets you access important labels and searches with just a single click, improving efficiency and reducing the time spent searching for specific emails.

Creating a label is easy!

To the left of your screen, you will see a title which says "Labels" with a plus next to it, creating and nesting a label is as simple as giving it a name and assigning it as needed. You can now organise your emails effectively!

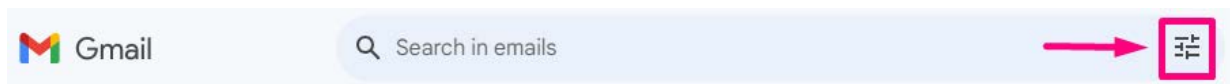
Combine labels and auto-forwarding

You are able to combine the last two Gmail tips together to cut down massively on admin time! We can set a system up so that any time an email comes in from, let's say "Invoices@travisperkins.co.uk", it automatically gets forwarded and labeled.

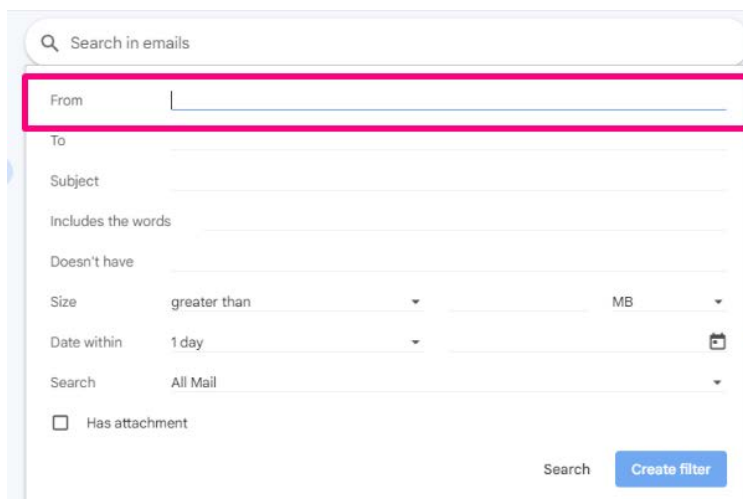
This is useful when you need to send all invoices to the accounts team for example.

Let's set this up.

1. At the top of your inbox, there is a search bar, to the right of the bar you will see a little config icons (3 slider bars), click on this.

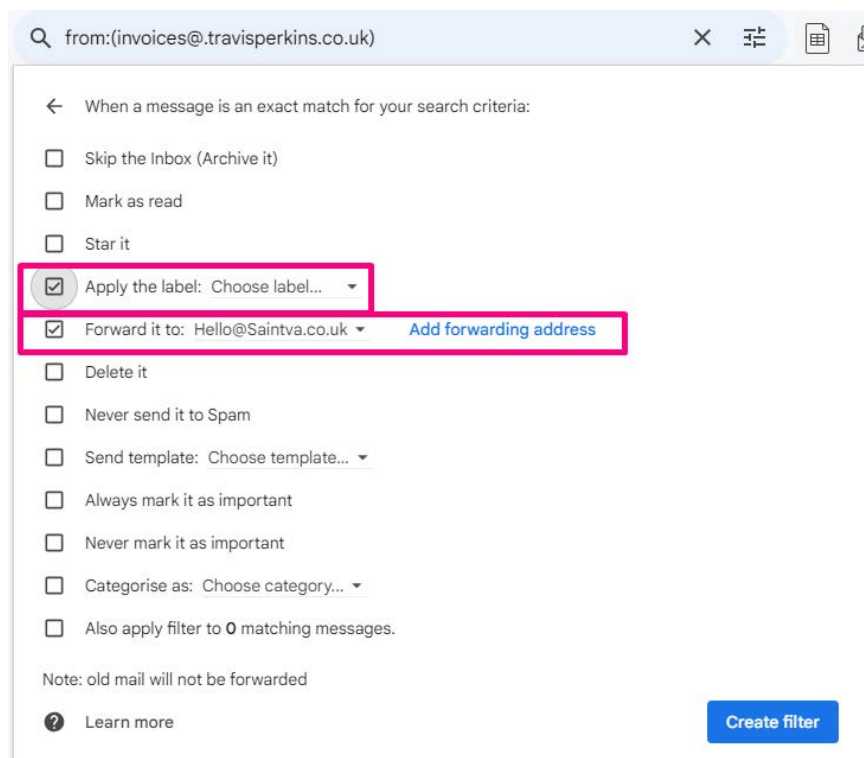


2. When you click this, you will get a pop up box with multiple fields. Here we can enter the email address we would like to auto-forwarded.



In this case, “invoices@travisperkins.co.uk”. We can now press the “Create Filter” button in the bottom right corner.

3. You will now ‘Apply the label’ - We suggest applying a label that relates to the type of email you are forwarding - for example, invoices@.travisperkins.co.uk will be sending Purchase Invoices, so we would apply the Label - ‘Purchase Invoices’ and select the forwarding address you set up earlier and select ‘Create Filter’ in the bottom right corner.



4. And that's it! You are all set up.

Please note that old mail will not be forwarded.

How to create an Alias in Gmail

An email alias is an alternative email address that is created to forward incoming messages to your primary email account. It acts as a forwarding mechanism rather than a separate mailbox. When someone sends an email to your alias address, it is automatically redirected to your main email account without the sender knowing the actual address.

For example, if we wanted to have an Info@SaintVA.co.uk and a Hello@SaintVA.co.uk inbox, go directly to the same place, we can!

Email aliases offer several benefits:

Privacy and Security: By using an email alias, you can protect your primary email address from being exposed to the public. This helps minimise the risk of spam, phishing attempts, or unwanted solicitations. You can provide the alias address for online registrations, subscriptions, or any situation where you don't want to share your primary email.

Organisation and Filtering: Email aliases can be used for better organisation and filtering of incoming messages. You can create aliases based on specific purposes, projects, or contacts. This way, you can easily identify the source or purpose of an email and set up filters or rules to automatically categorise or forward messages based on the alias they were sent to.

Multiple Identities: Email aliases allow you to maintain multiple identities or personas without managing multiple email accounts. For example, if you have personal and professional roles, you can use separate aliases for each. This allows you to keep your communications separate while managing everything in one primary inbox.

Email Forwarding: An alias can be set up to forward incoming messages to multiple email accounts simultaneously. This is useful when you want to receive emails on different devices or share incoming messages with specific individuals or teams. This is similar to the method discussed above.

Easy Identification: Email aliases can be used to create memorable or descriptive addresses that are easier for others to remember or identify. For example, you could create an alias like sales@yourcompany.com to direct sales inquiries to the appropriate department.

It's important to note that an email alias is not the same as a separate email account. While an alias can forward messages, you won't have a separate inbox, sent items, or other mailbox-specific features associated with it. The purpose of an alias is to provide an additional layer of functionality and flexibility to your primary email account.

So how do you set up an email alias?

1. Open Gmail: Sign in to your Gmail account using your primary email address and password.
2. Go to “Settings”: Click on the gear icon in the top right corner of the Gmail interface, and then select “Settings” from the dropdown menu.
3. Navigate to the “Accounts and Import” tab: In the Settings menu, click on the “Accounts and Import” tab.
4. Add an email alias: Under the “Send mail as” section, click on the “Add another email address” option. A popup window will appear.
4. Enter the alias details: In the popup window, enter the name you want to be displayed as the sender when using the alias. Then, enter the email address you want to use as the alias. On many Google Workspace accounts, these settings will also have to be set up in the admin profile to correctly operate.
5. Customise the settings: Choose whether you want to treat the alias address as an alias (default option) or as a separate email account. The “Treat as an alias” option allows you to send emails from the alias address but receive all replies in your primary inbox.
6. Configure SMTP server settings (optional): If you want to send emails from the alias using Gmail’s SMTP server, leave the default

option selected. Otherwise, you can choose to use a different SMTP server by providing the necessary information.

7. Click “Next Step”: Once you’ve entered the required information, click on the “Next Step” button.

8. Verify ownership: Gmail will send a verification email to the alias address you provided. Open the verification email and follow the instructions to confirm that you own the alias address.

9. Complete the set up: After verifying the ownership, return to the Gmail settings page. The alias address will be listed under the “Send mail as” section. You can choose to make the alias your default email address for sending messages by selecting the corresponding option.

That’s it! You have successfully set up an email alias in Gmail. Now you can compose new emails and choose to send them from your primary address or the newly added alias address. Any replies or messages sent to the alias address will be forwarded to your primary inbox.

How to send large documents via email

Ever been stuck by that annoying 25 MB limit on your document uploads? Well, this is how you can get around that and send large files within your email.

1. Simply go to [Google Drive](https://drive.google.com) - (drive.google.com - Included within your Gmail or Google Workspace Account) and sign in with your Google account.
2. Click on the “+ New” button and choose “File upload” to upload the document you want to attach.
3. Once the file is uploaded, right-click on it and select “Get shareable link” from the context menu. Make sure the sharing settings are set to “Anyone with the link can view” or “Anyone with the link can edit” depending on your preference.
4. Compose a New Email in Gmail: Open Gmail in your web browser and click on the “Compose” button to start a new email.
5. Insert the File Link: In the email composition window, write your message and then click on the “Insert files using Drive” icon (it looks like a Drive icon with a triangle). A Google Drive integration window will appear.
6. Locate the File: In the Google Drive integration window, click on the “Google Drive” tab. You can search for the file by its name or browse through your Drive folders to find it.

7. Select the File: Once you locate the file, select it by clicking on it. You'll see options to insert a link or insert as an attachment.

7.1. Insert as Link: Choosing this option inserts a clickable link in the email. Recipients can click the link to access the file stored in Google Drive.

7.2. Insert as Attachment: Selecting this option attaches a copy of the file directly to the email. Recipients can download and open the file without needing to access Google Drive.

8. Insert the File: After selecting the desired option (link or attachment), click on the "Insert" button. The file link or attachment will be added to your email.

8. Complete and Send the Email: Finish composing your email, add recipients, and any additional details. Once you're ready, click the "Send" button to send the email with the Google Drive attachment.

Recipients of your email will be able to access the attached file by clicking the link or downloading the attachment, depending on the option you selected. This method allows you to bypass the file size limitations typically associated with email attachments.

The “Auto-Advance” Tool

The “Auto-Advance” tool is a feature available in Gmail that modifies the behaviour of your inbox after you take an action on an email (such as deleting or archiving it). By enabling Auto-Advance, you can automatically be taken to the next email in your inbox or return to the inbox view, saving you the step of manually navigating back to your inbox after each action.

Here’s how to enable and use Auto-Advance in Gmail:

1. Open Gmail: Sign in to your Gmail account using your email address and password.
2. Click on the gear icon in the top right corner of the Gmail interface, and then select “See All Settings” from the dropdown menu.
3. Navigate to the “Advanced” tab.
6. Save Changes: Scroll down to the bottom of the page and click the “Save Changes” button to enable the Auto-Advance feature.
7. Your Google Mail will automatically refresh at this point, and that’s it! You’re all set up.

Once Auto-Advance is enabled and configured, whenever you archive or delete an email, Gmail will automatically take you to the next relevant email or return you to the inbox view, based on your chosen Auto-Advance behaviour . This can streamline your email management process by reducing the need for manual navigation between emails and your inbox.

How to use Templates

To set up templates in Gmail, you can use the “Template” or “Canned Responses” feature, which allows you to save and reuse pre-written email templates.

Time-Saving: Templates allow you to quickly compose emails without starting from scratch every time. By having pre-written content readily available, you can significantly reduce the time spent on repetitive or routine email communication. Templates serve as a starting point, enabling you to focus on personalising and customising the message for each recipient.

Consistency: Templates ensure consistency in your email communication. You can create standardised templates that adhere to your desired tone, formatting, and messaging. This consistency helps maintain a professional image and ensures that important information is consistently conveyed across various recipients.

Efficiency: Templates help streamline your email workflow. Instead of typing similar emails repeatedly, you can use templates to respond to common inquiries, send follow-ups, or provide standard information. This efficiency allows you to handle a higher volume of emails effectively, saving you time and effort.

Accuracy: Email templates can help ensure accuracy in the information you share. By using templates, you can pre-define and review the content, including key details and instructions. This reduces the likelihood of errors or omissions in your emails, leading to better communication and fewer misunderstandings.

Branding and Messaging Alignment: Templates provide an opportunity to align your email communication with your brand identity and messaging. You can incorporate consistent branding elements such as logos, fonts, or colours in your templates. This reinforces your brand image and creates a cohesive experience for recipients.

Personalisation: While templates provide a starting point, they can still be personalised for each recipient. You can modify and tailor the template content to address specific individual needs or include personalised details, ensuring a more personal touch in your emails.

Scalability: Templates are especially useful when you need to send similar emails to multiple recipients. Whether it's sending updates to a team, responding to customer inquiries, or sending out event invitations, templates allow you to scale your communication efficiently while maintaining consistency.

Improved Communication: With well-crafted templates, you can enhance the clarity and effectiveness of your communication. By having pre-defined content that covers common scenarios or frequently asked questions, you can provide clear and

comprehensive information, leading to better understanding and reduced back-and-forth exchanges.

Follow these steps to enable and create templates using Template Messages.

1. Open Gmail: Sign in to your Gmail account using your email address and password.
2. Click on the setting icon and then “All Settings”
3. Navigate to the “Advanced” tab
4. Here you can enable the use of templates by simply pressing the radio icon “Enable”.
5. Scroll to the bottom of the page and press “Save Changes”
6. Now you can compose your new template as if it was a new email. When clicking the “More Option” button (3 verticle dots) you will now see “Templates”.
7. Here you can load, save and overwrite all of your new templates! It's as simple as that!

Scheduling Email release for a later time or date.

Scheduling email release for a later time or date can be done using the “Schedule send” feature in Gmail. It’s useful when you need send an email out at a certain date, or even to schedule things for next Monday.

Follow these steps to schedule the release of an email:

1. Compose a New Email: Click on the “Compose” button to start a new email composition.
2. Write the Email: Compose your email as you normally would, including recipients, subject, and message content.
3. Access the Schedule Send Option: In the email composition window, locate the small arrow icon next to the “Send” button. Click on it to reveal the “Schedule send” option.
4. Choose a Schedule: Click on “Schedule send” and select one of the suggested time options (e.g., “Tomorrow morning” or “Tomorrow afternoon”) or click on “Pick date & time” to choose a specific date and time for the email to be sent.

To Edit or Cancel Scheduled Email: If you need to make changes to the scheduled email or cancel it entirely, open the email from the “Scheduled” folder in your Gmail account. From there, you can make any necessary edits or choose to cancel the scheduled send.

By utilising the “Schedule send” feature, you can compose and schedule emails to be sent at a later time or date. This can be particularly useful when you want to ensure that your emails are delivered at an appropriate time or if you need to prepare and schedule emails in advance.

How to use Multiple Signatures

Within your account, you have the ability to create and use multiple signatures at a moment's notice. This is especially handy when used in collaboration with "Aliases".

1. To set up a signature, navigate to your settings via the "cog" icon at the top right and clicking on "Show All Settings".
2. Within the General tab, you can find a section called "Signature". Here you can create multiple signatures and even assign them individually to your newly created Aliases.
3. Once you have created your signatures, scroll down to the bottom of the page and press the "Save Changes" button.
4. Test that this is working by composing a new email, you should see a signature popup and even change when you switch aliases.

It's as simple as that!

The MAGICAL “Undo Send” Feature

The “Undo Send” feature in Gmail allows you to retract an email shortly after sending it, giving you a chance to correct any mistakes or make changes before the email reaches the recipient. Honestly a lifesaver!

Here’s how to set up and use the “Undo Send” feature:

1. **Access Gmail Settings:** Click on the gear icon in the top right corner of the Gmail interface, and then select “Settings” from the dropdown menu.
2. **Navigate to the “General” Tab:** In the Settings menu, click on the “General” tab.
3. **Enable “Undo Send”:** Scroll down the General settings page until you find the “Undo Send” section. Check the box next to “Enable Undo Send.”
4. **Set the Send Cancellation Period:** After enabling “Undo Send,” you can choose the time period during which you can undo a sent email. Click on the dropdown menu next to “Send cancellation period” and select the desired cancellation time—5, 10, 20, or 30 seconds.
5. **Save Changes:** Scroll down to the bottom of the page and click the “Save Changes” button to save your settings.

Once “Undo Send” is enabled, you can use the following steps to undo a sent email:

After sending an email, you’ll see a yellow bar at the top of the Gmail interface with the message “Your message has been sent.”

Immediately after sending, you’ll see an “Undo” link next to the message. Click on “Undo” to retract the sent email.

The email will open again in the email composition window, allowing you to make changes or corrections.

Edit the email as needed and click on the “Send” button to resend the revised email or make additional changes before resending.

It’s important to note that the “Undo Send” feature only provides a brief window of time to retract an email after sending. Once the cancellation period expires, you won’t be able to undo the sent email. Therefore, it’s recommended to review your emails carefully before sending them.

By enabling “Undo Send” in Gmail, you have the opportunity to catch errors or make last-minute changes to your emails, adding an extra layer of assurance before your messages are permanently sent.

Smart Reply Feature

The Smart Reply feature in Gmail is an artificial intelligence (AI) powered functionality that suggests short, pre-written responses to incoming emails. It aims to make email communication more efficient and time-saving by offering quick reply options that can be used with just a single click.

Here's how Smart Reply works in Gmail:

Automated Suggestions: When you receive an email that Google's machine learning algorithms identify as a good candidate for a quick response, Gmail generates three suggested responses based on the email's content. These suggestions are displayed as buttons at the bottom of the email.

Natural Language Processing: Smart Reply analyses the text of the email and uses natural language processing (NLP) techniques to understand the context and generate relevant reply options. It considers factors such as the email's tone, content, and common reply patterns.

Selection and Editing: You can review the suggested replies and select the one that best fits your intended response. You can also edit the suggestion or add additional text as needed before sending the reply.

Adaptability and Learning: Over time, Smart Reply adapts to your writing style and preferences. It learns from your chosen responses, providing suggestions that align more closely with your communication style. The feature continually improves as it gathers more data and feedback.

Availability: Smart Reply is available on Gmail's web version and the Gmail mobile apps for both Android and iOS devices. It is typically enabled by default, but you can adjust its settings or disable it if desired.

There are many benefits of using Smart Reply:

Time-saving: Smart Reply offers ready-made response options, eliminating the need to type out lengthy replies for simple emails. This can significantly reduce the time spent on email communication, especially for brief or routine messages.

Efficiency: With Smart Reply, you can quickly respond to emails even when you're busy or on the go. It provides a convenient way to acknowledge emails and maintain responsiveness without extensive typing.

Assistance in Drafting: Even if you don't choose one of the suggested responses, Smart Reply can still serve as a helpful starting point. It can inspire you to craft your own personalised response more efficiently.

Adaptability: Smart Reply's ability to learn from your preferences and adapt to your writing style enhances its usefulness over time. The suggestions become more tailored and aligned with your communication habits.

So how do you set it up?

The Smart Reply feature in Gmail is typically enabled by default. However, if you disabled it previously or want to check its settings, you can follow these steps to ensure it is enabled:

1. Open Gmail: Sign in to your Gmail account using your email address and password.
2. Access Gmail Settings: Click on the gear icon in the top right corner of the Gmail interface, and then select "Settings" from the dropdown menu.
3. Navigate to the "General" Tab: In the Settings menu, click on the "General" tab.
4. Locate Smart Reply Settings: Scroll down the General settings page to find the "Smart Reply" section.
5. Enable Smart Reply: Check the box next to "Smart Reply" if it's not already checked. This will enable the Smart Reply feature in Gmail.

6. Save Changes: Scroll down to the bottom of the page and click the “Save Changes” button to save your settings.

Once you have enabled Smart Reply, it should be available for use in your Gmail inbox. Whenever you receive an email that Gmail identifies as suitable for a quick response, you will see suggested reply options at the bottom of the email.

Confidential Emails

Confidential emails refer to messages that contain sensitive or private information and require an extra layer of security and protection. Gmail offers a feature called “Confidential Mode” to help users send such emails with added security measures.

Here’s an overview of Confidential Mode:

Email Expiration: When using Confidential Mode, you can set an expiration date for the email. After the specified date, the email becomes inaccessible to the recipient. This feature helps ensure that sensitive information is not available indefinitely.

Access Code: Confidential Mode allows you to add an additional layer of protection by requiring the recipient to enter a unique passcode sent via SMS to open the email. This helps prevent unauthorised access to the message.

Prevent Forwarding, Copying, and Printing: You can choose to disable options for recipients to forward, copy, download, or print the email content. This helps maintain control over the dissemination of confidential information.

Remove Message Options: Confidential Mode provides the ability to revoke access to an email at any time, even after it has been sent. This can be useful if you realise you’ve sent the email to the wrong recipient or need to restrict access for any reason.

It's important to note that while Confidential Mode provides certain security measures, it does not guarantee complete security or prevent recipients from taking screenshots or photos of the email content. Recipients may still be able to capture the information through other means.

Additionally, Confidential Mode is specific to Gmail and requires the recipient to have a Gmail or Google account to access the confidential email. If the recipient does not have a Gmail account, they will receive a notification and will need to create an account or sign in to access the email.

Confidential Mode can be useful when sharing sensitive information such as financial data, personal identification numbers, or confidential business documents. However, it's crucial to exercise caution and follow best practices when dealing with sensitive information, including considering additional security measures beyond email, such as encryption or secure file-sharing platforms, when necessary.

To send a confidential email using Gmail's Confidential Mode, follow these steps:

1. Compose a New Email: Click on the "Compose" button to start a new email composition.
2. Enable Confidential Mode: In the email composition window, locate and click on the padlock icon with a clock symbol at the

bottom toolbar. This represents “Confidential Mode.”

3. Set Expiration and Access Options: In the Confidential Mode settings window that appears, you can configure the following options:

- **Expiration Date:** Choose an expiration date for the email by selecting the desired duration from the provided options or specifying a custom date.
 - **SMS Passcode:** Enable “Require Passcode” if you want to add an extra layer of security. The recipient will need to enter a passcode sent via SMS to open the email.
 - **Disable Forwarding, Copying, Downloading, and Printing:** Check the respective options if you want to prevent the recipient from forwarding, copying, downloading, or printing the email content.
- Compose the Email: Write the email content as you normally would, including the recipient’s email address, subject, and message body.

5. Add Attachments (if needed): You can attach files to the email by clicking on the paperclip icon in the email composition window and selecting the desired files from your computer or Google Drive.

6. Review and Send: Before sending the email, review the settings, email content, and attachments to ensure they are accurate. Click the “Send” button to send the confidential email.

Power Shortcuts

There are a range of fantastic shortcuts to really optimise your efficiency when working within Google Mail. Please note that “Ctrl” is for Windows OS users - This is interchangeable for “Cmd” for MacOS operators.

Compose and Chat

Shift + Esc : Focus main window.
Esc : Focus latest chat or compose.
Ctrl + . : Advance to next chat or compose.
Ctrl + , : Advance to previous chat or compose.
Ctrl + Enter : Send.
Ctrl + Shift + c : Add Cc recipients.
Ctrl + Shift + b : Add Bcc recipients.
Ctrl + Shift + f : Access custom from.
Ctrl + Shift + d : Discard draft.
Ctrl + k : Insert a link.
Ctrl + ; : Go to previous misspelt word.
Ctrl + ' : Go to next misspelt word.
Ctrl + m : Open spelling suggestions.

Navigating within the sidebar in Google Chat

Ctrl + o : Browse spaces.
Ctrl + i : Create a space.
Up Arrow Key: Focus on previous space or direct message.
Down Arrow Key: Focus on next space or direct message.
Shift + Up Arrow Key: Focus on previous unread space or direct message.

Shift + Down Arrow Key: Focus on next unread space or direct message.

Ctrl + Shift + k : Switch spaces or direct messages quickly.

Right Arrow Key or Enter : Select space or direct message.

Navigating messages in Google Chat

Up Arrow Key: Focus on previous message.

Down Arrow Key : Focus on next message.

r : Focus on reply box.

Ctrl + g : Open space or direct message menu.

Ctrl + j : Focus the last message.

Ctrl + s : Start a new message.

Ctrl + Shift + . : Copy selected chat messages as transcript.

Navigating within a space in Google Chat

Enter : Reply to a thread or start a new thread while focus is on a message.

Right Arrow Key: Focus on either the thread navigation panel icon, the open thread navigation panel or the open thread.

Google Workspace side panel

Ctrl + Alt + . : Move focus among main window, side panel and video call

Ctrl + Alt + , : Reverse focus among main window, side panel and video call

Navigating messages within a thread in Google Chat

Up Arrow Key : Focus on previous message.

Down Arrow Key: Focus on next message.

Shift + Up Arrow Key: Focus first message in thread.

Shift + Down Arrow Key: Focus last message in thread.

Left Arrow Key : Go back to main conversation.

Esc : Exit to thread navigation panel.

r : Focus on reply box.

Reply box in Google Chat.

Up Arrow Key: Edit previously posted message.

Shift + Enter: New line.

Win Key + : : Show emoji picker.

Formatting

Ctrl + z : Undo.

Ctrl + y : Redo.

Ctrl + Shift + 5 : Previous font.

Ctrl + Shift + 6 : Next font.

Ctrl + Shift + - : Decrease text size.

Ctrl + Shift + + : Increase text size.

Ctrl + b : Bold.

Ctrl + i : Italics.

Ctrl + u : Underline.

Ctrl + Shift + 7 : Numbered list.

Ctrl + Shift + 8 : Bulleted list.

Ctrl + Shift + 9 : Quote.

Ctrl + [: Indent less.

Ctrl +] : Indent more.
Ctrl + Shift + l : Align left
Ctrl + Shift + e : Align centre
Ctrl + Shift + r : Align right
Ctrl + Shift + , : Set right to left
Ctrl + Shift + . : Set left to right

And that's a wrap! We have brought you 13 of the very best tips and tricks for Google Mail! These are things that the Virtual Assistants here at Saint use everyday!

If you are looking to get started with a SaintVA, [click here!](#)

Need further support? Check out:

[Construction Insider Toolbox](#)
[Construction Insider Resources](#)

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Additionally, the team at [Saint Construction Support](#) provide a wide range of business support from marketing to the accountancy. They are turning construction businesses around and nothing like it has been seen within the industry.

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