**Directions**: This handout is intended for Gmail and Outlook email client users. You can always search for similar resources for your own client and swap out the directions.

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|  | **Step 1. Get organized with folders**      **Gmail**: There are NO folders in Gmail. [They are called Labels](https://support.google.com/mail/answer/118708?co=GENIE.Platform%3DAndroid&hl=en).      **Outlook**: [There are folders](https://support.microsoft.com/en-us/office/create-a-folder-in-outlook-3d3120d4-3c0e-4fef-b396-89b68324eba6). |

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|  | **Step 2. Eliminate unwanted emails**      **Gmail**: [Mark or unmark](https://support.google.com/mail/answer/1366858?hl=en&co=GENIE.Platform=Android) emails in SPAM.      **Outlook**: Overview of the [Junk Email Filter](https://support.microsoft.com/en-us/office/overview-of-the-junk-email-filter-5ae3ea8e-cf41-4fa0-b02a-3b96e21de089) |

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|  | **Step 3. Schedule time for email**  You should set up times in your calendar to check your email if your job does not require you to check email more often. |

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|  | **Step 4. Manage email alerts and follow-up**      **Gmail**: [Star emails in Gmail](https://support.google.com/mail/answer/5904?hl=en&ref_topic=3394652).      **Outlook**: [Set up reminders](https://support.microsoft.com/en-us/office/set-or-remove-reminders-7a992377-ca93-4ddd-a711-851ef3597925) in Outlook |

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|  | **Step 5. Answer emails briefly**  Practice writing emails and share and discuss tones. |