LionMail

for Administrative Assistants

If you directly manage email on behalf of others or just send and receive dozens (or hundreds!) of messages a day in your role as an administrative assistant, this is the LionMail guide for you.
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Getting Started

If your LionMail administrator (who is probably a member of your IT department) has enabled the mail delegation option for your domain, your manager can give you access to his or her LionMail account.

With LionMail delegation, you can do the following on your manager's behalf:

- Send new messages
- Respond to messages
- Manage messages, including creating and applying labels, setting up filters, archiving messages, and deleting messages.

However, you can’t do the following in your manager’s LionMail account:

- Change account settings (which includes delegating your manager's email to another user)
- Send and receive chat messages
- Use Task lists
- Use LionMail Labs (either your own or ones your manager has enabled)
- Change LionMail Themes
- Use Offline LionMail

Set up mail delegation

Before you can manage your manager’s email (or any other employee’s email), you must first gain access to his or her LionMail account, as follows:

1. Have your manager sign in to his or her LionMail account.
2. In your manager’s LionMail window, select **Settings** from the gear drop-down.

3. Click the **Accounts** tab, and then, under **Grant access to your account**, click **Add another account**. (Your manager can also choose to mark conversations as read or unread when delegates open them.)
4. In the **Email address** field, type your primary address, and then click **Next Step**.

5. In the confirmation message box, click **Send email to grant access**.
6. Sign in to your LionMail account.
7. Open the confirmation email, and then click the acceptance link to activate delegated LionMail.

Congratulations! You now have access to your manager's LionMail account.

**Note**: There may be a brief delay before the delegation changes take effect.

**Send email on behalf of your manager**

After you set up access to your manager's LionMail account, you can access that account from your own account. Here's how:

1. Sign in to your LionMail account.
2. In the upper-right corner of the page, click your email address, and then select your manager's address from the drop-down menu. For example:
3. A new LionMail window (or tab, depending on your browser) opens, showing your manager’s email. You can now send messages and manage email on your manager’s behalf.

How messages appear to recipients

When you send a message using your manager’s account, the message is listed in the recipient’s Inbox as sent by your manager. In the message itself, however, recipients see you sent the message on your manager’s behalf.

Here’s an example:

![Example of message sent as manager](image)

Here’s an example:

<table>
<thead>
<tr>
<th>Your manager’s name</th>
<th>Your email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q3 Sales Preview</td>
<td><a href="mailto:maria.manager@electric-automotive.com">maria.manager@electric-automotive.com</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Maria Manager (sent by <a href="mailto:abby.admin@electric-automotive.com">abby.admin@electric-automotive.com</a>)</th>
</tr>
</thead>
<tbody>
<tr>
<td>to me ▼</td>
</tr>
<tr>
<td>Hi Isabella,</td>
</tr>
<tr>
<td>Here are last quarter’s sales results from the Northwestern Region:</td>
</tr>
<tr>
<td>Direct Sales: 5,322 units - Up 5% from Q2 2011</td>
</tr>
<tr>
<td>Partner Sales: 2,990 units - Up 5% from Q2 2011</td>
</tr>
</tbody>
</table>

Common LionMail Tasks

Send email as your manager

Although we recommend using delegated LionMail (as outlined above), there might be some occasions where you need emails to appear to be sent directly from your manager without showing your address at all. *With your manager’s permission*, you can do this by adding your manager’s email address as an alternate email address to your own LionMail account. Here’s how:
1. Sign in to your LionMail account.
2. Select Settings from the gear drop-down.
3. Click the Accounts tab, and under Send mail as, click Add another email address you own.

![Add another email address you own](image)

4. In the Name box, replace your name with your manager's name.
5. In the Email address box, enter your manager's email address.
6. Uncheck the Treat as an alias box.
7. If you want replies to go to your own email account (instead of your manager's), click Specify a different "reply-to" address.
8. Click Next Step.
9. Select the radio button for Send through [your domain] Mail (easier to set up).
10. Click Next Step.
11. Click Send Verification.
12. Have your manager sign in to his or her LionMail account and click the verification link to complete the setup process. (Alternatively, your manager can provide you with the verification code, and you can verify in your own LionMail account.)

After you've added your manager's email address as an alternate email address for your own account, you can send mail that appears to be directly from your manager. Here's how:

1. Sign in to your LionMail account.
2. Click Compose Mail.
3. To the right of From, select your manager's email address from the drop-down list.
4. Compose your message as usual. Make sure to replace your own signature (if present) with your manager's information.

**Note:** Unless you specified a different "reply-to" address when adding your manager's email as an alternate email, replies to messages sent using this method will go to your manager's account. If you later decide you want replies to go to your own account, here's how to update your settings:

1. Select Settings from the gear drop-down.
2. On the Accounts tab, click edit info next to your manager's email address.
3. Click Specify a different "reply-to" address.

4. Enter your own email address in the Reply-to address field.
5. Click Save Changes.

Organize email

LionMail makes it easy to organize and keep on top of your manager's email (as well as your own) with labels, filters, archiving, starring, and more.
Create & apply labels

You may be used to organizing emails in folders, but in LionMail, you can quickly organize your conversations by applying labels. The conversation can remain in your Inbox with the label clearly shown. Here’s an example:

As shown in the example, if a conversation falls under more than one topic, you can give it multiple labels (such as *Follow up* and *HR*).

To access all the conversations within a label, just click the label name in the left pane of your Inbox:

Create a new label

1. Click the *Labels* drop-down.
2. Select *Create new*. 
You can also create a new label by expanding More in the left pane, at the bottom of your list of labels. Then click Create new label and follow the instructions above.

Apply a label to a message

1. If you’re looking at your list of messages in your Inbox, check the box next to the message(s) you want to label. If you’ve already clicked on a message, skip to step 2.
2. Select the label name from the Labels drop-down menu. (Note that you can select more than one label.)

Tip: If you want to move the messages out of your Inbox at the same time you apply a label to them, select the messages, and then select a label in the Move to drop-down menu.

See the LionMail Tips & Tricks section below to learn how to drag and drop labels.

Change the color of a label

1. In your labels list on the left, click the square to the right of a label.
2. Select a color from the palette that appears. The change is instantly applied to all messages with that label.

**Organize labels**

If you have a long list of labels, you can make viewing them easier by resizing your list of labels or hiding infrequently used labels.

**Resize labels vs. chat list**

If you want to see more labels in relation to your chat list, you can drag the **horizontal bar** down to change the relative size of each list.

If you have a lot of labels, move your cursor anywhere over them to automatically expand the list. After browsing labels, move your cursor away and the list contracts.

**Hide a single label**

You can clean up your list of labels by hiding ones you rarely use. To do a quick drag and drop for one label:

Drag the label you want to move over the **More** drop-down. (Note that the name changes to **Less** when you place your cursor over it.) Once you drop the label, it no longer appears in your list.
If you want the label to appear in your main list of labels again, just click **More**, and drag the label back anywhere on the main list.

**Hide multiple labels**

To hide multiple infrequently used labels:

1. Select **Settings** from the gear drop-down.
2. Click the **Labels** tab.
3. Scroll to your infrequently used labels, and click **hide** next to each label.

**Archive email**

If you’d like to move a labeled conversation out of your Inbox, just check the box next to the conversation, and click the **Archive** button. (Don’t worry—this does not delete your conversation. It just moves it out of your Inbox.)

Whether or not a labeled conversation is archived, you can list all conversations that have a specific label by clicking the label name in the left pane of your Inbox—similar to opening a folder of messages. Unlike with folders, if you've applied more than one label to a message, you can retrieve the message by clicking any of those labels.

**Search for email**

LionMail features the same powerful search technology used on the web to perform accurate keyword searches of all of your email and attachments. You can search by keyword, label, sender, date range, or a host of other options. By archiving messages instead of deleting them, you can keep your Inbox clutter-free while still being able to find any message you've ever sent or received. You don’t have to create elaborate folder structures or keep unwanted correspondence in your Inbox.

To find messages, type in the search box at the top of your LionMail window, and hit **Enter** on your keyboard. (You can also click the magnifying glass or select **search mail**.) You can do simple keyword searches, such as **budget** or **human resources**, from this box. You can also search the web from this same box.
You can also use more advanced search operators—such as from:, to:, and subject:—to find what you’re looking for quickly and accurately.

Here are some useful searches:

- **from:**Simontosee all emails from Simon
- **to:**Davidsent to David
- **subject:**lunch to see all emails where "lunch" is in the subject
- **has:**attachment to see all emails that contain attachments
- **is:**starred to see all starred emails
- **is:**unread to see all unread emails

**Tip:** To further refine your search, combine multiple search operators. For example, type **from:**Simon **to:**David to see all email from Simon sent to David. Or, if you know Simon’s and David’s email addresses, type **from:**simon@example.com **to:**david@example.com.

For a complete list of search operators, visit the LionMail Help Center: http://support.google.com/mail/bin/answer.py?answer=7190

For a printable list of search operators, visit: Keyboard shortcuts and Search operators

You can also use advanced search operators by clicking the down arrow in the search box. Then, fill in the easy-to-use search form to find exactly what you’re looking for.
Create filters

You can use filters to manage your incoming messages. With filters you can specify what you’d like to happen to your messages (delete, star, forward, label, etc.) based on keywords and other criteria. For example, you can set up a filter for all messages from Chris to you containing the word “budget” (but not “draft”) and automatically label and star these messages.

1. To create a filter, click the small down arrow in the search box (just like you do for an advanced search, as in the image above).
2. Enter your filter criteria in the fields.
3. Click Create filter with this search, and select one or more actions (Skip the Inbox, Mark as read, etc.) to apply to messages that match this filter’s criteria:

![Filter creation interface]

*Note:* These actions are applied in the order in which they are listed. For example, you could choose Forward it to send matching messages to a specific email address, and then Delete it to delete the messages.

4. To apply the filter to messages you’ve already received, click Also apply filter to [#] conversations below (where the # changes based on applicable conversations).
5. Click Create Filter.

Star important messages

If you need to highlight any specific emails, just click the star icon to the left of the message. You can then display all starred messages by clicking Starred in the left pane.
**Note:** If you’d like the option of using multiple different stars, select **Settings** from the gear drop-down, and go to the **Stars** section.

**Forward email**

With LionMail’s conversation feature, you can quickly forward multiple, related emails. Of course, you can also always forward just one email from a conversation.

**Forward a single email from a conversation**

1. Open the specific email you want to forward. (For example, if you want to forward the second email of a 10-email conversation, open the second email.)
2. Click the drop-down arrow beside the **Reply** arrow, and select **Forward**. Or, at the bottom of the message, click **Forward**.

**Important:**

- If you want recipients to see only a single email from a conversation, remember to scroll down and **delete** previous emails from the message field before sending.
- If you don’t want to forward attachments, click the x on the attached file to remove it from the message, as seen below.

3. Enter the email addresses to which you’re forwarding the email, and add any notes in the message field.
4. At the bottom or top of the message, click **Send**.

**Forward part of a conversation**

1. Open the most recent email you want to forward.
2. Click the drop-down arrow beside the **Reply** arrow, and select **Forward**. This will forward the conversation up until that point (including all past emails in the conversation).
3. Enter the email addresses to which you’re forwarding the email, and add any notes in the message field.
4. At the bottom or top of the message, click **Send**.

**Forward an entire conversation**

1. Open any email in the conversation.
2. Select **Forward all** from the **More** drop-down. This will forward every email in the conversation.

3. Enter the email addresses to which you’re forwarding the email, and add any notes in the message field.
4. At the bottom or top of the message, click **Send**.

**Print email**

With LionMail’s conversation feature, you can quickly print multiple, related emails. Of course, you can also always print just one email from a conversation.

**Print a single email from a conversation**

1. Open the specific email you want to print. (For example, if you want to print the second email of a 10-email conversation, open the second email.)
2. Click the drop-down arrow beside the **Reply** arrow, and select **Print**.

**Notes:**

- Make sure that you *don’t* click the **Show trimmed content** icon at the bottom of the email, or the rest of the conversation will be visible when you print it.
Print part of a conversation

1. Open the most recent email you want to print.
2. Click the Show trimmed content icon to show earlier emails in the conversation.
3. Click the drop-down arrow beside the Reply arrow, and select Print. This will print the conversation up until that point (including all past emails in the conversation).

Print an entire conversation

1. Open any email in the conversation you want to print.
2. On the right hand side of the screen, click the Print all icon. This will print every email in the conversation, starting with the first email.

Tip: To print an entire conversation with the most recent email on top, go to the last message and then follow the instructions for printing part of a conversation.

LionMail Tips & Tricks

Save time with keyboard shortcuts

You can save time while reading and managing your manager's mail (and your own) by using keyboard shortcuts.

To enable keyboard shortcuts, select Settings from the gear drop-down, and go to the General tab.
Once you’ve enabled keyboard shortcuts, you’ll be able to perform common tasks without moving your hands from the keyboard. For example, type “j” and “k” to navigate up and down your Inbox, “o” to open messages, “r” to reply, “a” to reply all, “c” to compose, “s” to add or remove a star, “e” to archive, and much more.

While working in LionMail or LionMail Calendar, type “Shift+?” at any time to display a complete list of keyboard shortcuts (keyboard shortcuts must first be enabled).

You can find a printable copy of LionMail keyboard shortcuts at http://deployment.googleapps.com/Home/resources-user-adoption/quick-reference/Google_Mail_Shortcuts.pdf

Navigate message list with arrow keys

In addition to the “j” and “k” keyboard shortcuts, you can now use the up and down arrow keys to move through your message list. The current message is marked by a blue bar.

To open the current message, just hit Enter.

Navigate labels with arrow keys

You can also use your arrow keys to navigate your label list and display a label’s messages.

Let’s say you’re in your Inbox. Press the left arrow key to move the focus to your label list. Then use the up/down arrow keys to move through your labels, and hit Enter to display a label’s messages.

Drag and drop labels and messages

Did you know that you can drag and drop labels onto your messages? If so, you’re on your way to becoming a LionMail power user! You can also drag a single message or multiple messages to a label.
Drag a label to a message

Drag the label to the appropriate message and release the mouse button to apply the label to the message.

Drag a message to a label

1. Place your cursor in the area to the left of the message’s check box. Your cursor will turn into a hand, and three dots will appear to the left of the check box.

2. Click the area and drag the message over the top of the label. Note that a message displays indicating you are moving a conversation.

3. Once you drop the message, it moves from your Inbox to the selected label and is visible when you select the label.
Drag multiple messages to a label

1. Check the boxes of the messages you want to move.
2. Place your cursor to the left of one of the selected messages’ check boxes until it turns into a hand.
3. Drag the messages over the top of the label. Note that a message displays indicating you are moving multiple conversations.
4. Once dropped, the messages move from your Inbox to the selected label and are visible when you select the label.

Turn messages into Tasks

If you’re already using the Tasks gadget in LionMail, you know that it’s a great way to create to-do lists and keep yourself on track. You can save even more time with your to-do lists by creating tasks directly from email messages.

1. Open the email with the task you want to add.
2. Choose Add to Tasks from the More drop-down menu. (You can use Shift + T as a keyboard shortcut.)
3. To open Tasks, click the down arrow to the right of Mail in the left sidebar, and select Tasks.
4. The subject of the message now appears as an item in your task list. You can edit the item’s name, set a due date, or add notes.
Tips:

- To see the original email again, click Related email under the to-do item.
- To open your Tasks list in a new browser tab (or “pop-out”), click the arrow in the top right corner of your Tasks.

To learn more about using Tasks in LionMail (including keyboard shortcuts), visit the LionMail Help Center: http://support.google.com/mail/bin/answer.py?answer=106237

Preview attachments before download
Attachments to LionMail messages reside “in the cloud” (online) and are only copied to your computer when you download them for viewing.

You can save disk space (and time) by previewing attachments without downloading them. Here’s how:

1. Open an email with an attachment.
2. Click the View link by the attached file. LionMail opens a new browser window or tab to display a preview of the attached file.

Customize your LionMail account with Themes
Since you spend a good part of your day staring at email, you might as well enjoy the view! You can choose from over 35 different preset themes to personalize the look of your LionMail account, or create a custom theme by uploading a photo or choosing from a selection of photos.

To choose a theme, go to Settings > Themes, and click a thumbnail image.
**Note:** If you’re using an older browser, you may not see a Themes tab. To see supported browsers, visit https://support.google.com/mail/bin/answer.py?answer=6557. If yours is not supported, install Chrome now for the most compatibility.

**LionMail Labs**

If your LionMail administrator has enabled the LionMail Labs options for your domain, you can add business functionality to your email and calendar with these experimental, pre-release features.

To help you get started, we’ve put together a list of the labs we think you’ll find useful (some are real time savers!). It’s important to remember, though, that a lab can become unstable, stop working, or disappear at any time—they are experiments, after all!

**Note:** LionMail Labs don’t work with delegated LionMail. This means that if you’re logged in to your own LionMail account, you won’t be able to use any labs while accessing your manager’s email as a delegate. However, you’ll still be able to use labs when looking at your own email.

**Enable LionMail Labs**

You can enable or disable a lab whenever you like. Here’s how:

1. Select Settings from the gear drop-down.
2. Click the Labs tab.
3. For each lab you want to use, click Enable. If you want to stop using a lab, click Disable.
4. Click Save Changes at the bottom or top of the page.

**Suggested LionMail Labs**

<table>
<thead>
<tr>
<th>Choose canned response...</th>
<th>Canned Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTFM</td>
<td>Email for the truly lazy. Save and then send your common messages using a button next to the compose form. Also automatically send emails using filters.</td>
</tr>
<tr>
<td>Status report template</td>
<td></td>
</tr>
<tr>
<td>Godwin troll</td>
<td></td>
</tr>
</tbody>
</table>

<p>| | Multiple Inboxes |
| | Add extra lists of emails in your inbox to see even more important email at once. The new lists of threads can be labels, your starred messages, drafts or any search you want, configurable under Settings. |</p>
<table>
<thead>
<tr>
<th>Quick Links</th>
<th>Quick Links</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adds a box to the left column that gives you 1-click access to any bookmarkable URL in [your domain] Mail. You can use it for saving frequent searches, important individual messages, and more.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Signature tweaks</th>
<th>Signature tweaks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Places your signature before the quoted text in a reply, and removes the &quot;--&quot; line that appears before signatures.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Undo Send</th>
<th>Undo Send</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oops, hit Send too soon? Stop messages from being sent for a few seconds after hitting the send button.</td>
<td></td>
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