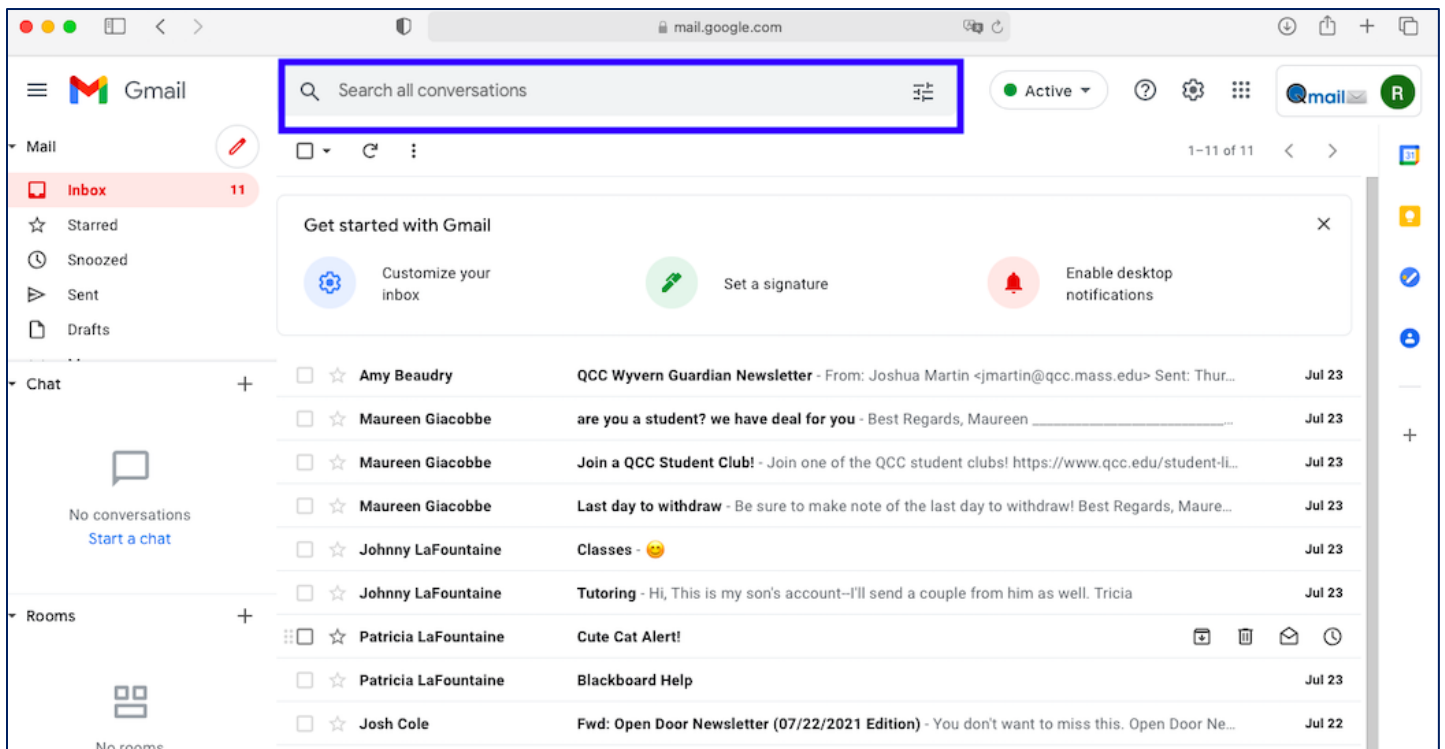


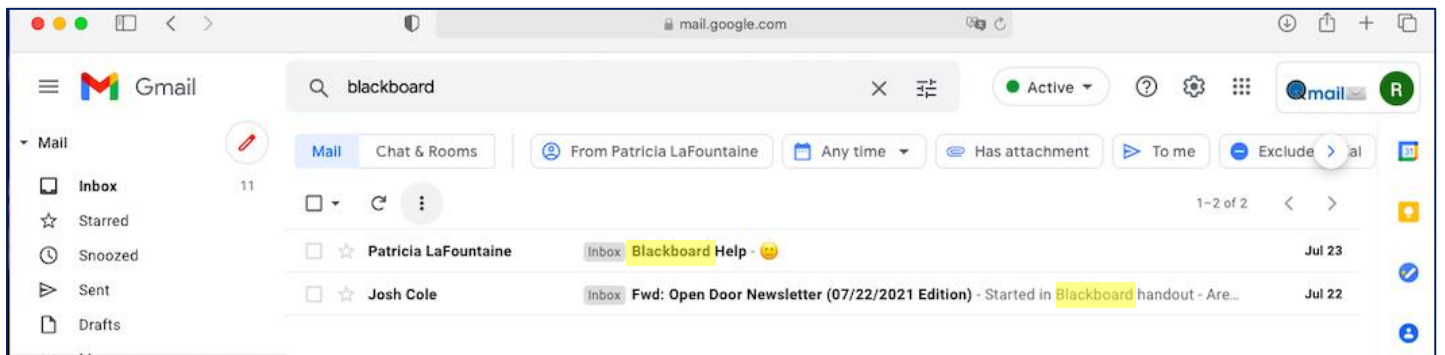
Student Guide: How to Prioritize Your Emails

Ever looked at your Qmail account and felt overwhelmed by the number of emails in your inbox? Have you wondered how you might sort through them to find important emails from your professors and others at QCC? This guide will give you some strategies to do that.

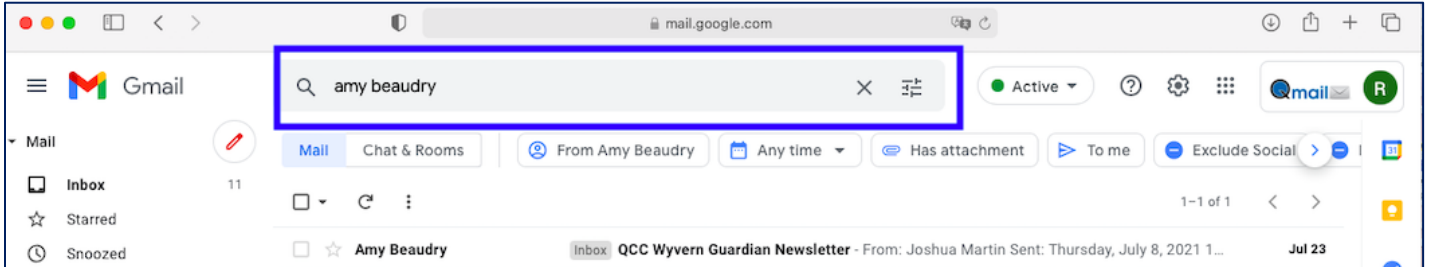
STEP 1: Use the **Search all conversations** tool at the top of your screen to search through your email by keyword. If you are looking for information about Blackboard, you could use the word “Blackboard” as a keyword to search for any emails that are related to that topic.



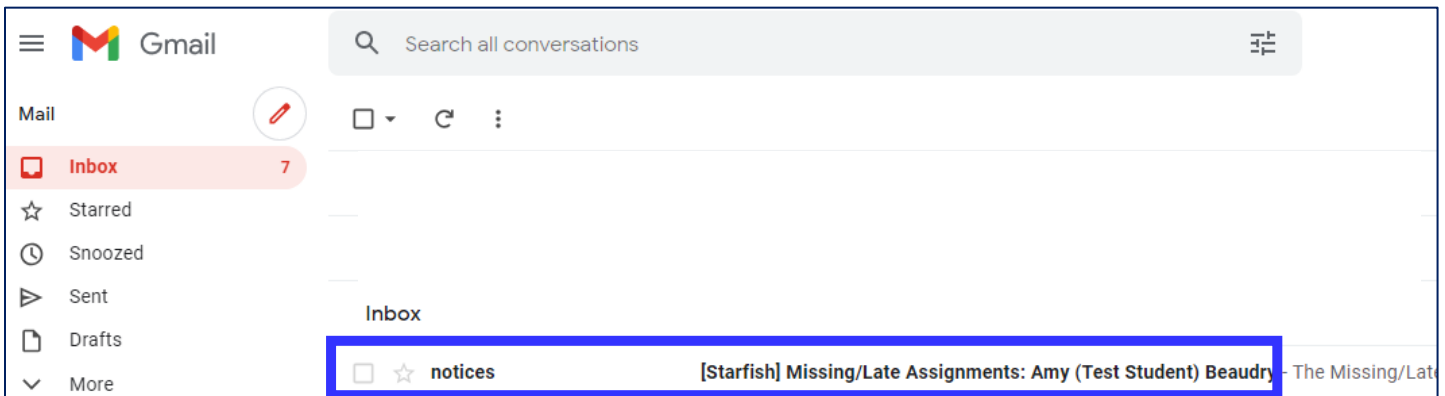
The example below shows that using the keyword “Blackboard” narrowed the email count to two, as these are the only two emails in the inbox that reference Blackboard.



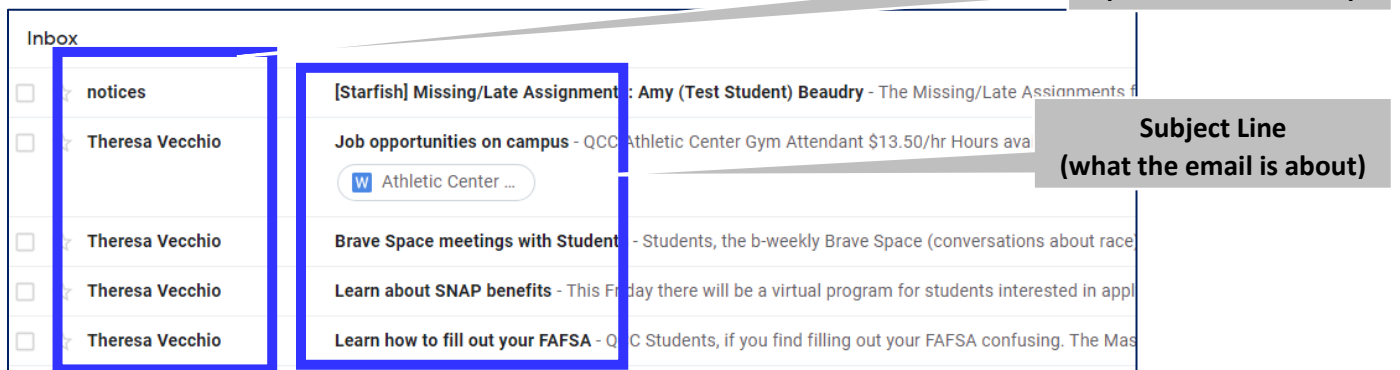
STEP 2: You can also use the **Search all conversations** tool to search for emails by the sender's name. If you are looking for an email from a specific person or office, such as your instructor, your advisor or the Registrar's Office, you can use this area to search for all the emails that have come from that specific person or office. This also can help to narrow your search within your inbox.



STEP 3: Be sure to read emails from **Notices** that have **[Starfish]** in the subject line. QCC uses a system called Starfish. Instructors, advisors, or other QCC staff members may use this system to contact you about your progress in a course, to recommend resources, or to schedule appointments with you.



STEP 4: The email sender and subject lines of all emails are in bold, so you can scan the email sender and subject lines of emails to determine which ones are the most important to read first based on who sent them and what they are about.



24/7 Support
Phone Number: 508.854.4427, Press 1 for Student Support
QCC IT Service Desk: <https://www.qcc.edu/help>