To view the session live, click on the "on air" sign above.

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      i. Demo
   e. Chrome and multiple accounts
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1. Introduction:

a. Gapps at Fordham

is a new series of Learn IT sessions around all Google Applications. During these sessions we will explore E-mail, Drive, Calendar, Contacts, Sites, Groups and much more. During the first session we will introduce Gapps@Fordham, clarify why there are core and non core apps, Fordham IT in social media and introduce general Google Application features that will make your life easier.

b. Core vs Non-Core apps:

E-mail, Drive, Calendar, Contacts, Sites, Gtalk and Groups are core applications. These applications are supported by Google’s help desk. If there are any issues with email delivery, missing calendar entries or any other core app, Google will help us fix the issue. However, it also involves a contractual agreement that states that any data created or shared with a core application is private. No one can see it other than the people that have access to it. Google does not mine that data.

Maps, YouTube, Books, Blogger, Wallet and others are non-core apps. These applications are not covered under the terms of service agreement between Fordham and Google. These applications are covered by the terms of service agreement between the individual and Google.

On October 31, 2013, Fordham IT released Groups and Sites. In order for you to have access to these two core applications, you need to re-agree to the terms of service agreement. Once, you have agreed to the terms you will be able to see Groups and Sites from the application launcher.
c. Fordham IT on Social Media.

Fordham IT wants you to know what is going on. However, we want to make sure that your in-box isn’t cluttered. Follow us on Twitter to know everything about service improvements, latest technology releases and cool LearnIT session like *Gapps@Fordham*.

- @FordhamIT
- @FordhamItUpdate
- Fordham IT Blog

d. Appointments, Meetings and 25Live

Keeping track of all the things that are going on is easy with *Google Calendar*. Color code your meetings, keep track of your doctor’s appointments and mark them private, invite others to meetings and let everyone know when you are busy, or available.

d.1 Calendar Demonstration

1. **Schedule events with guests using the “Find a time” feature.**
   a. Create an event
   b. Add Guests
   c. Find a time
   d. Send invitation
   e. Find a room in 25live
   f. Update event

2. ⬆️ - Calendar best practice. Respond to meeting invitations to let others know what your intentions are!
e. Chrome and Multiple Accounts

One of the many hidden treasures of the Google Chrome web browser today is the ability to create multiple identities / user accounts for one browser. What this means is that if you have several gmail accounts, you don’t have to logout and log back in each time you want to check both email accounts. You can switch over with the click of a mouse, by saving the login information once for each account!

f. Video and Audio Google talks

Instant messaging using Gtalk is a convenient and efficient way to communicate with your peers. Since December of 2013 everyone at Fordham has been able to have audio and video chat sessions with Gtalk. All you need is a webcam and a microphone and you can start video chatting with coworkers on Fordham Gmail.

g. Managing Attachments with Google Mail.

Attaching a file to a new mail message is not a new task to any of us. However, the integration of Google Drive into GMail simplifies and streamlines this task to make it very easy! These two features make it easier to keep track of the document’s different versions and yes, the file’s location!

Here are the instructions to add or detach files from Gmail.
2. E-mail

i. Creating Messages

i.1 Create Chat Messages From Inbox

You can create a chat message or see all the correspondence you have had with the sender of the message you are reading from the profile box. All you need to do is click on the Chat Icon or Mail from this week link.

i.2 Cutting and Pasting Images

Creating e-mails with graphic content is as easy as cutting and pasting. Using your favorite screen capture software cut the image you want to add to your message and paste. You can also insert an image by using the Insert Photo button in the menu bar. Click here for instructions.
i.3 Attaching documents.

Sharing information has never been easier. You can share documents you have created with Microsoft Office or Google Drive using your e-mail. From a compose window click the paperclip icon to attach a document. You can also insert from Google Drive. Click here for more information.

ii. E-mail workflow

ii.a Forward, Reply, Reply to All

Make sure you are replying to the right folks about the right e-mail. Often some of us reply to all when what we really want to do is reply to the sender only. Also, did you reply to the wrong message? If these has happened to you, make sure to use the drop down box located on the right hand side of the body of a message. Click here for more information.
ii.b CC and BBC.

- Insert the email address for the person or group to whom the email is intended for in the **to field**.
- If others need to be informed of what an e-mail is about, but are not required to act on the e-mail, include them in the **cc field**.
- If you are sending to many users and preferred to keep the e-mail addresses private, use the **bcc field**.

ii.c Read Receipts

Did he read my e-mail? Sure you did! The message is even in the sent folder. Ugh, he hasn't replied. If you want to make sure that the message was read, use read receipts.

- It is usually frowned upon by the receiving end.
- May not work outside of Fordham.edu

Click [here](#) for more information.

b. Spam Management

GMail automatically helps identify spam and suspicious emails by detecting viruses, finding patterns across messages, and learning from what users frequently mark as spam. Google has been effective over the years at this, but there is and may always remain a gray area; because we do expect to receive emails that we do not always know where they come from. And so, GMail provides a few key tools to help users ‘train’ their inbox and anti-spam technology to do the job that the ‘user’ wants for it to do.

b.i Multiple EMail Aliases

Sometimes, you do have to provide an email address to receive information that is not important, but still informative. Other times, it is necessary so that you can sign up for a web site or service. Your inbox is capable of receiving emails to your email address with any word appended to it by using the + symbol. For example:

```
youremailaddress+word@fordham.edu
```
b.ii Whitelists & Blacklists

Now that we have a better way of identifying what we have signed up for and what emails are coming in -- we can create a whitelist or a blacklist. That is, an approved list of senders, or a list of senders to always send to spam or to delete.

b.iii Report Spam / Dealing with miscategorized emails

Today, in your inbox you should very rarely see a virus or malicious email. Google has that covered. But there is another category of spam. This is the best scenario where users can make use of the ‘Spam’ and ‘Not Spam’ buttons. GMail will then begin to analyze the content of those e-mails the unwanted behavior or content.
If you have set the good emails to go to spam, users can use the ‘Not Spam’ button to begin the reverse process. The message will be moved to your inbox, and gmail will begin to learn where it can loosen its control.

3. Drive

a. A New User Experience

The new Google Drive is the same Google Drive you know, just faster and works more like you are used to on your computer. You can create, add, or upload a file with a single button, or by simple drag and drops. You can find and add files shared with you much more easily. Single-click a file to select it and double-click a file to open it. In the end, you should have the same experience managing your desktop files, as you do managing your Google Drive files, with the added benefit of Google Apps!

BUT FIRST! Get the new Google Drive

To get the new Google Drive, click on the Settings menu and choose Experience the new Drive.

The “NEW” Button, performs all tasks related to creating content on Google Drive:
More Ways To Create Content:

1. Google Docs Basics
2. Google Spreadsheets Basics
3. Google Presentations Basics
4. Sharing and Collaboration
5. Organization and Searching

Files and content being shared *with you*, can now be found in a central location:

And, more Desktop-Like Functionality:

<table>
<thead>
<tr>
<th>Drag Your Mouse and Select Multiple Files</th>
<th>Right Click, New Menu</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Drag Your Mouse and Select Multiple Files" /></td>
<td><img src="image2" alt="Right Click, New Menu" /></td>
</tr>
</tbody>
</table>

b. Managing Your Files

Google is reducing the number of clicks it takes to create content on Google Apps, and Google Drive. This means an increase in productivity, but also in the burden of managing all of your content, collaborations and general work. So, Google brings its world class search right into Google Drive as it does its other products. On top of that, are various “desktop-like” features to help organize your work as needed:

i. The Desktop Client

If the “desktop-like” features are just not enough, then use the full power of the desktop client. Once you decide on what folders you want to synchronize, the Google Drive agent sits quietly in the background monitoring the folders you select, and keeping your files stored on the web fully synchronized. Simple as that.
ii. The Mobile Client

It's great to have so many features on my desktop for all the heavy lifting that often comes with managing files and content. On the other hand, sometimes, we just need to quickly enter data, update a document or provide our expertise over a document or presentation. These tasks can be easily performed on a mobile device. This is light work, and a light app could do the trick just fine.

c. Demo: Quick Tour

*Getting Started with Google Drive*

d. Demo: Managing Files Online, Offline and Mobile

- Moving Files, Set and Forget

e. Demo: Collaborative Editing

- Chat
- Comments
- Responses
- Live Edits

f. Best Practices & The Real World!

- Search is king, But basic folders are great too.
- Moving and migrating files, the easy way
- Sync selectively
- Take the trash out!
- Avoid attachments
- Take care of your files, protect your work.
  - Deleted accounts = deleted files
  - Re-request access
  - Know how to restore files.
  - Desktop deletions (or moves), means deletions / moves on the web
  - Reboot your sync agent, its Windows!
4. Calendars

a. Scheduling Appointments and so much more...

Google Calendar helps you to keep your life and schedule organized. It also provides an easy way to create, schedule and manage events and appointments and share them easily with family, friends and co-workers!

i. Reminders - Stay on schedule with reminders and notifications.

ii. Add video calls/Google Hangouts and file attachments right from within your events just by clicking on the available links.

iii. Indicate location and reserve room/resource availability all at the same time as well! And don’t forget to use 25Live for booking & confirmation of rooms if meetings are being held at any of Fordham’s available campuses.

b. Collaborating with Calendars

i. Appointment Slots

Appointment slots lets you set one period of time on your calendar that you can divide into available time slots for people to reserve.

**Demo:**

Simply click on a range of “free time” on your calendar and click on the Appointment Slots tab and set the available options as desired.

Click the Create Slots button and you will be able to add more details and Save, then send to your intended targets/users.

Once your invitees select an available slot, that time slot becomes its own separate event and is added to both calendars as confirmed appointments.
To share the same slots on your calendar, click on the Modify Event link and copy and paste the appointment page link in an email to other users:

Create appointment slots on calendar: My Calendar

This calendar's appointment page: https://www.google.com/calendar/selfsched?stoken=UU8LVW5V5Y2loMm1nfGRIZmF1bHR8OGU3MTgyNQRmMmQyNmJkNDQxMjFIMzQ5ZTkMjdljOTk

ii. Adding internal & external calendars

Google calendar allows you to add calendars of colleagues and friends that have shared their calendar publicly or via user sharing request. You can add any internal calendar by entering in the name or email address in the box as shown below. To add an externally shared calendar, click on the down arrow next to Other calendars for the available options.

![Google Calendar example](image)

iii. Sharing Calendars

To share your calendar with others, click on the dropdown arrow to the right of My calendars and click on Settings. You must then click on Edit Settings in the Sharing column to the right of your calendar name in the list shown. From this screen, you can make this calendar public (shared with everyone), share your calendar only with users in the Fordham community or with specific users.

iv. Free / Busy Time

Another great use of Google Calendars is the ability to view free/busy time of fellow co-workers and managers. With the option to hide or display specific meeting details, users can see whether or not anyone is free for meetings or other levels of availability (out of office, sick, etc.) right from a user’s calendar!
c. Integration of Google Calendar with iOS / Android

Google Calendar has built-in integration and support within iOS via the native Calendar application and the mobile Google calendar syncing utility found at: https://m.google.com/sync/settings/

Android users can download the Google Calendar app from Google Play.

Both applications have full support for all features available in the desktop, browser-based version of Google Calendar, including alerts and notifications, ability to RSVP to events, and full synchronization capability across all your devices and computers regardless of where the change is made.

And now, Google has added an on-demand sync menu option from the Settings menu with Google Calendar. Click on the **Sync with mobile device** option for more information on this new feature.

d. Best practices

i. **Default Event duration**

All users should visit the 'My Calendar' settings menu from within Google Calendar and set your preferred defaults and global calendar settings. One of which is the default event duration, which allows you to customize the default length of time to use for every newly created meeting or event.
ii. Emailing of Next Day Agendas

Another noteworthy option to set for Gmail calendars is the Daily Agenda setting, where Google will email you the next day’s schedule of meetings in advance in order to keep you best prepared for your day ahead. You can find this option at the bottom of this list in Notifications settings for the desired calendar. Simply click the checkbox and remember to hit the Save button to keep this setting.

| Daily agenda: | ☑ |
| Receive an email with your agenda every day at 5am in your current time zone. |

iii. Changes to Events

5. Contacts
a. Spam Management with Other Contacts

Contacts management in Google Apps is not just about keeping track of email addresses and phone numbers of the people we communicate with the most, but in addition, is the way in which Google provides to the user the ability to manage their own spam and inbox whitelist settings.

When wanted email is erroneously flagged as Spam and found in your Spam folder in Gmail, clicking on the ‘Not Spam’ button effectively adds the sender’s email address to your ‘Other Contacts’ list under Contacts. Any email address entered in this section of your personal contacts lists is ‘whitelisted’ and will never be considered spam by Google’s spam filtering engine.

b. Personal Contacts vs. Domain Contacts

In the Contacts section of your Fordham gmail account window, you will usually find a list called ‘My Contacts’ as well as one called ‘Directory’. Directory is where all Fordham contacts listed in the entire fordham.edu domain can be found. This is not maintained by users, but can be a source from which personal contacts are copied or updated in your Personal contacts lists. Any user who prefers to not have their name and email address listed in the directory can email IT Customer Care and you will effectively be removed from that list but remain active for all users you authorize and share your Fordham.edu email address with.
c. Personal Groups vs. Domain Groups
All users who have agreed to the Fordham Policy on Google Groups and Sites are granted access to Google Groups. This domain-wide application allows users to create their own (publicly visible) groups that can be used as distribution lists or for collaborative purposes with other members of the Fordham community. All groups have a unique email address that can be used to email all members of the group and as a means to foster group discussion and collaboration. Domain groups differ in that they are usually created by domain admins and have the added security and flexibility to keep group names, members and email addresses private.

d. Best Practices

i. Finding and removing duplicates
Clicking on this option will search your list of contacts and attempt to find and merge any duplicate contacts in your growing list in your Gmail account. This often will become necessary as the list grows.

ii. Delegating access to your contacts
Similar to the ability to grant others access to your Gmail inbox and email contents, Google gives users the ability to “delegate” rights for others to view and/or manage their contacts lists right from within the Contacts window.

iii. Automatic Whitelisting of Email Contacts
Want a way to automatically ensure Google’s spam filtering engine always delivers emails to your Inbox from users you email back and forth with? Go to the General tab in your Gmail setting and make sure to set the Create Contacts for auto-complete as shown below!
7. Google Groups

Google Groups makes it easy for groups of people - such as project team members, departments, or classmates to communicate and collaborate effectively and easily. There are several types and uses for groups. For example, a group can be an online forum for discussions or used as a means to share information or views on any given topic via email or directly via a common web interface. Emailing members in a group is even easier because every group is created with a common email address that can be used to email all members of the group at once. Sound interesting? Well, let’s see just how easy creating a group can be in Google Apps.

Here are some things you can do with Google Groups:

- Hold online discussions about a specific subject
- Host a question and answer forum where customers answer and rate each others’ questions about your company’s product
- Track and manage support requests from co-workers or customers
- Organize meetings, conferences, or social events among members of a group
- Read group posts through email, the online forum, or both

You can belong to lots of groups. Each group contains multiple **topics**. Topics are different discussions related to the group’s subject. Topics in a group for an upcoming conference might be “What hotels have conference discounts?” or “Final session schedule.” Each topic can contain multiple **posts**. Posts are the individual replies from within the topic.
How to setup a Google Group

To set up a Google Group, you click on the Groups app icon from the Google Apps menu in the top right corner of your Google Apps menu from within your Fordham.edu Gmail account.

Create and configure a group

1. From the Groups welcome page, click Create Group.
2. Enter the group’s name and description.
3. Select the Group Type.
4. Update the group’s email address as desired.
5. Click Create when you’re done.

Review group roles and permissions

To regulate which tasks certain group members can perform, you assign them roles. Each role grants specific permissions. The default choices are as follows:
   - Member: Can post and view topics.
   - Manager: Can also add or remove members. Also able to edit, delete, and move topics in and out of the forum.
   - Owner: Creates the group and adds members.

If the default roles and permissions are suitable for your group, go ahead and use them as is. If not, you can modify a role’s permissions, say, to only let an Owner edit the Welcome screen. Or create an entirely new role with its own set of permissions.

To do this:
   1. Go to the group’s welcome page and click the Manage button.
   2. At the left of the page click Roles.
   3. To change a role’s permissions, click the role you want to change.

Create the group’s Welcome screen

Next, we suggest you add a banner or description to your group’s home page to greet people who come to browse topics. After creating the group, go to its home page and click the Edit welcome screen link. Then use the Rich Text Editor to compose and format the greeting, upload images for a banner or logo, and even add links.

Note: By default, only group Owners and Managers can create or modify a welcome screen.
Add or invite members

Once your group is set up, it’s time to add members to your group. You can either invite new members, in which case they must accept the invitation in order to join the group. Or you can add them directly without requiring that they accept.

1. Go to the group’s welcome page and click the Manage button.
2. At the left of the page, under Members, click Direct add members.
3. Enter a welcome message, such as the one below:

   Welcome to the Google Group for My Web Forum. This group will allow us to:
   • Start discussions related to the our project
   • Ask and answer questions with one another
   • Connect others across the organization with our topic.

   Thanks,
   Group Owner

4. Add members by email address in the box provided.
5. Click Add.

Now your Google Group is ready to go! Let’s examine the different uses of Google Groups are and how you can start using them to increase your productivity today!

Email list

This type of group is like a mailing list—it contains the email addresses of its members but also has its own address. Using the email address for the group, you can:

- Send email to group members
- Invite group members to meetings
- Share your content with members, including Google docs, sites and calendars

With email lists, you might or might not not use the online interface very much. You can use it to read and post messages, communicate with the group via email, or both. Some people communicate with groups via email and just use the forum interface occasionally to find and join new groups, or as a way to access an archive of older messages in a group.
Note: Email list groups vs. Google Contact Groups

You might be wondering how Email list groups differ from your personal contact groups you can create in your My Contacts list in Gmail. There are 2 main differences to keep in mind:

● The primary difference is that a Google group has its own email address, so it can be shared in your Groups directory and others can send messages to it. Your contact groups, on the other hand, are for your personal use and don’t have its own email address that you or others can send emails directly to.

● When you send email to a contact group, recipients get the email only in their inbox. But when you send email to a Google group, group members can see the content in their email, in the online forum interface, or both.

Collaborative Inboxes

Use a Collaborative Inbox to manage and track queries from customers or coworkers. In a Collaborative Inbox, team members can easily assign and track support tickets and other queries from customers or coworkers. Team members also can:

- Take a topic they volunteer to resolve
- Assign a topic to another group member
- Mark a topic as duplicate

Web and Q&A forums

A web forum is similar to online discussion forums, such as forums where frequent flyers discuss travel issues or where music lovers discuss the latest charts. A Q&A forum is used to resolve issues or questions within an online community. These two types of Google Groups are similar, though a web forum is usually more focused on general discussions, while a Q&A forum is focused more on finding answers to specific questions or issues.

Forums allow authorized users to:

- Mark a response as a best answer (Q&A forums only)
- Click Me too! to indicate they have the same question as the topic creator (Q&A forums only)
- Moderate the group, such as by removing topics or banning authors

With Web and Q&A Google Groups based forums, you’ll probably only use the forum interface to communicate with other members. You can choose to get email too, but you’ll find that some features of these groups are customizable based on the type of Google Group that was selected at the time of creation.
More Information on Managing Google Groups

Two ways to add members to your group

Adding members to your Google Groups can be handled by one of two ways: via invitation or direct add. Directly adding members adds users without requiring intervention by the user, while adding members via invitation allows for the user to either accept or reject your invitation request.

Enabling external users/email addresses

By default, Google Groups permits only the adding of Fordham.edu email addresses. To enable the adding of external users, you can navigate to:

- Settings > Basic Permission
- Allow members external to this organization
  - Tick the box: Allow new users not in fordham.edu
- Click Save.

Removing group members

Removing group members is relatively a very simple task, but is limited only to members who are designated as Owners of any particular group.

1. Click on 'My Groups' from http://groups.google.com
2. A list of all groups for which you are a participant or Owner will appear.
3. Click on the Group whose group membership you would like to modify. Look for and click on the Manage button.
4. A list of options will appear on the left-hand side of the screen.
5. Click on Members. Several items are listed. Click on All members.

6. A screen will appear with all the members. Select the members you would like to remove and click on Actions -> Remove from group.

7. Selected members will be removed from the Group immediately.

For other ways on how to manage and work with Google Groups, please refer to the following link below:

https://support.google.com/groups/#topic-9216
8. Feedback

We enjoy hosting LearnIT session and can’t wait to talk about Mail, Calendar, Groups, Sites and much more. However, we want you to be just as excited and learn as much as you will want to. Please click on the feedback form and let us know how we did and what you will like to see in the next Gapps@Fordham.