My
Google Apps™

Google Apps for Business

Benefits Products Customers Pricing Partners Resources ▾

Contact Sales   Get Started

Get email for your domain
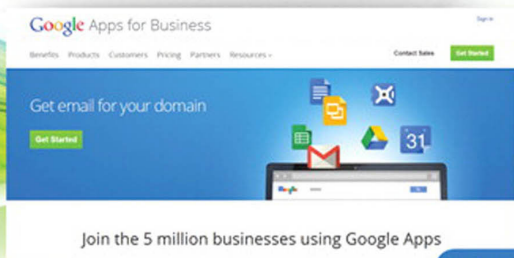
Get Started

Join the 5 million businesses using Google Apps

COVERS

Gmail, Calendar, Drive, Docs, Sheets, Slides, Hangouts, Sites, Vault

Patrice-Anne Rutledge
Sherry Kinkoph Gunter

que

My
Google Apps™

Sherry Kinkoph Gunter
Patrice-Anne Rutledge

My Google Apps™

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Contents at a Glance

Table of Contents

5 Creating Documents with Docs   129

6   Tracking and Analyzing Data with Sheets   167

7   Creating Presentations with Slides   201

8 Communicating with Hangouts   241

11 Exploring Other Google Tools 311

Index 329

About the Authors

Sherry Kinkoph Gunter has written and edited oodles of books over the past 20 years covering a wide variety of computer topics, including Microsoft Office programs, digital photography, and web applications. Her recent titles include *Sams Teach Yourself Facebook*, *Word 2013 Absolute Beginner's Guide*, and *Microsoft Office for Mac Bible*. Sherry began writing computer books in 1992, and her flexible writing style has enabled her to author for an assortment of imprints and formats. Sherry's ongoing quest is to aid users of all levels in the mastering of ever-changing computer technologies and helping users make sense of it all so they can get the most out of their machines and online experiences. Sherry currently resides in a swamp in the wilds of east central Indiana with a lovable ogre, a menagerie of interesting creatures, and a somewhat tolerable Internet connection.

Patrice-Anne Rutledge is a business technology author whose books include *My LinkedIn*, *WordPress on Demand*, and *Sams Teach Yourself Google in 10 Minutes*, all from Pearson Education. She is a long-time user of many Google tools and technologies, including Google Apps, Gmail, and Google+.

Patrice is also the founder and principal of Pacific Ridge Media, a boutique content marketing and social media agency that offers consulting and training for clients worldwide. She is frequently quoted in major media outlets around the world, including CNN, Inc.; Fox News; ABC News; MSN; AOL; Orange County Register; ZDNet; USAA; CareerBuilder; and more. You can reach Patrice through her website at www.patricerutledge.com.

Dedication

Patrice: To my family, with thanks for their ongoing support and encouragement.

Sherry: To my lovable ogre, Shrek, aka Mathew with one T.

Acknowledgments

We Want to Hear from You!

As the reader of this book, *you* are our most important critic and commentator. We value your opinion and want to know what we're doing right, what we could do better, what areas you'd like to see us publish in, and any other words of wisdom you're willing to pass our way.

We welcome your comments. You can email or write to let us know what you did or didn't like about this book—as well as what we can do to make our books better.

Please note that we cannot help you with technical problems related to the topic of this book.

When you write, please be sure to include this book's title and author as well as your name and email address. We will carefully review your comments and share them with the author and editors who worked on the book.
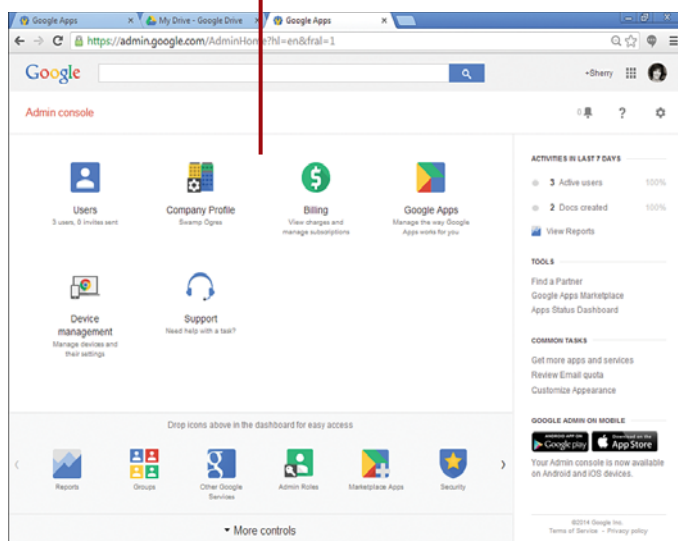
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Google Apps Dashboard

In this prologue, you learn about Google Apps—the cloud-based office suite that helps people to connect and get things done.

➔ Understanding productivity suites and cloud computing
➔ Exploring types of Google Apps accounts and apps
➔ Discovering the benefits of Google Apps

What Is Google Apps?

The name Google is synonymous with the Internet. In fact, it's so commonly associated with the Web, that its very name is now an official verb recognized by major dictionaries (Merriam Webster Collegiate Dictionary and Oxford English Dictionary, as of 2006). When someone tells you to "google it", it means to look up something online using the extremely popular Google search site, www.google.com. Over the years, Google has grown from a search tool to include a successful web-based email service (Gmail), specialized tools and features like Google Maps and Google Earth, acquired online sensations like YouTube, and launched its own web browser (Chrome), just to name a few of Google's developments.

Google has a history of trying new technologies and products, and today Google has expanded to offer an ever-evolving series of web-based applications, called Google Apps. Targeting businesses, schools, and organizations, the applications offer essential services to bring people on your team together and equip them with tools to get things done.

Understanding Productivity Suites and Cloud Computing

You can use Google Apps to perform a variety of productivity tasks, the same kind of tasks you do with other desktop office programs—emailing, creating documents and spreadsheets, scheduling appointments, and more. Productivity suites—like Microsoft Office and WordPerfect Office—have been around a long time, helping us work better and faster at home, the office, or on the road. Typically, productivity suites, also called office suites, include word processing, spreadsheet, email, and presentation programs. In order to use these programs, you (and everyone else in your office or network) have to have the software installed on your system, or you at least have to have an app that allows you to read and work with the different file types for each program. Needless to say, the cost of installing and licensing all this software, plus paying the experts often needed to help administrate the programs on a network, is an expensive part of doing business.

With the advent of cloud computing, however, things are changing in the realm of office suites. Rather than buying and installing programs on your own hard drive, you can now access data and programs over the Internet. Cloud computing is growing in popularity, and companies are quickly taking advantage of all the innovations. Cloud services, such as Google, offer not only storage space on their giant network of servers but also access to web-platform apps—programs that run in an Internet browser rather than from your computer's hard drive. In other words, you can open the program from the Web instead of your own computer. Plus, you're not limited to using a computer to use the web apps; you can use any device that connects to the Internet and utilizes a screen in performing tasks. This includes tablets and smartphones.

Google Apps are a boon to companies and groups, large and small. Say you own a small company of 3 to 10 employees and you want everyone to work on documents at the same time. With Google Apps, employees can work on the documents and chat about them as a group—all without spending thousands of dollars and hours on administering a server and purchasing software. It's the ideal collaboration setup.
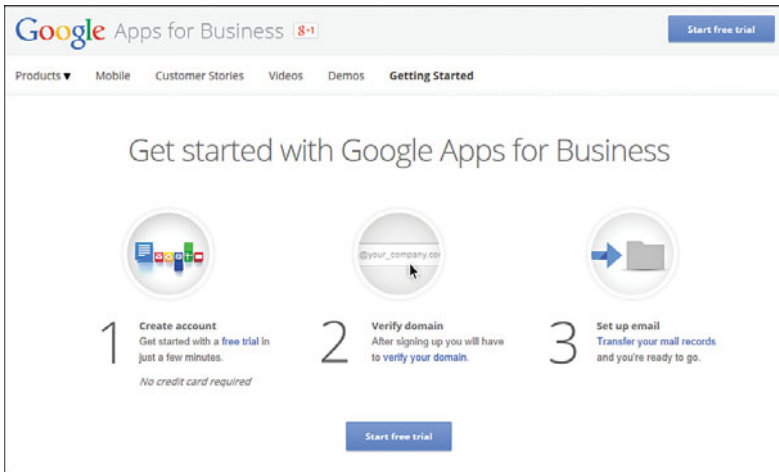
What Do I Get with Google Apps?

Anyone can set up a free Google account and utilize the free consumer products, including Gmail (email), Google Groups (Internet groups), and Picasa (photo organizing). But to tap into the essential business services and all the collaborative products, you must sign up for one of three types of Google Apps accounts:

- Google Apps for Business
- Google Apps for Education
- Google Apps for Government

At the time of this writing, Google Apps for Education is offered free for K-12 schools, universities, and colleges. All you need is a unique domain name to sign up. The Business and Government accounts charge a fee, and also require a unique domain name to sign up. Ready to find out how much? $50 a year (per user) or $5 a month (per user). If you include the Vault app with advanced security and retrieval features, the cost is $10 a month (per user). As you can see, the Google Apps office suite is very economical!

No Domain Name? No Problem!
You can sign up for a domain through the Google Apps sign-up process. Google has partnered with several domain registrars to help you establish a domain name for your organization.

When you sign up for Google Apps with your domain name, everyone in your organization gets a custom email address; access to word processing, spread-sheet, and presentation apps; a shared calendar system; tools for building and adding to your website; and more. Here's a list of the main productivity Google Apps:

- Gmail
- Calendar
- Drive
- Docs
- Sheets
- Slides
- Hangouts
- Sites
- Vault

That's not all—Google is constantly adding more apps and you can always shop for them from among the categories listed on the Google Apps Marketplace web page. You'll find a huge array of apps available, including AdWords, Analytics, Blogger, and Voice.

Exploring the Benefits of Google Apps

There are many benefits to tapping into the power of Google Apps. Whether you're a larger company or a very small organization, you're sure to find Google Apps incredibly reliable and easy to use; it'll be a boon to your bottom line. Here's what Google Apps can do for you:

- **Save Money**—Forego costly business startup and expansion costs that you incur with server and software expenses.

- **Easy Email**—Get a web address and customized email for your company and employees. Google uses your domain email alias for your messages, so users see your domain as the sender/receiver, even though your email account is managed with Gmail. Plus every user in your organization gets email accounts with Google Apps.

- **Docs for Everyone**—Creating documents, spreadsheets, and presentations in the cloud rather than on a hard drive makes it easy to access, work remotely with, and share files. You can use Google Docs, Sheets, and Slides with any operating system, including Windows and Mac. Storing files on Google's Drive app makes it easy to share them.

- **Manage Schedules**—Google's Gmail and Calendar apps work together to help you and your team track appointments, schedule dates, send requests, and receive notifications. You can connect Gmail to your smartphone and always have your schedule and reminders wherever you go.

- **Security and Backup**—With Google Drive, you always have cloud storage, plus easy access to shared folders and files. Google makes sure your data remains safe. Your Google account includes up to 30GB of storage for each user across all the apps combined, and you can grow that as needed for a small additional cost.

- **Work Remotely**—With cloud-based computing, everyone in your organization can access apps and files from wherever they are—as long as they have an Internet connection and a device to connect with.

- **No IT Maintenance**—Stop spending money on IT maintenance; Google Apps doesn't require any and keeps software updated. Plus, Google's own IT staff is ready to help at any time.

- **Website Creation**—If you don't already have a website, Google offers an app (Sites) to help you create one, plus you can incorporate your account

into Google Sites so you can edit your web pages from any device. With Sites, you can also create shared workspaces for your team, making it easy for everyone to find information and documents.

- **Video Conferencing and Messaging**—Set up video meetings with as many as 15 participants from wherever they are, which enables you to connect face-to-face even if you're not in the same room, or you can open up viewing-only for as many people as you want. You can conduct a quick call or ongoing dialog communication, message with text and pictures, and work on a document all at the same time.

- **Go Green**—Moving your team's activity to cloud computing not only saves money and time but also helps you spend less on energy costs, employee travel, office materials, and more.

This is just the tip of the proverbial iceberg. Are you ready to learn how to put everything Google to work for you? Then let's dive in!

Try It Before You Buy It!

Google Apps offers a 30-day free trial, no credit card required for sign up. You can choose a free trial when signing up for an account. Simply have your domain name verified and transfer your email records, then you're good to go!

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**Google Apps account
Admin console page**
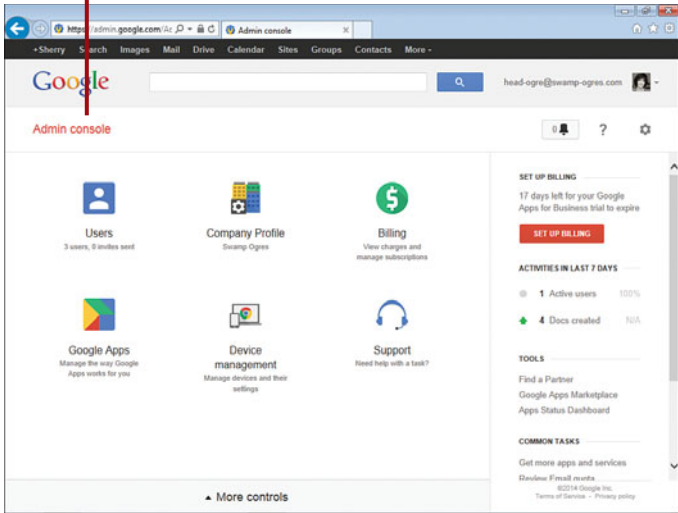
→ Discovering the benefits of using Google Apps
→ Previewing what the main apps do
→ Finding out what you need before you get started
→ Walking through the signup procedure
→ Learning your way around the Admin console
→ Exploring a few ways to customize your account
→ Learning how to sign on and off

1

Getting Started with Google Apps

Cloud technology is sweeping the globe, and businesses, schools, and other organizations are taking advantage of the opportunities it offers. Cloud-based services use the Web as a platform for applications and offer users space on their servers to store all types of files, usually for a fee. People are quickly finding out that using web-based applications and storing data online is much easier and more cost effective than desktop computing solutions. The beauty of cloud technology is it frees you from having to be in the same space to work together and you don't have to worry about maintaining software and servers.

Google has introduced a line of web-based apps for businesses, institutions, and other organizations, called Google Apps. Your first step to understanding Google Apps is figuring out what they are and what they can do for you. After you've decided they're right for you, signing up is easy and fast.

All About Google Apps

Google Apps is a productivity suite, also called an office suite. Designed especially for businesses, non-profits, institutions and other organizations, Google Apps offer unique collaboration tools and apps for conducting all kinds of work, all accessible from online. Here's how Google Apps can help you:

- **No software or hardware costs**—Cloud services like Google Apps do not require software installed on each computer or device that accesses them. You don't have to worry about licensed installations and making sure every user on your team has the correct software. This also means you don't have to worry about network or web servers, hiring technical support and consultants or other IT resources. Your only cost with Google Apps is a monthly or yearly subscription.

- **No upgrades**—You no longer have to worry about keeping everyone configured with the latest software upgrades. Google Apps upgrades their apps automatically without interruption in service. You can be sure everyone is using the latest app every time they log on.

- **More collaboration between users**—Google Apps simplifies working together, allowing people to see changes to documents in real time without the annoyances of out-of-sync edits. Everyone has access to documents at the same time, and changes appear immediately within a document.

- **More reliability**—You can expect greater reliability with your Google Apps uptime—the percentage of time that the service is available. Google Apps boasts a 99.9 percent system availability, so you don't have to fret about your people not having system access.

- **Secure and private**—Because you're storing your data online with Google Apps, your files are always available and easy to find. Unlike desktop systems where you always need to worry about backing up data to be prepared for hard drive crashes, or lost or stolen data, cloud storage means the files are available and accessible. Plus, Google uses the best auditing industry standards to keep data secure and private.

- **Constant support**—Google offers a wide array of software support, including discussion boards, forums, and help centers that are constantly updated. In addition, 24/7 customer support is available via phone, email, or self-service online chat.

It's Not All Good

Who Should Not Use Google Apps?

Google Apps might not work for every business, organization or team. Although situations vary widely, some of these downsides might prove unsurmountable to using Google's productivity suite:

- No Internet connection—Without access to the Internet, you cannot participate in cloud computing because everything's hosted away from your computer. Unreliable Internet connections or extremely slow connections can also hinder users a great deal.

- Security issues—No data is 100 percent safe, even in the cloud, so there is always risk in trusting hosting sites, Google included. Hijacked passwords also pose a threat, so password education and protection is tantamount to keeping your team safe online.

- Change is difficult—If your group's use of other office software, like Microsoft Office, is too ingrained, switching to a new platform might prove difficult, despite the cost savings.

- Too much investment in other solutions—If you've already invested a great deal of time and expense into your current productivity suite, which works fine for your budget and setup, switching might not be economically viable at this time. However, if you're experiencing ongoing costs, then you definitely need to look into cloud computing with Google Apps.

Cloud computing offers you and your team many advantages over desktop suites, cost being a big part of the appeal. Can you imagine not having to spend money for continual software upgrades, licensing, and support? Or rid yourself of the headaches of dealing with your IT infrastructure, exchange servers, and other hardware issues? What about the added functionality of being able to collaborate instantly on all your work projects, scheduling, and communication efforts? Or how about the advantage of managing your files from one spot using any computer, tablet, or mobile device? If all of this sounds appealing, then Google Apps is just right for you!

Let's take a look at each of the major apps in more detail.

Gmail

Gmail is Google's very successful email service. Gmail has been around as a free advertising-supported email service since 2004 and has grown into the most widely-used web-based email provider on the Internet. The regular free account requires the use of the @gmail.com email address domain, while Gmail for Google Apps allows you to customize your email address to use your organization's domain name.

You can also use Google's powerful search tools to look through your email messages to find what you're looking for, including filtering and searching for labels and documents. Gmail's inbox also lets you see who's online with you and connect via voice, text, or video chat. If you use a different email client, such as Microsoft Outlook or Apple Mail, you can use it with Gmail, too.

**View email in your
Gmail inbox**
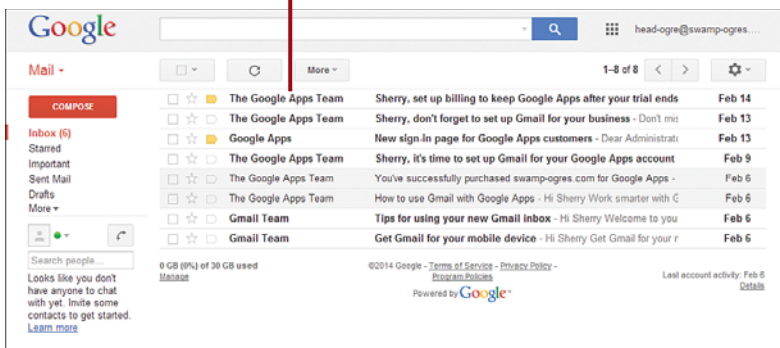
Regular Gmail versus Google Apps Gmail

Regular Gmail users receive 15MB of free storage per account, and can purchase additional storage to suit their needs. As a Google Apps user, you get 30MB of data storage for all the apps, including email, for each user on your account, plus customized email addresses! If 30MB isn't enough, you can always purchase more.

Calendar

Not only can you keep track of your own personal appointments using the Calendar app, you can also synchronize it with the rest of your team, scheduling meetings, conferences, events, and more. A perfect tool for organizing your daily activities, Calendar works seamlessly with your computer, tablet, and mobile device. You can attach files to events to make sure everyone has updated materials. You can share your calendar with others, as well as publish it on your website and set up reminders to help you remember upcoming meetings and events.

View your schedule with Calendar
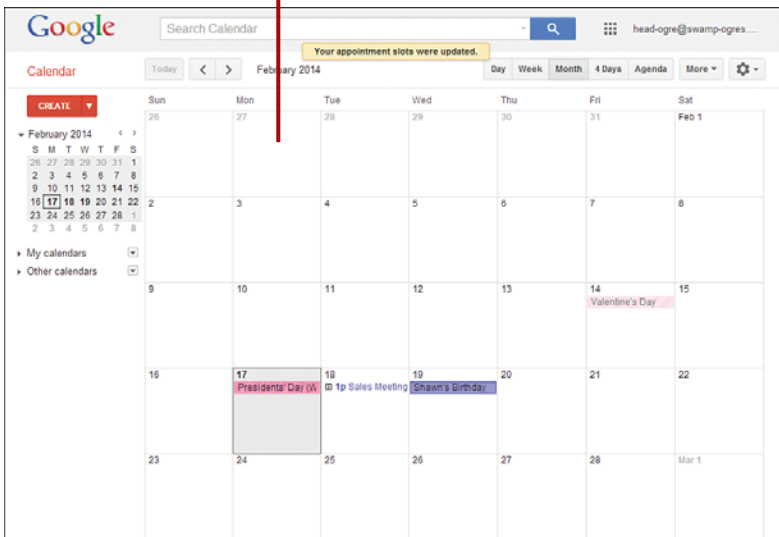
Drive

Google Drive is your go-to storage solution in the cloud. You can save your files to Drive and access them from anywhere, making it the perfect backup system. Rather than take up precious room on your computer's hard drive, for example, you can store your work online, including the docs, sheets, and slides you create with other Google Apps. You can upload photos, videos, and other files, and organize them into folders. Your data is always safe and accessible. You can also allow others to view a file or folder.

**View items stored on
your Drive**
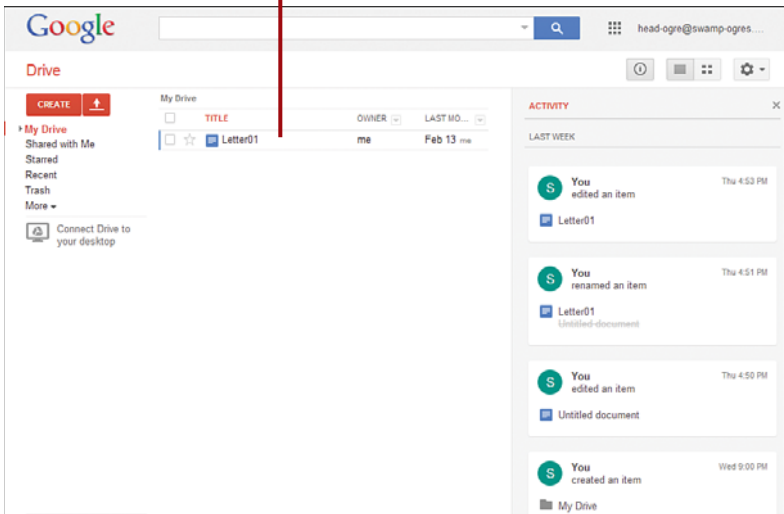
Docs

Docs is Google's word processing app. You can use it to create documents of all kinds. Whip up letters, reports, memos, and other types of text publications, and store them online. Like any other word processing software, you can create and edit document files, import and export content, control formatting to create the look you want, and make them print ready. Because you store documents online, you can easily share them for review and collaboration, email them, and more.
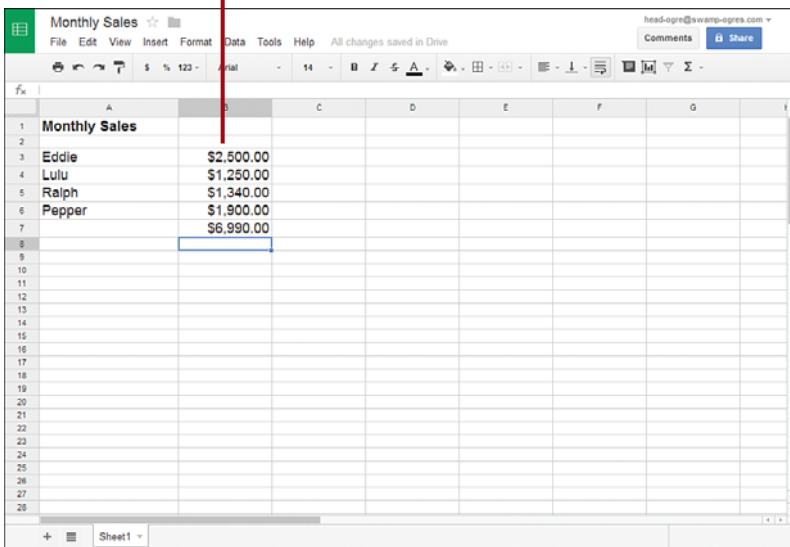
**Use Docs to create text
based documents**
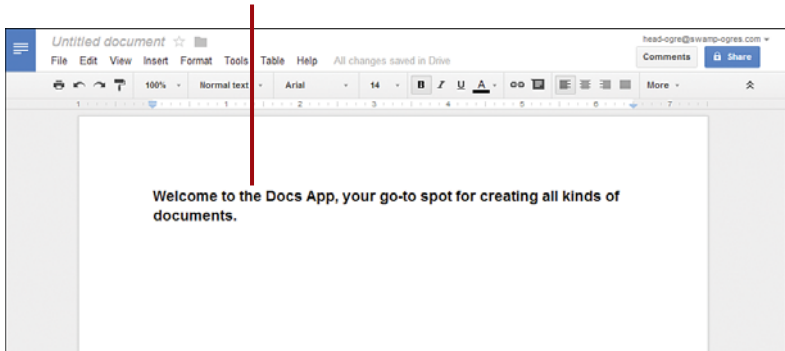
Sheets

Google Sheets is a spreadsheet app designed to help users work with numerical and other organizational data. Like any other spreadsheet program, Sheets lets you automate calculations in tables of data, write formulas and functions, create charts, and more. If you're used to using other popular programs, like Microsoft Excel or OpenOffice Calc, you'll find a similar interface in Sheets, with columns and rows intersecting to form cells for data entry.

Crunch numbers with Sheets

Slides

Slides is Google's presentation app for creating all kinds of visual slide shows. You can quickly assemble slides to create presentations to share online. You can add text, photos, and video clips to create professional slide shows to convey an idea, message, or entertain. If you've worked with other presentation programs, like Microsoft PowerPoint, then you'll find it easy to switch over to the interface and tools in Slides.

**Design slide show
presentations with Slides**
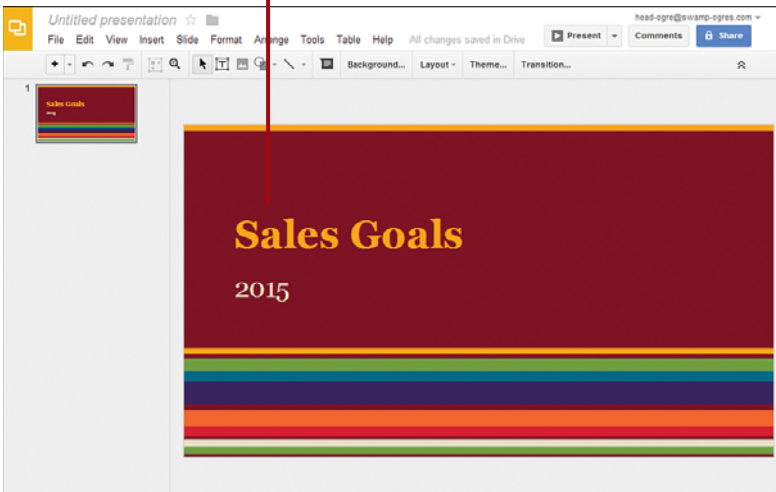
Hangouts

Use Google's Hangouts app for messaging, voice, and video meetings online. Hangouts replaces Talk and Google+ Messenger as Google's instant messaging and video conferencing platform. With Hangouts, you can hold conversations with two or more users, plus you can save conversations, share photos and documents, and more. You can connect with any device, such as a tablet or smartphone, and even initiate video calls from Gmail.

**Use Hangouts to video
conference online**
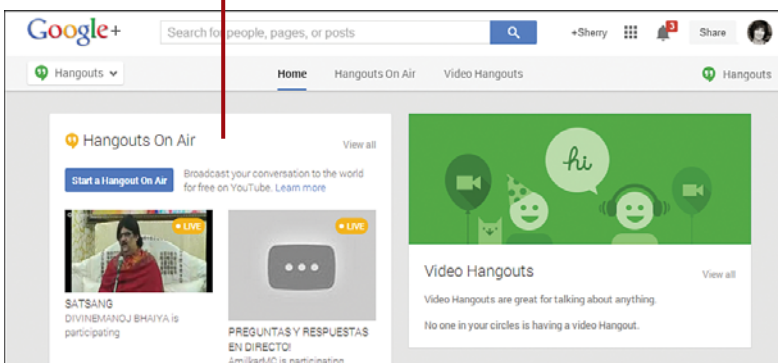
Sites

Make your own custom workspace site for your entire team to interact and find data, or create a web page to share with customers. The Google Sites app lets you create structured wiki and web pages. For example, you can create a site as a one-stop spot for everything related to a project that allows users to grab the latest documents, calendars, and file attachments. Thankfully, you don't need to know HTML coding to get started. Building a site page is much like creating a document. Plus you'll find lots of templates to use to help you get started.

**Make your own project
website with Sites**
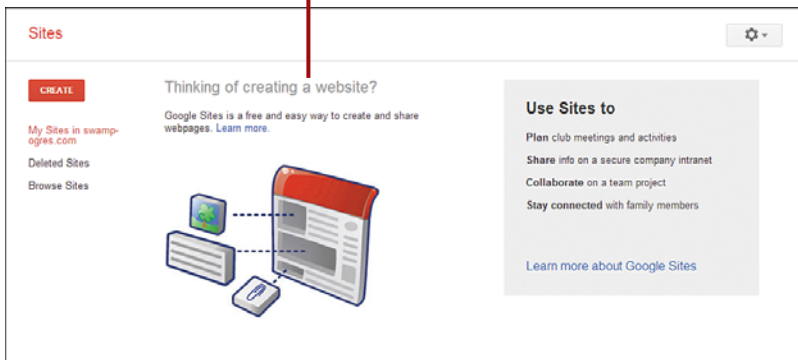
Vault

Vault is an optional app purchase with Google Apps that you can use to help with archiving, e-discovery, and user activity reporting. What is e-discovery? It's a set of administrator tools to search incoming and outgoing email messages—which is often a requirement for businesses for legal reasons—and keep email and chat messages stored securely. For example, a business can legally be required to turn over all the emails concerning a particular topic or employee. With Vault, the information is stored and searchable, making it easy to find. At this writing, Vault is only available for Google Apps for Business users.

**Add e-discovery
capabilities with Vault**
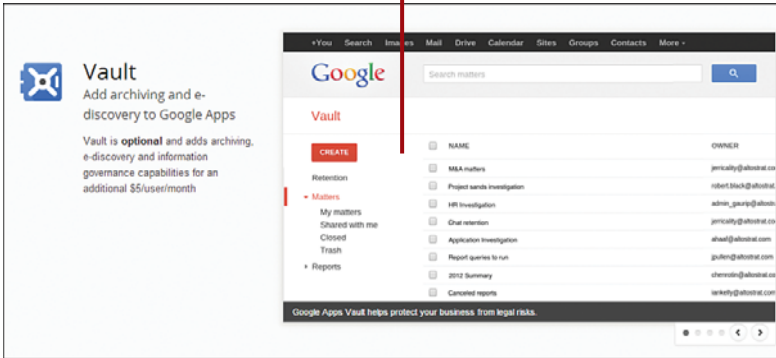
More Apps

There are additional apps available on the Google site, and more are being added all the time. Check the Google Apps Marketplace page (www.google.com/enterprise/marketplace) anytime you want to browse other apps. You can use the site to review top apps, browse among special categories, or conduct a search for a specific kind of app.

**Shop for more apps in the
marketplace**
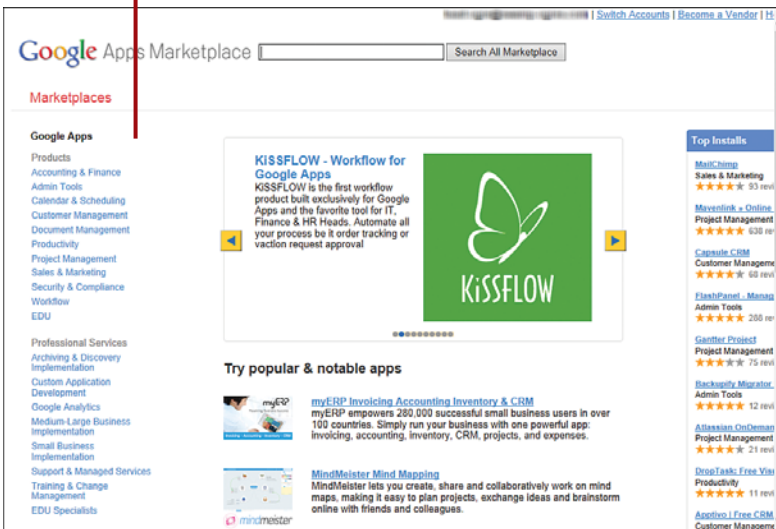
What Do I Need to Get Started with Google Apps?

Google offers its productivity suite in several editions, and the one you signup for depends on what type of organization you are. Here's the price breakdown:

- **Google Apps for Business**—$5 per user per month, or $50 per user per year

- **Google Apps for Education**—Free for grades K-12, colleges and universities

- **Google Apps for Government**—$50 per user per year

Party of One?

Are you the only employee? Google Apps is just as useful to you, especially if you work with different clients in different locations. You can conduct online video calls, share documents, and schedule meetings with other people in your social or business network.

Want to know what you're getting with an Google Apps account? Most of the main apps are available in each edition (Vault costs extra); here's what else is included:

- 30GB Gmail and Drive storage (for each user)

- Custom email addresses for your domain

- Unlimited users (you can add as many as you need)

- 24/7 customer support

- Video chat, calendar, and document editing

- Business controls and security

- 99.9 percent uptime guarantee

If you're signing up for a Google Apps for Education account, these additional points apply:

- No ads for faculty, staff, or students

- Other staff and volunteers might see ads

- 30GB storage per person across all the products

Other than determining whether you are a business, educational institution, or government entity, all you need is a domain name, email address, a secondary email address, and your favorite web browser.

Free Trial!
Don't forget, Google offers a 30-day free trial of Google Apps so you can try it before you commit to it. At the end of the trial period, you can start your paid subscription.

Do You Have a Domain Name?

Google Apps requires a domain name to associate the apps with and you need to verify you are the owner or administrator. A domain name is a unique name for your website, often looking something like this: mycompany.com. Your domain name marks your unique site and is used in the URL (Uniform Resource Locator) you type into the browser's address box to display your web page.
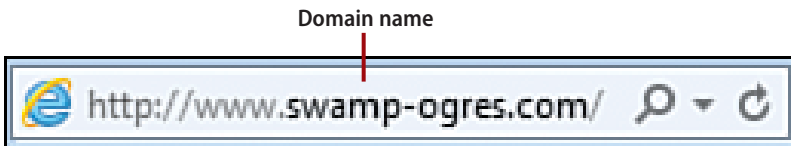
Domain name

A domain name is required as part of your Gmail customization. The verification process helps Google ensure that only your organization uses the domain for emailing and other tasks. To verify the domain during signup, you need access to the domain's DNS (Domain Name System) settings (which are available from and managed by the domain host), need to know the server that hosts your site, or must have a Google Analytics account for your domain. Google enables domain services for your domain name, but your account still remains with your original domain host.

Must I Use My Primary Domain?

No. You can register a new domain name just for Google Apps, thus making a secondary domain. You might consider this route if you want to leave your existing website as it is, without bothering any of the resources you have associated with the site. However, this means your customized Google Apps email address is attached to the new domain rather than the existing website. Thankfully, you can work around this issue by adding the original domain to your account via the Domains tool found on the Admin console. After you have created your account, click the More controls link at the bottom of the dashboard to find the Domains tool.

If you don't have a domain name, you can purchase one during signup from Google's registration partners. It's incredibly easy to do so, and the cost is very reasonable. As part of creating a new domain name, Google checks the name you choose against all the other registered names. If you choose a name that's already in use by someone else, you'll have to come up with another name or variation.

Google's domain registration package includes a yearly fee, protects the domain against unauthorized transfer, and automatically configures it to work with Google services. It's up to you to manage the settings for your DNS going forward, such as setting any functionality options required for your particular organization.

Do I Need a Web Page?

You don't have to have an actual web page associated with your domain name; you just need a domain name to create your Google Apps account. You can use Google Sites to help you create a simple page if you want to make one later.

What's Your Email Address?

During the signup process, Google asks you for a primary email address, such as my_name@mycompany.com. This email address becomes your login name for your Google Apps account. This is the email address others will see, so choose one that clearly identifies you as it relates to your organization.

You also need to add a secondary email address to use in case you forget your login information and need Google to email it to you again. The secondary email address should be outside of your Google Apps domain, like the email address you currently use.

What's Your Favorite Browser?

If you're concerned about being able to use Google Apps on a Windows, Macintosh or Linux system, don't worry. Google Apps is platform independent, so it works with any system. All you need to run Google Apps is an updated web browser. There are many web browsers to choose from. Here are a few popular ones, one of which you probably use:

- Internet Explorer (Microsoft)

- Safari (Apple)

- Opera

- Firefox (Mozilla)

- Chrome (Google)

Internet Explorer
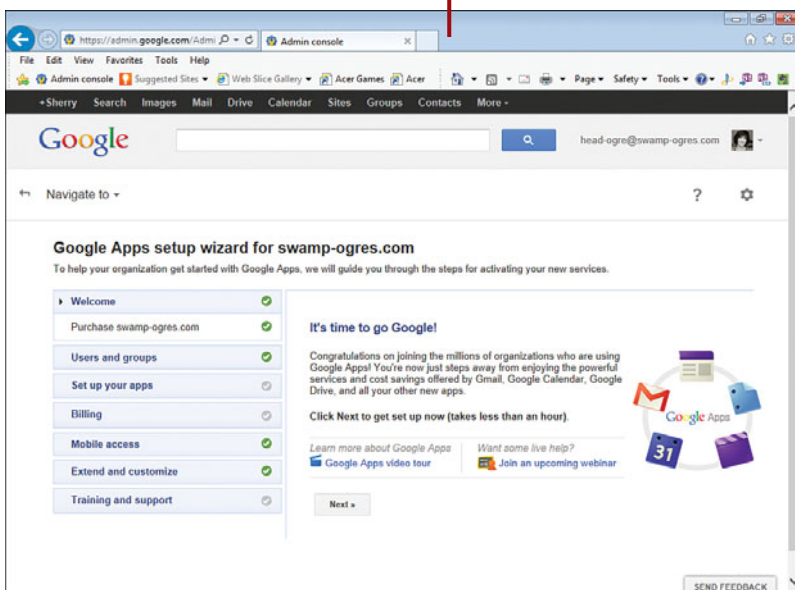
Update Your Browser!

Make sure you and others in your work group update to the latest version of your web browser before you signup for Google Apps. Users can optimize their Google Apps performance when using the latest browser edition.

Signing Up for Google Apps

You can signup for a Google Apps account from any browser window. Much like any other signup process you encounter, Google asks you for pertinent information, like name, address, and so on. Just fill out the forms as prompted. The following steps show you how to signup for Google Apps for Business, but signing up for the other types of Google Apps editions work pretty much the same way.

Upgrade to Google Apps for Business

If you have an existing Google account from previous versions of Google Apps, you can upgrade to Google Apps for Business and take full advantage of all the business tools. From the Admin console page, click Company Profile, click Profile, and click Upgrade to Google Apps for Business.

Sign Up for Google Apps for Business

These steps show you how to sign up for Google Apps for Business. Signing up for the other types of Google Apps editions work pretty much the same way; there are just some slight variations in the forms you fill out.

1. In your browser's address box, type www.google.com/a and press Enter/Return.

2. Click the Get Started button.
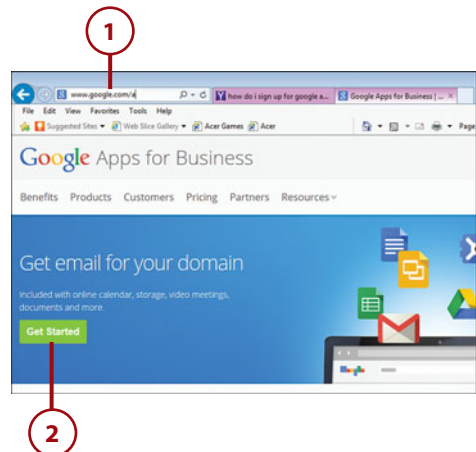
Not a Business?

If you're signing up as a school, college, university, government affiliation, or nonprofit group, you can start at the same Google Apps for Business page (www.google.com/a), but click the Google Apps for Education or Google Apps for Government links. You'll follow a similar sign up process shown in these steps, but you'll need to verify domain name ownership. If you're a registered nonprofit group, use the Google Apps for Education path.

3. Enter your first name, last name, and your current work email address in the About you section of the form.

4. Fill out your business information, including name, number of employees, country, and phone number.

5. Click the Next button.

6. Specify whether you want to use an existing domain name or purchase a new one. From here out, the sign up procedure varies based on your choice. If you're using an existing domain name, go to the next step. If you're creating a new name, skip to Step 8.

7. Enter your domain name and click the Next button. Skip to Step 23.

Verify Your Domain

If you have an existing domain name, you must verify it. Google gives you instructions on how to do so starting with a welcome email that includes a link you can follow to verify your domain.

8. Enter the new domain name you're creating and click the Check Availability button to see if it's available. If not, try another variation.

9. Enter your address information and click the Next button.

10. Enter the email address you want to create for your Google Apps account.

11. Enter a password and retype it to confirm it.

12. Enter the word verification.

13. Select the agreement check box. Optionally, you can opt to receive special announcements, special offers, and such; select the top check box to do so.

14. Click the Accept and Signup button.

15. Review the purchase plan for your domain and select the terms and services check box.

16. Click the Continue button.

17. Review your purchase and select the acknowledge check box.

18. Click the Continue button.

19. Fill out the billing profile form and click the Continue button.

20. Set up your payment options, entering your credit card or bank information and click the Submit and Activate My Account button.

21. Google takes you to your Admin console page where you can set up your account by adding more users or take a tour of the administration tools.

Continue Setting Up?

To go ahead and add more users to the account, click the Add Users link on the Admin console page, or to check out the layout of your Admin console, click the Tour of Admin Console link. To skip these tasks, click the Next Step button, and click the Close Set Up button.

>>>*Go Further*
USING THE SETUP WIZARD

Your new Google Apps account offers a variety of options to help you get set up and running at full steam. You can access these options using Settings options. Simply click the Settings button (looks like a gear or cog) and click Setup, Take a Tour, or Take a Marketplace Tour.

If you click the Setup option, Google opens a setup wizard that walks you through steps for activating new services. You can always skip the details for now or exit the wizard entirely. You can return to it at any time and resume your learning. You also have the option of taking a video tour or joining a scheduled webinar. Starting with a Welcome page, you can progress at your own pace, learning about features as you go along.

Exploring the Admin Console

The Admin console page, also called the dashboard, is your go-to spot for administrating tasks for Google Apps for you and your team. Google takes you to the Admin console after you complete the signup process, but you can sign in anytime by typing google.com/a/yourdomain.com in your browser's address box, substituting your own domain name, of course.
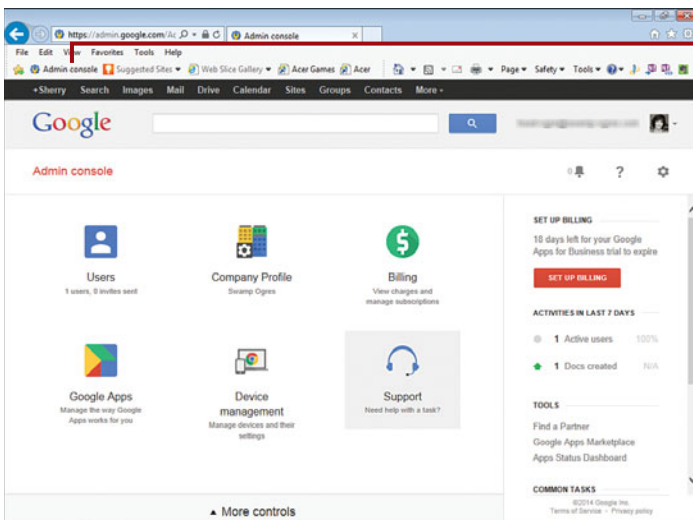
Bookmark your Admin console

Bookmark It

It's a good idea to bookmark the page so you can easily navigate to it in a flash. Use your browser window's tools to save the page as a bookmark or favorite.

Notifications button — Help button — Settings button

Look for any announcements and alerts using the Notifications button, which is shaped like a bell. Click the button to view all notifications. To the right of the Notifications button, you can find the Help and Settings buttons. Use them to find help with tasks or change settings.

Navigation button — Search bar
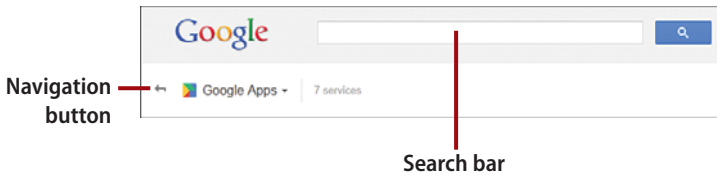
You can use the universal Search bar at the top of the page to conduct a search. As you open different tools, you can use the Navigation button at the far left corner of the page to return to the Admin console.

Usage and activities stats
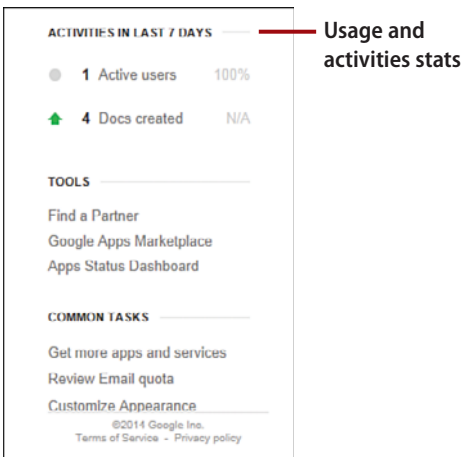
The console's right pane offers a quick look at usage and activities stats, plus more tools and common tasks.
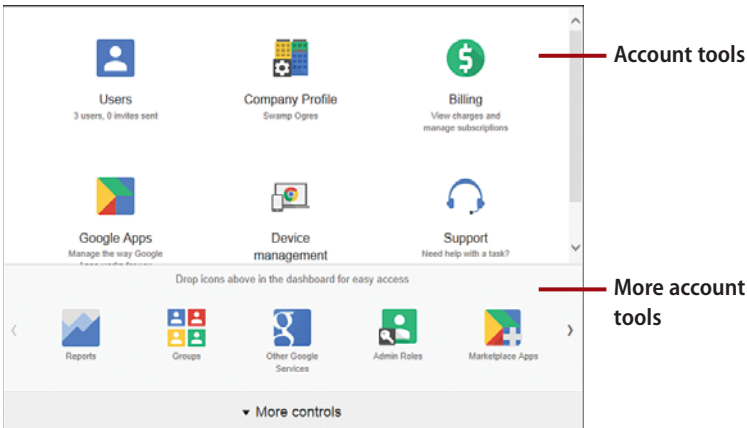
The control icons, or tools, on the Admin console page are for managing apps and users. You can drag them around the page to rearrange them. To add more controls, you can click the More Controls link and drag icons from the bar to the dashboard to add them to your main administration tools.

Here's what you can do with the default tools already on the console:

- **Users**—Add more users to your domain. You can also reset passwords and view activity logs.

- **Company Profile**—View and personalize your Google account, such as adding a company logo, time zone setting, and more.

- **Billing**—Access tools for managing your billing, payment plans, and sub-scription renewals for the account.

- **Google Apps**—Manage how Google Apps works for your team. You can enable and disable individual apps and customize the settings for how each app works.

- **Device Management**—Manage devices that connect with the account, such as smartphones and tablets.

- **Support**—Find help through online chat, phone, or email support.

From the Admin console, you can carry out administration tasks for your Google Apps account and however many users you have assigned to it. You can use the console page to activate services, configure features, add more users or reset passwords, check billing, and more. Whether you're the only user or administrating a large group of users, the Admin console page is your launching pad for taking care of your organization's Google Apps account.

Add Users

To add users to your account you assign them a unique email address. You can choose to invite users to work with you by sending out an email invitation, add users manually, or add a bunch at once using a CSV file upload (Google provides a tutorial). The steps here show how to add them manually.

1. Click the Users icon on the Admin console page and click the Add More Users button.

2. Click the Add a User manually option button.

3. Click the Continue button.

4. Enter the user's name and the primary email address you want to assign. Google sets a temporary password for the account.

5. Click the Set Password link if you want to set a password for the account and enter a password and retype it to confirm it. Optionally, select the Require User to Change Password at Next Sign In check box.

6. Click the Create New User button.

7. Optionally, you can choose to email the sign in instructions to the new user, or you can print them out.

8. Click the Done button to finish, or click the Create Another User button to add more users.
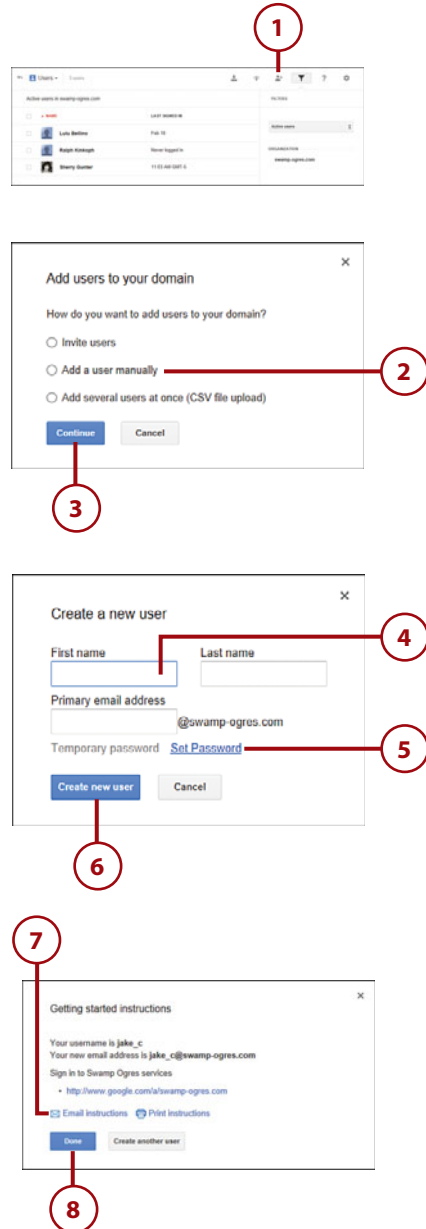
Manage Users

From your list of active users, you can click a username to view that person's Information page, which includes tools for editing the profile, resetting a password, assigning groups, and viewing a user license.

1. To add administrative privileges from the user's information page, click the Admin Roles and Privileges link.

2. Click the Manage Roles button.

3. Select a role for the user. If you select Super Admin, for example, the user is assigned the same administrative tools and privileges as the original account owner.

4. Click the Update Roles button.

5. Google assigns the role. Optionally, if you want to customize which controls the user can manage, you can click the View Privileges link.

6. Click the Close button (x) to exit.

What's on the Information Page

The user's Information page keeps track of how much allotted storage space they've used, when they were last logged on, and how many documents they created. You can scroll down the page to view settings and click a setting to make changes.
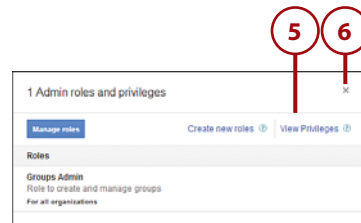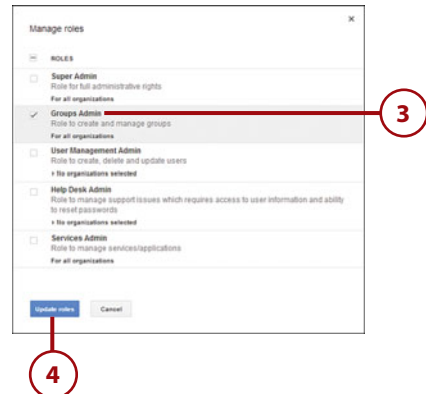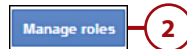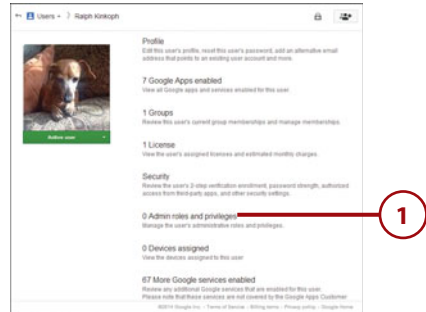
Add Apps

You can easily add apps and services to your account from the Admin console page. You can quickly view additional services Google offers, as well as link to the Google Apps Marketplace to shop for more.

1. Click the Get More Apps and Services link.

2. Click the Add It Now button to add a listed app or service.

3. Click the Shop Now button to shop for more apps.

4. Scroll through the apps and pause your mouse pointer over an app to learn more about it. To add it, click the Install App button.

5. Select the agreement check box..

6. Click the Accept button to add the app to your account..

7. Click the Close button (x) to exit.

View More of the Marketplace

To view a bigger window of available apps, visit the Google Apps Marketplace page; type www.google.com/appsmarketplace in your browser's address box. You can shop by business categories on the full marketplace page.
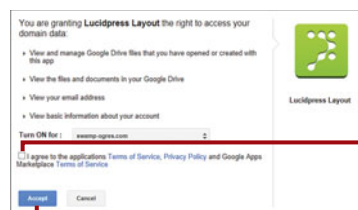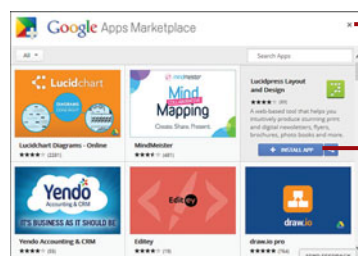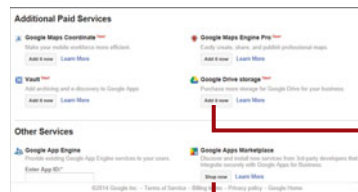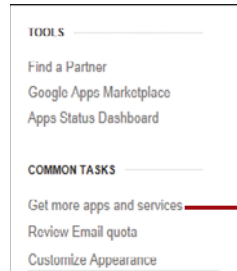
Upload Your Company Logo

Ready to replace the generic Google account logo with something more suited for your organization? Before you upload a logo, make sure it utilizes the PNG or GIF file format, and is sized at 143 x 59 pixels. The upload won't work unless the logo matches these parameters.

1. Click the Company Profile icon on the Admin console page and click Personalization.

2. Click the Custom Logo option button.

3. Click the Choose File button.

4. Navigate to the logo file you want to use, select it.

5. click the Open button.

6. Click the Upload button.

7. Optionally, select the Show This Logo in All Sites That Users Create check box.

8. Click the Save Changes button.

9. Click the Close button (x) to exit.
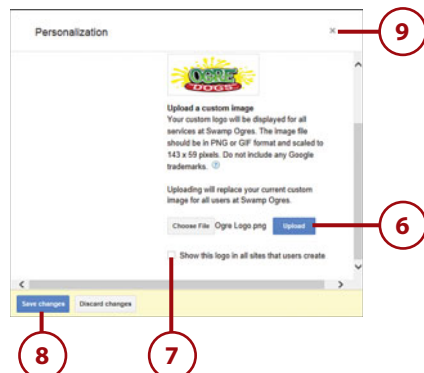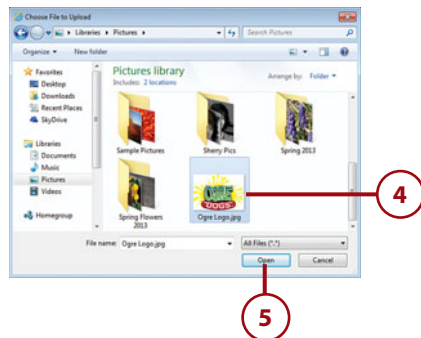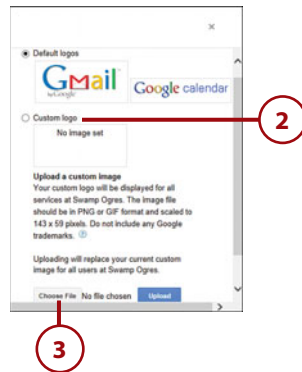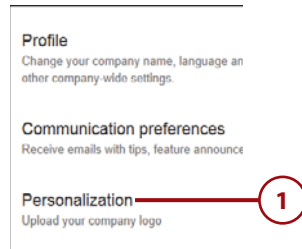
Change Your Personal Profile Picture

You can easily change the profile picture in the upper-right corner of the Admin console page. Your profile picture is displayed throughout your apps, such as Gmail, and is helpful to identify you when interacting with others online.

1. Click the drop-down arrow next to your profile picture on the Admin console page.

2. Pause your mouse pointer over the image and click Change Photo.

3. Click the Select a Photo from Your Computer button.

4. Navigate to picture file you want to use, select it.

5. Click the Open button.

6. Google uploads the file; drag the corners to crop the picture the way you want it.

7. Click the Set as Profile Photo button.

8. Your image is now part of your profile.

Change More Profile Details

You can continue editing your personal profile by clicking the View Profile button.
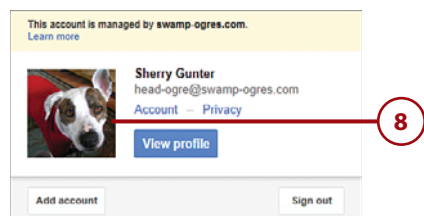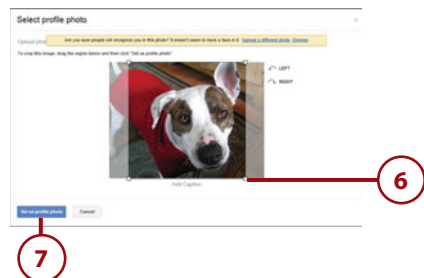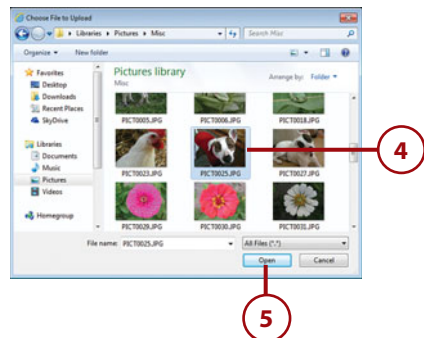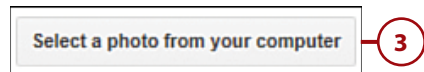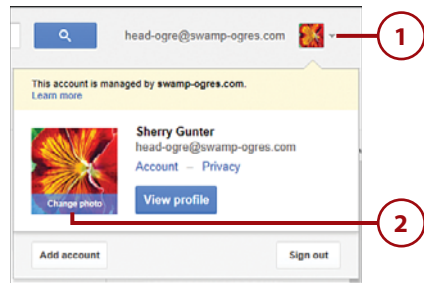
Signing In and Out

One of the big benefits of using Google Apps is the ability to use it from any computer, tablet, or smartphone. As long as you have an Internet connection, you can sign in (also known as log in) to Google Apps. Like most web accounts, you need to use the Sign in page in order to access Google Apps. You can also sign out (also known as log out) when you no longer want to work with your account.

Sign In

If you've signed out of your Google Apps account, or closed the browser window, you can easily find your way back again.

1. In your browser's address box, type www.google.com/a/your-domain.com (substituting your own domain name of course) or accounts.google.com and press Enter/Return.

2. Enter your password.

3. Click the Sign In button.

Sign In As Another User
If you're sharing a computer, another user can also sign in to their account from the Sign in page. Simply, click the Sign In with a Different Account link, enter the user's username and password, and click the Sign In button.
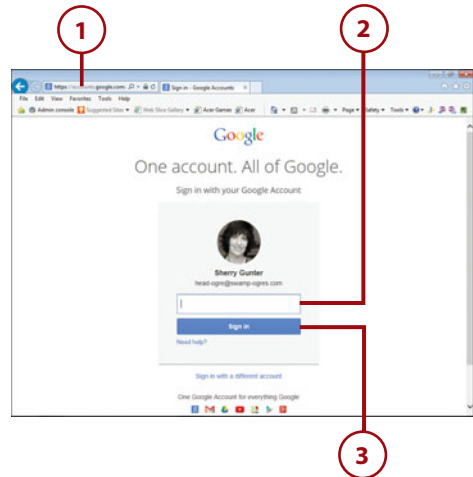
Bookmark It!

You can speed up your sign in process if you bookmark the Sign in page so you can quickly return to it without having to type in the URL. Look for a bookmark or favorites feature on your browser to help you save your favorite websites.

Sign Out

When you finish working with your Google Apps account, you can sign out.

1.   Click the drop-down arrow next to your profile picture.

2.   Click the Sign Out button.
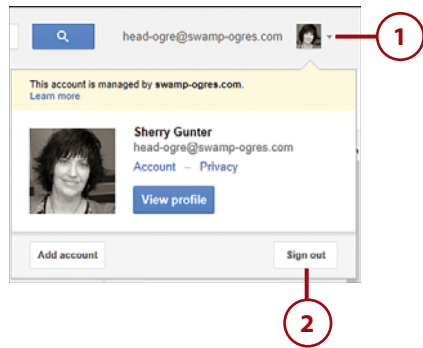
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Index