MailOfficially

BY WORKOFFICIALLY

The Complete *Guide*

For Enterprise Users

EVERY FEATURE, A TO Z · JULY 6, 2026

✦

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Everything in *MailOfficially.*

Web first, then the iPhone and Android apps. 191 features and controls, each with its plan and a real use case, and 87 screenshots that show what is what. Every line here, and every entry in the index, is a link: click it to jump to the page.

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ALL PLANS
Every plan

SEAL · CREST
Seal and Crest

CREST
Crest only

EMA
Seal, Crest or EMA add-on

ENTERPRISE
Enterprise

ADVANCED
Advanced experience

FREE ACCOUNT
Free Call Officially account

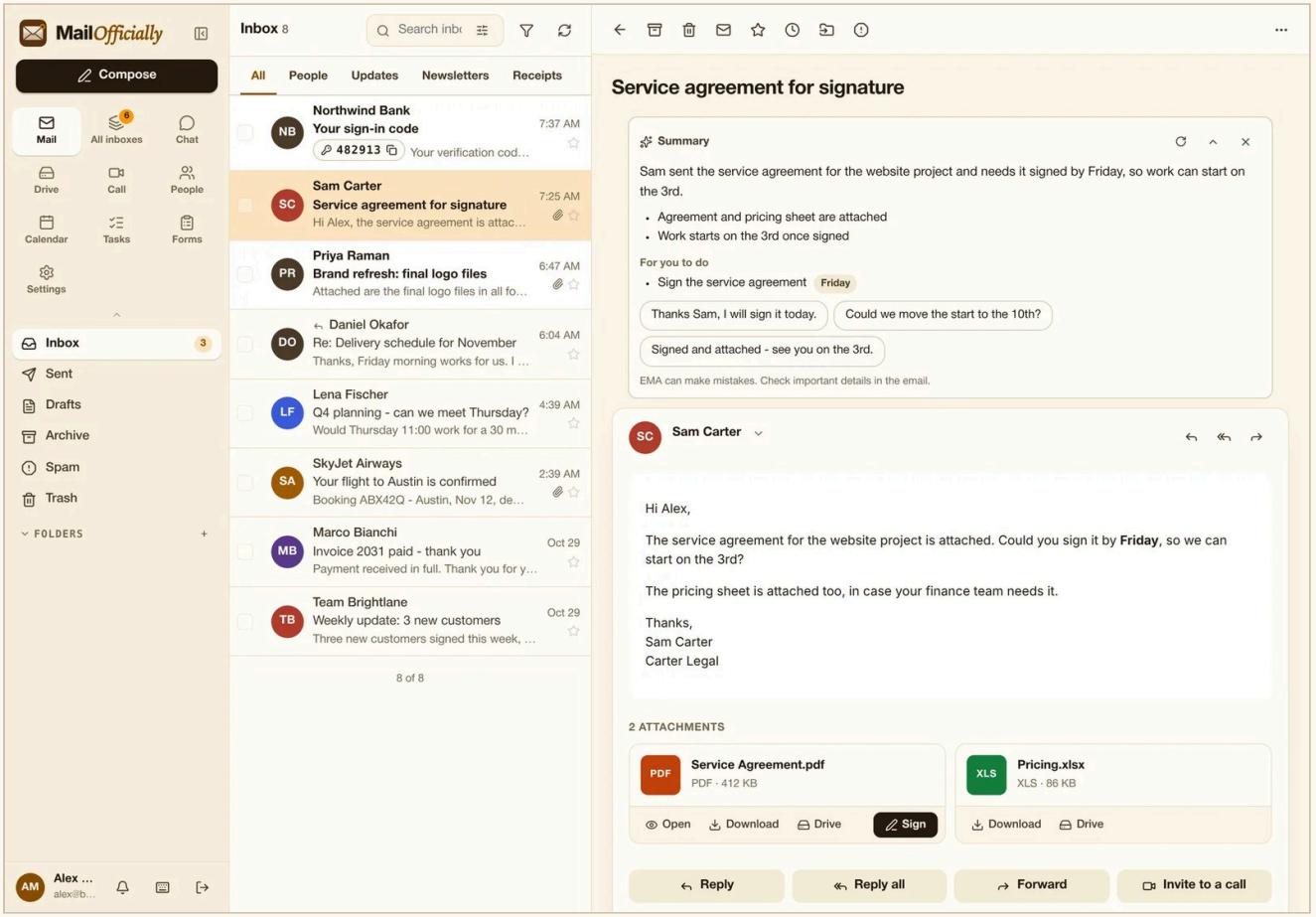
Enterprise Users Edition · July 6, 2026. Plans, prices and limits are as of this date. Screenshots use sample data.

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PRELUDE

Business email, *quietly extraordinary.*

Email at your own name, with everything a business runs on built in: sign any PDF without downloading it, see every mailbox you look after in one inbox, let EMA draft the reply before you ask, and meet face to face, in one private account.



Sign Officially, built in

Sign any PDF without downloading it.

EMA, your assistant

Replies ready before you ask.

All inboxes

Team and shared mailboxes in one list.

Call Officially

Private meetings, no other app.

Drive and Docs

Files and documents beside your mail.

Security first

Passkeys, alerts, device control.

WEB · IPHONE · ANDROID · WINDOWS · MAC · APPLE MAIL · OUTLOOK

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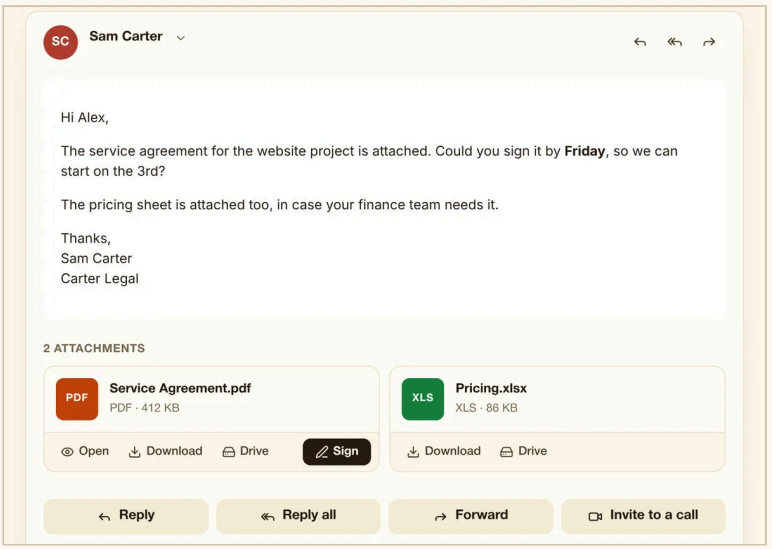
THE SIGNATURES

Built in, *not bolted on.*

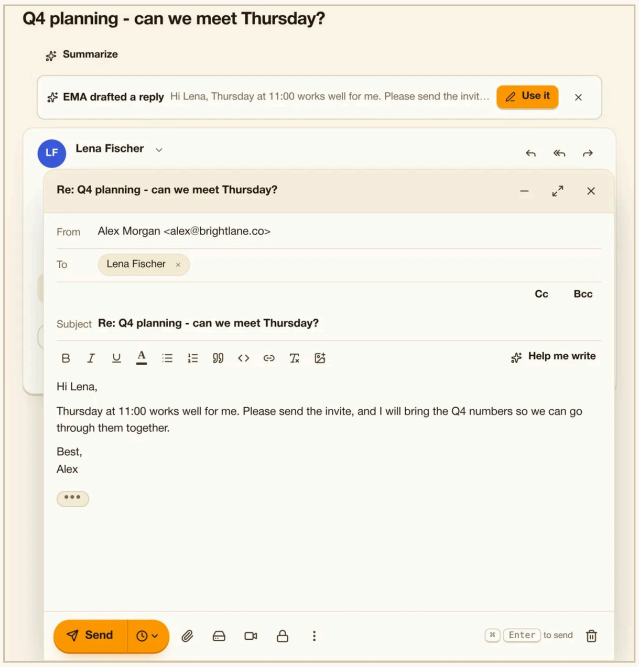
i.

Sign a PDF without downloading it

Every PDF in your email has a Sign button. It opens in Sign Officially already signed in: nothing is downloaded, nothing uploaded. Sign it yourself or send it out for signatures, and the signed copy comes back into your email on its own, attached and ready to send, with a certificate of completion. No copies left behind on your computer.



ALL PLANS



ii.

A reply ready before you ask

Open an email that needs an answer and EMA has already written a reply in your own voice. Read it, adjust it, send it. Nothing ever leaves without you, and drafting can be switched off any time.

EMA

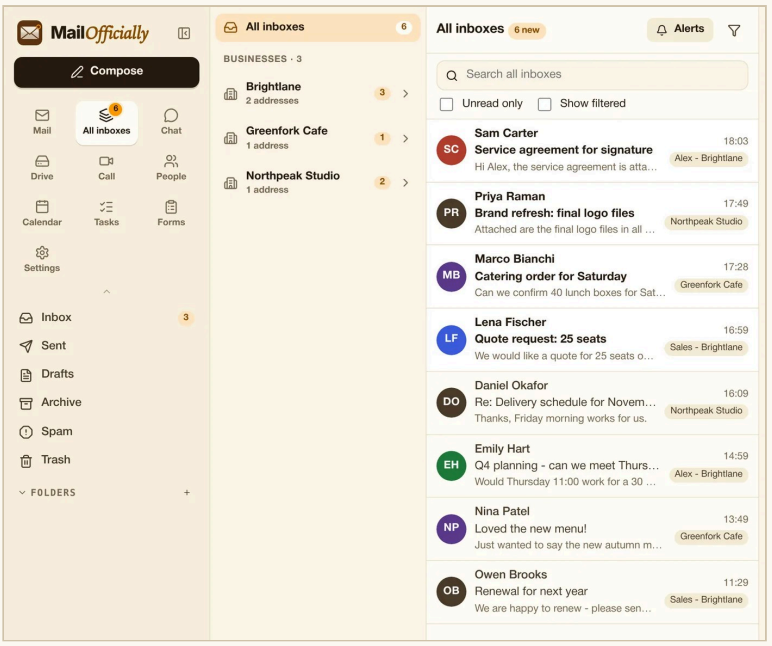
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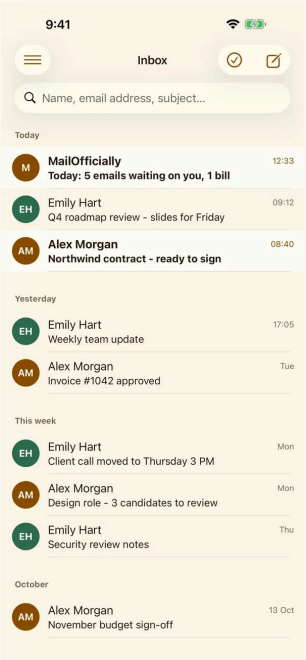
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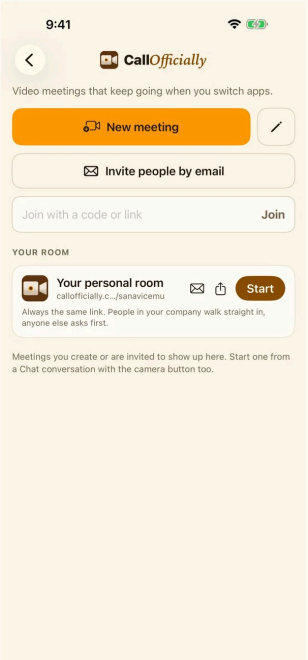
Every company you own, one inbox

Mail for every business and every address in one list. Each email shows which business it came to, replies leave from the right address. Team inboxes and shared mailboxes use the same All inboxes view on every plan.

ENTERPRISE







iv.

Mail, meetings and files in your pocket

The MailOfficially app brings mail, Chat, Call Officially and Drive to iPhone and Android, with Face ID lock, a Priority inbox, follow-ups, undo send and protected email.

ALL PLANS

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YOUR FIRST DAY

Set up in *ten minutes.*

Eight steps from first sign-in to a working day. Each one points to the chapter with the details.

1 **Sign in**

Go to mailofficially.com/app on any computer and sign in with your work address and the password from your admin.

2 **Make it yours**

Choose your own password, set up 2-step (a passkey or an authenticator app), add your sender name and a personal recovery email.

3 **Get the apps**

Install MailOfficially from the App Store or Google Play, and the Windows or Mac app from mailofficially.com/app/download. Turn on Face ID lock.

4 **Add your signature**

Settings > Signature: one signature per address, with your logo. Settings > Appearance: light or dark, accent color and font.

5 **Bring your old mail**

Settings > Move my mail brings Gmail, Outlook, Yahoo or any IMAP mailbox, and keeps copying while you switch (Seal and Crest).

6 **Tidy the inbox**

Pick your tabs, turn on New senders if you want cold email screened, and set up one or two rules for mail you always file.

7 **Try EMA**

Open an email that needs an answer: EMA has a reply drafted. Press Summarize on a long thread. (Seal, Crest or the add-on.)

8 **Meet and share**

Start a call from Calendar or any email, save attachments to Drive, and press Sign on the next PDF someone sends you.

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PART ONE

Web, *Windows and Mac*

Everything in MailOfficially at mailofficially.com/app, and in the Windows and Mac apps, chapter by chapter.

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CHAPTER I

Getting started

Sign in, protect your account and connect every device.

10 FEATURES

Sign in

ALL PLANS

Webmail at mailofficially.com/app with your full email address and password.

> *Use it when* You sit down at a new laptop: open mailofficially.com/app, type your work address and password, and your mail is there.

2-step verification

ALL PLANS

A second step at sign-in: a passkey or an authenticator app, plus one-time recovery codes.

> *Use it when* Your password leaks in another company's breach: a thief still can't get in without your phone.

Recovery email and "Forgot password?"

ALL PLANS

A personal address outside your company that receives password-reset links, together with your mailbox.

> *Use it when* You forget your password on a Monday morning: a reset link reaches your personal email, and you are back in.

Mail apps (Apple Mail, Outlook, Thunderbird, phone mail apps)

ALL PLANS

Settings are found automatically from your email and password.

> *Use it when* Your accountant prefers Outlook: they add the account with just address and password, the settings fill in themselves.

Simple or Advanced experience

ALL PLANS

Everyone starts with Simple: a clean, calm inbox with pictures loaded privately and trackers removed. Advanced adds team notes and assigning in shared inboxes, tracker notices, image controls and templates, switched on for you by our team.

> *Use it when* Most staff want a calm inbox (Simple); your support team asks us for Advanced to get templates and team notes.

Face ID, Touch ID or fingerprint (passkeys)

ALL PLANS

Sign in without typing a password, using the lock on your phone or computer.

> *Use it when* You are tired of typing a long password: add a passkey once and sign in with a glance or a fingertip.

First sign-in

ALL PLANS

Depending on your company's rules you choose your own password, set up 2-step, then add your sender name and a personal recovery email.

> *Use it when* A new hire signs in on day one: they set their own password, 2-step, sender name and recovery email in two minutes.

Several accounts in one browser

ALL PLANS

Stay signed in to up to 5 MailOfficially accounts and switch between them without a password.

> *Use it when* You run two businesses: keep both mailboxes signed in and switch between them in one click, no password.

Calendar and contacts on your phone

ALL PLANS

Calendars, contacts and tasks sync with your phone's own apps and Outlook.

> *Use it when* You add a meeting on your iPhone's own Calendar app and it appears in MailOfficially on your laptop.

MailOfficially apps

ALL PLANS

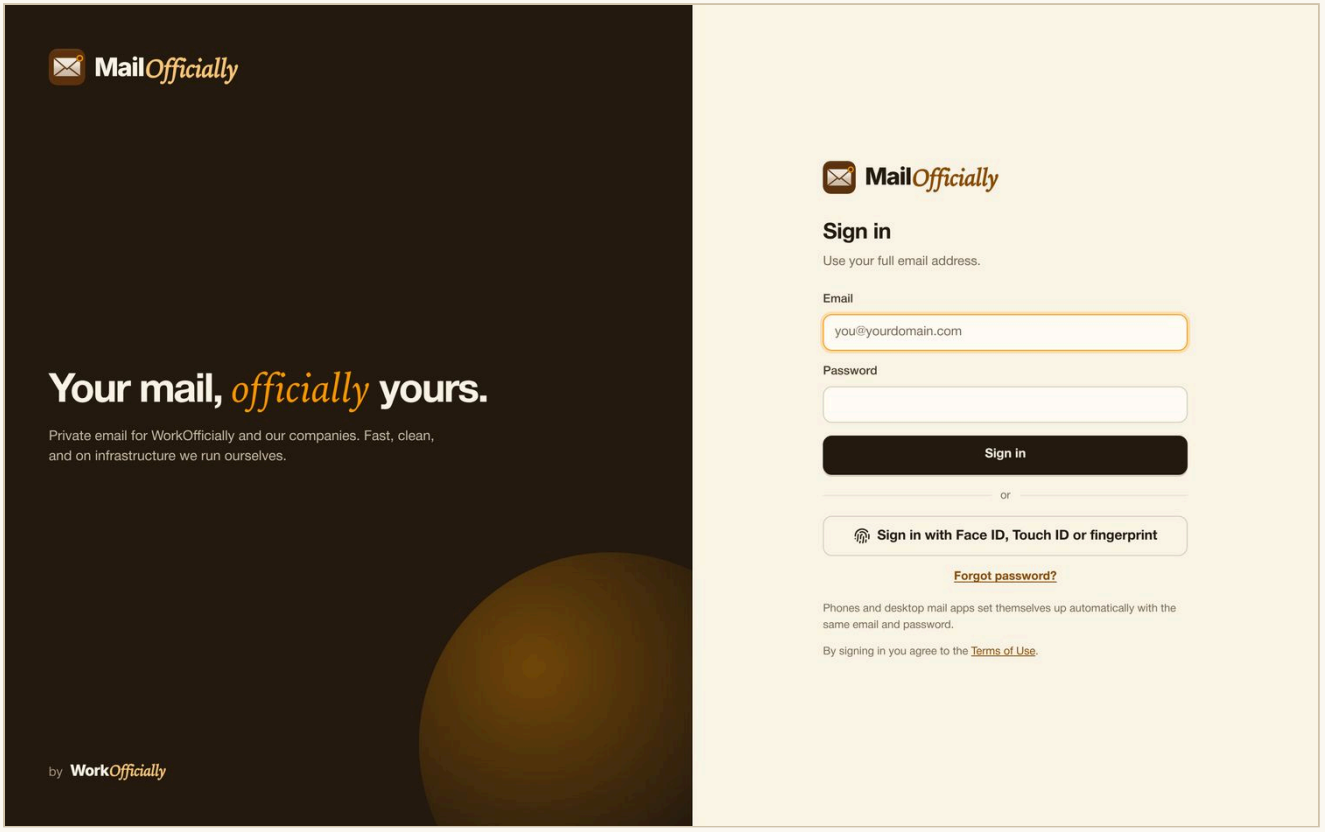
iPhone and Android apps with mail, Chat, Call Officially and Drive, instant notifications, Face ID lock, a Priority inbox, follow-ups, undo send and protected email. Desktop apps for Windows 10/11 and Mac (Apple chip and Intel).

> *Use it when* You travel a lot: the phone app gives you mail, chat, calls and Drive with Face ID lock, all in one place.

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The sign-in page

Everyone signs in at mailofficially.com/app. The same page works on any computer, and your company logo appears here once your admin adds it.

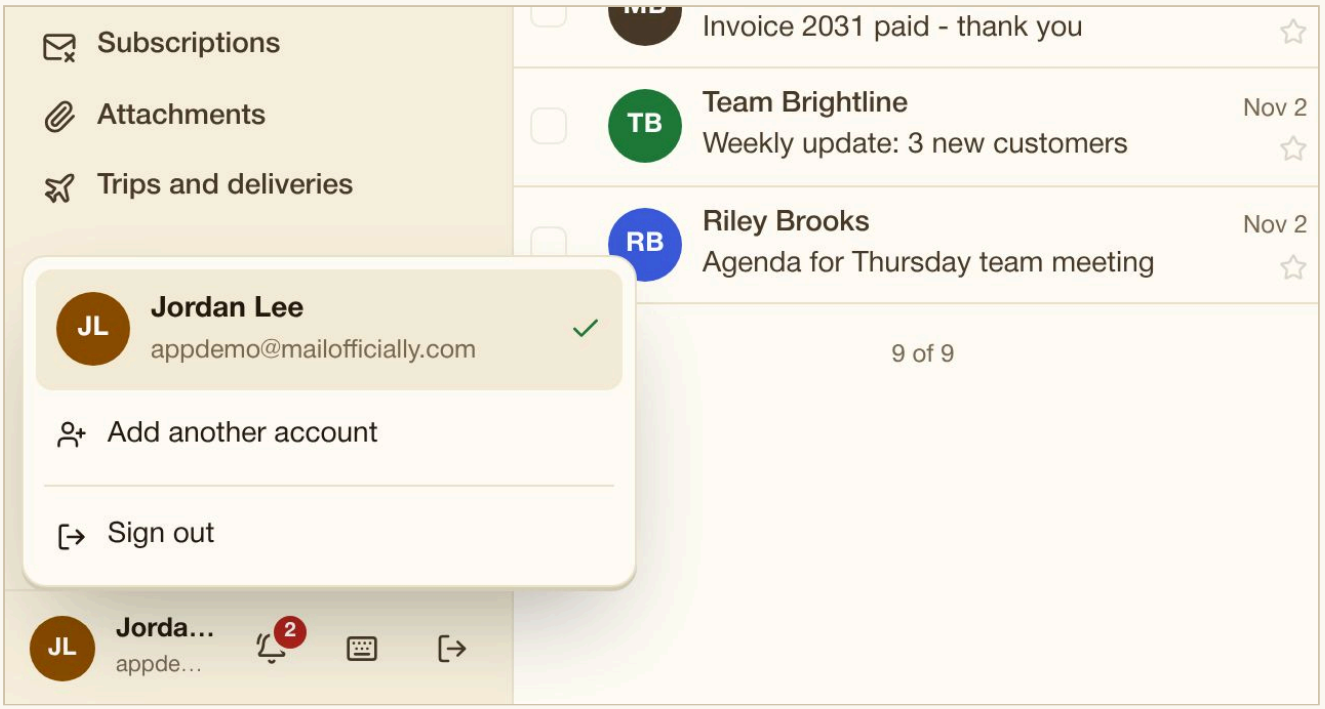


- **Email**: your full work address
- **Password**: then Sign in
- **Sign in with Face ID, Touch ID or fingerprint**: once you have added a passkey
- **Forgot password?**: sends a reset link to your recovery email
- **Mail apps**: phones and desktop mail apps set themselves up with the same email and password

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Several accounts

Click your name at the bottom left to switch between up to 5 MailOfficially accounts in the same browser, without typing a password again.



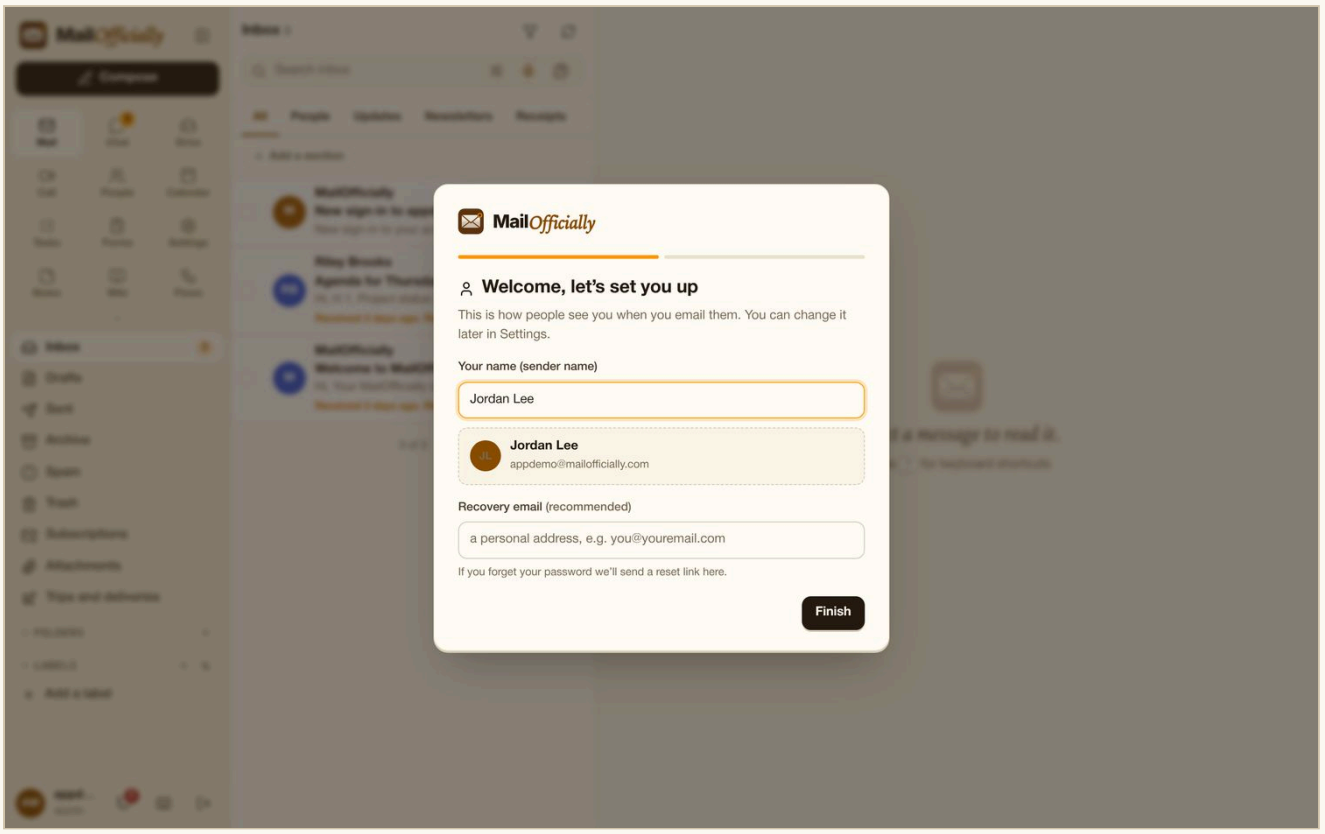
- **Your accounts**: the one in use has a tick
- **Add another account**: sign in to a second mailbox
- **Sign out**: of this account

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Your first sign-in

ON SCREEN · CHAPTER I

The first time you sign in, MailOfficially asks for the name people see when you email them and a personal recovery email. Depending on your company, it also asks you to choose your own password and set up 2-step.

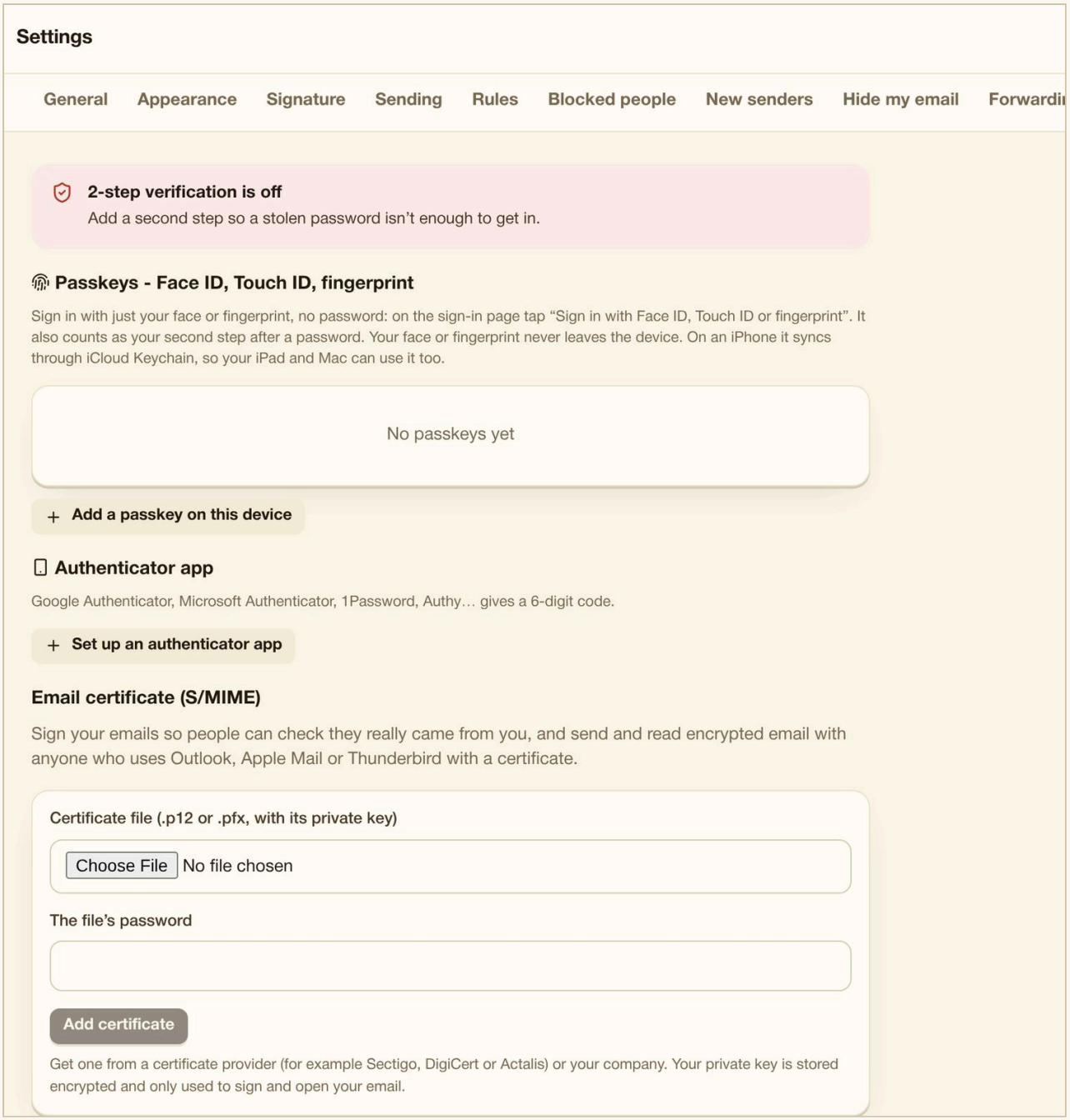


- **Your name (sender name)**: shown as "Jordan Lee" instead of just the address
- **Preview card**: exactly how you will appear in other people's inboxes
- **Recovery email**: a personal address outside the company, for password resets
- **Finish**: takes you straight to your inbox

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Settings > Security

Where you add passkeys, set up an authenticator app, make recovery codes and add an email certificate for S/MIME.



- **2-step warning**: a red banner until 2-step is on
- **Passkeys**: Add a passkey on this device: Face ID, Touch ID or fingerprint
- **Authenticator app**: Google or Microsoft Authenticator, 1Password and others
- **Email certificate (S/MIME)**: upload a .p12 or .pfx file to sign and encrypt email

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CHAPTER II

Reading mail

A clean inbox that sorts itself, keeps you safe and reads like a conversation.

18 FEATURES

Inbox tabs

ALL PLANS

Your Inbox splits into All, People, Updates, Newsletters and Receipts, so real conversations are never buried.

> *Use it when* Monday's 60 new emails: open People first for real conversations; newsletters and receipts wait in their own tabs.

Conversation view and reading pane

ALL PLANS

Replies are grouped with the original; the open email shows right of the list, below it, or full screen.

> *Use it when* A long back-and-forth with a supplier reads as one conversation, open beside the list.

One-click sign-in codes

ALL PLANS

Verification codes from banks and apps show on the inbox row and in a "Code in this email" bar, ready to copy without opening the email.

> *Use it when* Your bank emails a code: copy it from the inbox row without opening the email.

Invite to a call

ALL PLANS

From an email you received: send everyone on it a calendar invitation with a video meeting link.

> *Use it when* An email thread needs a quick talk: one click sends everyone on it an invitation with a video link.

Sender warnings and checks

ALL PLANS

Banners for failed sender checks, look-alike domains and senders pretending to be a colleague; "External" badge on outside mail. "Show original" shows SPF, DKIM and DMARC results.

> *Use it when* An email claiming to be from your CEO comes from a look-alike domain: a red banner warns you first.

Report phishing, spam and blocking

ALL PLANS

Report phishing (tells your admins), Report spam / Not spam, and block a sender or their whole domain.

> *Use it when* A fake invoice arrives: Report phishing alerts your admins and removes it; Block stops that sender for good.

Split inbox (your own sections)

ALL PLANS

Add your own tabs: "These people", "My VIP list" or "My company".

> *Use it when* You want your top 5 clients separate: make a "My VIP list" tab and never miss them.

Attachment cards

ALL PLANS

Each file shows as a card with its type and size and buttons: View, Download, Drive (save to Drive) and, on PDFs, Sign. View opens the file right inside MailOfficially, with arrows to move between the attachments and New tab, Download, Drive and Sign at the top.

> *Use it when* A client sends a contract: press View to read it without downloading, then save it to Drive or sign it from the same screen.

Calendar invitations in email

ALL PLANS

Invitations show a card with Yes / Maybe / No and Join; your answer updates your calendar.

> *Use it when* Lena invites you to a call: tap Yes on the card and it is in your calendar.

Tracker protection and picture privacy

ALL PLANS

Hidden tracking pixels are removed and pictures load through MailOfficially, so senders can't use them to learn when or where you opened their email. If you choose Show images or send a read receipt, the sender may learn that you opened it.

> *Use it when* A marketing email tries to track when you read it: the hidden pixel is removed before you open it.

Safe links

ALL PLANS

Links are checked again at the moment you click them, then open, warn or block.

> *Use it when* A link was safe when the email arrived but turns bad later: it is checked again at the moment you click.

Package and travel cards

ALL PLANS

Deliveries, flights and hotel stays show as a card with Track and copyable booking references. "Trips and deliveries" lists them all.

> *Use it when* Your flight confirmation shows as a card with the booking reference ready to copy at the airport.

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Read aloud

ALL PLANS

Your device reads the email out loud, with speed control.

> *Use it when* Driving to a meeting: let your phone read the client's long email to you.

One-click unsubscribe

ALL PLANS

Leave any newsletter with one click, right from the email.

> *Use it when* A store you bought from once keeps emailing: unsubscribe in one click, right from the email.

Daily summary email

ALL PLANS

At 7 am on weekdays: emails waiting on your reply, bills, today's meetings and follow-ups due.

> *Use it when* Every weekday at 7 am you get one email listing what needs a reply, bills due and today's meetings.

Mute a conversation

ALL PLANS

New replies to a noisy thread skip your inbox and go straight to Archive.

> *Use it when* A reply-all storm about the office party: mute it and replies skip your inbox.

Encrypted and signed email (S/MIME)

ALL PLANS

Signed and encrypted email is checked and opened automatically.

> *Use it when* A law firm sends you a signed, encrypted email: it opens automatically and shows it is genuine.

Print and download

ALL PLANS

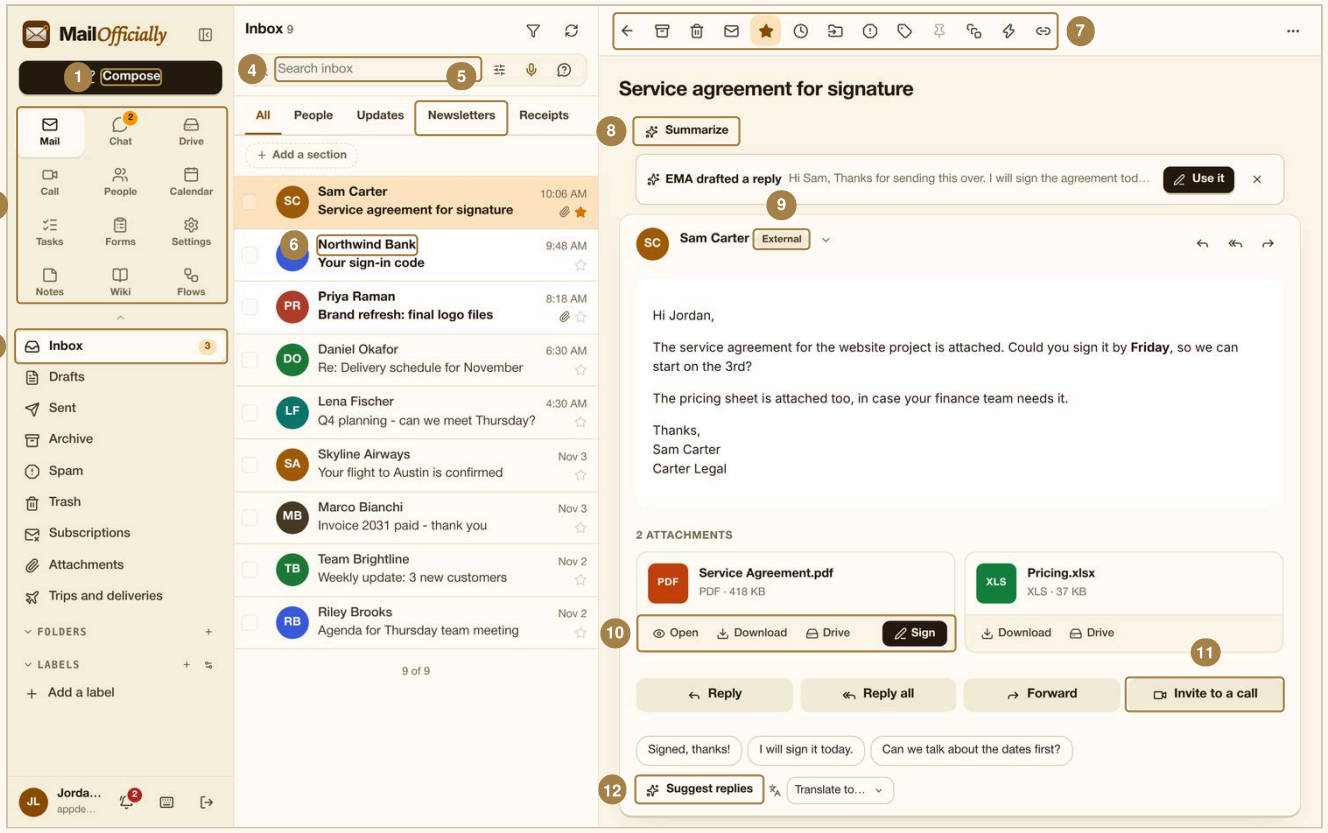
Print an email or download it as a .eml file.

> *Use it when* Your auditor wants a copy of an email: print it or download it as a .eml file.

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The inbox and an open email

The main screen: apps and folders on the left, your mail in the middle, the open email on the right. The numbers match the list below.



1 **Compose**: write a new email

2 **Apps**: Mail, Chat, Drive, Call, People, Calendar, Tasks, Forms, Settings, Notes, Wiki, Flows

3 **Folders**: Inbox with its unread count, then Drafts, Sent, Archive, Spam, Trash and your own folders

4 **Search**: with search options and voice search

5 **Inbox tabs**: All, People, Updates, Newsletters, Receipts, and Add a section for your own

6 **Message list**: unread in bold, attachments and stars on the right

7 **Toolbar**: back, archive, delete, mark unread, star, snooze, move, report, labels, pin, quick steps, share as link

8 **Summarize**: EMA sums up the email or conversation

9 **External badge**: the sender is outside your company; the arrow shows sender checks

10 **Attachment card**: View, Download, save to Drive, and Sign on PDFs

11 **Reply bar**: Reply, Reply all, Forward, Invite to a call

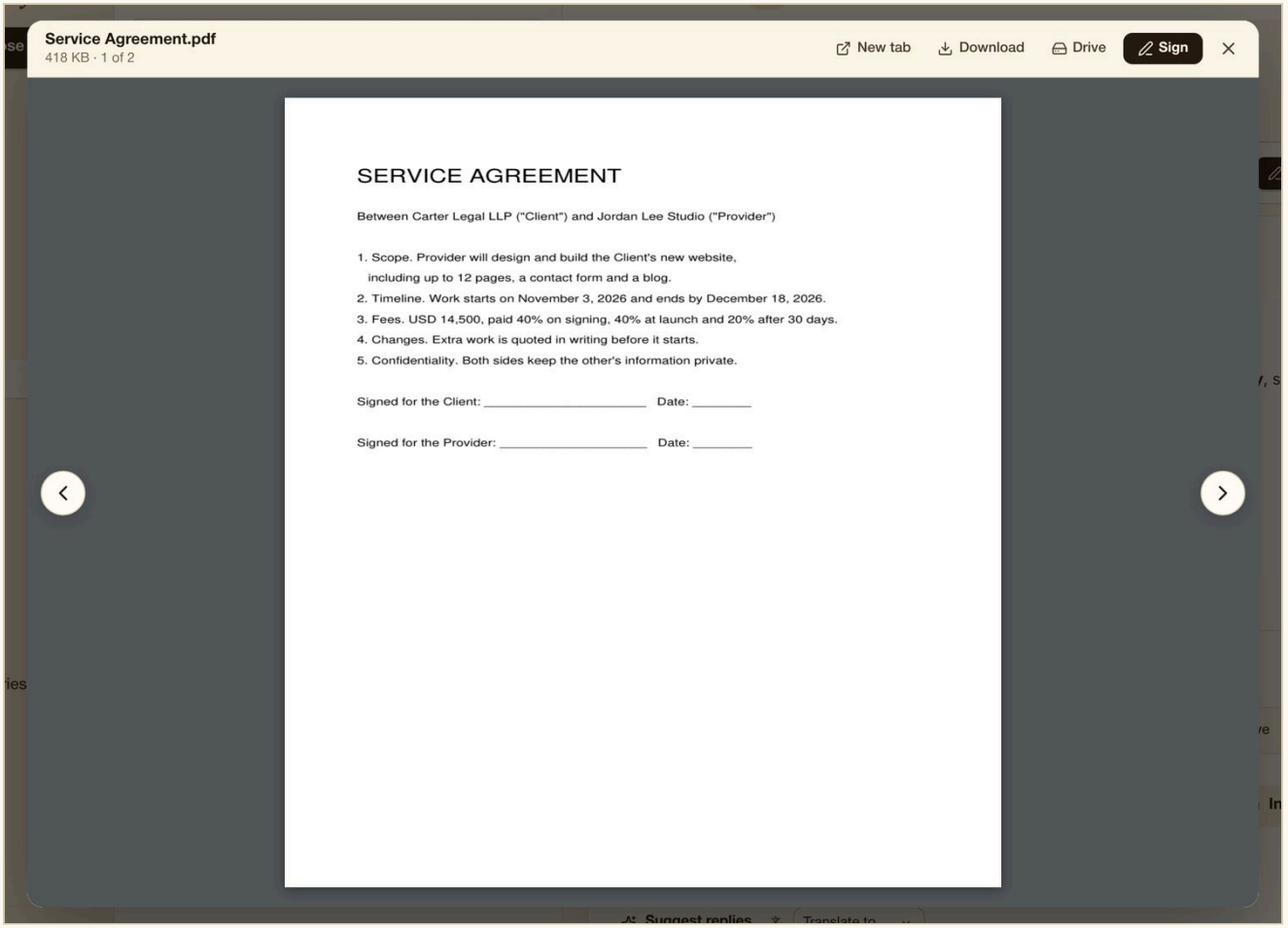
12 **EMA helpers**: suggested replies and Translate

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Viewing an attachment

ON SCREEN · CHAPTER II

Press View on any attachment card to open the file inside MailOfficially, without downloading it. PDFs, pictures and Office files open here.



- **File name, size**: and which file this is, for example 1 of 2
- **Arrows**: move to the next or previous attachment of the email
- **New tab**: open it in its own browser tab
- **Download, Drive**: save it to your computer or your Drive
- **Sign**: on PDFs: sign it with Sign Officially
- **X or Esc**: back to the email

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CHAPTER III

Writing

Everything you need to write, schedule, protect and follow up on email.

22 FEATURES

Compose

ALL PLANS

From (any send-as address), To, Cc, Bcc and Reply-to. Drafts save as you go.

> *Use it when* Write a new email from any of your addresses, add Cc and Bcc, and close it any time: the draft is saved.

Send later

ALL PLANS

Schedule an email for Tomorrow 9:00, Monday 9:00, in 1 hour or any date and time. It sends from our servers even if your computer is off.

> *Use it when* It's 11 pm: write the email now and schedule it for 9:00 tomorrow so it lands at the top of their inbox.

Send as other addresses

ALL PLANS

Send from your aliases and team addresses, and pick a default.

> *Use it when* You answer customers as support@ and partners as yourself, from the same inbox.

Undo send

ALL PLANS

A short delay before sending so you can click Undo: off, 3, 5, 10, 20 or 30 seconds.

> *Use it when* You hit Send and notice the wrong attachment: click Undo within the seconds you set.

View attachments before sending

ALL PLANS

Every file you attach shows as a card with View and, on PDFs, Sign. View opens it in the same viewer as received mail, so you can check it is the right file and version before you press Send.

> *Use it when* You attach "Agreement final v3.pdf": press View to make sure it really is the signed version before it goes to the client.

Follow-up reminders

ALL PLANS

Be reminded if nobody replies in 1, 2, 3, 5 or 7 days.

> *Use it when* You send a quote: be reminded in 3 days if the client hasn't replied.

Signatures

ALL PLANS

One signature per sending address, with your logo; it switches when you change From. Your company can add a company signature and disclaimer too.

> *Use it when* You write as both sales@ and yourself: each address gets its own signature, switched automatically.

Protected email

ALL PLANS

The email is kept encrypted on our servers. It opens with a one-time code sent to the recipient's email or, safer, a passcode you give them another way (by phone, say). It can be opened for 1 to 30 days; a copy already read or saved can't be taken back. Called "Confidential" when you write.

> *Use it when* You send a patient's lab results or a salary letter: it opens only with a code and stops opening after the days you choose.

Video meeting link

ALL PLANS

While writing: add a Call Officially meeting link to the email.

> *Use it when* Proposing a call by email: add a meeting link while writing so they can click and join.

Large files and Drive

ALL PLANS

Attach up to 25 MB; bigger files go to Drive automatically as a link. Attach straight from Drive.

> *Use it when* A 300 MB video for a client: it goes as a Drive link automatically instead of bouncing.

Priority, read receipt, reply-to

ALL PLANS

Mark as high priority, ask for a read receipt or set a reply-to address.

> *Use it when* An urgent contract change: mark it high priority and ask for a read receipt.

Inbox nudges

ALL PLANS

"Received 3 days ago. Reply?" and "Sent 3 days ago, no reply yet. Follow up?" notes in your list.

> *Use it when* "Sent 3 days ago, no reply yet. Follow up?" appears in your list so nothing slips.

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Accessibility check

ALL PLANS

Finds missing picture descriptions, low contrast, tiny text, long ALL CAPS and unclear link text, with fixes.

> *Use it when* Before a newsletter goes out, find missing image descriptions and low-contrast text, with fixes.

S/MIME sign and encrypt

ALL PLANS

Sign or encrypt with your own certificate.

> *Use it when* A bank requires signed and encrypted email: sign it with your own certificate.

Live checklists and tables

SEAL · CREST

A checklist or small table inside an email that MailOfficially colleagues can check off and fill; others get a copy and a "See the latest version" link.

> *Use it when* Ask 5 colleagues to tick who brings what to the client visit: everyone sees the latest version.

Works offline

ALL PLANS

If you lose your connection, the email sends by itself when you are back online.

> *Use it when* On a flight with no Wi-Fi: write and press Send; it goes when you land.

Sensitive data warning

CREST

If your company protects sensitive data, MailOfficially warns you, sends it protected, or stops it before card numbers, ID numbers or patient details leave by mistake.

> *Use it when* You paste a credit card number by mistake: MailOfficially warns you, protects it or stops it.

Voice typing

ALL PLANS

Dictate your email ("new line" and "new paragraph" work); choose the language. Works in Chrome, Edge and Safari.

> *Use it when* Dictate a quick reply while walking between meetings.

Mail merge

ALL PLANS

Send the same email to a list, personalized per person ({{first name}}), one by one from your address. Up to 500 people per list; up to 500 a day on Stamp and 1,000 a day on Seal and Crest.

> *Use it when* Invite 200 customers to an event: one email, personalized with each first name, sent one by one from you.

Templates

ADVANCED

Saved replies you insert in one click.

> *Use it when* Your support team answers the same 10 questions: insert a saved reply in one click.

Rich text and your own style

ALL PLANS

Bold, lists, quotes, links, colors and pictures, with your own default font, size and color for every new email.

> *Use it when* You prefer 12-point Georgia in dark blue: every new email starts in your style.

Approval before sending

SEAL · CREST

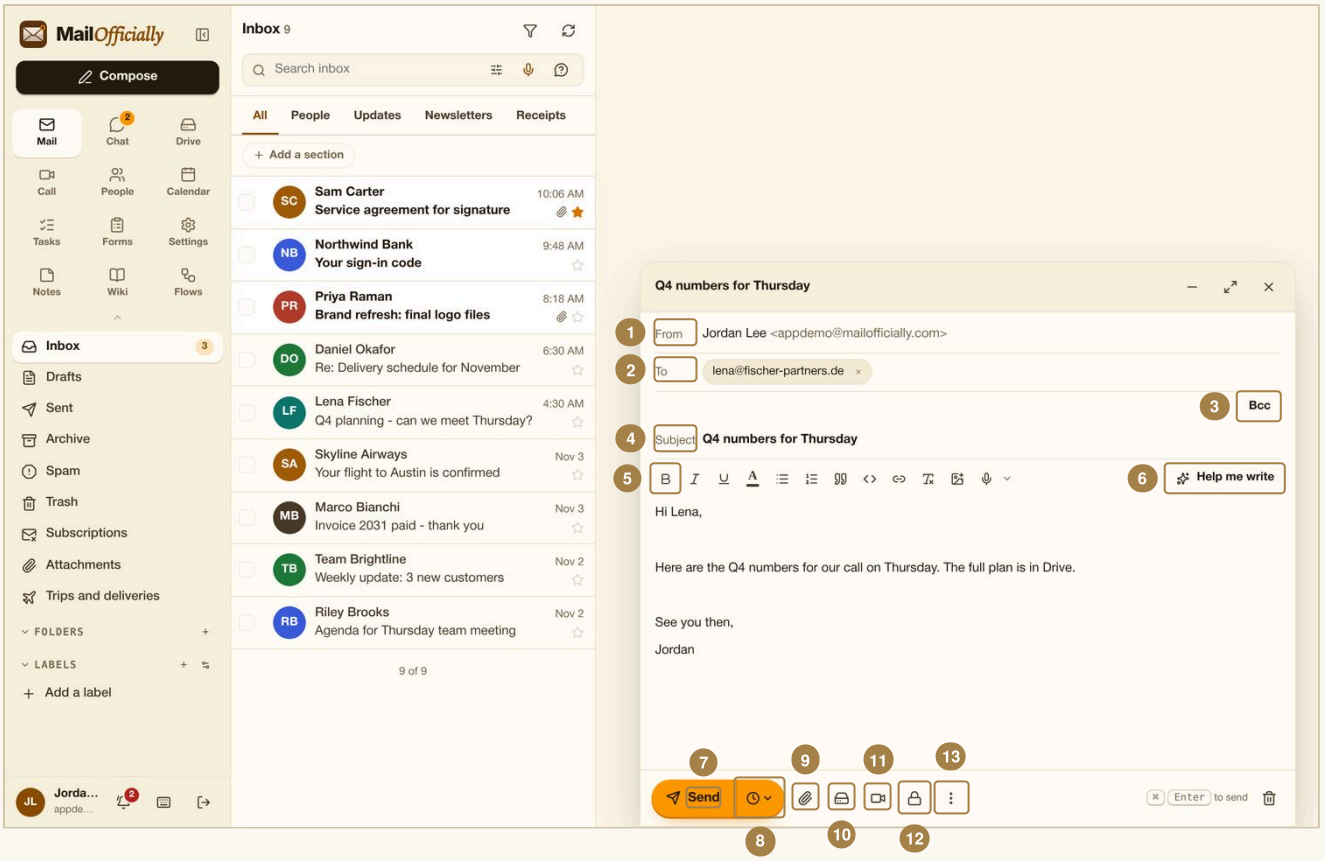
Emails that match your company's rules wait for a manager's approval before they go out.

> *Use it when* New staff emailing clients: their messages wait for a manager's OK first.

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Writing an email

The compose window opens over your inbox. Expand it to full screen with the arrows at the top, or minimize it to keep reading.



1 **From**: pick any address you can send as

2 **To**: names fill in from your contacts

3 **Cc and Bcc**

4 **Subject**

5 **Formatting**: bold, lists, quotes, links, pictures, voice typing

6 **Help me write**: EMA drafts or improves the email

7 **Send**: Cmd or Ctrl + Enter also sends

8 **Send later**: pick a time to send

9 **Attach a file**

10 **Attach from Drive**

11 **Add a video meeting link**

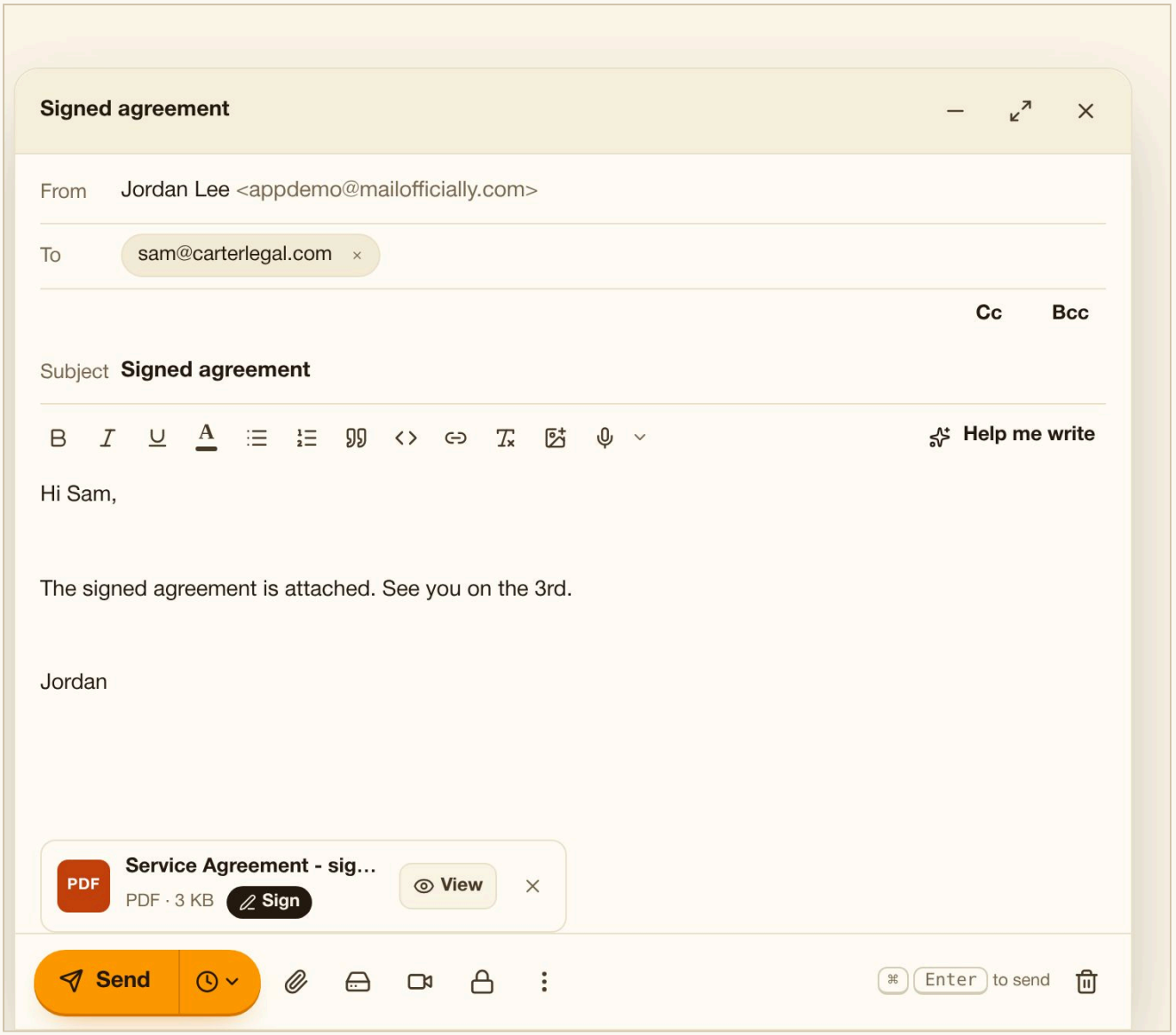
12 **Confidential**: send as a protected email

13 **More options**: priority, read receipt, reminder, S/MIME and more

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Attachments while writing

Files you attach show as the same cards as when reading, just above the toolbar.

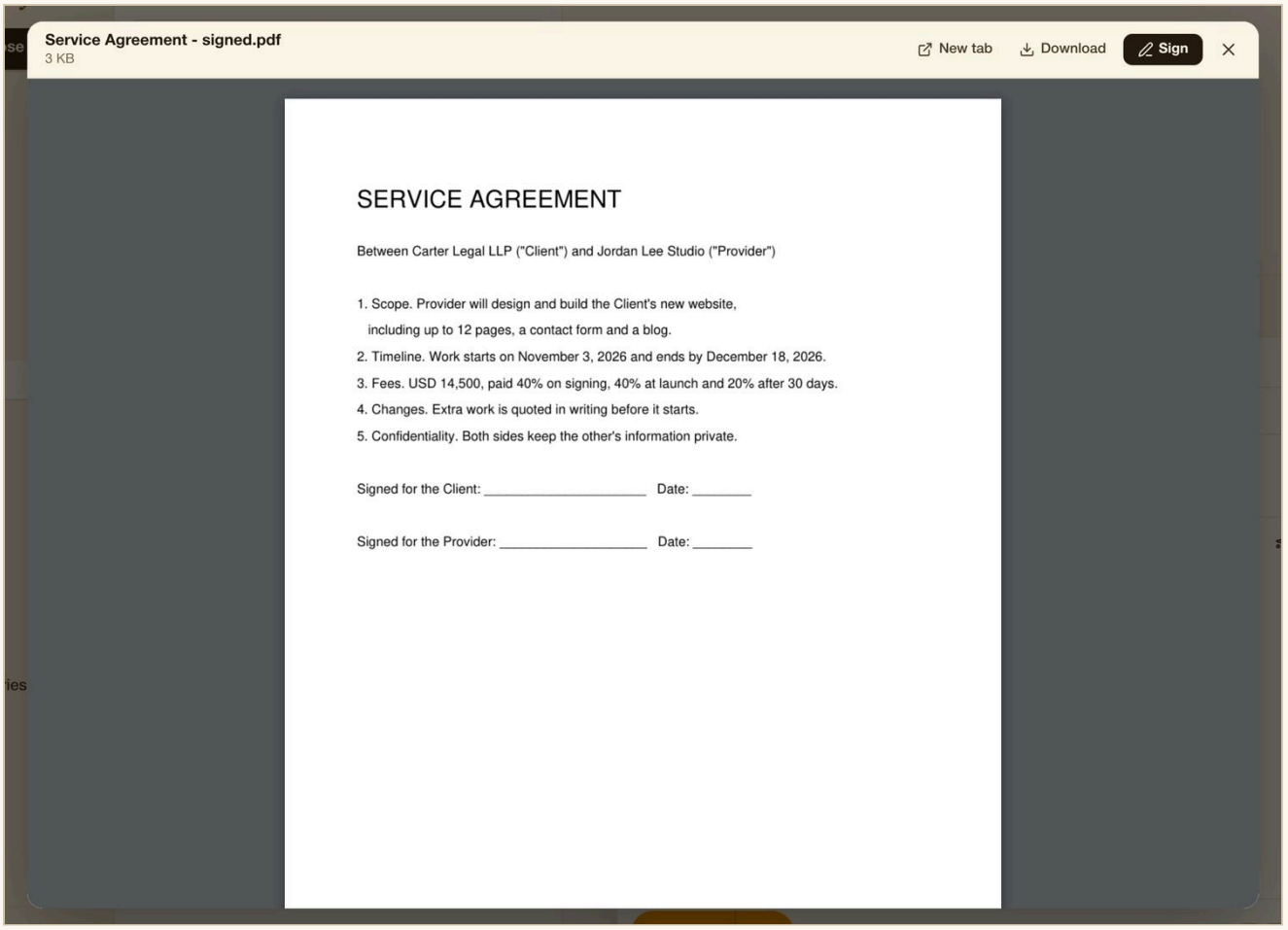


- **View**: open the file to check it before sending
- **Sign**: on PDFs: sign it, and the signed copy replaces the attachment
- **X**: remove the attachment

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Checking a file before you send it

View opens the attachment in the same viewer as received mail, so you can make sure it is the right file and version.

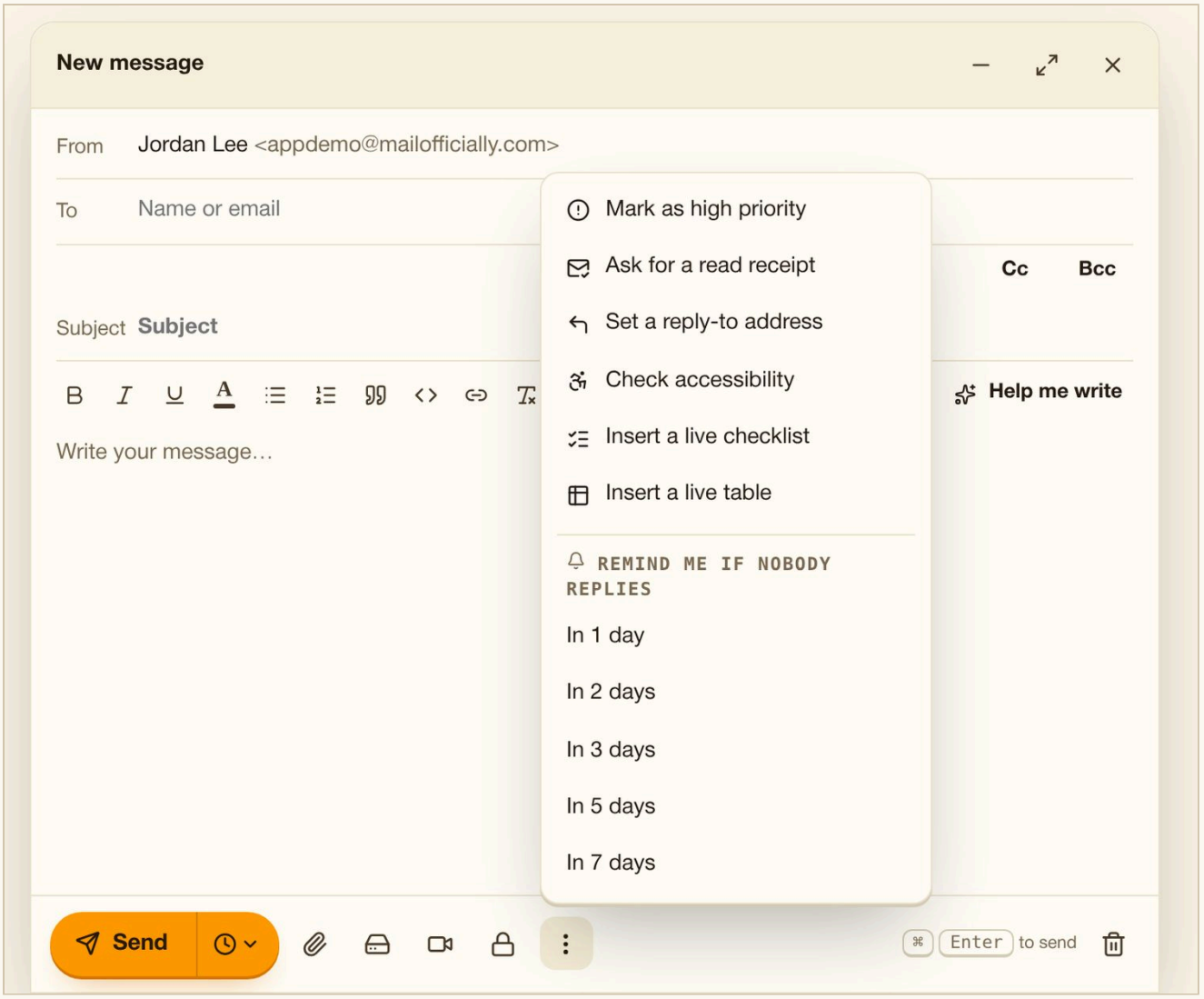


- **New tab, Download**
- **Sign**: sign the PDF before it goes
- **X**: back to your email

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More options when writing

The three-dot menu at the bottom of the compose window holds the less common choices.

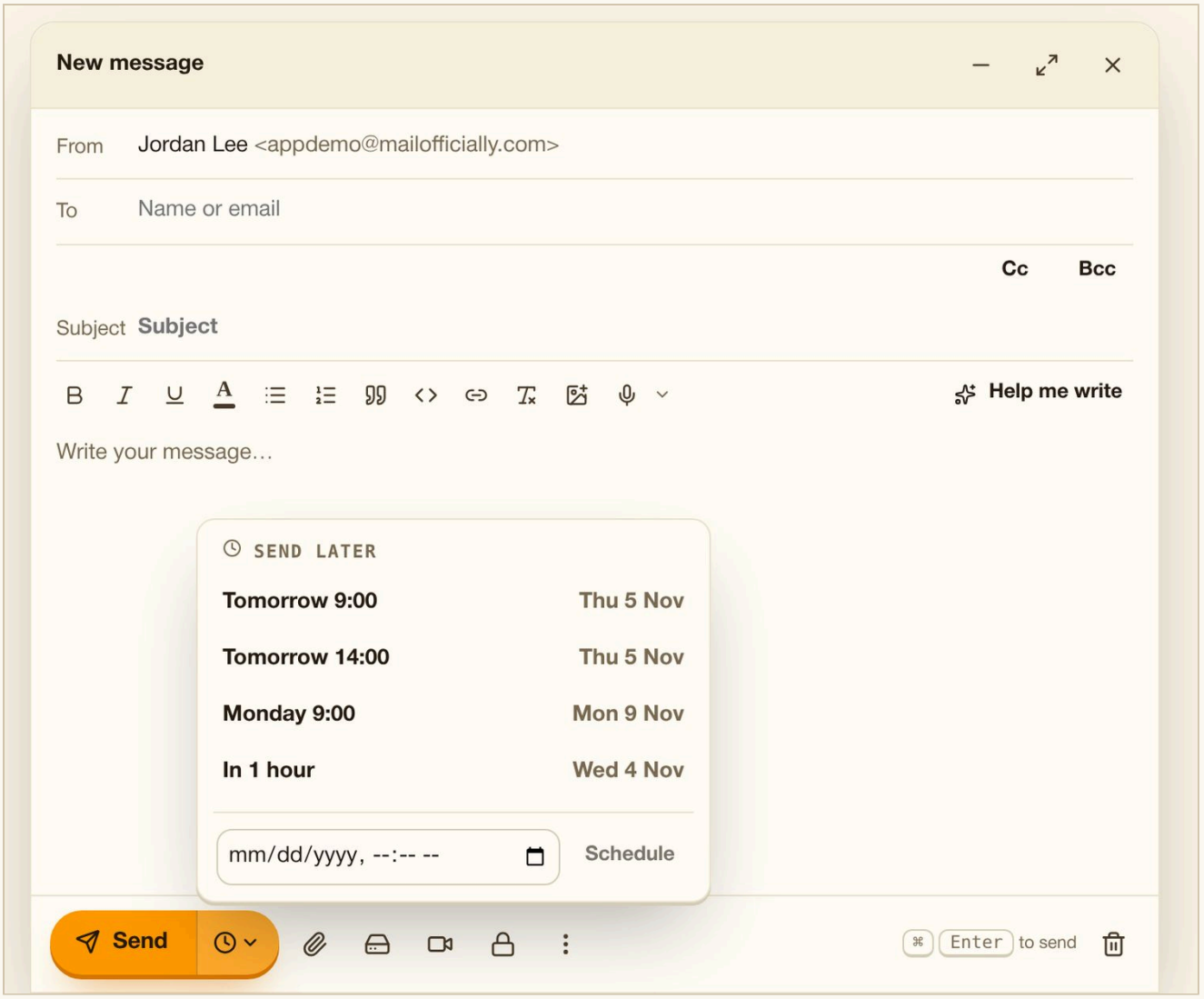


- **Mark as high priority**
- **Ask for a read receipt**
- **Set a reply-to address**
- **Check accessibility**: before you send
- **Insert a live checklist or live table**: colleagues can tick and fill it
- **Remind me if nobody replies**: in 1, 2, 3, 5 or 7 days

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Send later

The clock next to Send schedules the email. It goes from our servers, even if your computer is off.

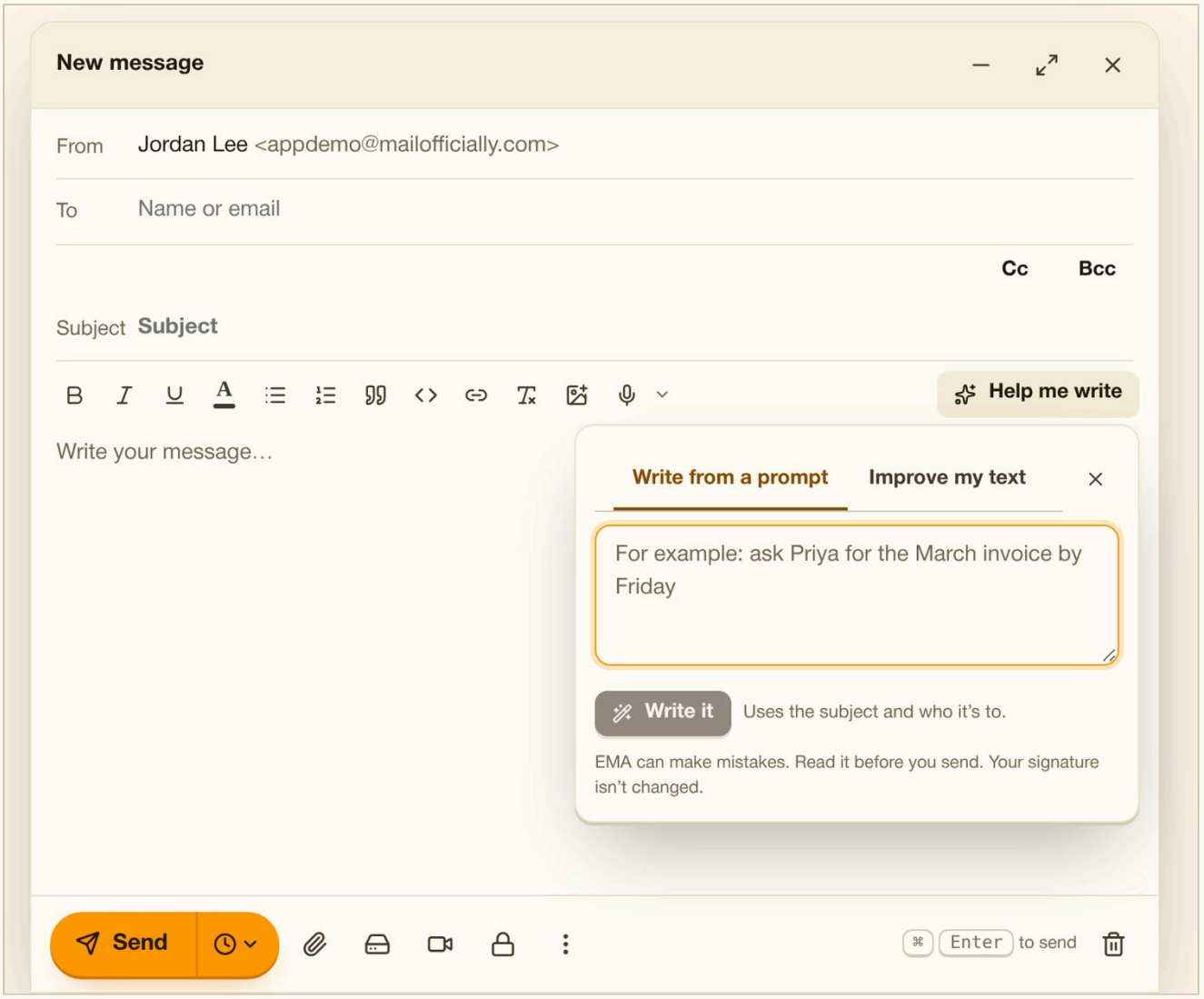


- **Quick picks**: Tomorrow 9:00, Tomorrow 14:00, Monday 9:00, In 1 hour
- **Pick a date and time**: then Schedule
- **Changed your mind?**: scheduled emails can be changed or canceled before they go

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Help me write

Describe the email in a line, or ask EMA to improve what you wrote. Your signature stays as it is.

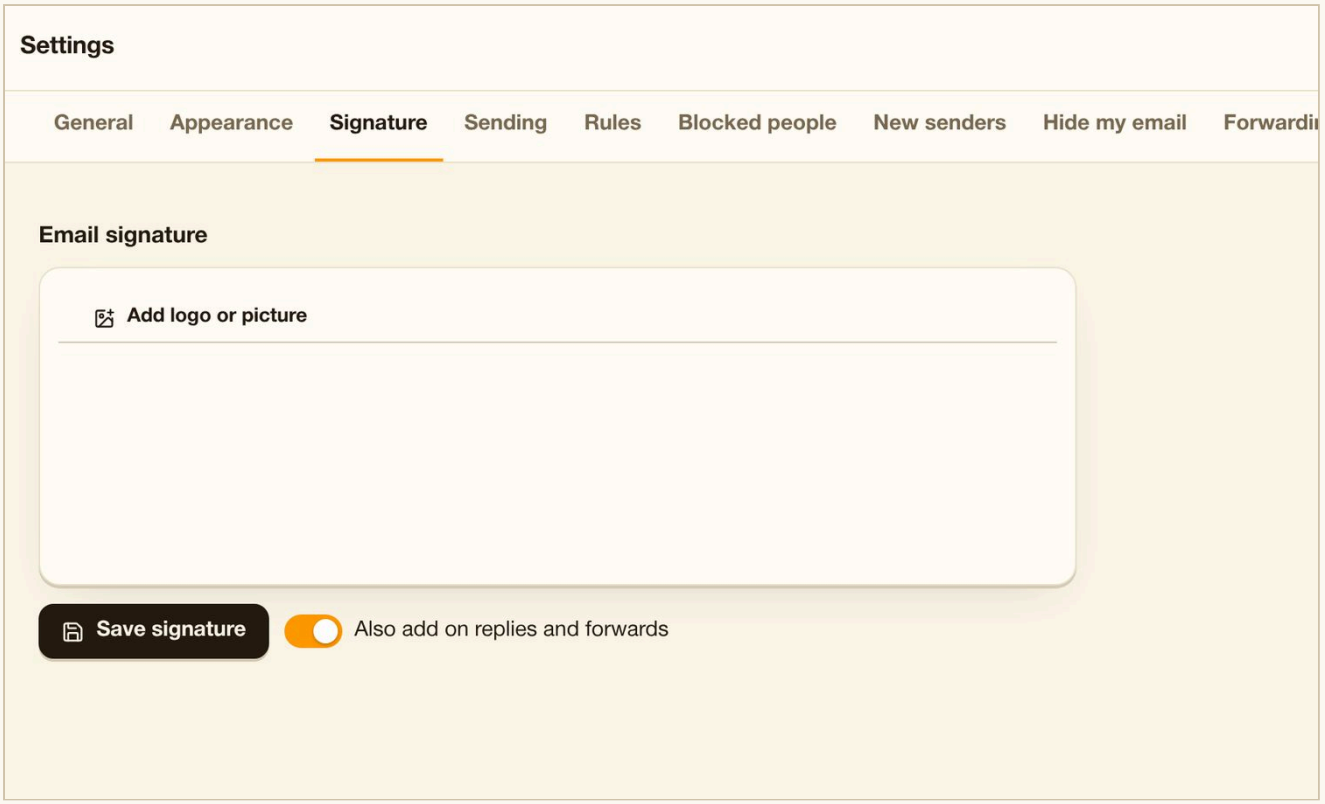


- **Write from a prompt**: for example "ask Priya for the March invoice by Friday"; EMA uses the subject and who it is to
- **Improve my text**: Shorter, More formal, Friendlier, Fix grammar, Translate
- **Write it**: then Insert, Replace or Try again
- **Your signature**: is never changed

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Settings > Signature

One signature per sending address, with your logo or a picture.

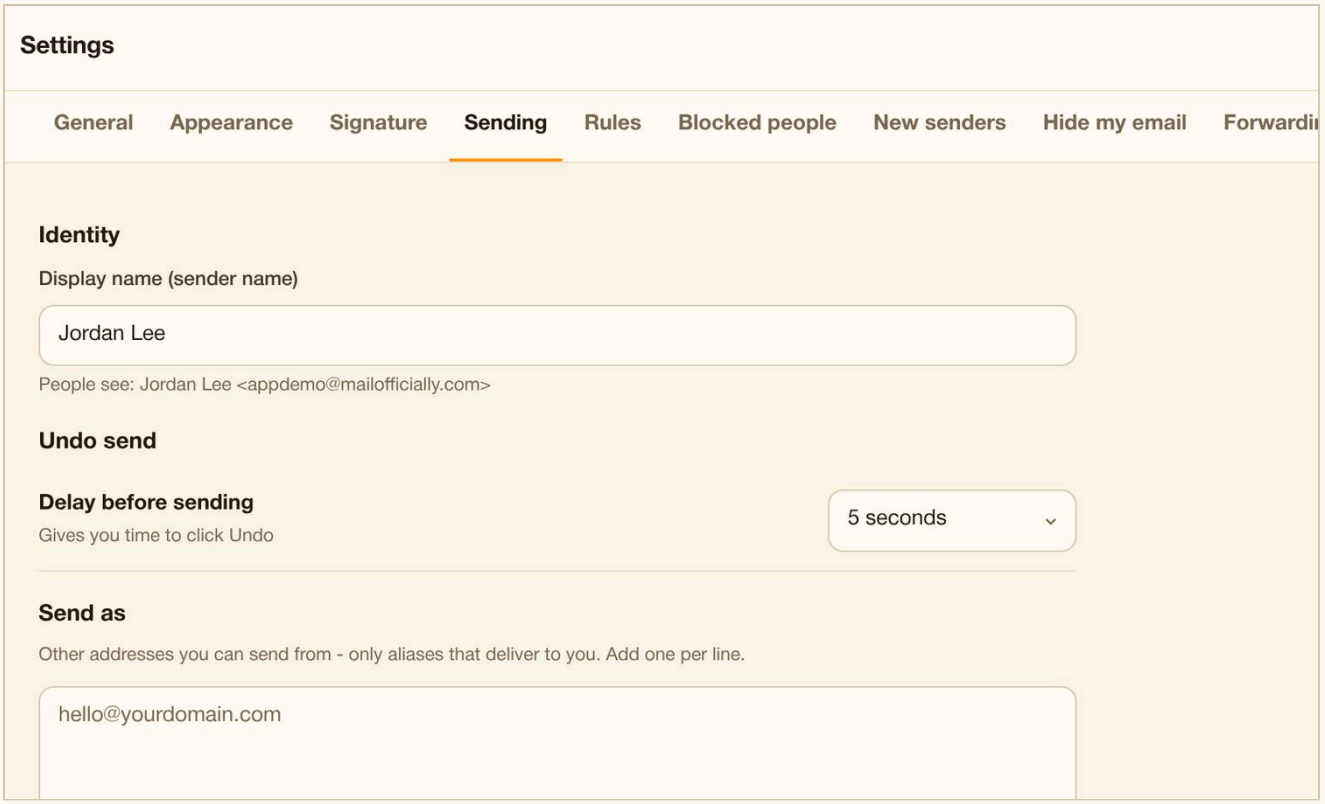


- **Add logo or picture**: shown at the bottom of your emails
- **Also add on replies and forwards**: or only on new emails

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Settings > Sending

Your sender name, how long Undo send waits, and the other addresses you can send from.

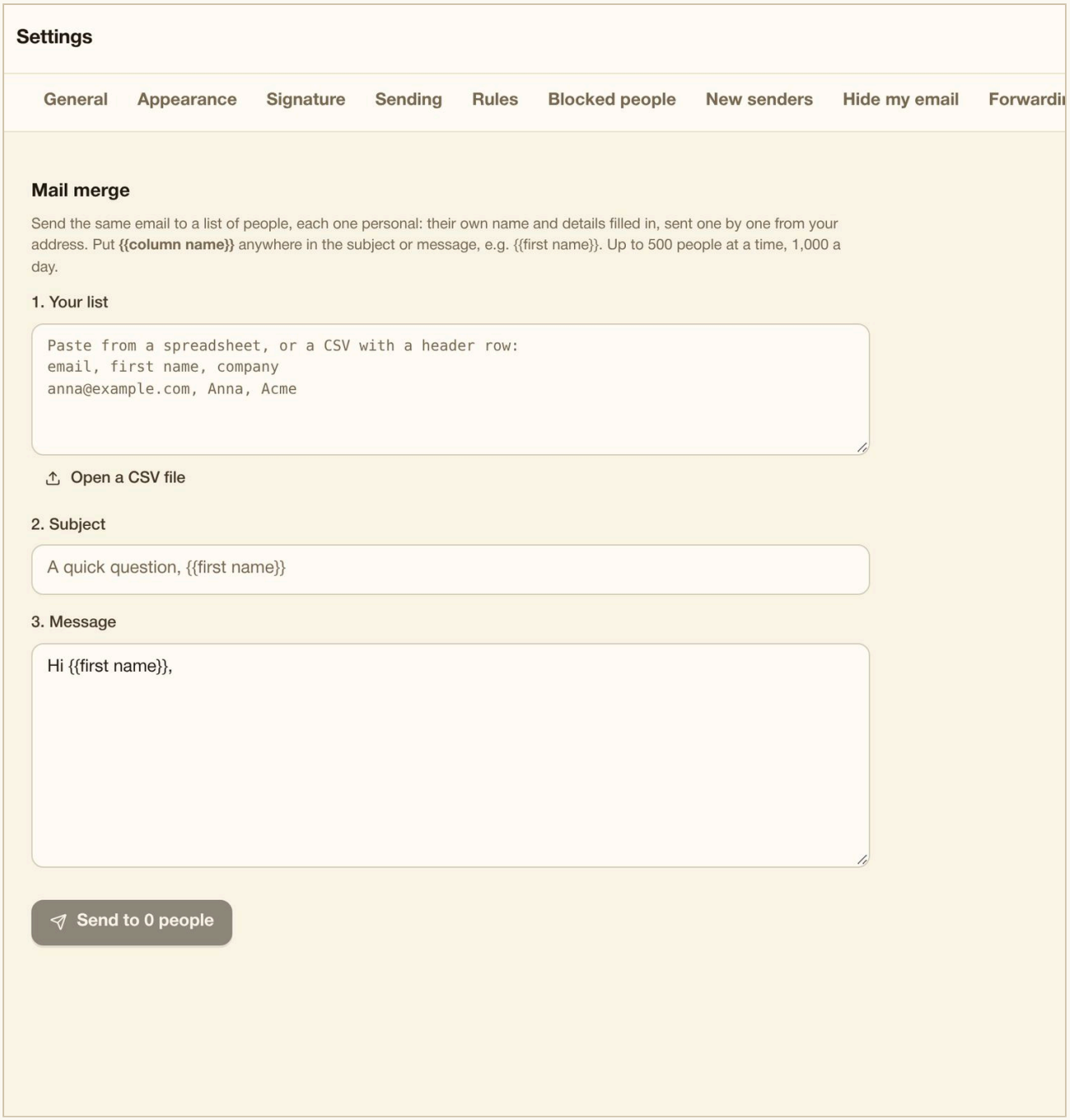


- **Display name**: the name people see
- **Delay before sending**: Undo send: off, 5, 10, 20 or 30 seconds
- **Send as**: other addresses you are allowed to send from
- **Default address**: used for new emails

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Settings > Mail merge

Send one email to a list, personal for each person: their own name and details filled in, sent one by one from your address.



- **1. Your list**: paste from a spreadsheet or open a CSV, with a header row
- **2. Subject**: can include {{first name}} or any column
- **3. Message**: write it once, with the column names in double braces
- **Send**: shows how many people it goes to

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CHAPTER IV

Organizing and search

Keep the inbox under control in seconds, and find anything.

21 FEATURES

Folders and labels

ALL PLANS

Folders with sub-folders and colors; several colored labels on one email (other mail apps see them too).

> *Use it when* Keep a folder per client and color labels like "Invoice" and "Urgent" on the same email.

Snooze

ALL PLANS

Hide an email until later today, tomorrow, the weekend, next week or any date; it comes back to the top, unread.

> *Use it when* A reminder about next week's renewal: snooze it to Monday 9:00 so it comes back when you need it.

Sweep

ALL PLANS

Move all email from a sender to Trash, archive it or keep only the newest, also for their future email. Undo right after.

> *Use it when* Delete every promotional email from one store, and keep its future ones out of your inbox too.

Private notes

ALL PLANS

A note on an email that only you see.

> *Use it when* Note "agreed 10% discount on the phone" on an email; only you see it.

Rules

ALL PLANS

Server-side rules that also work on your phone: match From, To, Subject, Body or headers, then move, copy, star, mark read or delete.

> *Use it when* Move every email from your accountant into the Finance folder automatically, even on your phone.

Hide my email

ALL PLANS

Up to 50 random forwarding addresses for sign-ups; pause or delete any of them.

> *Use it when* Sign up for a trade show with a random address; turn it off when the spam starts.

Manage subscriptions

ALL PLANS

Every newsletter you get, busiest first, with Unsubscribe, Delete all and Block.

> *Use it when* See every newsletter you get, busiest first, and unsubscribe from ten in a minute.

Pin to top

ALL PLANS

Keep an email at the top of its folder.

> *Use it when* Pin the email with the office Wi-Fi details to the top of your inbox.

Set aside and Reply later

ALL PLANS

Two stacks for emails to come back to; Reply later has a focus mode to answer them one by one.

> *Use it when* Ten emails that need a careful answer: put them in Reply later and clear them in one focused session.

Rename subject and merge threads

ALL PLANS

Rename a subject just for you, or merge two conversations into one.

> *Use it when* A client's email says "Re: hi": rename it to "Website contract" so you can find it.

Quick steps

ALL PLANS

Your own one-click buttons that run several actions: move, mark read, star, archive, delete, forward or reply (with a template, in the Advanced experience).

> *Use it when* One button that labels an email Invoice, forwards it to accounts@ and archives it.

New senders (screener)

ALL PLANS

Email from people you have never written to waits in "New senders" until you Accept or Block.

> *Use it when* Cold sales emails wait in New senders until you accept or block them.

Forwarding and Out of office

ALL PLANS

Forward all new mail (keeping a copy), or send an automatic reply with optional dates.

> *Use it when* On holiday: send an automatic reply with dates and who to contact instead.

Attachments gallery

ALL PLANS

Every file and photo you received, searchable, with Open, Download and Save to Drive.

> *Use it when* Find "that PDF Priya sent last month" without remembering which email it was in.

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Save an email as a note

ALL PLANS

Turn any email into a note in Notes, with a reminder if you like.

> *Use it when* Turn the delivery instructions email into a note with a reminder for Friday.

Saved searches

ALL PLANS

Keep the searches you use often in the sidebar, one click away.

> *Use it when* Keep "unpaid invoices from this year" one click away in the sidebar.

Search

ALL PLANS

Search one folder or all mail, with Search options (date, attachment, unread).

> *Use it when* Find every email from Lena with an attachment from last quarter in seconds.

Share an email as a link

SEAL · CREST

Share a copy of one email or conversation with colleagues (signed in, can comment) or, on Crest, anyone with the link for up to 30 days. See who opened it; turn links off any time.

> *Use it when* Show your lawyer one email thread with a link that expires in 7 days.

Keyboard shortcuts

ALL PLANS

Fly through your inbox without the mouse: c compose, / search, j/k next and previous, e archive, # delete, r reply, a reply all, f forward, h snooze, g i Inbox, ? for the full list.

> *Use it when* Clear the inbox without the mouse: e to archive, r to reply, j and k to move.

Command bar

ALL PLANS

Type what you want to do: archive, move, go to calendar, search, run a quick step.

> *Use it when* Type "move to Clients" or "go to calendar" instead of hunting for buttons.

Team comments on an email

SEAL · CREST

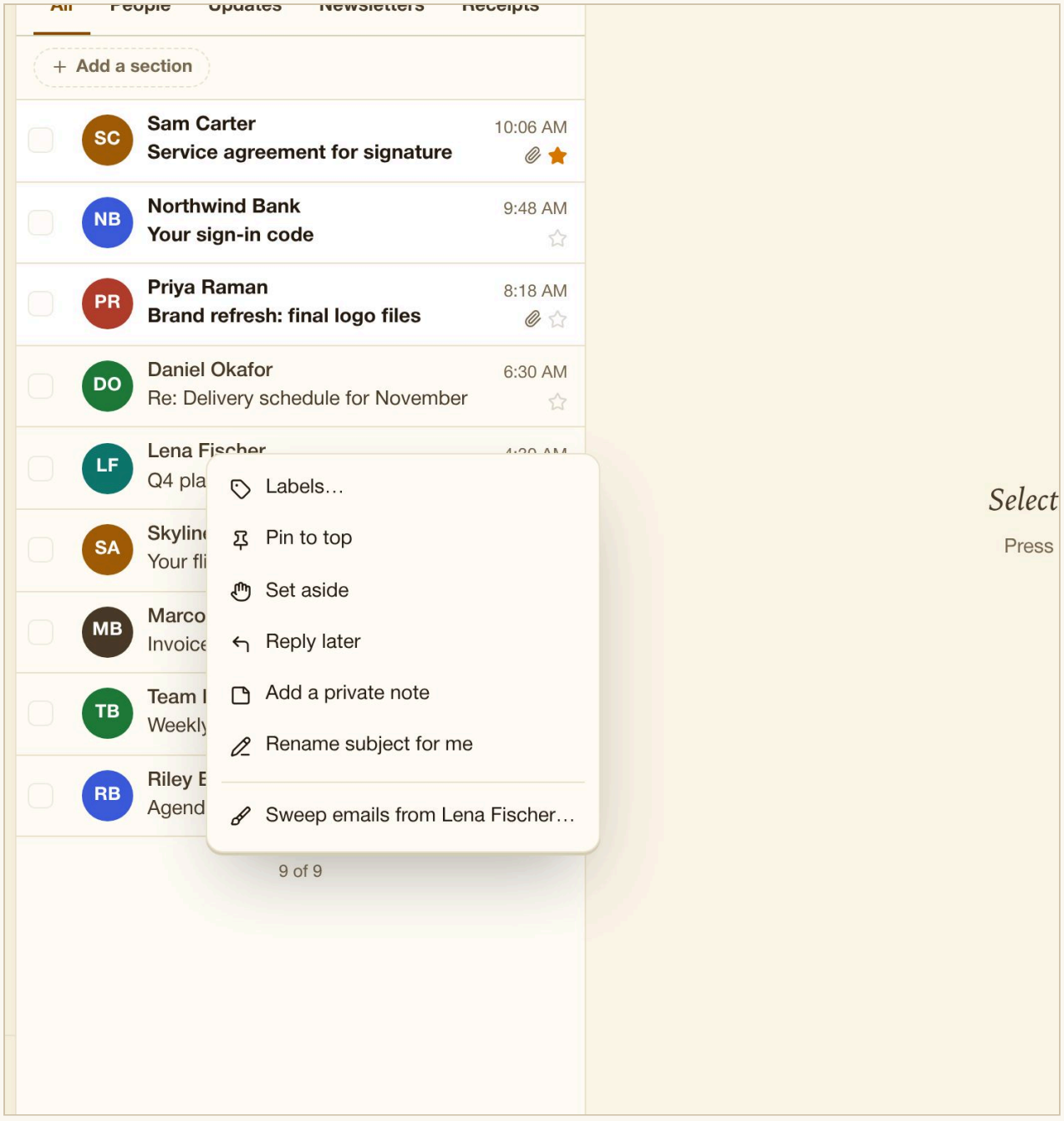
Discuss an email with colleagues right beside it, with @mentions. Comments never reach the people on the email.

> *Use it when* Ask a colleague "@Riley can you take this one?" beside the email, without the client seeing.

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Right-click an email

Right-click any email in the list for the quick actions, without opening it.

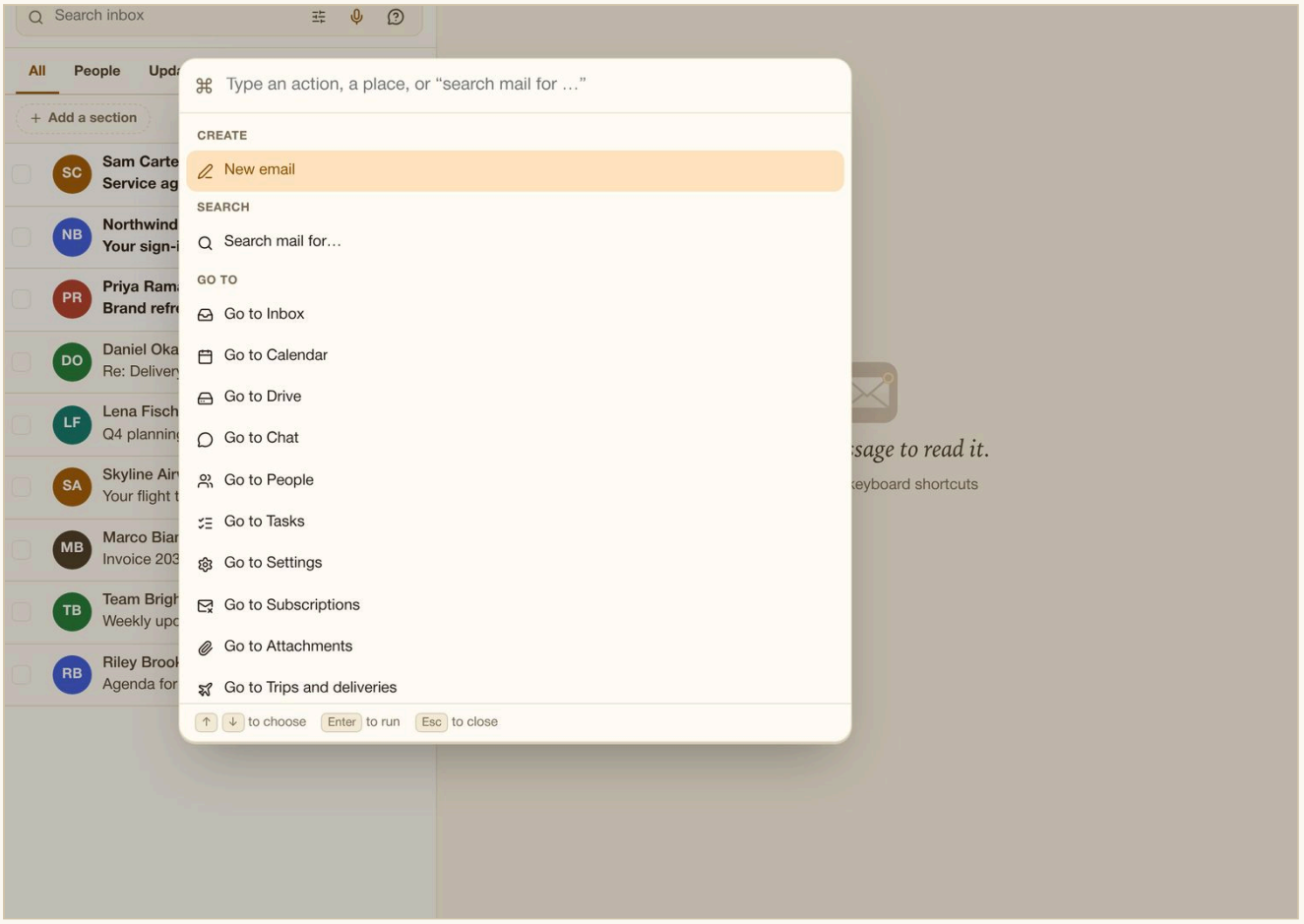


- **Labels...**: add or remove labels
- **Pin to top**: keep it at the top of the folder
- **Set aside, Reply later**: come back to it
- **Add a private note**: only you see it
- **Rename subject for me**: only in your mailbox
- **Sweep emails from...**: clear everything from that sender

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The command bar

Press Ctrl+K (Cmd+K on a Mac) and type what you want to do. Arrow keys choose, Enter runs, Esc closes.

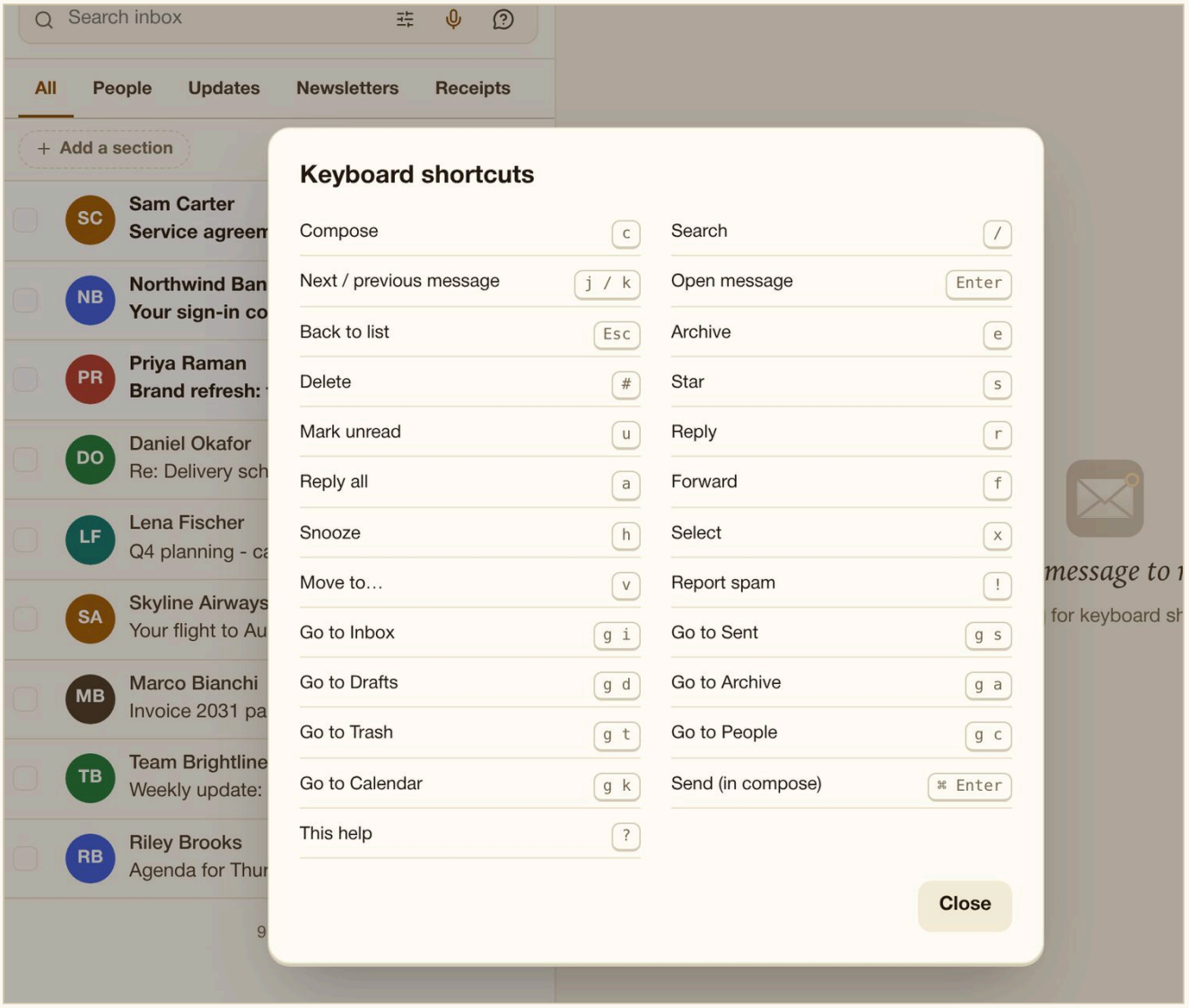


- **Create**: New email
- **Search**: Search mail for...
- **Go to**: Inbox, Calendar, Drive, Chat, People, Tasks, Settings, Subscriptions, Attachments, Trips and deliveries
- **Actions**: archive, move, run a quick step on the open email

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Keyboard shortcuts

Press ? anywhere in Mail to see every shortcut.



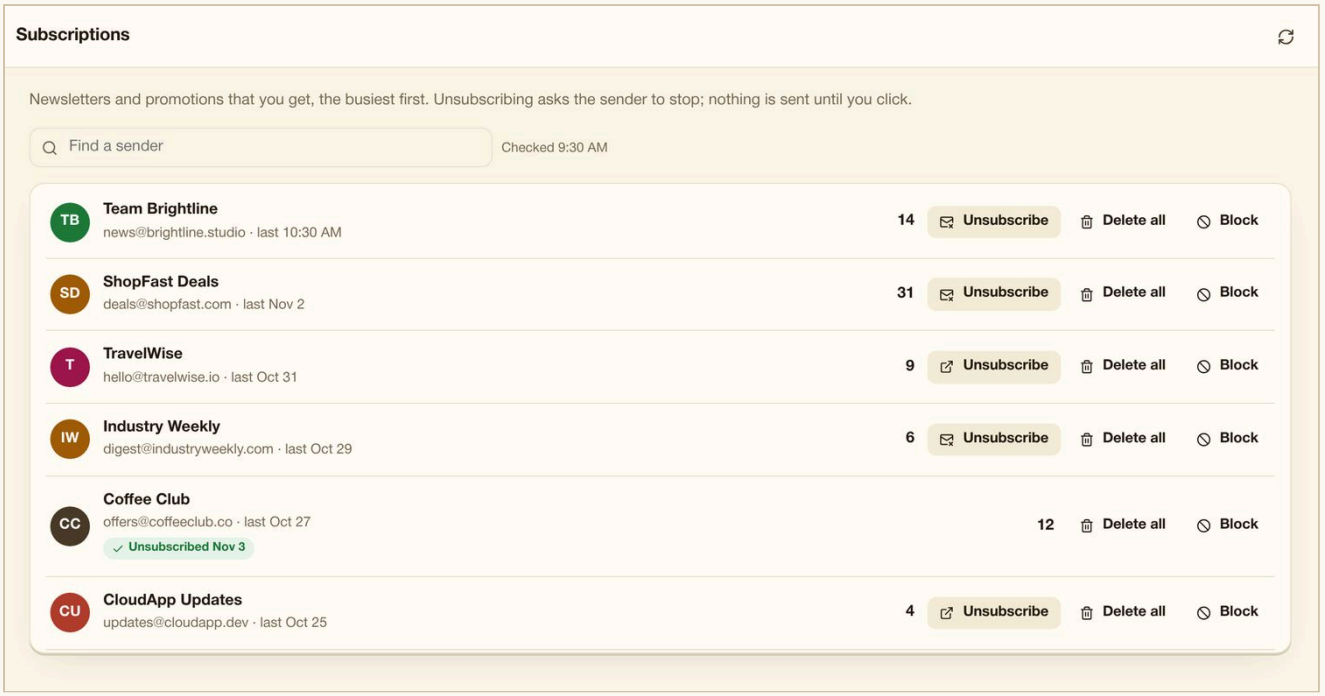
- **c, /**: compose, search
- **j and k, Enter, Esc**: next and previous, open, back to the list
- **e, #, u, s**: archive, delete, mark unread, star
- **r, a, f**: reply, reply all, forward
- **h, v, x, !**: snooze, move, select, report spam
- **g then i, s, d, a, t, c, k**: go to Inbox, Sent, Drafts, Archive, Trash, People, Calendar
- **Cmd or Ctrl + Enter**: send, while writing

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Subscriptions

ON SCREEN · CHAPTER IV

Every newsletter and promotion you get, the busiest first. Unsubscribing asks the sender to stop; nothing is sent until you click.



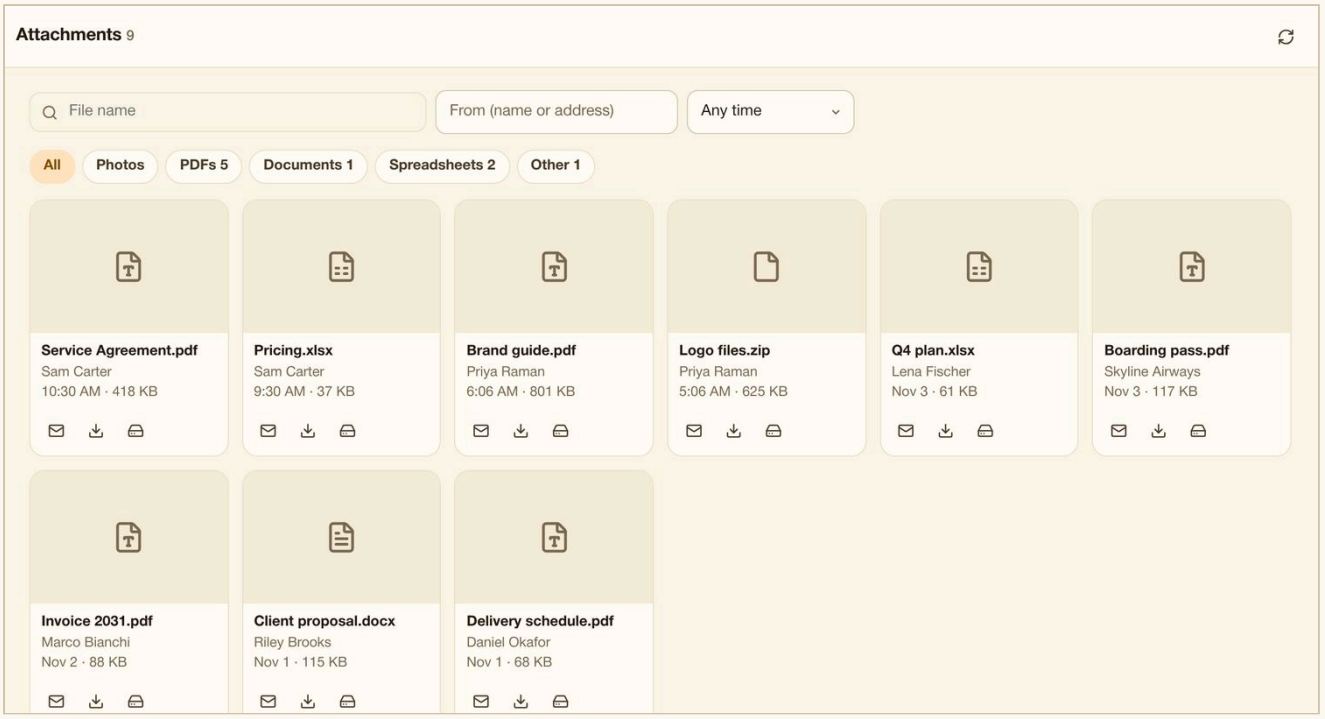
- **Count**: how many emails each sender sent
- **Unsubscribe**: one click where the sender allows it
- **Delete all**: moves everything from that sender to Trash, with Undo
- **Block**: future emails go straight to Spam
- **Unsubscribed**: shows when you left, and warns if they keep sending

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Attachments

ON SCREEN · CHAPTER IV

Every file and photo you received, newest first, searchable by name and sender.



- **File name, From, Any time**: search and filter
- **All, Photos, PDFs, Documents, Spreadsheets, Other**: with counts
- **On every file**: open the email, download, save to Drive

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Trips and deliveries

ON SCREEN · CHAPTER IV

Flights, hotel stays and packages found in your email, in one list. Everything is worked out on MailOfficially's own servers; nothing is looked up elsewhere.

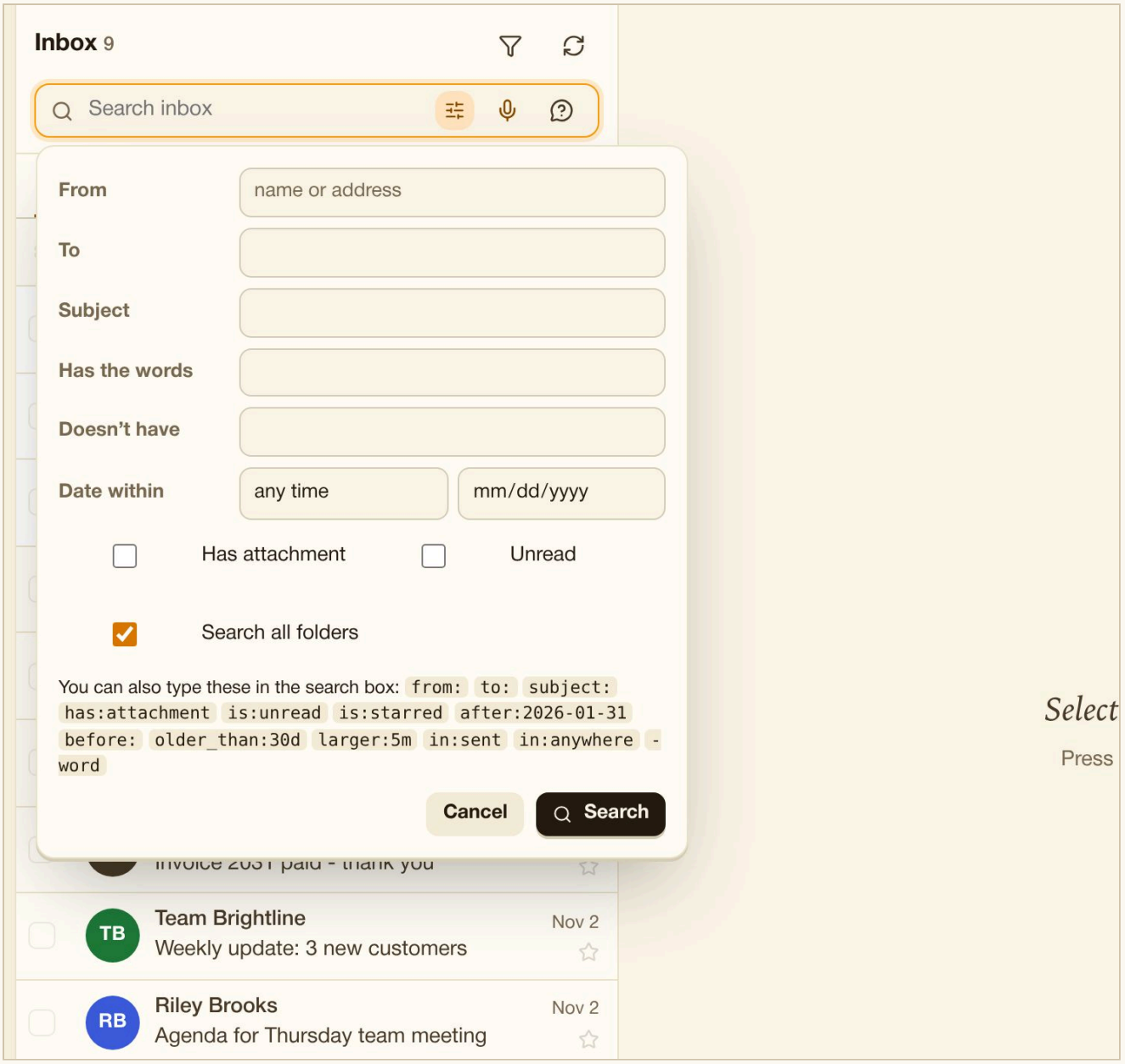


- **Flight**: airline, times and booking reference to copy
- **Hotel**: check-in, check-out, address and booking number
- **Package**: carrier, tracking number and Track
- **Open email**: and X to hide a card

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Search options

The sliders icon in the search box opens Search options: narrow down by person, words, date, attachments and folder.

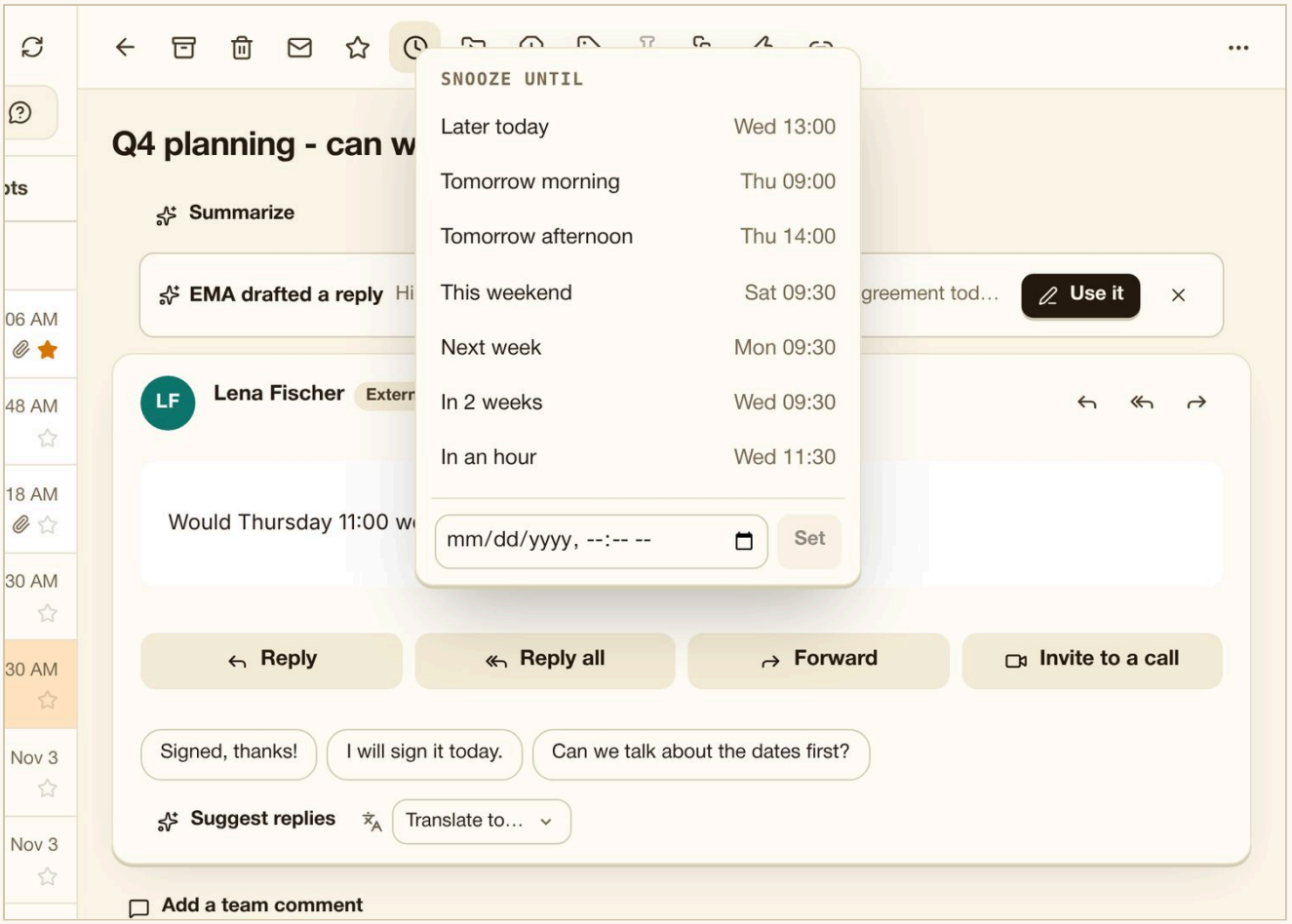


- **From, To, Subject**: a person, an address or words in the subject
- **Has the words, Doesn't have**: anywhere in the email
- **Date within**: any time, or a range
- **Has attachment, Unread, Search all folders**: quick filters
- **Search words**: type from: to: subject: has:attachment is:unread after: before: larger: in:anywhere in the search box

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Snooze

The clock in the toolbar hides an email until the time you pick. It comes back to the top of your inbox, unread.



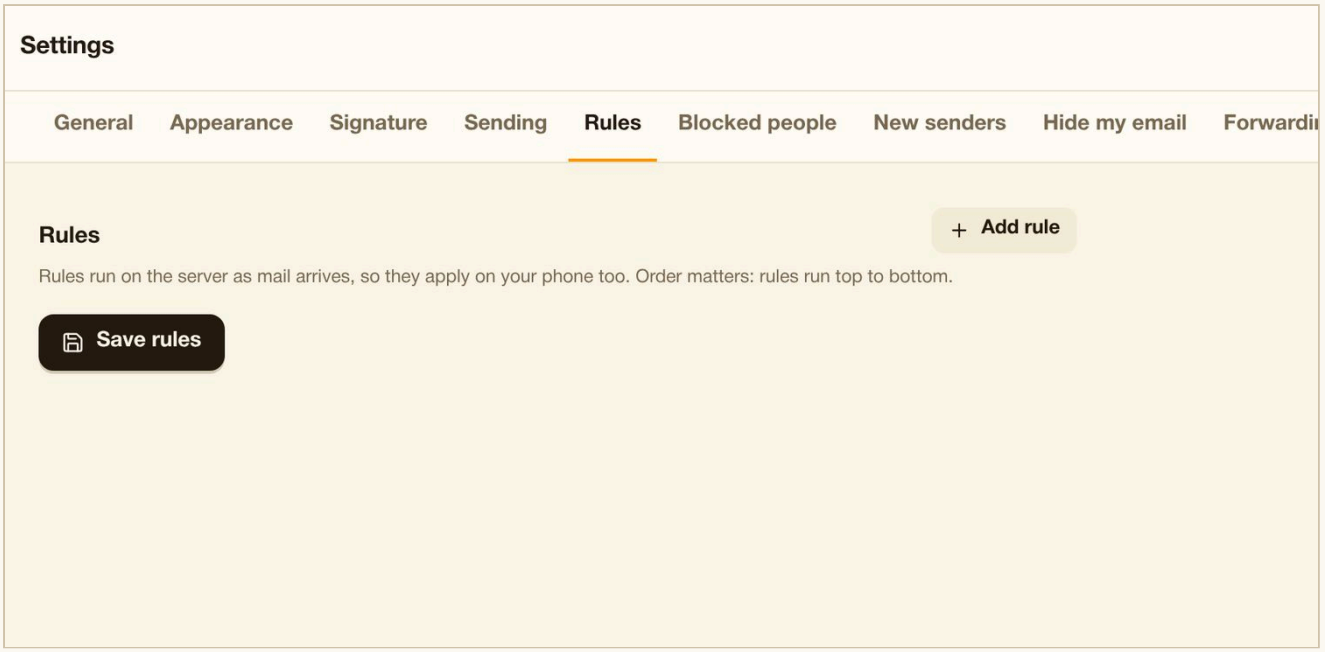
- **Later today, Tomorrow morning or afternoon**: one click
- **This weekend, Next week, In 2 weeks, In an hour**
- **Pick a date and time**: then Set

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Settings > Rules

ON SCREEN · CHAPTER IV

Rules run on the server as mail arrives, so they also work on your phone. Order matters: rules run top to bottom.



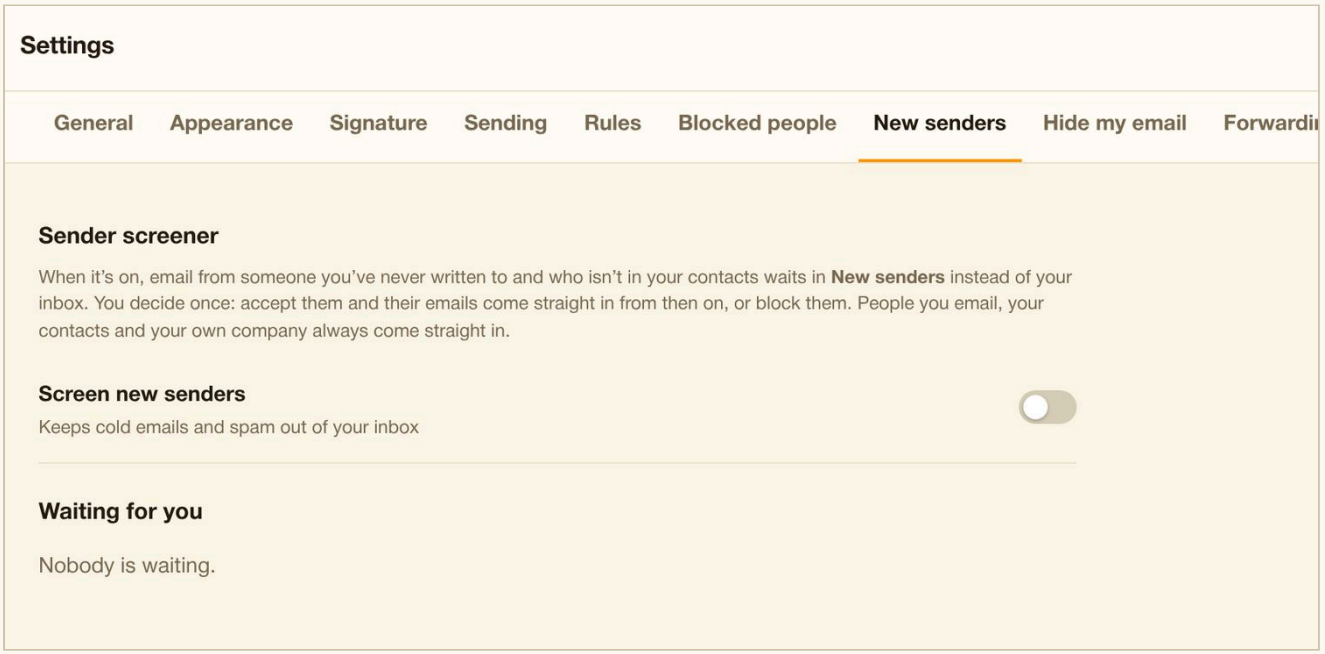
— **Add rule**: when From, To, Subject, Body or a header matches...

— **...then**: move, copy, star, mark read or delete

Settings > New senders

ON SCREEN · CHAPTER IV

With the screener on, email from someone you have never written to waits in New senders until you accept or block them.



— **Screen new senders**: the on and off switch

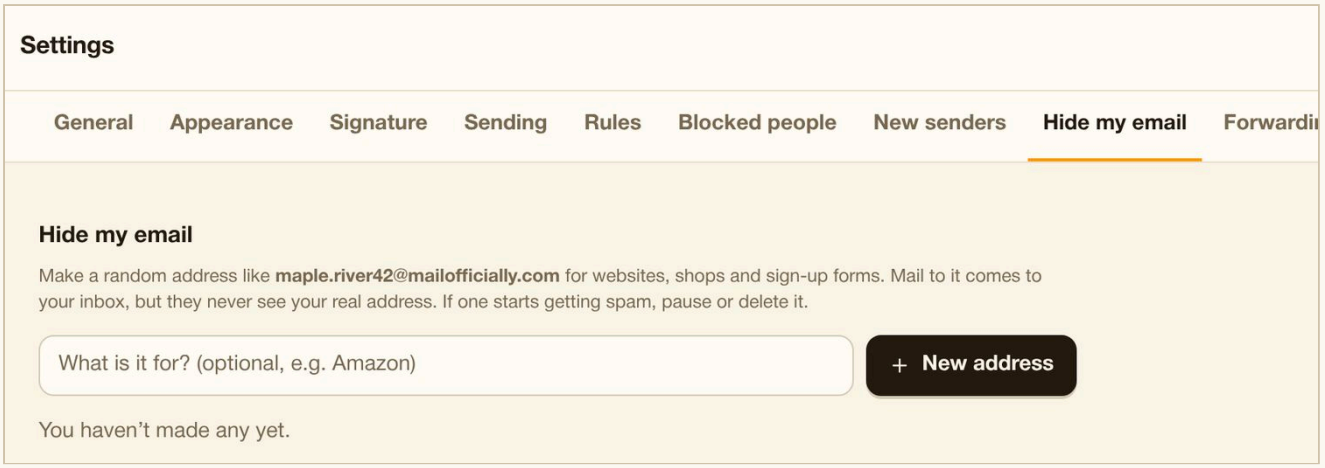
— **Waiting for you**: the people waiting to be accepted

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Settings > Hide my email

ON SCREEN · CHAPTER IV

Make a random address for websites, shops and sign-up forms. Mail to it comes to your inbox, but they never see your real address.

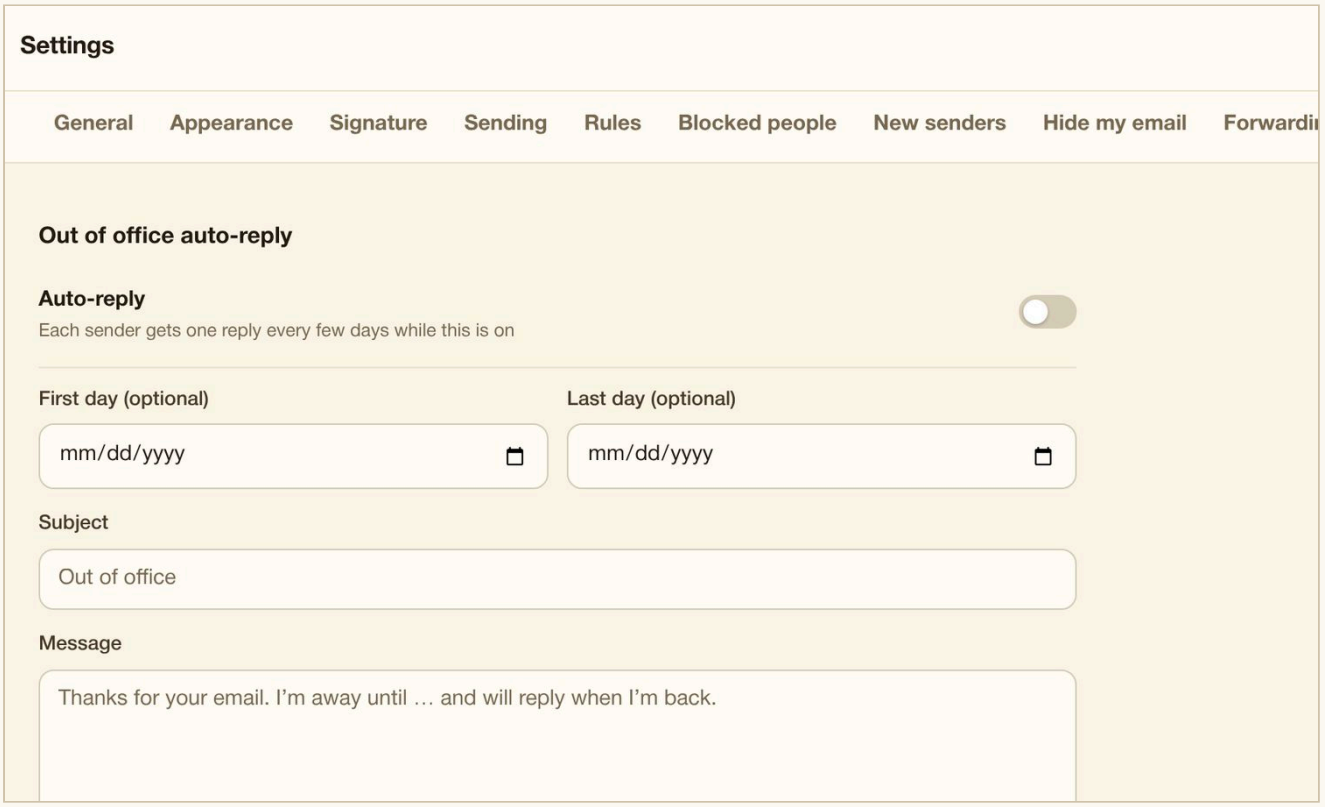


- **What is it for?**: a note like "Amazon" so you remember
- **New address**: up to 50; pause or delete any of them

Settings > Out of office

ON SCREEN · CHAPTER IV

An automatic reply while you are away, with optional first and last days.

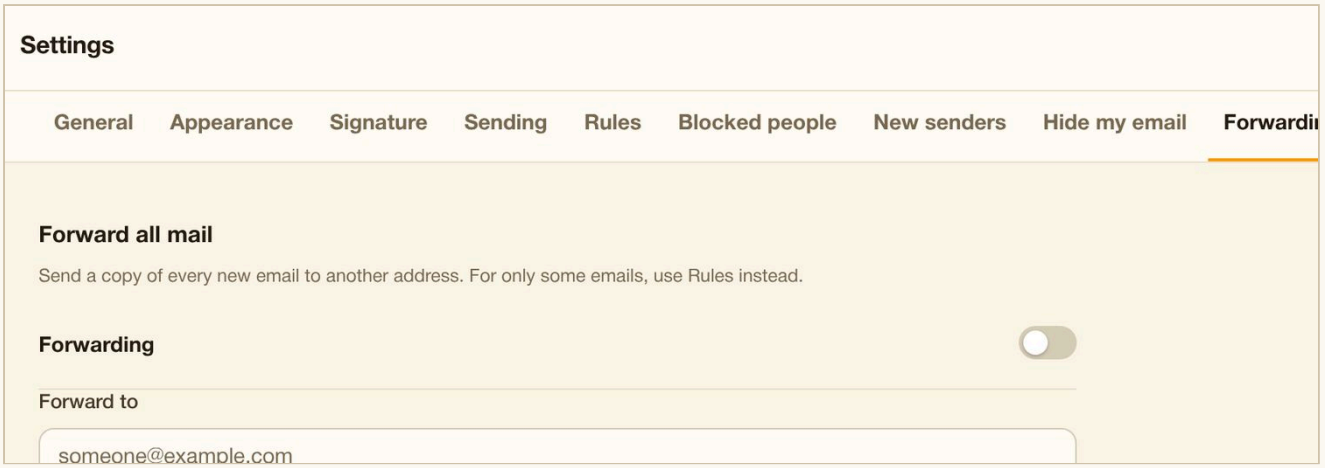


- **Auto-reply**: on or off
- **First and last day**: optional dates
- **Subject and Message**: what people receive
- **Reply at most every**: so one sender gets one reply every few days

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Settings > Forwarding

Send a copy of every new email to another address. For only some emails, use Rules instead.



- **Forwarding**: on or off
- **Forward to**: the other address
- **Keep a copy here too**: recommended

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CHAPTER V

EMA, your AI assistant

Replies ready before you ask, summaries in a second, and help with every word.

10 FEATURES

Drafted replies

EMA

Open an email that needs an answer and EMA has already written a reply in your own style. Click "Use it", check it, send. Nothing is ever sent without you, and you can switch drafting off in EMA settings.

> *Use it when* Open a client's question and a reply in your style is already waiting: check it and send.

Quick replies

EMA

Three short replies under an email; one click opens the reply with that text.

> *Use it when* "Signed, thanks!" in one click for short answers.

Summaries

EMA

A short summary of an email or a whole conversation, key points, "For you to do" and suggested replies. Opening a summary again is instant.

> *Use it when* A 40-message thread you were CC'd on: read a 3-line summary and the action items.

Help me write

EMA

Write a full draft from one line, or make your text shorter, more formal, friendlier, fixed or translated. Your signature stays.

> *Use it when* Turn "tell Sam we need one more week, politely" into a full email.

Translate

EMA

Translate any email into 14 languages, including Hindi, Spanish, Arabic, French and Chinese, by picking the language.

> *Use it when* A supplier writes in German: read it in English, and reply in German.

Smart Compose

EMA

Gray word suggestions as you type; Tab accepts.

> *Use it when* Gray words finish your sentence as you type; press Tab to accept.

Ask your inbox

EMA

Ask a question ("when is the Acme renewal?") and get a short answer with links to the emails it came from. Also by voice.

> *Use it when* Ask "when does the Acme contract renew?" and get the answer with a link to the email.

AI in Docs, Sheets and Slides

EMA

Summarize, rewrite and shorten, write a formula, or build a slide outline.

> *Use it when* Summarize a 20-page proposal, or ask for a formula that totals invoices by month.

AI in phone notifications

EMA

A one-line AI summary instead of the first lines in new-mail alerts (off by default).

> *Use it when* Your phone shows "Sam needs the contract signed by Friday" instead of the first lines.

AI meeting notes

EMA

Decisions and action items added to the notes email after a call (needs the transcript on; not in end-to-end encrypted meetings). Each summary counts as one AI action.

> *Use it when* After the weekly call, decisions and action items arrive in the notes email automatically.

Private by design

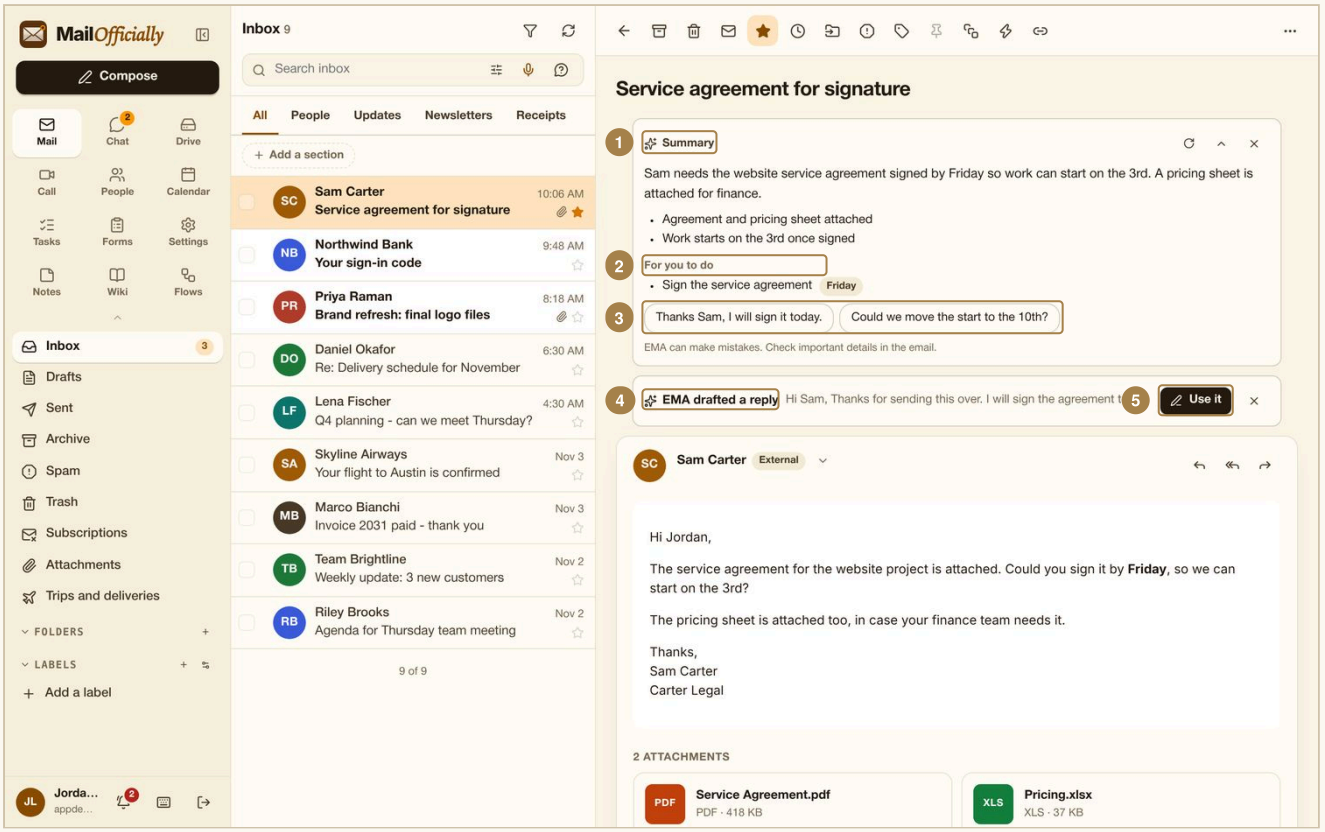
EMA reads an email only to do an EMA job: when you ask it something, or to prepare drafted replies, quick replies and phone notification summaries while those features are on. Each person can switch every EMA feature off in EMA settings. To do the job, the email text goes to our AI provider, which may not use it to train AI. EMA never sees attachments, and every EMA screen reminds you to check before you send.

A PROMISE, NOT A FEATURE: NOT COUNTED IN THE FEATURE LIST

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EMA in an email

Press Summarize on any email or conversation. If the email needs an answer, EMA has usually drafted one already.



1 **Summary**: refresh, fold or close it

2 **For you to do**: the action items, with due dates

3 **Suggested replies**: one click opens a reply with that text

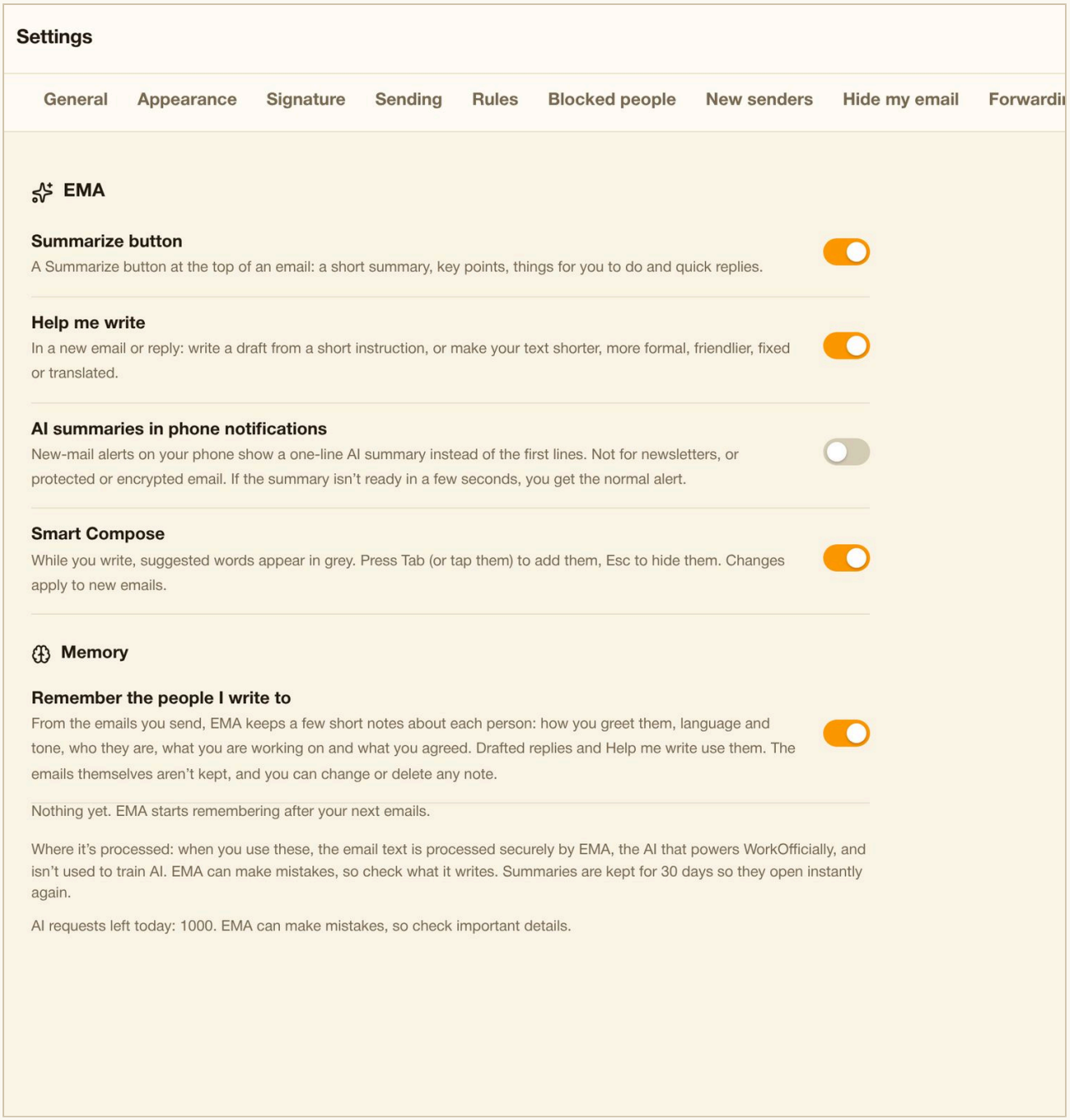
4 **EMA drafted a reply**: a full reply in your style, ready to check

5 **Use it**: opens the draft so you can check and send it

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Settings > EMA

Each person decides which EMA features are on for them.



- **Summarize button**: at the top of emails
- **Help me write**: when writing
- **AI summaries in phone notifications**: off by default
- **Smart Compose**: gray word suggestions
- **Memory**: short notes about the people you write to, so drafts sound like you; you can see and delete them

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CHAPTER VI

All inboxes

Every mailbox you look after, in one inbox.

9 FEATURES

One list for every business

ENTERPRISE

Mail from every company you own and every address in one list. Each email shows which business it came to, and replies go out from that address.

> *Use it when* You own a pharmacy, a clinic and a consultancy: read all their mail in one list.

Alerts per address

ALL PLANS

Choose which addresses ring your phone; the rest stay quiet.

> *Use it when* Your phone rings for ceo@ and support@, while billing@ stays quiet.

Search everything

ALL PLANS

"Search all inboxes" searches the whole of every linked mailbox, not only recent mail.

> *Use it when* Find an old order across every mailbox you look after, not only recent mail.

Combine your accounts

ENTERPRISE

Signed in to several MailOfficially accounts? Bring them together into one inbox.

> *Use it when* Signed in to two companies' accounts? Combine them into one inbox.

Team inboxes and delegation

ALL PLANS

Share a company mailbox like support@ with a team, or let an assistant read and reply for you ("on behalf of"). These show in All inboxes, on every plan.

> *Use it when* Share support@ with 3 colleagues, or let your assistant reply on your behalf.

Businesses and addresses

ENTERPRISE

Businesses grouped with their own unread counts; pin the addresses you use most. Open any address to see its full mailbox and folders.

> *Use it when* See unread counts per business and pin the three addresses you use most.

Filters

ALL PLANS

Hide mail by sender, subject or a whole address (reports, bounces, newsletters). Hidden mail is kept and shows with "Show filtered" or when you open that address.

> *Use it when* Hide daily DMARC reports and bounces from the list, without deleting them.

Reply as the right address

ALL PLANS

Replies, forwards, invitations and snoozes from All inboxes go out from the address the email came to.

> *Use it when* A customer wrote to support@: your reply goes out from support@ automatically.

Team tools for shared inboxes

ADVANCED

See who is handling an email, leave team notes, and see when a colleague is already replying.

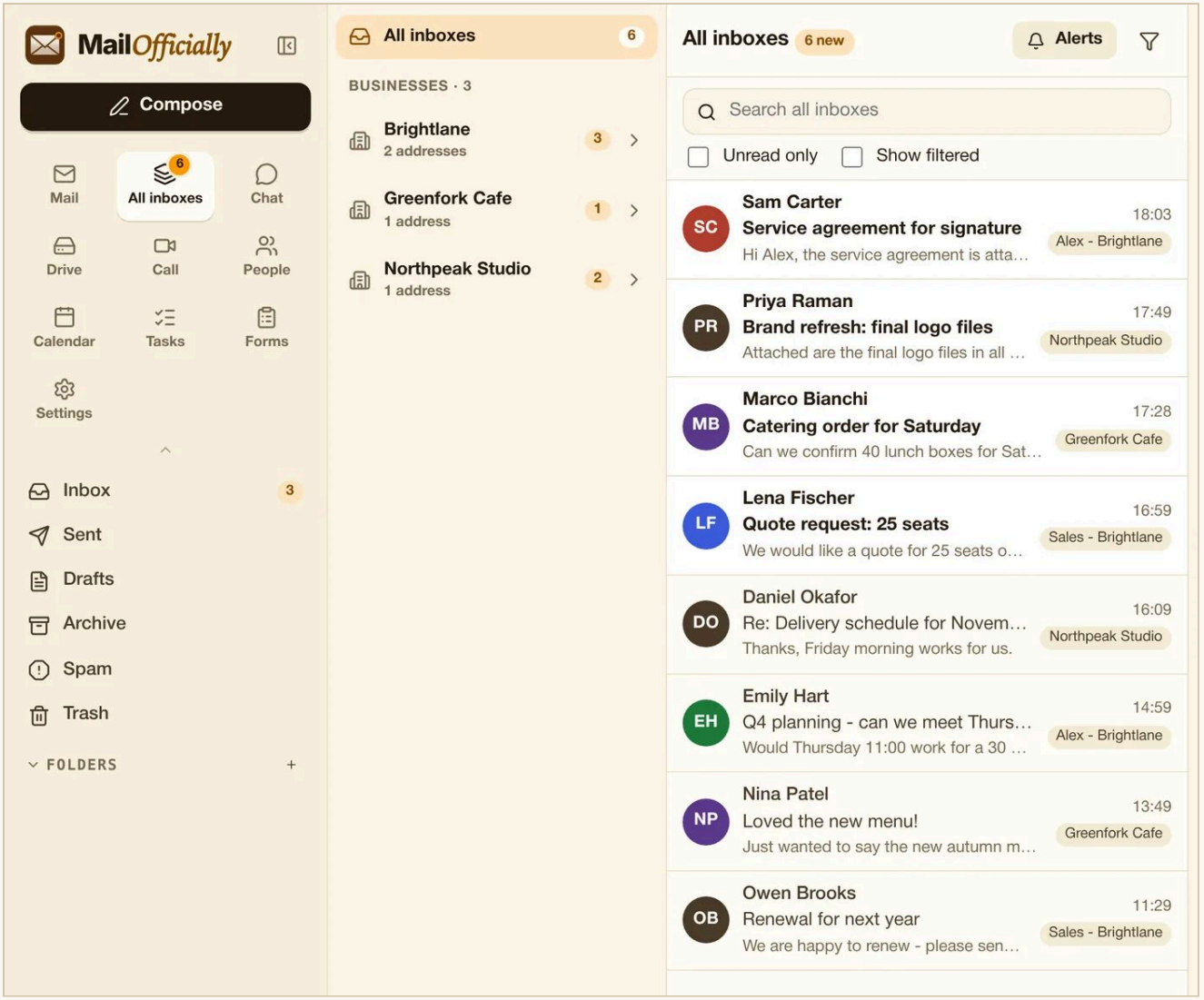
> *Use it when* See that Riley is already replying to a customer, so two people don't answer.

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All inboxes

ON SCREEN · CHAPTER VI

Every mailbox you look after in one list. Each email shows which business or team inbox it came to, and replies go out from that address.

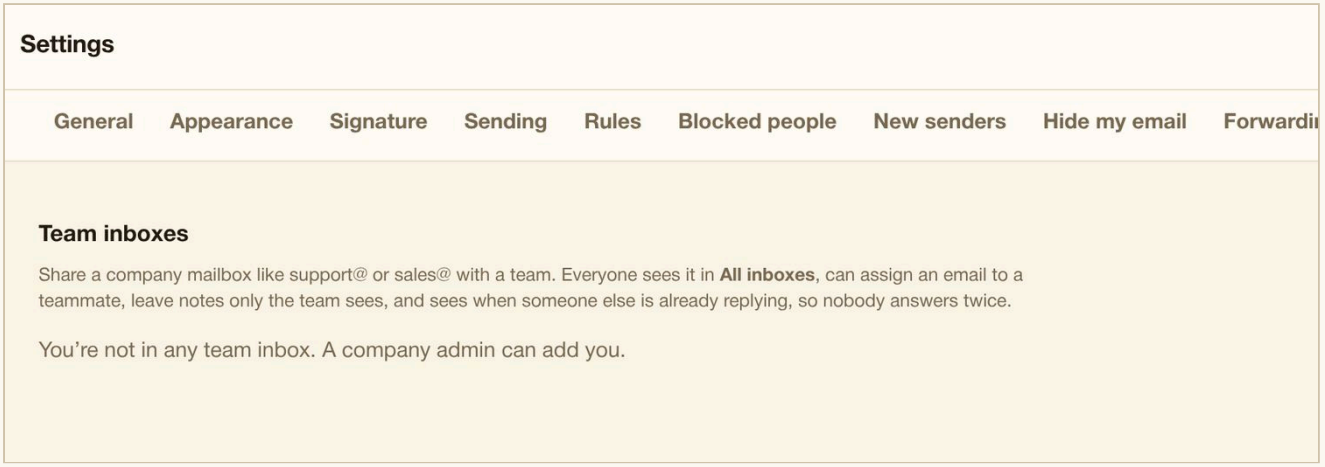


- **Businesses and addresses**: each with its unread count (Enterprise)
- **Unread only, Show filtered**: at the top of the list
- **Alerts**: choose which addresses ring your phone
- **Filters**: hide reports, bounces and newsletters without deleting them

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Settings > Team inboxes

Share a company mailbox like support@ or sales@ with a team. Everyone sees it in All inboxes, can assign an email to a teammate and leave notes only the team sees.



- **Team inboxes**: added by your company admin
- **Delegation**: the next tab: let an assistant read and reply for you

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CHAPTER VII

Calendar

Meetings, availability and bookings in one place.

10 FEATURES

Day, Week, Month and Agenda views

ALL PLANS

With search, several calendars, colors and your working hours shaded.

> *Use it when* Plan the week in Week view; check the next 30 days in Agenda.

Find a time

ALL PLANS

See colleagues' busy times (never titles) while you pick a time.

> *Use it when* See when your 4 colleagues are free before proposing a meeting (never their meeting titles).

Sharing and subscribe links

ALL PLANS

Share a calendar with colleagues (view or edit), import or export .ics, or a private subscribe link.

> *Use it when* Let your assistant edit your calendar, or give the team a read-only feed.

Working location, focus time, out of office

ALL PLANS

Office / Home / Other per day, focus blocks, and out-of-office time: colleagues see you as away and new invitations are declined for you.

> *Use it when* Mark Thursdays as working from home and block 2 hours of focus time.

Meeting poll

ALL PLANS

Suggest a few times; everyone (no account needed) votes yes / if needed / no; book the winner or let it book itself.

> *Use it when* Ask 8 people which of 3 times work; book the winner automatically.

Events and invitations

ALL PLANS

Repeating events, time zones, reminders (notification or email, on every device), "Add Call" for a video link, Busy / Free. Guests on any email service get Yes / Maybe / No buttons, and answers update your calendar.

> *Use it when* Invite a client on Gmail: they get Yes / Maybe / No buttons, and you see their answer.

Working hours and a second time zone

ALL PLANS

Shade the hours you don't work and show a second time zone for clients abroad.

> *Use it when* Working with a client in New York: show their time next to yours.

Booking pages

ALL PLANS

Your own "Pick a time with me" page: length, availability, gaps, most per day. Bookings land in your calendar with an invitation, and guests get a cancel link.

> *Use it when* Send clients a "Pick a time with me" link instead of 6 emails back and forth.

Time insights

ALL PLANS

Where your time goes: meetings, focus time, free blocks and who you meet most.

> *Use it when* Notice that meetings take 60% of your week, and reclaim some focus time.

Meeting rooms and equipment

SEAL · CREST

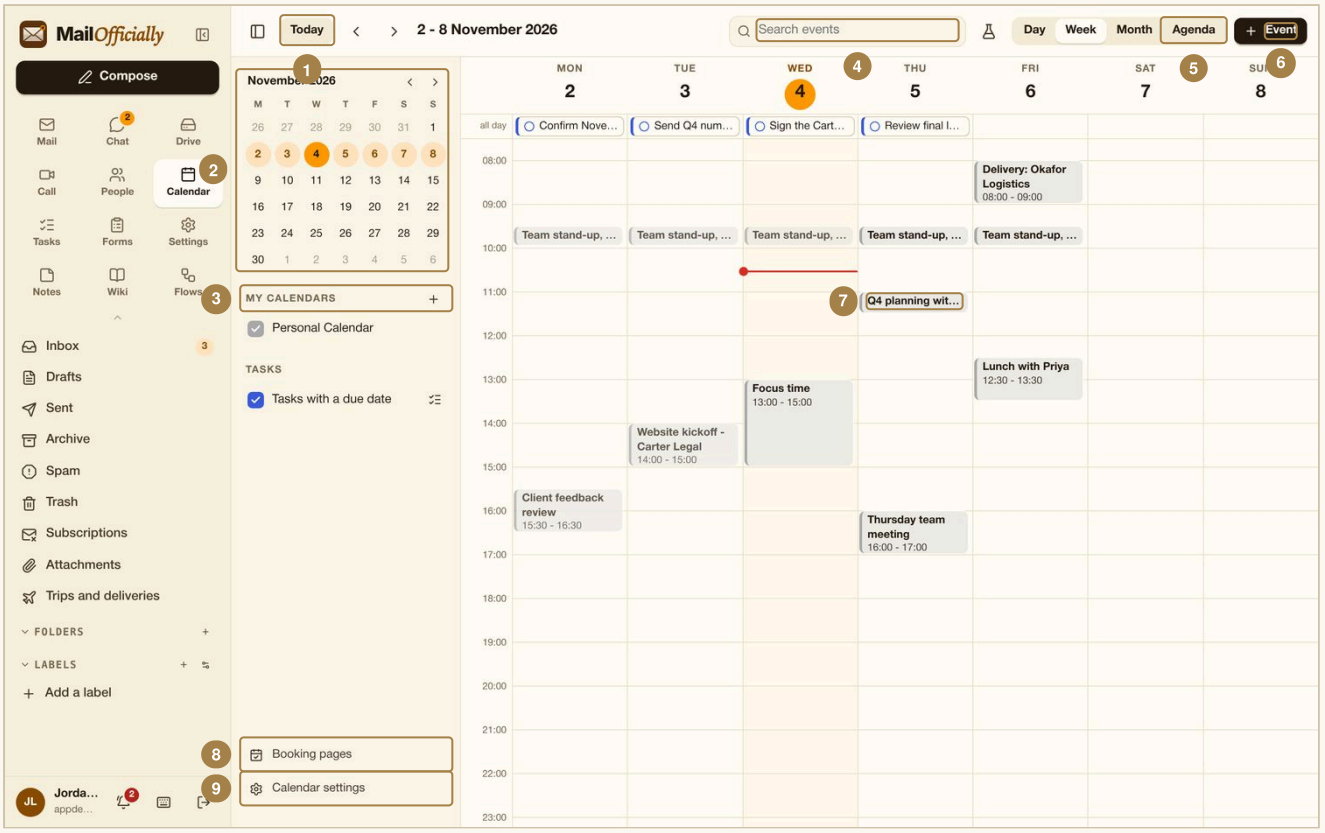
Book rooms with your events; double bookings are refused; room calendars view. Admins add rooms.

> *Use it when* Book Meeting room 2 and the projector with the event; double bookings are refused.

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Your week in Calendar

The calendar shows your events, tasks with due dates and colleagues' shared calendars. Today is marked in orange.



1 **Today and arrows**: jump to today, move back or forward

2 **Mini calendar**: jump to any date

3 **My calendars**: show or hide each calendar; + adds one

4 **Search events**

5 **Views**: Day, Week, Month, Agenda

6 **+ Event**: a new event or meeting

7 **An event**: click to see details, join the call or answer

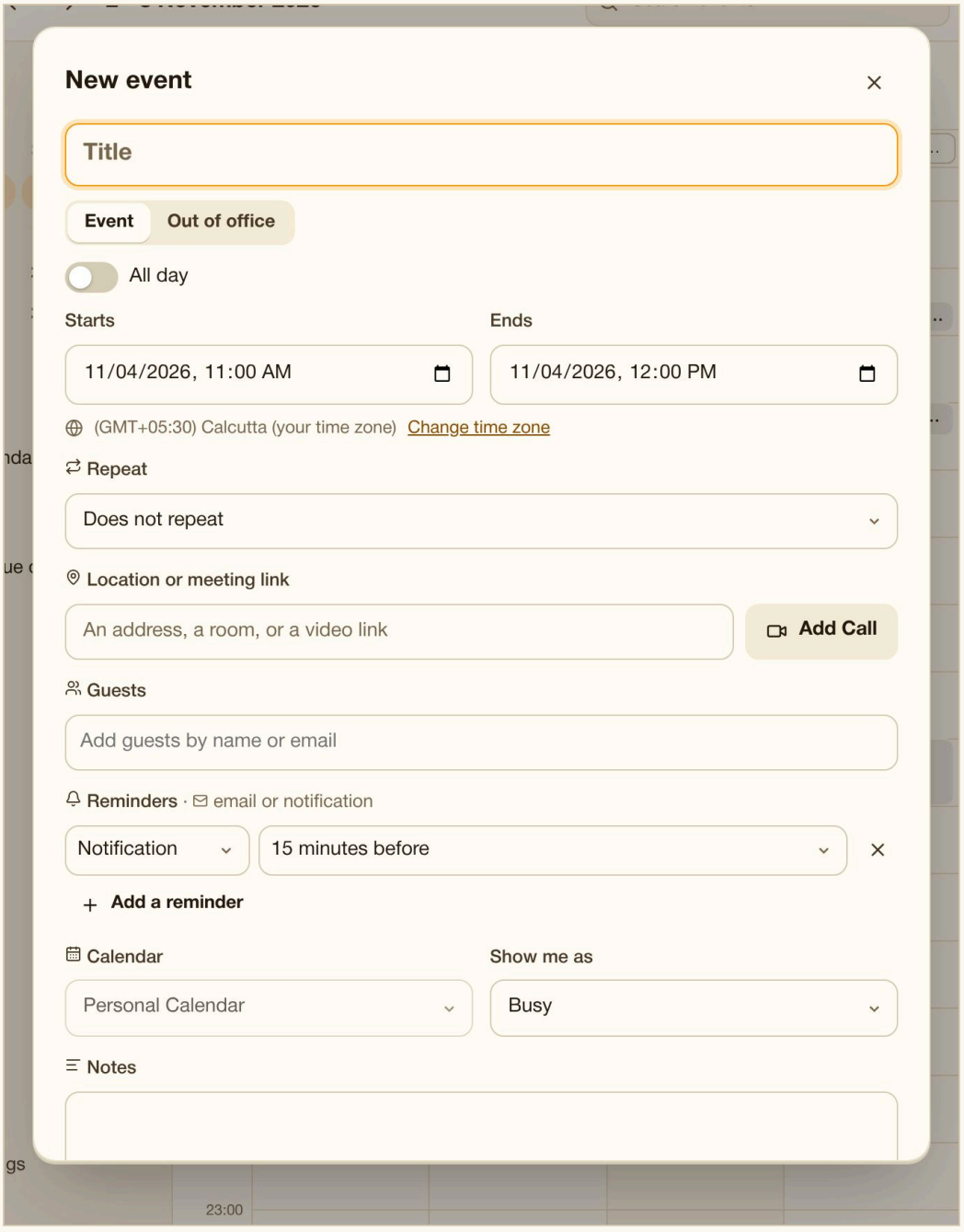
8 **Booking pages**: your "Pick a time with me" pages

9 **Calendar settings**: working hours, second time zone, sharing

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A new event

Press + Event or click any time slot.

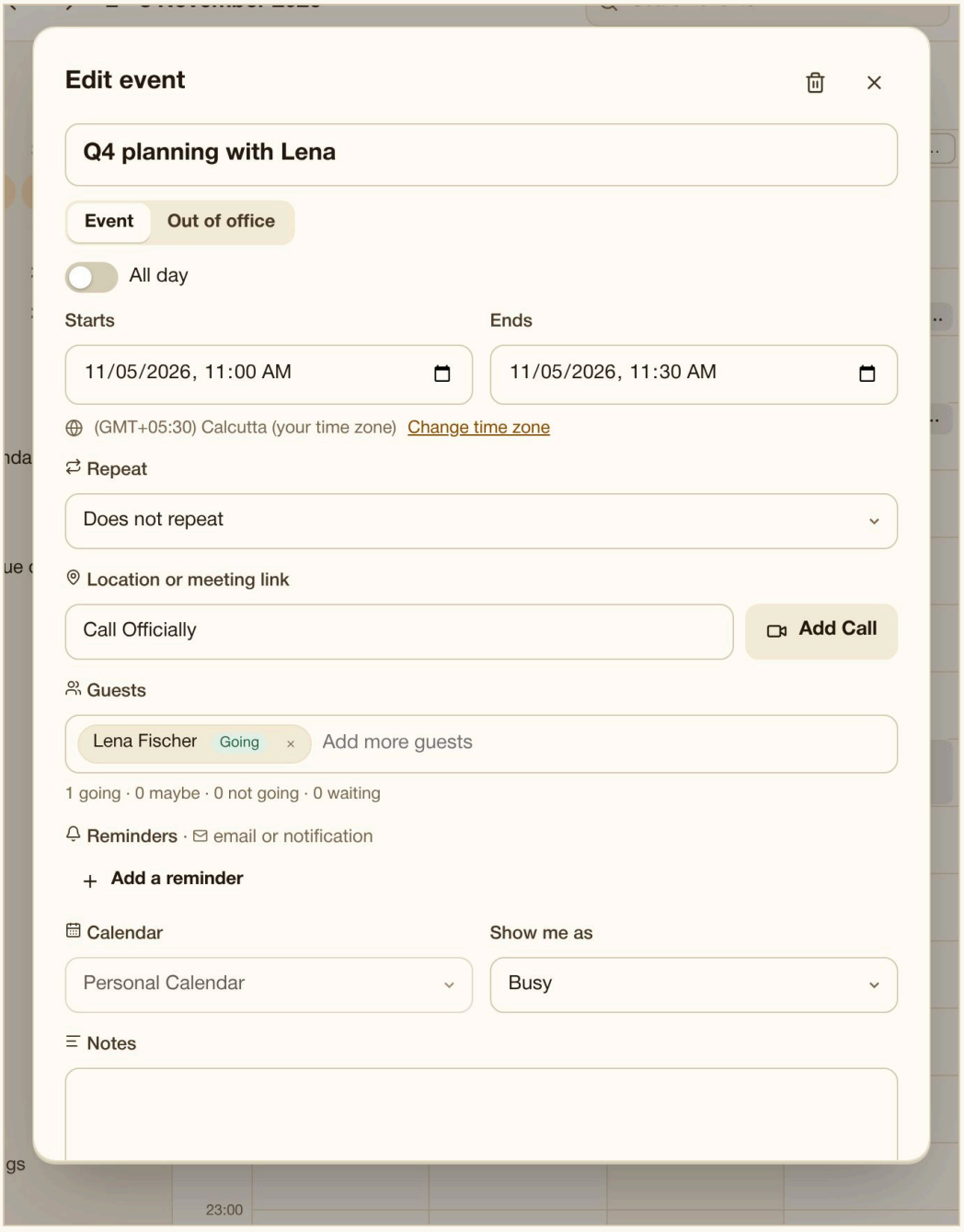


- **Title**: and Event or Out of office
- **All day, Starts, Ends**: in your time zone, or change it
- **Repeat**
- **Location or meeting link**: Add Call adds a video link
- **Guests**: by name or email, on any email service
- **Reminders**: notification or email
- **Calendar, Show me as**: Busy or Free
- **Notes**: for everyone invited

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Changing an event

Click any event to change it. Guests see who is going, and changes go to them automatically.

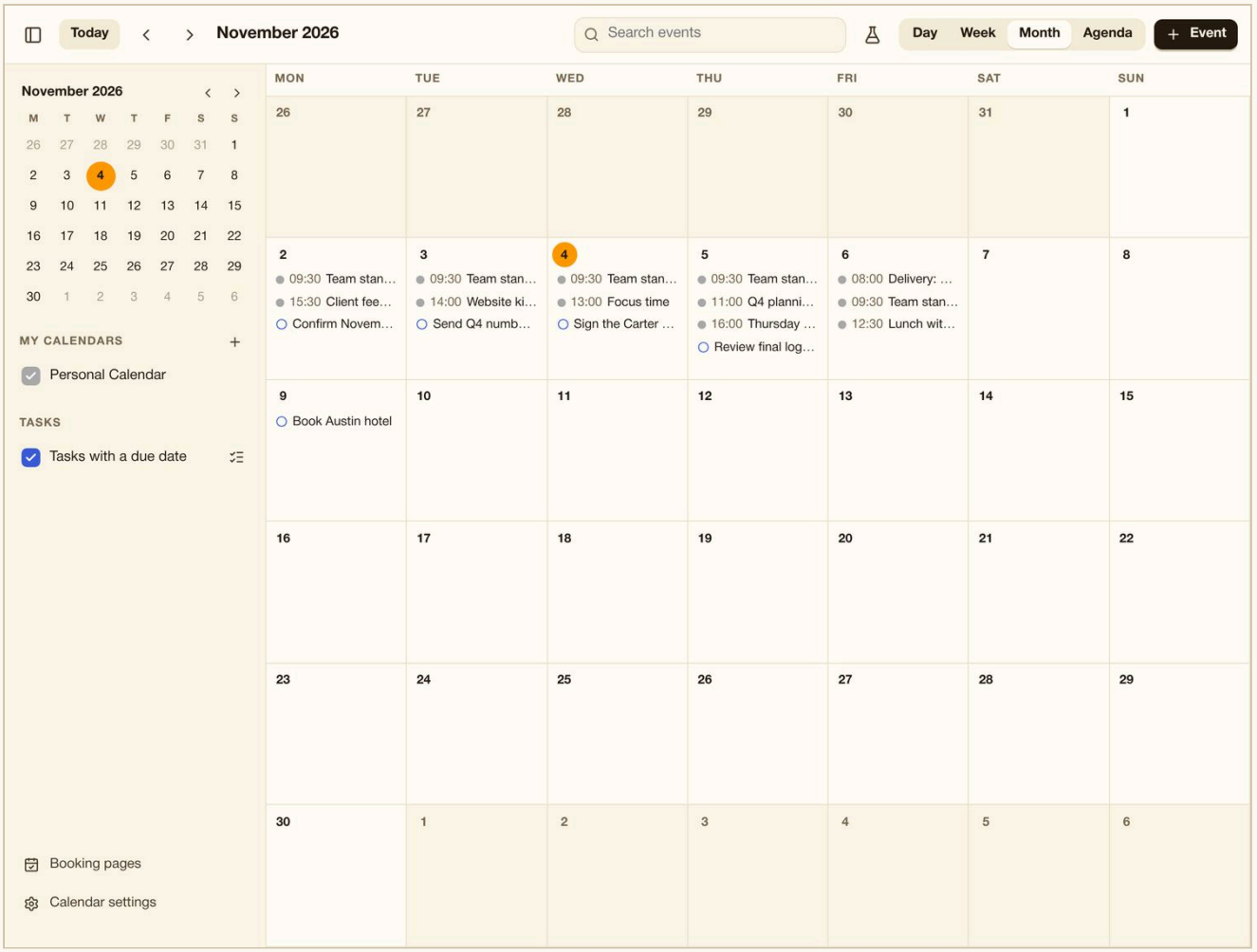


- **Guests**: with each person's answer: going, maybe, not going, waiting
- **Delete**: the bin at the top; guests are told
- **Out of office**: turns the event into away time

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Month view

The whole month, with each day's events and tasks. Click a day to see it in full.



— **Month**: one of Day, Week, Month, Agenda

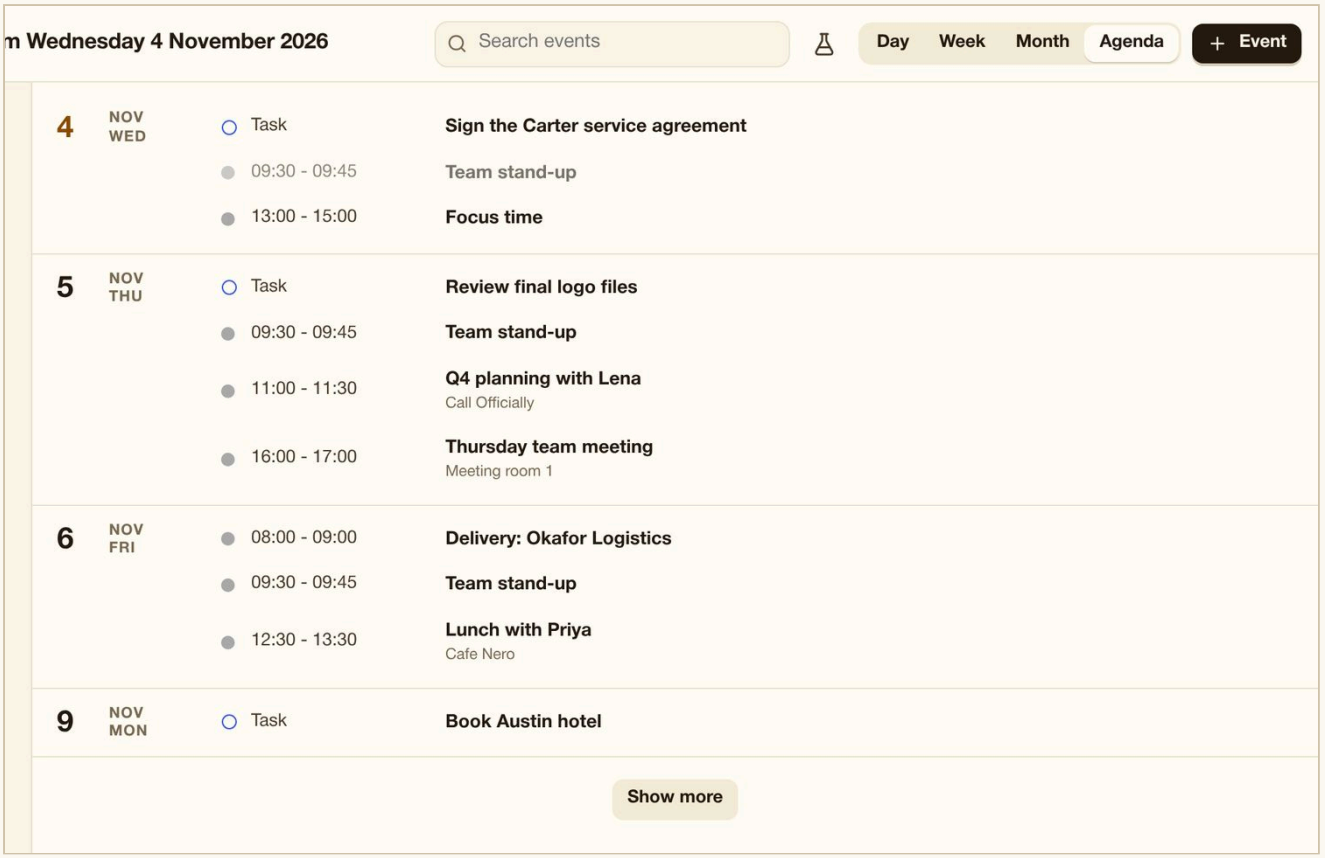
— **Tasks**: shown with a circle; events with a dot

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Agenda view

ON SCREEN · CHAPTER VII

A list of what is coming, day by day, starting today. Show more loads the next 30 days.



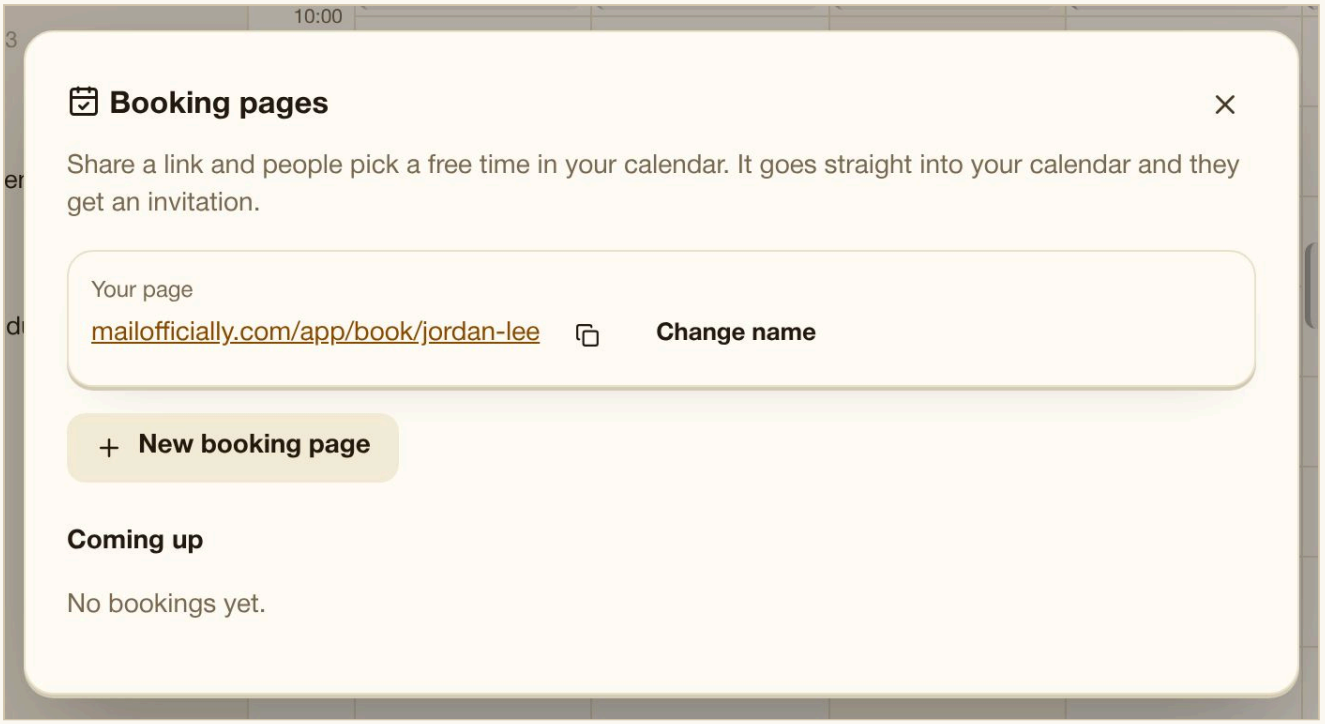
— **Each day**: events with times, places and tasks due

— **Show more**: the next 30 days

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Booking pages

A page where clients pick a free time with you. Bookings land in your calendar with an invitation.



- **Your page**: a link like mailofficially.com/app/book/jordan-lee; copy it or change the name
- **New booking page**: set the length, availability, gaps and most bookings per day
- **Coming up**: the bookings people have made

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CHAPTER VIII

Contacts

Everyone you work with, organized and in sync.

5 FEATURES

Contacts and groups

ALL PLANS

Names, emails, phones, addresses, company, notes, birthdays and photos; contact groups you can email in one click.

> *Use it when* Keep a "Suppliers" group and email all of them in one click.

Other contacts and duplicates

ALL PLANS

People you emailed are suggested; duplicates are found and merged.

> *Use it when* People you email are suggested automatically; two Lena Fischer cards merge into one.

Profile photos

ALL PLANS

Your photo shows to colleagues across mail, chat and calls.

> *Use it when* Your photo shows next to your emails, chats and calls so people recognize you.

Company directory

ALL PLANS

Everyone with a mailbox in your company.

> *Use it when* Find a colleague's address without asking around.

Import and export

ALL PLANS

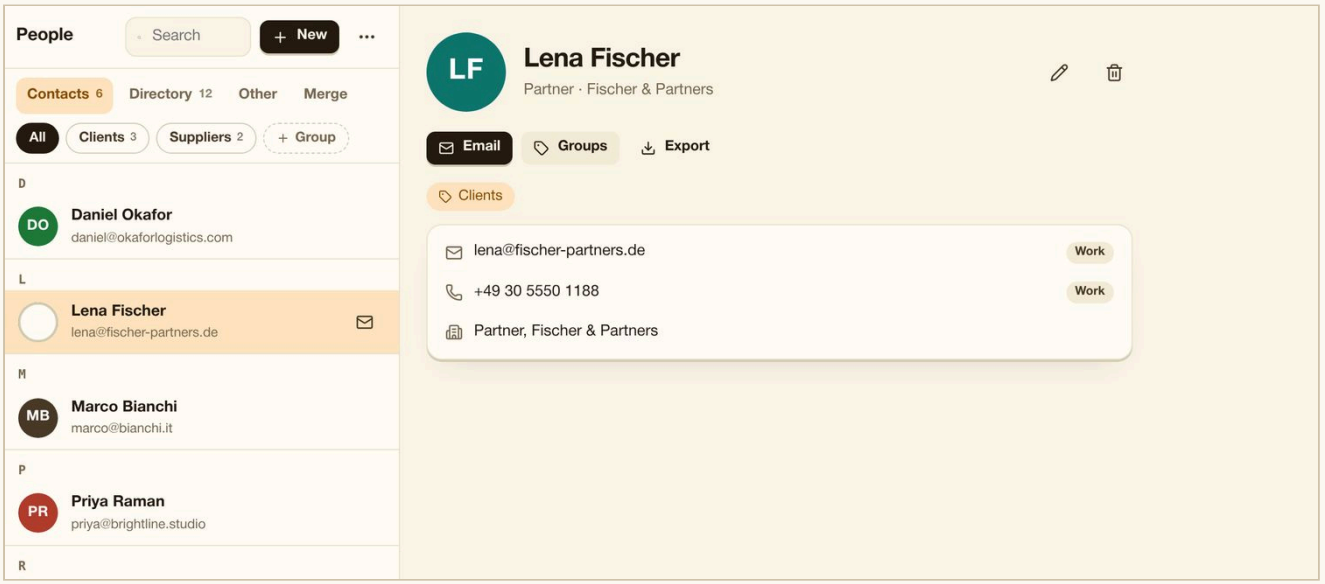
Import CSV from Google or Outlook, or vCard; export as vCard or CSV.

> *Use it when* Moving from Google: import your contacts CSV in one step.

People

ON SCREEN · CHAPTER VIII

Your contacts, the company directory and the people you have emailed, with groups for quick emailing.



- **Contacts, Directory, Other, Merge**: the four views
- **All, Clients, Suppliers, + Group**: your groups
- **New**: add a contact; the three dots import or export
- **Contact card**: Email, Groups and Export buttons; edit or delete at the top right

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CHAPTER IX

Chat

Team messaging next to your inbox.

8 FEATURES

Direct messages and spaces

ALL PLANS

One-to-one chats and team spaces with anyone on MailOfficially (outside people marked "External").

> *Use it when* A quick question to Riley in a direct message; project updates in the Project Team space.

Status

ALL PLANS

Automatic, Do not disturb, Away, or a status like "In a meeting" that clears itself.

> *Use it when* Set "In a meeting until 3" and Do not disturb; it clears itself.

Polls in chat

ALL PLANS

Questions with one or several answers, anonymous if you like.

> *Use it when* Ask the team "Pizza or sushi for Friday?" and see the votes.

Block and report

ALL PLANS

Block a person quietly, or report a message to your company admin.

> *Use it when* Someone sends abusive messages: block them quietly or report to your admin.

Rich messaging

ALL PLANS

@mentions, threads, reactions, quotes, edit and delete, pinned messages, files up to 20 MB, voice messages, search, "Seen".

> *Use it when* Reply in a thread, react with a thumbs up, share a file up to 20 MB, or send a voice message.

Video call from chat

ALL PLANS

Ring everyone in the chat into a video call.

> *Use it when* A chat gets complicated: start a video call with everyone in it.

Space management

ALL PLANS

Name spaces, add people, mute them (you still get @mentions), leave or delete.

> *Use it when* Create a space for the website project, add people, mute it on weekends.

Bots and webhooks

SEAL · CREST

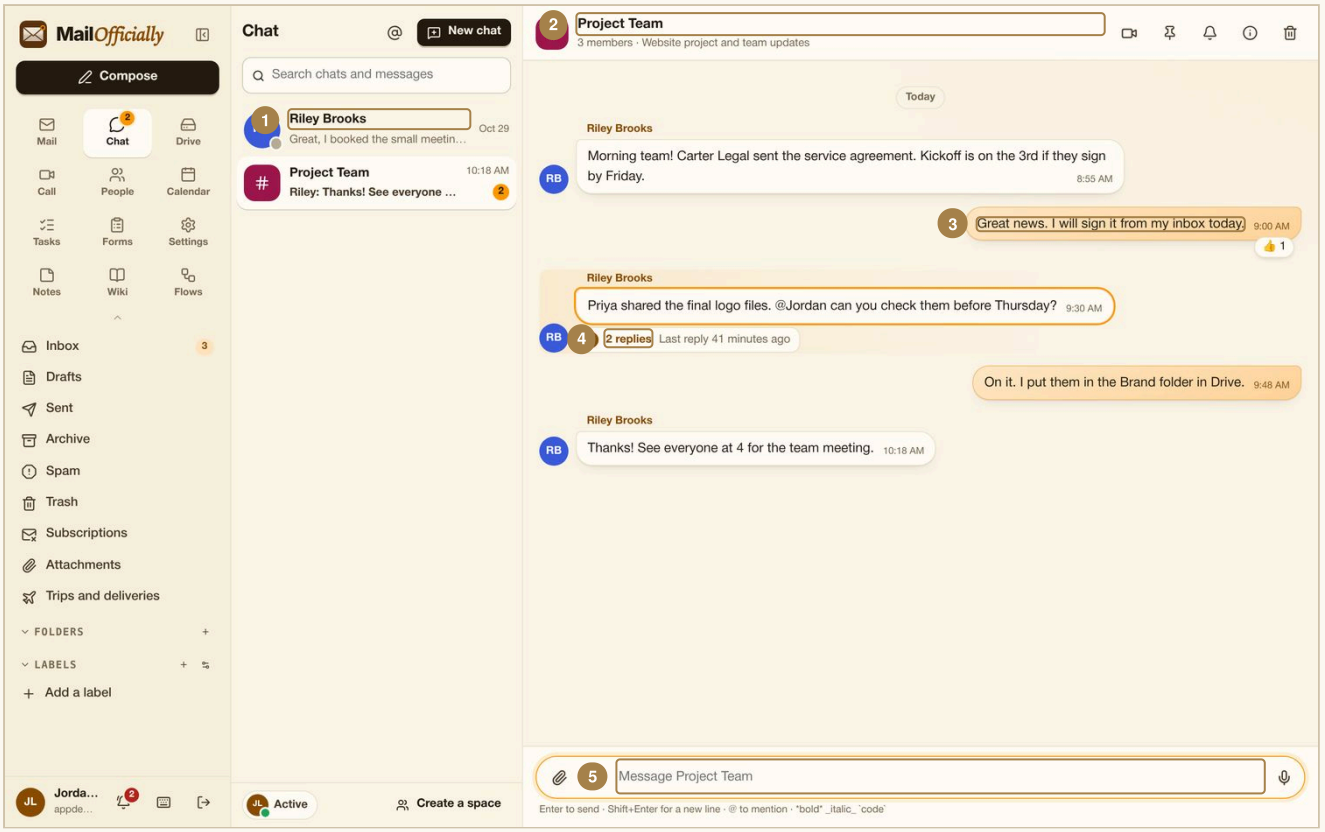
Let other apps post into a space through a secret address.

> *Use it when* Your online store posts every new order into the Sales space automatically.

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Chat

Direct messages and team spaces, next to your mail. People outside the company are marked External.



1 **Chats and spaces**: unread counts on the right

2 **Space header**: members and description; video call, pinned messages, mute, details

3 **Your messages**: on the right, with reactions

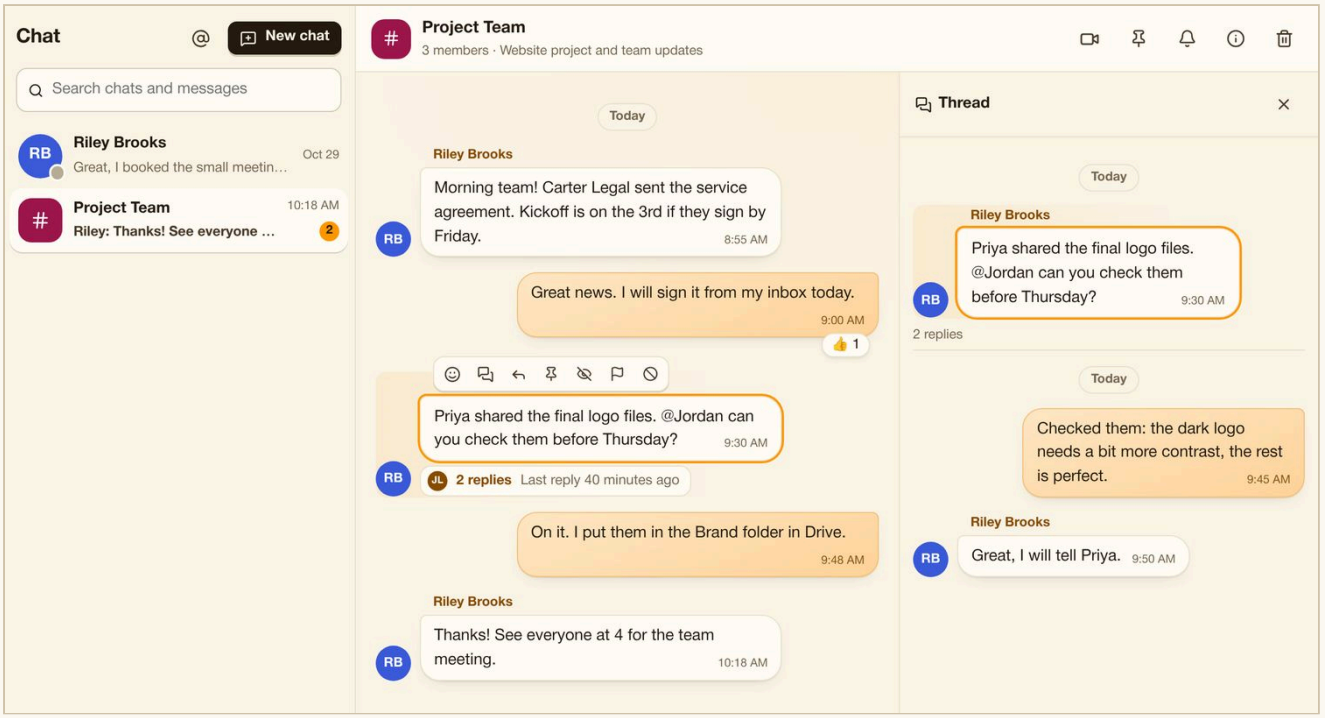
4 **Thread**: replies to one message, kept together

5 **Message box**: files, polls, voice, @mentions

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A thread

Click "2 replies" under a message to open its thread on the right. Replies stay together and don't fill the main chat.



— **Hover a message**: react, reply in thread, quote, pin, mark unread, report, block

— **Reply in thread**: the box at the bottom right

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CHAPTER X

Call Officially

Video meetings without another app.

14 FEATURES

Instant and scheduled meetings

ALL PLANS

Start now, create a link for later, or send a calendar invitation with the link. A meetings home shows what is coming up, the meetings you created and your recent calls. Up to 50 people per meeting.

> *Use it when* Start a call now, or schedule Thursday's client meeting with the link in the invitation.

Your own meeting links

ALL PLANS

Choose a custom link for your meetings instead of a random code. Very short links on callofficially.com are available on Enterprise.

> *Use it when* Give clients callofficially.com/your-name instead of a random code.

Who can walk in

ALL PLANS

Company only, invited only, or anyone with the link; waiting room, admit all, lock the meeting.

> *Use it when* Board meeting: invited people only, waiting room on, and lock it once everyone is in.

In the call

ALL PLANS

Noise reduction, background blur, screen sharing, reactions, raise hand, layouts, picture-in-picture, video quality up to 1080p.

> *Use it when* Noisy cafe: noise reduction and background blur on, screen shared at 1080p.

Chat and files in a call

ALL PLANS

Encrypted in-call chat and file sharing up to 64 MB, saved to the owner's Drive.

> *Use it when* Drop the slide deck into the call chat; it is saved to your Drive.

Notes email after every call

ALL PLANS

Who joined, the chat, shared files and, if you choose, the transcript and recording, emailed to everyone or only you.

> *Use it when* Everyone gets who joined, the chat, files and transcript right after the call.

Your personal room

ALL PLANS

Always the same link. People in your company walk straight in; anyone else asks first. Guests join with just their name, no account or app.

> *Use it when* Clients always use the same link to meet you; colleagues walk straight in.

Invite and ring

ALL PLANS

Invite by email with a calendar invitation, share the link on WhatsApp or text, or ring colleagues so their phone and browser ring with a Join button.

> *Use it when* Ring two colleagues so their phones show Join, or share the link on WhatsApp.

End-to-end encryption

ALL PLANS

Optional for any meeting. The key lives only in the meeting link, so our servers can't see or hear the call; recording, transcripts, AI notes and phone dial-in are off. Every call is always encrypted between each device and our servers.

> *Use it when* Discussing a merger: turn it on so not even our servers can see or hear the call.

Host controls

ALL PLANS

Mute everyone, lower hands, co-hosts, remove people, end for everyone.

> *Use it when* Mute everyone for the presentation, then let people raise hands.

Recording and transcript

ALL PLANS

Everyone is told when recording starts; the recording and transcript are saved to Drive and included in the notes email.

> *Use it when* Record the training session for people who missed it, with a searchable transcript.

Polls, Q&A and whiteboard

ALL PLANS

Live polls, anonymous questions with upvotes, and a shared whiteboard you can save.

> *Use it when* Town hall: collect anonymous questions with upvotes and sketch ideas on the whiteboard.

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Breakout rooms

SEAL · CREST

Split the call into rooms with a timer and bring everyone back.

> *Use it when* Workshop of 30 people: split into 5 rooms for 15 minutes, then bring everyone back.

Free Call Officially accounts

FREE ACCOUNT

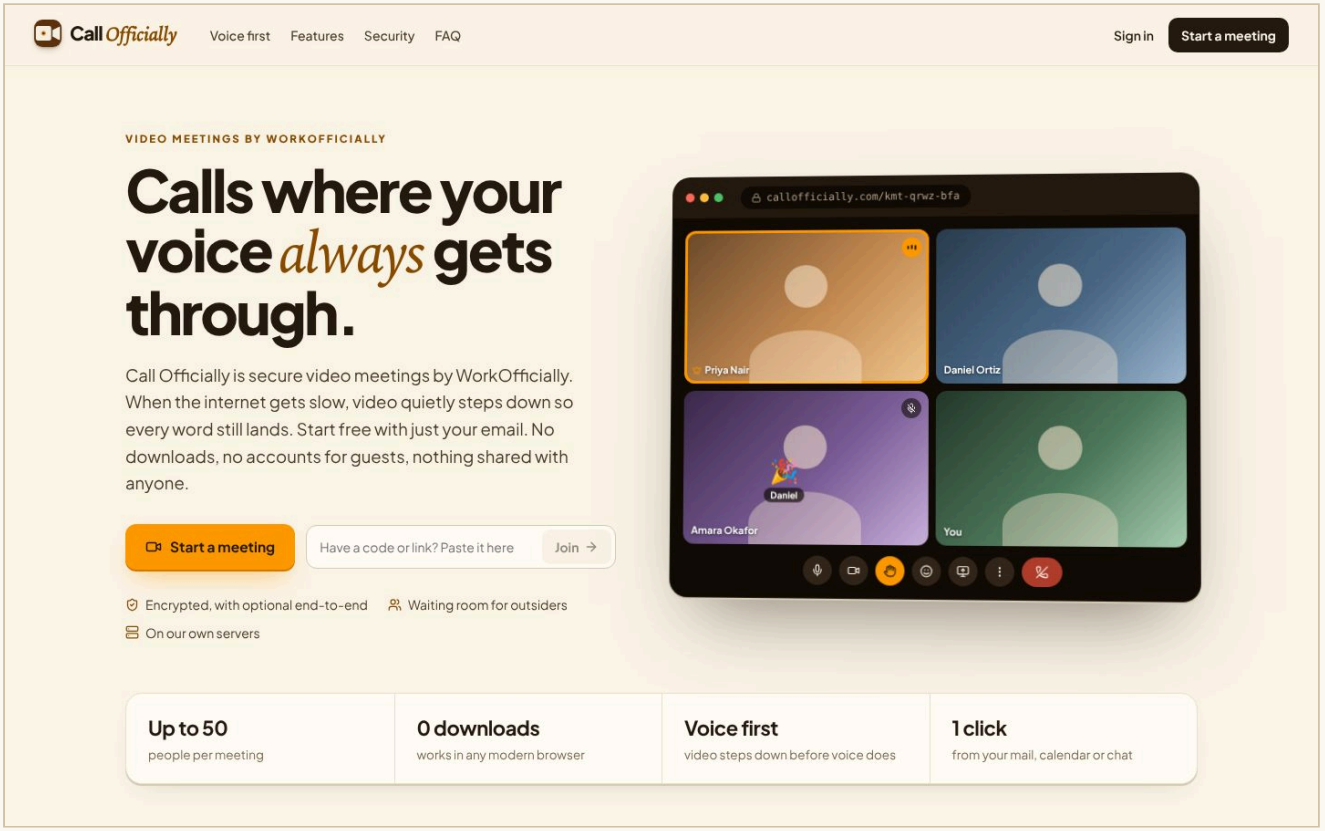
Anyone can start meetings at callofficially.com with an email and a code: up to 60 minutes and 25 people (MailOfficially meetings allow 50).

> *Use it when* A partner without MailOfficially starts a free call at callofficially.com with just their email.

Call Officially

ON SCREEN · CHAPTER X

Meetings open in the browser at callofficially.com: no download for you or your guests. Start one from Calendar, an email, a chat or the Call app.



- **Start a meeting**: right now
- **Join with a code or link**: paste it and join
- **Up to 50 people**: per meeting on MailOfficially plans
- **Encrypted**: with optional end-to-end encryption; a waiting room for outsiders

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CHAPTER XI

Drive, Docs and Sign Officially

Files, documents and signatures, connected to your email.

12 FEATURES

SPOTLIGHT · SIGN OFFICIALLY

Sign without downloading

A contract, an offer letter, an invoice to approve: the PDF arrives in your email, gets signed, and goes back out without ever landing on your computer. No Downloads folder full of copies, no uploading to a separate signing site, no hunting for the signed version to attach.

THE USUAL WAY · 6 STEPS

1. Download the PDF
2. Find it in your Downloads folder
3. Upload it to a signing website and sign in there
4. Sign, then download the signed copy
5. Attach the signed copy to a reply
6. Clean up the copies left on your computer

WITH MAILOFFICIALLY · 3 STEPS

1. Press **Sign** on the PDF in your email
2. Sign Officially opens with the document, already signed in. Sign it, or send it out for signatures
3. The signed copy comes back into your email on its own, attached and ready to send, with a certificate of completion

A PDF you received

Press Sign on the attachment. Sign Officially opens with the document and you already filled in as the signer. Sign, and send the signed copy straight back to the sender, with "Signed:" and the original subject already filled in.

A PDF you are sending

Attach it and press Sign on the attachment card. While you sign, the draft shows "Waiting for signature". Come back and the signed copy has already replaced the original: the card says "Signed". Press Send.

Private by design. The file goes from MailOfficially to Sign Officially directly, server to server, through a one-time link that works once and expires after 15 minutes. It is never saved on your computer, and it only opens for your own account. PDFs up to 25 MB.

Drive

ALL PLANS

My Drive, Shared with me, Recent, Starred, Trash (30 days), Shared drives. Files up to 20 GB; files are virus-scanned and stored encrypted.

> *Use it when* Keep contracts, invoices and designs in folders, safe from viruses and stored encrypted.

Versions and activity

ALL PLANS

The last 30 versions kept, with restore and an activity list.

> *Use it when* Someone overwrote the price sheet: restore yesterday's version.

Sharing and links

ALL PLANS

Share with people (view or edit), or by a link that expires after 1, 7, 30 or 90 days, with an optional password. Turn links off any time.

> *Use it when* Send a client a link to the brand files that expires in 7 days, with a password.

Shared drives

ALL PLANS

Team drives whose files belong to the team and stay when someone leaves.

> *Use it when* The Finance drive belongs to the team, so files stay when someone leaves.

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Save attachments to Drive

ALL PLANS

Save any attachment to your Drive in one click, and attach Drive files to any email.

> *Use it when* Save every invoice PDF from email to the Finance folder in one click.

Docs, Sheets and Slides

ALL PLANS

Open and edit Word, Excel and PowerPoint files in the browser; saves to Drive.

> *Use it when* Open a Word proposal or Excel budget from email and edit it in the browser.

Sign Officially, built in

ALL PLANS

Every PDF in your email has a Sign button that opens it in Sign Officially, our e-signature service, already signed in with your MailOfficially account. No downloading, no uploading, no second password, and no copies left on your computer.

> *Use it when* Sam sends a contract: press Sign on the PDF and sign it without saving a copy to your computer.

Sign it yourself

ALL PLANS

Draw or type your signature, choose how bold the pen is, and place it on the page.

> *Use it when* Draw your signature on the agreement and place it on the last page.

Send for signatures

ALL PLANS

Send a PDF to one or more people to sign, in order or all at once, and follow who has signed.

> *Use it when* Send an offer letter to the new hire and then the director to sign, in order.

Signed copy back in your email

ALL PLANS

The signed copy comes back into your email on its own. Sign a PDF you are about to send and it replaces the attachment in your draft: "Waiting for signature", then "Signed". Sign one you received and send it straight back to the sender.

> *Use it when* Attach the agreement, press Sign, sign it, and the signed copy is already attached when you come back. Press Send.

Certificate of completion

ALL PLANS

Every signed document comes with a certificate showing who signed and when.

> *Use it when* Prove who signed the contract and when, if anyone asks later.

Storage

ALL PLANS

Email and Drive share your company's storage: plan storage x number of people.

> *Use it when* See how much of the company's storage email and Drive use, person by person.

THE DESKTOP APP · WINDOWS

Drive Officially for Windows

Drive Officially keeps a folder on your Windows PC in sync with your MailOfficially Drive, including your shared drives and the files people share with you. It shows that folder as its own drive, usually M:, in File Explorer, so your Drive works like any other drive: open, save, copy and drag files as you always do.

VERSION	WORKS ON	DOWNLOAD	ADMIN RIGHTS	PUBLISHER
1.1.2	Windows 10 and Windows 11 (64-bit)	about 139 MB	Not needed	WorkOfficially

Download it from **docs.mailofficially.com/driveofficially** (version 1.1.2, about 139 MB). SHA-256: `3fbe8871a87730e3eaf77d6ef7dfb3edd985996c4d6d26ec87491ec1dcce5d82`

Before you start. If Windows shows a blue box that says **"Windows protected your PC"** when you open the installer, click **More info**, then **Run anyway**.

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Install and sign in

INSTALL

1. Download the installer, **DriveOfficially-1.1.2.exe**, and double-click it.
2. If Windows says "Windows protected your PC", click **More info**, then **Run anyway**.
3. That's it. It installs for your Windows account only, adds **Drive Officially** to the Start menu and starts by itself when you sign in to Windows. It also shows in Windows **Settings > Apps**.
4. Look for its small folder icon in the notification area by the clock. If you don't see it, click the **^** arrow by the clock.

SIGN IN

1. The first time it starts, a small window shows a code, for example **BCDF-GHJK**, and your browser opens MailOfficially.
2. Sign in to MailOfficially in the browser if asked, as usual: password, 2-step code or company sign-in.
3. Check that the browser shows the **same code** and the name of your PC, then click **Allow**.
4. The small window closes by itself and your files start to sync.

Drive Officially can only use Drive: it can't open your email or your settings. Your sign-in is kept on this PC, protected by Windows for your Windows account only.

Where your files are

Your Drive	The folder **C:\Users\<you>\Drive Officially**, also shown as drive **M:** in File Explorer, named "Drive Officially". If M: is already taken, it uses the next free letter, for example N:.
Shared drives	Inside **M:\Shared drives**, one folder for each shared drive you belong to.
Shared with me	Inside **M:\Shared with me** (new in version 1.1.0): files and folders other people shared with you. Folders shared with you as Editor sync both ways; Viewer items are view-only. You can't move or delete the shared items at the top of this folder from your PC, because they belong to someone else: ask the owner to stop sharing instead.

What syncs

YOU DO THIS ON THE PC	WHAT HAPPENS IN DRIVE
Add a file or folder	It is uploaded to Drive and checked for viruses
Edit and save a file	A new version is uploaded. Older versions stay in Drive
Rename or move a file or folder	It is renamed or moved in Drive too
Delete a file or folder	It goes to the Drive trash in the browser, where you can restore it

SOMEONE DOES THIS IN DRIVE	WHAT HAPPENS ON THE PC
Adds or changes a file	It is downloaded to your PC
Renames or moves something	It is renamed or moved on your PC too
Deletes something, or puts it in the trash	The file goes to the Windows Recycle Bin on your PC. Nothing is deleted for good

Changed in both places at once? Both copies are kept. Your PC copy is renamed, for example "Report (conflict from FRONT-DESK 2026-11-03 14-05).docx", and uploaded next to the other one, so nobody's work is lost.

Places where you can only view (a shared drive or a shared folder where you are a Viewer): you can open and copy the files, but changes stay on your PC. If you edit such a file, your edited copy is kept next to it as a "conflict" copy and the original comes back. The Status window lists these.

Not synced, on purpose: Office lock files (~$...), .tmp files, LibreOffice lock files (.~lock...), Thumbs.db and desktop.ini. Files that are still being copied or saved wait until they are finished.

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The tray icon

Right-click the Drive Officially icon by the clock. The icon shows a small dot: **green** when everything is up to date, **blue** while syncing, **red** for a problem or when you need to sign in, and **grey** when paused.

MENU ITEM	WHAT IT DOES
Your email	Who is signed in
Open Drive (M:)	Opens the drive in File Explorer. Double-clicking the icon does the same
Open in browser	Opens Drive at mailofficially.com/app/drive
Sync now	Checks for changes right away. Normally it checks every 30 seconds, and a few seconds after you change something
Pause syncing / Resume syncing	Stops and restarts syncing. Your files stay where they are
Status...	Last sync time, items waiting, and a list of problems and notes
Sign out	Signs this PC out of Drive. Files stay in the folder but stop syncing
Uninstall...	Removes the app. Your files stay
Quit	Closes the app until you next sign in to Windows, or start it again from the Start menu

Good to know: limits in this version

Everything is downloaded
All your Drive files and shared drives are copied to the PC. There are no "online-only" files yet, so make sure the PC has enough free disk space.

Files that are open
A file open in a program, such as a document open in Word, is uploaded after you close it, or once it hasn't changed for about a minute.

Names
Characters Windows doesn't allow in names, like : ? * " < > |, are shown as _ on the PC. If two items in the same Drive folder end up with the same Windows name, only one is shown on the PC.

Moving between drives
Moving between My Drive and a shared drive, or between shared drives, needs owner rights. If Drive refuses, the item goes back where it was and the Status window says why.

Very large removed items
Removed items over 512 MB, and items the Recycle Bin can't take, go to %LOCALAPPDATA%\Drive Officially\Removed files instead (Status window > Removed files).

Another person on the same Windows account
If someone else signs in to Drive Officially on the same Windows account, the previous person's folder is moved aside to "Drive Officially (old - <their email>)", so files never mix.

One file at a time
The first sync of a large Drive can take a while.

Big uploads
Uploads over 64 MB that are interrupted (PC turned off, network lost) start again from the beginning.

Upper and lower case
Changing only the case of a name on the PC (report.docx to Report.docx) is not sent to Drive.

Programs run as administrator
They can't see drive M:, so use the folder C:\Users\<you>\Drive Officially there instead.

Signing in again
The app asks you to sign in again after 90 days without use. For companies with the healthcare (HIPAA) safeguards turned on, it asks every 30 days. Your files stay.

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Updating, removing, and your computers

Updating

There are no automatic updates yet. To update, download the latest installer from docs.mailofficially.com/driveofficially and run it. It replaces the installed version and keeps your sign-in and your files.

Your computers

In MailOfficially, **Settings > Security** lists "Drive Officially on your computers": each PC and when it last synced. Click **Remove** and that PC stops syncing straight away; files already on it stay there. Signing out everywhere, changing your password or being signed out by your admin also stops the app.

Help

The **Status window** (tray menu > Status...) lists anything that didn't sync and why. Logs are in **%LOCALAPPDATA%\Drive Officially\logs** (Status window > Open logs folder). They never contain file contents or sign-in details, and file names are replaced by short codes, so they are safe to send to support. Support: **mailofficially.com/app/support**

Removing it

Right-click the tray icon and choose **Uninstall...**, or go to Windows **Settings > Apps > Installed apps > Drive Officially > Uninstall**. This removes the drive letter, the Start menu entry, starting with Windows and the program, and signs this PC out. **Your files stay** in C:\Users\<you>\Drive Officially: delete that folder yourself if you no longer need it. Everything is still in Drive in the browser.

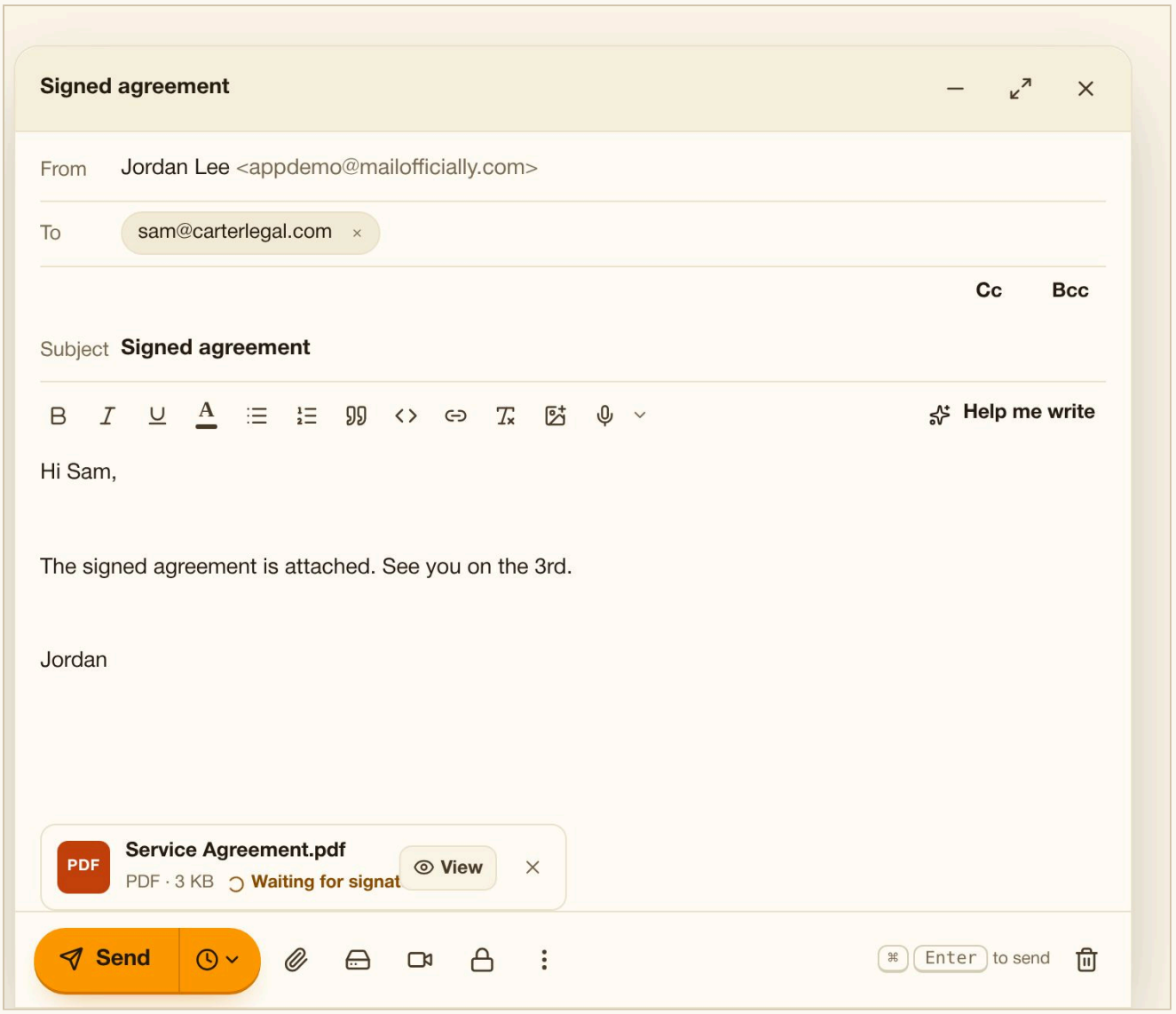
For admins

Drive Officially is on by default. Company admins can turn it off in the admin console: **Drive > Sharing rules > "Allow the Drive Officially desktop app"**. Turning it off stops every computer in the company from syncing straight away; files already on those computers stay there, and everyone can still use Drive in the browser. Every allow, sign-in and removal is recorded in the company audit log.

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Signing a PDF you are sending

Attach the PDF and press Sign on its card. Sign Officially opens in a new tab with the document, already signed in. Back in your draft, the card shows that it is waiting for your signature.

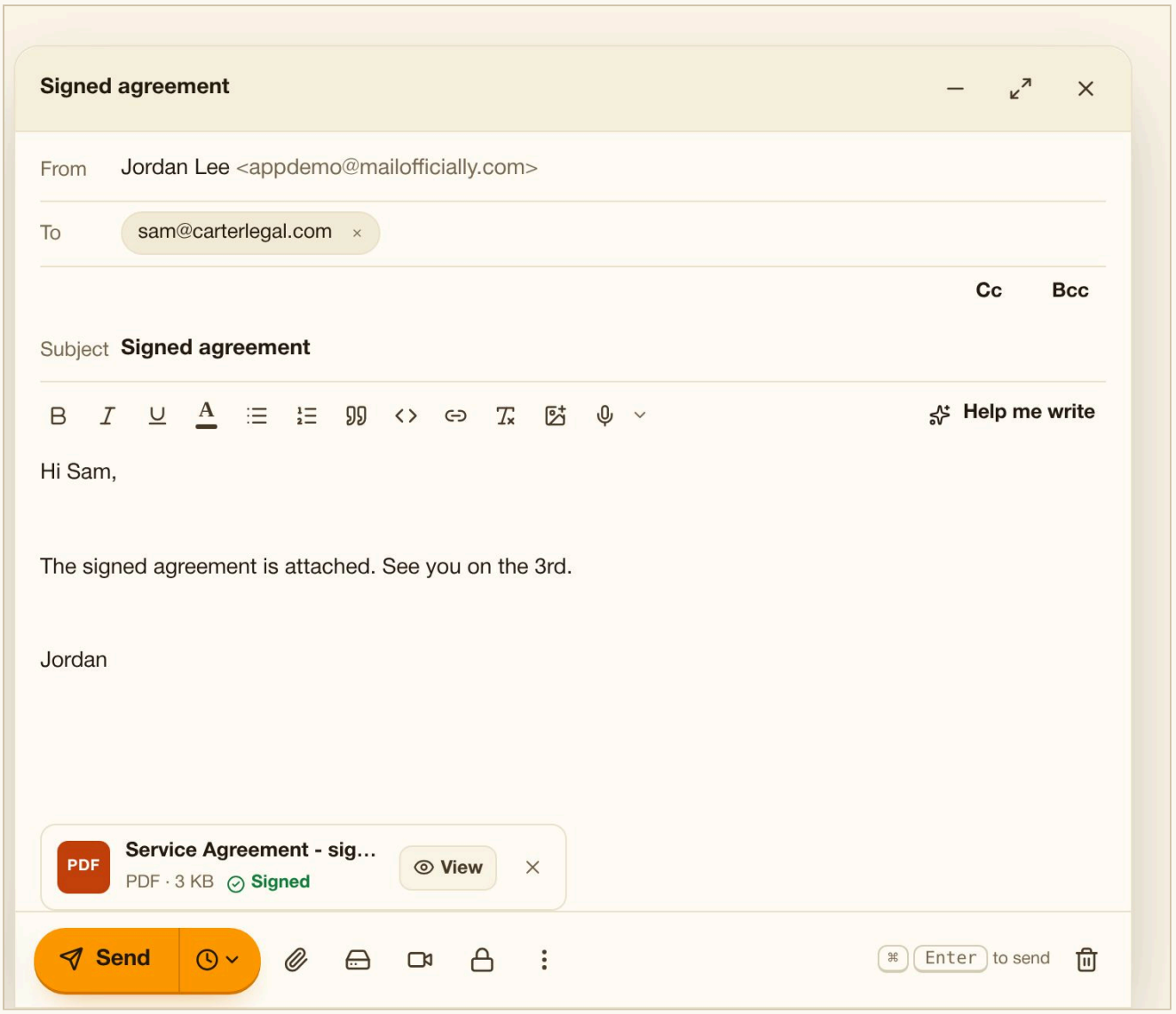


- **Waiting for signature**: Sign Officially has the document; sign it in the other tab
- **Nothing downloaded**: the file goes from your draft to Sign Officially directly
- **Keep writing**: the draft stays open while you sign

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The signed copy, attached for you

As soon as you have signed, the signed copy replaces the original in your draft and a message confirms it. There is nothing to download or attach again: press Send.



— **Signed**: the card now holds the signed PDF instead of the original

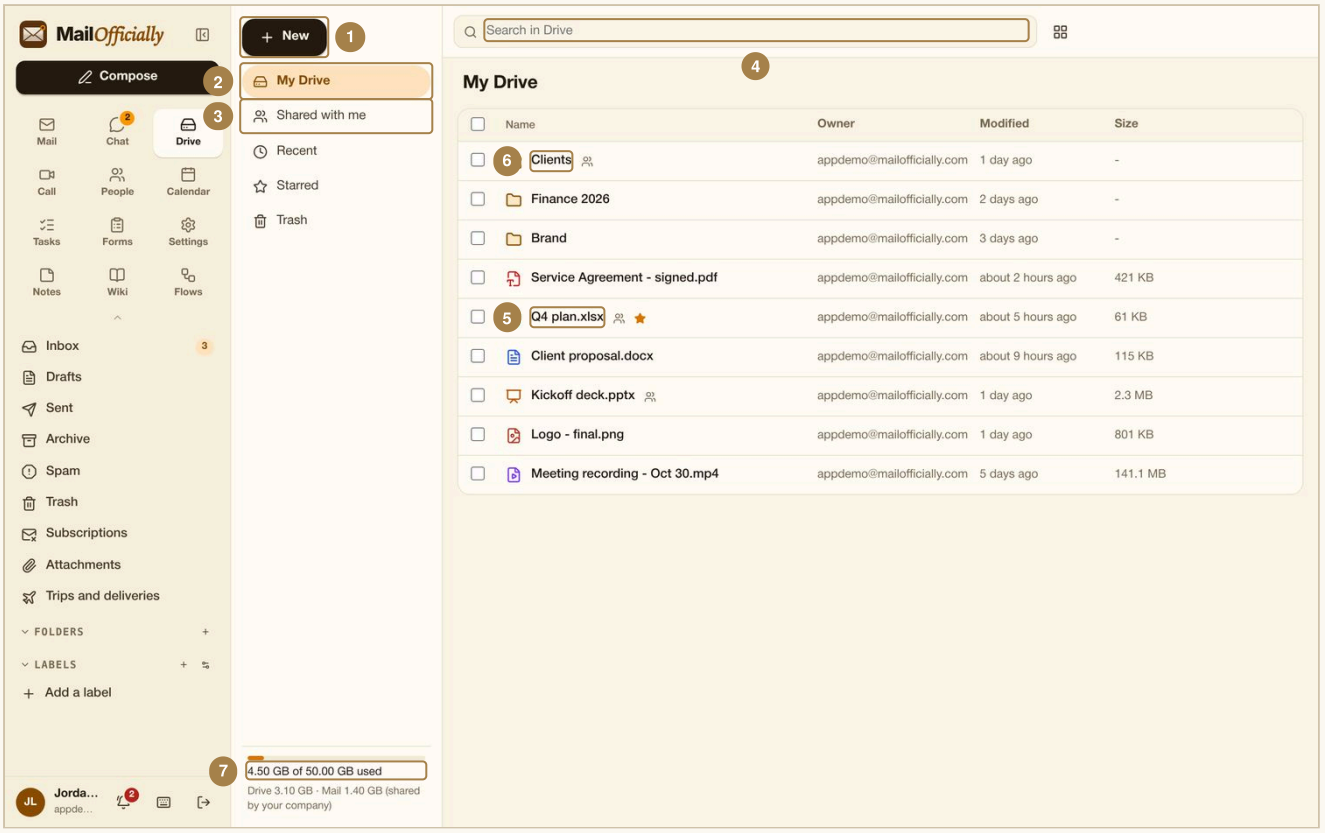
— **View**: check the signed copy before it goes

— **Send**: it goes out like any other attachment

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Drive

Your files, the ones shared with you, and your team's shared drives. Files are virus-checked and stored encrypted.



1 **New**: folder, upload, or a new document, spreadsheet or presentation

2 **My Drive**: your own files

3 **Shared with me**, then Recent, Starred and Trash

4 **Search in Drive**

5 **A file**: the people icon means it is shared; the star means starred

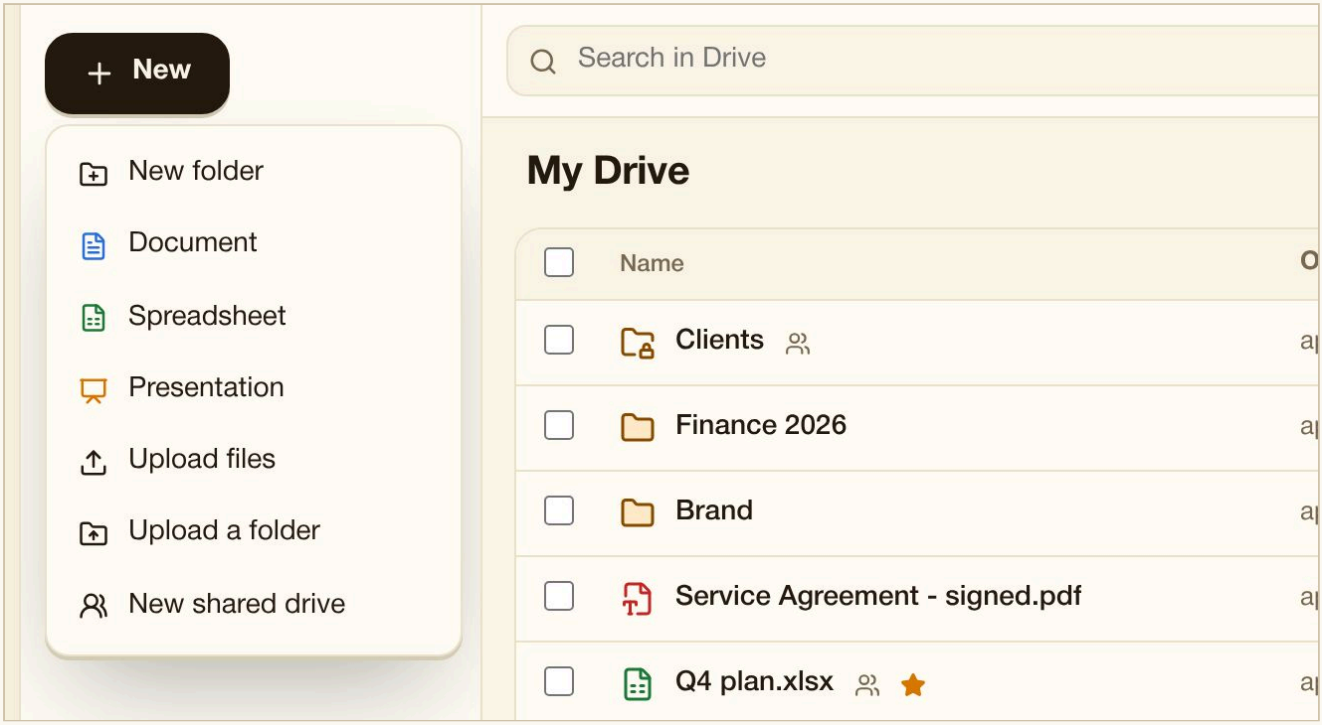
6 **Folders**: open, share or move them

7 **Storage**: how much you and your company use

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New in Drive

The New button makes folders and Office files, or uploads from your computer.



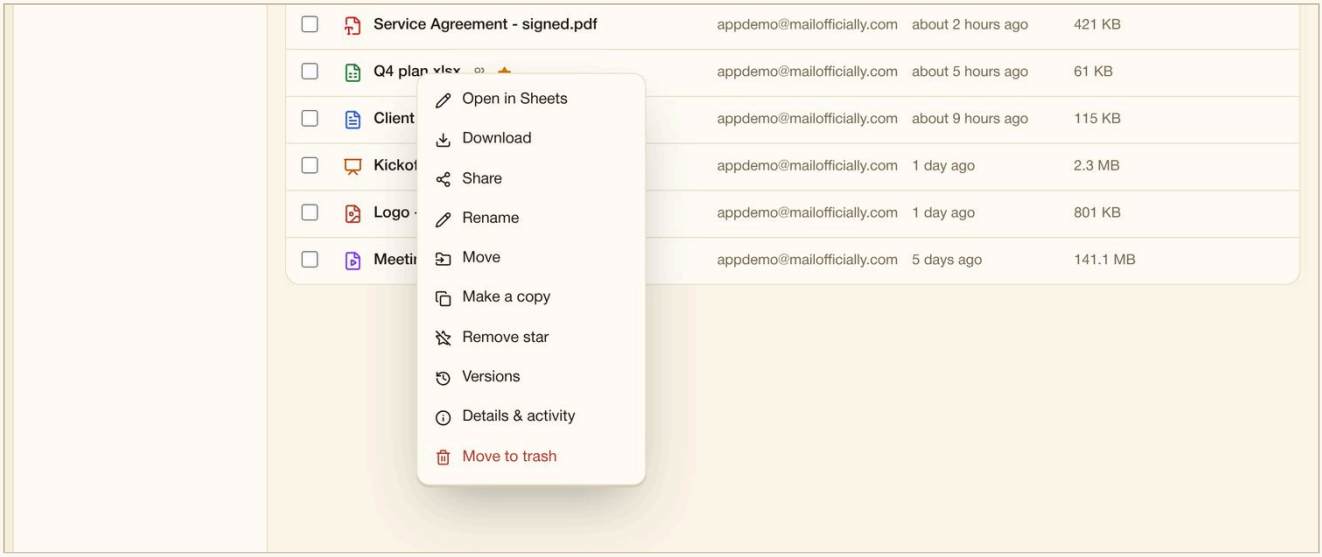
- **New folder**
- **Document, Spreadsheet, Presentation**: open in the browser editor
- **Upload files, Upload a folder**: from your computer
- **New shared drive**: for a team, if your admin allows

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Right-click a file

ON SCREEN · CHAPTER XI

Every file has the same menu, in the list and when it is open.

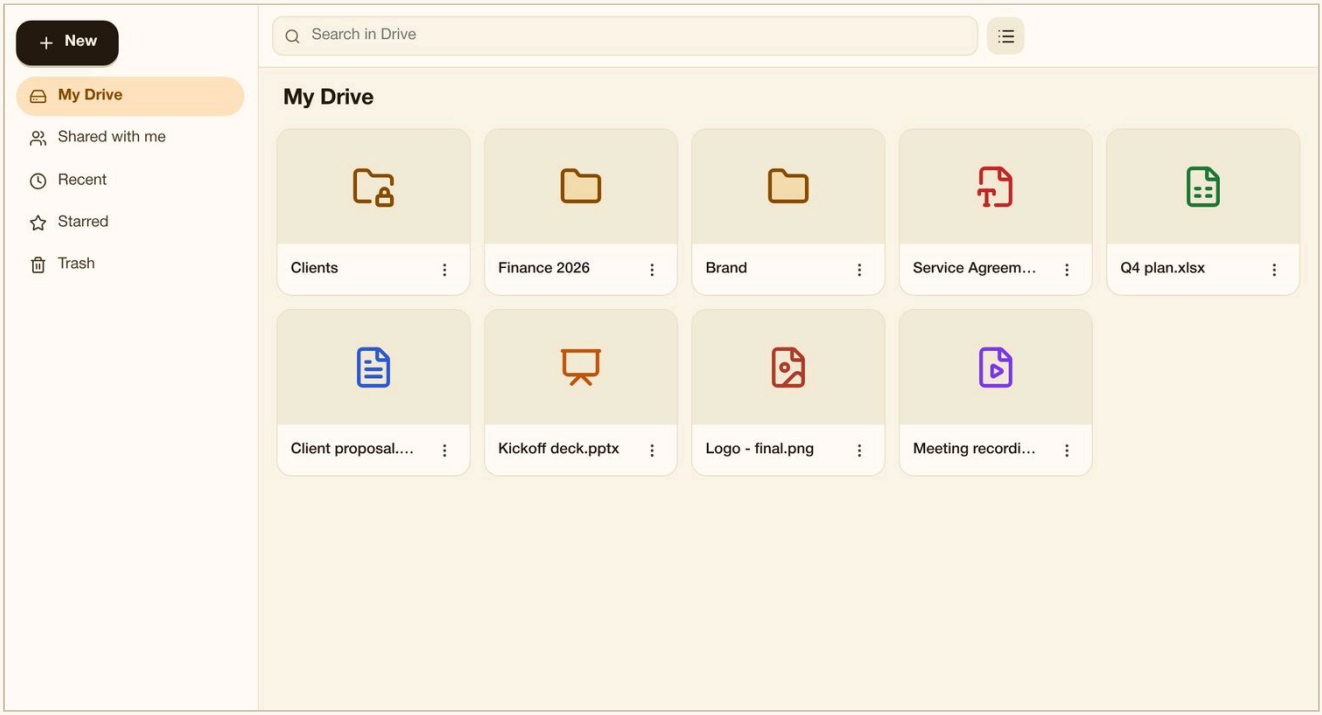


- **Open in Sheets**: or Docs or Slides, depending on the file
- **Download, Share**: share with people, or by a link with expiry and password
- **Rename, Move, Make a copy**
- **Star or Remove star**
- **Versions, Details and activity**: restore an older version, see who changed what
- **Move to trash**: kept 30 days

Drive as tiles

ON SCREEN · CHAPTER XI

The tiles button next to the search box shows files as large tiles with previews; press it again for the list.



- **Three dots**: on every tile: the same menu as right-click

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CHAPTER XII

Tasks, Notes, Forms, Wiki and Flows

The everyday apps a team needs, in the same account.

5 FEATURES

Tasks

ALL PLANS

Task lists with due dates that show in your calendar and sync to phone reminder apps.

> *Use it when* "Send Q4 numbers to Lena" due Tuesday shows in your calendar and on your phone.

Forms and surveys

ALL PLANS

Templates (contact, event sign-up, feedback, new patient, appointment), 12 question types, file uploads, one answer per person, QR code, summary charts and CSV. Answers stay on MailOfficially servers.

> *Use it when* Collect event sign-ups or new-patient intake with a form and a QR code.

Flows (automation)

SEAL · CREST

When an email arrives, a form is answered, an event starts or on a schedule, then move, label, forward, post in chat, create a task, notify you or call a webhook. Seal: 5 flows per person inside the company; Crest: 20 with outside webhooks.

> *Use it when* When an email with "invoice" in the subject arrives, label it, forward it to accounts@ and add a task.

Notes

ALL PLANS

Notes and checklists with colors, pins, labels and reminders; "Save as note" from an email.

> *Use it when* A checklist for the Austin trip, pinned with a reminder the day before.

Company wiki

SEAL · CREST

An internal site with nested pages, pictures, history and per- page access. Never shared outside the company.

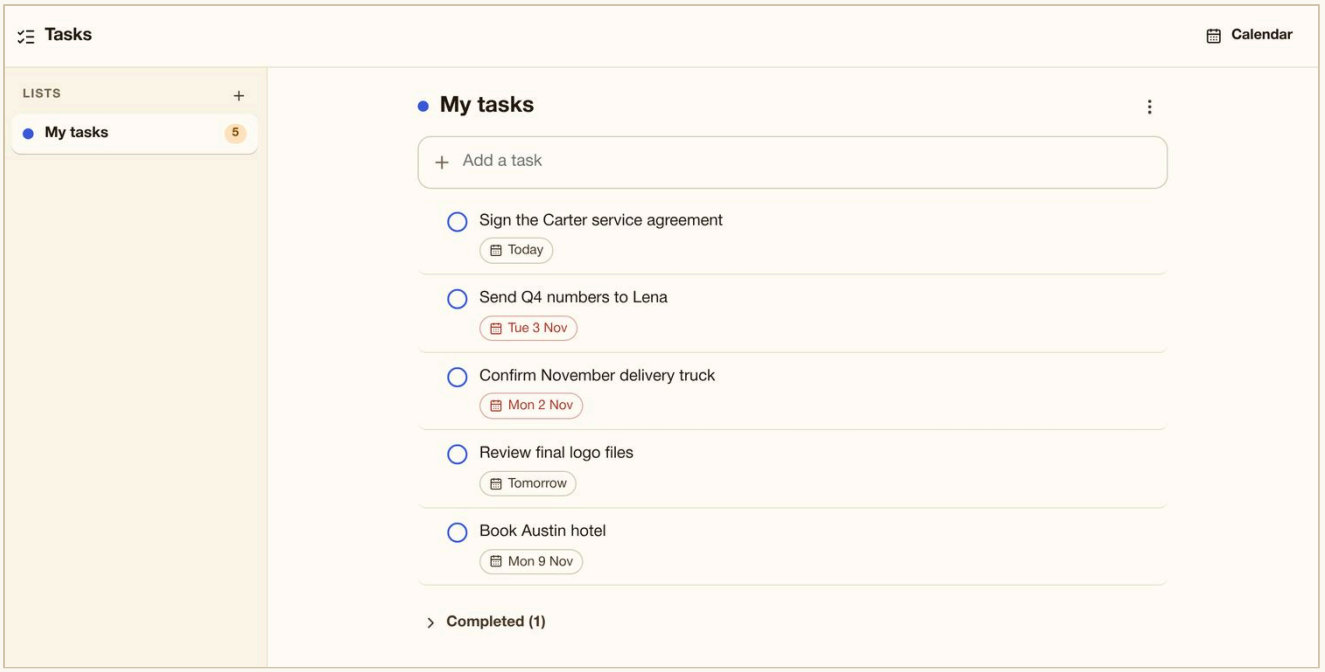
> *Use it when* Put the holiday policy, how-tos and key contacts where only staff can see them.

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Tasks

ON SCREEN · CHAPTER XII

Task lists with due dates. Tasks also show in your calendar and on your phone's reminder app.

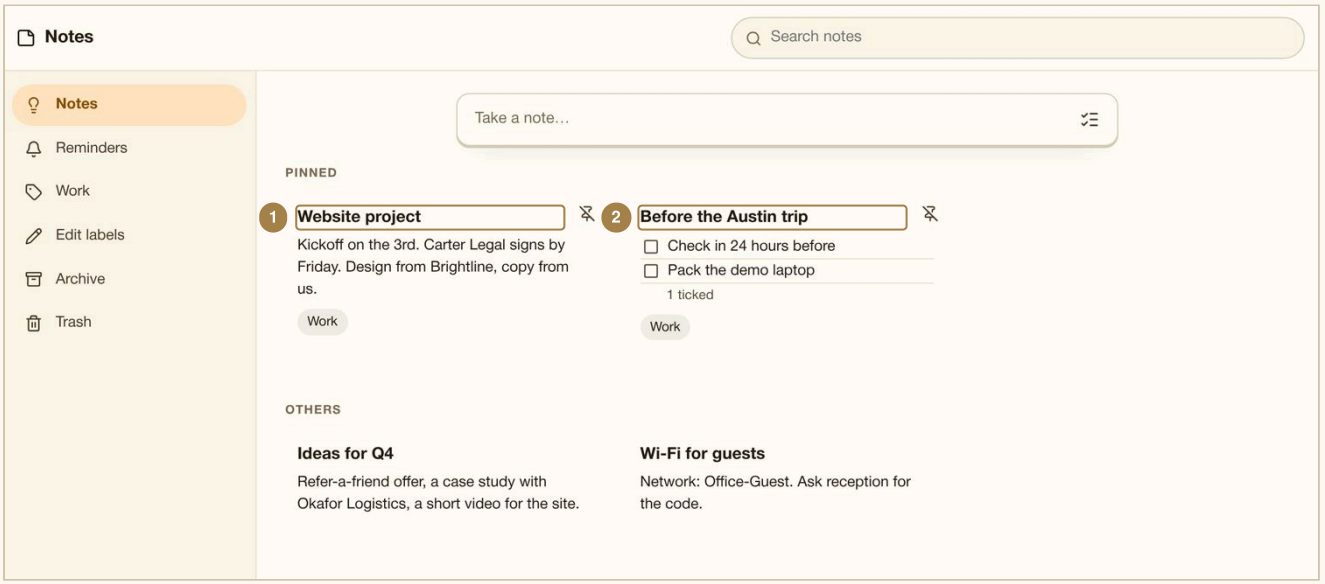


- **Lists**: make as many as you like
- **Add a task**: with a due date
- **Red dates**: overdue
- **Completed**: tucked away at the bottom

Notes

ON SCREEN · CHAPTER XII

Notes and checklists with colors, labels and reminders. "Save as note" on any email turns it into a note.



1 **A pinned note**: stays at the top

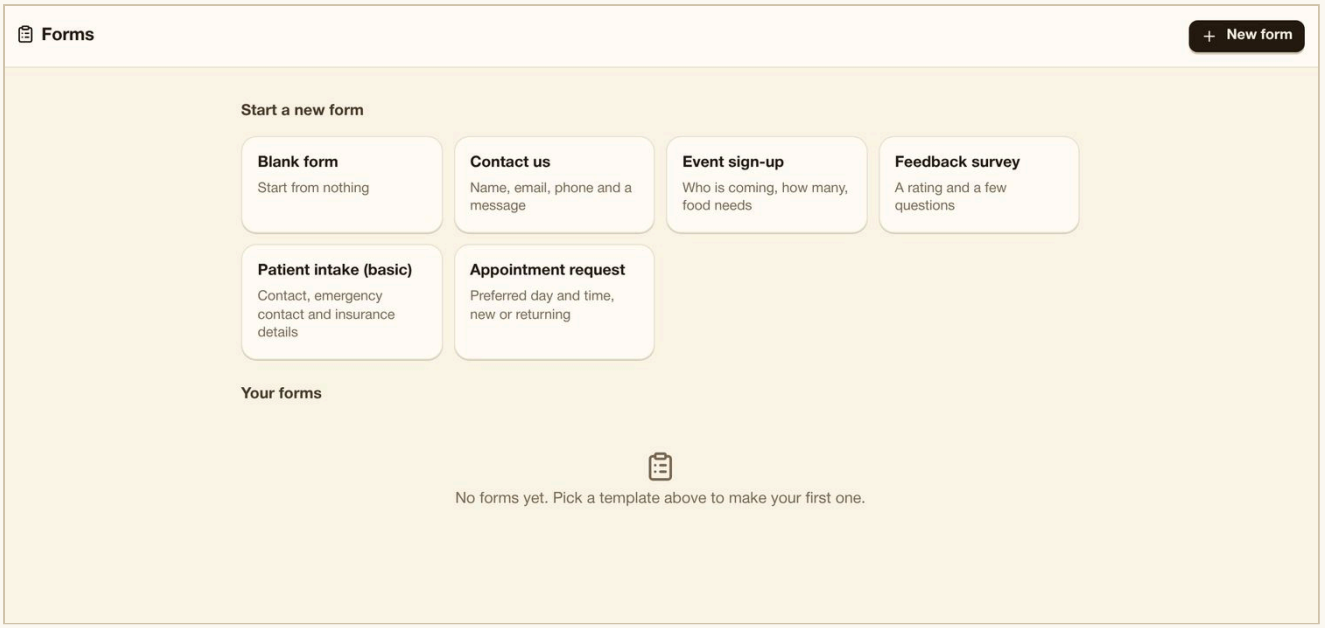
2 **A checklist**: tick items off

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Forms

ON SCREEN · CHAPTER XII

Start a form from a template or from nothing. Answers stay on MailOfficially servers.

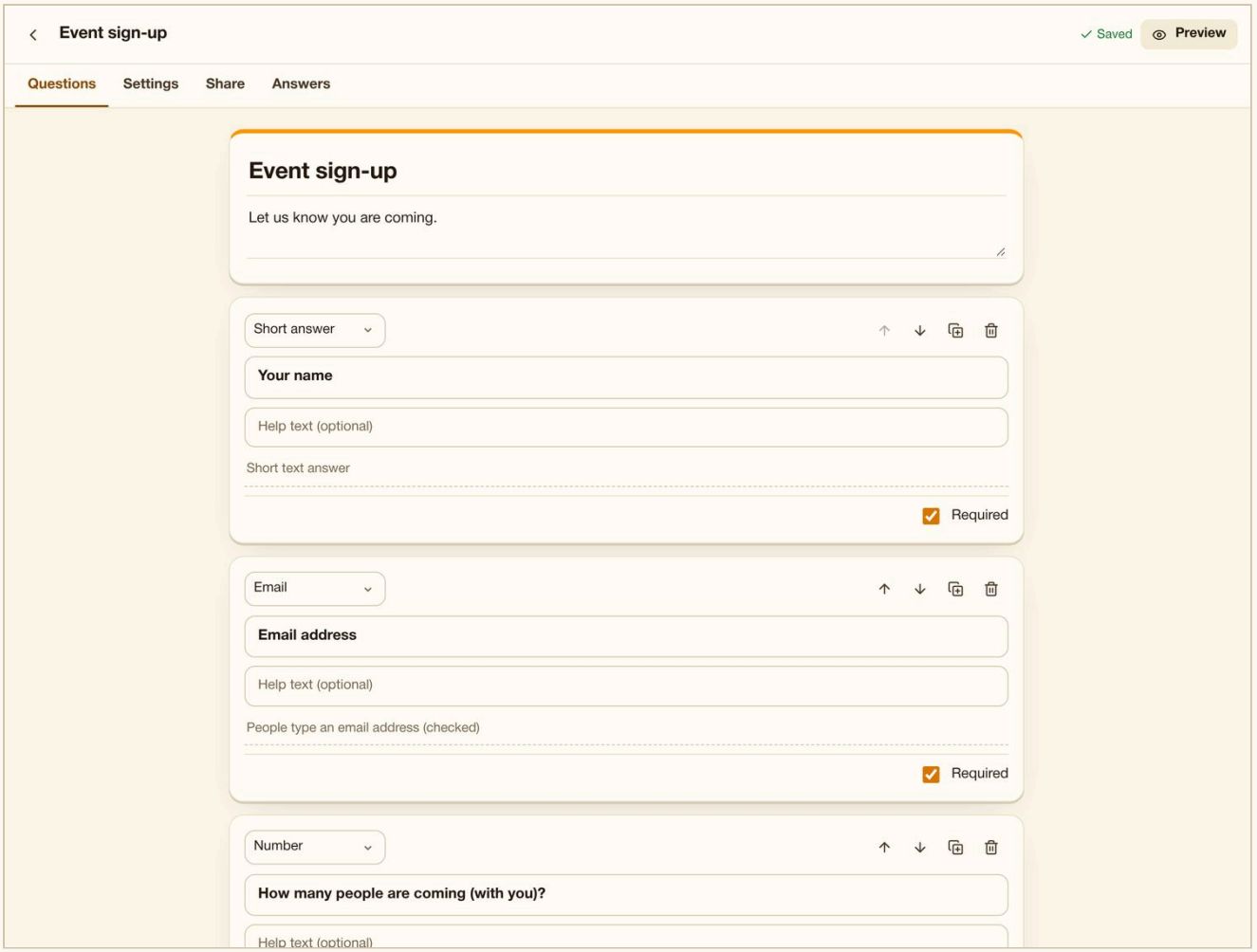


- **Templates**: Contact us, Event sign-up, Feedback survey, Patient intake, Appointment request
- **Your forms**: with answers, charts and CSV export

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Building a form

Questions, sharing and answers in one place.



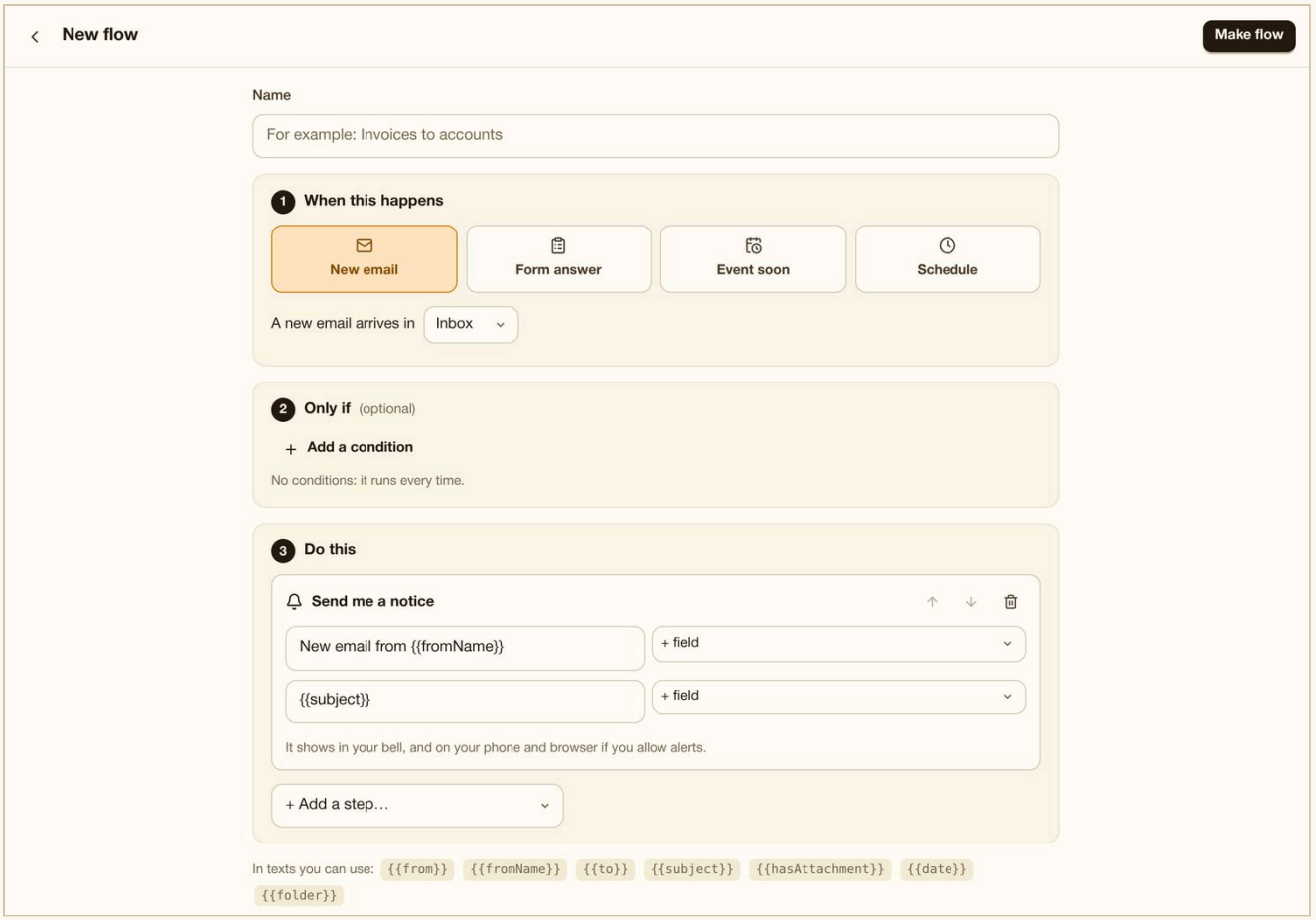
- **Questions**: each with a type (short answer, email, number and more), help text and Required
- **Arrows, copy, bin**: reorder, duplicate or remove a question
- **Settings, Share, Answers**: the other tabs: who can answer, the link and QR code, the answers with charts and CSV
- **Saved, Preview**: changes save as you go

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Making a flow

ON SCREEN · CHAPTER XII

A flow does things for you automatically: when something happens, it checks your conditions and then does the steps you chose.



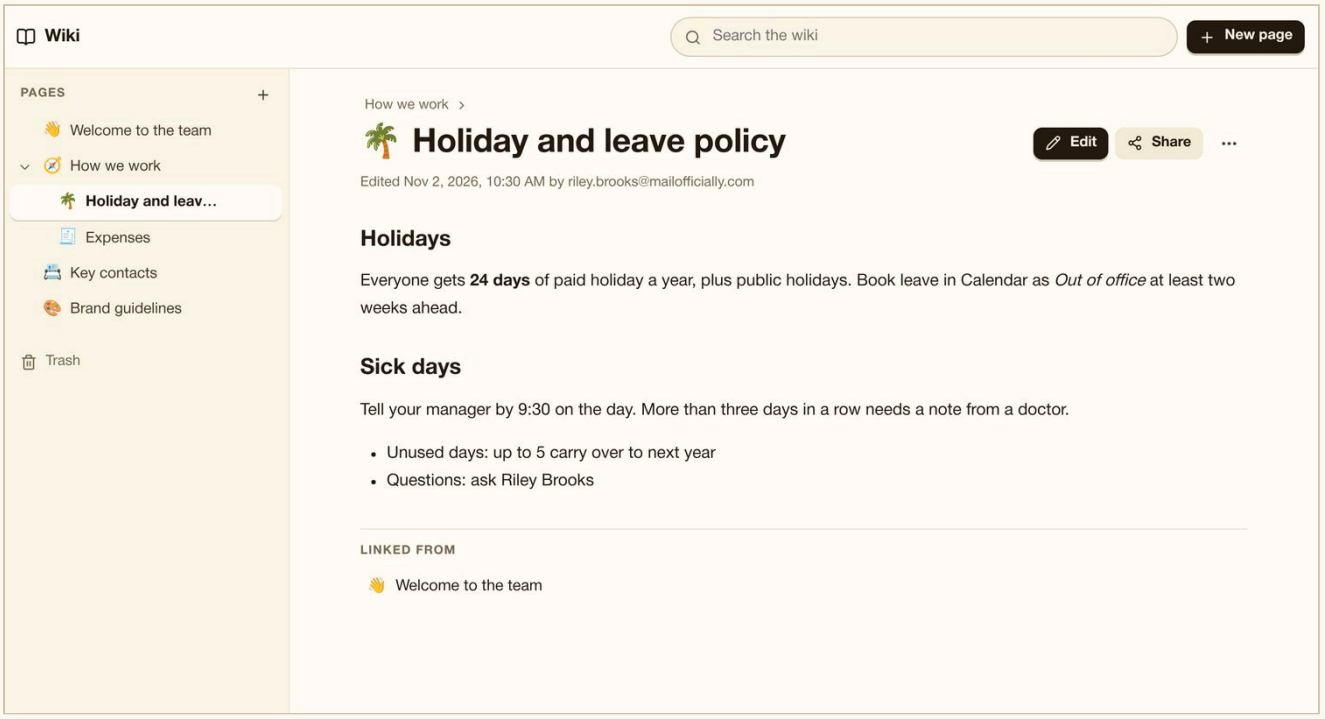
- **1. When this happens**: New email, Form answer, Event soon or Schedule
- **2. Only if**: optional conditions
- **3. Do this**: steps like Send me a notice; + Add a step for move, label, forward, post in chat, create a task or call a webhook (Crest)
- **Fields**: {{from}}, {{subject}}, {{date}} and others fill in from the email
- **Make flow**: saves it; Test run tries it on a recent example

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The company wiki

ON SCREEN · CHAPTER XII

Pages and sub-pages for everything your team needs to know. Only people in your company can see them.



- **Pages**: nested on the left; drag to reorder
- **Edit, Share**: who can see and who can edit each page
- **Linked from**: other pages that link here
- **Search the wiki**: and New page at the top
- **Version history**: in the three dots

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CHAPTER XIII

Your settings and notifications

Make MailOfficially work your way.

15 FEATURES

Look and feel

ALL PLANS

Light or dark, accent color, background photo, sidebar color, font and text size, density, list options, which apps show in the sidebar.

> *Use it when* Switch to dark mode, pick your accent color and choose which apps show in the sidebar.

Sounds and quiet hours

ALL PLANS

New mail sounds, "Only for emails from people" and quiet hours.

> *Use it when* No new-mail sounds after 8 pm or at weekends.

New sign-in alerts

ALL PLANS

An email and phone alert when your account is used from a new device or place, with "Wasn't you? Change your password".

> *Use it when* Someone signs in from a new country: you get an alert and a "Wasn't you?" button.

Recent sign-ins

ALL PLANS

Every recent sign-in with device and approximate place.

> *Use it when* Check every recent sign-in with device and place.

Notification bell

ALL PLANS

Every notice in one place on web and phone: shares, imports, form answers, reminders, announcements, mentions.

> *Use it when* See every share, form answer and mention in one list.

Mailbox space warnings

ALL PLANS

A heads-up at 80% and 95% full, to you and your admins.

> *Use it when* At 80% full you and your admin get a heads-up, before mail bounces.

Features

ALL PLANS

What your plan includes, with locks showing which plan has the rest.

> *Use it when* See what your plan includes and which plan unlocks the rest.

Reading and writing defaults

ALL PLANS

Mark as read timing, what happens after archive, default font for new emails, Reply vs Reply all.

> *Use it when* Choose to mark mail as read after 3 seconds and to open the next email after archiving.

Notification choices

ALL PLANS

For each kind: bell only, bell + phone, or bell + phone + email backup. Security alerts always reach your phone.

> *Use it when* Mentions ring your phone; Drive shares only show in the bell.

Where you're signed in

ALL PLANS

See every session and sign out anywhere, or "Sign out everywhere else".

> *Use it when* You left yourself signed in at a hotel computer: sign it out from your phone.

App passwords

ALL PLANS

Separate passwords for mail apps, which you can revoke one by one.

> *Use it when* Give Outlook its own password, and turn it off if the laptop is stolen.

Phone and browser push

ALL PLANS

Instant alerts for new mail and chat on iPhone, Android and in your browser, with desktop pop-ups while webmail is open.

> *Use it when* New mail and chat pop up instantly on your phone and desktop.

EMA settings

EMA

Switch each EMA feature on or off for yourself.

> *Use it when* Keep Summaries on but switch Drafted replies off, just for you.

Download my data

ALL PLANS

Mail (.mbox), Drive, Calendar (.ics), Contacts (.vcf), Chat, Tasks and Settings in one zip, kept 7 days.

> *Use it when* Leaving the company or archiving: download all your mail, files and contacts in one zip.

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Bring your old mail

SEAL · CREST

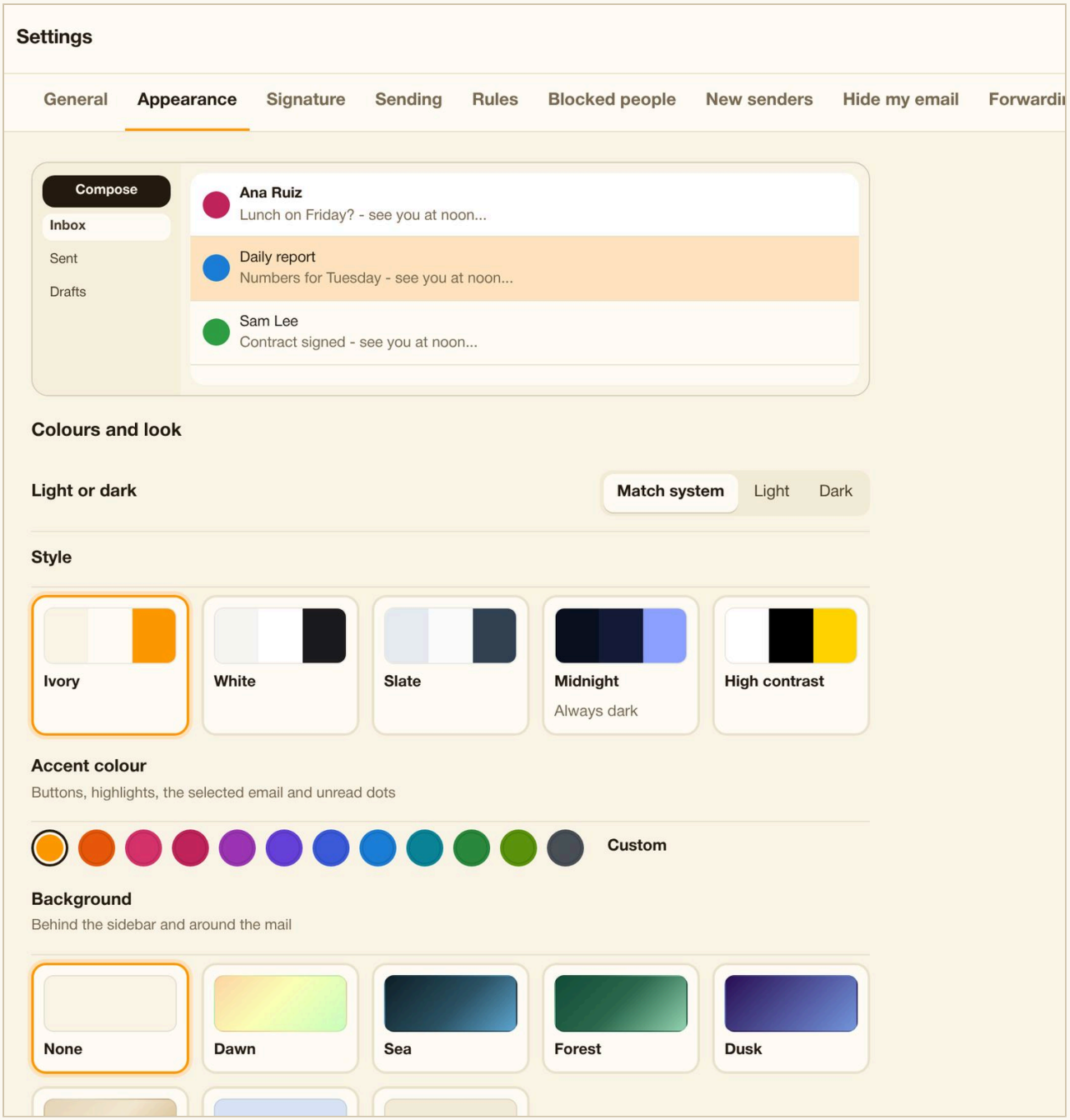
Import every email and folder from Gmail, Outlook, Zoho, Yahoo, iCloud or any IMAP provider, and keep copying new mail while you switch.

> *Use it when* Bring 10 years of Gmail with all folders, and keep copying new mail while you switch.

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Settings > Appearance

Make MailOfficially look the way you like. The preview at the top changes as you choose.

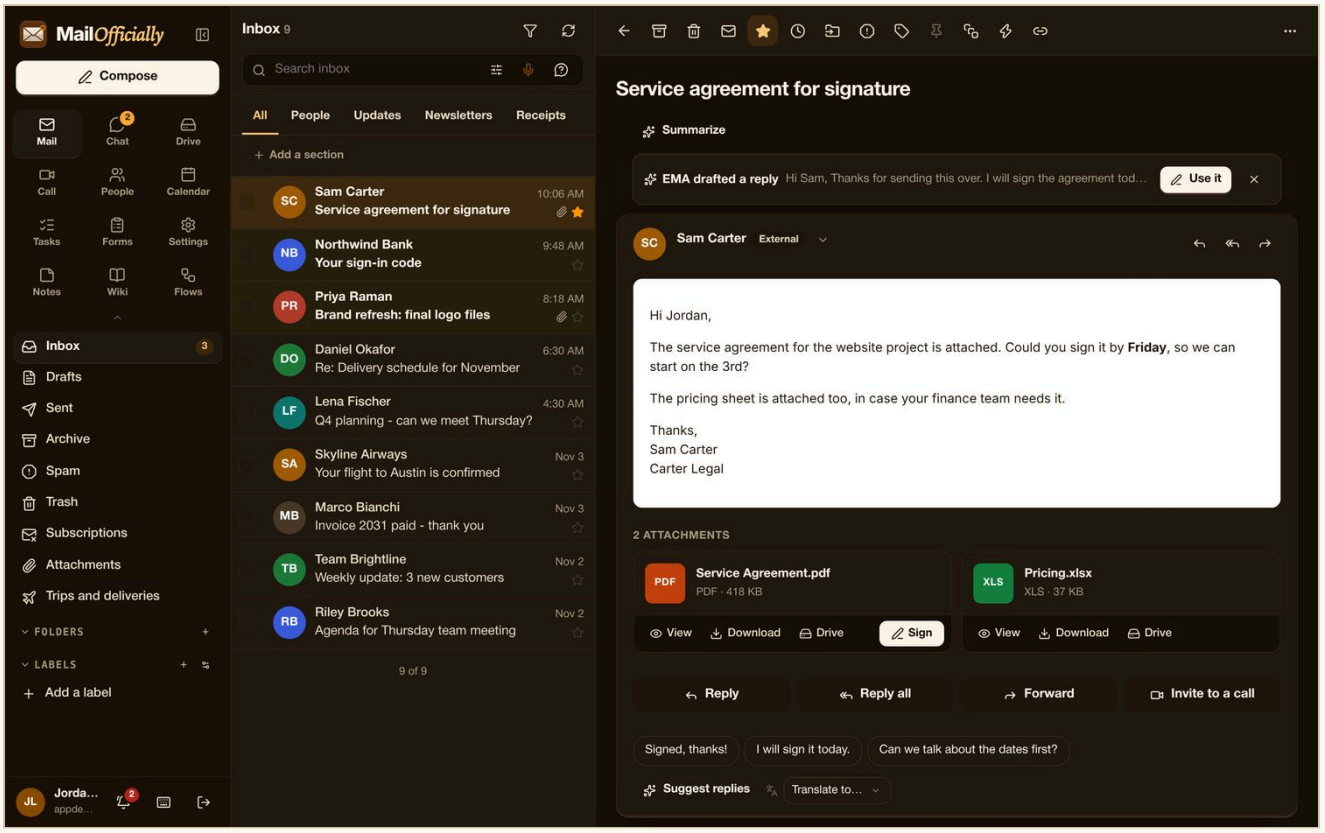


- **Light or dark**: or match your computer
- **Style**: Ivory, White, Slate, Midnight or High contrast
- **Accent color**: buttons, highlights and unread dots, or a custom color
- **Background**: None, Dawn, Sea, Forest, Dusk and more, behind the sidebar
- **Further down**: font, text size, density, list options, and which apps show in the sidebar

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Dark mode

The same inbox in dark mode. Choose it in Settings > Appearance, or let MailOfficially follow your computer.

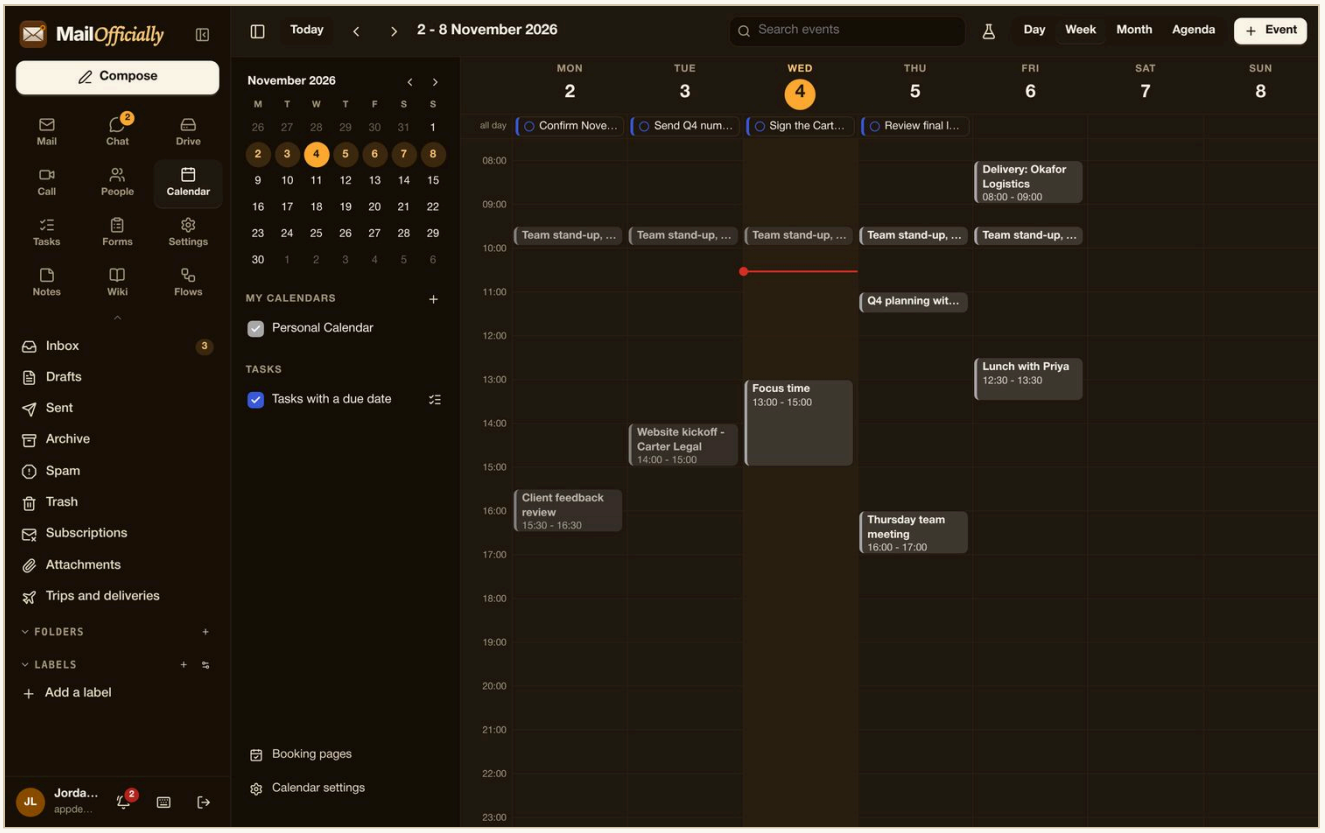


— **Everything follows**: Mail, Calendar, Chat, Drive and every other app

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Calendar in dark mode

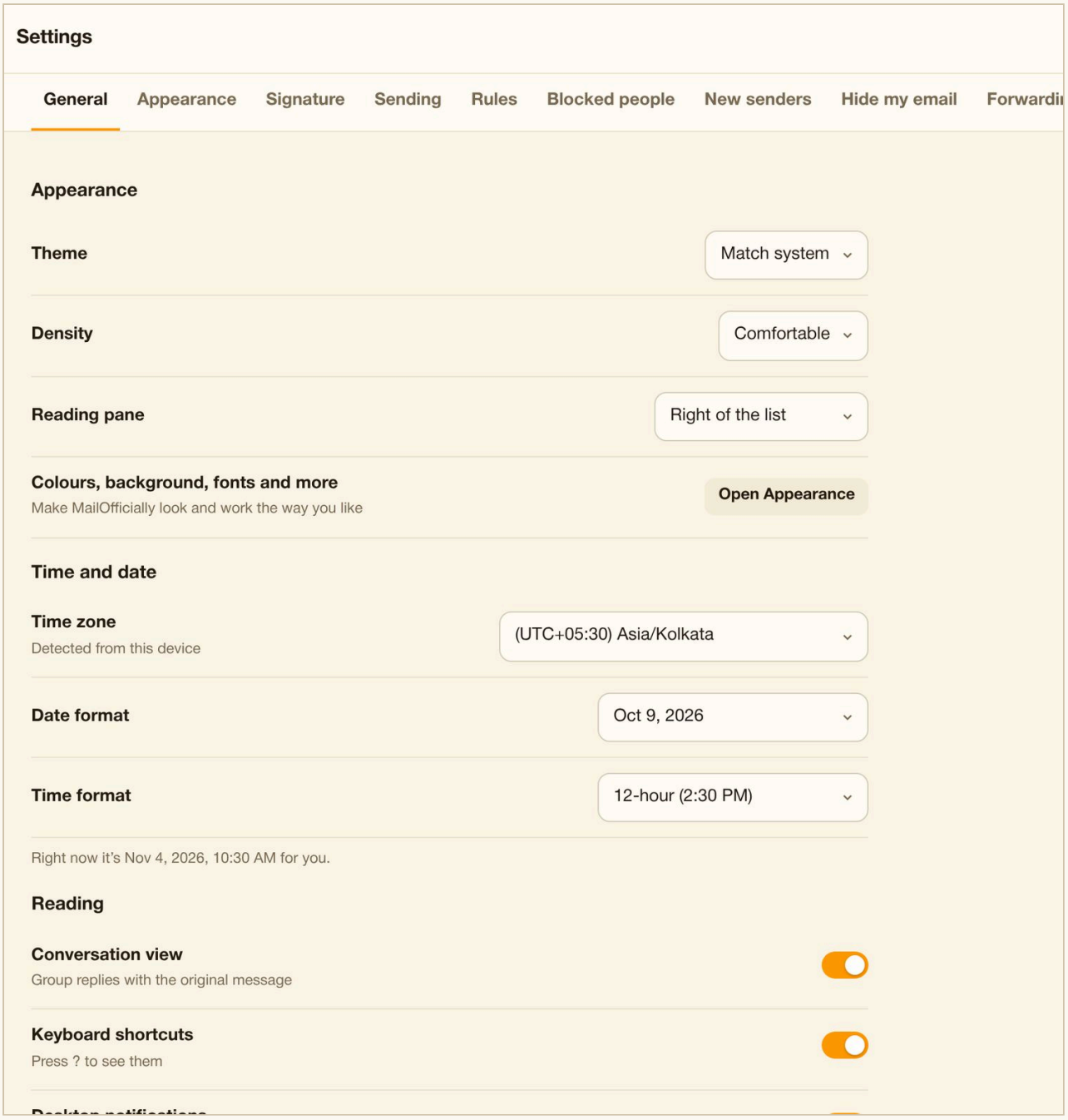
Colors stay readable in dark mode, and today stays orange.



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Settings > General

The basics: theme, reading pane, time and date, and how reading works.

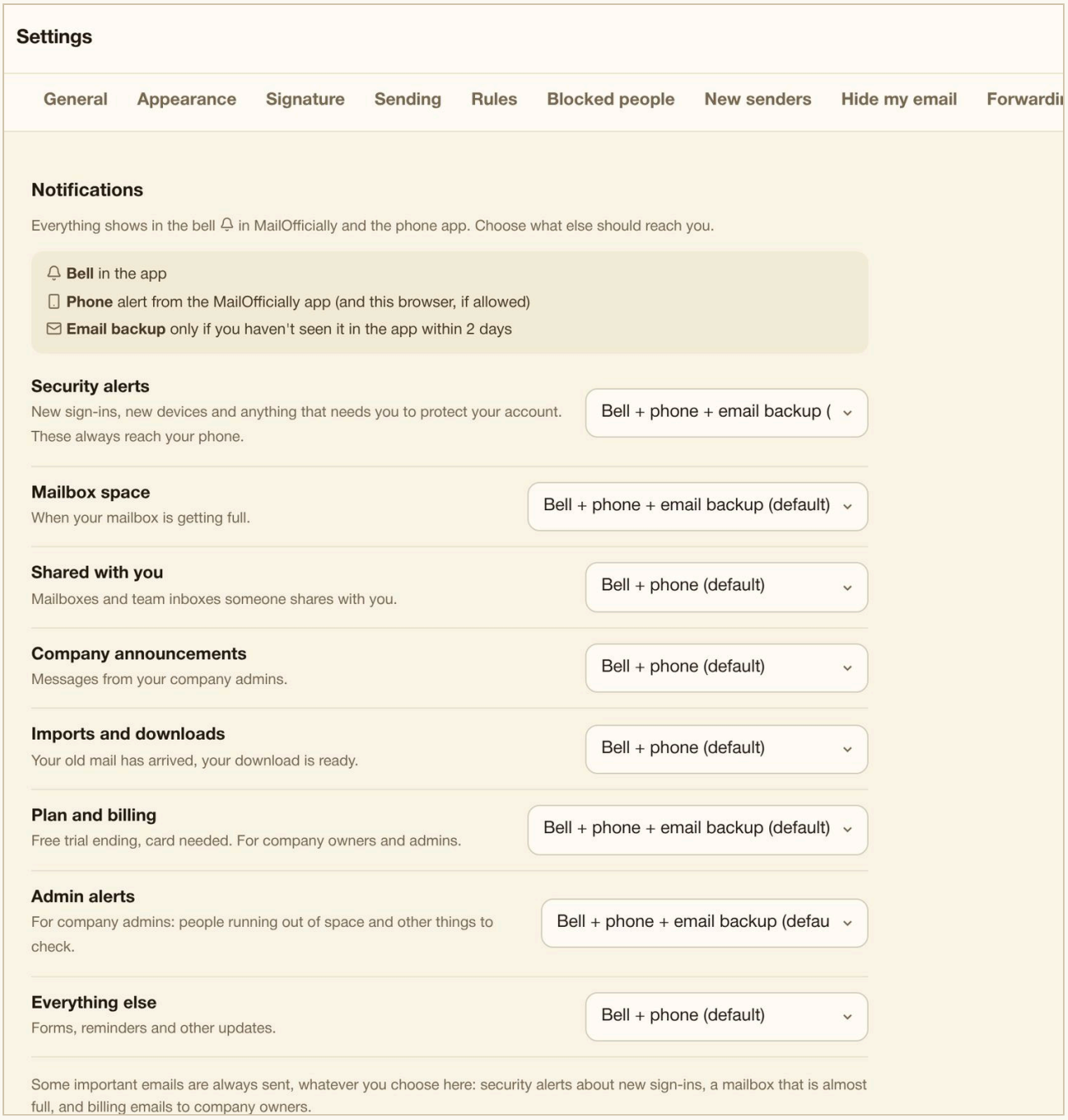


- **Theme, Density, Reading pane**: right of the list, below it, or off
- **Time zone, Date and time format**: detected from your device
- **Conversation view**: group replies with the original
- **Keyboard shortcuts**: press ? to see them

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Settings > Notifications

Everything shows in the bell. For each kind of notice, choose whether it also rings your phone and sends an email backup.

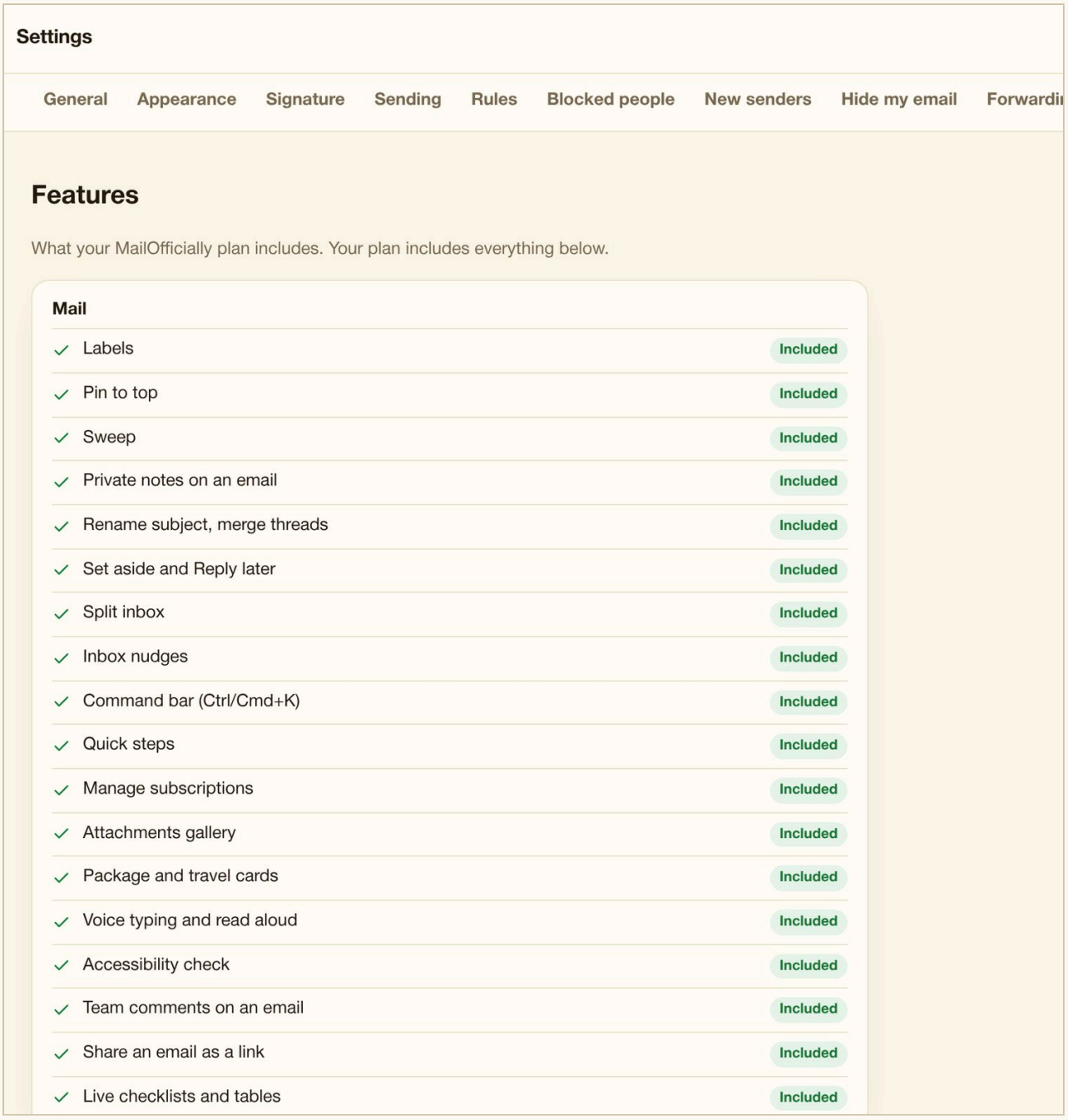


- **Security alerts**: always reach your phone
- **Mailbox space, Shared with you, Announcements**
- **Imports, Plan and billing, Admin alerts**
- **Everything else**: forms, reminders and updates

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Settings > Features

What your plan includes, feature by feature. Locked features show which plan has them.



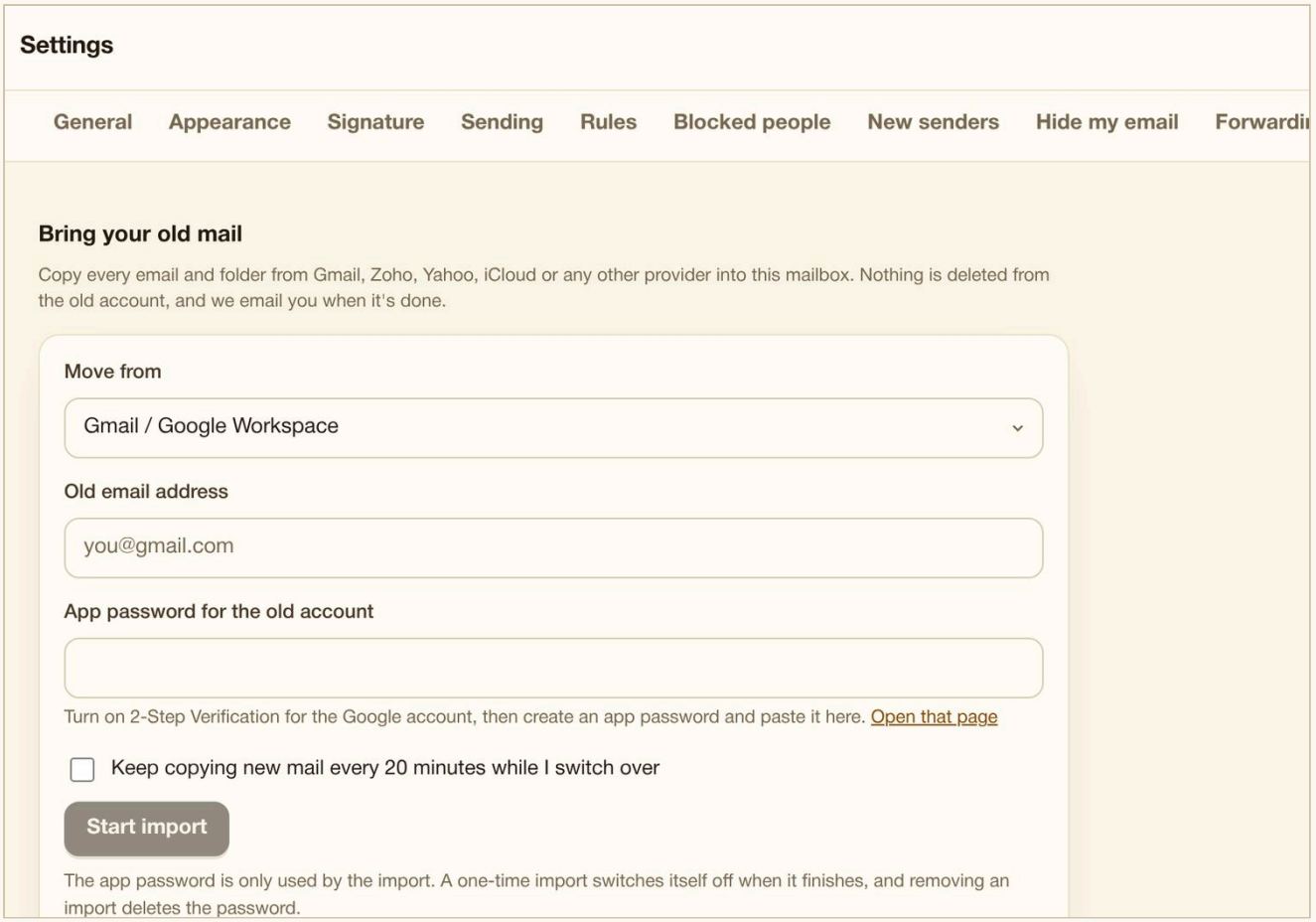
— **Included**: on your plan

— **A lock**: and the plan that unlocks it

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Settings > Move my mail

Copy every email and folder from Gmail, Zoho, Yahoo, iCloud or any IMAP provider. Nothing is deleted from the old account.

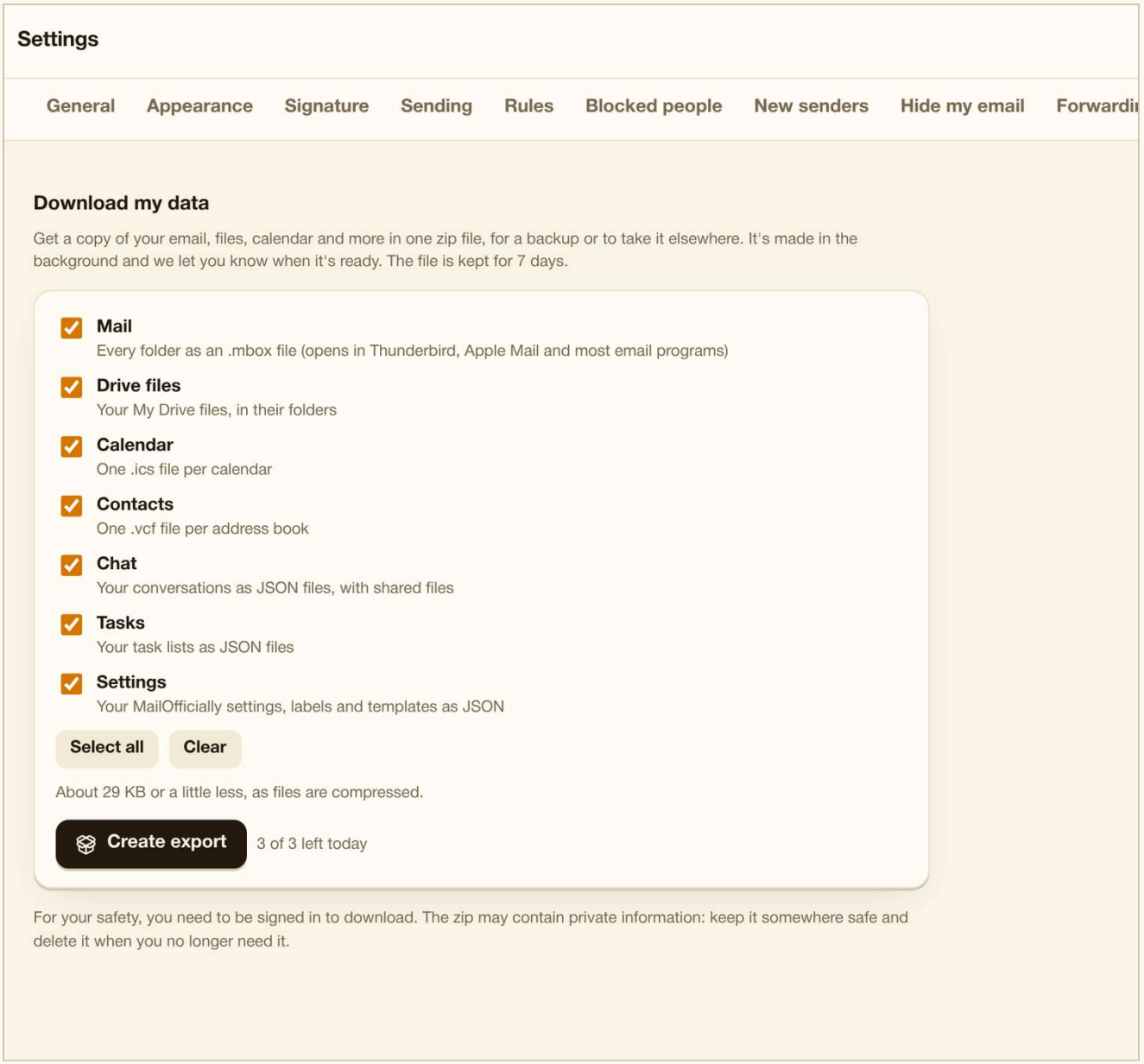


- **Move from**: choose the provider
- **Old email address and app password**: used only for the import, then deleted
- **Keep copying new mail**: every 20 minutes while you switch

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Settings > Download my data

A copy of your email, files, calendar and more in one zip, for a backup or to take it elsewhere.

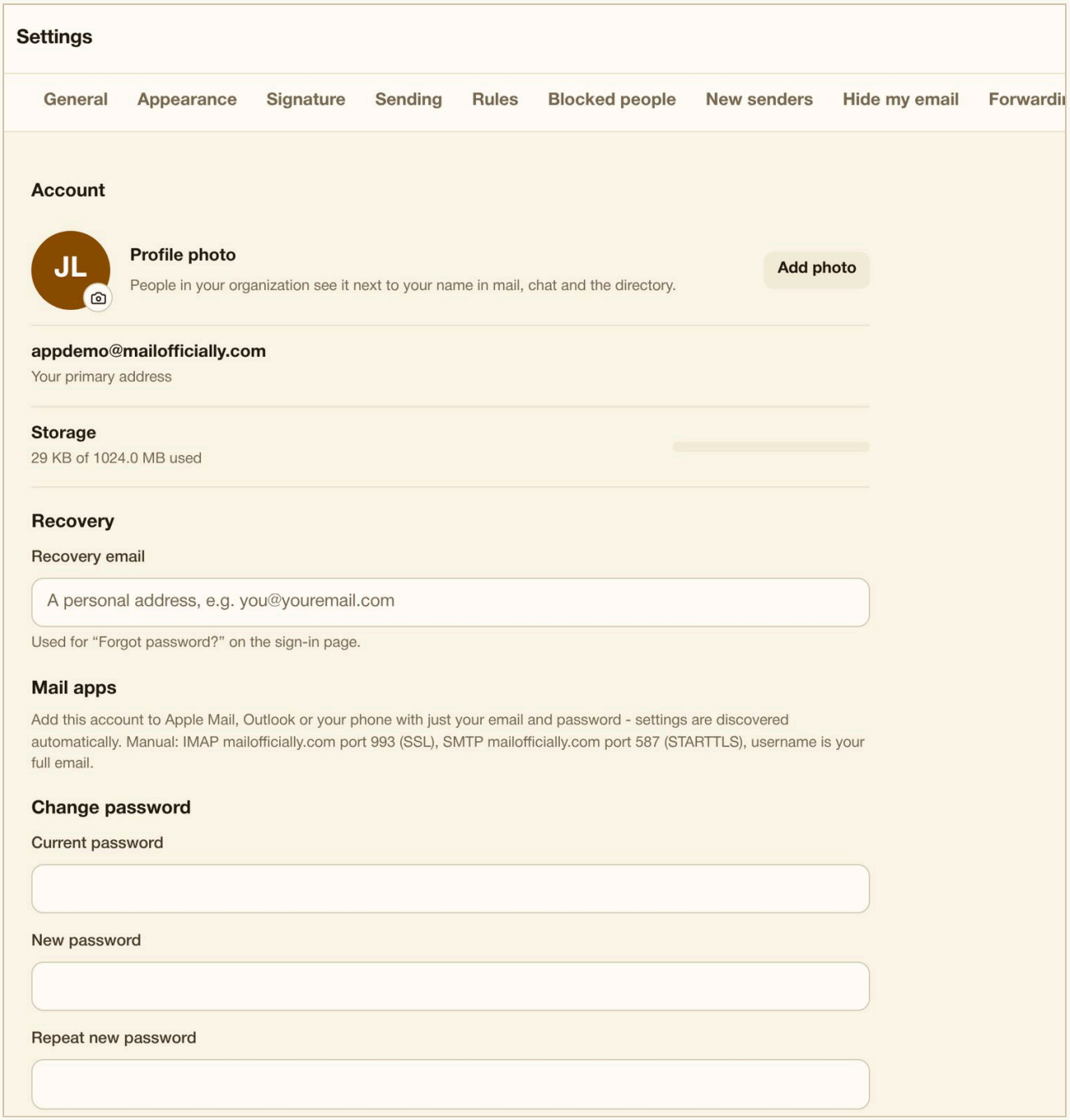


- **Mail**: as .mbox, opens in Thunderbird and Apple Mail
- **Drive, Calendar, Contacts**: files, .ics, .vcf
- **Chat, Tasks, Settings**: as JSON
- **Create export**: emailed to you when ready; kept 7 days

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Settings > Account

Your photo, storage, recovery email, mail app settings and password.



- **Profile photo**: shown in mail, chat and calls
- **Storage**: how much you use
- **Recovery email**: for "Forgot password?"
- **Mail apps**: the IMAP and SMTP settings, if an app needs them
- **Change password**: signs out your other sessions

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CHAPTER XIV

Administration

Everything an owner or admin needs to run the company's email, in one console. Every change is recorded.

32 CONTROLS

PEOPLE AND ACCESS

Overview

ALL PLANS

Mailboxes, aliases, admins, storage, domains and recent activity at a glance.

> *Use it when* Every morning: see mailboxes, storage, domains and recent activity at a glance.

People

ALL PLANS

Add people one by one or from a CSV, set or generate passwords, suspend, reactivate, reset password or 2-step, unlock, delete (a backup is kept for 30 days, then erased).

> *Use it when* Add 20 new staff from a spreadsheet, or reset someone's 2-step when they lose their phone.

Admin roles

ALL PLANS

Owner, Admin, Helpdesk (password and sign-in help only), Billing, Read-only.

> *Use it when* Give the office manager Helpdesk: they can reset passwords but not see billing.

Groups and team addresses

SEAL · CREST

Addresses like sales@ that reach every member; members reply as the group; choose who may send to it.

> *Use it when* sales@ reaches the whole sales team, and only they may send as it.

Aliases and catch-all

ALL PLANS

Extra addresses for one or more people, or a catch-all for the domain.

> *Use it when* info@ and hello@ both arrive in Priya's mailbox.

Someone is leaving

ALL PLANS

One wizard: sign out everywhere, remove from groups, hand Drive files over, forward mail, auto-reply, copy the mailbox to a colleague, then suspend or delete.

> *Use it when* An employee leaves: one wizard signs them out, hands over Drive files and forwards their mail.

Company sign-in (SSO) and SCIM

CREST

Microsoft Entra ID, Okta, Google, any OpenID Connect or SAML 2.0 provider, with automatic user setup.

> *Use it when* Staff sign in with Microsoft Entra ID; new hires get a mailbox automatically.

SECURITY

Sign-in rules

SEAL · CREST

Require 2-step for everyone, password length and complexity, breached-password check, expiry and history, change at first sign-in.

> *Use it when* Require 2-step for everyone and block breached passwords.

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Context-aware access

CREST

Allow sign-in only from your office or company VPN, optionally for mail apps too. Stamp and Seal companies can try it free for 30 days, once.

Use it when Mail opens only from the office or company VPN.

Devices

ALL PLANS

Approve new devices, screen-lock and app-lock rules, block old app versions, Block, Sign out, Wipe (the app's data only), Mark as lost.

Use it when A phone is lost: wipe the MailOfficially app's data and mark it lost.

Security alerts

ALL PLANS

Instant alerts for outside forwarding, mass deletes, new-country sign-ins, many failed sign-ins, new admins, 2-step turned off.

Use it when Get an instant alert when someone sets up outside forwarding or deletes mail in bulk.

Phishing reports, safe links and picture privacy

ALL PLANS

Act on reports (block, delete from every mailbox), check links at click time, save pictures when email arrives.

Use it when A staff member reports phishing: delete it from every mailbox in one action.

Connected apps

ALL PLANS

Allow or block apps that use "Continue with MailOfficially", and mail programs outside your network.

Use it when Allow your CRM to use "Continue with MailOfficially", and block unknown apps.

MAIL FLOW AND COMPLIANCE

Mail security and spam

ALL PLANS

Quarantine, company allow / block lists, message trace for 30 days, and a sending guard that slows a hacked mailbox.

Use it when Find out why a customer's email didn't arrive with 30 days of message trace.

Mail rules

SEAL · CREST

Approval before sending, hidden copies of someone's email, blocked attachment types.

Use it when Block .exe attachments, or require approval for emails to a competitor's domain.

Signatures and disclaimers

ALL PLANS

A company signature filled with each person's details and a legal disclaimer, with live preview.

Use it when Every email gets a matching company signature and the legal disclaimer.

Sensitive data protection (DLP)

CREST

Warn, force a protected email or block when SSNs, card numbers, bank details, patient IDs or your own patterns leave by email.

Use it when Stop SSNs and patient IDs leaving by email unless sent protected.

Archive and legal hold

CREST

A copy of every email kept 1 to 10 years or forever, searchable and exportable; legal holds by matter.

Use it when Keep every email for 7 years and put a legal hold on two people during a dispute.

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Healthcare (HIPAA)

CREST

We sign a Business Associate Agreement (BAA) with you in the console, and HIPAA safeguards switch on: 2-step, 12-character passwords, archiving, TLS-only sending, short sessions and an audit log. EMA stays off unless we approve it for your company. These support your HIPAA program; they do not make a company compliant on their own.

> *Use it when* A clinic signs the BAA in the console and the HIPAA safeguards switch on.

COMPANY SETUP

Domains and DNS

ALL PLANS

Add domains and alias domains, live health checks for MX, SPF, DKIM, DMARC, MTA-STS and BIMI, DKIM key rotation.

> *Use it when* Add your new domain and see live checks for every record it needs.

Switch to MailOfficially

ALL PLANS

Move the whole company from Google Workspace or Microsoft 365 (read-only, nothing changed on the old side): mail, contacts, calendars and files. Included in every plan.

> *Use it when* Move the whole company from Google Workspace over a weekend; nothing changes on the old side.

Data migration

SEAL · CREST

Self-service import of any other mailbox over IMAP (Gmail, Outlook, Yahoo, iCloud, Zoho and others), with ongoing sync while you switch.

> *Use it when* Bring in a mailbox from an old host over IMAP, with sync until you switch.

Announcements

ALL PLANS

Banners or pop-ups for everyone or chosen people, with "Must confirm" and read tracking.

> *Use it when* "Office closed on Monday" banner for everyone, with "Must confirm".

Branding and company look

ALL PLANS

Your logo on sign-in and sidebar; company defaults for colors, fonts and layout, fixed or left to each person.

> *Use it when* Your logo on the sign-in page and company colors for everyone.

Reports, activity log and data export

ALL PLANS

Mail and storage reports, the full audit log (CSV), and per-person data export with a reason.

> *Use it when* Download the audit log for an auditor, or export a leaver's data with a reason.

Plan and billing

ALL PLANS

Change plan or users, card, invoices (PDF) and the AI add-on.

> *Use it when* Add 5 users, switch to yearly billing or download invoices.

Drive controls

ALL PLANS

Company files, shared drives, active public links, storage by person, and whether people may share outside the company.

> *Use it when* Stop staff sharing files outside the company, and see every active public link.

Meeting rooms

SEAL · CREST

Add rooms and equipment with building, floor, seats and who may book.

> *Use it when* Add Meeting room 1 with its floor and seats so people can book it.

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Flows oversight

SEAL · CREST

See and pause the automations people in your company run.

> *Use it when* Pause a colleague's automation that is sending too many emails.

Unified inbox setup

ENTERPRISE

Bring all of a person's own addresses across your businesses into one inbox.

> *Use it when* Set up the owner's All inboxes across the three businesses they run.

Refer and earn

ALL PLANS

Share your link: the new company gets 20% off its first year, and you get a free month for each one that pays.

> *Use it when* Refer a friend's company: they get 20% off and you get a free month.

API keys

ALL PLANS

Connect HR software and scripts to add, suspend and rename people and manage groups.

> *Use it when* Your HR software creates mailboxes for new hires automatically.

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PART TWO

iPhone

MailOfficially for iPhone: mail, chat, calls and Drive in one app, with Face ID lock.

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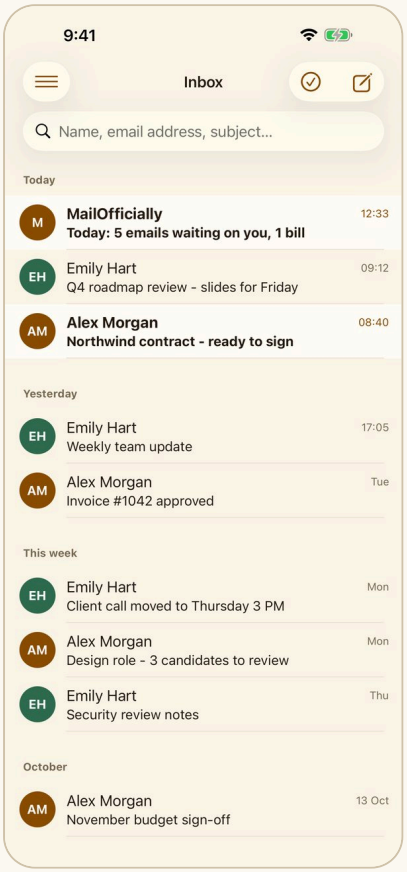
IPHONE APP

MailOfficially on iPhone

Get it from the App Store: search for "MailOfficially" and sign in with your work address and password.

8 SCREENS

The app brings mail, Chat (Messages), Call Officially and Drive to your phone, with instant new-mail alerts, a Priority inbox, follow-ups, Undo send and protected email. Everything you do here also shows on the web and your other devices. For the features behind each button, see Part one.



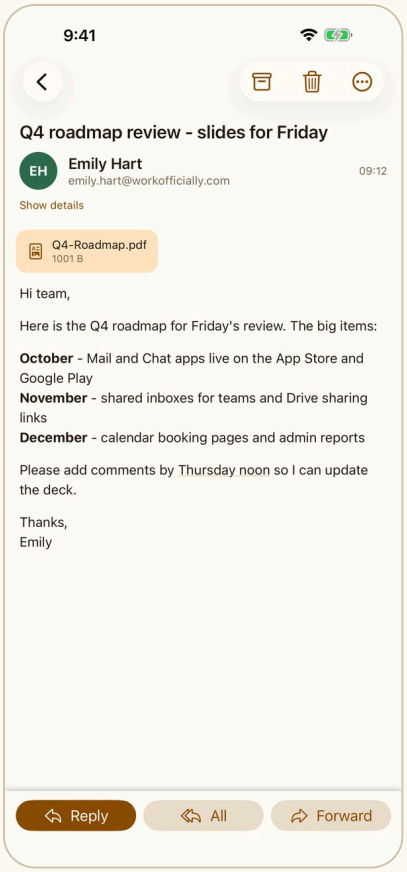
IPHONE · ON SCREEN

Inbox

Your mail grouped by day: Today, Yesterday, This week. Unread emails are in bold.

- **Menu**: top left: mailboxes, Chat, Call, Drive, Priority, Outbox and follow-ups
- **Select and New email**: top right
- **Search**: by name, email address or subject
- **Use it when**: you are between meetings and want to see what came in, and from whom, at a glance

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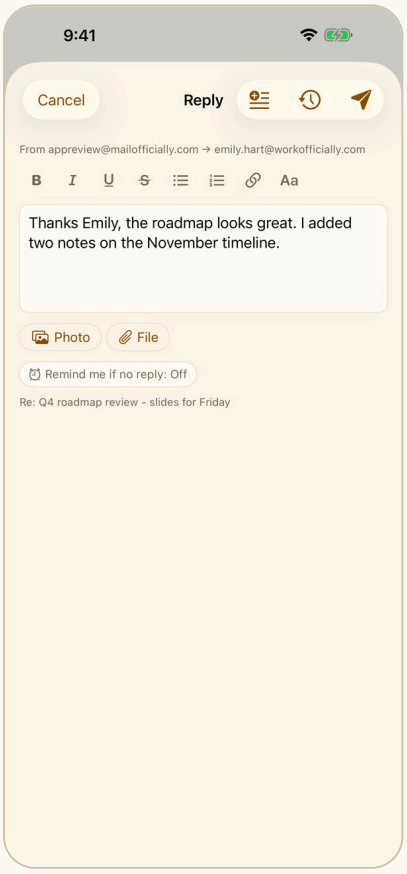


IPHONE · ON SCREEN

Reading an email

The whole email with its attachments as cards. Tap a card to open the file.

- **Archive, Delete, More**: top right
- **Show details**: who it was sent to and when
- **Reply, All, Forward**: the bar at the bottom
- **Use it when**: a client sends the Q4 roadmap: open the PDF from the card, then reply from the same screen



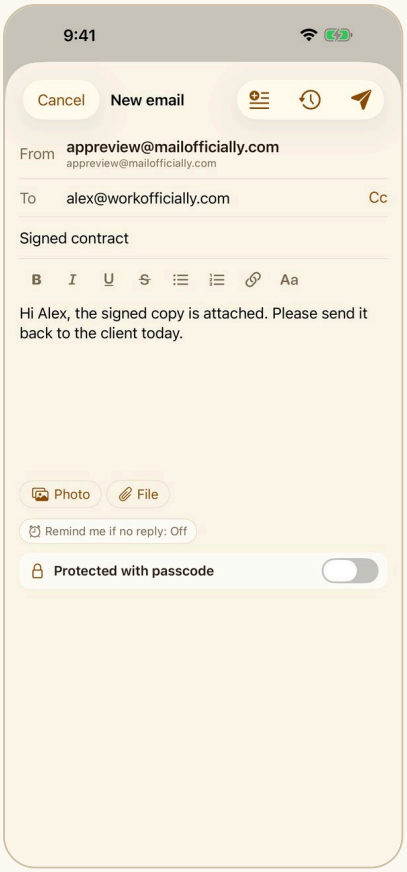
IPHONE · ON SCREEN

Replying

Write your answer above the quoted email. The original is kept below.

- **Formatting**: bold, italic, lists, links and text size
- **Photo and File**: attach from your photos or Files
- **Remind me if no reply**: off, or after a few days
- **Send later and Send**: the clock and the paper plane at the top

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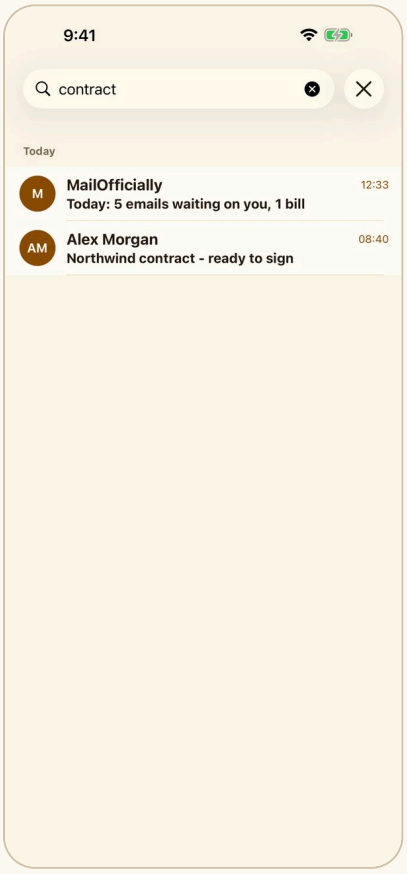


IPHONE · ON SCREEN

A new email

Pick the From address, add people and write. The protected switch sends it as a protected email.

- **From, To, Cc**
- **Protected with passcode**: the person opens it with a passcode you give them
- **Photo, File**: attachments
- **Use it when**: you send a signed contract and want it to open only for the client



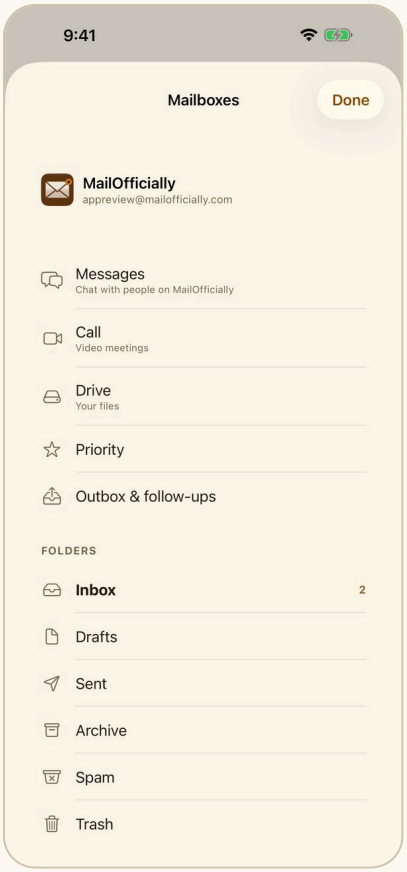
IPHONE · ON SCREEN

Search

Search all your mail as you type. Results keep the same layout as the inbox.

- **Clear**: the X empties the search
- **Use it when**: you remember one word, like "contract", and need the email now

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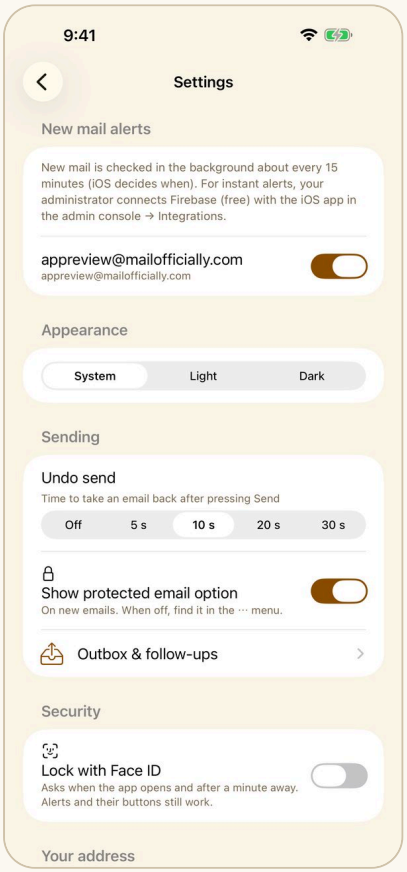


IPHONE · ON SCREEN

Mailboxes and apps

Everything in MailOfficially from one menu.

- **Messages**: Chat with people on MailOfficially
- **Call**: video meetings
- **Drive**: your files
- **Priority**: the emails that matter most
- **Outbox and follow-ups**: scheduled emails and the ones waiting for a reply
- **Folders**: Inbox, Drafts, Sent, Archive, Spam, Trash



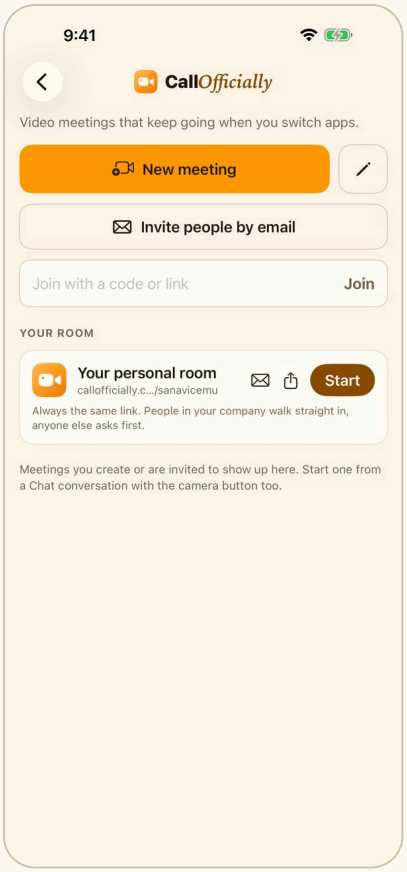
IPHONE · ON SCREEN

App settings

Settings for this phone.

- **New mail alerts**: per address
- **Appearance**: System, Light or Dark
- **Undo send**: off, 5, 10, 20 or 30 seconds
- **Show protected email option**: on new emails
- **Lock with Face ID**: asks when the app opens and after a minute away

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IPHONE · ON SCREEN

Call Officially

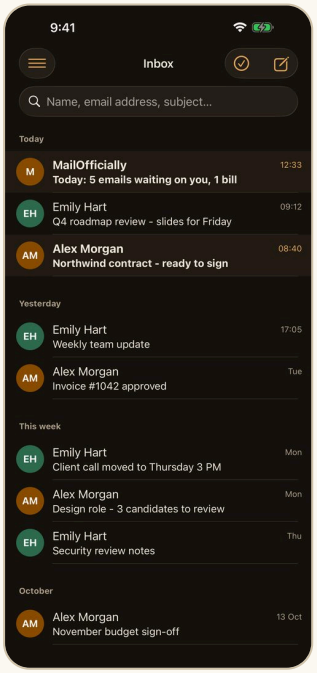
Video meetings that keep going when you switch apps.

- **New meeting**: start one now
- **Invite people by email**
- **Join with a code or link**
- **Your personal room**: always the same link; Start, share or email it

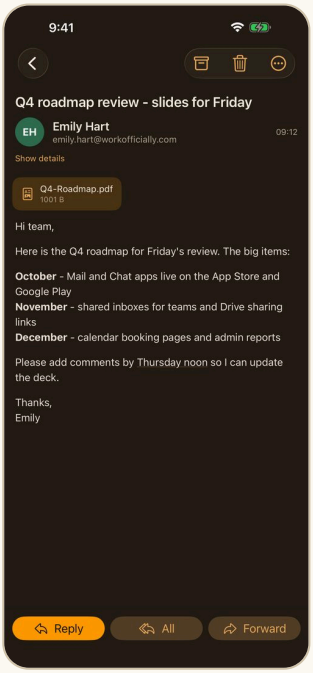
Dark mode

IPHONE

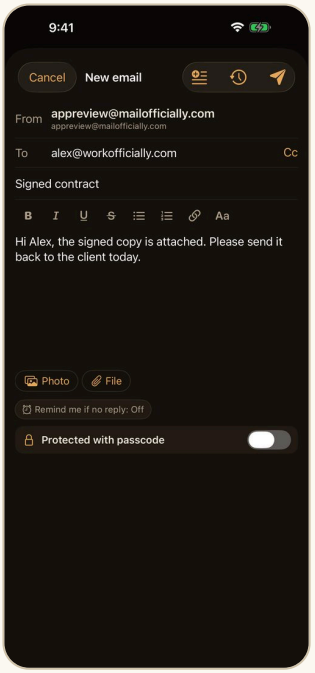
The app follows your phone's light or dark setting, or choose one in the app's Settings > Appearance.



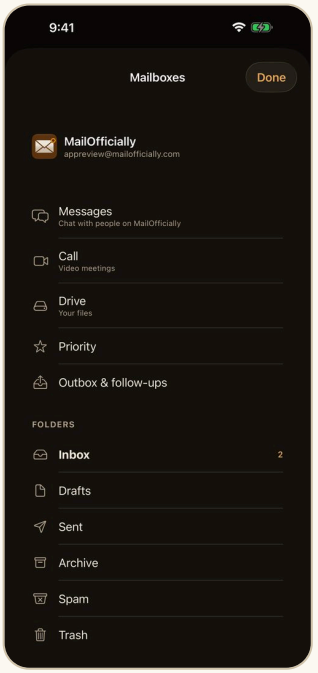
Inbox



Reading



New email



Menu

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PART THREE

Android

MailOfficially for Android: the same account, the same mail, built for Android phones.

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Reading an email 98

Replying 98

A new email 99

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Mailboxes and apps 100

App settings 100

Call Officially 101

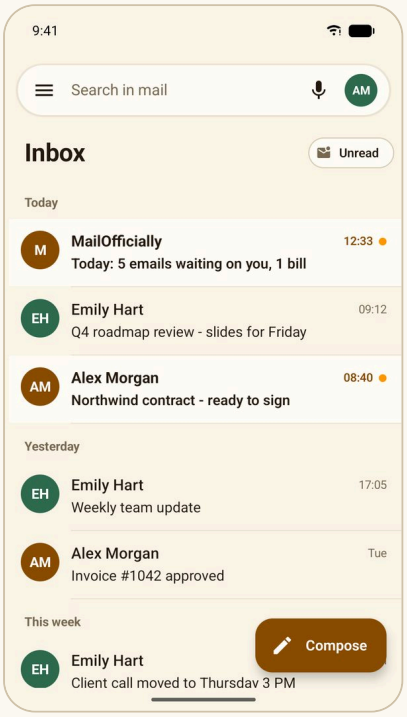
ANDROID APP

MailOfficially on Android

Get it from Google Play: search for "MailOfficially" and sign in with your work address and password.

8 SCREENS

The app brings mail, Chat (Messages), Call Officially and Drive to your phone, with instant new-mail alerts, a Priority inbox, follow-ups, Undo send and protected email. Everything you do here also shows on the web and your other devices. For the features behind each button, see Part one.



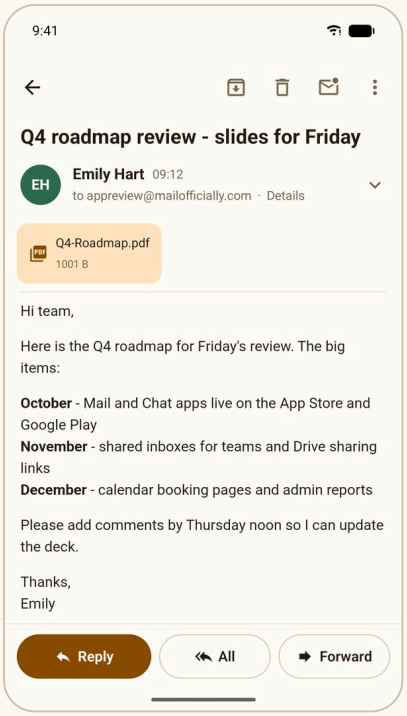
ANDROID · ON SCREEN

Inbox

Your mail grouped by day, with the search bar at the top and the Compose button at the bottom right.

- **Menu**: the three lines: mailboxes and apps
- **Search in mail**: with voice search
- **Unread**: show only unread mail
- **Your photo**: top right: your account
- **Use it when**: you want to clear new mail on the train with one thumb

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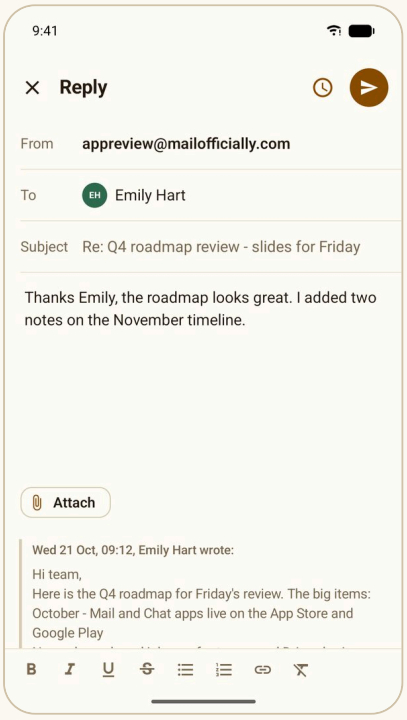


ANDROID · ON SCREEN

Reading an email

The email with attachments as cards. Tap Details for who it was sent to.

- **Archive, Delete, Mark unread, More**: top right
- **Reply, All, Forward**: at the bottom
- **Use it when**: you need to reply to Emily about Friday's slides from your phone



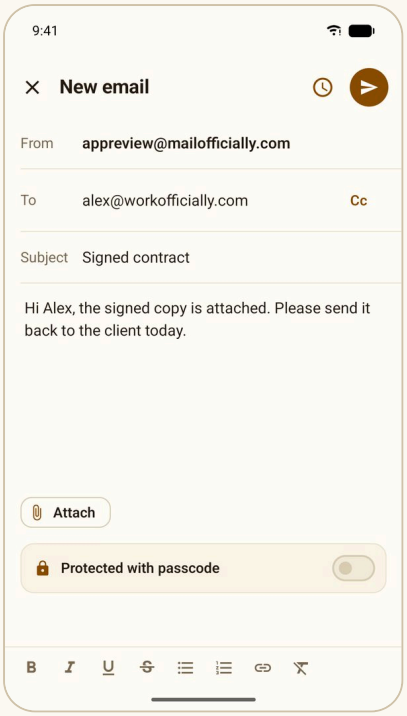
ANDROID · ON SCREEN

Replying

Write above the quoted email; the original stays below.

- **Attach**: files and photos
- **Formatting**: bold, italic, lists, links
- **Send later**: the clock at the top
- **Send**: the orange button

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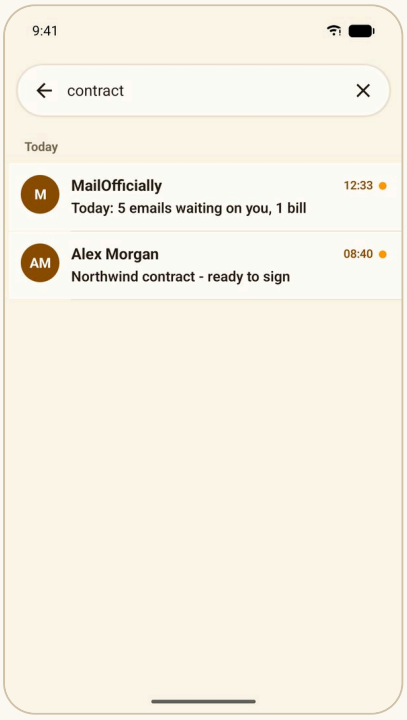


ANDROID · ON SCREEN

A new email

From, To, Subject and your message, with the protected switch.

- **Cc**: top right of the To line
- **Protected with passcode**: opens only with the passcode you give
- **Attach**



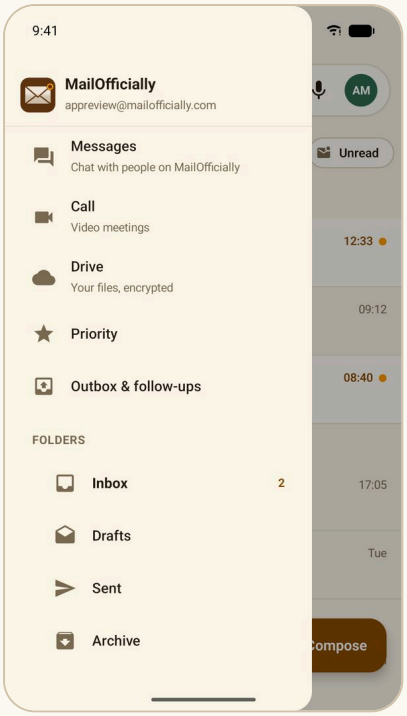
ANDROID · ON SCREEN

Search

Results appear as you type.

- **Back**: returns to the inbox
- **Clear**: the X

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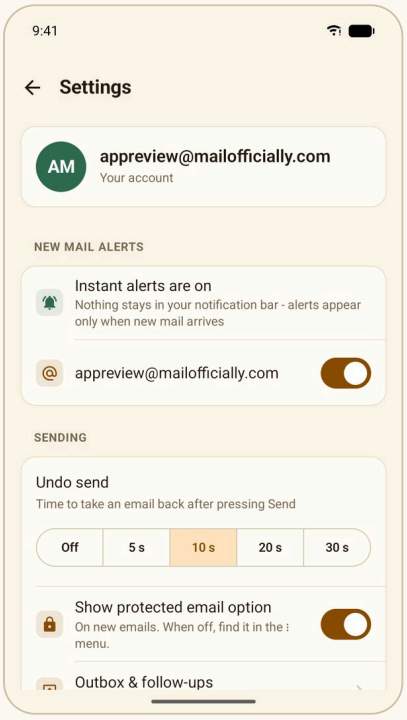


ANDROID · ON SCREEN

Mailboxes and apps

Messages, Call, Drive, Priority, Outbox and follow-ups, then your folders.

- **Messages**: Chat with people on MailOfficially
- **Drive**: your files, encrypted
- **Priority**
- **Outbox and follow-ups**
- **Folders**: with unread counts



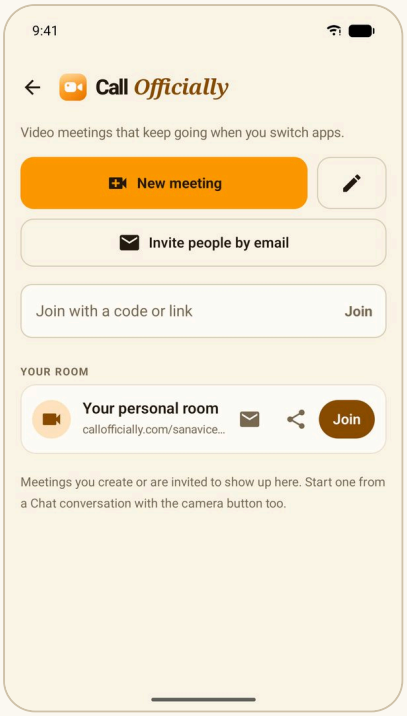
ANDROID · ON SCREEN

App settings

Settings for this phone.

- **New mail alerts**: instant alerts, on or off for each address
- **Undo send**: off, 5, 10, 20 or 30 seconds
- **Show protected email option**: on new emails
- **Outbox and follow-ups**

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ANDROID · ON SCREEN

Call Officially

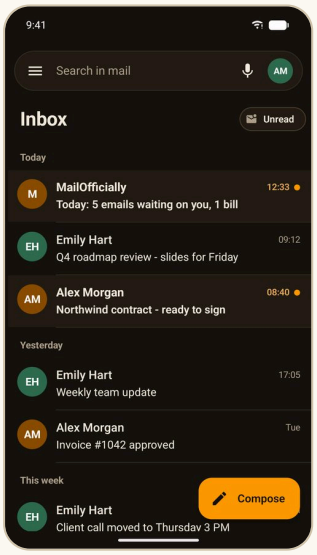
Start or join video meetings in the app.

- **New meeting**
- **Invite people by email**
- **Join with a code or link**
- **Your personal room**: Join, share or email the link

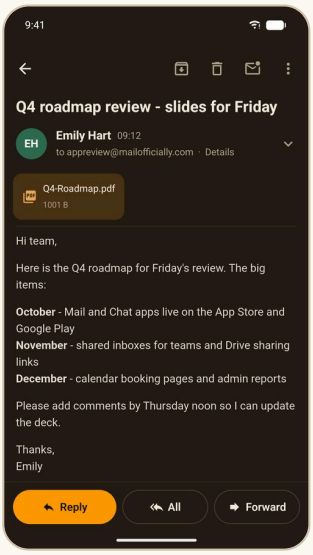
Dark mode

ANDROID

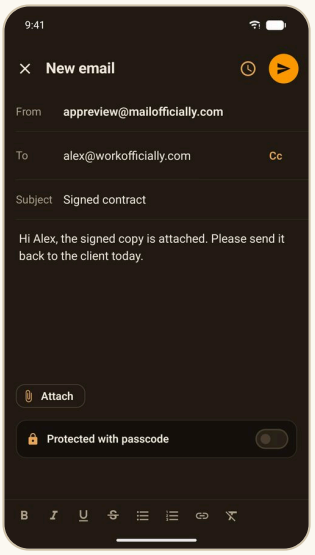
The app follows your phone's light or dark setting, or choose one in the app's Settings > Appearance.



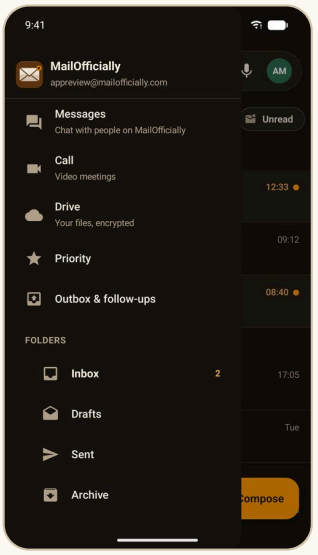
Inbox



Reading



New email



Menu

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CHAPTER XV

Security and privacy

Built by a founder with two decades in cybersecurity.

Your account

- Passkeys (Face ID, Touch ID, fingerprint), authenticator apps and recovery codes
- Sign-in protection against repeated guessing
- New sign-in alerts, recent sign-ins and "sign out everywhere"
- App passwords for mail apps, revocable any time

Your mail

- Every connection encrypted, with strict delivery security per domain
- Sender authentication ready for every domain
- Spam and virus filtering, quarantine, safe links at click time
- Tracker and picture privacy; look-alike sender warnings
- Protected email and S/MIME

Your company

- Company 2-step and password rules (Seal and Crest)
- Managed devices with approval and remote wipe of MailOfficially app data
- Admin security alerts and a full activity log
- Office / VPN-only access, SSO, DLP, archive and legal hold (Crest)

Your data

- Hosted on Amazon Web Services in the United States; Drive files stored encrypted
- No ads, no selling data, no ad profiles from your mail
- EMA reads email only for the EMA features that are on, and your data never trains AI
- HIPAA safeguards on Crest, with a signed Business Associate Agreement
- Deleted mailboxes: a backup is kept for 30 days, then erased
- Download all your data any time

What these protections don't do

- **Remote wipe**: removes MailOfficially app data only. Mail already downloaded to another mail app, or saved elsewhere, stays where it is.
- **Protected email**: expiry stops new opens; it cannot take back a copy someone has already read, saved or printed.
- **Safe links and sender warnings**: catch most known threats, not every one. Report anything suspicious.
- **Healthcare**: our safeguards and BAA support your HIPAA program; your own policies, training and risk reviews are still needed.

No advertising. No selling of data. Your mail is yours.

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CHAPTER XVI

Plans and membership

Per person, in US dollars, as of July 6, 2026. Each plan includes everything in the one before it.

THE ESSENTIALS

Stamp

$3.50

per person a month, billed yearly
or $4.20 billed monthly

Everything a small team needs: email at your domain, calendar, chat, calls, Drive, Docs, Sign Officially and all the inbox tools.

- EMA available as an add-on
- Office / VPN-only sign-in: one-time 30-day free trial

15 GB storage per person
500 emails per person a day

MOST CHOSEN

Seal

$7.00

per person a month, billed yearly
or $8.40 billed monthly

Everything in Stamp, plus team tools and EMA included.

- EMA included: 30 AI actions a day each
- Groups, team comments, wiki, flows, rooms
- Company 2-step and password rules
- Import any mailbox over IMAP
- Office / VPN-only sign-in: one-time 30-day free trial

50 GB storage per person
1,500 emails per person a day

COMPLETE CONTROL

Crest

$11.00

per person a month, billed yearly
or $13.20 billed monthly

Everything in Seal, plus compliance and control for regulated businesses.

- EMA included: 100 AI actions a day each
- Archive, legal hold and DLP
- HIPAA safeguards with a signed BAA
- Company sign-in (SSO) and SCIM
- Office / VPN-only sign-in, always

125 GB storage per person
2,000 emails per person a day

EMA add-on

$5 per person a month or $50 a year, on any plan. Adds 100 AI actions per person a day on top of what the plan includes: 100 on Stamp, 130 on Seal, 200 on Crest. An action is one result from EMA, such as a drafted reply, a summary, a translation or an answer.

Enterprise

Everything in Crest, plus All inboxes across every business you own, a tailored setup and priority help. Priced and arranged personally.

Seven days, on us

Every plan starts with a 7-day trial (up to 3 mailboxes and 50 emails a day). Nothing is charged until it ends, and your current email keeps working until you switch.

Leave any time

Cancel whenever you like and keep access until the end of the period you paid for. Download everything, always.

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PLANS AND MEMBERSHIP

What each plan *includes*

INCLUDED	STAMP	SEAL	CREST
Email at your own domain, webmail, iPhone, Android, Windows and Mac apps, mail apps	✓	✓	✓
Calendar, booking pages, contacts, tasks, notes, forms, chat, Drive, Docs / Sheets / Slides	✓	✓	✓
Call Officially meetings (up to 50 people), recording and transcripts, polls, Q&A, whiteboard	✓	✓	✓
Sign PDFs straight from email (Sign Officially)	✓	✓	✓
One-click sign-in codes, inbox tabs, split inbox, snooze, labels, pin, sweep, quick steps	✓	✓	✓
Send later, undo send, protected email, S/MIME, mail merge, hide my email, screener	✓	✓	✓
Team inboxes, delegation and the All inboxes view	✓	✓	✓
Devices and remote wipe, security alerts, safe links, quarantine, signatures and disclaimers	✓	✓	✓
Move the whole company from Google Workspace or Microsoft 365	✓	✓	✓
Team comments, share an email with colleagues, live checklists	Not included	✓	✓
Company wiki, meeting rooms, breakout rooms, chat bots	Not included	✓	✓
Flows (automation)	Not included	5 per person	20 + webhooks
Groups and team addresses, company sign-in rules, admin mail rules	Not included	✓	✓
Import other mailboxes over IMAP (Gmail, Outlook, Yahoo, iCloud, Zoho)	Not included	✓	✓
EMA: drafted replies, summaries, Help me write, translate, Ask your inbox, AI in Docs, AI meeting notes	Add-on	30 / day	100 / day
Share an email with anyone by link (up to 30 days)	Not included	Not included	✓
Context-aware access (office / VPN only)	30-day trial	30-day trial	✓
Archive and legal hold, sensitive data protection (DLP)	Not included	Not included	✓
HIPAA safeguards and a signed BAA	Not included	Not included	✓
Company sign-in (SSO) and SCIM	Not included	Not included	✓

The EMA add-on adds 100 AI actions a day on any plan. Enterprise is everything in Crest plus All inboxes across every business you own, priced personally. Prices and limits as of July 6, 2026.

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EVERY BUTTON, EXPLAINED · PART 1 OF 4

Mail and All inboxes

The inbox, the open email, Compose and All inboxes. 441 BUTTONS

SIDEBAR

Make the menu smaller / Show the full menu	Shrinks the sidebar to icons, or shows it in full again.
Compose	Opens a new email.
Mail	Opens your mailbox.
All inboxes	Shows your team inboxes and shared mailboxes in one place; on Enterprise, your other businesses' addresses too.
Chat	Opens Chat.
Drive	Opens Drive, where your files are kept.
Call	Opens video meetings in a new tab.
People	Opens your contacts.
Calendar	Opens your calendar.
Tasks	Opens your tasks.
Forms	Opens forms and surveys.
Notes	Opens your notes.
Wiki	Opens your company wiki. SEAL · CREST
Flows	Opens Flows, automatic actions for your work. SEAL · CREST
Settings	Opens your settings.
Admin	Opens your company's admin console. Shown to company admins only.
Show app names / Hide app names	Shows the apps as a compact icon row, or with their names.
Inbox, Sent, Drafts, Archive, Trash, Spam, Snoozed	Opens that folder. Drag emails onto a folder to move them.
Arrow next to a folder	Shows or hides the folders inside it.
Scheduled	Shows emails waiting to be sent later.
Subscriptions	Lists your newsletters and promotions, to unsubscribe or clean up.
Attachments	Shows every file and photo you have received.
Trips and deliveries	Shows packages, flights and hotel stays found in your emails.
Saved searches	Shows or hides your saved searches.
A saved search	Runs that search again.
Remove this saved search	Takes the saved search out of the sidebar.
Folders	Shows or hides your own folders.
New folder	Adds a box to name a new folder.
Add	Creates the folder with the name you typed.
Rename or delete	Opens the folder menu: rename, delete or pick a color.
Labels	Shows or hides your labels.
New label	Creates a new label.
Organize settings	Opens settings for labels, inbox sections, nudges and sweep.
A label	Shows every email with that label.
Add a label	Creates your first label.
Account (your name)	Opens the account menu to switch, add or sign out.
Notifications	Opens your notifications. A number shows how many are new.
Keyboard shortcuts (?)	Shows all keyboard shortcuts.
Sign out	Signs you out of this account.
Menu	Opens the sidebar on a phone or small screen.

FOLDER MENU (RIGHT-CLICK A FOLDER)

Rename	Gives the folder a new name.
Delete folder	Deletes the folder and its emails, after you confirm.
Folder color (color dots)	Colors the folder's icon.
None	Removes the folder's color.

ACCOUNT MENU

Another signed-in account	Switches to that account without signing in again.
Add another account	Signs in to one more account in this browser.
Combine into one inbox	Shows your other accounts' mail together in All inboxes. ENTERPRISE
Open All inboxes	Opens All inboxes with every combined account. ENTERPRISE
Sign out / Sign out of this account	Signs you out of the account you are using.
Sign out of all accounts	Signs you out of every account in this browser.

CHOOSE AN ACCOUNT (NEW TAB)

Continue as (your name)	Keeps using the account you are signed in to.
Switch to (name)	Switches to another account signed in on this browser.
Add another account	Signs in to one more account.
Combine into one inbox	Shows every account's mail together, grouped by organization. ENTERPRISE
Don't ask again on this browser	Stops this question appearing in new tabs.

MAIL LIST - TOP BAR

Clear search (X)	Empties the search box.
Search options	Opens a form to search by sender, subject, date and more.
Ask your inbox by voice	Ask a question out loud and hear the answer. EMA
Ask your inbox	Type a question about your email and get a short answer. EMA
Filter: unread, starred, with attachments	Each click shows only unread, then starred, then with attachments, then all.
Refresh	Checks for new mail now.

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Clear	Turns the filter off and shows all emails again.

SEARCH OPTIONS

Has attachment	Finds only emails with files attached.
Unread	Finds only emails you have not read.
Search all folders	Searches every folder, not just this one.
Cancel	Closes the form without searching.
Search	Runs the search you filled in.

SEARCH RESULTS BAR

(Folder name)	Shows matches from the current folder only.
All mail	Shows matches from every folder.
Save search	Keeps this search in the sidebar for later.
Search all mail	Searches every folder when nothing matched here.

INBOX TABS AND BANNERS

All, People, Updates, Newsletters, Receipts	Shows only that kind of email in your inbox.
Review	Shows new senders waiting for you to accept or block them.
Everything	Shows your whole inbox again instead of one section.
Your inbox sections (VIP, My company and others)	Shows only emails from the people in that section.
Add a section / Edit your sections	Opens settings to add or change your inbox sections.
Empty Spam now / Empty Trash now	Deletes everything in Spam or Trash forever, after you confirm.
Pinned	Shows or hides the emails you pinned to the top.
Unpin	Takes an email out of the pinned group.

EMAIL ROW

Select (checkbox)	Checks the email so you can act on several at once.
Star	Stars the email, or removes the star.
Copy this code	Copies the one-time code from the email.
Received ... ago. Reply? / Sent ... ago, no reply yet. Follow up?	Opens a reply or a follow-up to this email.
Archive	Moves the email out of the inbox into Archive.
Delete	Moves the email to Trash.
Mark read / Mark unread	Marks the email as read or unread.
Snooze	Hides the email until a time you pick.
Move	Moves the email to another folder.
Not spam	Moves the email from Spam back to your inbox.

EMAIL ROW - RIGHT-CLICK MENU

Labels...	Adds or removes labels on the email.
Pin to top / Unpin	Keeps the email at the top of the folder, or stops.
Set aside	Puts the email in your Set aside tray for later.
Reply later	Puts the email in your Reply later tray.
Take out of Set aside / Take out of Reply later	Removes the email from that tray.
Add a private note / Edit private note	Writes a note on the email that only you can see.
Rename subject for me	Gives the email your own subject, only in your view.
Sweep emails from (sender)...	Clears out many emails from one sender at once.

SELECTION BAR (EMAILS TICKED)

Select all (checkbox)	Checks or unchecks every email on the page.
Archive (e)	Archives the checked emails.
Delete (#)	Moves the checked emails to Trash.
Mark read	Marks the checked emails as read.
Mark unread (u)	Marks the checked emails as unread.
Snooze (h)	Hides the checked emails until a time you pick.
Move to (v)	Moves the checked emails to another folder.
Labels	Adds or removes labels on the checked emails.
Pin to top / Unpin	Pins the checked emails to the top, or unpins them.
Set aside	Puts the checked emails in your Set aside tray.
Reply later	Puts the checked emails in your Reply later tray.
Quick steps	Runs one of your saved multi-step actions on the checked emails.
Spam (!)	Reports the checked emails as spam.
Not spam (!)	Moves the checked emails from Spam to your inbox.
Select all (number) in (folder) / that match	Selects every email in the folder or search, not just this page.
Clear selection	Unchecks everything.

SET ASIDE AND REPLY LATER TRAY

Set aside	Opens the list of emails you set aside.
Reply later	Opens the list of emails to reply to later.
Focus	Goes through the list one email at a time.
Close	Closes the list.
An email in the list	Opens that email.
Reply	Opens a reply to the email in focus.
Done	Takes the email out of the tray.
Next	Moves on to the next email in the tray.
Stop focus	Ends focus mode.

SNOOZE MENU

Later today, Tomorrow morning, Tomorrow afternoon, This weekend, Next week, In 2 weeks, In an hour	Hides the email until that time, then brings it back.
Set	Snoozes until the date and time you picked.

MOVE MENU

Move to... (search box)	Finds a folder by name.
A folder	Moves the email into that folder.

OPEN EMAIL - TOP BAR

Back (Esc)	Goes back to the list.
Archive (e)	Moves the email out of the inbox into Archive.

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Delete (#)	Moves the email to Trash.
Mark unread (u)	Marks the email unread and goes back to the list.
Star (s)	Stars the email, or removes the star.
Snooze (h)	Hides the email until a time you pick.
Move to (v)	Moves the email to another folder.
Report spam (!)	Moves the email to Spam.
Not spam	Moves the email from Spam back to your inbox.
Labels	Adds or removes labels on the email.
Pin to top of this folder / Unpin	Keeps the email at the top of the folder, or stops.
Organize	Opens more ways to sort this email.
Quick steps	Runs one of your saved multi-step actions on this email.
Share as a link	Makes a link so others can read a copy of this email. SEAL · CREST
More	Opens more actions: print, original, mute, block and report.

OPEN EMAIL - MORE MENU

Print	Opens a clean version of the email to print.
Show original	Shows the email's full original text and sender checks.
Read aloud	Reads the email out loud to you.
Download message (.eml)	Saves the email as a file.
Save as note	Saves a copy of the email in Notes.
Mute conversation (m)	Archives the conversation and keeps new replies out of your inbox.
Unsubscribe	Asks the sender to stop sending you these emails.
Block (sender)	Sends this sender's emails to Spam from now on.
Report	Reports the email as phishing or abuse to your company's admins.

OPEN EMAIL - ORGANISE MENU

Set aside	Puts the email in your Set aside tray.
Reply later	Puts the email in your Reply later tray.
Take out of Set aside / Take out of Reply later	Removes the email from that tray.
Add a private note / Edit private note	Writes a note on the email that only you can see.
Rename subject for me	Gives the email your own subject, only in your view.
Merge with another conversation	Shows two conversations as one, only in your view.
Sweep emails from (sender)...	Clears out many emails from this sender at once.

QUICK STEPS MENU

A quick step	Runs that quick step's actions in order.
Manage quick steps / Make a quick step	Opens settings to create or change quick steps.

OPEN EMAIL - MESSAGE

Sender line (collapsed message)	Opens or closes an earlier message in the conversation.
Show details / Hide details	Shows who it was sent to, the date, size and sender checks.
Reply (r)	Replies to the sender.
Reply all (a)	Replies to everyone on the email.
Forward (f)	Sends the email on to someone else.
Download .eml	Saves the email as a file.
Unsubscribe (in details)	Opens the sender's unsubscribe page.
Show images	Loads the pictures that were hidden to protect your privacy.
••• (Show trimmed content)	Shows or hides the earlier quoted messages.
Unsubscribe (under the subject)	Asks the sender to stop sending you these emails.
Copy code	Copies the one-time code found in the email.

OPEN EMAIL - CALENDAR INVITATION

Yes	Accepts, adds it to your calendar and tells the organizer.
Maybe	Answers maybe and tells the organizer.
No	Declines and tells the organizer.
Join	Opens the meeting link.

OPEN EMAIL - DELIVERY AND TRAVEL CARDS

Track	Opens the carrier's tracking page.
Copy the number	Copies the tracking or order number.
Copy the booking reference / Copy the booking number	Copies the flight or hotel booking reference.

OPEN EMAIL - UNDER THE SUBJECT

Take off (label X)	Removes that label from the email.
Done: take it out	Takes the email out of Set aside or Reply later.
Undo	Brings back the original subject you renamed.
Unmerge	Separates conversations you merged.
Reply / Follow up	Opens a reply or a follow-up for this reminder.
Don't remind me about this email	Hides the reply reminder for this email.
Edit (private note)	Lets you change your private note.
Clear	Empties the note box.
Cancel	Stops editing and keeps the note as it was.
Save	Saves your private note.

OPEN EMAIL - ATTACHMENT CARD

File name	Opens a picture or PDF, or downloads other files.
Open	Opens the file in a new tab.
Download	Saves the file to your device.
Drive	Saves a copy of the le to your Drive. fi
Sign	Opens the PDF in Sign Officially to sign or send for signature.

OPEN EMAIL - REPLY AREA

Reply	Replies to the sender.
Reply all	Replies to everyone on the email.
Forward	Sends the email on to someone else.
Invite to a call	Sends a calendar invitation with a video call link.
Quick replies (short reply chips)	Opens a reply with that text filled in. EMA

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Suggest replies	Writes a few short reply ideas for this email. EMA
A suggested reply	Opens a reply with that text. EMA
Translate to...	Translates the email into the language you pick. EMA
Hide	Hides the suggested replies. EMA
Hide translation	Closes the translation. EMA

OPEN EMAIL - EMA SUMMARY

Summarize / Summarize conversation	Writes a short summary with key points and things to do. EMA
Make a new summary	Writes the summary again. EMA
Collapse / Expand	Shrinks the summary to one line, or opens it fully. EMA
Hide summary	Closes the summary. EMA
A suggested reply	Opens a reply with that text. EMA
Use it	Opens a reply with the draft EMA wrote for you. EMA
Hide draft	Hides the drafted reply for this email. EMA

OPEN EMAIL - TEAM COMMENTS

Add a team comment	Opens a box to comment for your team. SEAL · CREST
Add comment	Posts your comment. Type @ to mention a colleague. SEAL · CREST
A person (mention list)	Mentions that colleague so they get a notice. SEAL · CREST
Delete your comment	Removes your comment. SEAL · CREST

LIVE CHECKLIST OR TABLE (IN AN EMAIL)

Mark as done / Mark as not done	Checks a checklist line on or off for everyone. SEAL · CREST
Remove this line	Deletes a checklist line. SEAL · CREST
Add a line	Adds a new line to the checklist. SEAL · CREST
Add a column / Remove this column	Adds or deletes a table column. SEAL · CREST
Add a row / Remove this row	Adds or deletes a table row. SEAL · CREST
Copy link	Copies a view-only link to the block. SEAL · CREST
Remove from this email	Takes the live block out of the email you are writing. SEAL · CREST

READ ALOUD PLAYER

Pause / Play	Pauses or carries on reading the email aloud.
Stop	Stops reading.
Speed	Changes how fast the email is read.

BLOCK AND REPORT DIALOGS

Block (address)	Sends this sender's emails to Spam from now on.
Block everyone at @(domain)	Sends all emails from that company's domain to Spam.
Phishing or scam	Reports the email as phishing and moves it to Spam.
Abusive or offensive	Reports the email to your admins and moves it to Spam.
Cancel	Closes without doing anything.

ORIGINAL MESSAGE

Copy	Copies the full original email text.
Download	Saves the original email as a file.
Close (X)	Closes the original message.

SHARE AS A LINK

This email / Whole conversation	Chooses to share just this email or the whole conversation. SEAL · CREST
People in my company	Only signed-in colleagues can open the link and comment. SEAL · CREST
Anyone with the link	Anyone with the link can read it, no sign-in. CREST
Link works for	Picks how long the link keeps working. SEAL · CREST
Make link and copy	Creates the link and copies it. SEAL · CREST
Copy	Copies the link again. SEAL · CREST
Make another	Starts a new link for this email. SEAL · CREST
Done	Closes the window. SEAL · CREST
Copy link	Copies an earlier link for this email. SEAL · CREST
Who opened it	Shows who opened the link and when. SEAL · CREST
Turn off	Stops the link working straight away. SEAL · CREST
All your shared links	Opens the list of every link you shared. SEAL · CREST
Cancel	Closes without making a link. SEAL · CREST

INVITE TO A CALL

Remove (guest X)	Takes that person off the invitation.
Add	Adds the email address you typed as a guest.
Send from	Picks which of your addresses sends the invitation.
Cancel	Closes without sending.
Send invitation	Sends the calendar invitation with a video call link.
Close	Closes the window.

ORGANISE DIALOGS

Move all to Trash / Archive all / Keep only the newest	Picks what Sweep does with that sender's emails.
Also do this for future emails from them	Applies the same sweep to their new emails as they arrive.
Sweep	Clears out the sender's emails as you chose.
Use the original	Brings back the email's real subject.
Save	Saves your note or new subject.
Clear	Empties the private note.
A conversation (Merge)	Merges this email with the conversation you pick.
Color dots	Picks a color for the label.
Add label	Creates the label.
Cancel / Close	Closes without saving.

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ORGANISE SETTINGS

Labels, Inbox sections, Nudges, Sweep	Switches between the settings tabs.
Move up / Move down	Changes the order of labels or sections.
Change color	Picks a new color for the label.
Delete label	Deletes the label. The emails stay.
New label	Creates a new label.
Delete section	Removes the inbox section.
People or domains / VIP / My company	Adds a new inbox section of that kind.
Save VIP list	Saves the people on your VIP list.
Show nudges	Turns reply and follow-up reminders on or off.
After how many days	Picks how long before a reminder appears.
Stop	Stops sweeping future emails from that sender.

LABEL PICKER

A label	Adds that label to the email, or takes it off.
New label	Creates a new label and adds it.
Manage labels	Opens label settings.

COMPOSE - WINDOW

Minimize	Shrinks the email to a small bar. Click the bar to open it.
Expand / Restore	Makes the email full screen, or back to normal size.
Close (saves draft)	Closes the email and keeps it in Drafts.
From	Picks which of your addresses sends the email.
Add your name	Opens settings to add the name people see.
Cc / Bcc	Adds a Cc or Bcc line.
X (next to Cc, Bcc or Reply-to)	Removes that line.
X (on a person)	Takes that person off the email.
A suggested contact	Adds that person to the email.

COMPOSE - FORMATTING BAR

Bold	Makes text bold.
Italic	Makes text italic.
Underline	Underlines text.
Text color and highlight	Changes the color of text or its highlight.
Text color / Highlight	Switches between coloring text and highlighting it.
Default color / No highlight	Removes the color or the highlight.
Custom	Picks any color you like.
Bullets	Starts a bulleted list.
Numbered	Starts a numbered list.
Quote	Formats text as a quote.
Code	Formats text as code.
Link	Adds or changes a link.
Clear formatting	Removes all formatting from the selected text.
Insert a picture into the message	Puts a picture inside the email text.
Voice typing / Stop voice typing	Types what you say into the email.
Voice typing language	Picks the language you will speak in.
Help me write	Lets EMA draft or improve your email. EMA
Templates	Inserts one of your saved templates. ADVANCED
Gray suggested words (Tab)	Adds Smart Compose's suggested words to your email. EMA

COMPOSE - HELP ME WRITE

Write from a prompt	Describe the email and EMA writes it. EMA
Improve my text	Makes what you already wrote better. EMA
Write it	Writes the email from your description. EMA
Shorter, More formal, Friendlier, Fix grammar	Rewrites your text in that style. EMA
Translate to...	Translates what you wrote into the language you pick. EMA
Insert	Adds EMA's text where your cursor is. EMA
Replace	Replaces your text with EMA's. Your signature stays. EMA
Try again	Asks EMA for another version. EMA
Back	Goes back without using the text. EMA
Close	Closes Help me write. EMA

COMPOSE - BOTTOM BAR

Send / Send confidential	Sends the email. You can undo for a few seconds.
Send later	Picks a time for the email to go out.
Attach files (over 25 MB they go to Drive as a link)	Adds files from your device.
Attach from Drive	Adds files from your Drive.
Add a Call link (video meeting)	Adds a video call link to the email.
Confidential	Sends a protected email that opens with a code and expires.
More options	Opens priority, read receipt, reply-to and reminder options.
Discard	Deletes this draft.

COMPOSE - SEND LATER

Tomorrow 9:00, Tomorrow 14:00, Monday 9:00, In 1 hour	Schedules the email for that time.
Schedule	Schedules the email for the date and time you picked.

COMPOSE - MORE OPTIONS

Mark as high priority / Normal priority	Marks the email as important, or back to normal.
Ask for a read receipt / Don't ask for a read receipt	Asks to be told when they open it, or stops asking.
Sign with my certificate (S/MIME) / Don't sign	Adds or removes your digital signature.
Encrypt (S/MIME) / Don't encrypt	Encrypts the email with certificates, or stops.

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Set a reply-to address / Remove reply-to	Chooses where replies should go.
Check accessibility	Checks the email is easy for everyone to read.
Insert a live checklist	Adds a checklist that people you send it to can check. SEAL · CREST
Insert a live table	Adds a small table that people you send it to can fill in. SEAL · CREST
Remind me if nobody replies: In 1, 2, 3, 5 or 7 days	Reminds you to follow up if there is no reply.

COMPOSE - OPTIONS AND ATTACHMENTS

X on an option chip	Turns off encryption, signing, confidential, priority, read receipt or reminder.
Code sent to their email / I'll share a passcode myself	Chooses how people open it: a code sent to their email, or a passcode you give them another way (stronger).
Can be opened for	Picks how long a confidential email can be opened.
Remove (attachment)	Takes the file off the email.
Sign (on a PDF)	Signs the PDF in Sign Officially. The signed copy replaces it.
X on Original attachments will be included	Leaves the original files out of the forward.
••• (Show the earlier message)	Shows or hides the email you are replying to.
Edit the quoted text	Lets you change the earlier message in your reply.

COMPOSE - SENSITIVE INFORMATION CHECK

Edit the email	Goes back to change the email.
Send anyway	Sends the email as it is.
Send protected	Sends it as a protected email that opens with a code.
Back	Goes back to the earlier choices.

COMPOSE - ACCESSIBILITY CHECK

Add	Saves a description for a picture.
It's only decoration	Marks a picture as decoration, with no description needed.
Change the link words / Change	Replaces vague link words with clear ones.
Use the normal color	Changes hard-to-read text back to the normal color.
Change to normal letters	Changes ALL CAPITALS text to normal letters.
Make it heading 2 / 3	Fixes the heading level.
Edit the email / Close	Closes the check so you can keep writing.
Send anyway / Send	Sends the email.

POP-UP MESSAGES

Undo	Reverses what you just did, such as a move or a send.
Send now	Sends the email straight away instead of waiting.
Open	Opens the item the message is about.

SCHEDULED

Edit	Opens the scheduled email so you can change it.
Send now	Sends the scheduled email straight away.
Cancel	Stops the email being sent.
Remove	Removes an email that failed to send.

ALL INBOXES

Menu	Opens the sidebar on a phone.
Businesses & addresses	Opens the list of your businesses and addresses. ENTERPRISE
Alerts	Turns on notifications for new mail on this device.
Filters (e.g. hide DMARC reports)	Opens filters and alerts settings.
Ask your inbox by voice	Ask a question out loud and hear the answer. EMA
Show all inboxes	Goes back to mail from every address.
Inbox / Sent / More folders...	Opens that folder of the chosen address.
Unread only	Shows only unread emails.
Show filtered	Also shows emails hidden by your filters.
Load older mail	Loads older emails.
Copy this code	Copies the one-time code from the email.

ALL INBOXES - BUSINESSES LIST

All inboxes	Shows mail from every address.
A business	Shows or hides that business's addresses. ENTERPRISE
All (business) mail	Shows mail for every address of that business. ENTERPRISE
An address	Shows only that address's mail.
Pin to top / Unpin	Keeps an address at the top of the list, or stops.
Close (X)	Closes the list.

ALL INBOXES - OPEN EMAIL

Back	Goes back to the list.
Mark unread	Marks the email unread and goes back.
Show details / Hide details	Shows who it was sent to and when.
Show images	Loads the hidden pictures.
Who handles this	Assigns the email to a teammate. ADVANCED
Add (team note)	Adds a note only your team sees. ADVANCED
Delete note	Removes your team note. ADVANCED
Reply as (address) / Reply	Replies from the address the email was sent to.
Reply all	Replies to everyone on the email.
Invite to a call	Sends a calendar invitation with a video call link.
Open / Download / Sign (attachment)	Opens, saves or signs the attached file.

ALL INBOXES - FILTERS & ALERTS

Sender contains / Subject contains / Everything to...	Picks what the new filter looks at.
Add	Adds the filter. Matching mail is hidden and sends no alert.
Remove filter (X)	Deletes that filter.
Alerts switch (per address)	Turns new-mail alerts on or off for that address.
Close (X)	Closes the window.

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NOTIFICATIONS

Mark all read	Marks every notification as read.
Notification settings	Opens your notification settings.
Close	Closes the notifications panel.
A notification	Opens what the notification is about.
Remove	Removes that notification.
Show older	Loads older notifications.
Try again	Loads your notifications again.
I've read this	Confirms you read a company announcement.
Read	Opens the full announcement.
Hide	Hides the announcement banner.
OK	Closes the announcement.

KEYBOARD SHORTCUTS

Close	Closes the shortcuts list.

ASK YOUR INBOX

Example questions	Asks that example question for you. EMA
Ask	Asks your typed question. EMA
Numbered source (1, 2, 3)	Opens the email the answer came from. EMA
An email in the answer	Opens that email. EMA
Close	Closes the panel. EMA
Mute the voice / Read answers aloud	Turns spoken answers off or on. EMA
Ask / Done (microphone)	Starts listening to your question, or stops. EMA
Play again	Reads the answer aloud again. EMA

COMMAND BAR (CTRL/CMD+K)

Archive, Delete, Mark read, Mark unread, Star, Remove star, Report spam	Does that to the open or selected emails.
Snooze until later today, tomorrow, the weekend, Monday, next week	Snoozes the open or selected emails.
Move to (folder)	Moves the open or selected emails to that folder.
New email	Opens a new email.
Search mail for...	Searches all your mail for the words you type.
Go to (place)	Opens a folder, app or page, like Calendar or Drive.
A quick step	Runs that quick step on the open or selected emails.

SUBSCRIPTIONS

Check for new senders	Looks through your mail again for newsletters.
Unsubscribe	Asks the sender to stop, in one click or by email.
Delete all	Moves all emails from that sender to Trash.
Block	Sends that sender's new emails to Spam.
Send it	Sends the unsubscribe email from your address.
Cancel	Closes without doing anything.

ATTACHMENTS PAGE

Check for new files	Looks through your mail again for files.
All, Photos, PDFs, Documents, Spreadsheets, Other	Shows only that kind of file.
Date (Any time, Last 7 days and more)	Shows files from that time.
A file (picture or icon)	Opens the file.
Open the email	Opens the email the file came with.
Download	Saves the file to your device.
Save to Drive	Saves a copy of the file to your Drive.

TRIPS AND DELIVERIES

Open email	Opens the email the card came from.
Remove from this list	Takes that email off the list.
Track	Opens the carrier's tracking page.
Copy the number / Copy the booking reference	Copies the number from the card.

SHARED LINKS

Copy link	Copies the shared link. SEAL · CREST
Open the shared copy	Opens the shared copy and its comments. SEAL · CREST
Who opened it	Shows who opened the link and when. SEAL · CREST
Turn off	Stops the link working straight away. SEAL · CREST
Add comment	Posts a comment on the shared email. SEAL · CREST
Delete your comment	Removes your comment. SEAL · CREST

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EVERY BUTTON, EXPLAINED · PART 2 OF 4

Calendar, Contacts, Chat, Drive and apps

Calendar, Contacts, Chat, Drive, Docs, Tasks, Notes, Forms, Wiki and Flows. 520 BUTTONS

CALENDAR - TOP BAR

Day	Shows a single day.
Week	Shows the whole week.
Month	Shows the whole month.
Agenda	Lists upcoming events in order, day by day.
Show the calendar list / Hide the calendar list	Shows or hides the calendar list on the left.
Calendars	On a phone, opens the calendar list.
Today	Jumps back to today.
Previous	Goes back one day, week or month.
Next	Goes forward one day, week or month.
Search events	Opens a search box to find events.
Event	Starts a new event, set for the next full hour.
More calendar tools (new)	Opens newer tools: meeting polls, working location, rooms, time insights.

CALENDAR - SEARCH

Search	Finds events that match your words.
Clear search	Empties the search box.
Back	Closes search and returns to your calendar.

CALENDAR - CALENDAR LIST

Previous month	Shows the previous month in the small calendar.
Next month	Shows the next month in the small calendar.
(a date in the small calendar)	Jumps to that day.
New calendar	Creates a new calendar.
(calendar name)	Shows or hides that calendar's events.
Tasks with a due date	Shows or hides tasks with a due date in the calendar.
Open Tasks	Opens the Tasks app.
Booking pages	Opens your booking pages, where people can book time with you.
Calendar settings	Opens working hours, second time zone and task options.
Close	Closes the calendar list on a phone.

CALENDAR - CALENDAR MENU

Options	Opens the menu for that calendar.
Show only this one	Hides every other calendar so only this one shows.
Rename and color	Changes the calendar's name and color.
Change color	Changes the color of a calendar shared with you.
Share with people	Lets people in your organization see or edit this calendar.
Subscribe link	Makes a private link other calendar apps can follow.
Import an .ics file	Adds events from a calendar file.
Export (.ics)	Downloads this calendar as a calendar file.
Delete calendar	Deletes this calendar and its events.
Remove from my list	Removes a calendar someone shared with you from your list.

CALENDAR - MONTH AND AGENDA VIEWS

N more / N items	Opens that day to see all its events.
Show more	Shows the next 30 days in the agenda.

CALENDAR - EVENT WINDOW

Delete	Deletes the event.
Remove from my calendar	Removes an invitation from your calendar.
Close	Closes the event without saving.
Event	Makes this a normal event.
Out of office	Marks you as away; colleagues see you as unavailable.
All day	Switches between an all-day event and set times.
Change time zone	Sets which time zone the event's times are in.
Custom...	Lets you build your own repeat pattern.
S M T W T F S	Picks the weekdays a custom repeat happens on.
Add Call	Creates a Call video meeting link for this event.
Add a room / Change / Done	Picks meeting rooms or equipment for the event. SEAL · CREST
Remove	Takes a chosen room or equipment off the event. SEAL · CREST
Move to (time), when everyone is free	Moves the event to the next time all guests are free.
Add a reminder	Adds another reminder by email or notification.
Remove this reminder	Deletes that reminder.
Join	Opens the event's video meeting link.
Yes	Tells the organizer you are going.
Maybe	Tells the organizer you might go.
No	Tells the organizer you are not going.
Cancel	Closes the window without saving.
Save / Save and send invitations	Saves the event and emails invitations to new guests.

CALENDAR - REPEATING EVENT QUESTION

This event	Applies the change to this one occurrence only.
This and following events	Applies the change to this and later occurrences.
All events	Applies the change to every occurrence.
Cancel	Goes back without changing anything.
OK / Delete	Confirms the change or deletion.

CALENDAR - NEW OR EDIT CALENDAR WINDOW

Color (swatch)	Picks the calendar's color.
Cancel	Closes without saving.
Create / Save	Creates the calendar or saves your changes.

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Close	Closes the window.

CALENDAR - SHARE CALENDAR WINDOW

People	Shows who the calendar is shared with.
Subscribe link	Shows the private subscribe link for other calendar apps.
Share	Gives that person access with the chosen permission.
Stop sharing	Removes that person's access to the calendar.
Make a subscribe link	Creates a private link other calendar apps can follow.
Copy	Copies the subscribe link.
Make a new link	Replaces the link; the old one stops working.
Turn off	Turns off the subscribe link.

CALENDAR - SETTINGS

Working hours	Shades the hours you don't work in day and week view.
S M T W T F S	Picks which days are your working days.
Second time zone	Shows a second time zone next to yours.
Tasks in the calendar	Shows tasks that have a due date.
Done	Closes calendar settings.

CALENDAR - TASK DETAILS

Mark as done / Mark as not done	Checks the task off, or opens it again.
Open in Tasks	Opens this task's list in Tasks.

CALENDAR - BOOKING PAGES

Change name	Changes the web address of your booking page.
Cancel	Stops changing the name.
Copy link	Copies the booking page link to share.
Open	Opens the booking page as visitors see it.
Edit	Changes the booking page's settings and hours.
Taking bookings	Turns bookings on or off for that page.
Delete	Deletes the booking page.
New booking page	Creates a new booking page.
Cancel (under Coming up)	Cancels that booking.
Back	Returns to the list of booking pages.
Add hours	Adds another time range on that day.
Remove	Removes that time range.
Save	Saves the booking page.

CALENDAR - MEETING POLL

Meeting poll	Opens meeting polls, where people vote on a time.
New poll	Starts a new meeting poll.
All polls	Goes back to your list of polls.
Add a time	Adds another time option to vote on.
Remove this time	Removes that time option.
Cancel	Closes without sending the poll.
Send poll	Sends the poll to the people you chose.
Book	Books that time as an event in your calendar.
Remind people who haven't answered	Sends a reminder to people who have not voted.
Close poll	Stops voting; the poll links stop working.
Open again	Reopens a closed poll for voting.
Delete	Deletes the poll; a booked event stays.

CALENDAR - WORKING LOCATION AND TIME

Working location and time	Opens your working location, focus time and out of office.
Where I work	Sets whether you work from the office, home or elsewhere.
Focus time	Blocks time for focused work.
Out of office	Adds time away from work.
Not set / As usual	Clears the location for that day.
Office	Sets that day to the office.
Home	Sets that day to working from home.
Other	Sets that day to another place you describe.
Save my usual week	Saves your usual weekly working locations.
Cancel	Discards your changes.
Add focus time / Add time off	Starts adding a focus block or time off.
Every week	Repeats the block every week.
Once	Adds the block one time only.
(day buttons)	Picks the days the block applies to.
Add to my calendar	Saves the block to your calendar.
Decline new / Stop declining	Turns automatic declining of new invitations on or off.
Remove	Deletes that block.

CALENDAR - ROOM CALENDARS

Room calendars	Shows when your company's rooms are booked. SEAL · CREST
Previous week	Shows the previous week. SEAL · CREST
Next week	Shows the next week. SEAL · CREST

CALENDAR - TIME INSIGHTS

Time insights	Shows where your time goes in meetings.
This week	Shows time insights for this week.
This month	Shows time insights for this month.

CONTACTS - TOP BAR

Clear	Empties the search box.
New	Starts a new contact.
More	Opens import, export, groups and select options.
Import contacts	Adds contacts from a vCard or CSV file.
Export all (vCard, .vcf)	Downloads all your contacts as a vCard file.
Export all (CSV for Google or Outlook)	Downloads all your contacts as a spreadsheet file.
New group	Creates a new contact group.
Select contacts / Stop selecting	Turns on or off picking several contacts at once.

CONTACTS - TABS

Contacts	Shows your contacts.

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Directory	Shows everyone in your organization.
Other	Shows people you emailed who aren't in your contacts.
Merge	Shows duplicate contacts to merge and fix.

CONTACTS - GROUPS

All	Shows all contacts, not just one group.
(group name)	Shows only the contacts in that group.
Group	Creates a new group.
Email this group	Starts an email to everyone in the group.
Group options	Opens the menu for this group.
Rename group	Changes the group's name.
Export group (.vcf)	Downloads the group as a vCard file.
Export group (CSV)	Downloads the group as a spreadsheet file.
Delete group	Deletes the group; the people stay in your contacts.
Cancel	Closes without saving.
Create / Rename	Creates the group or saves its new name.

CONTACTS - SELECTING SEVERAL

Stop selecting	Ends selecting and clears your picks.
All / None	Selects every contact shown, or none.
Email them	Starts an email to the selected people.
Add to group	Opens the list of groups for the selected people.
Add to (group) / Remove from (group)	Adds the selected people to that group, or removes them.
New group with these	Creates a new group with the selected people.
Export them (.vcf)	Downloads the selected contacts as a vCard file.
Delete them	Deletes the selected contacts.

CONTACTS - LIST

Email (name)	Starts an email to that person.
Chat with (name)	Opens a chat with that person.
Add to contacts	Saves that person to your contacts.
Merge all	Merges every set of duplicates at once.
Try again	Reloads your contacts after a problem.
New contact	Starts a new contact.
Import	Adds contacts from a file.

CONTACTS - CONTACT DETAILS

People	Goes back to your contact list.
Edit	Opens the contact for editing.
Delete	Deletes the contact.
Email	Starts an email to this person.
Chat	Opens a chat with this person.
Export	Downloads this contact as a vCard file.
(email address)	Starts an email to that address.
Groups	Shows the groups and lets you add or remove this person.
Create and add	Creates a new group and adds this person to it.
Block / Unblock	Stops or allows this person's chat messages to you.

CONTACTS - DIRECTORY AND OTHER PEOPLE

Directory	Goes back to the directory list.
Email	Starts an email to this person.
Chat	Opens a chat with this person.
Add to my contacts	Saves this person to your contacts.
Other contacts	Goes back to the other contacts list.
Add to contacts	Saves this person to your contacts.
Remove from suggestions	Stops suggesting this person.

CONTACTS - CONTACT EDITOR

Add email / Add phone / Add address	Adds another email, phone or address line.
Remove	Removes that line.
Add photo / Change photo	Picks a photo for the contact.
Remove photo	Removes the contact's photo.
(group name)	Adds or removes the contact from that group.
Add	Adds the contact to a new group you typed.
Cancel	Closes without saving.
Save	Saves the contact.

CONTACTS - IMPORT AND MERGE

Import N contacts	Adds the contacts found in your file.
Cancel	Closes without importing.
Done	Closes the import window.
Close	Closes the import window.
Merge and fix	Goes back to the list of duplicates.
Merge	Combines the duplicates into one contact.
Not the same person	Keeps them separate and stops suggesting the merge.

CHAT - CHAT LIST

Mentions of you	Shows messages where someone mentioned you.
New chat	Starts a chat with a person.
Create a space	Starts a group chat space.

CHAT - NEW CHAT WINDOW

Message a person	Switches to starting a one-to-one chat.
Create a space	Switches to creating a group space.
(person)	Opens a chat with them, or adds them to the new space.
Create space	Creates the group space with the people you chose.

CHAT - YOUR STATUS

Set your status	Opens your availability and status options.
Automatic	Shows you as active while you use the app.
Do not disturb	Pauses chat alerts for the time you choose.
Set as away	Shows you as away.
Emoji	Adds that emoji to your status.
(suggested status)	Fills in a ready-made status.
Clear status	Removes your current status.
Save	Saves your status.

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CHAT - CONVERSATION TOP BAR

Start a video call (everyone here gets a ring)	Starts a video call and rings everyone in the chat.
Pinned messages	Shows the messages pinned in this chat.
Mute (you still get @mentions) / Unmute	Turns this chat's alerts off or back on.
Details	Shows the people and settings for this chat.
More	Opens more options, including delete and block.
Block (name) / Unblock (name)	Stops or allows messages from that person.
Delete chat for me	Removes the chat from your list only.
Delete chat for everyone (admin)	Deletes every message and file for everyone.
Jump to latest messages	Goes back to the newest messages.

CHAT - MESSAGE BOX

Attach a file	Adds files to your message.
Start a poll	Starts a poll in this chat.
Record a voice message	Starts recording a voice message.
Send voice message	Stops recording and sends the voice message.
Cancel	Stops recording without sending.
Send (Enter)	Sends your message.
everyone	Mentions and notifies everyone in the chat.

CHAT - MESSAGE ACTIONS

React	Adds an emoji reaction to the message.
(emoji with count)	Adds or removes your same reaction.
Reply in thread	Opens a thread to reply to this message.
N replies	Opens the thread for this message.
Quote in reply	Replies with this message quoted.
Pin / Unpin	Pins the message for everyone, or unpins it.
Edit	Changes your message.
Delete for everyone	Deletes the message for everyone in the chat.
Delete for me (hide it on your devices only)	Hides the message on your devices only.
Report	Reports the message to your company's admins.
Block (name)	Hides that person's messages and stops new chats from them.
Download	Downloads the attached file.

CHAT - REPORT WINDOW

Cancel	Closes without reporting.
Report	Sends the report to your company's admins.

CHAT - POLLS

Add an answer	Adds another answer to the poll.
Remove answer	Removes that answer.
Cancel	Closes without starting the poll.
Start poll	Posts the poll in the chat.
Vote / Change vote	Sends your vote.
Change my vote	Lets you pick a different answer.
Close poll	Stops voting on the poll.

CHAT - SPACE DETAILS

Save	Saves the space's new name.
Block (name) / Unblock (name)	Stops or allows messages from that person.
Remove	Removes that person from the space.
Add people	Adds people to the space.
Leave space	Leaves the space.

CHAT - BOTS

Add a bot	Starts adding a bot that can post in this space. SEAL · CREST
Picture (optional)	Picks a picture for the bot. SEAL · CREST
Add bot	Creates the bot and shows its secret address. SEAL · CREST
Cancel	Closes without adding the bot. SEAL · CREST
Copy	Copies the bot's secret address. SEAL · CREST
Done	Closes the secret address. SEAL · CREST
New secret address	Makes a new address; the old one stops working. SEAL · CREST
Remove bot	Removes the bot from the space. SEAL · CREST

DRIVE - NEW MENU

New	Opens the menu to add folders, files and drives.
New folder	Creates a folder here.
Document	Creates a new document.
Spreadsheet	Creates a new spreadsheet.
Presentation	Creates a new presentation.
Upload files	Uploads files from your computer.
Upload a folder	Uploads a whole folder from your computer.
New shared drive	Creates a drive your team owns together.

DRIVE - SIDEBAR

My Drive	Shows your own files.
Shared with me	Shows files others shared with you.
Recent	Shows files you used recently.
Starred	Shows files you starred.
Trash	Shows files you deleted.
(shared drive name)	Opens that shared drive.
Open the Drive of (mailbox)	Opens the Drive of another mailbox linked to your inbox.

DRIVE - TOOLBAR

List view / Grid view	Switches between a list and large tiles.
(folder path)	Jumps back to that folder.
N members	Shows and manages who is in this shared drive.
Rename or delete this shared drive	Renames or deletes the shared drive.
Share folder	Shares this folder with people.
Empty trash	Deletes everything in the trash forever.
Go to My Drive	Goes back to your own files.

DRIVE - SELECTED FILES

Download / Download .zip	Downloads the selected items, several as one zip file.

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Move	Moves the selected items to another folder.
Trash	Moves the selected items to the trash.
Restore	Brings the selected items back from the trash.

DRIVE - FILE MENU

Open in Docs / Sheets / Slides	Opens the file in the editor.
Open	Opens the folder.
Download	Downloads the file.
Download as .zip	Downloads the folder as one zip file.
Share	Shares the file or folder with people or by link.
Rename	Changes the name.
Move	Moves it to another folder.
Make a copy	Makes a copy in the same place.
Add star / Remove star	Stars it so it shows in Starred, or unstars it.
Versions	Shows earlier versions of the file.
Details & activity	Shows details and who did what with it.
Move to trash	Moves it to the trash.
Restore	Brings it back from the trash.
Delete forever	Deletes it for good; this can't be undone.

DRIVE - FILE PREVIEW

Share	Shares the file with people or by link.
Edit in Docs / Open in Docs	Opens the file in Docs, Sheets or Slides.
Download	Downloads the file.

DRIVE - SHARE WINDOW

Can view / Can edit	Picks what the people you add can do.
Send an email	Emails the people you share with.
Share	Shares the file with the people you typed.
Remove	Takes away that person's access.
Password	Protects the link with a password.
Create link	Creates a download link and copies it.
Copy	Copies that link.
Turn off link	Stops that link from working.

DRIVE - MOVE WINDOW

My Drive	Shows folders in your own Drive.
(shared drive name)	Shows folders in that shared drive.
All drives	Goes back to the list of drives.
(folder)	Opens that folder.
Cancel	Closes without moving.
Move to (folder)	Moves the items into the chosen folder.

DRIVE - VERSIONS AND SHARED DRIVES

Download this version	Downloads that earlier version.
Restore	Makes that earlier version the current one.
Add	Adds people to the shared drive.
Manager / Can edit / Can view / Remove	Changes a member's role, or removes them.
Delete shared drive	Deletes the shared drive.
Cancel	Closes without saving.
Save / Create	Saves the name.

DRIVE - UPLOADS

Cancel	Stops that upload.

DRIVE - ATTACH FROM DRIVE

My Drive	Shows files in your own Drive.
Recent	Shows files you used recently.
Shared with me	Shows files others shared with you.
(file)	Selects the file to attach.
Cancel	Closes without attaching.
Attach	Attaches the selected files to your email.

DOCS, SHEETS AND SLIDES - TOP BAR

Back to Drive	Closes the file and returns to Drive.
Download	Downloads the file to your computer.
EMA	Opens EMA help: summarize, rewrite, formulas, slide outlines. EMA

DOCS, SHEETS AND SLIDES - EMA PANEL

Summarize	Shows the summary tool. EMA
Rewrite	Shows the rewrite tool. EMA
Formula	Shows the formula tool in Sheets. EMA
Slide outline	Shows the slide outline tool in Slides. EMA
Summarize this document / Summarize again	Writes a short summary of the file. EMA
Rewrite	Rewrites the text you pasted. EMA
Shorten	Makes the text you pasted shorter. EMA
Make an outline	Turns your notes into a slide outline. EMA
Write the formula	Writes a formula for what you described. EMA
Put in selected cell	Puts the formula in the selected cell. EMA
Copy	Copies the result. EMA
Add to the file / Replace selection	Puts the result into your file. EMA
Close	Closes the EMA panel. EMA

TASKS - LISTS

Calendar	Opens the Calendar.
New list	Creates a new task list.
(list name)	Opens that task list.
List options	Opens the menu for this list.
Rename list	Changes the list's name.
Delete completed tasks	Removes all checked-off tasks from this list.
Delete list	Deletes the list and its tasks.
Cancel	Closes without saving.
Create / Save	Creates the list or saves its new name.

TASKS - TASKS

Add	Adds the task you typed.
Mark as done / Mark as not done	Checks the task off, or opens it again.
Completed (N)	Shows or hides finished tasks.

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TASKS - TASK DETAILS

Today	Sets the task to be due today.
Tomorrow	Sets the task to be due tomorrow.
Next week	Sets the task to be due in a week.
Add a time	Adds a time to the due date.
Remove the time	Keeps the date but removes the time.
No date	Removes the due date.
Delete	Deletes the task.
Done	Closes the task details.

NOTES - SIDEBAR

Notes	Shows your notes.
Reminders	Shows notes with a reminder.
(label)	Shows notes with that label.
Edit labels	Adds, renames or deletes labels.
Archive	Shows notes you archived.
Trash	Shows notes you deleted.
Empty trash	Deletes every note in the trash for good.
Clear search	Empties the search box.

NOTES - NEW NOTE

New list	Starts a new note with checkboxes.
Remind me	Sets a reminder for the note.
Background color	Changes the note's color.
Show checkboxes / Hide checkboxes	Turns the note into a checklist, or back to text.
List item	Adds another line to the checklist.
Remove	Removes that checklist line.
Close	Saves the note and closes it.

NOTES - NOTE CARD AND OPEN NOTE

Pin / Unpin	Keeps the note at the top, or unpins it.
Done	Checks off that checklist item.
Email	Opens the email this note was saved from.
Archive / Unarchive	Moves the note to the archive, or back.
Delete	Moves the note to the trash.
Restore	Brings the note back from the trash.
Delete for good	Deletes the note forever.
Labels	Adds or removes labels on the note.
Create “(name)”	Creates a new label and adds it.
Remove reminder	Removes the note's reminder.
Remove (label)	Takes that label off the note.
Open the email	Opens the email this note was saved from.
Close	Closes the note.

NOTES - REMINDERS AND LABELS

Later today	Reminds you later today.
Tomorrow morning	Reminds you tomorrow morning.
Next week	Reminds you next week.
Save	Sets the reminder for the date and time you chose.
Remove	Removes the reminder.
Add	Creates the label you typed.
Delete label	Deletes the label; your notes stay.
Done	Closes label editing.

NOTES - FROM AN EMAIL

Save as note	Saves the open email as a note.

SIDEBAR - APPS

Notes	Opens Notes.
Wiki	Opens your company wiki. SEAL · CREST
Flows	Opens Flows, your automatic actions. SEAL · CREST

FORMS - FORM LIST

New form	Starts a new form from a template.
(template)	Creates a form from that template.
Make a copy	Copies the form.
Delete	Deletes the form.
Cancel	Closes the template list.

FORMS - FORM EDITOR

Back to forms	Goes back to your list of forms.
Preview	Opens the form as people will see it.
Questions	Shows the form's questions.
Settings	Shows who can answer and when.
Share	Shows the form's link and QR code.
Answers	Shows the answers people sent.
+ Add a question...	Adds a new question of the type you pick.
Section	Adds a section heading.
Move up	Moves the question up.
Move down	Moves the question down.
Duplicate	Makes a copy of the question.
Delete	Deletes the question.
Add option	Adds another answer choice.
Remove option	Removes that answer choice.
Required	Makes people answer this question.

FORMS - SETTINGS

Anyone with the link	Lets anyone with the link answer.
Only people in my company, signed in	Lets only signed-in people in your company answer.
Accepting answers	Opens or closes the form for answers.
No closing date	Removes the closing date.
One answer per person	Allows each person only one answer.
Collect email addresses	Asks people for their email address.
Email me on each answer	Emails you a notice when someone answers.

FORMS - SHARE

Copy	Copies the form link.
Open	Opens the form in a new tab.
Download	Downloads the QR code picture.

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FORMS - ANSWERS

Summary	Shows all answers summed up with charts.
Each answer	Shows answers one by one.
CSV	Downloads all answers as a spreadsheet file.
Delete all	Deletes every answer.
Delete this answer	Deletes that one answer.
Show more	Loads more answers.

WIKI - PAGES LIST

Pages	Opens the page list on a phone. SEAL · CREST
New page	Creates a new top-level page. SEAL · CREST
Trash	Shows deleted pages. SEAL · CREST
Create the first page	Creates your wiki's first page. SEAL · CREST
Fold / Unfold	Hides or shows the pages inside. SEAL · CREST
(page)	Opens that page. SEAL · CREST
Add a page inside	Creates a new page inside this one. SEAL · CREST
More	Opens moving options for the page. SEAL · CREST
Move up	Moves the page up the list. SEAL · CREST
Move down	Moves the page down the list. SEAL · CREST
Move to...	Moves the page under another page. SEAL · CREST
Cancel	Closes without moving. SEAL · CREST
(search result)	Opens the page you searched for. SEAL · CREST

WIKI - PAGE

(breadcrumb)	Opens that parent page. SEAL · CREST
Edit	Opens the page for editing. SEAL · CREST
Share	Sets who can see and edit the page. SEAL · CREST
More	Opens more options for the page. SEAL · CREST
Page history	Shows earlier versions of the page. SEAL · CREST
Add a page inside	Creates a new page inside this one. SEAL · CREST
Copy link	Copies a link people in your company can open. SEAL · CREST
Move to trash	Moves the page to the trash. SEAL · CREST
(sub-page)	Opens a page inside this one. SEAL · CREST

WIKI - PAGE EDITOR

Bold	Makes text bold. SEAL · CREST
Italic	Makes text italic. SEAL · CREST
Underline	Underlines text. SEAL · CREST
Strike-through	Crosses text out. SEAL · CREST
Heading	Turns the line into a heading. SEAL · CREST
Quote	Formats the text as a quote. SEAL · CREST
Code	Formats the text as code. SEAL · CREST
Line	Adds a dividing line. SEAL · CREST
Link to a website	Links the selected text to a web address. SEAL · CREST
Link to another wiki page	Links to another page in the wiki. SEAL · CREST
Add a picture (up to 5 MB)	Adds a picture to the page. SEAL · CREST
Undo	Undoes your last change. SEAL · CREST
Redo	Redoes what you undid. SEAL · CREST
Cancel	Stops editing without saving. SEAL · CREST
Save	Saves the page. SEAL · CREST

WIKI - HISTORY, SHARING AND TRASH

Restore this version	Brings back the chosen earlier version. SEAL · CREST
Close	Closes the window. SEAL · CREST
Everyone in the company	Lets everyone in your company see the page. SEAL · CREST
Only these people	Limits seeing or editing to the people you add. SEAL · CREST
Everyone who can see it	Lets everyone who can see it also edit. SEAL · CREST
Save	Saves who can see and edit the page. SEAL · CREST
Cancel	Closes without saving. SEAL · CREST
Restore	Brings the page back from the trash. SEAL · CREST
Delete for good	Deletes the page forever. SEAL · CREST

FLOWS - FLOW LIST

New flow	Starts a new automatic action. SEAL · CREST
Make your first flow	Starts your first automatic action. SEAL · CREST
On / Paused	Turns the flow on or pauses it. SEAL · CREST

FLOWS - FLOW EDITOR

All flows	Goes back to your list of flows. SEAL · CREST
Test run	Runs the flow now on a recent example. SEAL · CREST
Save / Make flow	Saves the flow. SEAL · CREST
New email	Runs the flow when a new email arrives. SEAL · CREST
Form answer	Runs the flow when someone answers a form. SEAL · CREST
Event soon	Runs the flow shortly before an event. SEAL · CREST
Schedule	Runs the flow at set times. SEAL · CREST
Add a condition	Adds a rule the item must match. SEAL · CREST
Remove	Removes that condition. SEAL · CREST
+ Add a step...	Adds an action for the flow to do. SEAL · CREST
Up	Moves the step earlier. SEAL · CREST
Down	Moves the step later. SEAL · CREST
Remove this step	Deletes that step. SEAL · CREST
Delete flow	Deletes the flow. SEAL · CREST

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FLOWS - STEPS YOU CAN ADD

Move the email	Moves the email to a folder. SEAL · CREST
Add a label	Adds a label to the email. SEAL · CREST
Mark as read	Marks the email as read. SEAL · CREST
Forward it (inside the company)	Forwards the email to someone in your company. SEAL · CREST
Post in a chat space	Posts a message in a chat space. SEAL · CREST
Create a task	Adds a task to your tasks. SEAL · CREST
Send me a notice	Sends you a notice. SEAL · CREST
Send an email (inside the company)	Sends an email to people in your company. SEAL · CREST
Call a webhook	Sends the details to an outside web address. CREST

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EVERY BUTTON, EXPLAINED · PART 3 OF 4

Call Officially and Settings

Every control in a meeting, and every settings page. 385 BUTTONS

CALL - WELCOME PAGE

Start a meeting	Signs you in or creates a free account, then starts a meeting. FREE ACCOUNT
Sign in	Opens sign-in for your MailOfficially or Call Officially account.
My meetings	Takes you to your meetings home when you are already signed in.
Join	Opens the meeting from the code or link you pasted.
Voice first / Features / Security / FAQ	Scrolls down to that part of the page.
FAQ questions	Opens or closes the answer to that question.

CALL - SIGN IN

Continue	Checks your email and moves to the password or code step.
Continue with WorkOfficially	Signs you in with your WorkOfficially account.
Create my account	Creates your free Call Officially account using the emailed code. FREE ACCOUNT
Sign in	Signs you in with the code or password you entered.
Send a new code	Emails you a fresh 6-digit code.
Change	Goes back so you can fix the email address.
Use a different email	Starts sign-in again with another email address.
Forgot password?	Opens MailOfficially so you can reset your password.
Verify	Checks your 2-step code and finishes signing in.
Use a recovery code instead	Lets you type a saved recovery code instead of an app code.
Use the authenticator app	Switches back to typing your authenticator app code.
Use my passkey	Continues on mailofficially.com to sign in with your passkey.
Continue on mailofficially.com	Signs in with your passkey there and brings you straight back.
Continue as (your name)	Signs you in with one tap using the account already open.
Use another account	Opens sign-in so you can pick a different account.
Close	Closes the sign-in box.

CALL - MEETINGS HOME

New meeting	Opens the menu for starting or planning a meeting.
Start an instant meeting	Creates a meeting and opens it right now.
Create a meeting for later	Creates a meeting link you can share and use later.
Invite people by email	Sends people a calendar invitation with the meeting link.
Open in Calendar	Opens your calendar to pick a time for the call.
More options	Sets a name, custom link, encryption and who can walk in.
Join	Opens the meeting from the code or link you typed.
Copy / Copy link	Copies the meeting link so you can paste it anywhere.
Share link	Shows the link with quick ways to share it.
Invite by email	Opens the email invitation form for this meeting.
Start	Opens your personal room so you can start a call.
Invite	Emails people an invitation to your personal room.
Customize link / Change link	Gives your room or meeting an easy name in its link.
Change short name	Changes your company's short name used in meeting links.
Join / Rejoin	Opens that meeting, or goes back into a recent call.
Invite people by email (envelope icon)	Emails a calendar invitation for that meeting.
Customize the link (pencil icon)	Changes the easy-to-remember name in that meeting's link.
Delete this meeting link (trash icon)	Deletes the meeting link so nobody can join with it.
Close	Hides the new meeting link card.
About Call Officially	Opens the page explaining Call Officially.
MailOfficially	Goes back to your MailOfficially mailbox.
Sign out	Signs you out of Call Officially.

CALL - NEW MEETING AND LINKS

Name (optional)	Gives the meeting a title people will see.
Custom link (optional)	Picks an easy name for the link and checks it is free.
Change (company part)	Changes the company part of your meeting links.
Save company name	Saves the new company part used in links for everyone.
Who can walk in without asking	Chooses who joins straight away and who must ask first.
Encrypt end to end	Encrypts the meeting end to end: the key is only in the full link, so our servers can't see or hear it. Recording, transcripts, AI notes and dial-in are off.
Get a link	Creates the meeting and shows its link without starting it.
Start now	Creates the meeting and opens it straight away.
Remove name	Removes the custom name; the code link keeps working.
Save	Saves your changes.
Cancel	Closes without saving.

CALL - INVITE AND SHARE

Share link (tab)	Shows the meeting link to copy or send.
Invite by email (tab)	Shows the form for emailing a calendar invitation.
Remove (x on an address)	Takes that person off the invitation list.
When / Length	Sets the date, time and length of the meeting.

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Send from	Chooses which of your addresses sends the invitation.
Send invitation	Emails a calendar invitation with the join link.
Copy	Copies the link and joining text.
Share	Opens your device's share menu with the meeting link.
WhatsApp	Opens WhatsApp with the meeting link ready to send.
Text message	Opens a text message with the meeting link ready to send.
Done	Closes the share window.
Cancel	Closes without sending.

CALL - BEFORE YOU JOIN

Turn on / Turn off microphone	Switches your microphone on or off before you join.
Turn on / Turn off camera	Switches your camera on or off before you join.
Background and effects	Shows background blur and picture choices.
Microphone / Speaker / Camera / Check	Opens your audio and video device choices.
Microphone, Speaker, Camera lists	Chooses which device to use in the call.
Test / Test speaker	Plays a short tune so you can check your sound.
Reduce background noise	Filters out keyboard, fan and street noise from your microphone.
Close	Hides the device or background panel.
Use	Uses the full link you pasted to unlock an encrypted meeting.
Join now	Joins the meeting straight away.
Ask to join	Asks someone in the call to let you in.
Cancel	Stops asking to join.
Ask again	Sends a new request to join after being declined.
Were you invited by email? Check it's you	Lets invited guests confirm their email to walk straight in.
Send code	Emails a 6-digit code to the invited address.
Change	Goes back so you can fix the email address.
Send a new code	Emails you a fresh 6-digit code.
Sign in	Signs in so you join with your own account.

CALL - TOOLBAR

Turn off / Turn on microphone	Mutes or unmutes you (Ctrl + D).
Audio settings (arrow)	Picks your microphone or speaker, or opens audio settings.
Turn off / Turn on camera	Stops or starts your video (Ctrl + E).
Video settings (arrow)	Picks your camera, or opens backgrounds and video settings.
Switch camera	Swaps between your phone's front and back camera.
Raise hand / Lower hand	Lets the host know you want to speak.
Send a reaction	Shows quick emoji reactions you can send to everyone.
React (emoji)	Floats that emoji across the screen for everyone.
Present your screen / Stop presenting	Shares your screen, a window or a tab with everyone.
More options	Opens layout, recording, captions, settings and more.
Leave call	Leaves the meeting; hosts can also end it for everyone.
Minimize call	Keeps the call in a small window while you use other apps.
Meeting details	Shows the joining link and ways to invite people.
People	Shows everyone in the call and anyone waiting (Ctrl + Alt + P).
Chat	Opens in-call messages (Ctrl + Alt + C).
Host controls	Opens meeting safety and permission settings for hosts.
Your connection (signal bars)	Opens details about your connection quality.

CALL - MORE OPTIONS MENU

Polls and Q&A	Opens polls and audience questions for this call.
Whiteboard / Close the whiteboard	Opens or closes a shared drawing board.
Breakout rooms	Lets hosts split the call into smaller rooms. SEAL · CREST
Ask the host for help	Asks the host to come to your breakout room. SEAL · CREST
Record the call	Starts recording the call; hosts only.
Stop recording	Stops the recording and saves it to Drive.
Turn on the transcript / Turn off the transcript	Starts or stops writing down what people say.
Show captions / Hide captions	Shows live captions on screen while the transcript is on.
Auto / Tiled / Spotlight / Sidebar	Changes how people's videos are arranged on your screen.
Hide my own tile	Hides your own video from your screen.
Backgrounds and blur	Opens background blur and picture choices.
Audio only (saves data)	Stops receiving video so voice stays clear on slow internet.
Present your screen	Shares your screen with everyone (on phones).
Full screen	Fills your whole screen with the call.
Picture-in-picture	Pops the call into a small always-on-top window.
Connection details	Shows your connection quality and speeds.
Settings	Opens audio, video, background and connection settings.
Keyboard shortcuts	Lists the keyboard shortcuts for calls.
Tiles per page	Changes how many people fit on one page of tiles.

CALL - LEAVING

Leave the call	Leaves the meeting; it carries on for everyone else.
End the call for everyone	Ends the meeting for all participants; hosts only.
Rejoin	Goes back into the meeting you just left.
Return to Call home	Takes you to your meetings home.
Back to Call	Takes you to your meetings home from a broken link.
Try again	Tries connecting to the call again.

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CALL - VIDEO TILES

Options (on a tile)	Opens pin, full screen and host options for that person.
Pin for me / Unpin	Keeps that person large on your screen only.
Full screen	Shows that person's video on your whole screen.
Stop presenting	Stops sharing your screen.
Minimize / Show yourself	Shrinks or brings back your own small video.
Previous people / More people	Moves between pages of video tiles.

CALL - HOST CONTROLS

Spotlight for everyone / Remove spotlight	Makes one person large on everyone's screen.
Mute microphone	Mutes that person's microphone.
Ask to unmute	Asks that person to turn their microphone back on.
Turn off camera	Turns off that person's camera.
Make co-host / Remove co-host	Gives or takes away host powers; meeting owner only.
Remove from call	Removes the person; they cannot rejoin this meeting.
Stop this presentation	Stops someone else's screen share.
Lock the meeting	Stops anyone new joining without a host letting them in.
Who can walk in without asking	Chooses who joins straight away and who waits.
Send chat messages	Lets everyone, not just hosts, send chat messages.
Present their screen	Lets everyone share their screen; off means hosts only.
Mute their microphone	Mutes people automatically when they join.
Email the notes to	Chooses who gets the notes email after the call.
Add an AI summary with decisions and action items	Adds an AI summary to the notes email. EMA
Recording (chip)	Shows the call is recorded; hosts can click to stop.
Transcript (chip)	Turns live captions on or off.
Everyone who joined / Only me	Chooses who receives the recording after the call.
Start recording	Starts recording; everyone sees that the call is recorded.
Cancel	Closes without recording.

CALL - PEOPLE AND WAITING ROOM

Search for people	Finds a person in the call by name.
Mute everyone	Mutes every microphone in the call; hosts only.
Lower all hands	Puts down every raised hand; hosts only.
Admit / Deny	Lets one waiting person in, or turns them away.
Admit all / Deny all	Lets everyone waiting in, or turns them all away.
View all	Opens the People panel to see everyone waiting.
Options	Opens host actions for that person.

CALL - IN-CALL ALERTS

Audio only	Stops receiving video so your voice stays clear.
Turn video back on	Starts receiving video again.
Turn sound on	Plays call sound after your browser paused it.
Unmute	Turns on your microphone when the host asks.
Stay muted	Keeps your microphone off and closes the request.
Open / Vote / Join	Jumps straight to the chat, poll, whiteboard or room mentioned.

CALL - CHAT AND FILES

Share a file	Sends a file up to 64 MB to everyone in the call.
Send	Sends your message to everyone in the call.
File in chat	Downloads the shared file to your device.
Close	Closes the side panel.

CALL - MEETING DETAILS

Copy link	Copies the meeting link.
Email invite	Opens a new email with the meeting link filled in.
Share	Opens your device's share menu with the meeting link.
Ring	Rings colleagues' phones and browsers with a button to join.

CALL - POLLS AND Q&A

Polls (tab)	Shows the polls in this call.
Questions (tab)	Shows questions people asked the host.
New poll	Starts writing a new poll; hosts only.
Add an answer	Adds another answer choice to the poll.
Remove answer	Deletes that answer choice.
People can pick more than one	Lets voters choose several answers.
Anonymous (nobody sees who voted for what)	Hides who voted for which answer.
Start poll	Sends the poll to everyone in the call.
Vote / Change vote	Sends your choice, or updates it.
Change my vote	Lets you pick a different answer while the poll is open.
Close poll	Stops voting and keeps the results.
Delete	Deletes the poll and its results.
Ask without my name	Posts your question without showing your name.
Ask	Posts your question for the host.
Thumbs up / Remove thumbs up	Votes a question up so it rises to the top.
Mark answered / Not answered	Marks a question as answered or reopens it; hosts only.
Hide / Show	Hides a question from others or shows it again; hosts only.
Cancel	Closes without saving.

CALL - WHITEBOARD

Pen / Highlighter / Line / Arrow	Picks a drawing tool.
Rectangle / Circle / Text	Draws a shape or adds text to the board.
Eraser (removes whole lines)	Rubs out a whole line you tap.
Color	Chooses the drawing color.

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Thin / Medium / Thick	Chooses the line thickness.
Undo	Takes back your last change (Ctrl + Z).
Clear for everyone	Wipes the whole board for everyone; hosts only.
Save as image	Downloads the board as a picture.
Save to Drive	Saves the board to Drive and shares it in the chat.
Show to everyone	Opens the whiteboard on everyone's screen; hosts only.
Close the whiteboard	Closes the board; hosts can put it away for everyone.

CALL - BREAKOUT ROOMS

Rooms	Chooses how many breakout rooms to make. SEAL · CREST
Timer	Sets how long rooms stay open before everyone returns. SEAL · CREST
Split people automatically	Shares people evenly across the rooms at random. SEAL · CREST
Room for (person)	Puts that person in a chosen room. SEAL · CREST
Open the rooms	Opens the rooms and moves people into them. SEAL · CREST
Send to everyone	Sends your message to every breakout room. SEAL · CREST
Done	Clears a help request once you have handled it. SEAL · CREST
Join this room	Moves you into that breakout room. SEAL · CREST
Back to the main room / Main room	Takes you back to the main meeting. SEAL · CREST
Move (person)	Moves that person to another room. SEAL · CREST
Bring everyone back	Closes the rooms and returns everyone to the main room. SEAL · CREST
Ask for help	Asks the host to come to your room. SEAL · CREST
Manage	Opens the breakout rooms panel; hosts only. SEAL · CREST

CALL - CALL SETTINGS

Audio / Video / Backgrounds / Connection (tabs)	Switches between the settings pages.
Microphone / Speaker / Camera	Chooses which device the call uses.
Test / Test speaker	Plays a short tune through your speaker.
Reduce background noise	Filters out keyboards, fans and street noise.
Video quality I send	Chooses auto, high quality or data saver for your video.
Mirror my video	Flips your own view of yourself; others are not affected.
None / Slight blur / Blur	Removes your background effect or blurs your room.
Background pictures	Puts a picture behind you.
Your picture	Uses your own photo as your background.
Close	Closes the settings window.

SETTINGS - TABS

General	Theme, reading pane, time zone and everyday options.
Appearance	Colors, fonts, inbox list, sidebar and sounds.
Signature	Your email signature for each address.
Sending	Sender name, undo send and addresses you send from.
Templates	Saved replies you can insert while writing. ADVANCED
Rules	Sorts incoming mail automatically.
Blocked people	People blocked in chat and email.
New senders	Screens email from people you have never written to.
Hide my email	Random addresses that hide your real one.
Forwarding	Sends a copy of all new mail elsewhere.
Out of office	Automatic replies while you are away.
Delegation	Lets a colleague read or reply to your mail.
Team inboxes	Shared mailboxes like support@ for a team.
Mail merge	Sends a personal email to each person on a list.
Move my mail	Copies mail from your old provider.
Notifications	Chooses how each kind of alert reaches you.
Features	Shows which features your plan includes.
EMA	Turns AI email helpers on or off. EMA
Download my data	Makes a zip copy of your data.
Security	2-step verification, passkeys, app passwords and sign-ins.
Account	Profile photo, recovery email and password.
Quick steps	Buttons that do several email actions at once.

SETTINGS - GENERAL

Theme	Chooses light, dark or match your device.
Density	Shows the email list roomy or compact.
Reading pane	Shows emails beside the list, below it, or full screen.
Open Appearance	Opens the Appearance tab for more look options.
Time zone	Sets the time zone used for your times and dates.
Use (detected zone)	Switches to the time zone of this device.
Date format / Time format	Chooses how dates and times are shown.
Conversation view	Groups replies together with the original email.
Remote images	Chooses whether pictures from other websites load in emails. ADVANCED
Keyboard shortcuts	Turns mail keyboard shortcuts on or off.
Desktop notifications	Shows alerts for new mail while MailOfficially is open.
Daily summary	Sends a short weekday morning email of what needs you.

SETTINGS - APPEARANCE

Light or dark	Chooses light, dark or match your device.
Style	Picks a ready-made color style.
Accent color / Custom	Chooses the color of buttons and highlights.
Background	Chooses the color or picture behind your mail.

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Upload a photo / My photo	Uses your own photo as the background.
Change photo / Remove photo	Replaces or removes your background photo.
Sidebar color	Makes the sidebar light, dark or your accent color.
Text size / Font / Corners	Changes text size, typeface and button corner shape.
Density / Reading pane	Changes list spacing and where emails open.
Profile pictures	Shows or hides people's pictures in the list.
Preview line	Shows the first words of each email.
Attachment clip	Shows a clip on emails with attachments.
Quick buttons when pointing at an email	Shows archive, delete and other buttons on hover.
Unread emails	Marks unread emails in bold, with a dot, or both.
Order	Shows newest or oldest emails first.
Unread on top	Keeps unread emails at the top of the list.
Inbox tabs	Chooses which inbox tabs appear; uncheck all for one list.
Week starts on	Sets the first day of the week in your calendar.
Move up / Move down	Reorders apps in the sidebar.
Hide / Show	Hides or shows an app in the sidebar.
Font / Size / Text color (writing)	Sets how your new emails look.
Reply button	Makes Reply answer just the sender or everyone.
New email window opens	Opens new emails small, large or full screen.
Mark as read	Chooses when opened emails count as read.
After archive or delete	Chooses what shows after you archive or delete.
Text size of emails	Changes the text size inside open emails.
New mail sound / Play	Chooses the new mail sound and plays a sample.
Only for emails from people	Skips sounds and pop-ups for newsletters and receipts.
Quiet hours	Silences sounds and pop-ups during the times you set.
Reset to the standard look	Undoes all your appearance changes.

SETTINGS - SIGNATURE AND SENDING

Signature for	Chooses which address's signature you are editing.
Add logo or picture	Adds a logo or picture to your signature.
Save signature	Saves the signature for that address.
Also add on replies and forwards	Adds your signature to replies and forwards too.
Display name (sender name)	Sets the name people see when you email them.
Delay before sending	Gives you a few seconds to undo a sent email.
Send as	Lists your other addresses you can send from.
Default address	Chooses which address new emails come from.

SETTINGS - TEMPLATES

New template	Starts a new saved reply. ADVANCED
Edit	Changes that template. ADVANCED
Delete (trash icon)	Deletes that template. ADVANCED
Save / Cancel	Saves the template, or closes without saving. ADVANCED

SETTINGS - RULES

Add rule	Adds a new rule for sorting incoming mail.
On/off switch	Turns that rule on or off.
Up / Down arrows	Changes the order rules run in.
Delete (trash icon)	Removes that rule, condition or action.
all / any	Chooses whether every condition or just one must match.
condition	Adds another condition to check.
action	Adds another thing the rule should do.
Save rules	Saves and switches on your rules.

SETTINGS - BLOCKED PEOPLE AND NEW SENDERS

Block	Sends all mail from that address or domain to Spam.
Unblock	Lets that person's email or chat messages reach you again.
Screen new senders	Holds email from unknown senders until you decide.
Accept all	Lets every waiting sender into your inbox.
Accept	Lets this sender's emails come straight to your inbox.
Block (new sender)	Sends this sender's emails to Spam.

SETTINGS - HIDE MY EMAIL

New address	Makes a new random address and copies it.
Copy	Copies that address.
Pause / Turn on	Refuses mail to that address for now, or allows it again.
Delete	Deletes the address for good; mail to it will bounce.

SETTINGS - FORWARDING AND OUT OF OFFICE

Forwarding	Turns forwarding of all new mail on or off.
Keep a copy here too (recommended)	Keeps forwarded mail in this mailbox as well.
Auto-reply	Turns your out-of-office reply on or off.
First day / Last day	Sets when the auto-reply starts and stops.
Reply to the same sender at most every	Limits how often one person gets your auto- reply.
Save	Saves your changes.

SETTINGS - DELEGATION AND TEAM INBOXES

Can read and reply / Can only read	Chooses how much access the colleague gets.
Give access	Lets that colleague handle your mailbox.
Read and reply / Read only	Changes an existing helper's access.
Remove	Takes away that person's access to your mailbox.
Open	Opens the shared mailbox in All inboxes.
New team inbox	Shares a company mailbox with a team; admins only.
Edit	Changes the team name or members; admins only.

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Stop sharing	Stops sharing that mailbox; no email is deleted.
Save / Cancel	Saves the team inbox, or closes without saving.

SETTINGS - MAIL MERGE

Open a CSV file	Loads your list of people from a file.
{{column}} buttons	Inserts that person's detail into your message.
Send to (number) people	Sends each person their own personal email.
Stop	Stops sending the rest of the list.
Sent list	Shows who each email went to and who replied.

SETTINGS - MOVE MY MAIL

Move from	Chooses your old email provider. SEAL · CREST
Keep copying new mail every 20 minutes while I switch over	Keeps bringing new mail across until you switch. SEAL · CREST
Start import	Starts copying your old mail into this mailbox. SEAL · CREST
Log	Shows the details of that import. SEAL · CREST
Pause / Resume	Pauses or restarts ongoing copying. SEAL · CREST
Delete (trash icon)	Removes the import; mail already copied stays. SEAL · CREST
Close	Hides the import log. SEAL · CREST

SETTINGS - NOTIFICATIONS

Bell only / Bell + phone / Bell + phone + email backup	Chooses how each kind of alert reaches you.
Try again	Reloads your notification settings.

SETTINGS - EMA

Summarize button	Shows a Summarize button at the top of emails. EMA
Help me write	Drafts or rewrites your emails from a short instruction. EMA
AI summaries in phone notifications	Shows a one-line summary in new mail alerts. EMA
Smart Compose	Suggests the next words in gray while you write. EMA

SETTINGS - DOWNLOAD MY DATA

Included items (checkboxes)	Chooses what goes into your download.
Select all / Clear	Checks or unchecks everything.
Create export	Starts making your zip file.
Download	Downloads your finished zip file.
Stop / Delete	Stops making an export, or deletes a finished one.

SETTINGS - SECURITY

Add a passkey on this device	Lets you sign in with Face ID, Touch ID or fingerprint.
Remove (passkey or app)	Removes that sign-in method after you confirm your password.
Set up an authenticator app	Shows a QR code to link an authenticator app.
Verify	Checks the 6-digit code and finishes app setup.
Make new codes	Creates new recovery codes; old ones stop working.
Copy / Download	Copies or saves your recovery codes.
I've saved them	Closes the recovery codes window.
Confirm / Cancel	Confirms with your password, or cancels.
Sign every email I send	Adds your certificate signature to every email.
Add certificate	Adds your email certificate for signing and encryption.
Remove (certificate)	Removes your email certificate.
Create	Makes a new app password for a mail app.
Copy	Copies the new app password.
Done	Closes the app password window.
Revoke	Stops that app password from working.
Sign out	Signs out that other device.
Sign out everywhere else	Signs out every device except this one.

SETTINGS - ACCOUNT

Add photo / Change	Uploads or replaces your profile photo.
Remove photo	Removes your profile photo.
Save recovery email	Saves the address used to reset a forgotten password.
Change password	Changes your sign-in password.

SETTINGS - QUICK STEPS

New quick step	Creates a button that does several email actions.
Move up / Move down	Changes the order of your quick steps.
Edit	Changes that quick step.
Delete	Deletes that quick step.
Add a step	Adds another action to the quick step.
Remove this step	Removes that action.
Save / Cancel / Close	Saves the quick step, or closes without saving.

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EVERY BUTTON, EXPLAINED · PART 4 OF 4

The admin console

For company owners and admins. 336 BUTTONS

SIDEBAR

Organization	Switches the console to another organization you manage.
Menu	Opens the sidebar on a phone or small screen.
Open webmail	Opens your own mailbox in webmail.
Sign out	Signs you out of the admin console.
Close	Closes the open window without saving anything new.
Copy	Copies a password, key or address so you can paste it elsewhere.

UNIFIED INBOX

Set up for someone	Starts bringing one person's own addresses together into one inbox. ENTERPRISE
Who gets the unified inbox	Chooses the person whose addresses are brought into one inbox. ENTERPRISE
All	Checks every address of that business for this person. ENTERPRISE
None	Unchecks every address of that business for this person. ENTERPRISE
Save (N addresses)	Links the checked addresses into the person's All inboxes view. ENTERPRISE
Edit	Changes which of their addresses appear in that person's All inboxes. ENTERPRISE
Turn off	Removes the unified inbox and its links for that person. ENTERPRISE

OVERVIEW

Mailboxes	Opens People, showing everyone with a mailbox.
Aliases	Opens Aliases & forwarding.
Admins	Opens the list of people with admin roles.
Access	Opens Security to see who can open mail and from where.

PEOPLE

Search people	Filters the list by name or email address.
Import CSV	Adds many people at once from a spreadsheet file.
Add person	Creates a new mailbox for someone in your company.
Set the password myself	Lets you type the first password instead of a generated one.
Make them an admin of this organization	Gives the new person an admin role straight away.
Create mailbox	Creates the mailbox and shows the sign-in details once.
Choose CSV file	Picks the spreadsheet of people to check before importing.
Download template	Downloads a sample spreadsheet with the right columns.
Create N mailboxes	Creates every mailbox from the file that passed the check.
Download sign-in details	Downloads the new addresses and passwords as a spreadsheet.
Save changes	Saves the person's sender name and mailbox size.
Keep a copy in this mailbox	Keeps forwarded mail in this mailbox as well.
Save forwarding	Forwards this person's incoming mail to the addresses you entered.
Reset password	Makes a new password and signs them out everywhere.
Unlock sign-in	Lets them try again after too many wrong passwords or codes.
Reset 2-step	Clears their 2-step setup so they set it up again.
Suspend	Blocks sign-in and signs them out everywhere; mail is kept.
Reactivate	Lets a suspended person sign in again.
Make admin	Gives this person the Admin role.
Remove admin role	Takes away their admin role; the mailbox stays.
Remove app passwords (phones and desktop mail apps)	Also signs out mail apps on phones and computers.
Also reset the password	Also gives them a new password when signing them out.
Also reset 2-step verification (if the lost phone was their second step)	Also clears 2-step when their phone was lost.
Sign out everywhere	Ends every sign-in for this person right away.
Start offboarding	Opens the step-by-step Someone is leaving guide for this person.
Delete	Deletes the mailbox and all its mail after you type the address.
Sign out	Ends one browser, app, alert or app password sign-in for this person.
Recent sign-ins	Shows where and when this person signed in lately.

SOMEONE IS LEAVING

Copy their email to	Chooses a colleague who receives a copy of the leaver's mailbox.
Hand Drive files to	Chooses a colleague who receives the leaver's Drive files.
Send it to someone else (for example their manager)	Sends new mail for the leaver to a colleague.
Send an automatic reply	Replies to senders that this person has left.
Remove from every group	Takes the leaver out of all company groups.
Suspend the account	Keeps the mailbox but nobody can sign in to it.
Delete the account	Deletes the mailbox and frees the user on your plan. A backup is kept for 30 days, then erased.
Next	Goes to the next step of the guide.

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Back	Goes back one step to change your choices.
Start offboarding	Runs all the chosen steps and shows their progress.

GROUPS

Create group	Makes a team address like sales@ that reaches every member. SEAL · CREST
Remove	Takes one member or allowed sender off the group. SEAL · CREST
Members can send and reply as	Lets members send and reply from the group address. SEAL · CREST
Anyone	Lets people outside the company write to the group. SEAL · CREST
Only people in the organization	Refuses mail to the group from outside the company. SEAL · CREST
Only group members	Only members can write to the group. SEAL · CREST
Only these people	Only the people or domains you list can write to it. SEAL · CREST
Yes, add them	Confirms adding a member from outside your company. SEAL · CREST
Delete group	Deletes the group; mail to its address stops arriving. SEAL · CREST
Save	Saves the group's name, members and sending rules. SEAL · CREST

ALIASES AND FORWARDING

Add alias	Creates an extra address that delivers to one or more people.
Active	Pauses or turns back on an alias.
Edit	Changes who an alias delivers to and its note.
Delete	Deletes the alias; mail to it stops arriving.
Save	Saves the alias.

ADMINS

Role	Changes the admin role of that person.
Remove	Takes away the person's admin role; their mailbox stays.
Grant	Gives the chosen person the chosen admin role.
Save details	Saves the organization name and recovery email.

SECURITY

Require 2-step verification	Makes everyone add a passkey or authenticator app at next sign-in. SEAL · CREST
Minimum password length	Sets the shortest password people may choose. SEAL · CREST
Letters, numbers and symbols	Requires every new password to mix letters, numbers and symbols. SEAL · CREST
Block passwords found in data breaches	Refuses passwords known from public data breaches. SEAL · CREST
Passwords expire	Makes people choose a new password after the chosen time. SEAL · CREST
Don't reuse recent passwords	Stops people reusing their recent passwords. SEAL · CREST
Change password at first sign-in	Makes new people pick their own password before reading mail. SEAL · CREST
Save sign-in rules	Saves the sign-in rules above. SEAL · CREST
Tracker protection	Removes tracking pixels and holds outside pictures until someone loads them.
Anywhere	Lets people open mail from any network. CREST
Company network only	Lets people open mail only from your office or company VPN. CREST
Add it	Adds the network you are on now to your company networks. CREST
Add	Adds the network address or range you typed. CREST
Trash icon	Removes that network from the list. CREST
Apply to phone & desktop mail apps	Also blocks mail apps outside your company networks. CREST
Save security settings	Saves who can open mail and from where. CREST

DEVICES

Filter chips	Shows all devices, or only those needing approval, blocked, waiting wipe or breaking rules.
All kinds	Shows only Android, iPhone, Mac or Windows devices.
More	Shows more details about the device.
Approve	Lets a new device open company mail.
Block	Stops the device opening mail until you unblock it.
Unblock	Lets a blocked device open mail again.
Wipe	Removes company mail and files from the app on that device.
Cancel wipe	Cancels a wipe that has not happened yet.
Lost	Opens the steps for a lost or stolen device.
Mark as lost	Signs out, blocks and wipes the device, and tells the person.
Sign out	Ends the sign-in on that device or browser.
Remove	Removes the device from the list.
Use these	Fills in the recommended rules for healthcare companies.
Require a screen lock	Blocks devices without a PIN, password, fingerprint or face unlock.
Turn on App Lock	Makes the app ask for the phone unlock before showing mail.
Lock the app after	Sets how soon the app locks in the background.
Block rooted or jailbroken phones	Stops phones with removed protections opening company mail.
Off	Lets new devices open mail without approval.
New devices	Makes new devices wait for an admin to approve them.
Save rules	Saves the device rules.
Undo changes	Puts the device rules back as they were.

ANNOUNCEMENTS

New announcement	Writes a message shown to everyone or chosen people.
Information	Marks the announcement as calm news.
Important	Marks the announcement in amber so it stands out.
Urgent	Marks the announcement in red for things that need action now.
Banner	Shows the announcement across the top of the app.

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Pop-up	Shows the announcement in the middle of the screen.
People must click I've read this	Keeps showing it until each person confirms reading it.
Everyone in	Sends it to everyone in the organization, including people added later.
Chosen people and groups	Sends it only to the people and groups you pick.
Add	Adds the typed person to the audience.
Remove	Takes a person off the audience.
Send now	Publishes the announcement right away.
Schedule	Publishes the announcement at the start time you chose.
Save changes	Saves your edits to the announcement.
Not yet	Lists people who have not read it yet.
Seen / Confirmed	Lists people who have seen or confirmed it.
Remind	Sends a phone alert and email to everyone who has not read it.
Edit	Changes the announcement.
End now	Stops showing the announcement.
Delete	Deletes the announcement and its read history for everyone.
Keep	Cancels deleting the announcement.

OFFBOARDING

Someone is leaving	Starts offboarding: choose who is leaving, then follow the steps.
Continue	Opens the Someone is leaving guide for the chosen person.
Stop the email copy	Stops copying a leaver's email; what was copied stays.

REPORTS

7 days / 30 days / 90 days	Changes the period the report covers.
People (CSV)	Downloads per-person usage as a spreadsheet.
Per day (CSV)	Downloads daily email totals as a spreadsheet.
Sent / Received / Storage / Last sign-in	Sorts the people list by that column.

MAIL SECURITY AND SPAM

Alerts	Shows mailboxes slowed down for unusual sending and recent alerts.
Quarantine	Shows suspicious incoming mail held back from delivery.
Allow & block	Manages senders always allowed or always treated as spam.
Message trace	Finds out what happened to a particular email.
DMARC reports	Shows how mail claiming to be from your domains passes checks.
Let it send again	Lifts the sending slowdown on a mailbox that looked hacked.
Refresh	Reloads the list of held messages.
Not spam, deliver	Delivers the message and teaches the filter it is fine.
Deliver	Delivers the held message to its recipient.
Delete	Deletes the held message for good.
Block / Allow	Chooses whether the sender you add is blocked or allowed.
Add	Adds the sender or domain to the chosen list.
Remove	Takes a sender or domain off the list.
Search	Searches delivery results by address or message ID.

SECURITY ALERTS

Sign out everywhere	Signs the person out everywhere and removes their app passwords.
Devices	Shows where that person is signed in.
Open Admins	Opens the Admins page to check a new admin.
Open People	Opens People to check the person's forwarding.
Resolved	Marks the alert as dealt with.
Dismiss	Closes the alert or report without action.
Reopen	Puts a closed alert or report back on the list.
Block sender	Sends this sender's email to Spam for the whole company.
Block domain	Sends email from that whole domain to Spam for everyone.
Delete from every mailbox	Finds the reported email in every mailbox and moves it to Trash.
Not phishing	Marks the reported email as safe.
Download email (.eml)	Downloads the reported email to look at it.
Remove message	Removes a reported chat message for everyone in the chat.
Check links when they are clicked	Turns safe links on or off for the whole company.
Save pictures when email arrives	Loads pictures privately so senders cannot tell when mail is opened.
Forwarding to outside the company	Turns this alert on or off.
Mass delete	Turns this alert on or off.
Sign-in from a new country	Turns this alert on or off.
Many failed sign-ins	Turns this alert on or off.
New admin or owner	Turns this alert on or off.
2-step verification turned off	Turns this alert on or off.
Dangerous link clicked	Turns this alert on or off.
Phishing reported	Turns this alert on or off.

MAIL RULES

Show decided / Show waiting	Switches between emails waiting for approval and ones already decided. SEAL · CREST
Open	Opens a held email to review it. SEAL · CREST
Approve and send	Approves the held email and sends it. SEAL · CREST
Don't send	Starts refusing the held email, with an optional reason. SEAL · CREST
Don't send it	Refuses the email and tells the sender why. SEAL · CREST
Add a rule	Creates a rule that holds matching email for approval. SEAL · CREST
On / Off	Turns an approval rule or a copy on or off. SEAL · CREST

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Change	Edits an approval rule. SEAL · CREST
Delete	Deletes an approval rule or a copy of mail. SEAL · CREST
Save rule	Saves the approval rule. SEAL · CREST
Add	Starts sending a copy of chosen email to another company mailbox. SEAL · CREST
Don't let people send these file types	Blocks sending the listed attachment types. SEAL · CREST
Add the suggested types	Adds the usual risky file types to the blocked list. SEAL · CREST
Save	Saves the blocked attachment types. SEAL · CREST

SIGNATURES AND DISCLAIMERS

Add a company signature	Adds one company signature to everyone's outgoing email.
Bold / Italic	Formats the selected signature text.
Add a link	Turns the selected signature text into a link.
Remove link	Removes the link from the selected text.
Name / Job title / Department / Phone / Email / Company / Logo	Inserts that person detail into the signature.
HTML	Shows or hides the signature's HTML to edit it directly.
Start again	Puts back the standard company signature.
Use the company signature instead of their own	Everyone signs with the company signature only.
Add it under their own signature	Adds the company signature below each person's own.
Only for people without their own signature	Uses the company signature only for people without one.
Also on replies and forwards (otherwise new emails only)	Adds the signature to replies and forwards too.
Add a notice at the bottom of outgoing email	Adds your disclaimer text to outgoing email.
Use the healthcare (HIPAA) confidentiality notice	Fills in a ready-made healthcare confidentiality notice.
Only on email going outside the company	Adds the disclaimer only to email leaving the company.
On all email, inside the company too	Adds the disclaimer to every email.
Save	Saves the signature and disclaimer settings.
A reply / To someone outside / They have their own signature	Changes the preview to show that situation.
Save (person row)	Saves that person's job title, department and phone.

CONNECTED APPS

Any app	Lets people use any app with Continue with MailOfficially, except blocked ones.
Only apps we allow	Only apps you mark as Allowed can be used.
Show who uses it	Lists people who signed in to that app.
Allowed / Blocked	Allows or blocks one app for your company.
Remove	Removes one person's sign-in to that app.
Block mail programs outside your company network	Lets mail programs work only from company networks. CREST
Show app passwords per person	Lists each person's app passwords and when they were last used.
Devices	Opens the Devices page.
Remove all	Removes all of a person's app passwords.

SENSITIVE DATA

Check outgoing email for sensitive data	Turns on checks for sensitive data in outgoing email. CREST
Social Security numbers	Looks for Social Security numbers. CREST
Credit and debit card numbers	Looks for card numbers. CREST
Bank account details	Looks for bank account and routing numbers. CREST
Patient and member IDs	Looks for patient, member and insurance ID numbers. CREST
Dates of birth	Looks for dates of birth. CREST
+ (add)	Adds your own word, ID format or exempt address. CREST
Warn the sender	Shows the sender what was found and lets them choose. CREST
Only as a protected email	Lets it go out only as a passcode-protected email. CREST
Block it	Stops the email leaving the company. CREST
Only email going outside the company	Checks only email leaving the company. CREST
All email, inside the company too	Checks every email, including internal ones. CREST
Save	Saves the sensitive data settings. CREST
Check	Tests pasted text to see what would be caught. CREST

COMPANY SIGN-IN

Microsoft / Okta / Google / Other (OpenID Connect) / SAML 2.0	Chooses your company's identity provider. CREST
Copy	Copies a setup value to paste into your identity provider. CREST
Use company sign-in	Adds a sign-in button for your company work accounts. CREST
Save	Saves your company sign-in settings. CREST
Test sign-in	Opens a test sign-in with a work account in a new tab. CREST
Company sign-in only	Makes everyone sign in through your identity provider only. CREST
Make a token / Make a new token	Creates a token so your provider can add and remove people. CREST
Turn off	Stops your identity provider adding and removing people. CREST

ARCHIVE AND LEGAL HOLD

Turn on archiving (keep 7 years)	Starts keeping a protected copy of every company email. CREST

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Keep archived email for	Sets how long archived email is kept. CREST
Stop archiving	Stops archiving new email; what is archived stays. CREST
Search	Searches the archive by words, people, subject and dates. CREST
Export matching email (.mbox)	Downloads every archived email matching the search. CREST
Download original (.eml)	Downloads the archived email as a file. CREST
Place a legal hold	Keeps chosen people's email from ever being removed. CREST
Place hold	Saves the legal hold. CREST
Release	Ends a legal hold so normal retention applies again. CREST

HEALTHCARE (HIPAA)

Read the BAA	Shows the Business Associate Agreement. CREST
Print or save as PDF	Prints the agreement or saves it as a PDF. CREST
Turn on HIPAA setup	Starts accepting the agreement and switching on the healthcare rules. CREST
Accept and turn on	Signs the agreement and turns on the healthcare rules. CREST
Turn off	Turns off the healthcare setup and ends the agreement. CREST

SWITCH TO MAILOFFICIALLY

Copy	Copies a setup value to paste into Google.
Connect Google Workspace	Connects your Google Workspace so everyone can be brought over.
Grant access in Microsoft 365	Connects your Microsoft 365 so everyone can be brought over.
Check again	Checks the connection and reloads the list of people.
Stop	Pauses the switch; starting again carries on where it stopped.
Disconnect	Disconnects the old provider; copied mail and files stay.
Mail / Contacts / Calendars / Files	Chooses what to bring over.
Select everyone	Checks or unchecks every person in the list.
Into this mailbox	Chooses which MailOfficially mailbox each old address goes into.
Start	Starts copying the checked people's data.

DATA MIGRATION

Move from	Chooses the provider you are moving mail from. SEAL · CREST
Keep syncing new mail every 20 minutes	Keeps copying new mail until you remove the import. SEAL · CREST
Start import	Starts copying mail from the old mailbox. SEAL · CREST
Log	Shows the import's progress log. SEAL · CREST
Pause / Resume	Pauses or resumes an import. SEAL · CREST
Remove	Stops and removes an import; copied mail stays. SEAL · CREST

DRIVE

Share with people outside the company	Lets people share files with other MailOfficially addresses.
Share by public link	Lets people share files by link; off stops every link.
Everyone can create shared drives	Lets everyone, not just admins, create shared drives.
Turn off	Stops one public link from working.

DOMAINS AND DNS

Re-check	Checks every domain's DNS records again.
Add a domain	Adds a new domain or alias domain to your organization.
A new domain	Adds a domain with its own addresses.
An alias domain	Makes another domain deliver to the same people.
Continue	Shows the record that proves you own the domain.
Check now	Checks the ownership record and finishes adding the domain.
I'll do it later	Closes the window; the domain waits on this page.
Cancel	Stops adding a domain that is waiting for proof.
Copy value	Copies a DNS record value.
Copy record	Copies the missing record needed to fix a failed check.
All DNS records	Lists every record the domain needs.
Add an alias domain	Adds a domain that delivers to this domain's people.
Remove domain	Removes a domain with no mailboxes after you confirm.
Remove	Removes an alias domain or confirms removing a domain.
Change key	Starts changing the domain's email signing key.
Check	Checks whether the new signing key record is visible.
Switch to the new key	Starts signing mail with the new key.
Done, hide this	Hides the finished key change note.

PLAN AND BILLING

Choose a plan	Opens Plan & billing to pick a plan.
Fix billing	Opens Plan & billing to fix a payment problem.
Add card / Add payment	Opens Plan & billing to add a payment method.
Manage billing	Opens the secure billing portal to change plan, users or card.
Refresh	Reloads your plan and payment status.
Yearly / Monthly	Switches prices between yearly and monthly billing.
Plan cards	Chooses the plan to subscribe to.
Continue to payment	Goes to secure payment for the chosen plan and users.
Add AI for N users	Adds the AI add-on for everyone in your company.
Add for (price)	Con rms adding the AI add-on at the price fi shown.
Turn off	Turns off the AI add-on.
View	Opens an invoice.
PDF	Downloads an invoice as a PDF.
DNS records for your domain	Shows the DNS records your domain needs.

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BRANDING

Upload logo / Replace logo	Adds your logo to the sign-in page and webmail sidebar.
Remove	Removes your logo.
Style / Sidebar color / Background / Font / Text size	Sets the standard webmail look for everyone.
Accent color	Picks the company accent color.
Clear	Removes the chosen color.
Apps hidden from the sidebar	Hides chosen apps from everyone's webmail sidebar.
Fixed / Their choice	Decides whether people can change this look setting.
Save	Saves the company webmail look.

API KEYS

Create API key	Makes a key so your own systems can manage people and groups.
Create key	Creates the key with the permissions you checked.
I've copied it	Closes the window; the key is not shown again.
Revoke	Stops a key working right away.
Revoked keys	Shows keys that no longer work.

REFER AND EARN

Copy	Copies your referral link.
Email it	Opens a new email with your referral link filled in.

DATA EXPORT

Person	Chooses whose data to export.
Start export	Starts making a copy of the person's data.
Download	Downloads a finished export.
Stop / Delete	Stops an export being made, or deletes a finished one.

ACTIVITY

Download audit log (CSV)	Downloads every recorded admin action as a spreadsheet.

MY SIGN-IN AND SECURITY

Add a passkey on this device	Lets you sign in with Face ID, Touch ID or fingerprint.
Set up an authenticator app	Adds an authenticator app code as your second step.
Verify	Confirms the authenticator app with its 6-digit code.
Remove	Removes a passkey or your authenticator app.
Make new codes	Makes new recovery codes for when you lack your phone.
Download	Downloads your recovery codes.
I've saved them	Closes the recovery codes window.
Confirm	Confirms the change with your password.
Change password	Changes your own password and signs out other sessions.
Sign out	Signs you out of one other browser or device.
Sign out everywhere else	Signs you out of every other browser and device.

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PERSONAL SERVICE

We are here *for you.*

Find your way

- Settings > Features shows exactly what your plan includes
- Your company admin can show you around the admin console

Speak to us

- Support: mailofficially.com/app/support
- Email: contact@workofficially.com
- Your admin can change plans, people and settings at any time

The apps

- iPhone: App Store, "MailOfficially"
- Android: Google Play, "MailOfficially"
- Windows and Mac: mailofficially.com/app/download
- Drive Officially for Windows: docs.mailofficially.com/driveofficially

Good to know

- EMA can make mistakes: always read before you send
- New features may reach the phone apps after the web
- This is the Enterprise Users Edition, dated July 6, 2026; plans and prices may change after that date
- The latest version is always at docs.mailofficially.com

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