



# Using Google Apps to Manage Electronic Messages

## Managing Electronic Messages

- ▶ Managing email in Google Mail (Gmail)
- ▶ Managing files in Google Drive
- ▶ Managing email and files in Google Vault

# Managing Electronic Messages with Google

Gmail  
&  
Drive

Vault

## Managing Email - Question

- ▶ How do I label or identify messages that belong to the same record series (are related to one another and need to be retained for the same amount of time)?
- ▶ Can this only be done manually?

## Managing Email - Answer

- ▶ Use stars
- ▶ Use labels
- ▶ Search operators you can use with Gmail
  - ▶ <https://support.google.com/mail/answer/7190?hl=en>
- ▶ Apply labels to search results
- ▶ Create filters using search criteria

## Managing Email - Question

- ▶ How do I search and retrieve messages?
- ▶ Is there a way to narrow search results?

## Managing Email - Answer

- ▶ Labels can be arranged like folders
- ▶ Embed labels within labels
- ▶ Messages can be assigned multiple labels

## Managing Email - Question

- ▶ Does Gmail have any features for gathering messages from multiple accounts?

## Managing Email - Answer

- ▶ Use a third party tool or Vault to export messages
- ▶ Use a third party tool to perform redaction on exported file

## Managing Email - Answer

- ▶ There is no tool in Gmail to search multiple accounts simultaneously

## Managing Email – Question

- ▶ How do I export search results into readable files that could be provided to a patron?
- ▶ Is there an easy way to redact information?

## Managing Email - Question

- ▶ How do I expunge emails that are past retention?
- ▶ If there are a large number of records in one account that need to be deleted, what is the easiest way to do that?

## Managing Email - Answer

- ▶ Search with data parameters, send results to trash, and then empty trash
- ▶ Set custom retention periods in Vault
  - ▷ Auto deletes message from Vault and Gmail
  - ▷ A hold overrides retention settings

## Managing Email - Question

- ▶ Does deleting the emails from the inbox and trash destroy the record completely?
- ▶ Are there ways that the information could still exist?

## Managing Email - Answer

- ▶ Deleted email is recoverable for a short period of time
- ▶ Electronic messages are “shared” so there is a chance that residue exists

# Reviewing management tools

## Gmail

Use search criteria to identify messages

Use labels to categorize messages

Use filters to automate labeling

## Drive

Use search criteria to identify files

Use folders to categorize files

Use Revision History to track changes to files

## Vault

Use search criteria to identify messages or files

Save searches for multiple use

Create a hold to ensure retention during review of searches

Use labels and folders to create custom retention rules

# THANKS!

**Any questions?**

Please contact the Help Desk @ 801-538-3440 or  
email [corona+archives@utah.gov](mailto:corona+archives@utah.gov)