

G Suite Learning Center

English

Choose the right inbox

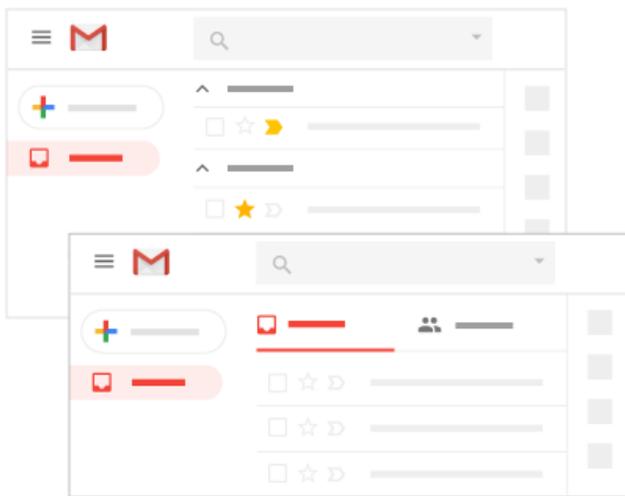
Which inbox is right for me?

Whether you want to prioritize messages automatically (Priority Inbox), categorize email (tabbed inbox), or show several inboxes in one view (multiple inboxes), you can customize Gmail to fit the way you work.

What you need:

 G Suite account

 10 minutes



1

Default inbox

With the default inbox in Gmail, you can choose which email you want to see first, such as messages you haven't read or ones marked important.

In this section, you learn how to:

[1.1 See important, unread, or starred email first](#)

[1.2 Organize your email](#)

1.1

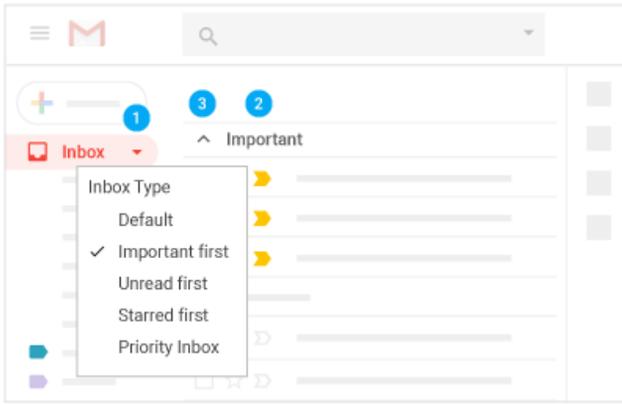
See important, unread, or starred email first

Choose which type of email you want to see at the top of your inbox:

1. Open [Gmail](#).
2. Point to **Inbox** and click the Down arrow  and choose an option:
 - Important first
 - Unread first
 - Starred first

You will see the **Important**, **Unread**, and **Starred** sections appear at the top of your inbox. You can see the rest of your email under **Everything else**.

Hide email in a section: Next to the section heading, click the Down arrow . Click the arrow again to see the email.



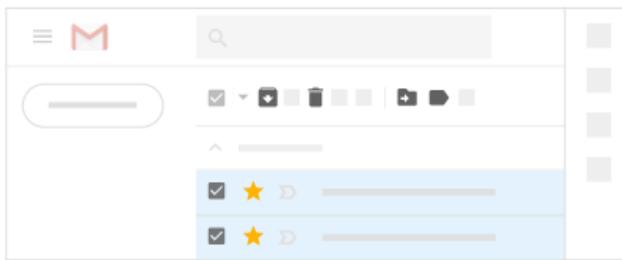
1.2

Organize your email

To organize email in your default inbox, you can:

- Switch to labels from folders.
- Create and apply labels.
- Move email out of your inbox.
- Star important email.
- Delete or archive unwanted email.

To find out more, see [Get started with Gmail](#).



2

Priority Inbox

Priority Inbox is useful if you want Gmail to sort and prioritize your email for you. You can add additional categories to customize your inbox.

In this section, you learn how to:

- [2.1 Turn on Priority Inbox](#)
- [2.2 Reorder existing sections](#)
- [2.3 Create new categories](#)
- [2.4 Train Priority Inbox](#)

2.1

Turn on Priority Inbox

Turn on Priority Inbox:

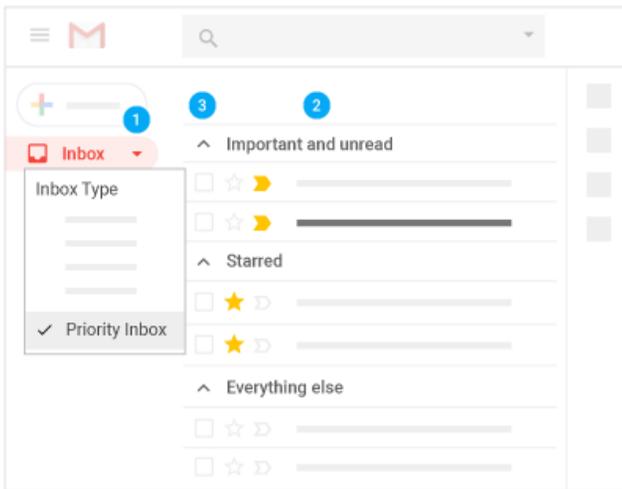
1. Hover over **Inbox**.

2. Click the Down arrow ▼ and select **Priority Inbox**.

By default, Priority Inbox separates important email into 3 sections: Important and unread, Starred, and Everything else.

Hide email in any section:

Click the Up arrow ^ next to the section heading. Click the arrow again to see the email.



2.2

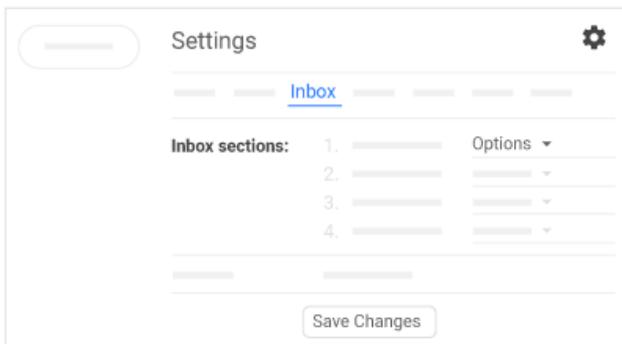
Reorder existing sections

Change the existing sections:

1. Click Settings  > **Settings**.
2. At the top, click **Inbox**.
3. Next to the inbox section you want to change, click **Options**.
4. Click the new section you want to use.

Note: The Everything else section always appears last.

5. At the bottom of the page, click .



2.3

Create new categories

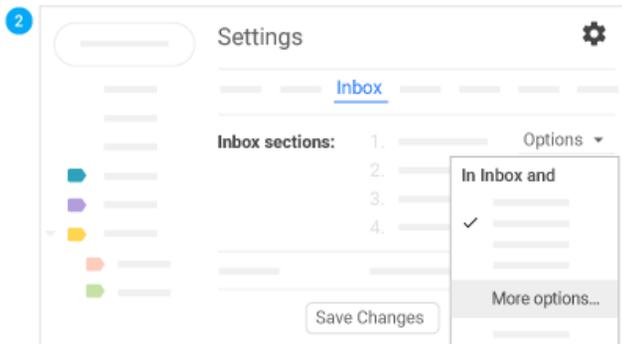
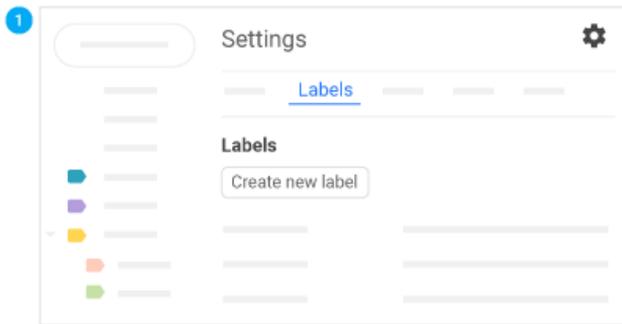
Create labels:

1. Click Settings  > **Settings**.
2. At the top, click **Labels**.
3. Scroll down to Labels and click .
4. Name your label.
5. Click .

Add labels as categories:

1. Click Settings  > **Settings**.
2. At the top, click **Inbox**.

3. Next to the inbox section you want to label, click **Options** or **Add section**.
4. Click **More options**.
5. Click the label you want to use. You can search to find a label name.
6. Click **Save Changes**.



2.4

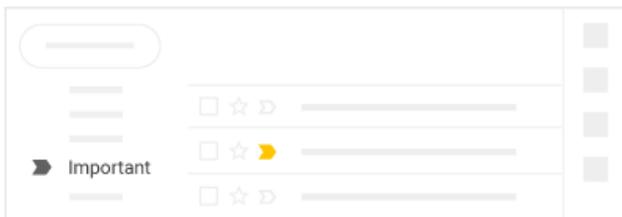
Train Priority Inbox

Gmail uses a variety of signals to prioritize your incoming messages, such as who you get a lot of email from or chat with the most. Gmail also tracks keywords that appear frequently in messages.

If Priority Inbox mistakes an email as important or doesn't flag one that's important to you, you can teach it to make better selections.

- **Mark a message as important:** Click the Importance marker  next to the sender's name. A yellow marker means that a message is important.
- **Correct a message mistakenly marked important:** Click the Importance marker  to clear it.

Changing the importance marker moves the email to the correct section of your inbox. Over time, Priority Inbox learns what's important to you and incorporates the feedback you give.



3

Tabbed inbox

Tabbed inboxes are great for people who want to move less-relevant email (such as social updates and promotions) out of their primary inboxes. Clean primary inboxes help you focus on what matters. Tabs appear at the top of your inbox, where you can quickly move between them.

In this section, you learn how to:

3.1 Turn on tabs

3.2 Train your tabbed inbox

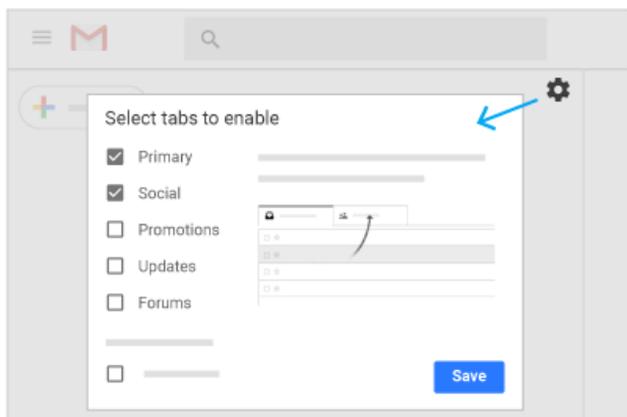
3.1

Turn on tabs

Turn on tabs for email that you want to move out of your primary inbox. For example, if you turn on the Promotions tab, Gmail moves any existing promotional email from your inbox to the Promotions tab. And, any new promotional messages go directly to the Promotions tab.

Turn on tabs:

1. Click Settings  > **Configure inbox**.
2. Check the boxes of the tabs you want to see:
 - **Primary**—Email from people you know and any other messages that don't appear in other tabs.
 - **Social**—Messages from social networks, media-sharing sites, and other social websites.
 - **Promotions**—Deals, offers, and other promotional email.
 - **Updates**—Notifications, such as confirmations, receipts, bills, and statements.
 - **Forums**—Messages from online groups, discussion boards, and mailing lists.
3. Click .

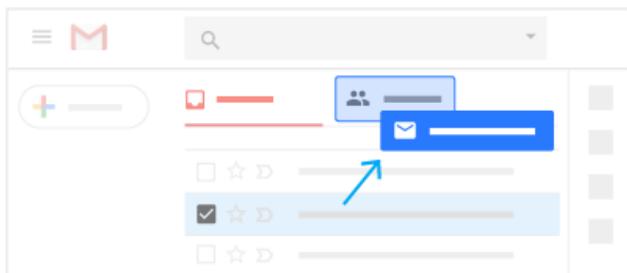


3.2

Train your tabbed inbox

If an email ends up in the wrong tab, you can move it. Drag an email to the tab you want.

Tip: To remember to follow up on an email in another tab, mark it with a Star  so that it appears in your Primary tab, too.



4

Multiple inboxes

Multiple inboxes are helpful for people who have multiple email accounts and want to consolidate them. They're also good for people who want to prioritize certain daily tasks or individuals. For example, you can:

- Create inboxes for tasks that need to be done today, tomorrow, and next week.
- Create inboxes for email from certain people, such as your manager or an important customer.
- Manage email from different accounts.

You can create up to 5 different inboxes.

In this section, you learn how to:

[4.1 Turn on multiple inboxes](#)

[4.2 Create and customize inboxes](#)

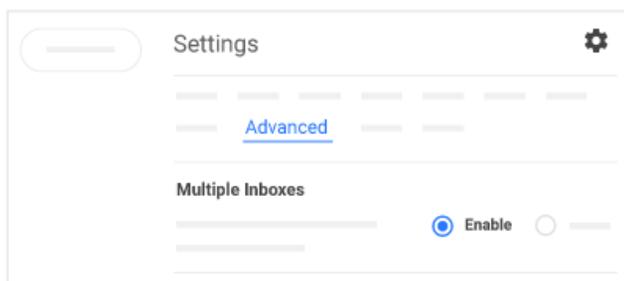
[4.3 Add labels before sending email](#)

4.1

Turn on multiple inboxes

Turn on multiple inboxes:

1. Click Settings  > **Settings**.
2. At the top, click **Advanced**.
3. Next to Multiple Inboxes, click **Enable**.



4.2

Create and customize inboxes

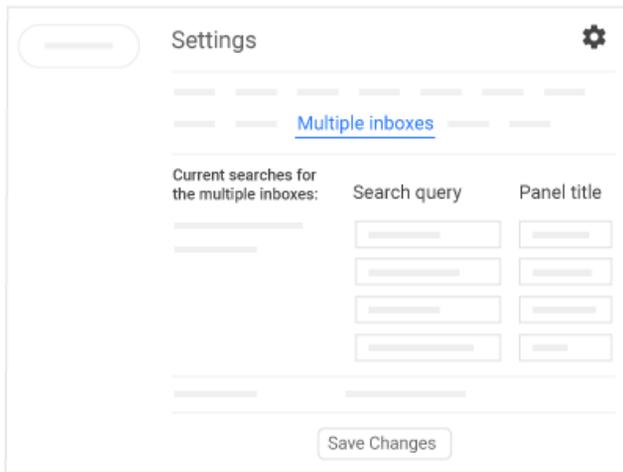
Create custom inboxes and specify where additional inboxes appear:

1. Click Settings  > **Settings**.
2. At the top, click **Multiple inboxes**.
3. Under Search query, define your inbox with a filter. For example:
 - To create an inbox from an existing label, enter **label:name of label**.
 - To create an inbox based on a sender, enter **from:person's email address**. Add multiple senders by typing **from:person's address OR another address**.
 - To create an inbox for email sent to 1 of your other accounts, enter **to:you@youremail.com**.

Note: Before you can create inboxes to show mail for different accounts, you need to set up Gmail to send mail from a different address or alias.

[View Gmail search operators.](#)

4. Under Panel title, enter a name for each inbox.
5. Next to Extra panels positioning, select where you want the additional inboxes to appear (on the right side, above, or below the primary inbox).
6. Click .



4.3

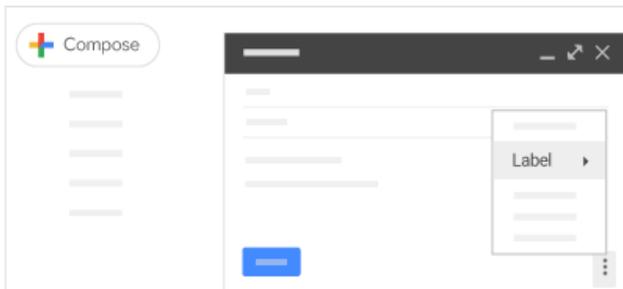
Add labels before sending email

If you create inboxes based on labels, add the correct label when you compose an email. That way, your email and the reply automatically go to the correct inbox.

For example, if you need to reply to something today:

1. Click **Compose**.
2. At the bottom, click More  > **Label**.
3. Under Label as, type **Today**.
4. Check the box next to **Today**.
5. Click **Apply**.
6. Once you're ready to send your email, click .

Your mail and any replies automatically go in your Today inbox.



Was this useful?

Next steps

Try it now

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Get more training

Auto-organize your inbox, unsend email if you change your mind, use infinite addresses without creating new accounts, and more.

[See Gmail tips](#)