

ATC Gmail Cabinet Folders -

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1. ! Your name (in process)

You will have a label with your name that helps other ATC staff know who is working on which email. Move your completed emails to CustReq-Processed once complete.

2. CustReq-Processed

- Put all emails from customers or relating to customer requests in the folder as soon as they are processed. ("Processed" means responded to, ticketed, forwarded, etc). **Please include your folder name as well so we know who is working on the request.**
- Never put customer emails in the folder until they have been processed; leave them in the inbox. Treat all emails in the inbox as unread.
 - a. **Thanks (located within CustReq-Processed)** - Save thank yous from customers or staff in this folder.

3. Absence Notifications

- Please place absence notifications in this folder after the absence has been processed (announced in Slack).
 - a. **Time Sheets** - Place time sheet emails into this folder once they have been forwarded onto Terry.

4. New Accounts

- New account emails get automatically sorted into this folder when they get completed by our automated task in Zapier. Only place new account emails in this folder if Zapier was unable to handle the email itself.

5. Events (25Live + ATC Events)

- Please place any event-related emails ATC Event, New event notifications, ATC Event Group emails, and 25 live notifications and confirmations in this folder.

6. Internal Reading

- Put any emails in this folder that don't have any action items, but are still important to read.
 - a. **CAR** - put captioning requests from CAR (Center for Accessible Resources) here.

- b. **Course Enrollments** - Place notifications from our LMS about course enrollments. This should be gone through at the end of the term and ATC should unenroll themselves from the course.
 - c. **Digital Tool Hub Requests** - When a New Tool Request comes in, place emails in this folder and notify a supervisor.
 - d. **G Drive Requests** - put Google Drive share requests here.
 - e. **ITS Exam** - place completed proctored test setting check request here, normally title something like: Please check: ITS exam opens in 2 days
 - f. **Lane Weekly** - form submission confirmations for the Lane weekly are placed in this folder.
 - g. **LCC Blog Network** - emails relating to blog network requests go here.
 - h. **Staff Updates** - Employment ending, retirement, and resignation emails are moved here.
 - i. **Zoom Info/Events** - Zoom invites are moved here.
 - a. Audio Transcripts
 - b. Cloud Recordings
7. **IT Helpdesk** - Emails from IT Help Desk ticket system, such as Ticket updates, Ticket comments, survey requests, etc.
8. **Metrics Tracking & Analytics**
- o Put all emails dealing with our site analytics in this folder.
9. **MyTurn Checkout System** - All automated emails coming from MyTurn (our checkout system) and library equipment returns.
- o **! Overdue Items** - Place overdue reminders in this folder.
10. **New Accounts** - Utilized for Zapier request handling of new accounts, holds completed New Account emails.
11. **Info Req**
12. **Zapier** - Utilized for Zapier task handling.