



FOR TEAMS · LABELS

Organizing & Sharing Labels with Your Team

When everyone files email the same way, anyone can find anything — even when a teammate is out sick or on vacation. This guide shows how to agree on a shared set of labels and share them across your team.



Why a shared structure matters

On your own, labels keep *your* mail tidy. On a team, the real win is **consistency**: if everyone uses the **same** labels for the same kinds of message, then the whole team knows exactly where to look. When someone is **out sick or on vacation** and a customer calls about their project, a colleague can open the shared `Acme Project` label and instantly see the relevant emails — no guessing, no waiting for that person to come back, no digging through someone else's inbox.

One agreed set of labels — used by everyone

 **Acme
Project** **Invoices** **Support** **Urgent** **Pending****DB****Dr. Bob**
files here**JS****Jordan**
finds here**MP****Maria**
covers here

Agree on the names first.

Before sharing anything, decide as a team on a small list of label names and what each one means (for example, `Pending` = “waiting on someone else to act”). A short, agreed list everyone understands beats a long list only one person remembers.



Quick Steps: Share a Label

1

Open **Settings** › **Labels** and click the label you want to share (or + **Create label** to make a new one).

- 2 Scroll to **Team sharing**.
- 3 Type a colleague's **email address** — someone on your business account — and click **Add**. Repeat for each teammate.
- 4 Under **Shared unread status**, choose whether a message counts as read for everyone once anyone opens it, or stays unread per person.
- 5 Click **Save**. The label now appears in your teammates' sidebars too.

! **Sharing works within your business account.**

Team sharing connects people who are **members of the same Fastmail business account** — in a company, that's everyone on your shared **company domain** (for example `name@yourcompany.com`). You can't share a label with a personal account outside your organization.

Illustrated Walkthrough

1 Open the label you want to share

Go to **Settings** › **Labels** and click the label you'd like the team to use — for example `Acme Project`. If it doesn't exist yet, click + **Create label**, name it, and save it first (see the companion guide **Why Labels Beat Folders** for the basics).

The screenshot shows the 'Edit' settings for a label named 'Follow Up'. The interface includes a breadcrumb 'Labels > Follow Up' at the top. The 'Name' field contains 'Follow Up' with a note 'Great choice.' below it. The 'Parent' dropdown is set to 'Inbox'. The 'Color' dropdown shows an orange circle. Under 'Message list', the checkbox 'Show label in message list' is checked. Under 'Show in sidebar', the radio button 'Always show' is selected, with other options being 'Hide if no unread', 'Hide if empty', and 'Always hide'. A link 'Show advanced preferences' is visible. At the bottom are 'Save', 'Cancel', and 'Delete label' buttons. A note at the bottom of the modal states: 'Open the label's settings. Sharing options live further down this same screen.'

2 Add your teammates under “Team sharing”

Scroll down to **Team sharing**. Type a colleague’s **email address** in the box and click **Add**. Add as many people as you need — everyone you add will see this label, and any message you put on it, in their own mailbox.

Team sharing

Share messages with this label with other people in your account.

Shared unread status

☒ If anyone reads a message, it’s marked read for everyone

☐ Messages are unread for each person until they read it

Enter each teammate’s address and click Add. They’ll need to be on your business account.

3 Decide how “read” should work

Under **Shared unread status**, pick the behavior that fits how your team works:

- **Read for everyone** — once anyone opens a message, it’s marked read for the whole team. Best for a **shared queue** where one person handles each item (like a support or invoices label).
- **Unread per person** — each teammate sees it as unread until *they* read it. Best when **everyone** needs to see the message.

➤ Coverage when someone’s away.

Because the label and its messages live in everyone’s mailbox, a colleague covering for someone on vacation just clicks the shared label — the relevant emails are right there, already organized the agreed way.

4 Save — and keep the set small

Click **Save**. The shared label now shows up in each teammate’s sidebar, ready to use. As a team, resist the urge to create a label for everything: a tight, shared set that everyone actually uses is what makes email findable. Add a new shared label only when the whole team agrees it’s needed.

! One owner per shared label.

It helps to have one person “own” each shared label — they create it, share it, and rename or retire it — so the team’s structure stays clean and consistent over time.



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