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This page is for administrators who manage groups for an organization. To manage groups for an account that ends in gmail.com, go to Google Groups help. As a Group administrator, you can update details about any group in your organization, whether or not you created the group. This information includes group names, email addresses, descriptions, aliases, members, and access settings. Where can I do this? You can update many group settings in either your Admin console or Google Groups. In Google Groups, you can also set additional options such as for moderated discussions or Collaborative Inboxes. Rename a group Using the Admin console Sign in with an administrator account to the GoogleAdmin console. If you're using an administrator account, you can access the Admin console. Click the name of a group. On the left, click Rename Group. Enter a new name. Click Save. Change a group's email address, description, or alias Using the Admin console Sign in with an administrator account to the GoogleAdmin console. If you're using an administrator account, you can access the Admin console. Click the name of a group. To edit group information, click Edit in the upper right across from Group details or Aliases. If you change a group's email address in the Admin console, the previous address gets added as an email alias. Changing the email address won't delete emails sent to and from the group. Learn more about editing email aliases. Update more settings at Google Groups Using Google Groups Requires turning on Groups for Business At Google Groups, you can update the following settings, many of which aren't available in your Admin console: General Group name, email address, and other basic settings you can make in the Admin console. Plus features like a welcome message or making the group a Collaborative Inbox. Member privacy What personal identification that members must supply or display, or who can contact group owners. Posting policies Who can post or attach files, a default sender address for the group, whether messages are moderated, posting restrictions for new members, and much more. Email options Adding an email footer to messages sent from the group, auto-replies to incoming messages, and more. Member moderation Who can add or remove members, or create custom roles or permissions for the group. For details, go to Update a group's settings. If you change a group's email address in Google Groups, the previous address doesn't get added as an email alias. Change access settings Using the Admin console As an administrator, you can edit group access settings in the Admin console. Access settings control what group members can do in a group, based on their role and your organization's sharing options. Sign in with an administrator account to the GoogleAdmin console. If you're using an administrator account, you can access the Admin console. Click the name of a group. Click Access Settings to review the settings for group members. Scroll down on the page to see who can join the group and whether external members are allowed. In the upper right corner of the Access type section, click Edit. Choose a group access type: Public, Team, Announcement only, or Restricted. Each type includes predefined permissions for group owners, managers, and members, as well as whether the group is open to the entire organization or people outside the organization. (Optional) To customize the access settings, click the table cells to select or deselect an option. Customizing any options changes the group access type to Custom. Refer to the following table for setting descriptions: Setting Description Access settings Determine what people can do in the group. You can also set role-based permissions for the group in Google Groups at groups.google.com. Learn more about group roles. The External category includes anyone outside your organization. External people can be group members or non-members. Who can contact group owners Specifies who can direct email group owners. Who can view conversations Specifies who can view conversations posted to the group. Non-members outside of your organization (External) can only view conversations if Groups for Business sharing options are set to Public on the Internet. Who can post Specifies who can publish messages to the group. Who can view members Specifies who can view group members. Who can join the group Specifies who can add people, invite people, and approve requests for the group. Who can join the group Select how to add people to the group: Anyone in the organization can ask People in the organization must ask and then be approved before they can join the group. Anyone in the organization can join People in the organization can add themselves to the group directly. Only invited users People can join the group only if they're invited. Allow members outside your organization Turn this setting off to prevent external people from being added to the group. Or, turn it on to allow external people in the group. If you're an administrator, you can always add external people to groups in the Google Admin console, regardless of the external membership setting. Click Save. Related topics Leave a group or unsubscribe from emails I'm in groups I didn't join If Google Groups isn't available in your work or school account, ask your administrator to turn on Groups for Business. If Google Groups isn't available in your work or school account, ask your administrator to turn on Groups for Business. After a group owner or manager turns on Collaborative Inbox features for a group, members with the correct permissions can use these features to manage conversations with each other. Before you begin a group owner or manager must first: Assign a conversation to yourself or others Requires the Who can moderate metadata permission. You can assign responsibility for a conversation to yourself or another group member. You can also search conversations based on their assignment status. Take, assign, or unassign conversations Sign in to Google Groups. Click the name of a group. Choose an option. To act on a single conversation Click the conversation. Multiple conversations Point to each conversation check the box next to the poster's name. Choose an option: Assign to: Yourself Click Take. A group member Click Assign and. Enter the assignee's email address. (Optional) Enter a note. Click Done. Unassign (and, optionally, reassign). Click Drop. (Optional) Assign a conversation to a group member, following the steps above. View conversation assignments Sign in to Google Groups. Click the name of a group. At the top, in the search bar, click the Down arrow. Click Assigned to me Assigned to anyone Not assigned Click Search. Resolve a conversation To resolve a conversation, you can mark it as complete, needing no further action, or a duplicate of another conversation. In the conversation list, a resolved conversation displays the appropriate status (complete, no action needed, or duplicate) to the right of the subject. Marking a conversation as: Complete Requires the Who can moderate metadata permission. Needing no further action or a duplicate Requires the Who can moderate content permission. Mark a conversation Sign in to Google Groups. Click the name of a group. Choose an option. To resolve: A single conversation Click the conversation. Multiple conversations Point to each conversation check the box next to the poster's name. At the top, choose an option. If you or someone on your team: Finishes the action items related to a conversation, click Mark as complete. Decides there's nothing to do about issues raised in a conversation, click No action needed. Note: Conversations already assigned to someone remain assigned to them. Starts a conversation without realizing that a similar one already exists: Click Mark as duplicate. (Optional) To see the duplicated conversation, click it at the top right, click view conversation. (Optional) To remove a resolved status, repeat the steps for marking a conversation, except click to unmark it, instead. About duplicates Marking a conversation as duplicate locks the conversation so that you can't perform any actions on it. You can mark a conversation as a duplicate of another if: They're in the same group. The one you want to mark: Isn't already a duplicate of a different conversation. Doesn't have a conversation marked as its duplicate. Remove resolved conversations from the list You can delete conversations you resolved. If you do, they disappear permanently and you can't restore them. Instead of deleting them, you can filter the conversation list to show only conversations in an unresolved (active) state. Sign in to Google Groups. Click the name of a group. At the top, in the search bar, click the Down arrow. Click Resolved status unresolved. Click Search. Use labels to categorize conversations Organize your Collaborative Inbox workflows by applying labels to related conversations. Labels let you categorize conversations across assignment and resolution status. For details, see Use labels to categorize group content. Back to top If Google Groups isn't available in your work or school account, ask your administrator to turn on Groups for Business. Group owners and managers can make any of their groups a Collaborative Inbox, where group members can take and assign conversations and perform other collaboration tasks. For advanced collaboration, set up delegated accounts in Gmail, where you can share inboxes among 401,000 users. For details, see Delegate and collaborate on email. How it works Members of a Collaborative Inbox group have the correct permissions can: Take a conversation they volunteer to respond to. Assign responsibility for a conversation to another group member. Mark a conversation as complete, duplicate, or no action needed. Search for conversations according to resolution status or assignee. Step 1: Create a group Create the group you want to use as a Collaborative Inbox. Then add members who will assign and track conversations. Get steps at Create a group. Step 2: Turn on Collaborative Inbox features To enable Collaborative Inbox features, you must turn on conversation history. For details, see Turn conversation history on or off. Sign in to Google Groups. Click the name of a group. On the left, click Group settings. Under Enable additional Google Groups features, select Collaborative Inbox. Step 3: Assign permissions For users to take advantage of Collaborative Inbox features, group owners or managers must give them the correct permissions: Task Permission required Take a conversation Assign or unassign a conversation Mark a conversation as completed Mark a conversation as duplicate Mark a conversation as no action needed Who can moderate content For details, visit Set permissions for managing a group. Next steps Use a group as a Collaborative Inbox Back to top As an administrator at work or school, you can create calendars to share with people in your organization. These are called group calendars. For example, you might want a shared group calendar for company holidays and another one for organization-wide meetings. Note: Group calendars are considered organization-wide resources (not part of a specific organizational unit), and therefore follow the root organization data policies, such as its data regions policy. If a group is invited to an event, a copy of the event is stored and processed according to the root organization data policies. Create a group calendar Before you begin: To only share the calendar with a specific set of people in your organization, first put them in their own group. Follow the steps in Create a group. On the left, next to Other calendars, click Add Create new calendar. Add the name of the calendar (for example, Marketing Team Calendar), a description, and a time zone. Click Create calendar. Share your calendar You can share a calendar across your entire organization or with a specific person or group. Open Google Calendar. On the left, click the name of your new calendar. Point to the shared calendar and click More Settings and sharing. Choose an option: Everyone in your organization Under Access permissions, check the Make available for your organization box. To share the calendar, ask users to subscribe to the calendar, or share the calendar with an individual or group. A specific person or group Under Share with specific people, click Add People add the email address of the individual or group you want to share the calendar with. In the permissions box, click the Down arrow choose an option. For details, see Permission settings. Click Send. Group calendar invitations include links to calendars Members receive email notifications with links to the shared calendar. Individual users and existing group members Users get email notifications when calendars are shared. New group members New group members get email notifications about the calendars they can access, typically within an hour after joining the group. New group members do not get this notification email if the group has more than 100 calendars shared to it. These email notifications include an Add to calendar link. If a user clicks this link and then Add calendar, the calendar shows up in the Other calendars list for that user. Help people find shared calendars To help people find shared calendars, you can send them the calendar ID. Open Google Calendar. Under My calendars, find the shared calendar. Point to the shared calendar and click More Settings and sharing. Scroll down to the Integrate calendar section and copy the Calendar ID. It's long. Paste this ID into a document or website that you give to new users. Tell them to take the following actions: Next to Other calendars, click Subscribe to calendar. Paste the Calendar ID into the Add a calendar box and press Enter. The calendar then shows up in the user's other calendars list. Related topics To help your users create and share calendars, send them to: Create a new calendar Share your calendar with someone Next: Create and respond to conversations In this section, you learn how to: Create a group Add people to your group Sign in to Google Groups. At the top, click Create group. Enter information and choose settings for the group. Settings reference. Click Create group. Wait a few minutes for your new group to become active before sending a message to it. Otherwise, you might get a notification that your message couldn't be delivered. (Optional) Next steps: Choose advanced settings for your group. Settings reference Group info Option Description Group name Enter a name that identifies the group in lists and messages. Use these guidelines: Use up to 73 characters for the names. Use names that make it easy to identify the groups purpose. Group email Enter an email address for the group. If more than one domain is displayed, select the appropriate domain from the list. Follow these guidelines: Email addresses can be up to 63 characters long. This limit doesn't include the domain portion of the address, such as @gmail.com. Some words are reserved and can't be used as email addresses. View reserved words. If you're creating your group in a work or school account, your email address might include a suffix, such as -user-created. For example, if your group name is training, the actual email address might be training-user-created@your\_domain. Group description (Optional) To add information to the groups About page, enter the purpose of the group or how it's used. You could include information about group members, group content, an FAQ, links to related groups, and so on. Privacy settings Option Description Who can search for group Choose an option for who can find the group by searching for the groups name, email address, or conversations: Group members If you're signed in to a work or school account, this option appears only if your administrator has selected the option to allow group owners to hide groups from the directory. For details about the admin setting, see Hiding groups from non-members. Organization members This option appears only if you're signed in to a work or school account. Anyone on the web can ask to be added to the group. This option appears only if you're signed in to a work or school account. Anyone can ask Anyone on the web can ask to be added to the group. If you're signed in to a work or school account, this option appears only if your administrator has set the option to let group owners allow external members. Anyone can join Anyone on the web can add themselves to the group. If you're signed in to a work or school account, this option appears only if your administrator has set the option to let group owners allow external members. Who can view conversations Choose who can see conversations posted to the group. Who can post Choose who can send messages to the group email address. Who can view members Choose who can view the group's member list. Adding members Option Description Group members Enter the names or email addresses of people you want to add and assign the member role. By default, group members have basic permissions. Depending on the organization and group settings, these permissions might include viewing and posting to conversations and viewing members. Group owners and managers can add to or limit members' permissions. Any permissions that are set for the member role are automatically given to managers and owners. Group managers Enter the names or email addresses of people you want to add and assign the manager role. By default, managers can do everything that owners can do except: Delete the group. Make another member an owner. Change an owner's role or subscription settings. Group owners can set any permission to owner-only, further limiting what managers can do. However, managers always have the ability to adjust permissions to include managers. A group can't be a manager of another group. Group owners Enter the names or email addresses of people you want to add and assign the owner role. By default, members with the owner role have all permissions for a group. Many of these permissions can be assigned to other sets of users. Review all member and content management permissions. Only an owner can: Delete a group. Make another group member an owner. Change another owner's settings. Export group messages using Google Takeout. Only group owners and managers can change a group's settings. If you're signed into a work or school account, for a given group, an administrator can remove some owner permissions, but not others: Can remove Post messages or add, invite, or approve new members. Cannot remove View members or conversations or contact other owners. A group can't be the owner of another group. Welcome message Enter a message emailed to people when they're added to the group without being invited. This option is available only if Directly add members is on. Invitation message Enter a message sent to people when their email invitation to join the group. Invites click a link in the invitation to join. This option is available only if Directly add members is off. Subscription Set preferences for receiving email from the group. Options include: Directly add members Set whether to add members to the group directly, or invite members to join. If you turn Directly add members: On: Specified users are added to the group with the subscription settings you select. Members can change their subscription settings later. Off: Specified users receive an email invitation to join the group. They're added to the group only after they accept the invitation. Advanced settings reference After you create your group, you can choose additional settings such as message moderation and email footers. General | Member privacy | Posting policies | Email options | Member moderation General Setting Description Group name Enter a name that identifies the group in lists and messages. Use these guidelines: Use up to 73 characters for the names. Use names that make it easy to identify the group's purpose. Group email Enter an email address for the group. If more than one domain is displayed, select the appropriate domain from the list. Follow these guidelines: Email addresses can be up to 63 characters long. This limit doesn't include the domain portion of the address, such as @gmail.com. Some words are reserved and can't be used as email addresses. View reserved words. If you're creating your group in a work or school account, your email address might include a suffix, such as -user-created. For example, if your group name is training, the actual email address might be training-user-created@your\_domain. Group description (Optional) To add information to the groups About page, enter the purpose of the group or how it's used. You could include information about group members, group content, an FAQ, links to related groups, and so on. Welcome message Enter, edit, or delete a welcome message for your group. See Add or change a group's welcome message. Enable additional Google Groups features Select the option to make the group a Collaborative Inbox. See Make a group a Collaborative Inbox. Shared labels Check the box to turn on the ability to label conversations for easier organization and search. See Turn on shared labels. Who can search group Choose an option for who can find the group by searching for the groups name, email address, or conversations: Group members If you're signed in to a work or school account, this option appears only if your administrator has selected the option to allow group owners to hide groups from the directory. For details about the admin setting, see Hiding groups from non-members. Organization members This option appears only if you're signed in to a work or school account. Anyone on the web can ask to be added to the group. This option appears only if you're signed in to a work or school account. Anyone can ask Anyone on the web can ask to be added to the group. If you're signed in to a work or school account, this option appears only if your administrator has set the option to let group owners allow external members. Anyone can join Anyone on the web can add themselves to the group. If you're signed in to a work or school account, this option appears only if your administrator has set the option to let group owners allow external members. Allow external members Choose whether to allow people outside of your organization to become group members. This option appears only for groups you create from a work or school account, and only if your administrator enables the option to let group owners allow external members. Who can view conversations Choose who can see conversations posted to the group. Who can post Choose who can send messages to the group email address. Who can view members Choose who can view the group's member list. Group content classification Choose whether the group content is suitable for everyone or adults only. If you choose adults only, you can't change this setting later. This option appears only for groups you create in the public googlegroups.com domain. Member privacy Setting Description Identification required for new members Choose the form of identity required for new members. Who can contact group owners Choose which users can contact members with the owner role in the group. Who can view member email addresses Choose which users can view member email addresses in the Groups UI. Email addresses might still be visible in other Workspace apps. Posting policies Setting Description Allow Email Posting Check this box to let people post messages to the group. If you uncheck this box, people can't send messages to the group using the group's email address. Allow web posting Check this box to let people send messages to the group using the Google Groups interface (groups.google.com). Turn on conversation history so that members can view posts in Google Groups anytime. Group owners and managers can turn the feature on or off for each of their groups. On: Members who choose to get email updates can read and respond to posts using Google Groups online, email, or both. If they opt out of email updates, they can access posts online. Off: Group members can access old posts (those added to the history before the feature was turned off) online. New posts aren't included in the history. Group members who get email updates can read and reply to them through email. Users who opt out of email updates can access existing posts but can't see new posts. Who can reply privately to authors Choose which users can privately reply to authors, as opposed to the whole group. Who can attach files Choose which users can attach files, such as documents or photos. Who can moderate content Choose which users can approve, block, and delete messages in the group. Who can moderate metadata Choose which users can use Collaborative Inbox features. Who can post as group Choose which users can post messages from the group's email address instead of their own email address. Default sender Choose the default address for messages sent from the group: Author's address Best for discussion groups. Group address Best for groups where many people are responding on behalf of the group, such as product support groups. Message moderation Choose whether to review and approve messages before sending them to the group. No moderation Post messages as they are received without reviewing them. Moderate messages from non-members Review and approve messages from non-members before sending them to the group. Moderate all messages Review and approve all messages before sending them to the group. To learn how to moderate messages, see Approve or block new messages. New member restrictions Choose the initial posting privileges for members when you add them to the group: No posting restriction for new members Let new members send messages to the group without requiring moderation. New member posts are moderated Review and approve messages sent by new members before posting them to the group. New members cannot post Prevent new members from sending messages to the group. You can change these settings at any time for a given member. Spam message handling Choose how to handle messages sent to the group when the system marks them as spam: Reject all messages marked as spam Don't deliver any messages marked as spam to the group. This option is the tightest level control for spam. Some legitimate messages might be marked as spam and rejected. Moderate and notify content moderators Send messages marked as spam for review and notify any members with the Who can moderate content permission. Moderate without notifying content moderators Send messages marked as spam for review without notifying content moderators. Post suspicious messages to the group Deliver messages marked as spam to the group. This option appears only if you're signed in to a work or school account. Rejected message notification Choose whether to notify senders when messages are rejected instead of being delivered to the group. Email options Setting Description Subject prefix Automatically add a prefix to the subject line of group messages. A prefix helps identify email from the group. Email footer Choose what appears in the footer of group email messages: Include the standard Groups footer Includes a link to the message on groups.google.com and subscription settings, if applicable. You must have access to Google Groups on the web to view the message from the link. Include a custom footer Includes text you specify, such as legal notices and information about your organization. There is a 1,000-character limit, and you can add text only. Group email language Enter the language to be used for system-generated information such as notifications and email footers. Auto replies Check the boxes to send automatic replies to incoming messages from group members or non-members inside or outside your organization. This option appears only if you're signed in to a work or school account. Post replies to Choose where replies to group posts are sent: All group members Group managers only Group owners only The author of the original message only A recipient that the sender chooses A custom address you specify Conversation mode Turn conversation mode on or off. Conversation mode determines what happens to new messages that share the exact same subject as an existing thread that has recent activity but aren't sent as replies to that thread. When conversation mode is on, these types of messages are added to the thread as a reply. When this mode is off, these messages generate a new thread. If you turn conversation mode off, any messages already in a thread remain unchanged. Only new messages are affected. Member moderation Setting Description Who can manage members Choose who can add or remove members. Who can modify custom roles Choose who can change permissions for group roles. Custom roles Create and edit custom roles for your group. See Create or edit a custom role. Add people to your group If you're a group owner, or if you have permission to manage members, you can add people to your group in three ways: Note: Invitations expire after 7 days, but requests to join a group never expire. You can resend invitations if they expire. Limitations on adding people to groups Maximum group members A group can have unlimited members, so there's no limit to the number of people you can invite, add directly, or approve to join a group. Child accounts You can add a user with a child Google Account to a group through any method. Invite someone via email Sign in to Google Groups. Click the name of a group. On the left, click Members. At the top, click Add members. At the bottom, next to Directly add members, click Turn off. Enter the email addresses of the people to invite. (Optional) To include an invitation message, enter a message. Click Send invites. To manage invitations: On the left, click Pending members. Take one of the following actions: To resend a single invitation, point to the invitation on the right, click Resend invitation. Invitations automatically expire after 7 days, but you can resend them any time. To cancel a single invitation, point to the invitation on the right, click Cancel invitation. To resend or cancel multiple invitations, check the boxes next to the invitations above the list on the right, click Resend invitation or Cancel invitation. Add people to your group directly When you add people directly, you can assign them the member, manager, or owner role. Sign in to Google Groups. Click the name of a group. On the left, click Members. At the top, click Add members. Enter the email addresses of the people to invite. (Optional) To add a welcome message to the email notification for new members, enter a message. Click Add members. Approve people who applied to join your group You can view requests to join your group and accept or deny them on an individual basis. Sign in to Google Groups. Click the name of a group. On the left, click Pending members. Take one of the following actions: To approve a single request, on the right of the request entry, click Approve request. To reject a single request, on the right of the request entry, click Reject request. To accept or reject multiple join requests, check the boxes next to the request above the list on the right, click Approve request or Reject request. View all members of a group You can view all group members as well as people who have been banned from a group. Sign in to Google Groups. Click the name of a group. On the left, click Members. To view people who have been banned from the group, on the left, click Banned users. Back to top This article is for finding public groups that end in googlegroups.com. To find groups in your work or school account, go to Get started with Groups: Find and join a group. You can join a group to have discussions about a topic or communicate with your team, organization, class, or other people. Some groups let you join immediately, but others require you to request membership. You need a Google Account to join and participate in groups. However, you can join groups using a Google Account that is set up for a child under 13. If a group is public, you can search for and read the groups' messages without joining it. Join a group directly Depending on a group's settings, you can search for the group and join it from the groups page. If you know a group exists but can't find it, contact the group owner to request access. Sign in to Google Groups. Search for the group: At the top, click My groups and select All groups and messages. In the search box, enter the groups name or email address or a group topic and press Enter. (Optional) To customize or expand the search results, choose an option: If you searched for a topic and want to view only groups, at the top, click Groups. To view more results, at the bottom of the Groups search results, click +x more groups. Click the group/join group. If you don't find any option to join the group or instead find Ask to join group or Contact owners and managers, go to Request to join a group (below). Anyone who can view the groups members can see your Google profile. If you don't want your profile to be visible: Uncheck the Link to my Google account profile box. (Optional) To use a different display name, click Display name and enter the name. For Subscription, select how to get email updates from the group. If available and you don't want to be automatically subscribed to updates when you post to the group, uncheck the Subscribe me to email updates box. Click Join group. Request to join a group If a group's settings don't let you join directly, follow steps 14 above in Join a group directly. Click Ask to join group or Contact owners and managers. If you click: Ask to join group Wait for an email confirming approval of your membership. Contact owners and managers Complete and send the message to the group owners and managers to request membership. Then, wait for an email confirming approval of your membership. If there isn't any option to request or join, you can only join the group by direct invitation from a group owner or manager. If you know a group owner or manager, contact them and ask them to invite you. Join a group without a Gmail address If you don't have a Gmail address, you can still join groups. You need to associate your email address with a Google Account. If you: Post to the help community Get answers from community members

## Group decision-making. Group decision-making examples. Group decision techniques. What is group decision making techniques.