

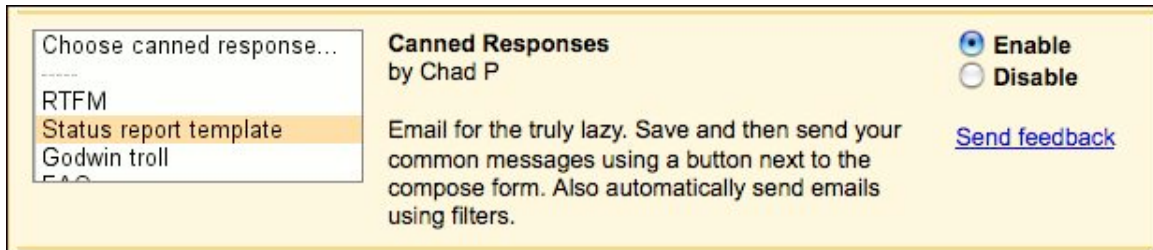
E-mail Templates in Google Mail

Canned Responses

Google Apps refers to e-mail templates as “canned responses”.

Turn the Feature On

- Click on the **Settings** link and choose the **Labs** link
- Scroll down to the **Canned Responses** section



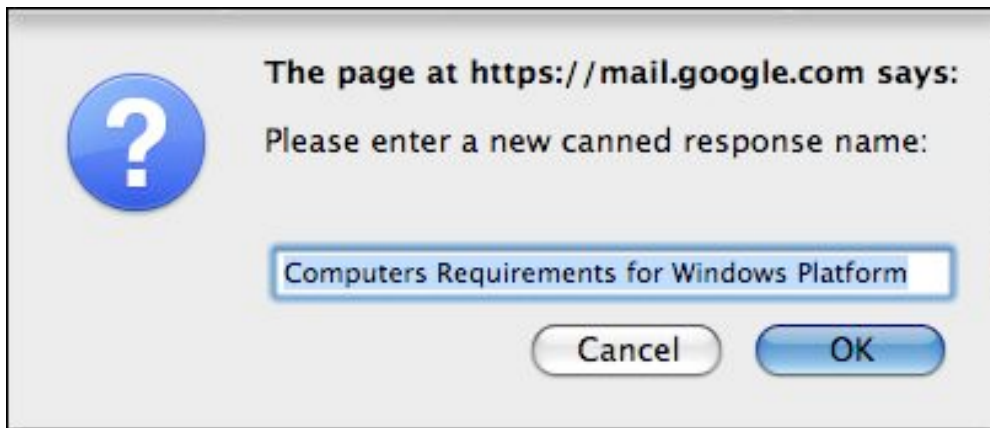
- Enable the feature

Compose Your Message

- Click on **Compose Mail** link
- Type your ‘canned response’
- Click the drop-down arrow beside the **Canned responses** link



- Choose **New canned response**

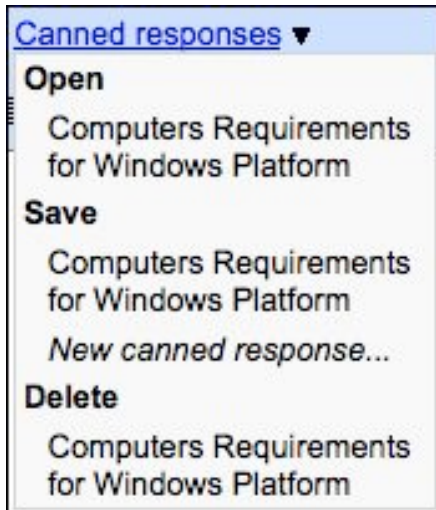


- Enter a name in the pop-up window

You can now just discard the message.

Using a Canned Response

- Click the **Compose Mail** link
- Click the drop-down arrow beside the **Canned responses** link



- Select **Open** and choose the appropriate response

Note: If you used the text in the Subject field as your filename, it will not appear in the Subject field.

Google has added a new action for filters: "send canned response". If you receive many messages about the same issue and you have a standard response, create a filter that includes some relevant keywords and select an existing canned response.

