



## 4 Using Tags and Folders to Organize Your Mailbox

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This chapter explains how to...

- Create and use tags
- Flag email messages
- Use folders
- Create custom folders

### Working with Tags

Tags are your personal classification system for email messages, contacts, tasks, and appointments. Using tags is an aid for finding items. For example, you might have one tag for *Immediate Turnaround* and another for *Medium Priority*.

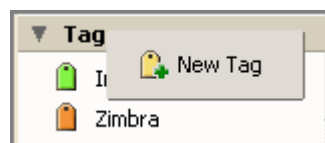
Some of the advantages of tags include:

- You can sort email using tags.
- You can search for a tag and all messages with that tag will be displayed, no matter what folder they are in.
- You can create as many tags as you want.
- You can apply multiple tags to the same email message and contacts.

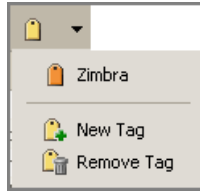
### Creating Tags

You can create a **New Tag** using any of the following:

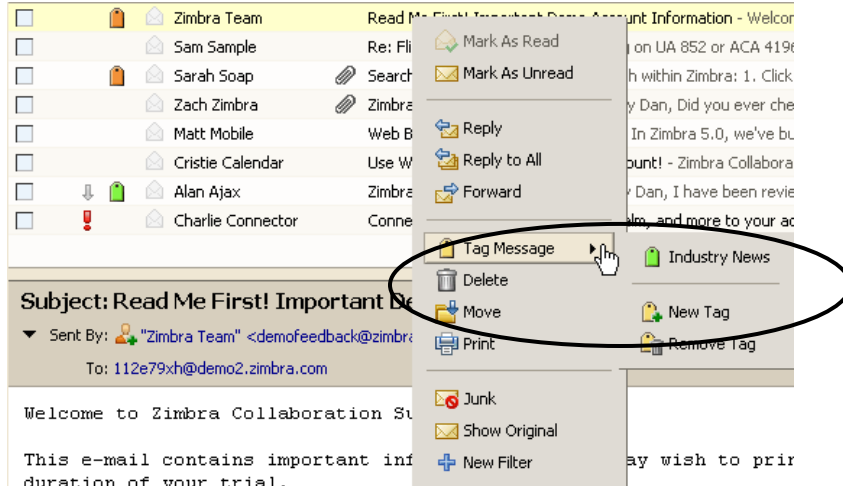
1. Right-click **Tags** in the Overview pane, and select **New Tag**.



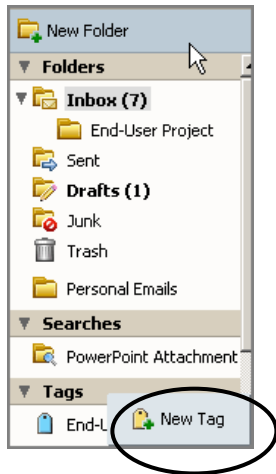
2. Select a message, click  in the toolbar, and select **New Tag**.



3. Right-click an item in a list view, choose **Tag Message**, and select **New Tag**.

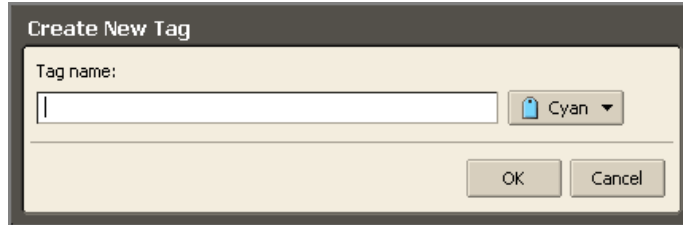


4. Right-click on **Tags** or a tag in the Overview pane and choose **New Tag**.

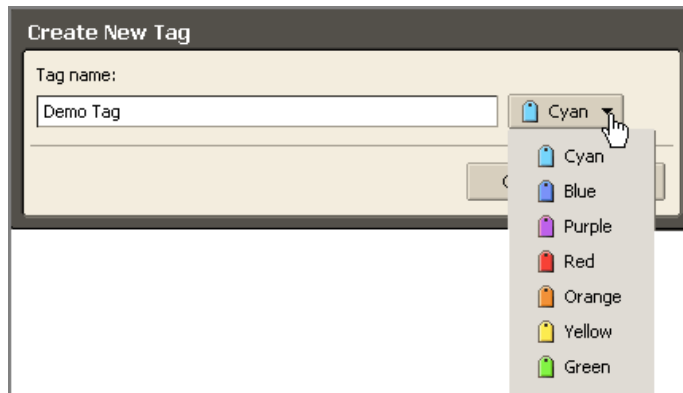


**To create a new tag using any of the previously mentioned methods:**

1. Select **New Tag**. The Create New Tag dialog is displayed.



2. Type a name for the tag in the **Tag name** field, and choose a tag color from the drop-down menu.



3. Click .

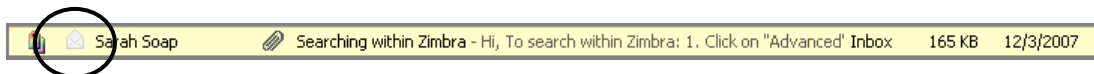
Tag names can have any character except the following

- : (colon)
- / (forward slash)
- " (double quotes)

The new tag is listed under **Tags** in the Overview pane and can be applied to any email messages or contacts.



You can assign multiple tags to a message. If a message has multiple tags, they are layered and multi-colored.

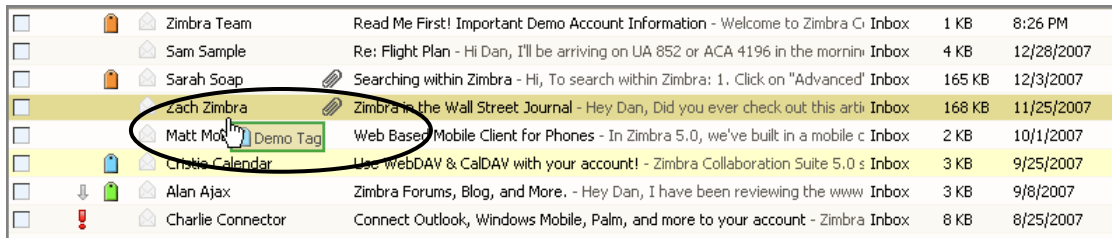


## Assigning a Tag to Messages and Other Items

Tagging is similar to flagging, except that you can create and apply multiple tags to a single item to classify it under several categories simultaneously. After you create a tag, you can apply it to conversations, messages, or contacts.

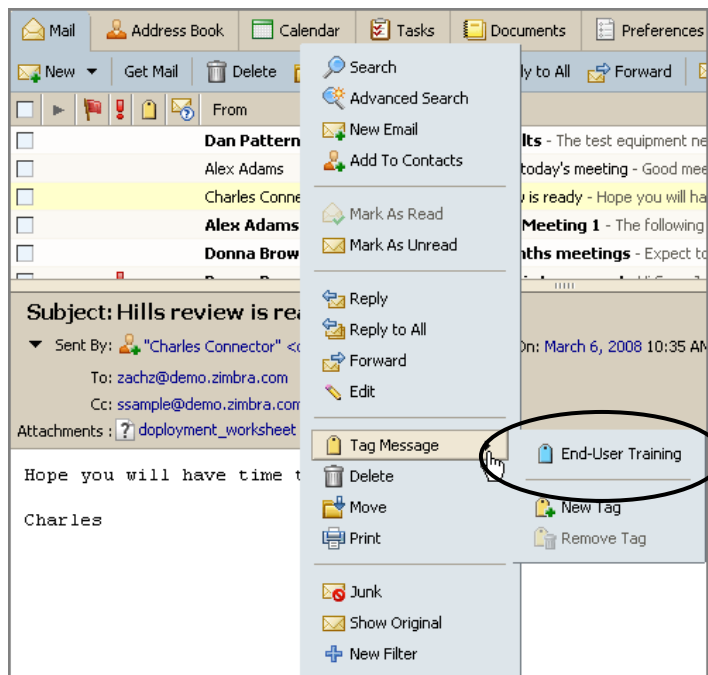
### To tag an item using drag and drop:

Drag and drop the tag from the left-hand Overview pane onto the item on the Content pane.



### To apply a tag to an item using menus:

1. Right-click the item from the Content pane.
2. Choose Tag Message (or Tag Conversation, Tag Contact, etc.).

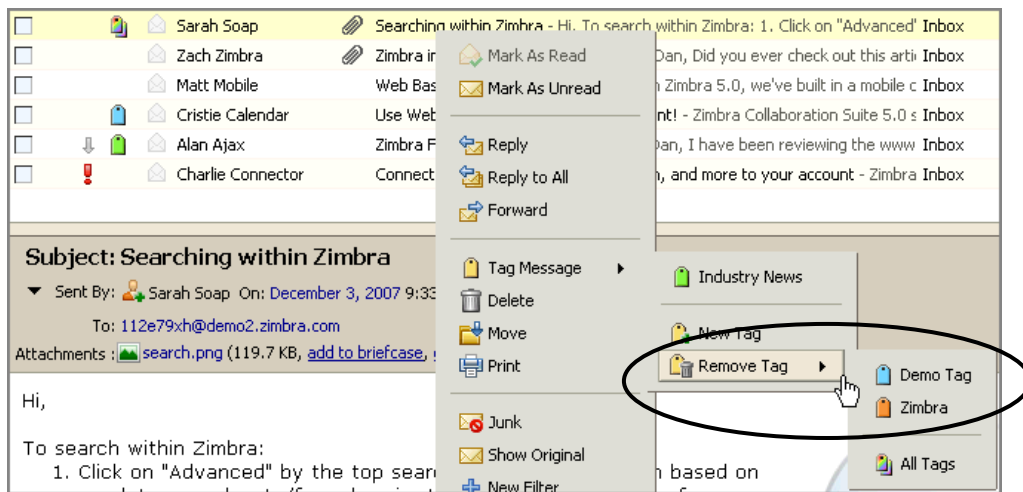




- Choose the tag name from the list that appears. Only tags not already applied to the selected item are listed.

### To remove a tag from an item:

- Right-click the item from the list and choose **Remove Tag**.



- Select the tag you want to remove, or choose **All Tags** to remove all tags at once.

### To apply/remove a tag to multiple items at once:

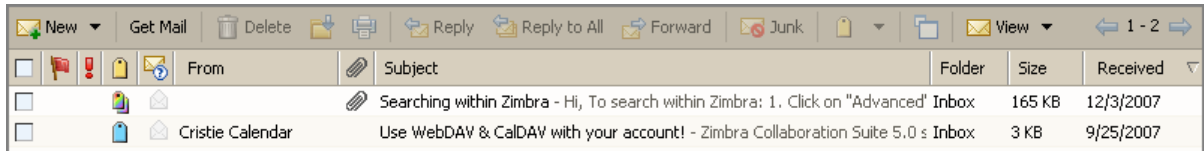
- Select all the items to be tagged using **Control-Click** or **Shift-Click**.
- Right-click over any one of the selected items, and choose an existing tag, **New Tag**, or **Remove Tag**.

To find tagged messages quickly:

- Click a tag in the Overview pane.



All messages with the selected tag are displayed in the Overview pane. In the example below, all messages with the **Demo** tag are displayed.



To search for tags, type one of the following into the **Search** field:

- **tag: <"tag name">**. Displays all tags with this name.



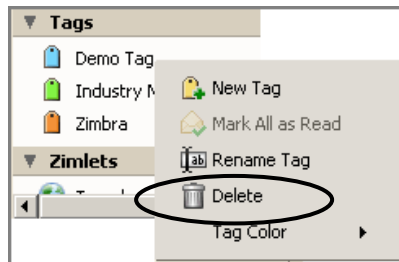
- **tag: "color"**. Displays all tags with this color.



## Deleting a Tag

To delete a tag:

3. Right-click the tag name on the Overview pane.
4. Click **Delete**.



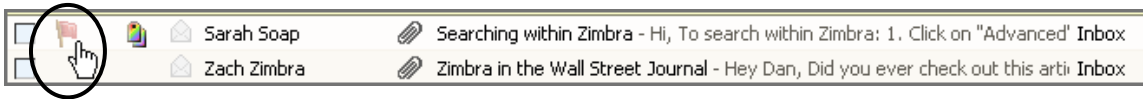
Deleting a tag removes the tag from any item that had that tag. The items themselves are not deleted.

## Flagging an Email Message

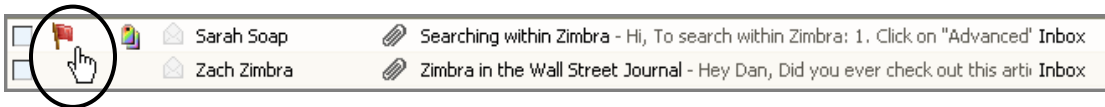
The flag icon in the message list is a yes/no indicator that denotes whether the email message has been flagged. This can be used to indicate an action-needed item or to distinguish the message or conversation from other items of lesser importance.

### To turn the flag on:

1. Place your cursor over the flag column for the message or conversation. The flag icon appears in a shadowed form.



2. Click once directly over the flag icon. The flag icon appears in its active form.



### To turn the flag off:

- Click on an active flag.

## Using Folders: General Techniques

There are two types of folders in the ZWC:


- **System folders.** System folders cannot be moved, renamed, or deleted. Examples include the Inbox, Sent, and Trash folders.
- **User-defined folders.** You can create folders to organize your email. Folders you create are displayed in the Folders list in the Overview pane. Top level folder names must be unique. The name cannot be the same as any other top-level folder in your email, calendar, or address book folders.

## Creating a Custom Folder

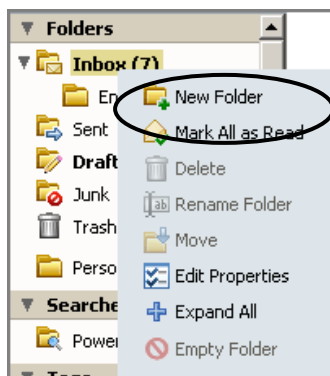
You can create custom folders. Custom folders can be created inside other folders, including system folders.

You cannot create two folders with the same name within the same parent folder. For example, you cannot have two folders named **Shopping** inside your Inbox folder, but you could have one folder named **Shopping** inside your Inbox folder, and another one with the same name inside the Sent folder.

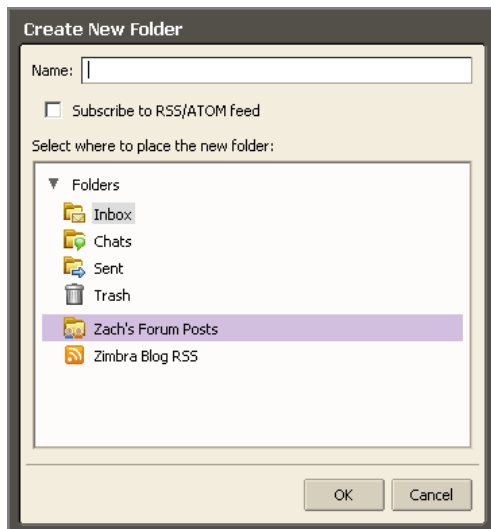
### To create a new folder, either:

1. Click  at the top of the Overview pane, or

Right-click in the Overview pane in the folders list, and select **New Folder**.




A **Create New Folder** dialog appears.





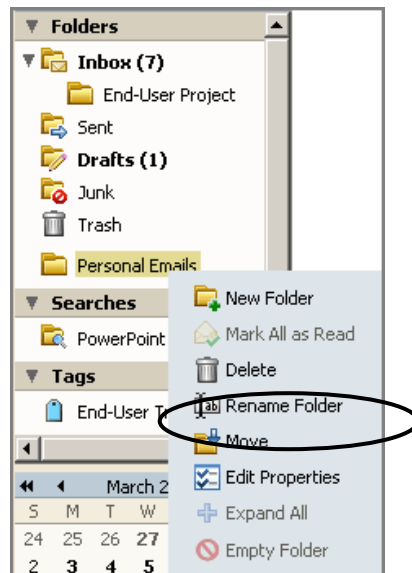


2. Type the folder name into the **Name** field.  
Select where to place the new folder. Either:
  - Click **Folders** to have the new folder displayed at the top of the list.
  - Click an existing folder to place your new folder within that folder.
3. Click .

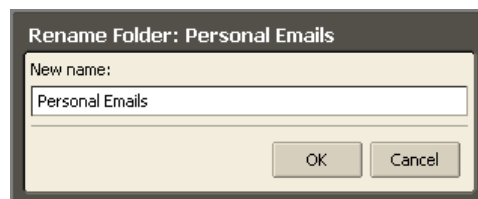
## Renaming a Folder

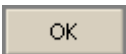
To rename a user-defined folder:

1. Right-click on the folder, and choose **Rename Folder**.



A **Rename Folder** dialog appears.



2. Type the new name for the folder into the **New name** field.
3. Click .



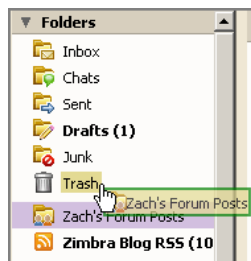
Folder names can have any character except:

- : (colon)
- / (forward slash)
- " (double quotes)

## Deleting a Folder

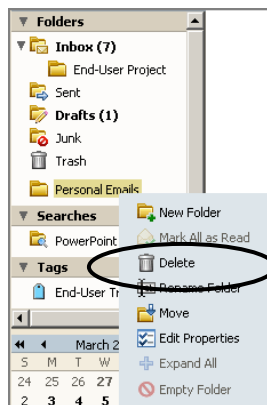
To delete a user-defined folder, either:

1. Drag the folder to the Trash.



In this example, the **Zach's Forum Posts** folder is being dragged to the Trash.

2. Right-click the folder, and choose **Delete**.



When you delete a folder, its contents are moved to the Trash. You can recover contents from the Trash by dragging and dropping them to another folder.

If you want to save some of the messages in a folder before you delete the folder, move the messages to another folder.



The Trash folder is purged on a regular basis, which is set by your administrator, so items in the Trash do not stay there forever.