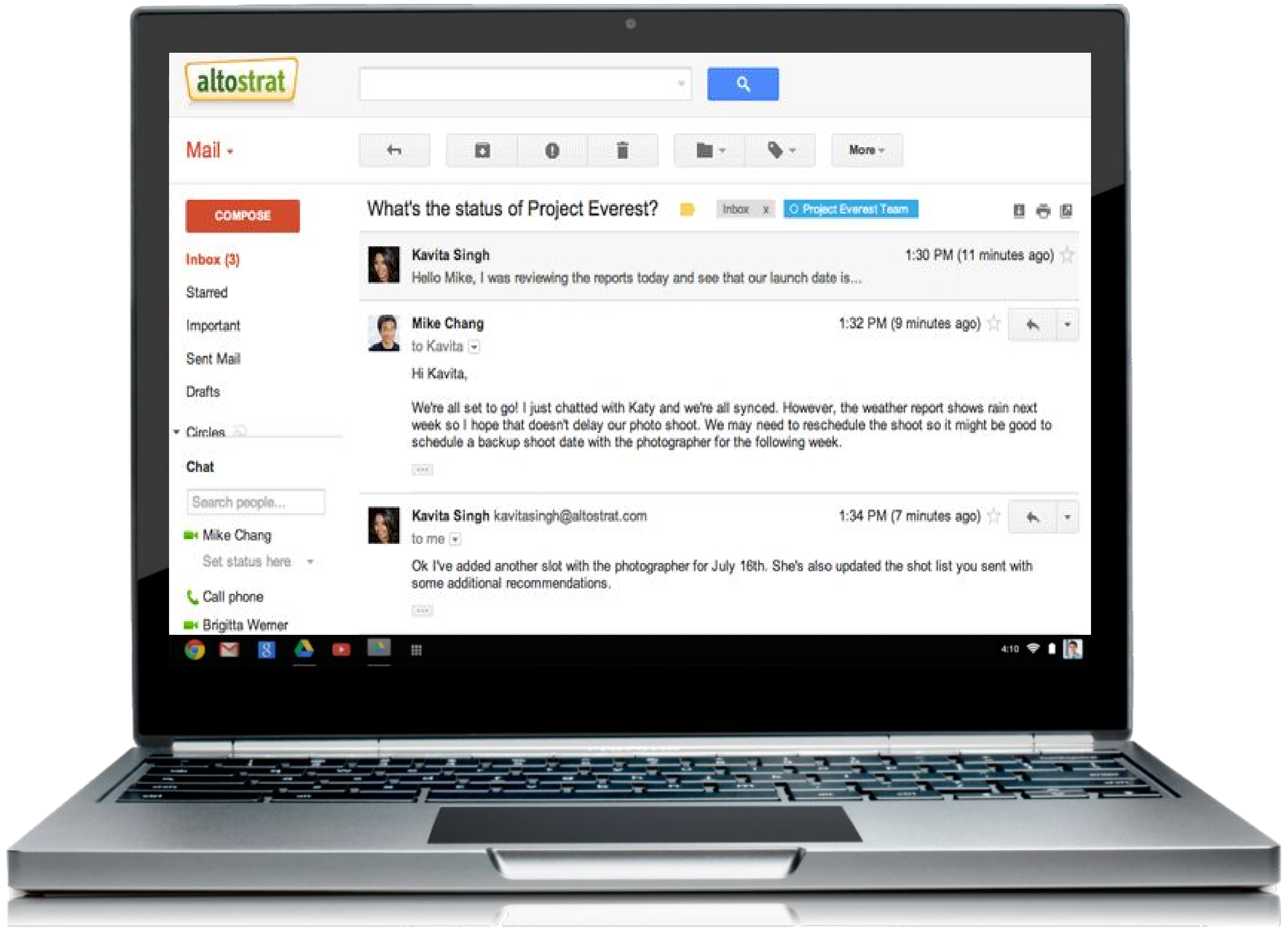
Groups for Business setup for administrators

In this guide

1. Discover how Google Groups for Business can help your team communicate
2. Choose recommended settings for Groups for Business
3. Create a mailing list with an auto-reply, a mailing list with external users, and a shared mailbox
4. Train your organization



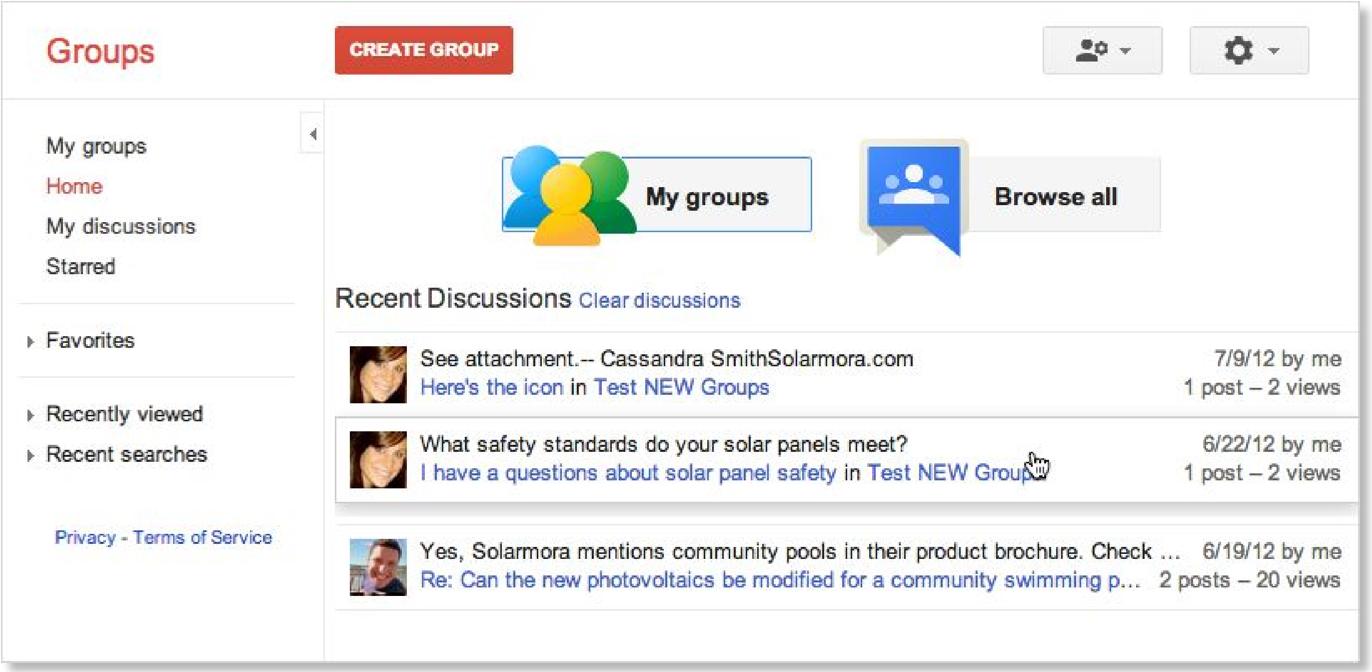
What you'll need

A G Suite administrator account

30 minutes

What is Groups for Business?

Google Groups offers an efficient way to communicate with a specific set of people from both inside and outside your organization. You can let your team create and manage their own groups and collaborate easily.



You can do a whole lot more with Groups for Business:

- Create groups that include people from outside of your organization.
- Let your users manage distribution lists.
- Set up special types of groups, such as shared mailboxes and online forums.

Best of all, creating a group is **free**—groups don't count toward your G Suite user licenses.

Make communications easier with Groups for Business

Here are some examples of how you can use Groups for Business in your organization:

- **Automatic responses for mailing lists**

Create *info@your-domain.com* for potential customers to contact you. You can set up an auto-response, so your customers receive a response when they email you: “Thanks for your interest! We’ll respond within the next 24 hours.”

- **External newsletters and project teams**

With Groups for Business, you can create a project group that includes both members of your organization and external consultants. Create an email address for your group and easily send a newsletter or update to the entire team using just that one email.

- **Let your team manage their own groups**

Create *meetup@your-domain.com* to manage a company event. Allow team members to add or delete attendees on the mailing list; no need for them to ask you for help for every little change.

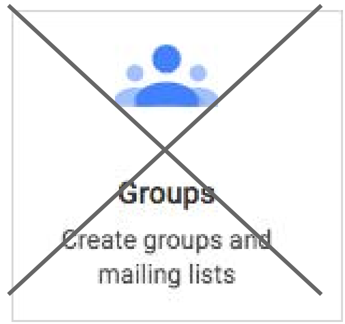
- **Collaborative (shared) mailboxes**

Use a collaborative inbox at *support@your-domain.com* so your team can manage requests for help. Each member of your support team can respond individually to tickets and mark them as they’re resolved, or assign them to someone else.

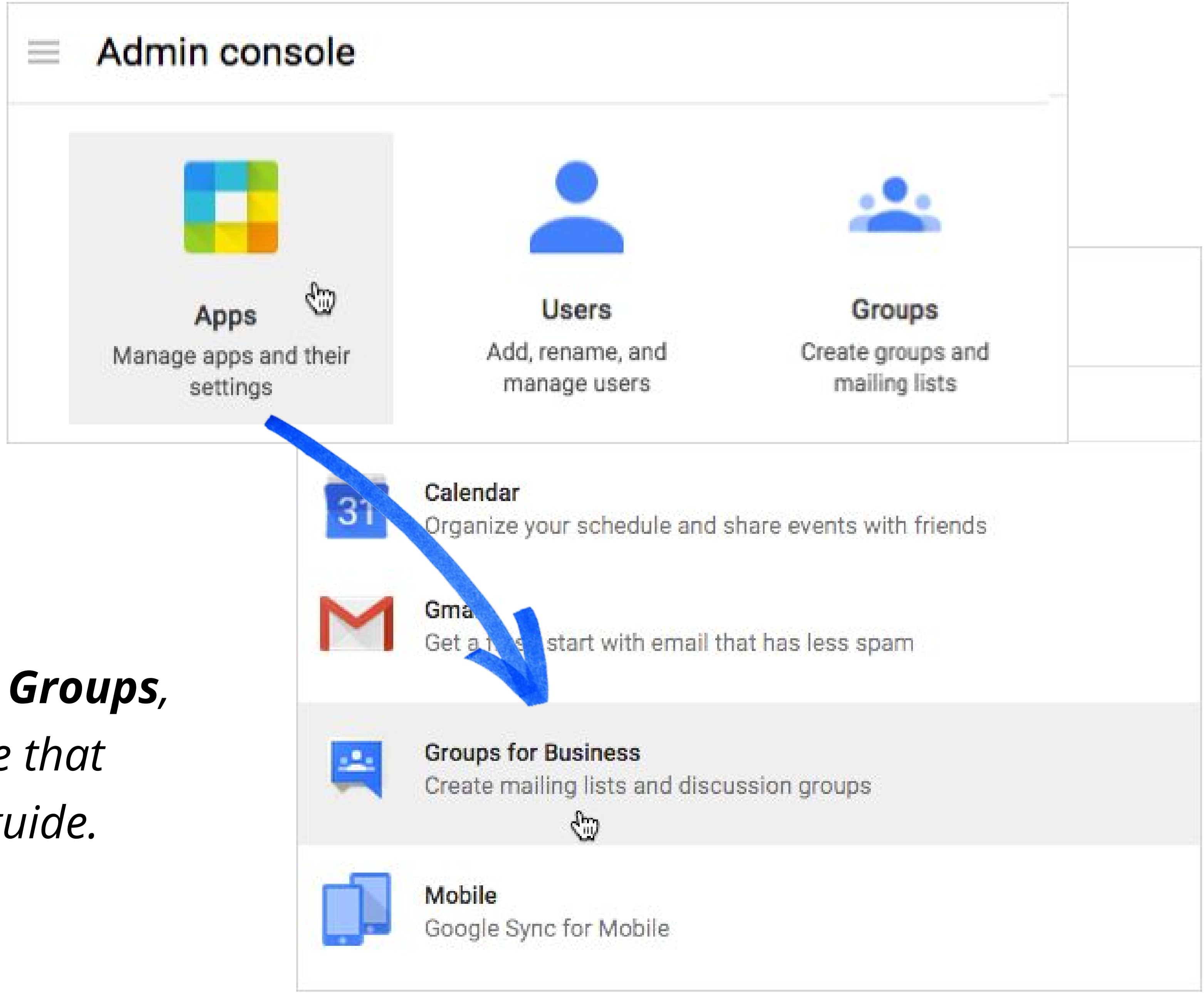
Find Groups for Business in your Admin console

To begin, let's go to the Groups for Business page in your G Suite Admin console:

1. Sign in to your Google Admin console with your email address and password.
2. Click **Apps** and then click **G Suite**.
3. Scroll down through your list of services and click **Groups for Business**.



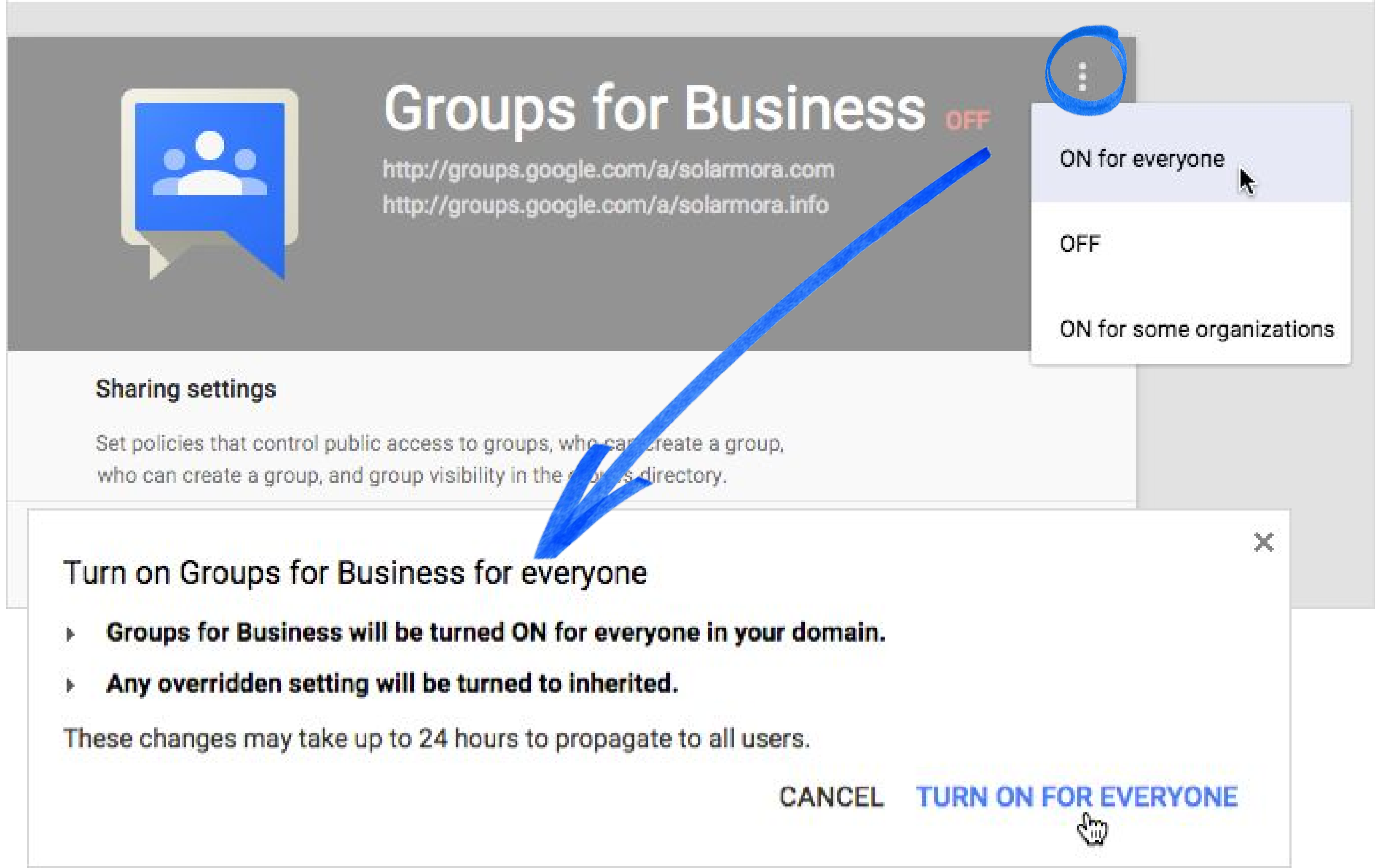
Note: *In the dashboard, you may also see* ***Groups****, which provides basic email lists. Make sure that you're using* ***Groups for Business*** *in this guide.*



Turn on Groups for Business

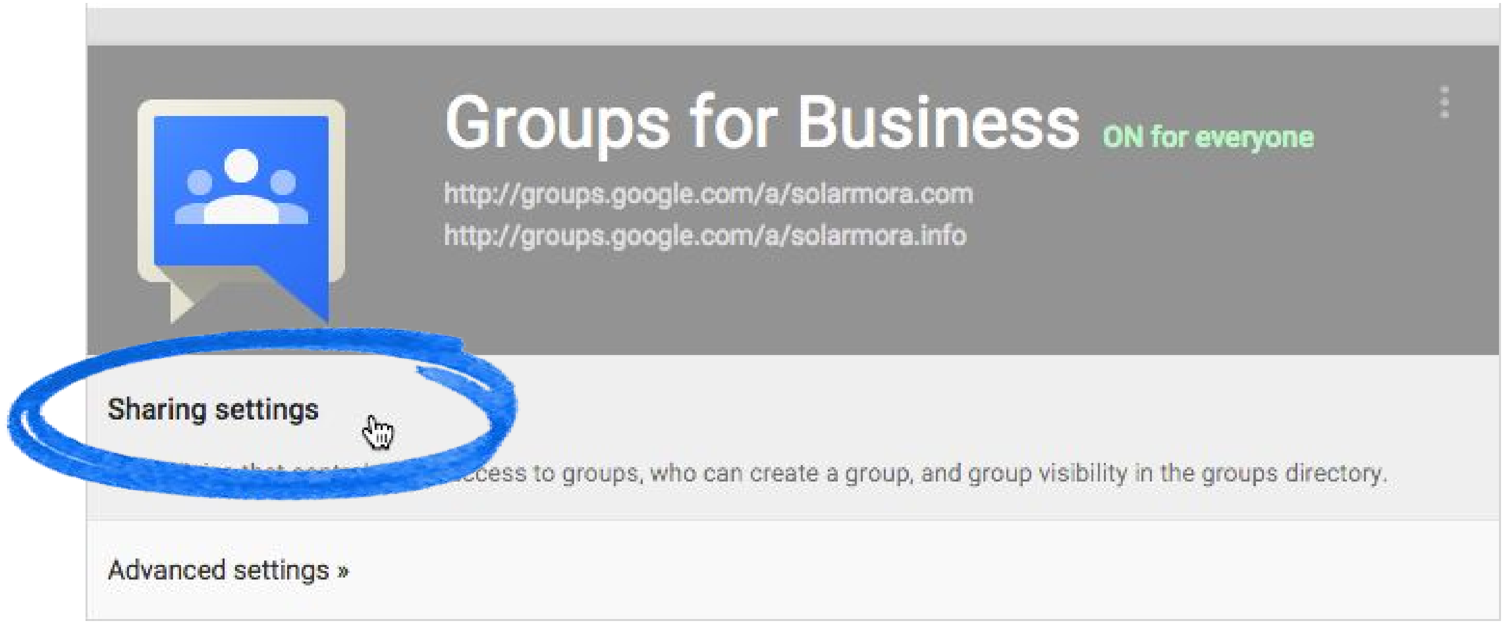
Groups for Business is on by default, but if you need to turn in on manually, this is what you need to do:

1. In **Groups for Business**, click ⋮ in the top-right corner.
2. Click **On for everyone**.
3. Confirm by clicking **Turn on for everyone**.



Choose recommended settings

1. Click **Sharing settings**.
2. Choose the recommended settings below.
3. Click **Save changes** when you're done.



These settings allow you to designate *group managers* on your team who can add and delete users for each group. It also means only administrators can add *external* users to a group.

You can change these setting later if you want.

Outside this domain	Private - No one outside this domain can access groups.
Creating groups	Only domain admins can create groups
Member & email access	Group owners can allow incoming email from outside this domain

Create a mailing group with an auto-reply

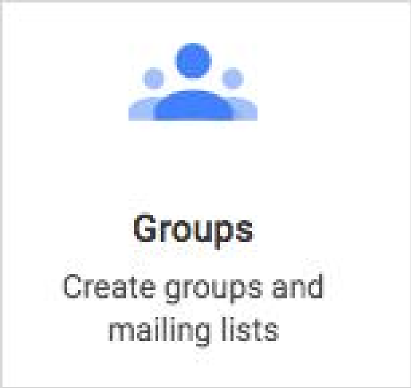
Now, let's create a mailing list with an auto-reply. We'll use the domain Solarmora.com as an example.

You want to set up the mailing list *info@solamora.com* as a group, so anyone in the support team can respond to potential customers.

You then want to set up an **auto-response** for the group so that anyone who sends email to info@solarmora.com receives this message:

> "Thanks for your interest! We'll be in touch within the next 24 hours."

We'll walk you through the steps to do this.



What if I already created this group and others in the Admin console?

After you enable Groups for Business, any group that was created in basic Groups is automatically migrated over.

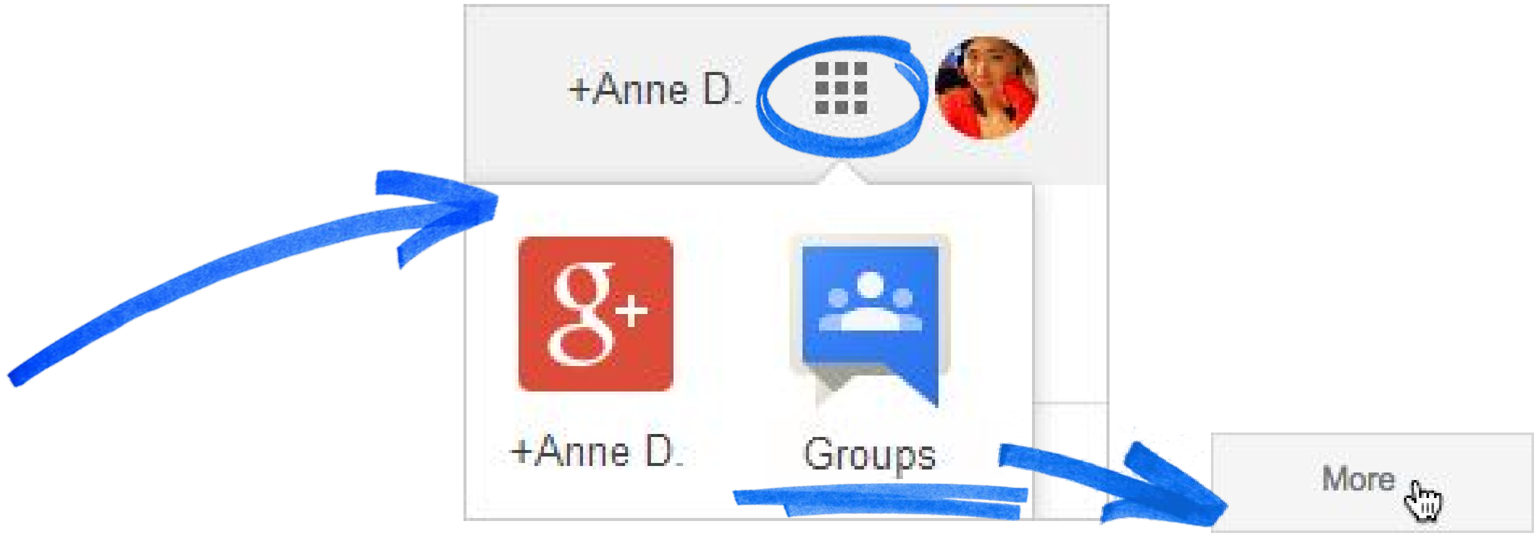
You can find your groups by going to your Admin console and clicking **Groups**. You can then manage your group.

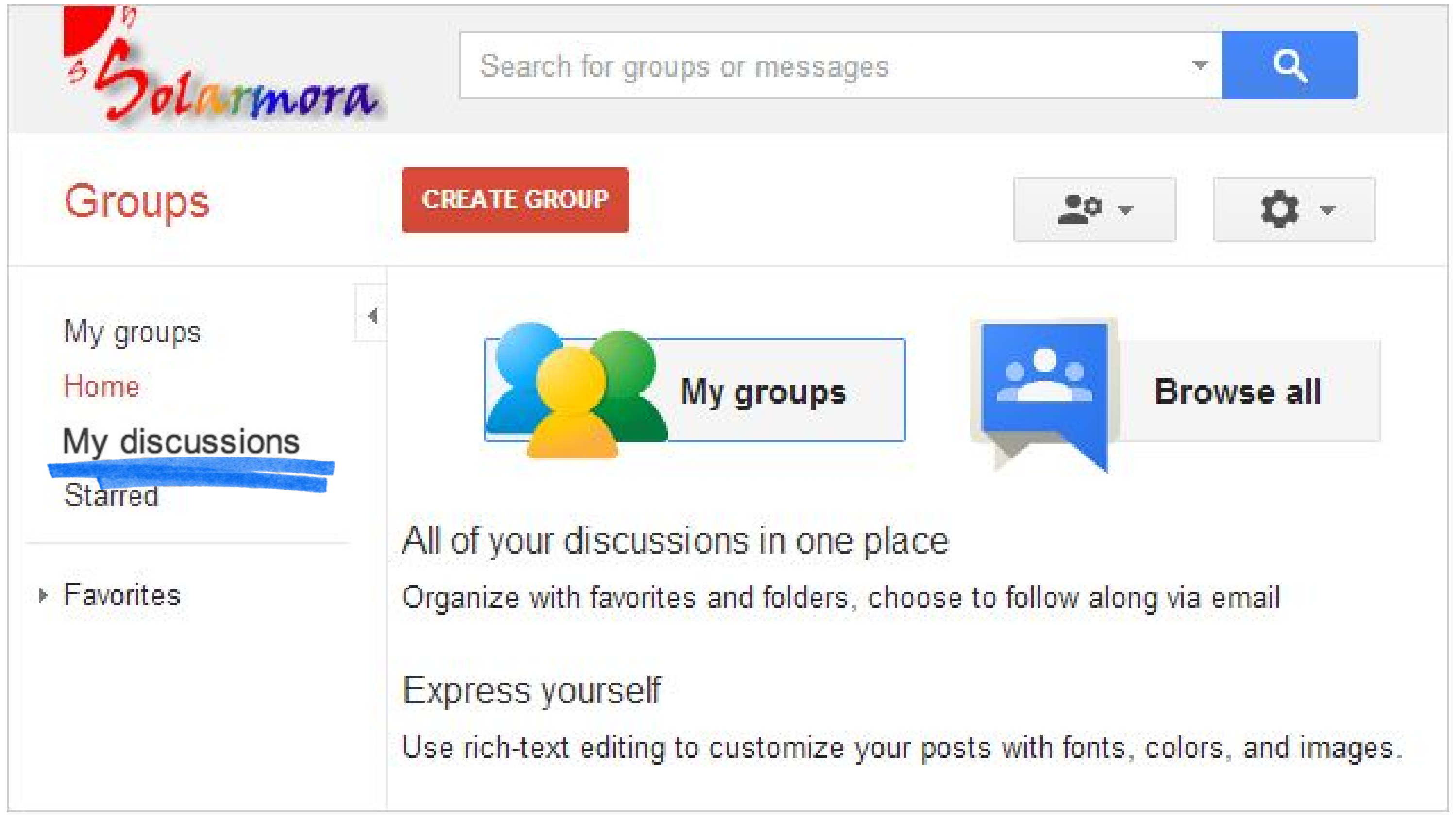
Learn more: Migrated groups

Launch Groups

First, let’s open Groups:

1. From your Admin console, click the App Launcher at the top of the page.
2. Click **Groups**. If you don’t see **Groups**, click **More**.
3. On the Groups page, you’ll be able to:
   - Create and manage groups.
   - Read and reply to your group’s messages by clicking **My discussions**. The same messages are also available in your inbox.





Create your mailing group

Let’s create the group. On the Groups page:

1. At the top of the page, click the **Create Group** button.
2. Fill in the group’s name (the group name email that recipients see, e.g. “The Solarmora team), the email address of the group (e.g. info@solarmora.com), and a description (that only your users see).
3. Next, select **Email list** from the drop-down menu in **Group type**.

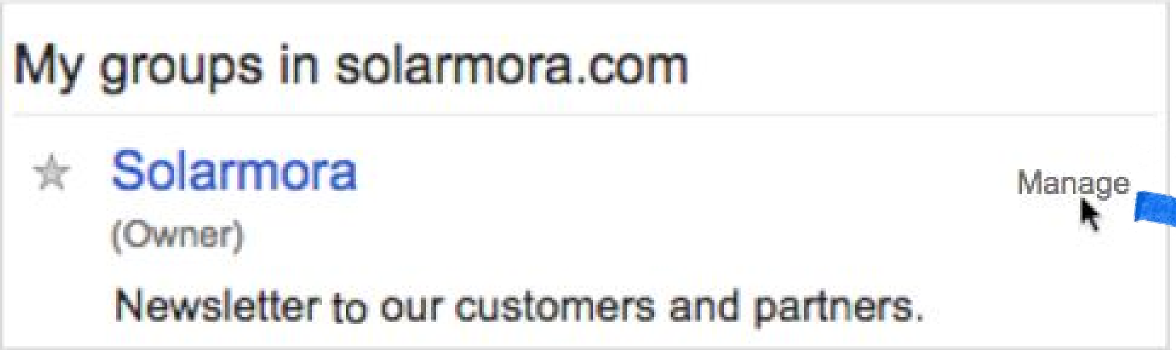
   Note: The other settings on the **Create** page control which users in your organization can view or reply to messages and join the group. By default, that’s every user in your organization.

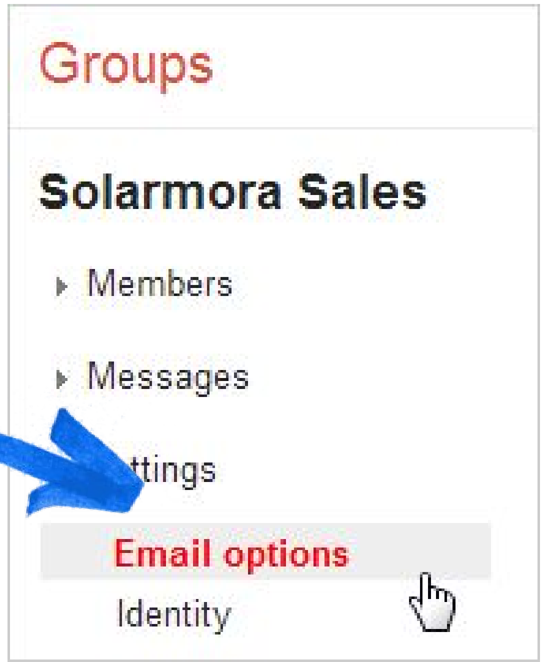
4. Click **Create** at the top of the page.
5. In the confirmation window, click **Okay** to create your Group.

Set your auto-reply for the group

Your group is now on the Groups page under My Groups.

1. On the right, click **Manage**.
2. From the list on the side, click **Settings**, then select **Email options**.
3. Make the following changes, then click **Save**.



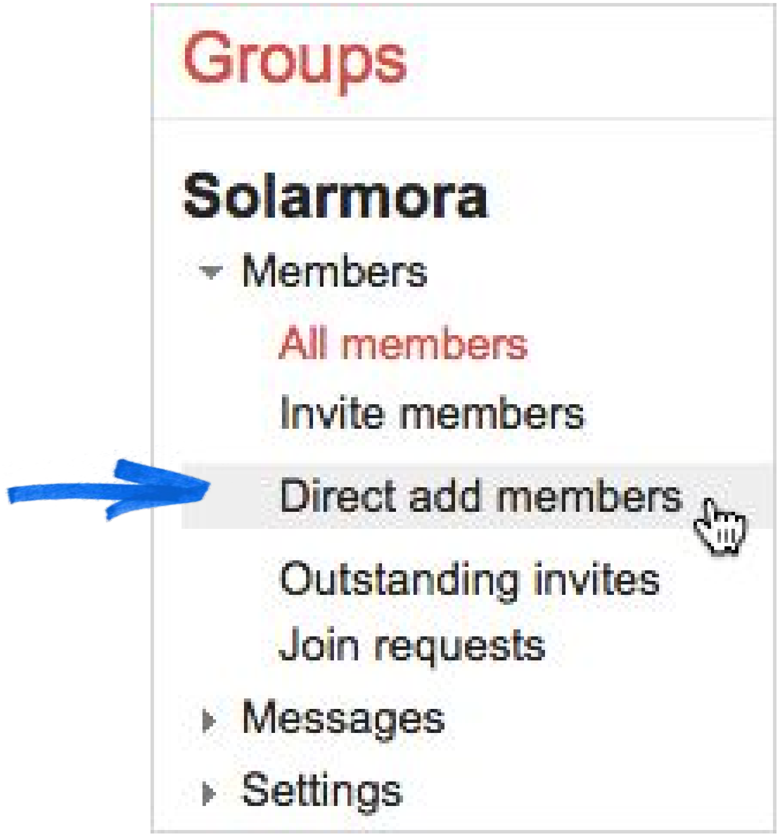


Subject prefix	Enter the text the recipients of the auto-reply see in the Subject line. You might set to something like *[Thank you for contacting us.]*.
Email footer	*Uncheck all options.* These options are typically used for internal mailing lists or groups with external members, such as a newsletter, not for auto-replies.
Auto replies	Check the **Enable auto-reply message for non-members outside the organization** box, and enter the message the recipients will see in the body of the email. You can include your company information because there's no custom email footer.

Learn more: Auto replies for groups

Add members to your group

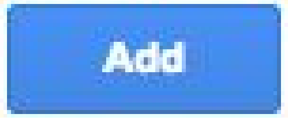
1. On the Groups page, click **Manage** under your Group.
2. In the list on the left, click **Members** and then click **Direct add members**.



Enter the email addresses of the people you want to add, and enter a welcome message for the group.

Note: The addresses you enter must already be added as users in your Admin console.

We'll cover adding users from outside your organization later in this guide.

4. In the **Email subscription options** section, select **All Email**.
5. Click **Add** at the top of the page. 

You can now see the members of your group by clicking **All members**.

Test your new mailing group

Now that you've created the new group, let's see how it works. Remember, it can take up to 6 hours for a group to become active.

- **View the auto-reply**

Send a message to the group from an email account outside of your domain and then check the auto-reply message.

- **Reply to a message**

Check your domain inbox to make sure that you received the message you sent from external email account. Make sure you can receive emails from the other members of the group as well.

- **View the message in Groups**

To view your messages directly from Groups, go to **My Groups** and click your group. Open the message you sent from the external email account and click **Reply**. You can reply from the group email address or your own email address.

Learn more about editing a group

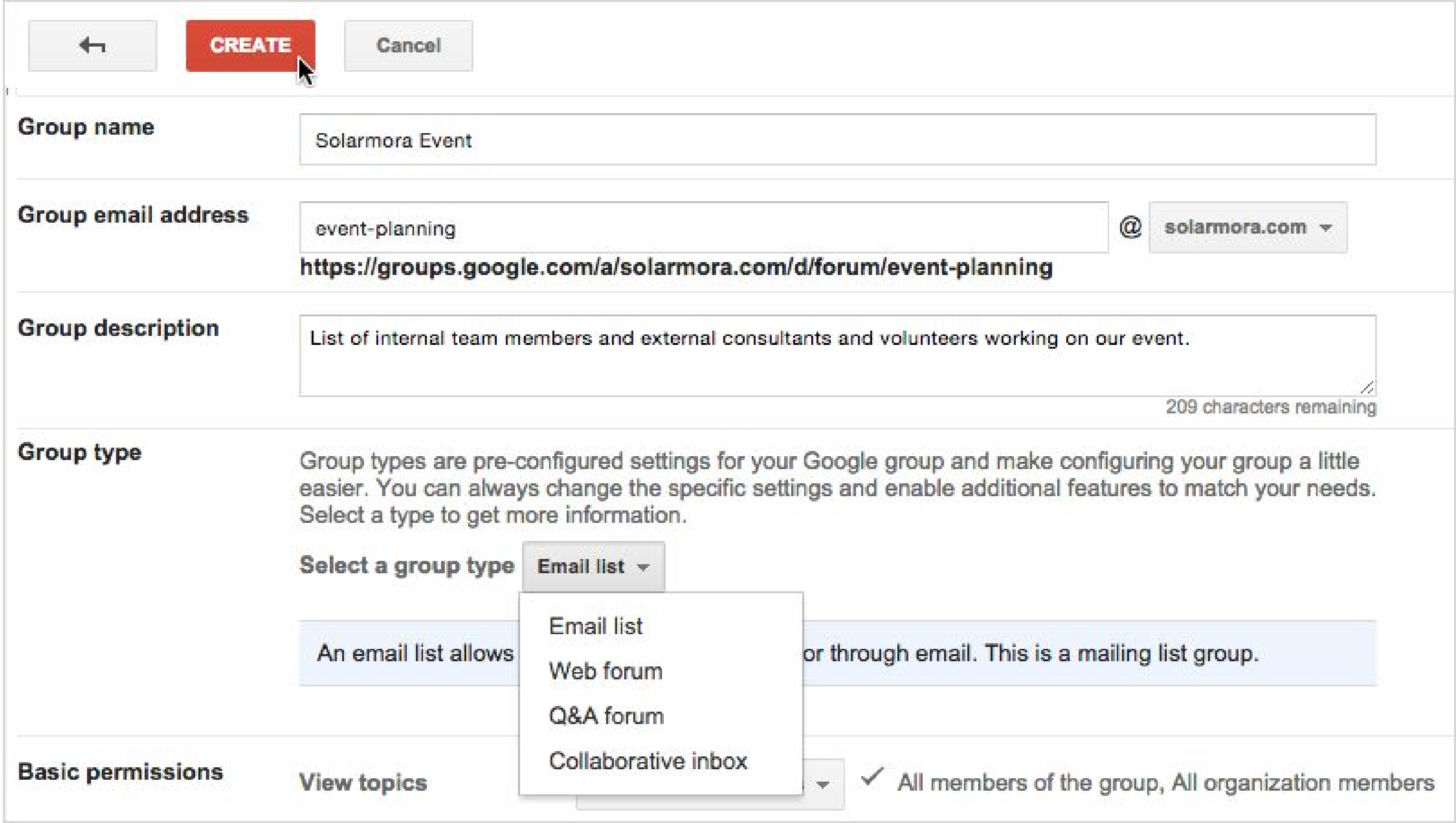
Create a group that has external users

Let’s continue with the Solarmora.com example and set up a group with external users.

Solarmora is running an event with a team of their staff and external consultants and volunteers. The event manager wants to include everyone working on the project in a new list, ***event-planning@solarmora.com***.

Using Groups for Business, you can:

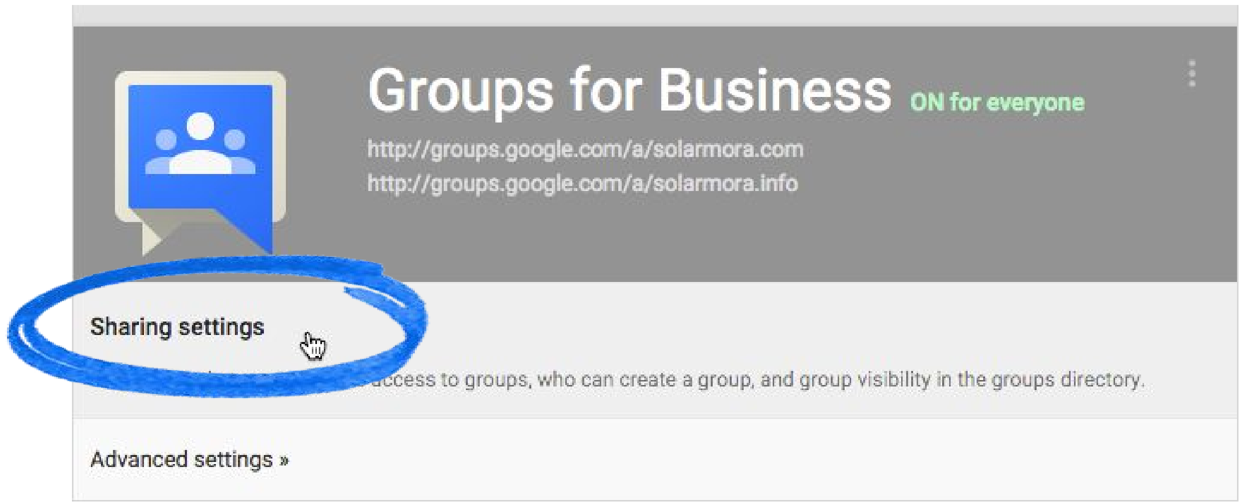
- Create a mailing list including users who have email addresses outside of solarmora.com.
- Allow the Solarmora event manager to add and delete email addresses in the group without your help.
- Enable external users to send replies from the address *event-planning@solarmora.com*.



Update Groups for Business sharing settings

First, we'll allow people in your organization to add external users to a mailing group. You'll designate the group owners later.

1. From the Admin console, click **Apps**, then **G Suite**, and finally, click **Groups for Business**.
2. In the Groups for Business settings page, click **Sharing settings**.



3. Leave the settings as they are since you set them earlier, and check these two additional boxes:
   - Group owners can allow members from outside this domain.
   - Group owners can allow incoming mail from outside this domain.

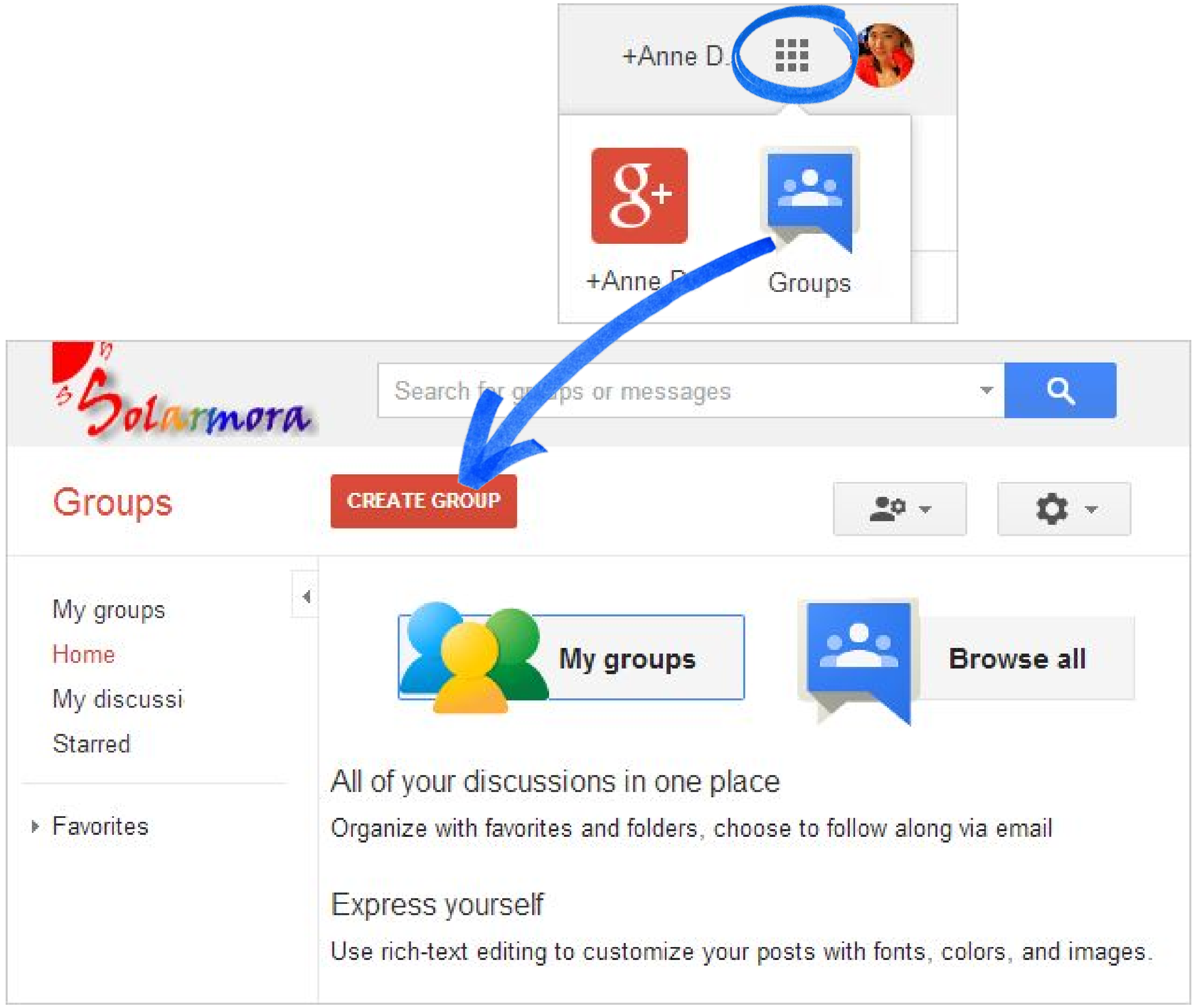
6. Click **Save Changes.**

Note: It's crucial to train your group owners on managing their mailing lists in Groups for Business. Take a look at some training resources at the end of this guide.

Launch Groups

Now that we've updated the settings, we can create the group so that people from outside your organization can send and receive emails to the group.

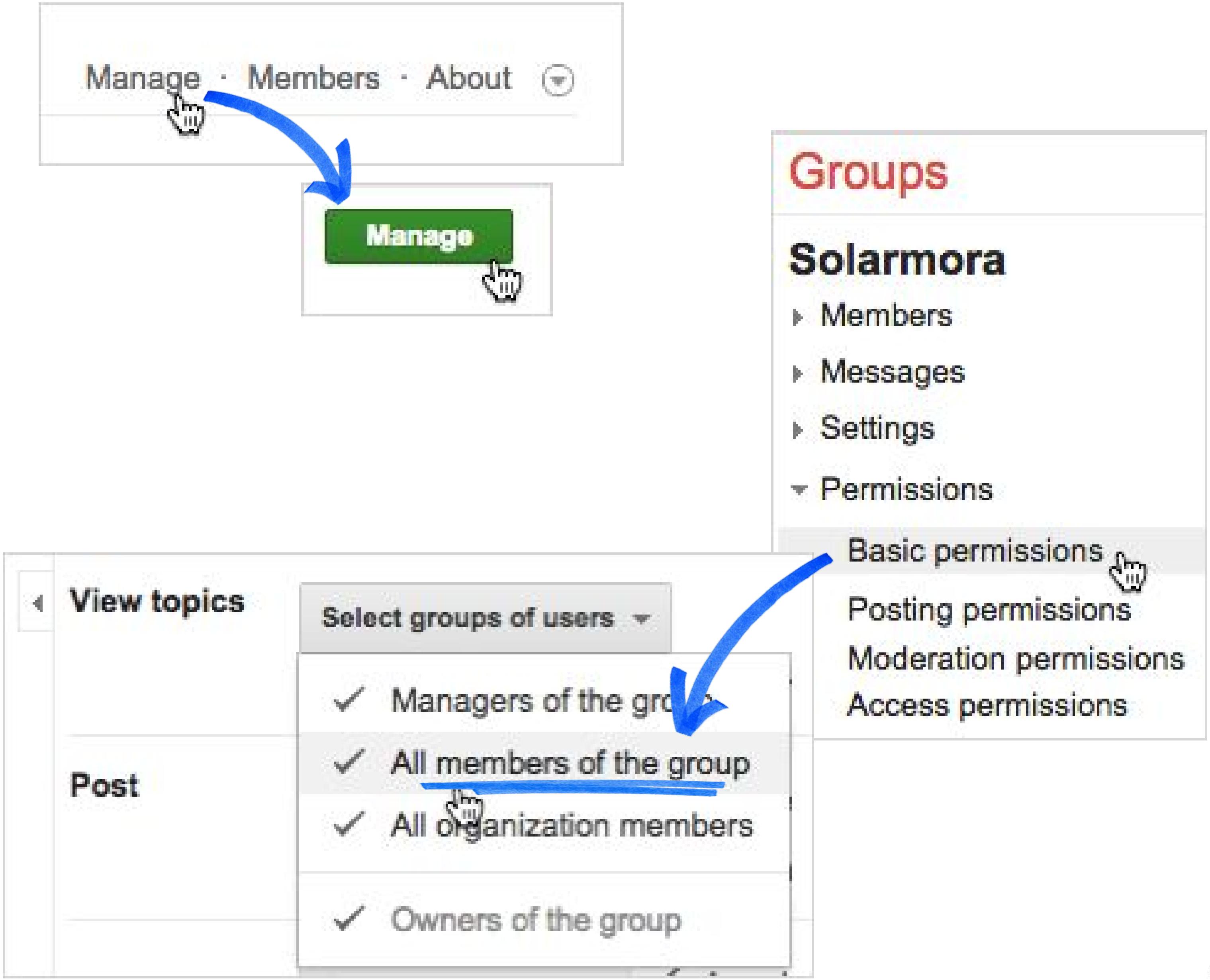
1. From your Admin console, click the **App Launcher** at the top of the page.
2. Click **Groups**.
3. At the top, click **Create Group**.
4. Name the group, give it an email address, and write the description of the group, as you did in the previous section.
5. Click **Create** to save your group.



Give external users access to your mailing group

Let's now give external members of the group access to messages.

1. At the top of the page, click **Manage** and then click the **Manage** button.
2. On the side, click **Permissions**.
3. From the list, click **Basic permissions**.
4. Make sure that the settings for **View topics** and **Post** both have a check mark next to the **All members of the group** option.
5. Click **Save** at the top of the page when you're done.

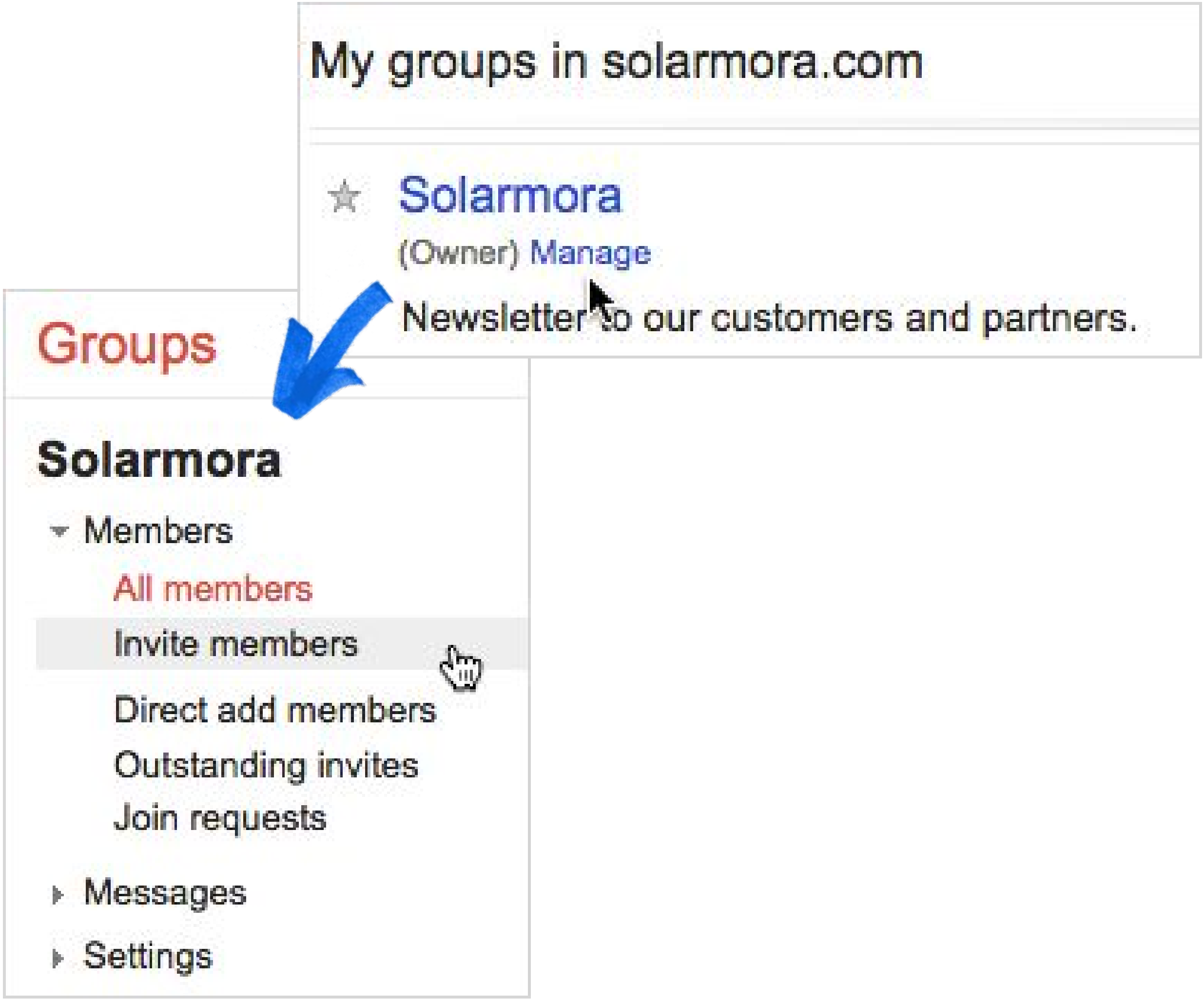


Add external members to your group

1. Go back to the **Groups** page and click **My Groups** from the Groups page.
2. Click **Manage** under your Group.
3. On the side under **Members**, click **Invite members** and enter the email addresses of people outside your organization.

   Note: External users must be *invited* and can't be added directly. To add internal user addresses, they must already be users in your G Suite domain.
4. Click **Send invites**.

To see the members of your group at any time, click **Members** from the side and then click **All Members**.

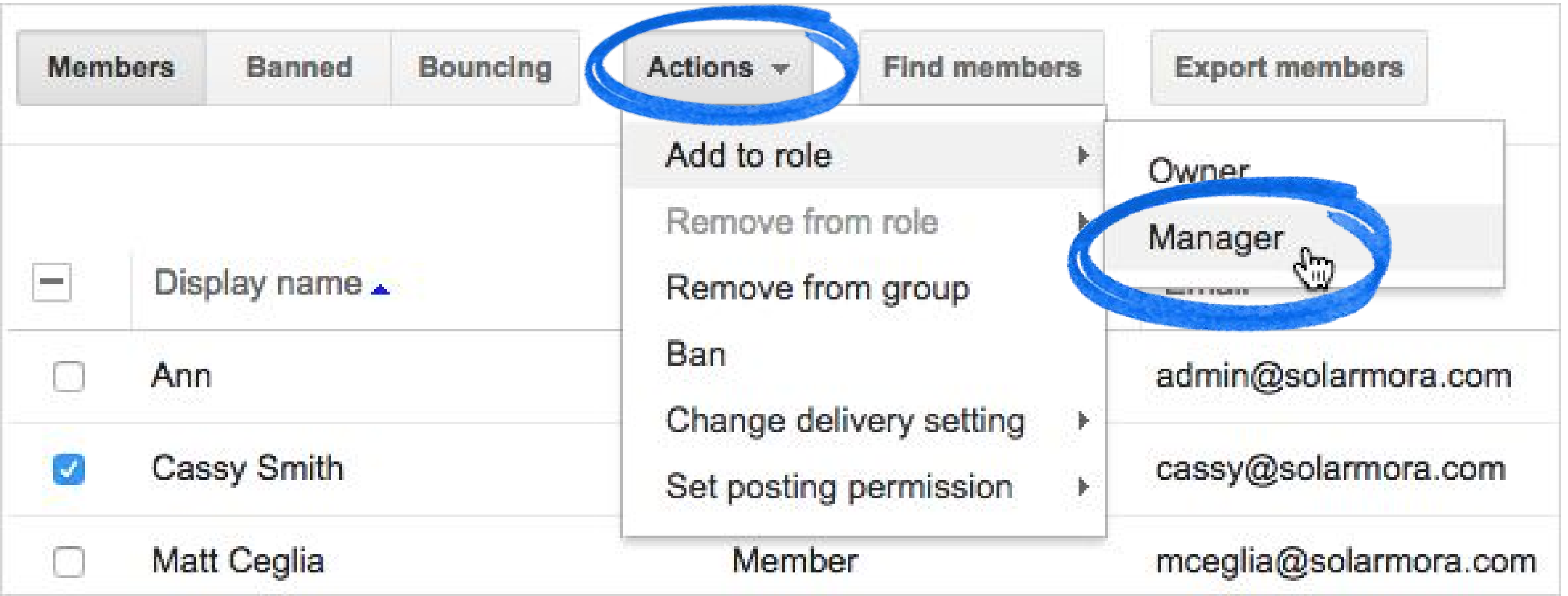


Designate a manager for the group

Next, you'll specify a manager for the group. The manager can add or delete members of the group.

1. On the side, click **My Groups**, and under your group, click **Manage**.
2. In the list of members, click the box next to the person you want as a manager for the group.
3. At the top, click **Actions**, select **Add to role**, and then click **Manager**.

   Your page will refresh, and the person is now a manager.
4. Set up a time with your group managers to help them get up to speed with Groups.



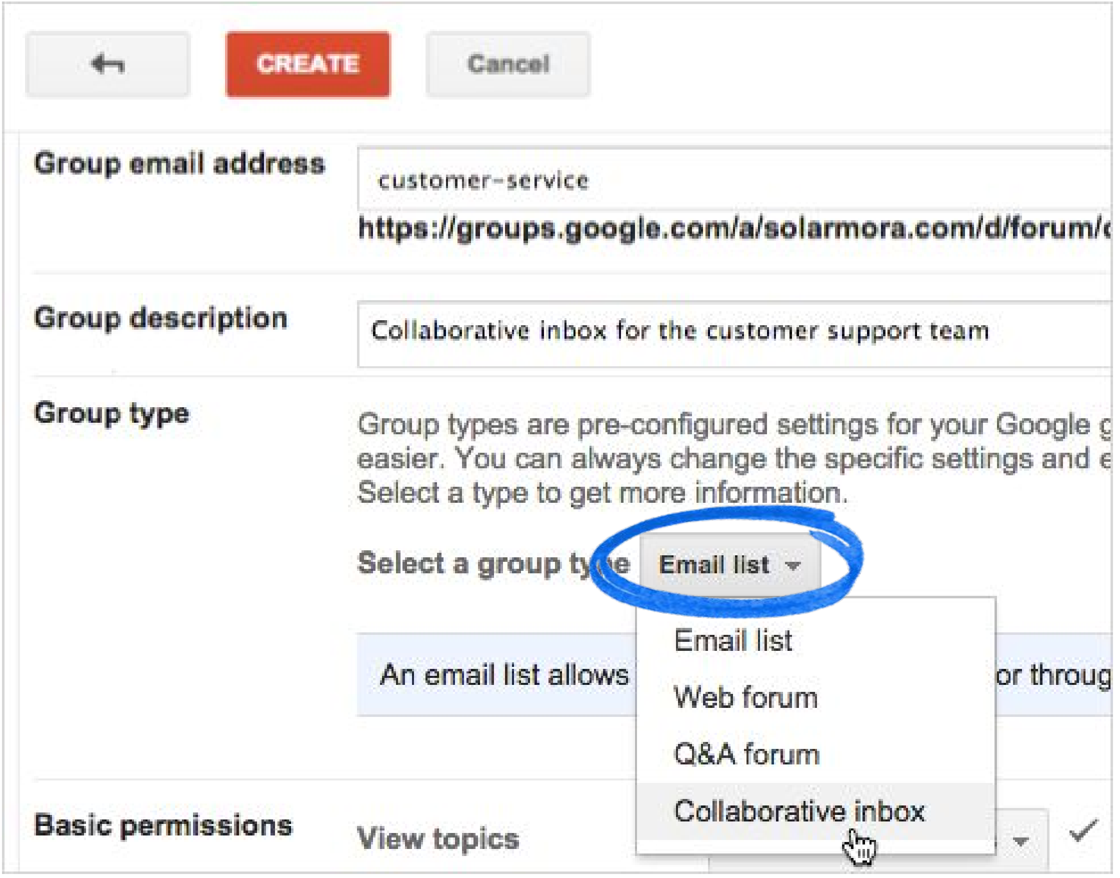
Learn more about managing groups

Use Groups to set up a collaborative inbox

Collaborative mailboxes can help your team manage an email request queue, such as customers' requests for technical support. Your team can individually respond to requests and mark them as resolved.

To set up a collaborative mailbox, you have to create a new group as you did earlier in this guide.

1. When you create a group, in the **Select a group type** field, select **Collaborative inbox**.
2. Next to **Participants,** select who can access the features of the collaborative inbox.
3. Under **Basic permissions**, select other settings.



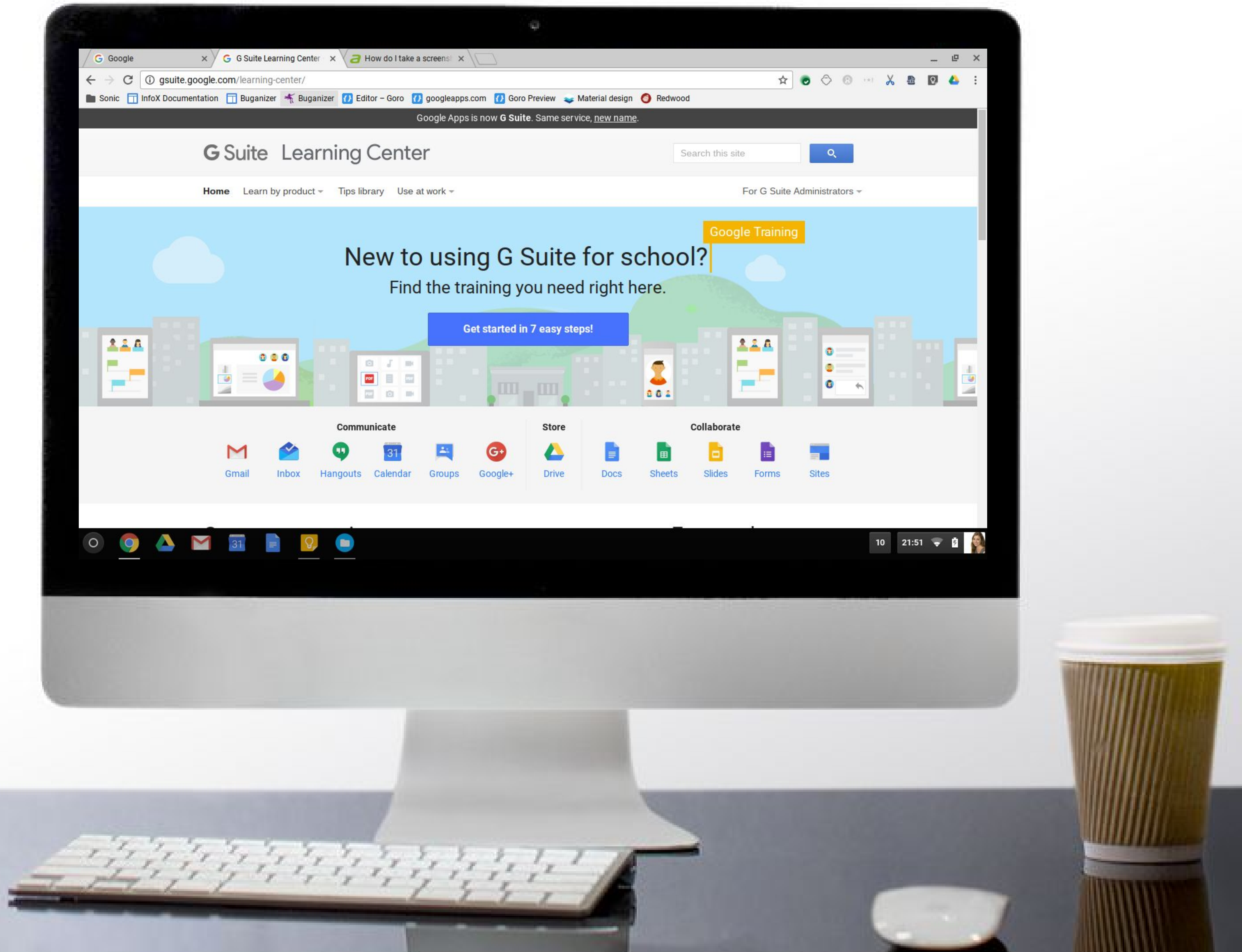
Learn more and watch a video about creating and using collaborative mailboxes.

Train your team

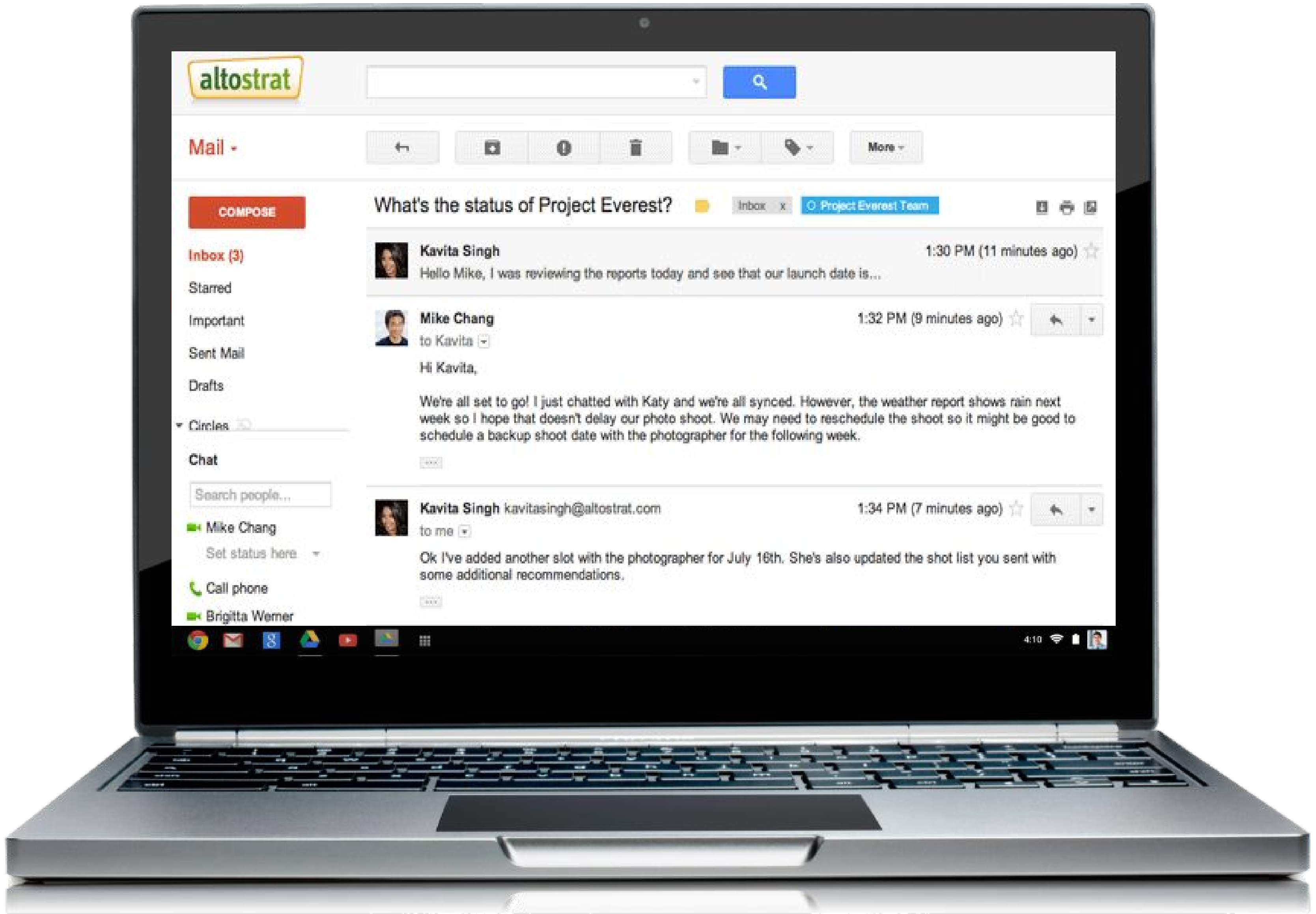
For more training resources, visit the **G Suite Learning Center** at gsuite.google.com/learning-center.

Visit the Learning Center

- Cheat sheets for Groups
- Create and manage groups
- Build a better virtual team
- FAQ



Congratulations! You’ve set up Groups for Business



Now you know how to:

- ✓ Create groups
- ✓ Customize access and settings
- ✓ Set up an auto-reply for a group
- ✓ Designate a group manager
- ✓ Train your team

G Suite