

What We Will Do Today

1. Introduction to Google Apps
2. Getting around Google Apps
3. Customize Google Apps for your university
4. Google Apps FAQs
5. Next Modules

1

Introduction

- Google Apps Education Edition
- Google Apps account vs. Gmail accounts
- Top 10 reasons to use Google Apps

Overview (1)



- Google Apps Education Edition is a free suite of hosted communication and collaboration applications designed for schools and universities.
- Google Apps includes:
 - Gmail (webmail services),
 - Google Calendar (shared calendaring),
 - Google Docs (online document, spreadsheet, presentation, form creation and sharing),
 - Google Video (secure and private video sharing – 10GB free)
 - and Google Sites (team website creation with videos, images, gadgets and documents integration),
 - as well as administrative tools, customer support, and access to APIs to integrate Google Apps with existing IT systems.

Overview (2)

- A 'hosted' solution means that Google provides all the servers and back-end work, but the services all exist within your school/university domain.
 - FOR EXAMPLE, all of your email accounts will have your school/university domain (@myuniversity.org), not a Google or Gmail domain (@gmail.com).
- With Google Apps Education Edition, universities no longer need:
 - to maintain costly servers and hardware,
 - update and patch software,
 - or pay for school licenses.
- The entire Google Apps suite is available free of charge to all schools and universities.
- In addition, schools benefit from the rapid pace of innovation at Google to deliver high quality products and software.

Overview (3)

- For additional measures of email security, Google offers 2 products - powered by Postini - for a discounted cost.
- **Google Message Security** provides additional email security features such as content and spam filters.
- **Google Message Discovery** is an email archiving product that allows retention of email.
- Both are available at a 66% discount to education customers.

Product & Services



- Google Apps Education Edition includes:
 - **Gmail:** 7.3 GBs (and counting) of email storage and search tools that help your school find information fast and instant messaging from right inside your inbox.
 - **Google Calendar:** Educators and students can organize their schedules and share events and calendars with others.
 - **Google Talk:** Educators and students can call or send instant messages to their contacts for free anytime, anywhere in the world.
 - **Google Docs:** Share documents, spreadsheets, and presentations. Collaborate in real-time with your team or with your whole school. You can publish final documents to the entire world, too.
 - **Google Sites:** Work together to keep related documents, web content and other information in one place, on one site.
 - **Google Video for education:** A video hosting and sharing solution that enables schools and other organizations to use video as an effective medium for internal communication and collaboration. 10 GB included free for every school domain.

Google Apps for your domain (1)

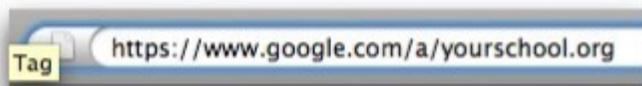
- All of the products included in Google Apps – Google mail, Google Calendar, Google Docs, Google Sites, Google Video – are also available to individual users in the general public.
 - The key differences between using the individual products and Google Apps Education Edition are how to access the products, sharing privileges, and account creation.
1. Account creation:
 - All accounts for a school or university are created by Google Apps administrators (you can have more than one for your school or university domain).
 - An individual lecturer, professor or student cannot create their own account like they can for '@gmail.com.'

Google Apps for your domain (2)

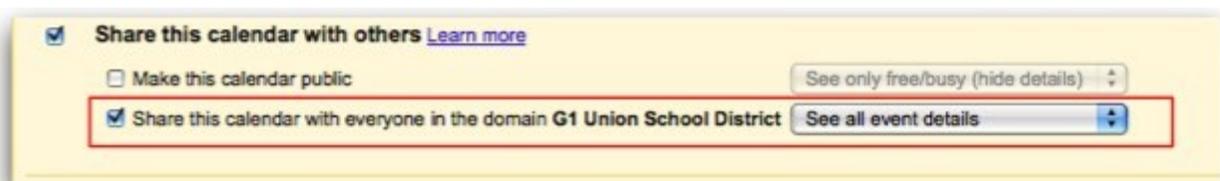
1. Access:

- With Google Apps Education Edition, the products "live" within your school/university domain.
- You access each of the products through a specific URL that is related to your school/university domain name.

2. Share



- The advantages of having a set of tools for your entire university means that you can easily share or publish a document, calendar, or website for just the members of your domain.
 - FOR EXAMPLE, a faculty calendar created with Google Apps Education Edition can be shared with the standard products, you have only the option to share with individuals or to publish to the world.

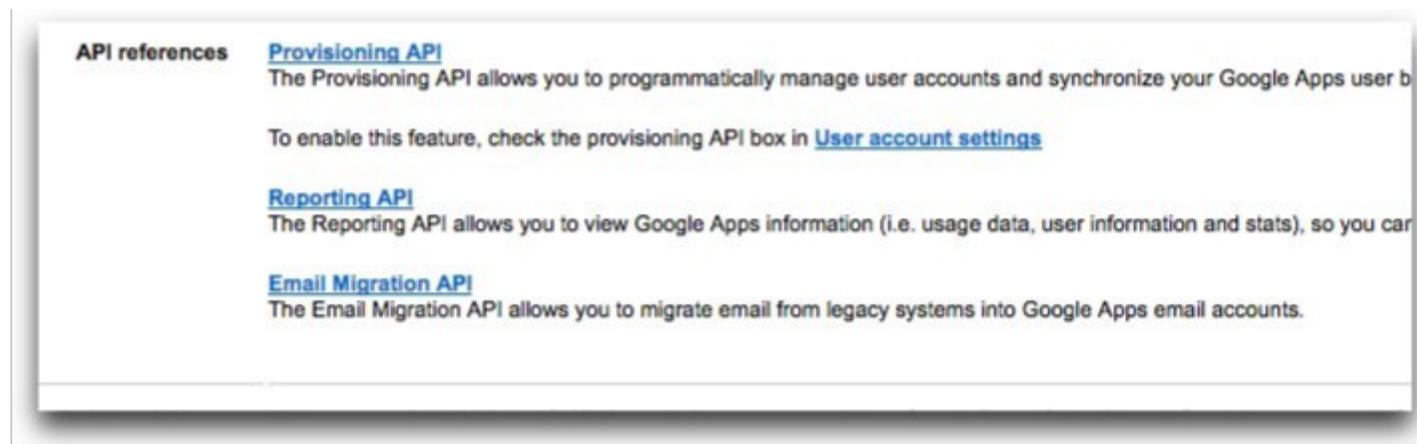


Google Apps for your domain (3)

- One way you can think of and explain Google Apps Education Edition is as a digital locker for students and faculty.
- It is a place to safely keep online communication and collaboration documents as they relate to university
 - university web sites,
 - university documents,
 - university videos,
 - university calendars,
 - university email.
- You do not need to use it for personal things
 - you can have a separate place for those if you want like a @gmail.com email account or access Google Docs with a Google Account and not the university Apps account.

Support & administrative tools (1)

- By using Google Apps Education Edition for your university, you can take advantage of additional support and administer tools that are not available to individual users.
- Google Apps Education Edition is compatible with open standards and can also integrate readily into your existing IT systems.
- The following services are exclusive to Google Apps customers:
 - **Private and secure** - Google Apps are SAS Type I and Type II Certified
 - **APIs** - You can integrate a single sign-on or LDAP system and take advantage of APIs for user provisioning and management, email migration, and email routing controls.



The screenshot shows a section titled "API references" with three entries:

- Provisioning API**
The Provisioning API allows you to programmatically manage user accounts and synchronize your Google Apps user b

To enable this feature, check the provisioning API box in [User account settings](#)
- Reporting API**
The Reporting API allows you to view Google Apps information (i.e. usage data, user information and stats), so you can
- Email Migration API**
The Email Migration API allows you to migrate email from legacy systems into Google Apps email accounts.

Support & administrative tools (2)

- **Customer Support** - As a Google Apps Education Edition customer, you are entitled to a 99.9% uptime guarantee*, 24x7 phone and email support, and can also take advantage of the user help forums for additional questions.
- **Administrator tools** - With Google Apps available to your school, you can administer your school domain through a centralized administrator console. You can also view analytics on usage, add new services, and default settings for all users at the university.



* For more information go to: <http://www.google.com/apps/intl/en/terms/sla.html>

Top Ten Reasons (1)

Here's a list of reasons we compiled why your school would want to use Google Apps.

1. Students will love you for it

- Schools tell us that when they ask their students what email they'd prefer, they overwhelmingly say Gmail.
 - "Our students approached us about a year ago, saying that we needed to improve our email and collaboration services. We actually had our student government tell us, 'we want you to implement Google Apps.'" - *Wendy Woodward, Director of Technology Support Services, Northwestern University*

2. Free up your IT

- Focus your IT on activities that add value instead of worrying about the uptime of your email services.
 - "Google Apps has allowed us to get out of providing these commodity type services - such as maintaining an email and calendaring system - and focus on the things that we are uniquely equipped to do, like providing more resources to be able to better support teaching, learning and research." - *Todd Sutton, Assistant Vice Chancellor for Application Services, UNC Greensboro.*

Top Ten Reasons (2)

1. Easy to deploy

- No software to install, no hardware to buy, just validate your MX records and create your accounts to get started. To integrate with what you already have, we work with open standards, have created a multitude of APIs, can point you to *open source solutions for common integrations*¹, and have *approved partners*² with experience deploying Apps in schools and universities.
 - "After struggling for several months to try to implement an alternative web hosted e-mail solution, we eventually turned to Google Apps which we were able to get up and running within a matter of hours" -*Jhonny Oliveira, IT Manager, University of Lisbon*

2. Save money

- Outsourcing the maintenance of servers to Google frees up resources that would have been spent on additional licenses and upgrades.
 - "This helped our IT staff understand that their focus should be on strategic enterprise solutions to help us reach our educational objectives, not just overseeing commodities like email. Had we not gone with the Google solution, we'd be looking at proposing a significant increase in student fees. " - *Eric Hawley, Utah State University Associate Vice President for Technology*

¹ For more information go to: http://code.google.com/apis/apps/open_source_projects.html

² For more information go to: <http://www.google.com/enterprise/marketplace/>

Top Ten Reasons (3)

1. You're not alone

- Thousands of Universities are using Google Apps and are happy to talk about it. *Talk to other customers*¹ on our Google Apps Education Edition community group or *read*² and *watch*³ our customer case studies.

2. Google protects your privacy

- We take privacy very seriously.
- Our business is built on our users' trust: trust in our ability to properly secure your data and our commitment to respect the privacy of the information you place in our systems by not giving that information to others or using it inappropriately.
- More specifically, read our *FAQ on privacy*⁴, visit our *Privacy Center*⁵, and *review how we've handled challenges to users' privacy*⁶ in the past.

¹ <http://groups.google.com/group/apps-edu-circle/topics?pli=1>

² <http://www.google.com/a/help/intl/en/admins/customers.html#edu>

³ http://www.google.com/a/help/intl/en/edu/cust_videos.html

⁴ <http://www.google.com/support/a/bin/answer.py?answer=60762&src=top5&lev=index>

⁵ <http://www.google.com/intl/en/privacy.html>

⁶ <http://googleblog.blogspot.com/2006/03/judge-tells-doj-no-on-search-queries.html>

Top Ten Reasons (4)

1. Security as powerful as... well, Google

- The security that is provided to Google Apps customers is the same security that we rely on to protect www.google.com. In addition, we *run our company on Google Apps*¹
 - "We're confident that Apps can meet the needs of the most demanding enterprises, because we're one ourselves. Google is a complex, global company in a fast-moving and competitive industry, and everything we do is powered by Apps. To get that kind of adoption here, it means Apps has passed a daunting bar for Enterprise suitability. If it can work for us, surely it can work for you, too." - *Ben Fried, CIO and Vice President of Engineering, Google.*

2. Innovation in real-time

- What better way to prepare your students for the newest technology in the workplace, than by giving it to them as a part of their education?
 - "The response from the university community has been extremely positive because we are now partnering with cutting-edge technologists who understand that we're trying to provide the latest, most innovative technologies available today." - *Roy B. Roberti, Director of Information Technology Planning, Hofstra University*

¹ http://www.youtube.com/watch?v=s_a-gn0dYmk

Top Ten Reasons (5)

1. Collaborate globally

- Google Docs, our word processing application, doesn't just give you access to the same document, it actually allow students to work on the same document at the same time from anywhere in the world.
 - "Collaborative projects really make for an excellent education experience not only because students bounce ideas off each other and improve each other's writing skills, but also because the process itself teaches them how to work well with others - a valuable skill for everyone."
- *Richard Ellwood, Technology Coordinator and Digital Arts Teacher, Columbia Secondary School*

2. We've got your back

- Need help? We're here to help you when you need it either through our *Help Center*¹, our *Education Edition customer group*², or directly through the *phone and email contact information*³ provided in your administrator dashboard.

¹ <http://www.google.com/support/a/?hl=en>

² <http://groups.google.com/group/apps-edu-circle/topics>

³ <http://www.google.com/support/a/bin/answer.py?answer=60830>

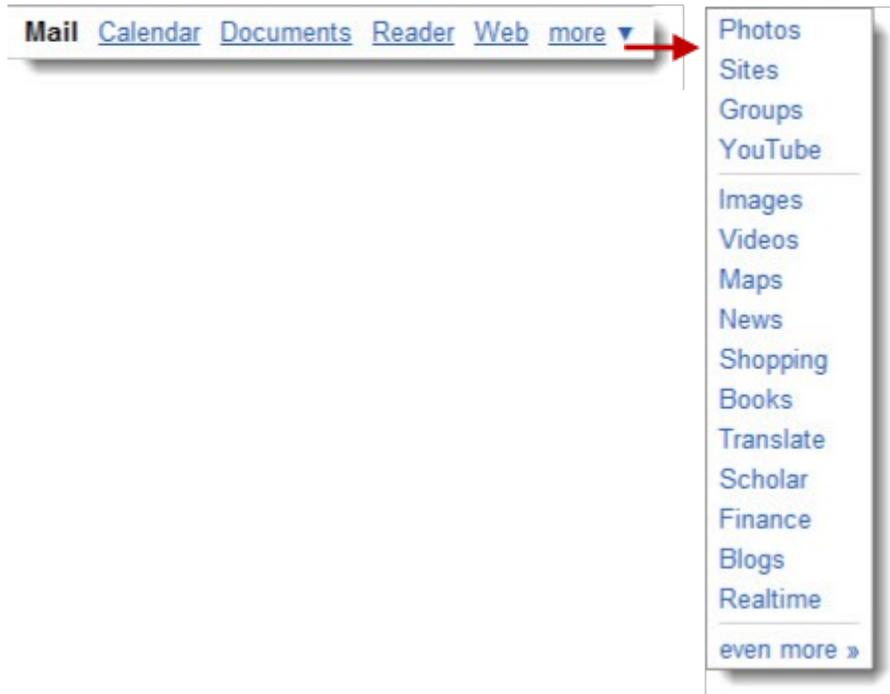
2

Getting around

- Overview
- URLs to all Google Apps
- Desktop shortcuts to Google Apps

Overview (1)

- You can access all the Google Apps products – Mail, Calendar, Docs, Sites, Video – from any of the product pages.
- In the top left corner of any product, you will see a list of links that will take you directly to the product for your school.



Overview (2)

Mail [Calendar](#) [Documents](#) [Sites](#) [Video](#) [more](#) ▾

G1 union school district

Search Mail Search the Web [Show search options](#)
[Create a filter](#)

[Compose Mail](#)

Inbox (1)

[Starred](#) ★
[Chats](#) ☰
[Sent Mail](#)
[Drafts \(2\)](#)

Calendar reminders (5)

[Ms. Franklin](#)
[Practice](#)
[Sites updates](#)
[3 more](#) ▾

[Contacts](#)
[Tasks](#)

+ Marie Smith

Search, add, or invite

- Google Calendar
Today (Wed, Oct 28)

NYT Travel - Frequent Flier: What Could Have Been a Vacation Disaster Becomes a Lesson in Kindness - 1 day ago

[Archive](#) [Report spam](#) [Delete](#) [Move to](#) ▾ [Labels](#) ▾ [More actions](#) ▾ [Refresh](#)

Select: All, None, Read, Unread, Starred, Unstarred

<input type="checkbox"/>	★ Google Calendar	Reminder: 1st period prep @ Wed Oct 28 8am - 9am (Ms. Smith's Calendar) - mo
<input type="checkbox"/>	★ Cristin Franklin	Field trip photos - Here are some good pictures from our field trip! http://picasaweb.go
<input type="checkbox"/>	★ Start page	Sites updates [Start page] start was updated - Marie Smith updated the page start. Vie
<input type="checkbox"/>	★ Ms. Smith's Language . (2)	Sites updates [Ms. Smith's Language Arts Class] Weekly homework was updated - Ms
<input type="checkbox"/>	★ cristin	What are your favorite things - If you have trouble viewing or submitting this form, you
<input type="checkbox"/>	★ Cristin Franklin	Accepted: planning @ Wed Oct 14 9:30am - 11am (Ms. Smith's Calendar) - Cristin Fr
<input type="checkbox"/>	★ Cristin Franklin	[Invitation] Mrs. Apple @ Mon Jun 29 10am - 11am (Ms. Smith's Calendar) - Google C
<input type="checkbox"/>	★ Cristin Franklin	Ms. Franklin Cristin Franklin has shared a calendar with you - Hello Marie Smith, We
<input type="checkbox"/>	★ Google Calendar	[Reminder] Lunch with Cristin @ Tue Jun 23 12pm - 1pm (Ms. Smith's Calendar) - Go
<input type="checkbox"/>	★ me	Ms. Smith's Language Arts Class - I have invited you to share a Google Site: Ms. Smi
<input type="checkbox"/>	★ Google Docs	Here's your form "Book survey" - Your form "Book survey" was successfully created. P

Select: All, None, Read, Unread, Starred, Unstarred

[Archive](#) [Report spam](#) [Delete](#) [Move to](#) ▾ [Labels](#) ▾ [More actions](#) ▾ [Refresh](#)

Overview (3)

Mail [Calendar](#) [Documents](#) [Sites](#) [Video](#) [more](#) ▾

G1 union school district

[Search My Calendars](#) [Show Search Options](#)

[Create Event](#) [Quick Add](#) [Tasks](#)

Today **Oct 25 – 31 2009** [Refresh](#)

	Sun 10/25	Mon 10/26	Tue 10/27	Wed 10/28	Thu 10/29
5am					
6am		6 – 7 Morning run			
7am					
8am		8 – 9 1st period prep	8 – 9 1st period prep	8 – 9 1st period prep	8 – 9 1st period prep
9am			9 – 10 Lunch duty: Media Center		
10am					
11am					
12pm					
1pm					

« **October 2009** »

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

▼ My calendars

- Ms. Smith's Calenda
- classroom 1
- G1 Faculty Calendar
- Mrs. Netter's 3rd gra
- Tasks

[Settings](#) [Create](#)

▼ Other calendars

[Add a friend's calendar](#)

Overview (4)

The screenshot displays the Google Docs interface for a user named 'G1 union school district'. At the top, there are navigation links for Mail, Calendar, Documents, Sites, Video, and more. Below these are search buttons for 'Search Docs' and 'Search Templates', along with links for 'Show search options' and 'Browse template gallery'. The main area is titled 'All items' and contains a list of documents. The left sidebar shows folder management options like 'Create new', 'Upload', and 'My folders'. The document list includes items like 'Ronald's scores', 'Copy of Digital Scantron Template', and 'Rainy Day', each with a checkbox, a star icon, and a sharing status.

Mail Calendar Documents Sites Video more ▾

G1 union school district

Search Docs Search Templates Show search options Browse template gallery

Create new ▾ Upload

All items

Owned by me
Opened by me
Shared with me
Starred
Hidden
Trash
Items by type ▾
More searches ▾

My folders
▶ New Folder
▶ Folders shared with me

Share ▾ Folders ▾ Delete Rename More actions ▾

<input type="checkbox"/>	<input type="checkbox"/>	Name	Folders / Sharing
EARLIER THIS MONTH			
<input type="checkbox"/>	<input type="checkbox"/>	Ronald's scores	Not shared
<input type="checkbox"/>	<input type="checkbox"/>	Copy of Digital Scantron Template	me to everyone
<input type="checkbox"/>	<input type="checkbox"/>	Untitled form	Not shared
<input type="checkbox"/>	<input type="checkbox"/>	\int_{0}^{\infty} x^2	Not shared
EARLIER THIS YEAR			
<input type="checkbox"/>	<input type="checkbox"/>	Copy of Rainy Day	Not shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Rainy Day	Not shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Probabilistic Systems Analysis	Not shared
<input type="checkbox"/>	<input checked="" type="checkbox"/>	When Markets Collide	Not shared
<input type="checkbox"/>	<input type="checkbox"/>	Copy of Long Book Report	Not shared
<input type="checkbox"/>	<input type="checkbox"/>	Summer fun	me to 3 collaborators

Overview (5)

The screenshot shows a Google Sites page with a navigation bar at the top containing links for Mail, Calendar, Documents, Sites, Video, and more. Below the navigation bar is the Google Sites logo and a welcome message: "Welcome Updated Jun 29, 2009 7:56 AM". The main content area features a large "G1" logo and the text "union school district". On the left side, there are three red-bordered sections: "Navigation" with links for Welcome and Sitemap; "Lesson Instructions" with links for Project Overview, Rubric, Slides, Google Sites Tutorial, and Google Account; and "Wrap this lesson in..." with links for a Blog and a Google Group. The main content area has a heading "Welcome" followed by a paragraph of text that is partially cut off.

Mail Calendar Documents Sites Video more ▾

Google sites Welcome Updated Jun 29, 2009 7:56 AM

G1 union school district

Navigation

- Welcome
- Sitemap

Lesson Instructions

- [Project Overview](#)
- [Rubric](#)
- [Slides](#)
- [Google Sites Tutorial](#)
- [Google Account](#)

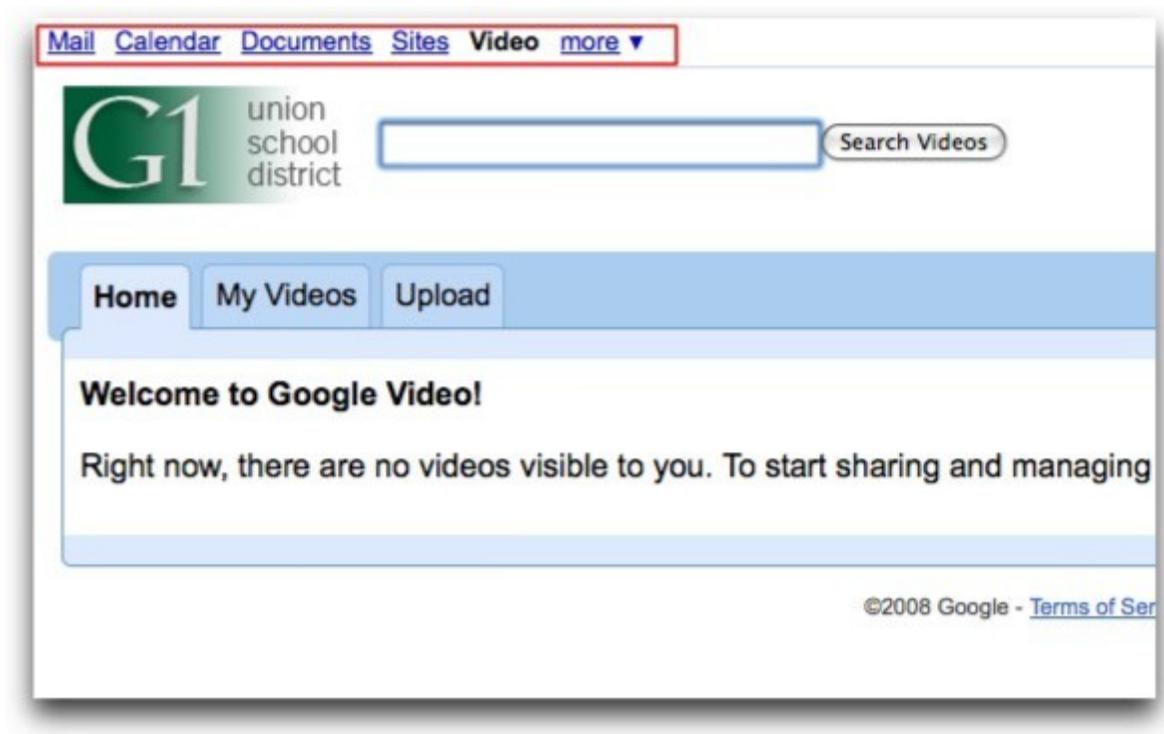
Wrap this lesson in...

- [a Blog](#)
- [a Google Group](#)

Welcome

In December 1989 [American Heritage Magazine](#) began a unique series of articles called "My Brush with History." The magazine asked its readers to recall a moment in their lives when they were touched by events that became a part of our historic record. The powerful and sometimes poignant accounts submitted every issue add personal insight to the events of our times. As a student of history, you have the opportunity to collect a piece of History from a friend, relative, or acquaintance or from your own experience with a historical event. You can contribute to the historical record by interviewing and recording an encounter with an event that history books describe in broad terms. By entering this account for others to see, you give us all a better understanding of the historical record described in the words of those who were touched by its events.

Overview (6)



The screenshot shows a web browser window displaying a Google Video page. At the top, there is a navigation bar with links for Mail, Calendar, Documents, Sites, Video, and a 'more' dropdown menu. Below this, the page features a logo for 'G1 union school district' on the left. To the right of the logo is a search input field with the placeholder text 'Search Videos'. Below the search field is a blue navigation bar with three buttons: 'Home', 'My Videos', and 'Upload'. The main content area contains the text 'Welcome to Google Video!' followed by a message: 'Right now, there are no videos visible to you. To start sharing and managing'. At the bottom right of the page, there is a copyright notice: '©2008 Google - Terms of Ser'.

URLs for all Google Apps

- In addition to the links at the top left of any Google Apps page, you can also access each of the products through a custom URL for your university, where you replace 'youruniversity.org' with the name of your Google Apps school domain.
 - **Email:** <http://mail.google.com/a/yourschool.org>
 - **Calendar:** <http://calendar.google.com/a/yourschool.org>
 - **Docs:** <http://docs.google.com/a/yourschool.org>
 - **Sites:** <http://sites.google.com/a/yourschool.org>
 - **Video:** <http://video.google.com/a/yourschool.org>
- Your school Administrator may have created special URLs to access the application. Check with him or her to find out the urls for these special links.

Desktop shortcuts (1)

- You can also save desktop shortcuts to some of Google Apps products when you turn on the "Offline" function within Mail, Calendar, and Docs.
- If you click on these icons while you are connected to the Internet, they will open the online version of the application.
- You must use Gears - a piece of software that you need to install to allow your browser to save items to your computer.
- Gears is available for Windows, Windows Mobile (IE Mobile, Opera Mobile), Mac (Firefox, Safari), Linux and Android.

Desktop shortcuts (2)



- To enable the "Offline" function:
 1. Open Mail, Calendar, or Docs
 2. Click the 'Offline' link in the top right corner
 3. Click the 'Get Gears Now' button - this will also allow you to have access to Mail, Calendar, or Docs when you are not connected to the internet
 4. Download and install Gears
 5. When prompted to create a desktop shortcut, click 'OK.'
- You can complete these instructions for each of Mail, Calendar, or Docs and have a shortcut on your desktop that will open those products right in your browser.

3

Customize

- Services for your domain
- Customize products for your domain
- Message Security and email filters
- Groups for email lists
- Resources for Administrators

Services for your domain (1)

- Administrators have the option to add and remove services
- When they log in to their school or university Apps domain they see a Dashboard.
- When they are managing their domain, the Dashboard keeps them informed about:
 - status of services,
 - number of users,
 - email activity graph,
 - links to Inbox and Help,
 - and access to more management settings.
- After the administrator has verified the domain, they will see the following list of services available in your dashboard:
 - Mail
 - Calendar
 - Chat
 - Docs
 - Sites
 - Mobile

Services for your domain (2)

- Adding services is easy! Once the domain has been confirmed, the administrator can add more products for the school or university to use.
- Besides the list of services that appear in your dashboard, you can also add the additional services:
- There are additional products available if you click on "Add more services"
 - Video
 - Contacts
 - Postini
 - App Engine

Services for your domain (3)

- Google has also produced some services that can be useful, but haven't yet been proven to be added to the general set of services.
- Google Labs services are experimental.
 - This means that Google does not offer any support for them, and that Google reserves the right to change these services or even remove them at any time.
 - You may find support from other users in the discussion groups for each service, and you are welcome to submit feedback to Google on these services using their designated feedback email addresses.
 - These products include:
 - Google Moderator
 - Google Short Links
 - Google Code Reviews
- Finally, administrators can also add additional services from Google Enterprise partners that have developed tools exclusively to use with Google Apps.
- You can browse or search for tools in the Solutions Marketplace:
<http://www.google.com/enterprise/marketplace/>

Customize products (1)

- The administrator can customize settings for all services in Google Apps.
- In general, this includes:
 - setting up a custom URL for the service,
 - selecting a default sharing permission,
 - disabling services,
 - and many other unique settings that vary by service.
- Basic service changes available by product:
 - **Mail**
 - Name format
 - Turn on Labs in Gmail
 - Turn on Voice/Video Chat
 - Outlook/Blackberry support
 - Turn on POP/IMAP

Customize products (3)

- **Calendar**

- Select sharing options to allow users to share outside the school/university domain or to share only within the school/university.
- You can also select what level of calendar visibility can be available for those within your school/university and those outside your school/university (Free/Busy only, event details, or event details and the ability to make changes)
- Google Calendar Connectors for Microsoft Exchange

- **Chat**

- Turn off chat history by default, making all chats "Off the Record"

- **Docs**

- Select sharing options to set whether your school/university can share only within the school or can also share with individuals or the public outside the school domain
- Turn on Templates for Docs which will allow users at the school domain to use submitted templates for Google Docs

Customize products (3)

- **Sites**
 - Select sharing options to set whether your school/university can share sites only within the school domain or also share outside the domain
 - Select whether Sites created by users at your school can be made public (viewable by the world)
- **Video**
 - Specify specific individuals at your school who can upload videos (up to 100)
 - Add recommended video tags

Message Security (1)

- Postini Message Security for Google Apps provides additional security features and controls for Google Apps Gmail.
- For an additional cost (given at a 66% educational discount), you can also upgrade your service to Message Discovery, which provides an archive of all email messages for your domain.
 - Learn more about message discovery:
 - <http://www.google.com/postini/discovery.html>
- A full guide is available at
 - http://docs.google.com/fileview?id=0B_3n14vxfDnsMTc4ZTQwOGItODRiMy00ZG

Message Security (2)

- It shows you how to use Postini Message Security to meet common needs for Google Apps Education Edition customers, including:
 - Email policies just for students: Set up different user organizations, such as groups of students, faculty, or IT administrators, and apply specific email policies.
 - Blocking external mail to your students: Allow only internal or specified user to send mail to users in your Google Apps domain, therefore blocking external senders from mailing your users.
 - Limiting messages your students can send: Help limit students from sending mail outside of your Google Apps domain.
 - Blocking certain types of message attachments: Filter messages that contain specific file attachments, such as MP3 or movie files.
 - Email signatures for all your students or faculty: Set up a standard email footer for outbound mail for your users.
 - Limiting exposure to quarantined junk messages: Turn off the Quarantine Summary, which is the daily message sent to users that lists their messages quarantined by the Postini service. The Quarantine Summary shows the titles of messages (you may not want your students to see titles of junk messages) and allows users to deliver quarantined

Groups for email list (1)

- Within your university, you'll find that people interact repeatedly with groups of people.
- These groups of people may centre around departments, job function, classes, geography, projects, topics of interest, and more.
- Members of these groups frequently need to communicate and collaborate with their whole group.
- In Google Apps, groups are used to facilitate this interaction.
- Google Apps groups serve as mailing lists that allow you and others at your university domain to easily send messages to frequently contacted groups of people.
- These groups also can be used for sharing privileges to sites and videos that are owned by or only for use by a specific group of people.
- You can add email addresses from within or outside your domain to a group, and you can even make one group a member of another group.
- The right to email a group can be restricted per group, which makes them great tools for managing announcements, private team communications, or open discussion lists.

Groups for email list (2)

- Groups make managing team communications – email or scheduling, document creation, sites, and videos easier.
- As teams and groups change from year to year (or more/less frequently), you can update the group in one place, and don't have to do individual updates to any of your mailing lists, shared calendars, online documents, web sites or videos.
- Please note that only administrators can add/remove members and specify owners and managers
 - EXAMPLE
 - You create a group for faculty - 'faculty@myuniversity.org' - that has all the faculty accounts as members of the group. This group can be used as a mailing list – to send communications to all the faculty – and for sharing access to a faculty-only site or video.
 - Any email sent to 'faculty@myuniversity.org' then goes to all the members within that group, without having to enter individual email addresses. You can also use the group to share a site intended only for faculty.
 - To share the site, you would enter the group name – in this case, 'faculty@myschool.org' – as the email address in the sharing preferences. Then all the members inside that group would have access to the site. You can do the same with video.

Note

Normal *sending limits*¹ apply to messages sent to groups, and that each recipient on a list is counted when you send to the group.

¹ <http://mail.google.com/support/a/google.com/bin/answer.py?answer=59797>

Resources for Administrators

- There is more help documentation that goes into extensive detail on how to manage your school or university Apps domain.
- Here are a few topics you can review in the *Google Apps Admin Help Centre* (<http://www.google.com/support/a>) :
 - Setting up your university domain:
 - <https://www.google.com/support/a/bin/topic.py?hl=en&topic=9194>
 - Verifying your school domain
 - <https://www.google.com/support/a/bin/topic.py?hl=en&topic=9196>
 - Google Apps Connector for BlackBerry
 - <http://www.google.com/support/a/bin/answer.py?hl=en&answer=154346>
 - Google Apps Sync for Outlook
 - <http://www.google.com/support/a/bin/answer.py?hl=en&answer=148484>
 - Adding your university logo to Google Apps services
 - <https://www.google.com/support/a/bin/answer.py?hl=en&answer=96474>
 - Advanced domain settings including turning off advertisements
 - <https://www.google.com/support/a/bin/answer.py?hl=en&answer=60758>
- Visit the Google Apps Admin Help Centre: <http://www.google.com/support/a/>

4

Google Apps FAQs

- General FAQs
- Security & Privacy FAQs

General FAQs (1)

- Is Google Apps really free?
 - Google Apps Education Edition is free – available at no charge for nonprofit educational institutions anywhere in world. There's no "catch." Google Apps Education Edition is free of ads, so that faculty, staff, and students never see ads in any application – ever.
- What's included with Google Apps?
 - Google Apps includes Gmail and a full range of applications for getting work done, in the classroom and among faculty and staff. Calendar, document (word processing, spreadsheet, and more), forms for surveys or other input, website creation and publishing, video sharing, and group communication are all integrated into Google Apps. Video, voice, and IM chat are also built right in. You can use all of these services or just what you want – it's up to you.
- What if I only want to use Gmail, or use other services within Google Apps, but not Gmail?
 - You select which services in the Google Apps to make available to your domain – or even for specific groups of users.

General FAQs (2)

- What are the technical requirements?
 - You can use Google Apps with any computer or mobile device that's capable of internet access. You don't need any extra servers, IT staff, or hardware. When you're not online, you can use an easy extension to work with your documents. You can import/export your documents into common formats, including Microsoft Office, or add solutions that sync and back up your documents on your computer.
- What about reliability?
 - Google guarantees 99.9% uptime – which exceeds the uptime generally associated with on-premise solutions.
- Who owns my data?
 - Data created and stored within Google Apps is available until you remove it for as long as you maintain an active Google Apps account. If you wish to move data in or out of Google Apps, our tools help you easily import, export, or download information. After you delete an account, we remove the data associated with that account.

General FAQs (3)

- Can I customize my email policies, and create different policies for faculty and students?
 - Yes. Policies include controls for the source, destination, or content of messages. You can set up different email policies for faculty and students using Google Message Security – powered by Postini – currently offered free for K-12 schools or districts. Usage policy for the other services included in Google Apps remain consistent across users in your school.
- Can I archive email with Google Apps?
 - Yes, with Google Message Discovery, an add-on email archiving product provided by Google, available to educational institutions at a 66% discount from regular price.

General FAQs (3)

- How does use of Google Apps affect compliance with the Child Online Privacy and Protection Act (COPPA)?
 - Your school assumes the responsibility for complying with COPPA and the information that students submit. Per the Google Apps Education Edition Agreement, any school administering Google Apps Education Edition acknowledges and agrees that it is solely responsible for compliance with COPPA, including, but not limited to, obtaining parental consent concerning collection of students' personal information used in connection with the provisioning and use of the Services by the Customer and End Users.

Security & Privacy FAQs (1)

- Two of the most common topics of questions regarding Google in general, and Google Apps specifically, are security and privacy.
- We take both topics very seriously and truly believe that our offerings are a great option for customers on both fronts.
- Our business is built on our users' trust: trust in our ability to properly secure their data and our commitment respect the privacy of the information they place in our systems by not giving that information to others or using it inappropriately.
- For the full Security & Privacy FAQs as they relate to Google Apps, visit:
 - <http://www.google.com/support/a/bin/answer.py?hl=en&answer=60762>

Security & Privacy FAQs (2)

- Google Apps is also governed by a detailed Privacy Policy, which ensures we will not inappropriately share or use personal information placed in our systems.
 - The Google Apps Terms of Service contractually ensures that your institution (or students, faculty, and staff) are the sole owners of their data.
 - Because customers own the data they put into Google Apps, we believe it should be easy for your users to move their data in and out of our systems.
 - The controls, processes and policies that protect user data in our systems have obtained a SAS 70 Type II attestation and will continue to seek similar attestation.
 - Google complies with applicable US privacy law, and the Google Apps Terms of Service can specifically detail our obligations and compliance with FERPA (Family Educational Rights and Privacy Act) regulations.
 - Google is registered with the US-EU Safe Harbor agreement, which helps ensure that our data protection compliance meets European Union standards for educational institutions.

Security & Privacy FAQs (3)

Please find some of the most common security and privacy questions below:

- Who owns the data that organizations put into Google Apps?
 - To put it simply, Google does not own your data. We do not take a position on whether the data belongs to the institution signing up for Apps, or the individual user (that's between the two of you), but we know it doesn't belong to us!
 - The data you put into our systems is yours, and we believe it should stay that way. We think that means three key things.
 - We won't share your data with others except as noted in our Privacy Policy.
 - We keep your data as long as you require us to keep it.
 - Finally, you should be able to take your data with you if you choose to use external services in conjunction with Google Apps or stop using our services altogether.

Security & Privacy FAQs (4)

- Where is my organization's data stored?
 - Your data will be stored in Google's network of data centres. Google maintains a number of geographically distributed data centres, the locations of which are kept discreet for security purposes. Google's computing clusters are designed with resiliency and redundancy in mind, eliminating any single point of failure and minimizing the impact of common equipment failures and environmental risks.
 - Access to data centres is very limited to only authorized select Google employees personnel.
- Can my organization use our own authentication system to provide user access to Google Apps?
 - Google Apps integrates with standard web single sign-on systems using the SAML 2.0 standard. Organizations can do the integration themselves, or work with a Google partner to accomplish this.

Security & Privacy FAQs (5)

- Is my organizations data safe from your other customers when it is running on the same servers?
 - Yes. Data is virtually protected as if it were on its own server. Unauthorized parties cannot access your data. Your competitors cannot access your data, and vice versa. In fact, all user accounts are protected via this virtual lock and key that ensures that one user cannot see another user's data. This is similar to how customer data is segmented in other shared infrastructures such as online banking applications.
 - Google Apps has received a satisfactory SAS 70 Type II audit. This means that an independent auditor has examined the controls protecting the data in Google Apps (including logical security, privacy, Data Center security, etc) and provided reasonable assurance that these controls are in place and operating effectively.

Security & Privacy FAQs (5)

- What does a Google Apps SAS70 Type II audit mean to me?
 - An independent third party auditor issued Google Apps an unqualified SAS70 Type II attestation. Google is proud to provide Google Apps administrators the peace of mind knowing that their data is secure under the SAS70 auditing industry standard.
 - The independent third party auditor verified that Google Apps has the following controls and protocols in place:
 - **Logical security:** Controls provide reasonable assurance that logical access to Google Apps production systems and data is restricted to authorized individuals
 - **Privacy:** Controls provide reasonable assurance that Google has implemented policies and procedures addressing the privacy of customer data related to Google Apps
 - **Data center physical security:** Controls provide reasonable assurance that data centers that house Google Apps data and corporate offices are protected
 - **Incident management and availability:** Controls provide reasonable assurance that Google Apps systems are redundant and incidents are properly reported, responded to, and recorded
 - **Change management:** Controls provide reasonable assurance that development of and changes to Google Apps undergo testing and independent code review prior to release into production
 - **Organization and administration:** Controls provide reasonable assurance that management provides the infrastructure and mechanisms to track and communicate initiatives within the company that impact Google Apps

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Continue with

- Module 2 - Google Mail
- Module 3 - Google Calendar
- Module 4 – Google Docs
- Module 5 – Google Sites