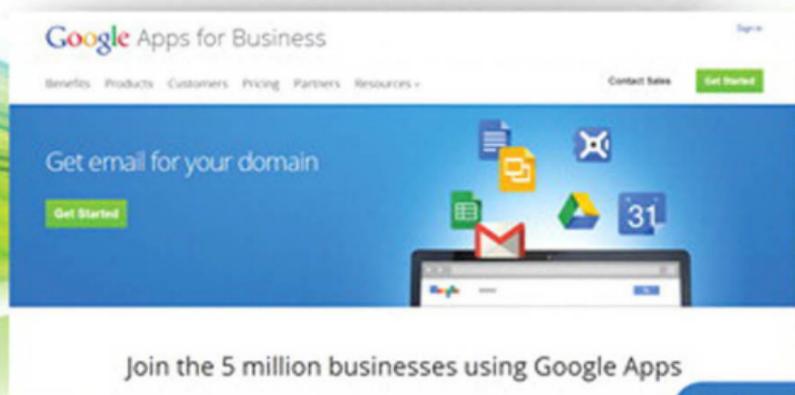


My Google Apps™



COVERS

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

QUE

Patrice-Anne Rutledge
Sherry Kinkoph Gunter

FREE SAMPLE CHAPTER



SHARE WITH OTHERS



My Google Apps™

Sherry Kinkoph Gunter
Patrice-Anne Rutledge

que®

800 East 96th Street,
Indianapolis, Indiana 46240 USA

My Google Apps™

Copyright © 2014 by Pearson Education

All rights reserved. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording, or otherwise, without written permission from the publisher. No patent liability is assumed with respect to the use of the information contained herein. Although every precaution has been taken in the preparation of this book, the publisher and author assume no responsibility for errors or omissions. Nor is any liability assumed for damages resulting from the use of the information contained herein.

ISBN-13: 978-0-7897-5295-6

ISBN-10: 0-7897-5295-6

Library of Congress Control Number: 2014935808

Printed in the United States of America

First Printing: June 2014

Trademarks

All terms mentioned in this book that are known to be trademarks or service marks have been appropriately capitalized. Que Publishing cannot attest to the accuracy of this information. Use of a term in this book should not be regarded as affecting the validity of any trademark or service mark.

Warning and Disclaimer

Every effort has been made to make this book as complete and as accurate as possible, but no warranty or fitness is implied. The information provided is on an “as is” basis. The author and the publisher shall have neither liability nor responsibility to any person or entity with respect to any loss or damages arising from the information contained in this book.

Special Sales

For information about buying this title in bulk quantities, or for special sales opportunities (which may include electronic versions; custom cover designs; and content particular to your business, training goals, marketing focus, or branding interests), please contact our corporate sales department at corpsales@pearsoned.com or (800) 382-3419.

For government sales inquiries, please contact governmentsales@pearsoned.com.

For questions about sales outside the U.S., please contact international@pearsoned.com.

Editor-in-Chief

Greg Wiegand

Acquisitions Editor

Michelle Newcomb

Development Editor

Charlotte Kughen

Managing Editor

Kristy Hart

Project Editor

Steve Johnson

Copy Editor

Renee Smith

Indexer

Kristina Zeller

Proofreader

Jessica Cohn

Technical Editor

Vince Averello

Editorial Assistant

Cindy Teeters

Cover Designer

Mark Shirar

Compositor

Steve Johnson

Contents at a Glance

Prologue	What is Google Apps?	3
Chapter 1	Getting Started with Google Apps	11
Chapter 2	Managing Email and Contacts with Gmail	41
Chapter 3	Organizing Your Schedule with Calendar	71
Chapter 4	Storing and Sharing Files on Drive	99
Chapter 5	Creating Documents with Docs	129
Chapter 6	Tracking and Analyzing Data with Sheets	167
Chapter 7	Creating Presentations with Slides	201
Chapter 8	Communicating with Hangouts	241
Chapter 9	Creating Websites with Sites	267
Chapter 10	Archiving with Vault	295
Chapter 11	Exploring Other Google Tools	311
	Index	329

Table of Contents

P	What is Google Apps?	3
	Understanding Productivity Suites and Cloud Computing	4
	What Do I Get with Google Apps?	5
	Exploring the Benefits of Google Apps	7
1	Getting Started with Google Apps	11
	All About Google Apps	12
	Gmail	14
	Calendar	15
	Doc	16
	Sheets	17
	slides	19
	Hangouts	18
	Sites	19
	Vault	19
	More Apps	20
	What Do I Need to Get Started with Google Apps	21
	Do You Have a Domain Name?	22
	What's Your Email Address?	23
	What's Your Favorite Browser?	24
	Signing Up for Google Apps	25
	Sign Up for Google Apps for Business	25
	Exploring the Admin Console	29
	Add Users	32
	Manage Users	33
	Add Apps	34
	Upload Your Company Logo	35
	Change Your Personal Profile Picture	36
	Signing In and Out	37
	Sign In	37
	Sign Out	38
2	Managing Email and Contacts with Gmail	41
	Exploring Gmail	42
	Sign In to Gmail	44

Sign Out from Gmail.....	44
Switch Between Gmail Features	45
Expand and Collapse the Inbox List	45
Working with Messages	46
Compose a Message	46
Reply to a Message	47
Forward a Message.....	48
Attach a File to a Message	49
Download a File Attachment	50
Insert a Picture.....	51
Managing Messages	52
Turn On Tabs.....	52
Create a New Label.....	53
Apply a Label	54
Move Messages.....	55
Delete a Message	55
Archive a Message	56
Mark Messages.....	57
Remove Spam.....	58
Managing Contacts.....	59
Add a Contact.....	59
Edit Contacts.....	60
Create a Group	61
Working with Tasks.....	62
Create a Task.....	62
Make a New List.....	63
Email a List	64
Customizing Gmail	64
Add a Signature	65
Set Up an Automatic Reply.....	66
Switching to Gmail from Other Services.....	67
Move Mail from Another Account.....	67
Import Contacts	69
3 Organizing Your Schedule with Calendar	71
Exploring Calendar	72
Change Your Calendar View	73
Navigate Between Days, Weeks, and Months.....	76

Work with the Calendar List	76
Add a New Calendar	78
Scheduling Events and Appointments	80
Schedule an All-Day Event	81
Add an Event	81
Add an Event with Details	82
Add an Event with Quick Add	83
Schedule Time Slot Appointments	85
Edit Calendar Items	86
Working Reminders	87
Set Up a Reminder	88
Creating Tasks	89
Add a Task	90
Turn Tasks On or Off	90
Manage Tasks	91
Sharing Calendars	92
Share Your Calendar	92
Import a Calendar	94
Export Calendars	95
Enabling Mobile Notifications	95
Register Your Mobile Phone	95

4

Storing and Sharing Files on Drive**99**

Exploring Drive	100
Navigate Around Drive	101
Change the View	104
Uploading Files and Folders	105
Upload a File	105
Drag and Drop a File	106
Upload a Folder	106
Creating New Files	107
Create a New File	108
Managing Folders and Files	108
Create a New Folder	110
Move Files Between Folders	111
Preview a File	112
Open a File	113
Search Files	114

Sort Files	116
Download a File	116
Sharing Files and Folders	117
Share a File	120
Edit User Access	122
Change the Visibility Option	123
Syncing Files	124
Install Google Drive on Your Computer	125
View Google Drive Folder Preferences	127

5**Creating Documents with Docs 129**

Opening Google Docs	130
Creating a Document	130
Create a Document from Google Drive	131
Create a Document from Google Docs	132
Create a Document from a Template	132
Formatting Documents	134
Select Text	136
Apply a New Font and Font Size	136
Apply a Style	138
Customize and Save a Style	138
Create Numbered and Bulleted Lists	139
Use the Paint Format Tool	141
Inserting Content in a Document	141
Insert an Image	143
Insert a Link	144
Insert a Drawing	145
Insert a Footnote	147
Insert a Special Character	147
Insert a Bookmark	148
Insert a Table of Contents	149
Inserting a Table	150
Insert a Table	150
Managing Your Documents	152
Open a Document	153
View Revisions History	154
Download a Document	154
Find Text in a Document	155

Replace Text in a Document.....	156
Viewing Documents.....	156
Collaborating on Documents.....	157
Add a Comment.....	158
Work with Comments.....	159
Using Google Docs Tools.....	159
Perform a Spell Check.....	160
Printing and Publishing Documents.....	161
Specify Page Setup Parameters.....	162
Print a Document.....	162
Publish a Document to the Web.....	163
Working with Add-ons.....	165
Install an Add-on.....	165

6**Tracking and Analyzing Data with Sheets 167**

Getting Started with Google Sheets.....	168
Creating a Spreadsheet.....	169
Create a Spreadsheet from Google Drive.....	169
Create a Spreadsheet from a Template.....	170
Entering Spreadsheet Data.....	171
Enter Sequential Data.....	171
Formatting Spreadsheets.....	172
Format Spreadsheet Content.....	172
Wrap Text.....	174
Apply Conditional Formatting.....	174
Working with Sheets, Rows, and Columns.....	175
Insert a New Sheet.....	175
Work with Sheets.....	176
Work with Rows and Columns.....	177
Working with Formulas and Functions.....	179
Enter a Formula Manually.....	179
Copy a Formula.....	181
Use the SUM Function.....	182
Inserting Content in a Spreadsheet.....	183
Insert a Chart.....	183
Insert an Image.....	185
Insert a Link.....	186
Insert a Note.....	187

Managing Your Spreadsheets.....	187
Open a Spreadsheet.....	188
Download a Spreadsheet.....	189
Edit a Spreadsheet.....	190
Specify View Options.....	190
Delete a Spreadsheet.....	190
Working with Spreadsheet Data.....	191
Sort Data by Column.....	192
Perform an Advanced Sort.....	193
Apply a Filter.....	193
Collaborating on Spreadsheets.....	194
Add a Comment.....	194
Work with Comments.....	195
Printing and Publishing Spreadsheets.....	196
Print a Spreadsheet.....	196
Publish a Spreadsheet to the Web.....	197

7**Creating Presentations with Slides 201**

Getting Started with Google Slides.....	202
Creating a Presentation.....	202
Create a Presentation from Google Drive.....	203
Create a Presentation from a Template.....	204
Working with Slides.....	205
Apply a Slide Layout.....	205
Apply a Slide Background.....	207
Apply a New Theme.....	208
Add a Slide to Your Presentation.....	208
Import Slides from Another Presentation.....	209
Organize Slides.....	210
Duplicate Slides.....	210
Delete Slides.....	210
Inserting Content in a Presentation.....	211
Insert a Text Box.....	212
Insert an Image.....	212
Insert a Link.....	213
Insert a Video.....	214
Insert a Line.....	215
Insert a Shape.....	215

Insert a Table	216
Formatting Presentations	217
Apply a New Font and Font Size	219
Create a Numbered List	220
Create a Bulleted List	220
Use the Paint Format Tool	222
Working with Transitions and Animations	222
Set Slide Transitions.....	223
Animate Slide Objects	224
Managing Your Presentations	224
Open a Presentation.....	225
Download a Presentation.....	226
Editing Presentations	226
Specify View Options	227
Collaborating on Presentations.....	229
Add a Comment.....	230
Work with Comments.....	230
Using Google Slides Tools.....	231
Perform a Spell Check.....	232
Printing and Publishing Presentations.....	233
Specify Print Settings and Preview Your Presentation..	233
Publish a Presentation to the Web.....	234
Delivering Your Presentation	236
Create Speaker Notes.....	236
Deliver Your Presentation.....	237

Exploring Hangouts	242
Get Started with Hangouts.....	244
Adding the Hangouts App	245
Install the Hangouts App as a Plug-in	247
Install the Desktop Hangouts App.....	247
Enable the Hangouts App in Gmail	248
Enable Google+ Premium Features.....	249
Working with Chat Hangouts.....	250
Start a Chat in Gmail	251
Start a Chat in Hangouts	252
Invite a New Contact.....	253

Insert a Picture into Your Chat.....	254
Archive Your Chat.....	255
Video Conferencing with Hangouts.....	256
Start a Video Call.....	256
Answer a Video Call Invite.....	258
Share Your Screen.....	259
Open a Chat Pane.....	260
Open a Google Drive File.....	261
Play with Google Effects	262
Take a Photo	263
Phone Calling with Hangouts	264
Place a Phone Call	264

9**Creating Websites with Sites****267**

Exploring Sites	268
Benefits of Using Sites	269
Tour Sites	270
Building Sites.....	271
Build a Basic Website.....	272
Customizing Your Page.....	274
Add Your Text	276
Format Text.....	277
Change the Layout.....	279
Insert an Image	280
Add a Link to Another Website	282
Add a Gadget.....	283
Adding Pages	285
Page Types	285
Add a Page.....	287
Add Links to Subpages.....	289
Reorganize Pages	290
Sharing Your Site	291
Share Your Site.....	292

10**Archiving with Vault****295**

Exploring Vault.....	296
Adding the Vault App.....	297

Add the Vault App	297
Assign Licenses	299
Sign In to Vault	301
Setting Retention Rules	302
Set a Custom Retention Rule	302
Set a Default Retention Rule	303
Working with Matters.....	303
Create a New Matter.....	304
Add a Collaborator.....	305
Creating Holds	305
Create a Hold.....	306
Searching Message Data	306
Search for Data.....	307
Exporting and Auditing Data	308
Export Search Results	308
Run an Audit Report.....	309

11**Exploring Other Google Tools****311**

Browsing the Web with Google Chrome	312
Surf the Web	314
Add a Bookmark	316
Pin a Tab.....	317
Working with Google Groups.....	317
Enable Google Groups for Business	319
Create a Group	319
Invite People to a Group.....	321
Start a Topic	321
Find Basic Permissions Settings	322
Understanding Google+ for Business	323
Enable Google+	324
Create a Google+ for Business Page	325
Other Google Apps to Try.....	327

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

Special thanks to Michelle Newcomb, Charlotte Kughen, Vince Averello, Renee Smith, Jessica Cohn, and Steve Johnson for their feedback, suggestions, and attention to detail.

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.

Email: feedback@quepublishing.com

Mail: Que Publishing
ATTN: Reader Feedback
800 East 96th Street
Indianapolis, IN 46240 USA

Reader Services

Visit our website and register this book at quepublishing.com/register for convenient access to any updates, downloads, or errata that might be available for this book.

Google Apps Dashboard

The image shows a screenshot of the Google Admin console dashboard. At the top, there is a browser window with the URL <https://admin.google.com/AdminHome?hl=en&fral=1>. The dashboard is titled "Admin console" and features several main sections:

- Users:** 3 users, 0 invites sent.
- Company Profile:** Swamp Organ.
- Billing:** View charges and manage subscriptions.
- Google Apps:** Manage the way Google Apps works for you.
- Device management:** Manage devices and their settings.
- Support:** Need help with a task?

Below these sections, there is a row of icons for easy access: Reports, Groups, Other Google Services, Admin Roles, Marketplace Apps, and Security. A "More controls" link is located at the bottom left.

On the right side, there are several panels:

- ACTIVITIES IN LAST 7 DAYS:** 3 Active users (100%), 2 Docs created (100%), and a "View Reports" link.
- TOOLS:** Find a Partner, Google Apps Marketplace, and Apps Status Dashboard.
- COMMON TASKS:** Get more apps and services, Review Email quota, and Customize Appearance.
- GOOGLE ADMIN ON MOBILE:** A banner for the mobile app with "Get it on Google play" and "Download on the App Store" buttons. Below the banner, it says "Your Admin console is now available on Android and iOS devices."

At the bottom right, there is a footer with "©2014 Google Inc." and links for "Terms of Service" and "Privacy policy".

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.

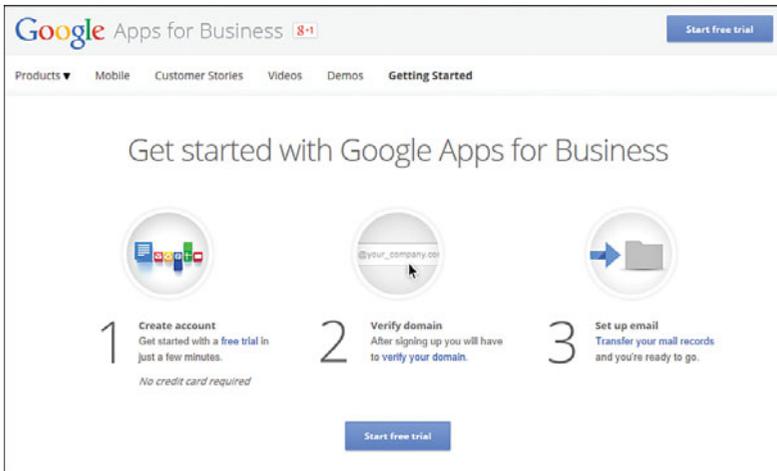
Google has a history of trying new technologies and products, and today Google has expanded to offer an ever-evolving series of web-based applications, called Google Apps. Targeting businesses, schools, and organizations, the applications offer essential services to bring people on your team together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

Apps to fit your business

Gmail
Email with Google-powered search, up to 30 GB of storage, offline support, custom email addresses, and much more.
[Learn more](#)

Calendar
Easily schedule meetings at times that work for everyone, get meeting reminders, and share calendars.
[Learn more](#)

Drive
Google Drive allows you to store your files in the cloud, share them, and have access to them from anywhere.
[Learn more](#)

Docs
Create, share and work on documents with your whole team in real-time.
[Learn more](#)

Sheets

Webinars	Events	News	
Google Apps Overview			February 12
Google Apps Vault Overview			February 12
What's New in Google Apps for Business?			February 12
Google Apps Overview			February 19
Google Apps Overview			February 24
Google Apps Overview			February 26
More webinars			

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!

This page intentionally left blank

Google Apps account Admin console page

The image shows a screenshot of the Google Admin console dashboard. The browser address bar displays "admin.google.com". The page header includes the Google logo, a search bar, and the user's email address "head-ogre@swamp-ogres.com". The main content area features six tiles: "Users" (3 users, 0 invites sent), "Company Profile" (Swamp Ogres), "Billing" (View charges and manage subscriptions), "Google Apps" (Manage the way Google Apps works for you), "Device management" (Manage devices and their settings), and "Support" (Need help with a task?). A right-hand sidebar contains sections for "SET UP BILLING" (17 days left for your Google Apps for Business trial to expire), "ACTIVITIES IN LAST 7 DAYS" (1 Active users, 100%; 4 Docs created, 100%), "TOOLS" (Find a Partner, Google Apps Marketplace, Apps Status Dashboard), and "COMMON TASKS" (Get more apps and services, Review F5mail events). A "More controls" link is located at the bottom left of the dashboard.

In this chapter, you learn about the Google Apps themselves and how to sign up for an account:

- 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 sign up 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!

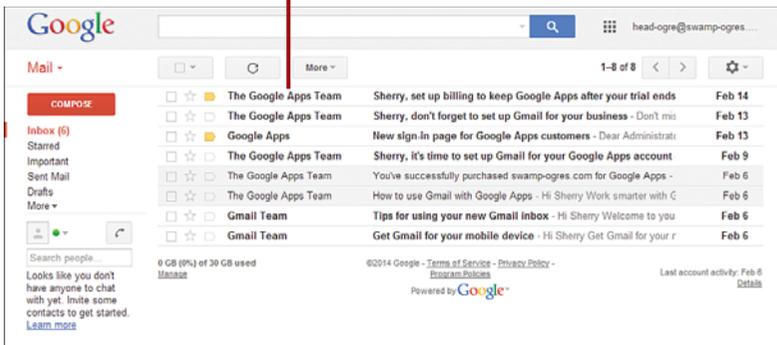
Let's take a look at each of the major apps in more detail.

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



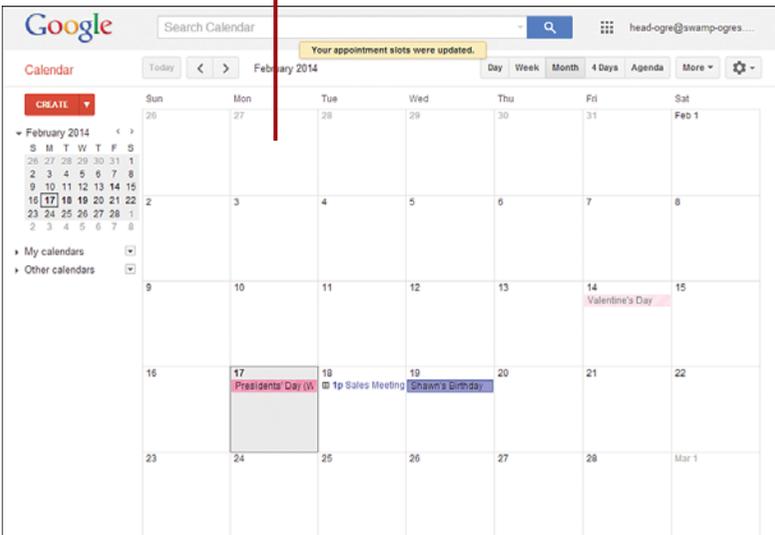
Regular Gmail versus Google Apps Gmail

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.

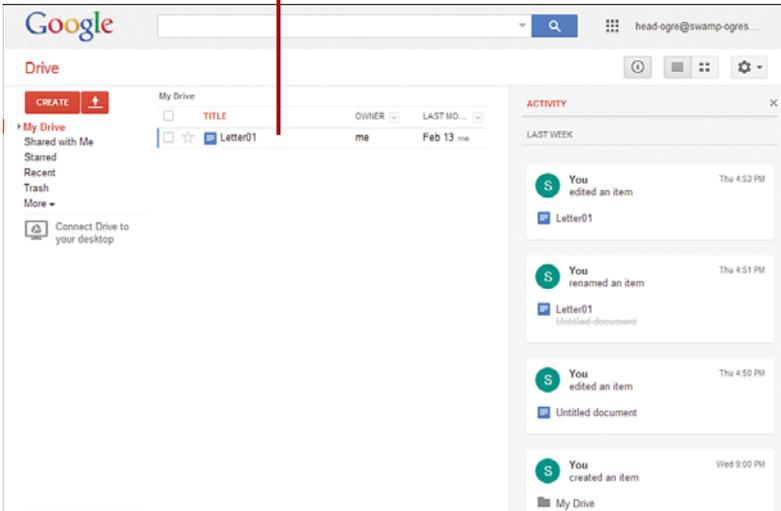
View your schedule with Calendar



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.

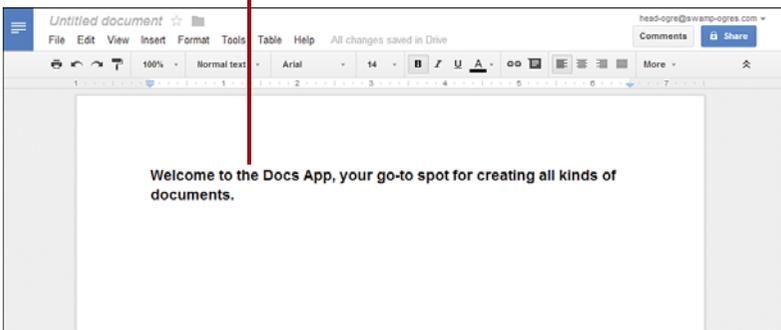
View items stored on your Drive



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.

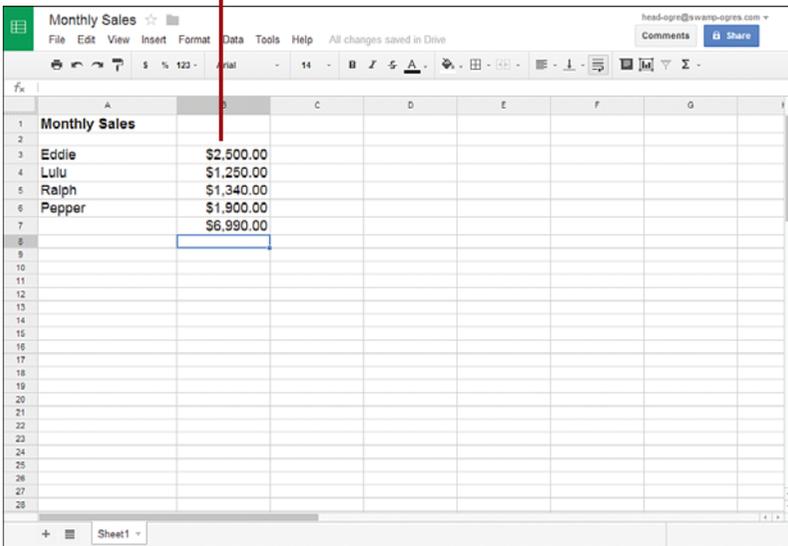
Use Docs to create text based documents



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



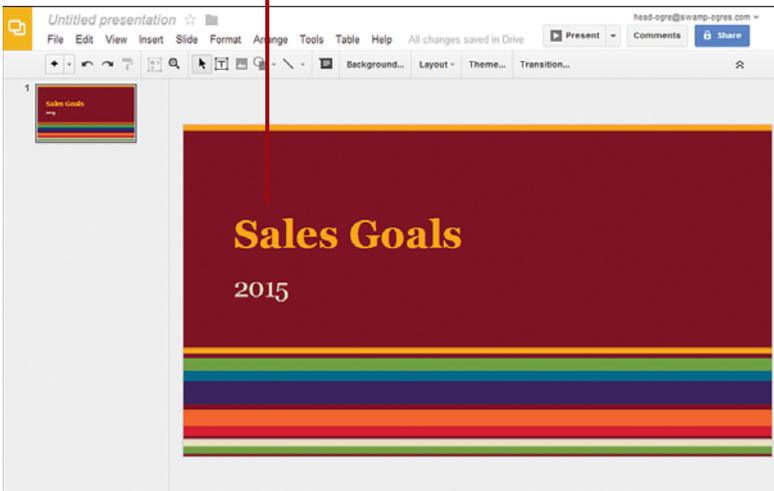
The screenshot shows a Google Sheets spreadsheet titled "Monthly Sales". The data is as follows:

	A	B	C	D	E	F	G	H
1	Monthly Sales							
2								
3	Eddie	\$2,500.00						
4	Lulu	\$1,250.00						
5	Ralph	\$1,340.00						
6	Pepper	\$1,900.00						
7		\$6,990.00						
8								
9								
10								
11								
12								
13								
14								
15								
16								
17								
18								
19								
20								
21								
22								
23								
24								
25								
26								
27								
28								

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.

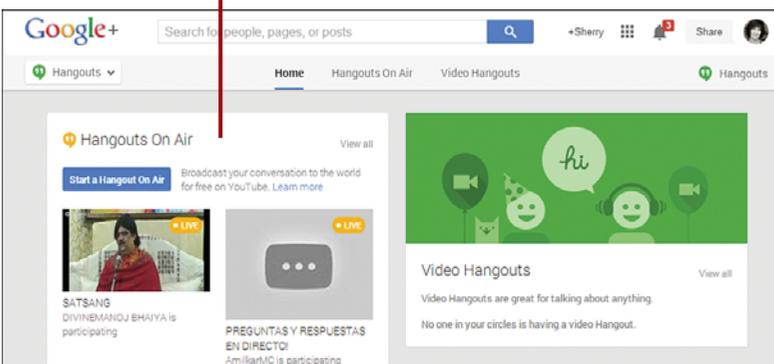
Design slide show presentations with Slides



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.

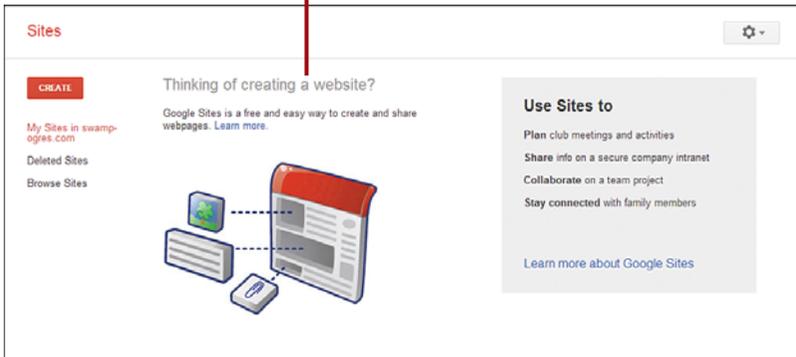
Use Hangouts to video conference online



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

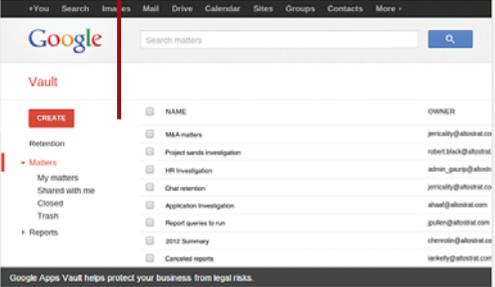
Vault is an optional app purchase with Google Apps that you can use to help with archiving, e-discovery, and user activity reporting. What is e-discovery? It's a set of administrator tools to search incoming and outgoing email messages—which is often a requirement for businesses for legal reasons—and 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



Vault
Add archiving and e-discovery to Google Apps

Vault is **optional** and adds archiving, e-discovery and information governance capabilities for an additional \$5/user/month

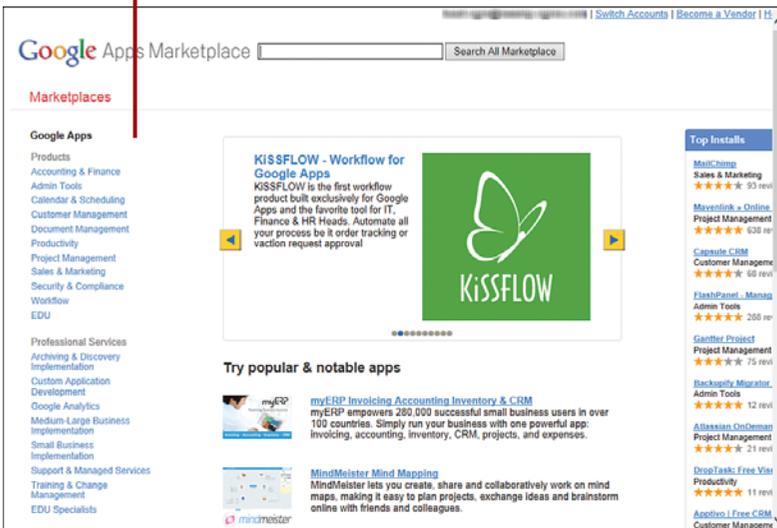


The screenshot shows the Google Vault interface. At the top, there's a navigation bar with 'You', 'Search', 'Images', 'Mail', 'Drive', 'Calendar', 'Sites', 'Groups', 'Contacts', and 'More'. Below that is the Google logo and a search bar for 'Search matters'. The main content area is titled 'Vault' and has a 'CREATE' button. On the left, there's a sidebar with a tree view showing 'Retention', 'Matters' (expanded to show 'My matters', 'Shared with me', 'Closed', 'Trash'), and 'Reports'. The main area displays a table of matters with columns for 'NAME' and 'OWNER'. The table lists several matters like 'MLA matters', 'Project sands investigation', 'HR investigation', etc. At the bottom, there's a footer that says 'Google Apps Vault helps protect your business from legal risks.'

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



The screenshot shows the Google Apps Marketplace homepage. At the top, there's a search bar for 'Search All Marketplace'. Below that, there's a 'Marketplaces' section. On the left, there's a 'Google Apps' sidebar with a list of categories: Products, Accounting & Finance, Admin Tools, Calendar & Scheduling, Customer Management, Document Management, Productivity, Project Management, Sales & Marketing, Security & Compliance, Workflow, and EDU. Below that, there's a 'Professional Services' section with categories like Archiving & Discovery Implementation, Custom Application Development, Google Analytics, Medium/Large Business Implementation, Small Business Implementation, Support & Managed Services, Training & Change Management, and EDU Specialists. The main content area features a large card for 'KISSFLOW - Workflow for Google Apps' with a green butterfly logo. Below that, there's a 'Try popular & notable apps' section with three app cards: 'myERP Invoicing Accounting Inventory & CRM', 'MindMeister Mind Mapping', and 'Backspace Migrator Admin Tools'. On the right, there's a 'Top Installs' section with a list of popular apps like 'MailChimp Sales & Marketing', 'Mavenlink a Online Project Management', 'Capasite CRM Customer Management', 'FastPasset - Mensa', 'GanttProject Project Management', 'Backspace Migrator Admin Tools', 'Alphasales CRM/ERP Project Management', 'DropTask: Free Your Productivity', and 'Apollon! Free CRM Customer Managemen'.

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

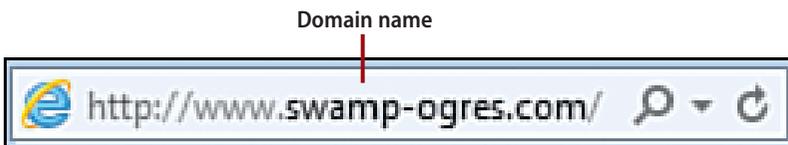
Other than determining whether you are a business, educational institution, or government entity, all you need is a domain name, email address, a secondary email address, and your favorite web browser.

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.



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.

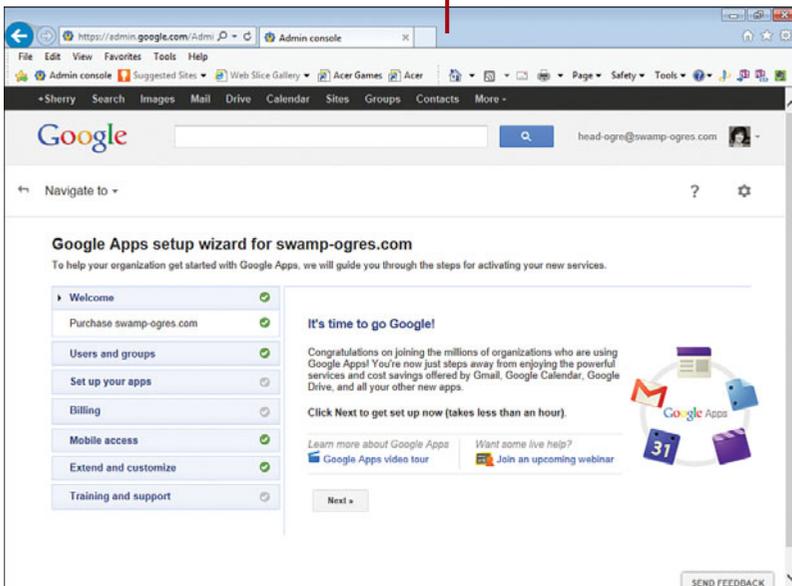
You also need to add a secondary email address to use in case you forget your login information and need Google to email it to you again. The secondary email address should be outside of your Google Apps domain, like the email address you currently use.

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 sign up for Google Apps. Users can optimize their Google Apps performance when using the latest browser edition.

Signing Up for Google Apps

You can sign up for a Google Apps account from any browser window. Much like any other sign up 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 sign up for Google Apps for Business, but signing up for the other types of Google Apps editions work pretty much the same way.

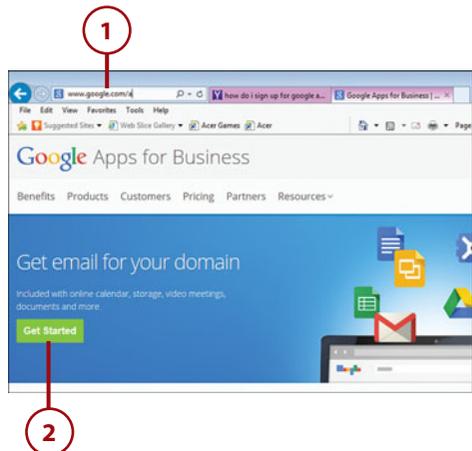
Upgrade to Google Apps for Business

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.

About you

Name

First Last

Current email address you use at work

About your business

Business or organization name

Name

Number of employees

Please select

Country/Region

United States

Phone

Next

Your Business Domain Address

I would like to:

Use a domain name I have already purchased.
You'll need to verify that you own it.

Buy a new domain now.

Starting from \$8 a year. Includes automatic email setup.

Next

Your Business Domain Address

I would like to:

Use a domain name I have already purchased.
You'll need to verify that you own it.

Buy a new domain now.
Starting from \$8 a year. Includes automatic email setup.

Your own domain

Next

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.
14. Click the Accept and Signup button.

Buy a new domain now.
 Starting from \$8 a year. Includes automatic email setup.

Your new domain

.com \$12.00

Check Availability

Your address

Country/Region
United States

Address Line 1

Address Line 2

City/Town:

State:
Please select

Zip Code:

Next

Create your Google apps account

Choose your username
 @willaguns.com

Create password

Re-enter password

Prove you're not a robot



Type the text:

I would like to receive emails regarding updates, announcements, special offers, and market research.

I have read and agree to the Google Apps for Business agreement.

Accept and signup

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.

Payment Plan

Annual Plan
 - Commit to a 12 month service plan
 - You will be billed at the end of the first month for the full annual price \$12.00 /domain/year

willaguns.com

Automatically renew my registration each year (next registration on 2/15/16)
 Keep my registration information updated. Do not make it available in the WHOIS directory unless required. [Learn more](#)
 Registration is provided by: GoDaddy, Inc.
 I have read the GoDaddy Universal Terms and Services
 \$12.00 /Est. yearly charge for 1 year starting 2/15/16

Continue

Purchase Domain Registration

Step 2: Please review your purchase

COUNTRY	CURRENCY
United States	USD (\$)

Product

Domain Registration
 Annual Plan
 (\$12.00/domain/year)

Total

I acknowledge that this purchase is subject to the Domain Registration agreement

Back Continue

Primary billing contact

Enter the primary contact at your company responsible for billing information and payments

Name

Phone number +1

Email

Back Continue

Back Submit and activate my account

Admin console

Thanks for choosing Google Apps

Welcome to your Google Admin Console

Set up Google Apps before you begin

Start Setup

Users
1 user, 0 invites sent

Company Profile
willaguns

Billing
View charges and manage subscriptions

Google Apps
Manage the only Google Apps made for you

Device management
Manage devices and their

Support
Need help with a task?

>>>Go Further

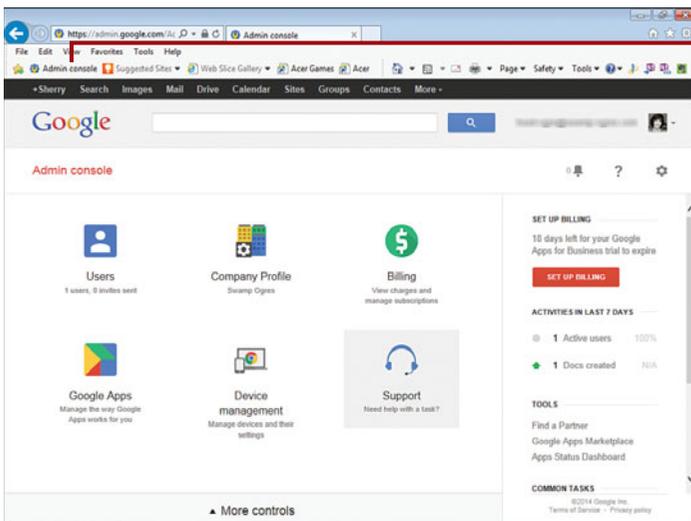
USING THE SETUP WIZARD

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.



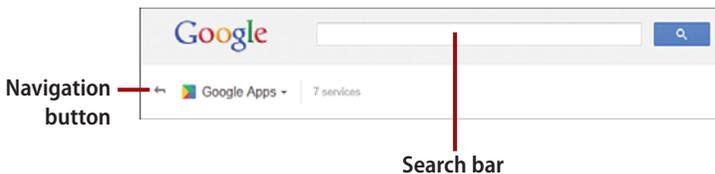
Bookmark your Admin console

Bookmark It

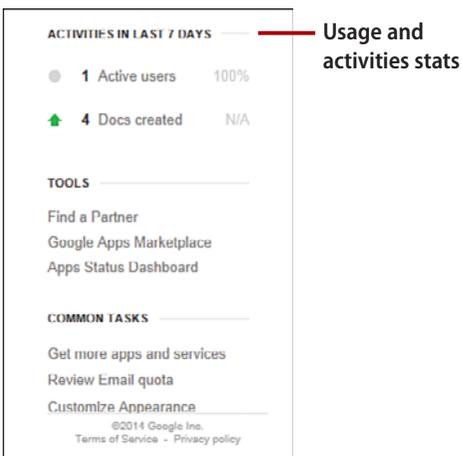
It's a good idea to bookmark the page so you can easily navigate to it in a flash. Use your browser window's tools to save the page as a bookmark or favorite.



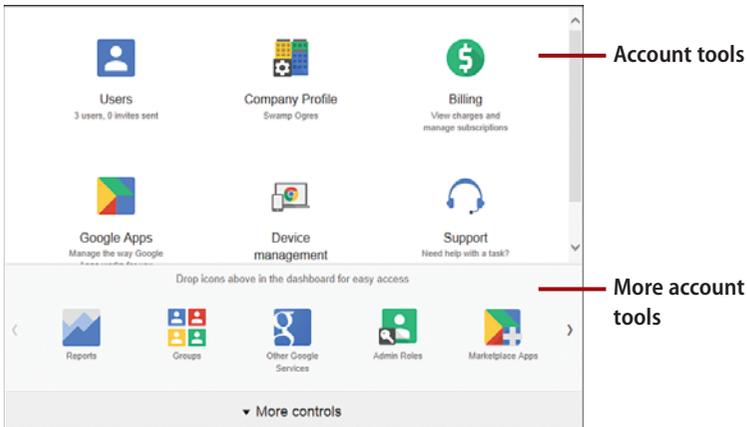
Look for any announcements and alerts using the Notifications button, which is shaped like a bell. Click the button to view all notifications. To the right of the Notifications button, you can find the Help and Settings buttons. Use them to find help with tasks or change settings.



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.



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:

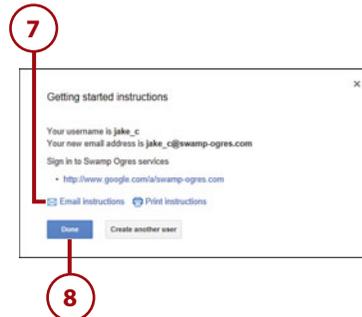
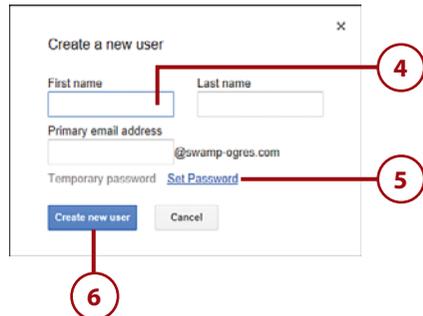
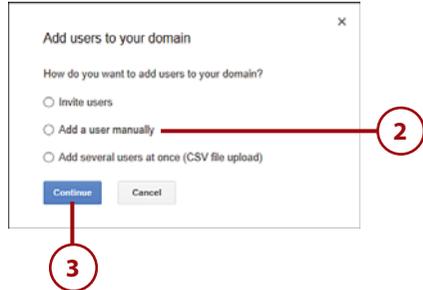
- **Users**—Add more users to your domain. You can also reset passwords and view activity logs.
- **Company Profile**—View and personalize your Google account, such as adding a company logo, time zone setting, and more.
- **Billing**—Access tools for managing your billing, payment plans, and subscription 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.



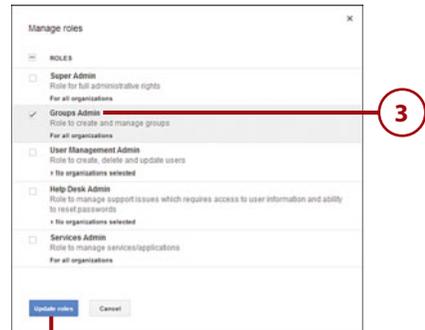
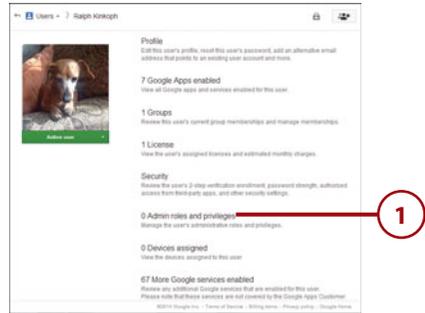
Manage Users

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.



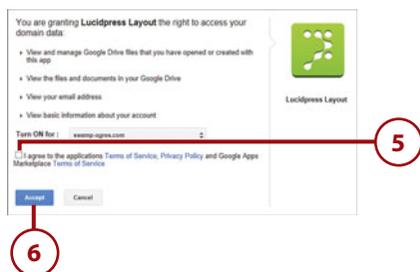
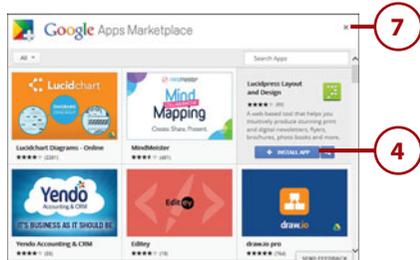
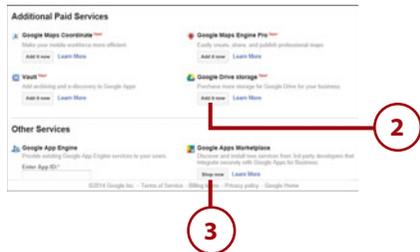
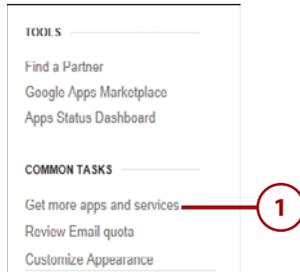
Add Apps

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

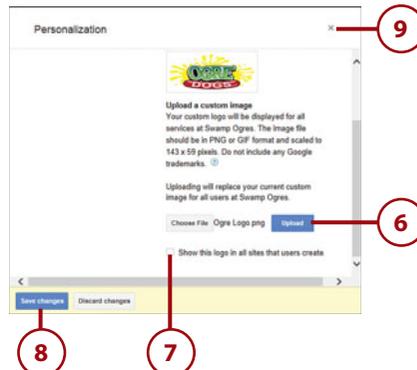
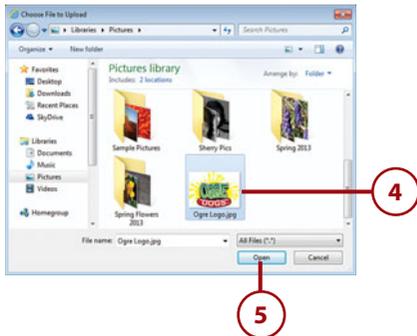
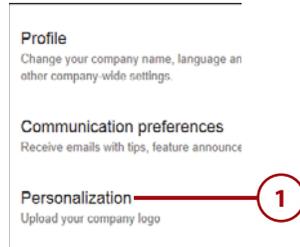
To view a bigger window of available apps, visit the Google Apps Marketplace page; type `www.google.com/appsmarketplace` in your browser's address box. You can shop by business categories on the full marketplace page.



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.



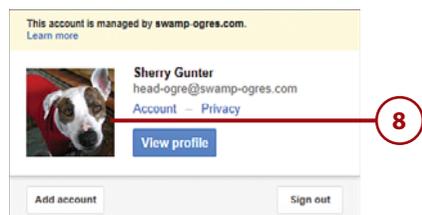
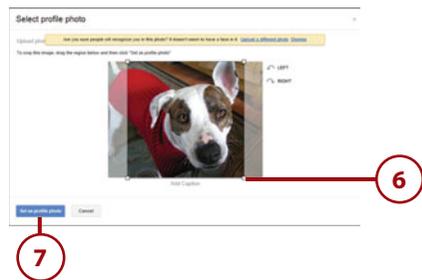
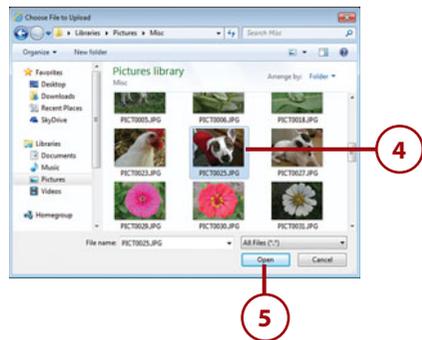
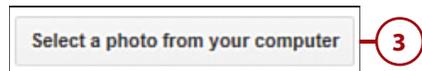
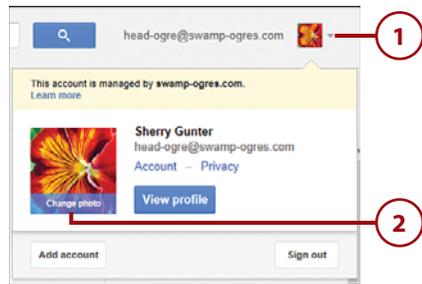
Change Your Personal Profile Picture

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.

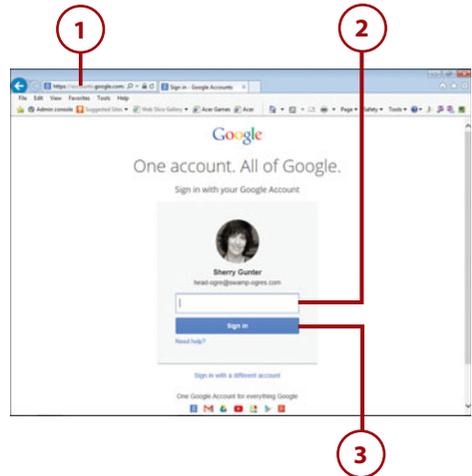
Sign In

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.



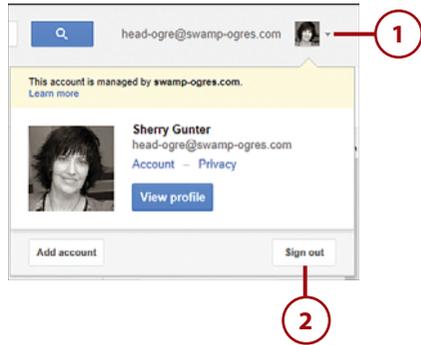
Bookmark It!

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.



This page intentionally left blank

This page intentionally left blank

Index

A

- about
 - Calendar, 7, 15, 71
 - Docs, 7, 16, 129
 - Drive, about, 7, 15-16, 99
 - Gmail, 7, 14, 41
 - Google Apps, 3, 7, 11
 - Hangouts, 18, 241
 - other Google tools, 311
 - Sheets, 7, 17, 167
 - Sites, 7-8, 19, 267
 - Slides, 7, 17-18, 201
 - Vault, 19-20, 295
- access
 - levels, specifying, 117-119
 - options, 120
- account
 - customizing, 11
 - personalizing, 31
 - signing up for, 11
 - tools, 31
- Actions menu, 146
- activate services, 31
- activity
 - logs, viewing, 31
 - stats, 30
- add
 - apps, 34
 - comments, 157-158, 230
 - contacts, 59-60
 - coworker's calendar, 79
 - events, 83-84
 - Hangouts app, 245
 - more storage, 117
 - new calendar, 78
 - numbers in cells, 180
 - sheets, 175
 - signature, 65
 - subfolders, 110
 - users
 - Chrome*, 315
 - to account*, 32
 - Vault app, 297-299
- Add a Reminder link, 88
- Add Task button, 90
- Add Users link, 28
- add-ons
 - install, 165
 - Sheets, 199
 - working with, 165
- additional
 - storage, purchasing, 117
 - toolbar buttons, 146
- address box, Chrome, 312
- Admin console
 - about, 11
 - add Vault via, 297
 - adding users, 28
 - billing, 117
 - bookmarking, 29-30

- Domains tool, 23
 - enable Google+, 324
 - exploring, 29-31
 - page, upgrading from, 25
 - sample page, 10
 - tour of, 28
 - Admin Roles and Privileges
 - link, 33
 - administration
 - tasks, spot for, 29
 - tools, taking tour of, 28
 - administrator enabling
 - Groups, 319
 - advanced sort, performing, 193
 - advertising-supported Gmail
 - accounts, 42
 - AdWords, 6
 - Agenda view, 75
 - alarm clock icon, 87
 - all-day events
 - displaying, 74
 - scheduling, 81
 - Allow comments check box, 289
 - Analytics, 6
 - animating objects, Slides, 224
 - animation
 - pitfalls, 222
 - working with, 222
 - announcements page, 285
 - answer a video call, 258
 - Anyone with a link setting, 118
 - app
 - adding, 34
 - available in each edition, 21
 - browsing, 20
 - customizing settings for, 31
 - enable and disable, 31
 - to fit your business, 6
 - using on video call, 257
 - Apple Mail, using with Gmail, 14
 - apply
 - email label, 54
 - filter, Sheets, 193
 - new font and font size, 219
 - style, 138
 - appointments
 - adding block, 85-86
 - color coding, 87
 - keep track of, 15
 - tracking, 7
 - apps
 - Calendar, 7, 15, 70-96
 - Capture, 262, 263
 - Docs, 7, 16, 128-165
 - Drive, 7, 15-16, 98-127
 - Effects, 262
 - Forms, 108
 - Gmail, 7, 14, 40-69
 - Groups for Business, 317-322
 - Hangouts, 18, 240-265
 - others to try, 327
 - Screenshare, 259
 - Sheets, 7, 17, 166-199
 - Sites, 7-8, 19, 266-292
 - Slides, 7, 17-18, 200-238
 - Talk, 242
 - Vault, 19-20, 294-309
 - Apps icon, 73
 - archive
 - chat, 255, 296
 - message, 56, 296
 - with Vault, 19
 - Archived Hangouts button, 255
 - assign
 - licenses, Vault, 299-300
 - labels to messages, 52
 - attach a file to email, 49
 - attachments, viruses in, 50
 - audit
 - data, Vault, 308-309
 - report data, viewing, 309
 - reports, create, 296
 - trail for matter, 304
 - auditing industry standards, 12
 - automatic
 - email reply, 66
 - republishing, preventing, 234
 - Automatically Republish
 - check box, 163
 - automatically resize columns, 179
 - automating calculations, 17
 - Avery Label Merge, 165
 - Aviary, 327
- ## B
- Back to Inbox button, 48
 - background, apply to slide, 207
 - backup
 - data, 12
 - securely*, 297
 - system, Drive as, 15
 - with Google Drive, 7
 - BCC (blind carbon copy), 47
 - benefits of
 - Google Apps, 7, 11
 - using Sites, 269
 - billing, 31
 - changes to, 117
 - blank Docs document, 128
 - blocking a user, 253
 - blog site, 268
 - Blogger, 6
 - bookmark
 - Admin Console, 29-30
 - deleting, 149
 - inserting, 142, 148
 - sign in page, 38
 - Bookmark bar, Chrome, 316
 - broadcast video calls on
 - YouTube, 256

Browse Interesting Calendars, 79

browser
 choosing, 25
 pin and unpin tabs, 317
 updating, 25

browsing
 other apps, 20
 web with Chrome, 312-315

build
 basic website, 272-273
 Google+ page, 326

bulleted lists, creating, 139, 140

business
 cost per user, 21
 Google+ for, 323
 information, filling in, 26
 meetings, 242
 page, create on Google+, 325-326
 web-based apps for, 11

button displays, 172

C

calculations, perform manually, 183

Calendar
 about, 15, 71
 access from mobile phone, 96
 add
appointment, 85-86
events, 80-82
new, 78
others, 79
 adjust density, 75
 Agenda view, 75
 app, 6, 7, 70-96
 assign a due date with, 62
 change view, 73-75
 color coding, 87
 create
event, 86
tasks, 89, 90
 edit items, 86
 exploring, 72-75
 list, 76-77
 manage displays, 72
 navigation arrow buttons, 76
 Navigation bar, 72
 permissions settings, 93
 Quick Add feature, 83-84
 sample page, 70
 scheduling capabilities, 72
 shared system calendar, 6
 synchronizing with Gmail, 43
 view
other users, 73
your schedule, 15

calendars
 deleting, 77
 export, 95
 import, 94
 keep private, 93
 sharing, 92-93
 in Groups, 318

camera, stop in video call, 257

Can comment, 118, 120

Can edit, 118, 120

Can view, 118, 120

Capture button, 263

categories, Google+ pages, 323

CC (carbon copy), 47

cell
 adding numbers in, 180
 moving to another, 171

change
 calendar view, 73-75
 color, Sheets, 176
 difficulty of, 13
 layout, 279
 licenses, Vault, 301
 profile picture, 36
 view in video call, 257
 visibility option, 123
 your reply, 68

chart
 create, 17
 insert in spreadsheet, 183-184

chat
 add people to, 253
 archiving, 255, 296
 Hangouts, working with, 250
 insert picture into, 254
 pane, opening, 260
 start
in Gmail, 251
in Hangouts, 252
 turn message into video, 252
 window, clearing, 255

Check Availability button, 27

Choose File button, 51

Chrome
 add bookmark, 316
 add users, 315
 browser page, 310
 browsing web with, 312-315
 installation, 313
 menu button, 312
 new tab or window, 315
 omnibox, 312
 pin and unpin tabs, 317
 sign in, 315
 surf the web, 314
 web browser, 3, 24

Chrome menu button, 316

Circles, Google+, 61

classroom learning module, 268

cloud
 computing
fewer costs with, 13
understanding, 3, 4
 storage
about, 99
free with Google, 7
organizing, 110
other services, 100
with Drive, 15
 technology, freedom of, 11

- cloud-based
 - Calendar, 71
 - club members, central page for, 268
 - collaborating on
 - documents, 157
 - spreadsheets, 194-195
 - collaboration
 - setup, 4
 - tools, 12
 - collaborative inboxes, Groups, 318
 - collaborator, add or remove, 305
 - collapse inbox list, 45
 - colleges, Google Apps free for, 5
 - colon, adding cells, 180
 - color coding appointments, 87
 - columns
 - sort data by, 192
 - working with, 177, 178
 - comment
 - notifications, 230
 - pane, add to video call, 257
 - comments
 - adding, 157-158, 194
 - button, 159, 195
 - inserting, 142
 - turn off, 289
 - working with, 159, 195, 230-231
 - Compact Controls, 156
 - company
 - logo, uploading, 35
 - profile, 25, 31, 35
 - complex calculations, 181
 - compliance requirements, 297
 - computer, adding Hangouts, 245
 - conditional formatting, 174-175
 - configure features, 31
 - Consistency Checker, 165
 - Contact Manager tool, 59
 - contacts
 - adding new, 59-60
 - create Gmail index of, 43
 - details, filling in, 59
 - editing, 60
 - importing, 69
 - invite new, 253-254
 - managing with Gmail, 41
 - using existing, 46
 - Contacts Manager, Circles, 61
 - content
 - boxes, expanding, 279
 - create new from Drive, 101
 - insert in spreadsheet, 183
 - inserting, 141-142
 - search Drive, 115
 - conversations, saving, 18
 - convert file formats, 153, 188-189
 - copy a formula, 181-182
 - copy and paste a URL, 144
 - copyright
 - issues, 281
 - symbols, inserting, 147
 - cost of
 - Business and Government accounts, 5
 - software, 4
 - coworker's calendar, adding, 79
 - create
 - document, 130-131
 - email label, 53
 - files, 107-108
 - folder, 110
 - Google+ business page, 325-326
 - Group, 61, 319-320
 - holds, Vault, 305-306
 - matter, 304
 - numbered and bulleted lists, 139, 140
 - presentations, 201, 202-205
 - spreadsheet, 168, 169
 - task in Gmail, 62-63
 - Create a Group Hangout button, 253
 - Create button
 - new file, 108
 - on Drive, 102
 - preset apps, 107
 - Create Calendar button, 78
 - Create New Folder link, 111
 - Create Shared
 - Notes button, 261
 - Sketchpad button, 261
 - criteria for
 - search, 114
 - sorting files, 116
 - crunching numbers with Sheets, 17
 - CSV file
 - create, 309
 - exporting as, 69
 - upload, 32
 - custom
 - colors for tables, 151
 - email address, 6, 21
 - customer support, 12, 21 Hangouts, 242
 - customize
 - style, 138, 139
 - the 4 days view, 74
 - customized retention rule, 302
 - customizing
 - Gmail, 64
 - lists, 221
 - web page, 274
 - your account, 11
- ## D

- dashboard
 - Admin console page, 29
 - Google Apps, 2

- open Help Center from, 326
- data
 - export and audit, 308-309
 - keeping secure and private, 12
 - loss of, 12
 - organizing spreadsheets, 191
 - retaining, 303
 - safety of, 13
 - storage of, 7
 - in Gmail*, 14
- default retention rule, 302, 303
- delete
 - calendar, 77
 - contact, 60
 - document, 155
 - drawing, 146
 - event, 81, 82, 86
 - files, 113
 - footnote, 147
 - message, 55
 - note, 187
 - post, 322
 - presentation, 226
 - slides, 210
 - spreadsheet, 190
 - web page, 288
- Delete Forever, 114
- delivering your presentation, 236-238
- desktop
 - computing solutions, 11
 - install Hangouts app on, 247-248
- Details and Activity button, 103
- details, adding to events, 82
- device
 - Calendar working with, 15
 - edit web pages from, 8
 - management, 31
 - synchronize browser settings, 315
- dictionary, 160, 231
- discovering benefits of Google Apps, 3
- discussion
 - boards, 12
 - groups on Internet, 318
- displaying
 - day, week or month, 76
 - email tabs, 53
 - files in Drive, 127
- DNS (Domain Name System), 22
- managing settings, 23
- Docs
 - about, 6, 16, 129
 - Actions menu, 146
 - app, 128-165
 - blank document, 128
 - bookmarks, 148
 - collaborating, 157
 - comments, 158, 159
 - continuous saving, 131
 - copy and paste a URL, 144
 - create documents, 129, 103-131, 132
 - delete a document, 155
 - download documents, 154-155
 - drawing, 146
 - find text in document, 155
 - fonts, 136-137
 - footnotes, 147
 - get started, 130
 - insert a drawing, 145
 - insert menu, 142-143
 - integrated with Drive, 101
 - keyboard shortcuts, 134, 135
 - list options, 140
 - managing documents, 152
 - new document from Drive, 107
 - open a document, 153
 - opening, 130
 - printing and publishing, 161-164
 - replace text, 156
 - revisions history, 154
- special characters, 147-148
- spelling, 160-161
- storage, 117
- styles, 138, 139
- table of contents, 149
- tables, 150-151
- templates, 132-134
- text, 136
- toolbar buttons, 134, 135
- tools, 159, 160
- using, 7
- view options, 157
- viewing documents, 156-157
- working with add-ons, 165
- documents
 - collaborating, 157
 - create
 - from Docs*, 16, 129, 132
 - from Drive*, 131, 132
 - in cloud*, 7
 - new*, 130-131
 - deleting, 155
 - downloading, 154-155
 - editing, 21
 - find text in, 155
 - formatting, 134
 - printing, 162-163
 - replace text in, 156
 - republishing, 163
 - sharing, 18
 - viewing, 156-157
- docx format, 154
- domain
 - check availability, 27
 - custom email addresses for, 21
 - primary or secondary, 23
 - registration package, 23
 - verifying, 27
- domain host, account with, 22
- domain names
 - about, 5, 22
 - purchasing new, 26
 - using existing, 26
 - verifying, 22

- web page for, 23
- Domains
 - tool, 23
- download
 - attachment, 50
 - document, 154-155
 - file, 116
 - files from Drive, 109
 - presentation, 226
 - spreadsheet, 189
- Download CSV button, 309
- Download Plugin button, 247
- downsides of using Google Apps, 13
- draft emails, 48
- drag and drop
 - file, 106
 - messages, 56
 - method, 185, 212
- drawing
 - create from Drive, 108
 - inserting, 141, 145
 - options, additional, 146
- Drive storage, 21
- Drive
 - about, 6, 7, 15-16, 99
 - access options, 120
 - Activity pane, 103
 - app, 98-127
 - cloud storage with, 7
 - create
 - document from, 131, 132*
 - new content from, 101*
 - new file, 102, 107-108*
 - new folder in, 110*
 - presentation from, 203-204*
 - spreadsheet from, 169*
 - drag and drop files, 106
 - exploring, 100-104
 - files, searching, 114, 115
 - first time access, 101
 - folder tree, 109
 - Grid view, 104
 - help topics, 104
 - how to use, 99
 - installing, 110, 125-126
- List view, 104
 - navigating, 101-103
 - onscreen elements, 101-102
 - open docs, 130
 - preset filters, 108, 109
 - Restore button, 114
 - sample page, 98
 - Search box, 103
 - setting preferences, 127
 - Share button, 121
 - storage, 117
 - Trash feature, 113
 - upload
 - file to video, 261-262*
 - files, 105*
 - folders, 106-107*
 - using photo from, 281
- DropBox, 100
- due dates, managing with Gmail, 43
- duplicating slides, 210

E

- email
 - account, managing, 7
 - archiving, 296
 - comment notifications, 158, 230
 - invitation to view file, 118
 - label
 - applying, 54*
 - creating new, 53*
 - list, Google Groups, 317-318
 - managing with Gmail, 41
 - moving from another account, 67-68
 - programs, 4
 - reminder, 88
 - searching messages, 14
 - send notifications by, 195
 - tabs, displaying, 53
 - task list, 64
 - using multiple labels, 54
- embedding calendar on web page, 275
- emoji, 251
- emoticons, 147
- employees
 - only one, 21
 - profile page, 268
 - travel, reducing, 8
 - working on documents, 4
- Empty Trash button on Drive, 113
- enable
 - Google Groups for Business, 319
 - Google+ premium features, 249
 - Google+, 324
 - Hangouts app in Gmail, 248
 - mobile notifications, 95
- Enable Folder Upload option, 107
- engineering calculations, Sheets, 179
- enter
 - sequential data, 171
 - spreadsheet data, 171

errors, spelling, 161

events

- add to calendar, 80
- adding, 83-84
 - details, 82*
- attaching files to, 15
- edit and delete, 86
- invite others to, 83
- pop-up reminder for, 87-88
- remembering, 15

exact phrase, finding, 115

Excel, 17, 169

- viewing, 112

expand inbox list, 45

exploring

- Calendar, 72-75
- Drive, 100-104
- Google tools, 310-327
- Hangouts, 242-244
- Sites, 268-270
- Vault, 296-297

export

- calendar, 95
- contacts, 69
- data, Vault, 296, 308

F

FaceTime, 242

family

- get-togethers on Hangouts, 242
- website, 268

features in Gmail, 45

file

- attach to email, 49
- attachment, download, 50
- cabinet, page, 285
- create new from Drive, 107-108
- delete, 113
- display in Drive, 127
- download, 116
- drag and drop, 106
- filtering view on Drive, 102
- formats, 153, 185, 188-189

- inserting, 51
- move between folders, 111
- open, 113
- preview, 112
- rename, 112
- search, 114, 115
- share, 117-119, 120-121
- sort, 116
- storing and sharing on Drive, 99
- syncing, 124
- type, save video as, 262
- types of, Drive, 101
- unsharing, 122
- uploading, 105

filter

- applying, 193
- email messages, 14
- turn off, 194
- view of files, 109

Find a Time tab, 83

find

- and replace, 156
- archived messages, 56
- text in document, 155

Firefox, 24, 312

folder tree, screenshot, 109

folders

- and files, managing, 108
- create new, 111
- renaming, 112
- sharing, 121
- upload to Drive, 106-107

fonts

- applying, 136, 219
- dialog box, 136-137
- view more, 219

footnotes, inserting, 142, 147

formats

- image, 212
- Slides, 225, 226

formatting

- cells, 174
- documents, 134
- email signature, 65
- presentations, 217
- spreadsheets, 172

- text, 136, 141

Forms, create in Drive, 108

formula

- copying, 181-182
- enter manually, 179-180

formulas and functions

- working with, 179
- writing, 17

forums, 12

- Google Groups, 317
- tab, Gmail, 52

forward a message, 48-49

free

- data storage in Gmail, 14
- Google Groups, 318
- trial of Google Apps, 8, 22

Freshbooks, 327

friend's calendar, adding, 79

Full Screen, 156

- view, 259

G

gadget

- add to web page, 274, 275, 283-284
- reconfiguring, 284
- removing from web page, 278

Get Hangouts button, 247

Get More Apps and Services link, 34

get started

- Docs, 130
- Google Apps, 11
- Hangouts, 244
- how to, 21-22
- Slides, 202

Get Started button, 126

Get Your Page button, Google+, 325

GIF file format for logo, 35

Gmail

- about, 3, 5, 6, 14, 41
- add
 - account user, 68*

- signature*, 65
 - app, 40-69
 - automatic reply, 66
 - benefits, 7
 - Contact Manager tool, 59
 - create a group, 61
 - customizing, 22, 64
 - default tabs, 52
 - email task list, 64
 - enable Hangouts app in, 242, 248
 - exploring, 42-43
 - features, 45
 - free data storage, 14
 - Google Tasks in, 62
 - Google+ users, 61
 - Hangouts icon in, 246
 - importing contacts, 69
 - inbox, viewing, 14
 - initiating video calls from, 18
 - Mail Fetcher tool, 67
 - make a new list, 63
 - managing contacts with, 41
 - marking messages, 57
 - original account user, 68
 - page, add Hangouts from, 245
 - People Widget Pop-up, 59
 - pop-up people widget, 43
 - regular vs Google Apps, 14
 - remove spam, 58
 - sample page, 40
 - Settings button, 57
 - signing in and out, 44
 - smartphone, connect to, 7
 - Starred category, 57
 - start a chat in, 251
 - storage, 21, 117
 - switching to, 67-68
 - synchronizing with Calendar, 43
 - Tasks feature, 43, 89
- Google Analytics
 - account, 22
 - Google Apps, 10-38
 - about, 3, 5, 12
 - account
 - inclusions*, 21
 - login name for*, 23
 - signing up*, 5
 - benefits of using, 7, 11
 - dashboard, 2
 - editions, 5
 - free trial, 8
 - getting started with, 21
 - list of, 6
 - platform independent, 24
 - who should not use, 13
 - Google Apps for Business
 - about, 5
 - cost per user, 21
 - signing up for, 25-28
 - Vault, 19
 - Google Apps for Education
 - about*, 5
 - free use of, 21
 - Google Apps for Government
 - about, 5
 - cost per user, 21
 - Google Apps Marketplace
 - page, 6, 20, 34
 - Google Calendar, *see* Calendar
 - Google Chrome, *see* Chrome
 - Google Docs, *see* Docs
 - Google Drive button, 261
 - Google Drive, *see* Drive
 - Google Earth, 3
 - Google Effects, 262
 - Google Forms, 108
 - Google Groups for Business app, 317-322
 - Google Groups, *see* Groups
 - Google Hangouts, *see* Hangouts
 - Google items, 274, 275
 - Google Maps Coordinate, 327
 - Google Maps Engine Pro, 327
 - Google Maps, 3
 - Google Marketplace, helpful apps, 327
 - Google Sheets, *see* Sheets
 - Google Slides, *see* Slides
 - Google Talk app, 242
 - Google Tasks in Gmail, 62
 - Google tools
 - about, 311
 - exploring, 310-327
 - Google Translate, 160
 - Google, account, setting up, 5
 - google.com, 3
 - Google+
 - business page, 323, 325-326
 - Circles, 61
 - description of, 323
 - enabling, 324
 - Hangouts built into, 242
 - page, learn about building, 326
 - Photos, 42, 117
 - premium features, enable, 249
 - government, cost per user, 21
 - green, going, 8
 - Grid view, Drive, 104
 - Groups
 - add welcome message, 320
 - creating, 319-320
 - delete a post, 322
 - enable, 319
 - home page, 318
 - inviting people to, 321
 - managing permissions, 322
 - start a new topic, 321-322
- ## H
-
- Hangouts
 - about, 6, 18, 241
 - answering a video call, 258
 - app, 240-265
 - adding*, 245

- install as plug-in*, 247
 - archive, 255
 - blocking a user, 253
 - chat pane, 260
 - clearing window, 255
 - desktop app, 244
 - e-discovery, 298
 - exploring, 242-244
 - Fullscreen view, 259
 - Google+ account, 323
 - hardware requirements, 244
 - histories, 298
 - icon in browser shortcuts, 246
 - inviting others, 258-259
 - notes on Drive, 261-262
 - phone calling, 264-265
 - plug-in, 244
 - Screenshare, 259
 - start chat in, 252
 - using Vault with, 298
 - video
 - call*, 256-257
 - conferencing*, 240, 256
 - viewing files, 262
 - windows, 243
 - working with chat, 250
 - Hangouts on Air page, 256
 - hard drive crashes, 12, 100
 - hardware
 - costs, 12
 - requirements for Hangouts, 244
 - header, editing, 276
 - headers and footers, inserting, 142
 - Hello Fax, 165
 - Help button, 30
 - Help Center, 12
 - adding storage*, 117
 - Drive, 104
 - Vault, 301
 - help, finding, 31
 - hide menu and toolbar, 156
 - Hide Sheet, 177
 - hierarchy, using, 286
 - hijacked passwords, 13
 - hold, definition of, 305
 - Holds list page, 306
 - home page, Sites, 270, 271
 - horizontal lines, inserting, 142
 - HTML (HyperText Markup Language), 269
 - format*, 154
-
-
- iCloud, 100
 - icon
 - drag from bar to dashboard, 31
 - in Gmail for Hangouts, 246
 - ideograms, 251
 - image
 - formats, 212
 - inserting, 141, 143, 185
 - sizes, Sheets, 185
 - import
 - calendar, 94
 - contacts, 69
 - slides, 209
 - inbox list in Gmail, 45
 - increased message size, 49
 - information
 - density, Calendar, 75
 - governance, 296
 - insert
 - bookmark, 148
 - content, 141-142
 - in presentation*, 211-216
 - drawing, 145
 - footnote, 147
 - image, 143, 185, 212-213
 - line, Slides, 215
 - link, 144, 186, 213
 - pictures, 51, 280-281
 - into chat*, 254
 - shape, Slides, 215
 - text box, 212
 - video, 214
 - Insert menu, 142, 143, 183, 211, 274
 - Insert Photos icon, 51
 - Insert Table, 150, 216
 - install
 - add-on, 165
 - Chrome, 313
 - Drive, 110, 125-126
 - Hangouts app as plug-in, 247
 - instant messaging, 18, 243, 250
 - institutions, web-based apps for, 11
 - Internet
 - Google synonymous with, 3
 - unreliable access to, 13
 - Internet Explorer, 24, 312
 - interviews, 242
 - intranet site, 268
 - investment in other solutions, 13
 - invite
 - new contact, 253-254
 - others to events, 83
 - people to Groups, 321
 - users, 32
 - to video call, 258-259
 - Invite People button, 256, 258
 - Is owner, 118, 119, 120
 - IT
 - infrastructure, dealing with, 13
 - maintenance, 7
 - resources, 12
 - It's Not All Good
 - arranging objects, 216
 - blocking a user, 253
 - Hangouts functionality, 245
 - Internet connection, 13
 - Quick Add feature, 84

- security issues, 13
- sharing files, 122
- switching platforms, 13
- templates, 134
- transition and animation
 - pitfalls, 222
- translation tool, 160
- viewing attachments, 50
- web publishing, 164, 198, 235

item, remove from
web page, 284

J

Java applet, enable, 107

K

K-12 schools, free Google
Apps, 5

keyboard shortcuts, 134, 135

keywords search

- Chrome, 314
- domain, 297
- messages, 306

L

label

- applying to email, 54
- assigning to messages, 52
- creating for email, 53
- using multiple, 54

landing page, 285

layout of web page, change,
279

layouts, Slides, 205-206

learn more about Google+
page, 326

lectures, 242

licensed installations, 12

licenses

- assigning, 299-300
- changing, 301

Line button, 215

link

- adding, 282
- inserting, 51, 141, 144,
186, 213
- sharing, 124

Linux system, using Google
Apps on, 24

list

- of shortcuts, 136
- page, 286

List view, Drive, 104

lists

- customizing, 221
- numbered and bulleted,
139, 140, 220

live chat, 250

login

- information, forgetting,
24
- name for Google Apps
account, 23

logo

- adding, 31
- uploading, 35

lost or stolen data, 12

M

Macintosh, using Google
Apps on, 24

Mail Fetcher tool, 67

maintenance, IT, 7

malware

- in attachments, 50
- protection, Chrome, 313

manage

- devices, 31
- messages, 52
- permissions, Groups, 322
- presentations, 224
- schedules, 7
- spreadsheets, 187-190
- tasks, 91
- users, 33

Manage Licenses icon, 301

Manage Roles button, 33

Manage Site page, 274

- editing page elements,
276, 277, 278

Managing link, 322

manually

- add users, 32
- enter a formula, 179-180
- perform calculations, 183

Maps, 3

mark messages, 57

marketplace, shopping for
apps, 34

masters, working with slide,
228

matters, Vault, 303-304

MBOX file format, 308

meeting

- remembering, 15
- setting up, 8
- times, synchronizing, 71

memo, sending to a group,
61

Merge by MailChimp, 165

message

- archiving, 56
- assigning star, 57
- chat, turn into video chat,
252
- composing, 46
- data, search, 306-307
- deleting, 55
- drag and drop, 56
- forwarding, 48-49
- holds, 296
- managing, 52
- marking, 57
- moving, 55
- reply to, 47-48
- size, 49

messaging, 8

metadata tags, Vault, 307

microphone for Hangouts,
244

Microsoft Excel, see Excel

Microsoft Office, see Office

Microsoft Outlook, see Outlook

Microsoft PowerPoint, see PowerPoint

Microsoft Word, see Word

mini calendar, 72, 76

missing toolbar buttons, 218

mobile

- device, adding Hangouts, 245
- notifications, enabling, 95
- phone
 - access Calendar from, 96*
 - registering, 95-96*

money, saving with Google Apps, 7

month calendar display, 74

monthly subscription, 12

More apps button, 257

More button, toolbar, 134, 172, 218

More Controls link, 31

More Fonts, 137, 219

move

- files, 111, 116
- mail from another account, 67-68
- messages, 55

Mozilla Firefox, 24

multiple files

- drag, 106*
- upload, 105*

labels, using, 54

rows, selecting, 177

text selections, 222

- formatting, 141*
- music, storing, 99*

mute sound in video call, 257

My Drive, 109

- navigate folders in, 101-102

N

name already in use, 23

navigation

- arrow buttons, Calendar, 76
- Drive, 101-103
- presentation, 237
- subpage, 289

network via Google+, 323

new

- folder, creating, 110
- topic, start in Groups, 321-322

New Hangout, 253

New Slide button, 208

New Window, Chrome, 315

no ads for Education edition, 22

non-Google Apps file, opening, 113

Not Spam button, 58

Notepad, 308

notifications

- by email, 230
- enabling mobile, 95
- receiving, 7
- send by email, 158, 195

Notifications button, 30

numbered lists, creating, 139, 140

O

odt format, 154

office materials, spending less on, 8

Office suite, 4, 12

- ingrained use of, 13

omnibox, Chrome, 312

on-the-record messages, 298

OneDrive, 100

ongoing costs, 13

online file storage, 100

open

- chat pane, 260
- document, 153
- existing spreadsheet, 168
- Google Docs, 130
- non-Google Apps file, 113
- presentation, 225
- spreadsheet, 188

Open Link in New Tab, Chrome, 315

OpenDocument Format, 154

OpenOffice Calc, 17

Opera, 24, 312

operating systems, 7

operators, predefined search, 115

options, spell check, 161

organizations, web-based apps for, 11

organize

- folders and files, 108
- slides, 210
- web content, 274
- with Calendar, 71

Outlook

- exporting contacts, 69
- importing emails, 67
- using with Gmail, 14

overlay

- calendars, 78
- others' calendars, 73
- tasks, 91

ownership, understanding, 119

P

page

- add or remove, 287-288
- learn about building Google+, 326
- level permissions, 291
- location, specifying, 286
- numbers and breaks,

- inserting, 142
 - reordering, 286
 - reorganize, 290
 - setup, 162
 - view, 290
- Paint Format button
 - using, 141
- Paint Format tool, 222
- paper clip icon, 50
- passwords
 - resetting, 31
 - threat of hijacked, 13
- payment plans, managing, 31
- PDF Document, 154
- People Widget Pop-up, 59
- people, add to current chat, 253
- perform
 - advanced sort, 193
 - calculations manually, 183
 - complex calculations, 181
 - spell check, 160, 232
- permission
 - managing in Groups, 322
 - settings, 291
 - Calendar*, 93
 - webcam, 143, 212
- personal profile picture, 36
- personalizing account, 31
- phishing protection, Chrome, 313
- phone calling with Hangouts, 264-265
- photo album of video call, 262
- Photo from Your Computer button, 254
- photos
 - sharing, 18
 - storing, 99
 - using from Drive, 281
- Picasa, 5
 - storage, 117
 - Web Albums, 42
- picture
 - changing, 36
 - inserting, 51, 280-281
 - into chat, 254
- pin a tab in browser, 317
- pivot table report, creating, 191
- place phone call in Hangouts, 264-265
- Plain Text, 154
- platform, switching to new, 13
- plug-in
 - for Hangouts, 244
 - install Hangouts app as, 247
- PNG format for logo, 35
- pop-up
 - people widget on Gmail, 43
 - reminder, 87-88
- posts, deleting in Groups, 322
- PowerPoint, 17, 203
 - convert presentation from, 225
 - download presentation as, 238
 - import slides from, 209
- PPTX (PowerPoint format), 238
- practice page, Sites, 275
- Preferences dialog box, 160
 - Slides, 231
- preferences, setting in Drive, 127
- premium features, enabling, 242
- Present button, 214, 237
- presentations
 - adding slide to, 208
 - app, access to, 6
 - collaborating on, 229
 - creating, 7, 17-18, 202-205
 - delivering, 236-238
 - downloading, 226
 - editing, 226
 - formatting, 217
 - inserting content, 211-216
 - managing, 224
 - options, 238
 - sharing, 17-18
- preset filters, Drive, 108, 109
- prevent automatic republication, 197
- preview a file, 112
- primary
 - calendar, 72
 - domain, 23
 - email address, 23
- Primary tab, Gmail, 52
- Print button, 162
- Print Layout, 156, 157
- Print Task List, 92
- printing
 - and publishing
 - documents*, 161-164
 - spreadsheets*, 196-197
 - presentations, Slides, 233
 - without previewing, 234
- privacy concerns, 235
 - web publishing, 164
- Private, default setting, 118, 122, 123
- privileges, understanding, 300
- product demos, 242
- productivity suites
 - about, 3, 4, 12
 - editions of, 21
- professional slide shows, creating, 17-18
- profile picture
 - changing, 36
 - for video feed, 257
- program, opening from Web, 4
- project
 - site, 268
 - website, make your own, 19

Promotions tab, Gmail, 52
 Protect Sheet, 177
 Public on the Web setting, 118
 public video call, 259
 Publish to the Web, 163-164
 publishing
 presentations, Slides, 234-235
 stop, 197
 your calendar, 15
 purchase plan, reviewing, 28

Q

Q&A forum, Groups, 318
 Quick Add feature, 83-84

R

Recent, 109
 reconfigure gadget, 284
 register your mobile phone, 95-96
 registered nonprofit group, sign up process, 26
 registrar, domain names, 5
 regular Gmail, free data storage, 14
 Reload This Page button, Chrome, 314
 reminders
 setting up, 15
 working with, 87-88
 remote access of apps and files, 7
 Remove Reminder button, 88
 removing
 event, 81, 82
 site, 273
 reorganize pages, 290
 replace text in document, 156

reply to
 email from account, 68
 message, 47-48
 report file, create and download, 309
 Report Spam button, 58
 Reports feature, Vault, 308
 republication, prevent automatic, 163, 197, 234
 requests, sending, 7
 Research pane, 160, 231
 Reset Styles, 139
 resize rows and columns, 178
 Resolve button, 159
 Restore button on Drive, 114
 retaining data indefinitely, 303
 retention rules, setting, 302
 Revert to This Version link, 278
 review comments, 231
 Revision History list, 278
 pane, 154
 revisions to website, keeping track of, 278
 Rich Text format (rtf), 154
 right-clicking shortcuts, 111
 rows, working with, 177, 178
 run an audit report, 309

S

Safari, 24, 312
 safeguarding data, 295
 save
 button, no need for, 131, 169, 204
 filter view, 194
 money with Google Apps, 7
 style, 138
 video as file type, 262
 Save to Drive, 50
 schedule
 capabilities, 72
 coordinating, 83
 displays, 76
 events and appointments, 80
 managing, 7
 organize with Calendar, 71
 Screenshare app, 259
 search
 email messages, 14
 files, 114, 115
 fonts, 137
 functions, Vault, 296
 message data, 306-307
 operators, using, 115
 results, export, 308
 Search bar, 30
 Search box
 Chrome, 312
 Drive, 103
 secondary
 domain, 23
 email address, 24
 security
 issues, 13
 with Google Drive, 7
 with Vault, 21
 select text, 136
 Select Who Can Join button, Groups, 320
 self-service online chat, 12
 send comment notifications, 158
 sent emails, copy of, 48
 sequential data, entering, 171
 server, administering a, 4
 Set as Default button, 162
 set up automatic email reply, 66
 settings
 permissions, 291
 Groups, 322
 retention rules, 302

- sharing files, 118
- Talk/Hangouts, 250
- visibility, 292
- Settings button
 - using, 30, 104
- setup
 - legal holds, 296
 - wizard, using, 29
- Shape button, 145, 211
- shapes, inserting, 215
- share
 - files, 117-119, 120-121
 - folders, 117-119, 121
 - links, 124
 - files in the cloud, 98
 - settings, 119, 121, 122, 124
 - calendar, 15, 92-93
 - site, 291, 292
- Share button on Drive, 121
- Share Settings dialog box, 121, 122, 124
- Shared with Me, 109
- shared
 - calendar system, 6
 - workspaces, creating, 8
- Sheets
 - about, 6, 7, 17, 167
 - adding, 175
 - app, 166-199
 - apply a filter, 193
 - blank spreadsheet, 166
 - Change Color, 176
 - chart preview, 184
 - collaborating, 194-195
 - comments, 194-195
 - copy
 - and paste URL*, 186
 - formula*, 181-182
 - create spreadsheet from, 170
 - data, 191
 - delete a spreadsheet, 190
 - exploring add-ons, 199
 - file formats, 185
 - formulas and functions, 179
 - getting started with, 168
 - insert
 - chart*, 183-184
 - content*, 183-186
 - images*, 185
 - note*, 187
 - integrated with Drive, 101
 - new spreadsheet from Drive, 107
 - print a spreadsheet, 196
 - publish a spreadsheet to web, 197-198
 - shortcuts, 172
 - menu*, 176
 - sort data by column, 192
 - storage, 117
 - SUM function, 182-183
 - tracking and analyzing data, 167-199
 - view audit report in, 309
 - view options, 190
 - wrap text, 174
- Shop Now button, 34
- shortcuts
 - list, 136
 - menu, 111, 172, 176, 178
 - Sheets, 172
 - Slides, 219
 - Sync, 126
 - tables, 150
 - formatting*, 217
- Show Equation Toolbar, 156
- Show Ruler, 156
- Show Spelling Suggestions, 156, 157
- sign in and out, 37-38
 - of Gmail, 44
- Sign In to Chrome, 315
- sign on and off, 11
- Sign Out button, Google Apps, 38
- sign up
 - for a domain, 5
 - procedure, 11
 - process, 25-28
- sign-on page, Vault, 301
- signature, adding to Gmail, 65
- Site Location box, 272
- site-level permissions, 291
- Sites
 - about, 6, 7-8, 19, 267
 - app, 266-292
 - benefits to using, 269
 - comments, turn off, 289
 - content boxes, 279
 - creating websites with, 267-292
 - customizing page, 274
 - downside to, 269
 - edit page elements, 277
 - embed multimedia, 269
 - exploring, 268-270
 - format text, 277-278
 - free with Google account, 269
 - gadget, adding, 283-284
 - home page, 270
 - insert image, 280-281
 - item, removing, 284
 - layout change, 279
 - link, adding, 282
 - page, adding, 287-288
 - permission settings, 269
 - practice page, 275
 - sample home page, 266
 - search function, 269
 - share your website, 291-292
 - site, removing, 273
 - subpages, add links to, 289
 - templates, 269, 273
 - text, adding, 276
 - touring, 270
 - videos, adding, 282-283
 - website, building, 271-273
 - wiki page, building, 268
- SkyDrive, 100
- Skype, 242
- slide
 - masters, working with, 228
 - shows, creating, 17-18

Slides

- about, 6, 7, 17-18, 201
 - animations, 222, 224
 - app, 200-238
 - background, applying, 207
 - blank slide, 200
 - collaboration, 229
 - comments, 230, 231
 - convert files from formats, 225, 226
 - fonts and font size, 219
 - getting started with, 202
 - images, 212-213
 - import slides, 209
 - inserting content, 211-216
 - integrated with Drive, 101
 - layouts, 205-206
 - Line button, 215
 - links, 213
 - lists, 220
 - organizing, 210
 - Paint Format tool, 222
 - presentations
 - creating*, 201, 204, 205, 224-228
 - delivering*, 236-238
 - printing*, 233
 - publishing*, 234-235
 - Shape button, 215
 - slides, adding, 208
 - speaker notes, 236
 - storage, 117
 - tables, 216
 - text, 222
 - boxes*, 212
 - themes, 203, 208
 - toolbar buttons, 218
 - tools, 231
 - transitions, 222, 223
 - video, 214
 - view options, 227
 - working with, 205-210
- slow Internet connections, 13
- smartphones
- Hangouts and, 241, 244
 - managing, 31
 - using web apps with, 4
- smiley icons, 251
- SMS (Short Message Service)
- texts, 95, 96
- Snooze Notifications, 252
- social network, Google+, 323
- Social tab, Gmail, 52
- software
 - costs, 4, 12
 - support, 12
 - updating, 7
- solutions, investment in other, 13
- sort
 - data by column, 192
 - files, 116
 - perform advanced, 193
 - tasks by due date, 62
- sound, mute in video call, 257
- spam filter, Gmail, 42, 58
- speaker notes, creating, 236
- special characters, inserting, 147-148
- Specific People option, 118, 123
- specify
 - automatic substitutions, 160
 - view options, 227
- spell checker, 159, 160, 161, 231-232
- spelling suggestions, 161
- spreadsheet
 - app
 - access to*, 6
 - Sheets*, *about*, 17
 - blank, 166
 - collaborating, 194-195
 - create new, 7, 108, 168, 169
 - current vs entire, 189
 - data, working with, 191-194
 - downloading, 189
 - enhancing, 167
 - entering data, 171
 - formatting, 172, 173
 - insert content, 183-184
 - managing, 187-190
 - opening, 168, 188
 - printing and publishing, 196-197
 - programs*, 4
 - staff meetings, 242
 - star, assigning to message, 57
- Starred category, Gmail, 57, 109
- start
 - chat in Gmail, 251
 - page, 286
 - video call, Hangouts, 256-257
- Start Publishing button, 163
- Start Screenshare button, 259
- Stop Publishing button, 164, 197, 235
- stop publishing to web, 197
- storage
 - Drive, 7, 157
 - Gmail accounts, 42
 - online, 15
 - per user, 21-22
 - purchase additional, 117
 - via upload, 99
- Stream, Google+, 323
- Styles button, 138
- styles
 - applying, 136, 138
 - save customization, 139
- subfolders, adding, 110
- Submit a Template link, 133
- subpages
 - about, 286, 287
 - add links to, 287, 289
- subscription
 - monthly or yearly, 12
 - renewals, 31
 - to special calendars, 79
- suggestions, spelling, 161
- SUM function, 182-183
- support
 - array of, 12

finding, 31
 SurveyMonkey
 getting, 327
 Switch List button, 63
 switch
 to Gmail, 67-68
 to new platform, 13
 users, Chrome, 315
 views, Drive, 104
 symbols, inserting, 142
 Sync shortcut, 126
 synchronize
 browser settings, 315
 files, 101
 meeting times, 71
 syncing files, 124
 system access, 12

T

managing, 91
 Tasks pane, 89, 90
 team, creating workspaces
 for, 8
 template
 document, 130, 132-133
 pages, 286
 presentation, 204-205
 sharing, 133
 spreadsheet, 169, 170
 using pre-built, 273
 Template Gallery, 132, 165,
 204
 text
 adding to web page, 276
 chat, 14, 250
 documents, creating, 16
 editing on web page,
 277-278
 formatting, 222
 selecting, 136
 Text Box button, 145, 211,
 212
 theme
 applying new, 208
 choosing, 203
 time
 management, 72
 zone setting, 31
 Title Slide layout, 205-206
 toolbar buttons, 134, 135,
 218
 additional, 146
 Tools menu, 159, 160, 231
 top-level pages, 286
 topic, Groups, start new,
 321-322
 Tour of Admin Console, 28
 touring Sites, 270
 Track Changes, 165
 tracking invites, Groups, 321
 trademark symbols, insert-
 ing, 147
 transfer ownership of file,
 119

transitions
 pitfalls, 222
 setting, 223
 working with, 222
 translation tool, 160
 Trash, 109, 113
 list, retrieve item from,
 114
 Triplt, 327
 Turn Google+ On button, 324
 turn off comments, 289
 turn tasks on or off, 90-91
 tutorial, Google+ page, 326
 Two-Sided check box, 163
 txt format, 154
 types of
 accounts, exploring, 3
 files, Drive, 101
 interaction with files, 118
 web page, 285-286

U

unavailable, show yourself
 as, 252
 understanding
 Google+, 323
 ownership, 119
 Undo button, 278
 unhide a sheet, 177
 universities, Google Apps
 free for, 5
 unpin a tab in browser, 317
 unreliable Internet connec-
 tions, 13
 unshare a file, 122
 Untitled Presentation, 203
 Update Roles button, 33
 Update Table of Contents,
 149
 Updates tab, Gmail, 52
 updating
 software, 7
 styles, 138

upgrades, 12
 to Google Apps for Business, 25

upload
 file to Drive, 105
 image to web page, 280-281
 template, 133
 your company logo, 35

uptime guarantee, 21

URL (Uniform Resource Locator), 22
 availability of, 272
 copy and paste, 144, 186
 paste in link field, 214
 typing in Chrome, 314

usage stats, 30

Use This Template button, 170

users
 access, editing, 122
 activity reporting, 19
 adding, 31, 32
 blocking, 253
 collaboration, 12
 information page, 33
 managing, 33
 signing in as, 37
 unlimited, 21

using
 numbers in formulas, 180
 setup wizard, 29
 web image, 281

V

Vacation Responder option, 66

Vault
 about, 5, 6, 19-20, 295
 adding app, 297-299
 app, 294-309
 assign licenses, 299-300
 change licenses, 301
 collaborators, 305
 exploring, 296-297

export and audit data, 308-309
 extra cost of, 21
 free trial, 297
 Help Center, 301
 holds, 305-306
 matters, 303-304
 metadata tags, 307
 retention rules, 302-303
 sample page, 294
 search message data, 306-307
 sign-on page, 301
 using with Hangouts, 298

verifying domain, 22, 27

video
 call
answering, 258
button, 252, 256
invite others to, 258-259
outside group, 259
using apps during, 257

chat, 14, 21, 244
 conferencing
about, 8
calls, 241
Hangouts, 18
sharing, 256
 meetings, Hangouts, 18
 storing, 99
 web page, add to, 282-283
 won't play, 214

view
 change in video call, 257
 exported data, 308
 multiple calendars, 78
 options, specifying, 190, 227
 pages, 290
 revisions history, 154
 tasks with another calendar, 91
 your schedule with Calendar, 15

View Comments, Sheets, 177

View menu, 227-228

View Profile button, 36

viewer
 window, 112
 file types supported, 112

viewing
 documents, 156-157
 files on Hangouts, 262
 Gmail, 14
 items in Drive, 15-16

virtual hard drive, 100

virus protection software, 50

viruses in attachments, 50

visibility
 options for files, 118
 settings, 292
 changing, 123

voice chat, connecting via, 14

Voice app, 6

W-X

web browser
 choosing, 24
 updating, 25

web
 apps, 11
 camera for Hangouts, 244
 content, sharing via Google+, 323
 image, using, 281
 page
about, 285
creating with Sites, 19
customizing, 274
elements, editing, 276, 277
for domain name, 23
html format
upload image to, 280-281

platform apps, access to, 4
 programming and upkeep, 269
 publish
document to, 163-164
spreadsheet, 197-198
 publishing pitfalls, 198, 235

- surfing, Chrome, 314
- webcam
 - permission, 212
 - taking pictures with, 143
 - webinars*, 242
- website
 - access to tools for building, 6
 - add pages, 285-286, 287-288
 - building, 271-273
 - creation, 7-8
 - removing pages, 288
 - week calendar display, 74
- Who Has Access list, 119, 122
- wiki pages
 - about, 268
 - creating, 19
- Windows, using Google Apps on, 24
- word count tool, 160
- word processing
 - access to, 6
 - app, 16
 - programs, 4
- Word
 - documents, 154
 - viewing, 112
- Wordpad, 308
- WordPerfect Office, 4
- working
 - remotely, 7
 - with chat Hangouts, 250
 - with comments, 159, 230-231
 - with formulas and functions, 179
 - with reminders, 87-88
 - with rows and columns, 177
- with Slides, 205-210
- workspaces, creating shared, 8
- Wrap Text button, 174

Y-Z

- yearly subscription to Google Apps, 12
- Your domain only, 118
- Your domain with the link, 118
- YouTube
 - broadcast video calls on, 256
 - Google ownership of, 3
 - inserting videos from, 214
 - video, embedding, 275