

Google Apps FAQ

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1. What is Google Apps?

A bridge between our business and Google products. On one side, we have communication and collaboration needs as an organization. On the other side, there are successful, innovative, online personal Google products. Google Apps allows us to embrace the strengths of both sides.

Google quality, Google connectivity. Our brand, our people. Powerful, easy-to-use tools. Communicate via email, instant messaging, and voice calls. Create and share calendar events, documents, and spreadsheets. Access it all from one place ? the Start Page.

2. Why are we using Google Apps?

To bring together the essential services of our organization. To improve productivity and communication. We can focus on deeper integration and adding value to the smaller parts while Google focuses on building excellent products, maintaining the feature set, and innovating our communication options for tomorrow.

Our goal is to offer you a reliable, practical, secure, feature-rich webmail environment. We think Google can help.

We can focus on the core values of our organization, such as customer relationships, and let Google leverage its extensive operational experience with security and privacy.

3. How do I get started?

Same as you normally do. Log in to our network at xxx.com with your username and password, and you'll be authenticated for Google services as well. [If administrative API is in use]

Start Page ? start.example.com

Email ? mail.example.com

Calendar ? calendar.example.com

Documents ? docs.example.com

Chat ? You can chat in your email account, but you can also download the Google Talk client at <http://dl.google.com/googletalk/googletalk-setup.exe>

4. What options do I have for accessing email?

The primary option is webmail ? <http://mail.example.com>

It's packed with exciting features and integrated with other Google services. In your online email account, you can chat with your contacts, create filters to organize your inbox before new mail arrives, schedule calendar events, map addresses in your messages, and track postal packages.

Alternative access options include:

POP

Configuring instructions are very similar to Gmail. In your mail client, anytime you're asked for an email address, enter your full email address (bob@example.com).

The incoming server is still pop.gmail.com and outgoing server is smtp.gmail.com. For more client-specific instructions, such as Outlook Express, visit <http://google.com/support/a/users/bin/answer.py?answer=12103>.

Mobile

Connect to the web. Enter <http://mail.google.com/a/example.com>, and select OK. Bookmark the location for later.

If you have a BlackBerry, you can download the mail application. Navigate to <http://m.google.com/a>. It has most of the webmail features ? search and conversation view. With automatic syncing, actions taken on your Blackberry are reflected in your email account.

This is separate from the Gmail for mobile application. A red M icon will appear for Gmail and a blue M icon will appear for our Google Apps email.

Rely on the Start Page to provide access to the rest of the services. The Start Page is publicly available, but won't display personalized content until you log in. You can see a recent snapshot of new mail, calendar events, and updated documents.

Within your email account, you can chat with your contacts. You'll receive invitations for calendar events and to collaborate on documents and spreadsheets.

6. What do I need to know about Documents?

It's a web-based word processing and spreadsheet program. It can help us collaborate on projects from anywhere. Your documents are stored online. You and anyone you invite to collaborate can access the document from any internet-connected computer, and make changes simultaneously. Multiple people can make changes at once, and everyone's changes show in real-time.

You can get started right away by creating a new document or by uploading a file from your computer. Since the products are integrated, you can use your email account Contacts list to invite people to view or edit your documents.

More Tips

Revision history ? Individual edits are kept so you can see who made changes and revert back, if necessary.

Search ? Just like the rest of Google products, you can harness the power of Google search to look for a document you haven't edited in months.

Security and privacy ? You choose who sees your document. Other users can only access your document or spreadsheet if you add them to the list of collaborators or viewers, or if you decide to publish the document.

7. I can chat in my email account. Why bother with the Google Talk client?

Free voice calls, voicemail for when your contacts are offline, and file transfers while chatting. PC-to-PC voice calls (VoIP) are practical and offer great quality. The person on the other end can be anywhere in the world as long as he or she is connected to the Google Talk network.

8. Where can I find more information?

Help Center: www.google.com/support/a/users

Frequently asked questions updated daily by product experts, tutorial videos of

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