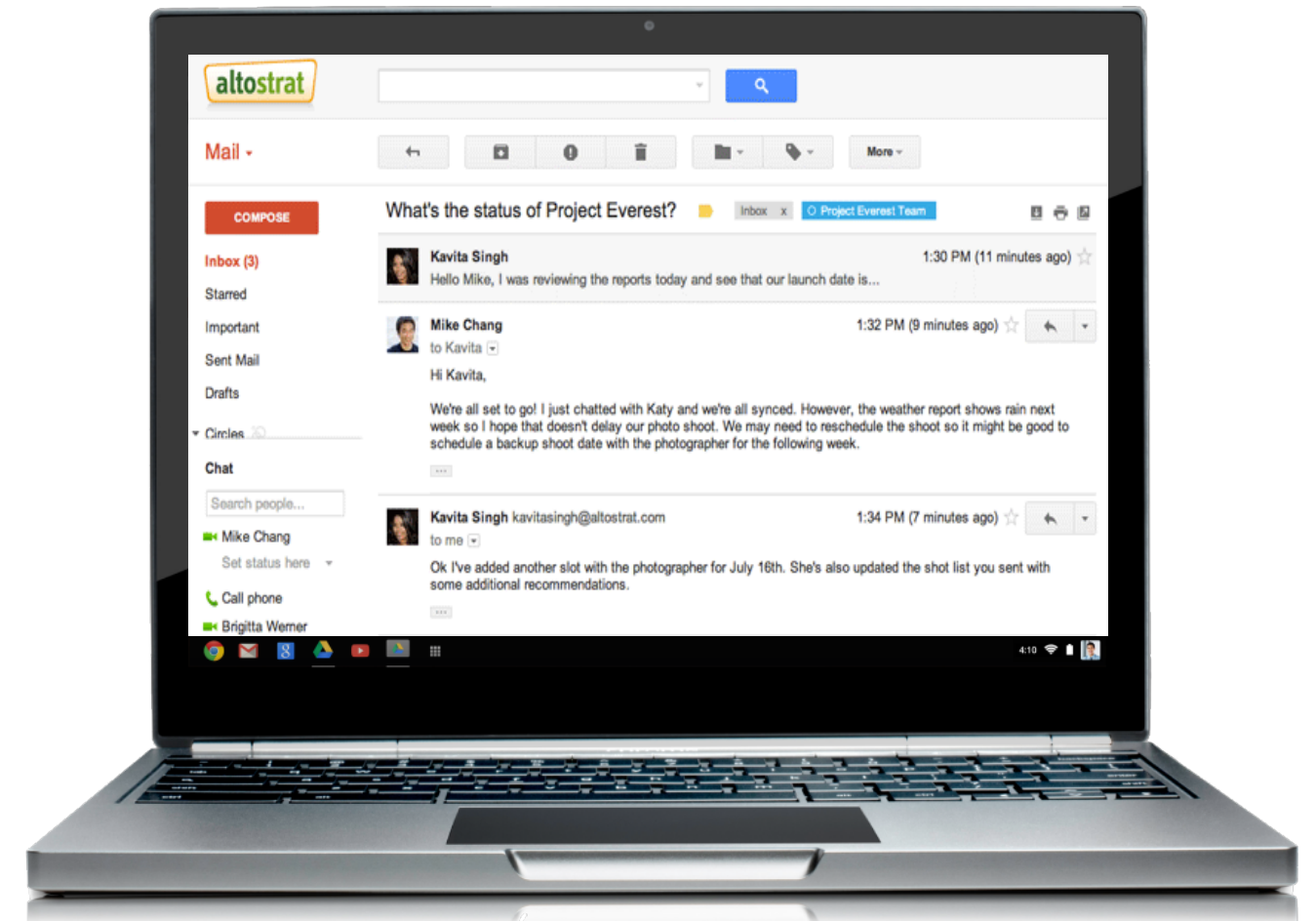# Groups setup for administrators

In this guide

1. How Google Groups for Business can help your communications.

2. Turn on Groups for Business.

3. Create a mailing list with an autoreply, a mailing list with external users, and a shared mailbox.

4. Train your team.

What you'll need

A Google Apps Admin account

30 minutes

How can Google Groups for Business help?

Make your professional communications easier with Groups

Automatic responses for mailing lists

Create *info@your_domain.com* for potential customers to contact you. Customers receive auto-response, "Thanks for your interest! We'll respond within the next 24 hours."

External newsletters and groups

With Groups, you can can include people **outside** of your domain. Create project group that includes your team and outside consultants.

Mailing lists your users can manage

You create *meetup@your_domain.com* to manage a company event. Allow team members to add or delete attendees on the mailing list. No more asking you for help with every little change.

Collaborative (shared) mailboxes

Use a collaborative inbox, *support@your_domain.com* for your team to manage requests for help. Your staff can individually respond to requests and mark them as resolved. You can see the list of all messages in the Groups web interface.

Learn more: Syncing files ⬈

What are Google Groups for Business?

As an admin, you can create simple distribution lists with the Groups feature in your Google Admin console. With Google Groups for Business, you can do this and more:

- Create groups that include users of outside of your domain
- Let your users manage distribution lists.
- Set up special types of groups like shared mailboxes and online forums.

Creating a group is **free** and groups don't count towards your Google Apps user licenses.
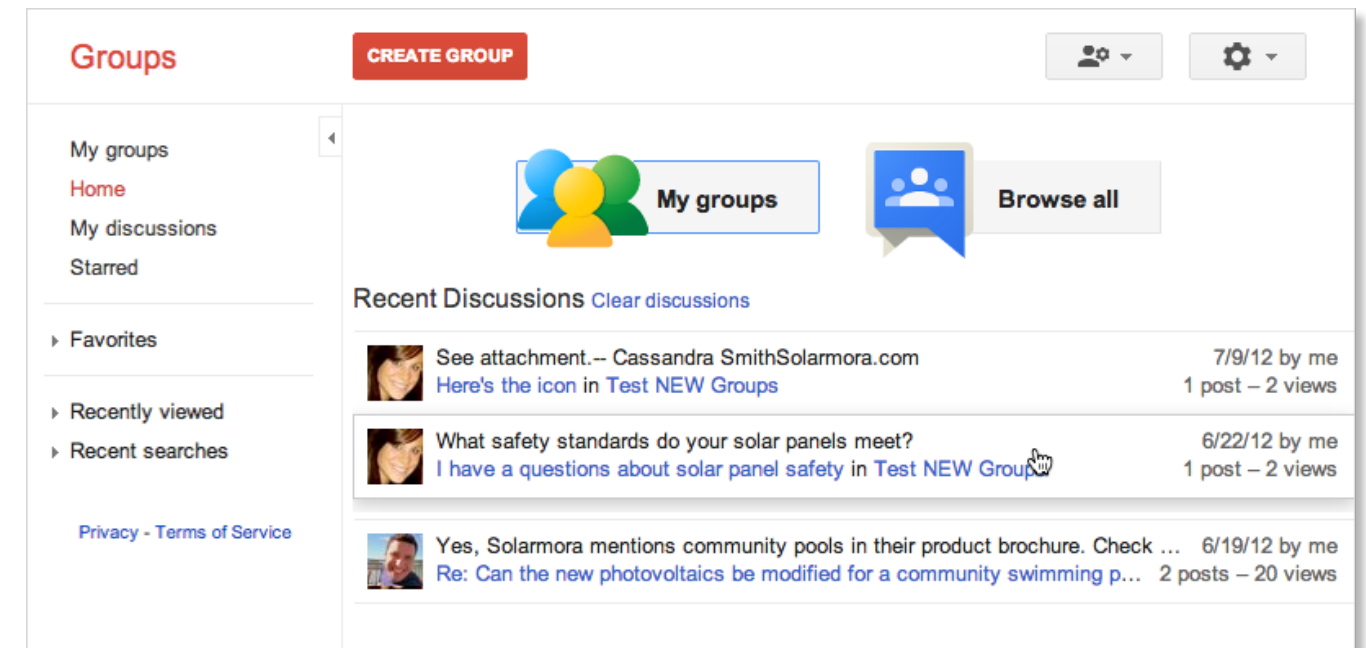

Learn more: Syncing files ⬈

Turn on Groups in your Google Admin console

To begin, let's turn Google Groups for Business in your Admin console.

1. Sign in to your Admin console with your full email address and password.
2. Click **Google Apps** on the console's dashboard.
3. Click **Groups for Business** in the list of services.
4. In the Groups for Business settings, choose **On for everyone**.
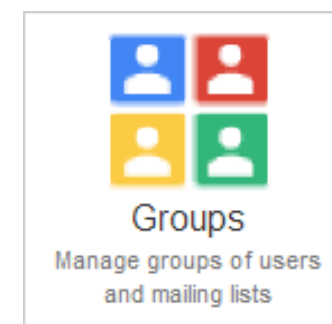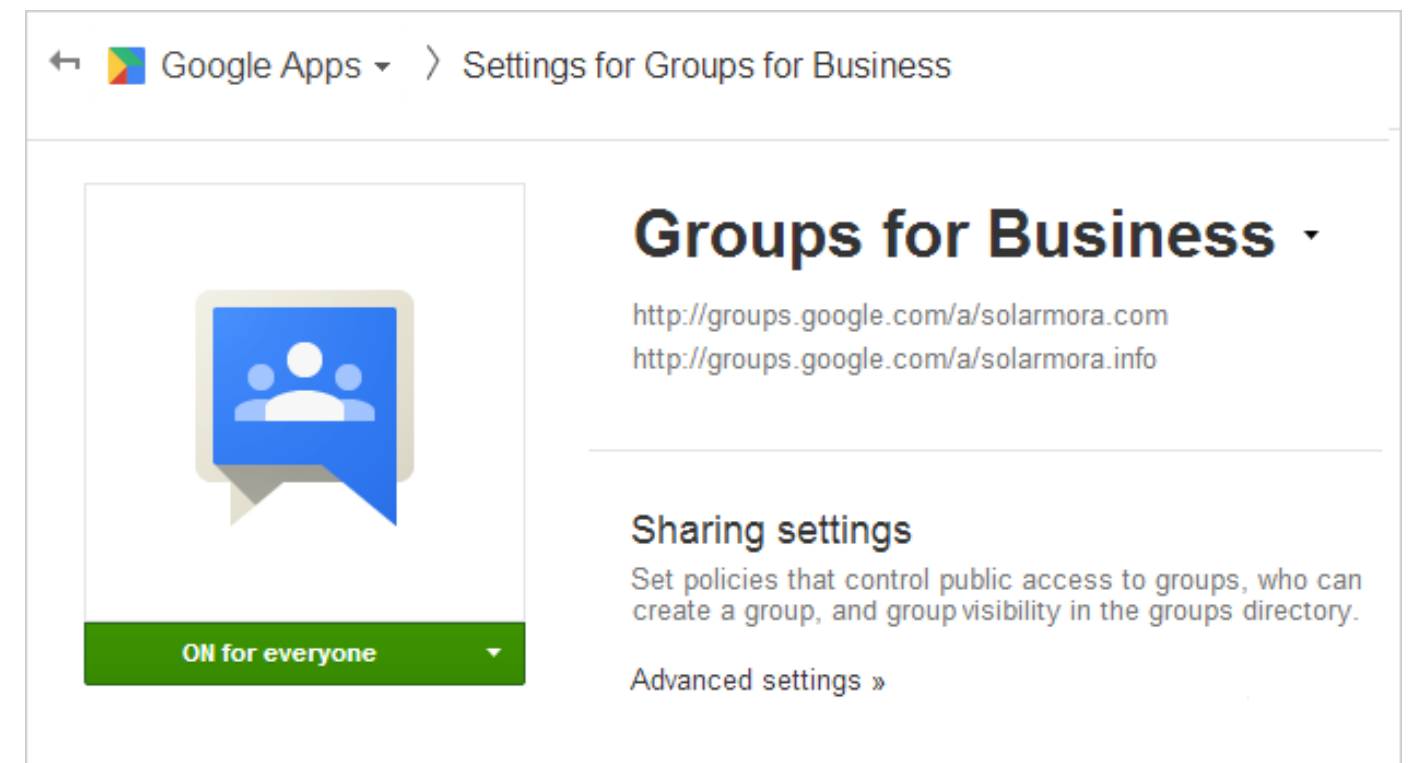
*Note, in the dashboard, you'll also see **Groups**. This provides basic email lists.*

Choose recommended settings

Next, you set who can create and join groups.

On the **Settings** for Groups for Business page:

1. Click **Sharing settings**.

2. Choose the following settings. You can always change them later.

About these settings:

- You can designate *group managers* on your team who can add/delete users for each group.
- Only admins can add external users to a group. You can change this setting later.

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

In the next steps, we'll use an organization, Solarmora.com as a example.

The admin needs to set up the mailing list **info@solamora.com** for the team to respond to potential customers.

The team wants the mailing list to have an **auto-response** so that all senders receive a message "Thanks for your interest! We'll be in touch within the next 24 hours."

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

Once you enable Groups for Business, any groups created created in basic Groups are automatically migrated over. Find your groups on the Groups for Business page by clicking by **My groups**.

Learn more: [Migrated groups](#) ⬈

Launch Groups for Business

Open Groups for Business:

1. In your Google Apps account, click the ⬚ Apps picker in the upper right.

2. Scroll through the apps and click **Groups**. Now you're on the Groups for Business page where you can:

    - Create and manage groups
    - Read and reply to your groups messages by clicking the **My discussions** link on the left. Those messages are also available in your inbox.
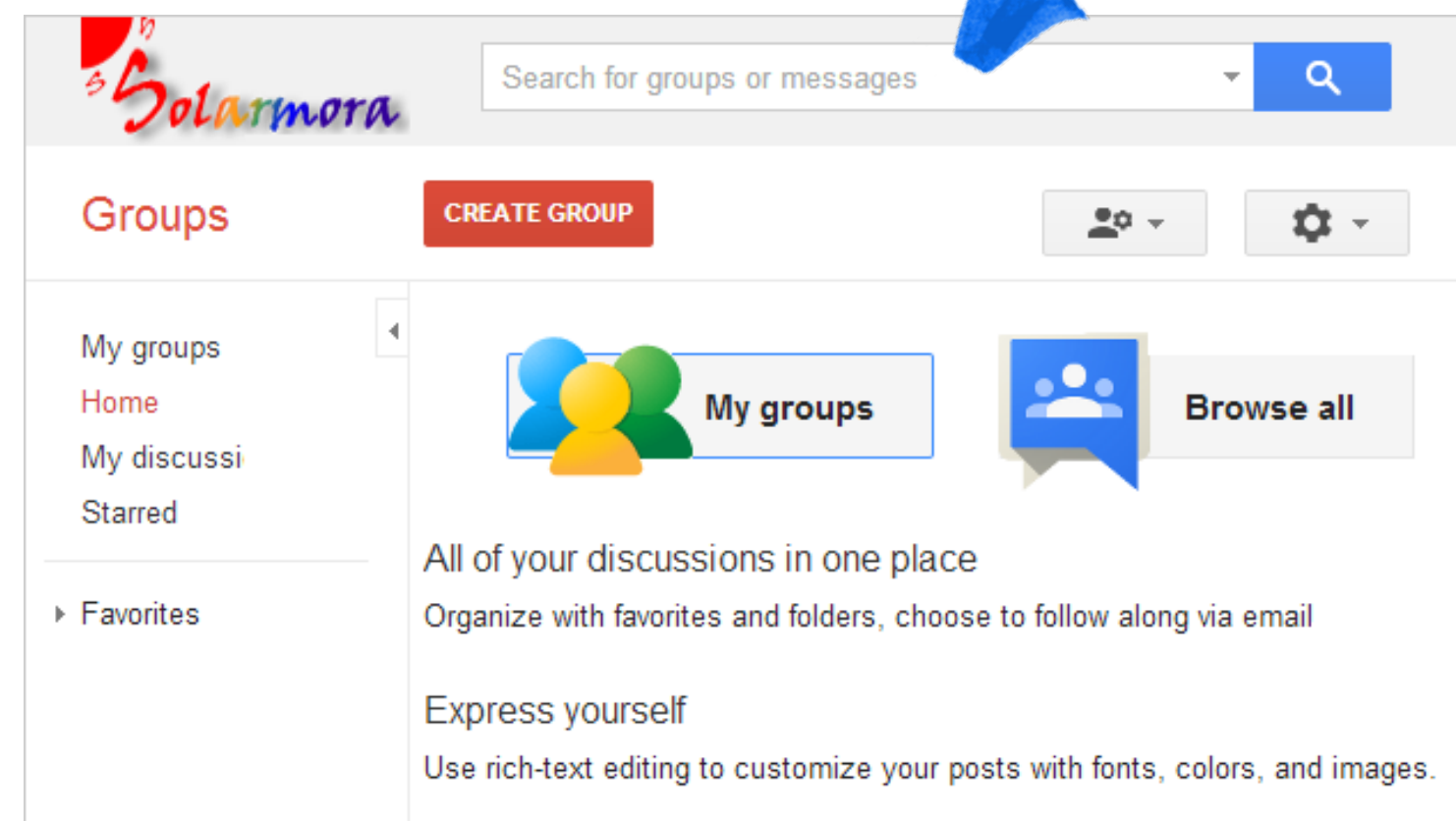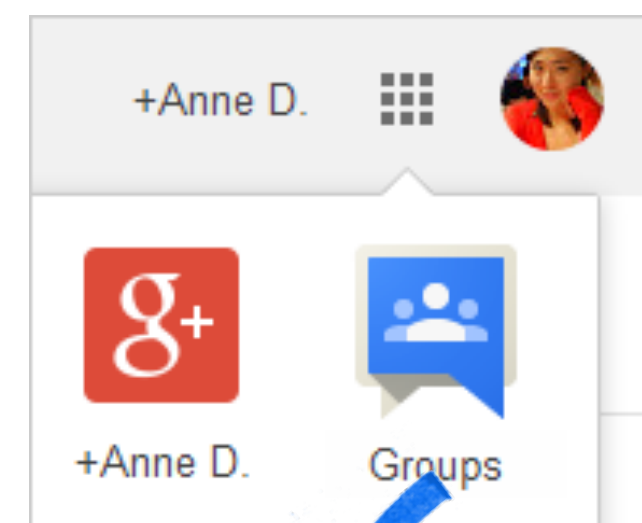
Create your mailing group

In the Groups page:

1. Click the **Create Group** button.

2. Choose the settings listed below.

3. Click the **Create Group** button. In the confirmation window, click **Okay**.

Note: The other settings control which users in your organization can view or reply to messages and join the group. By default, this is all users in your organization.

Group name	The group name seen by recipients in message. You might choose something like, "The Solarmora team" or "Solarmora Sales" .
Group email address	e.g. *info@solarmora.com* or *sales@solarmora.com*
Description	Internal note that only seen by your users.
Group type	Email list

Set your auto-reply for the group

1. With your group selected, click **Manage** in the upper right.

2. In the list on the left, click **Email options**.

3. Choose the settings listed below.
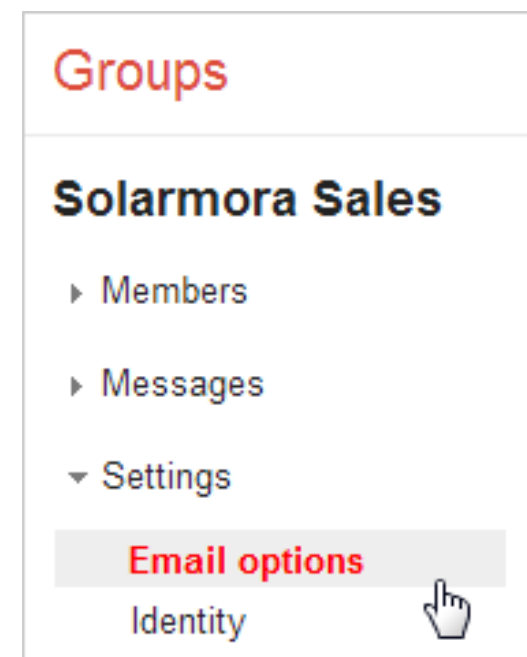
Email prefix	Text added to the subject line of incoming messages so you can quickly identify them. You might set to something like *[sales-request]*.
Email footer	*Deselect all options*. These options are typically used for internal mailing lists or groups with external members, such as a newsletter.
Auto replies	☑ Enable auto-reply message for **non-members** outside the organization. Add a message that all senders outside of your domain will receive. Tip: include your company info as any custom email footers aren't applied.

Learn more: [Auto replies for groups](#) ⬈

Add members to your group

1. With your group selected, click **Manage** in the upper right.

2. In the list on the left, click **Directly add members**.

3. Enter the email addresses (must be already added as users in your Admin console) and welcome message for the group.

4. Click **Add**.

5. Click **All Members** in list on the left to see the members of your group.
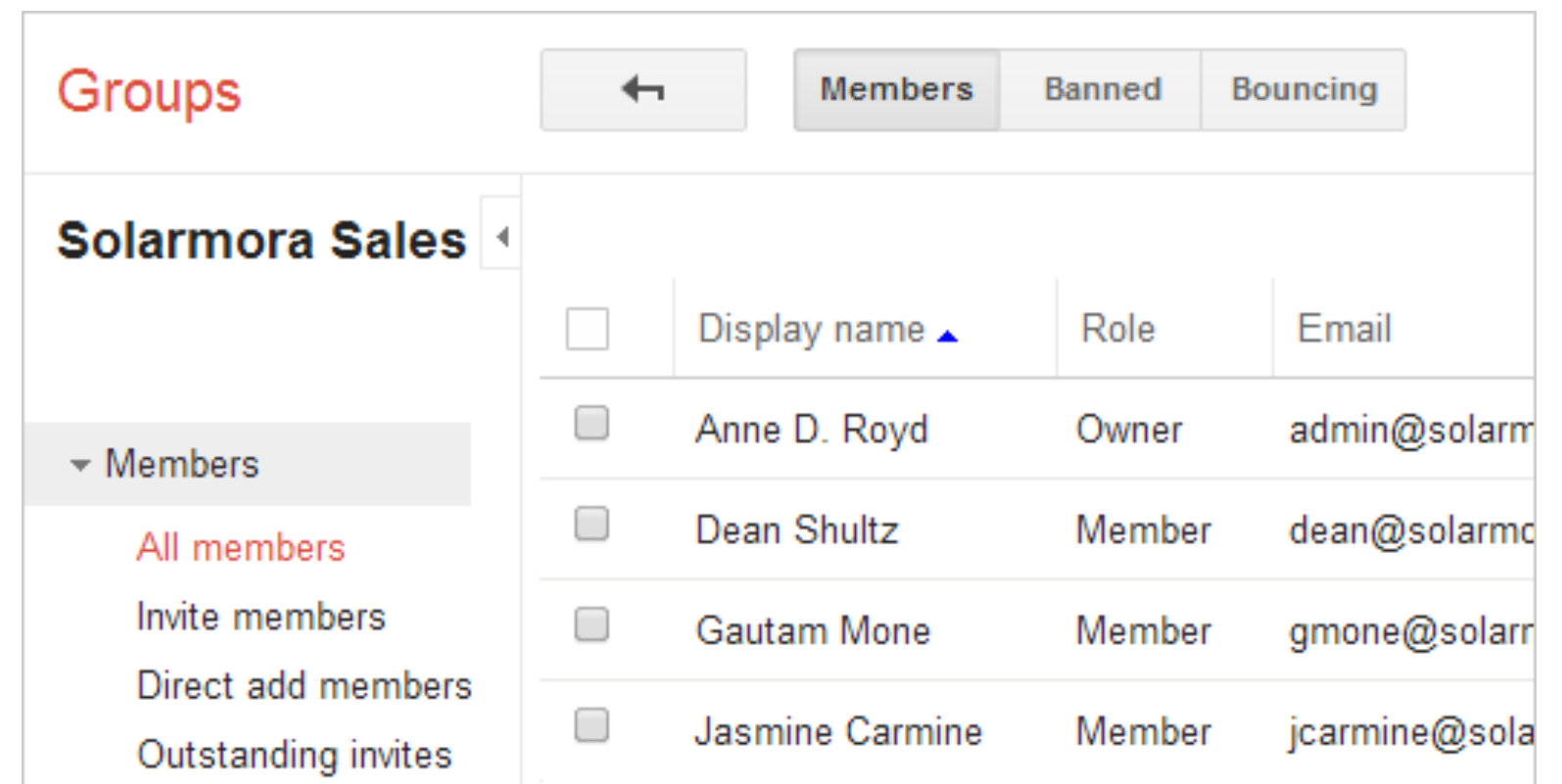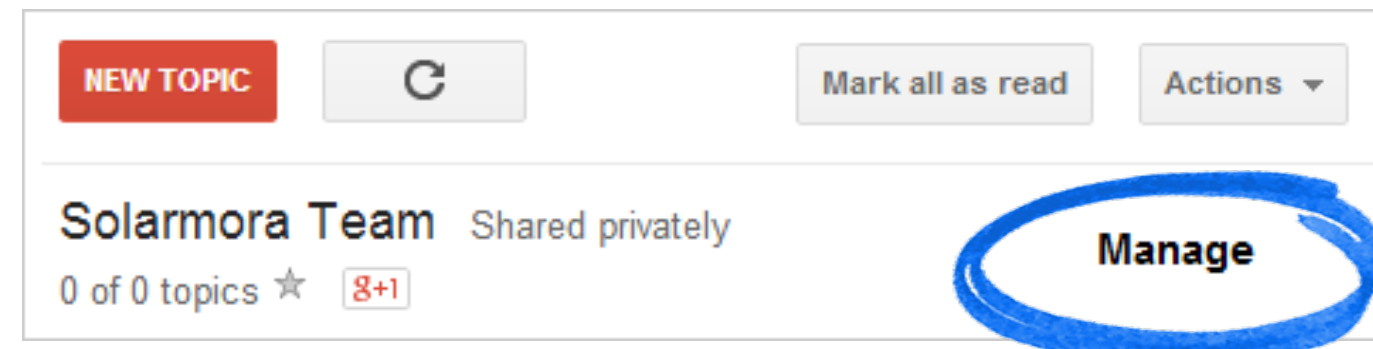
Test your new mailing group

Great, you created your new group! Next, try it out.

View the auto-reply

Send a message to the group from an email account *outside* of your domain. Check the auto-reply message and edit as needed. Note, the group may take up to 6 hours to become active.

Reply to a message

Check that message sent to the group arrive in your and other group members' inboxes.

View the message in Groups

In Groups for Business, click **My Groups** and select your group. Select a message from an external user and click the **Reply** link. You have the option to reply from the group address rather than your address.

Learn more: [Help for Groups](#) ↗
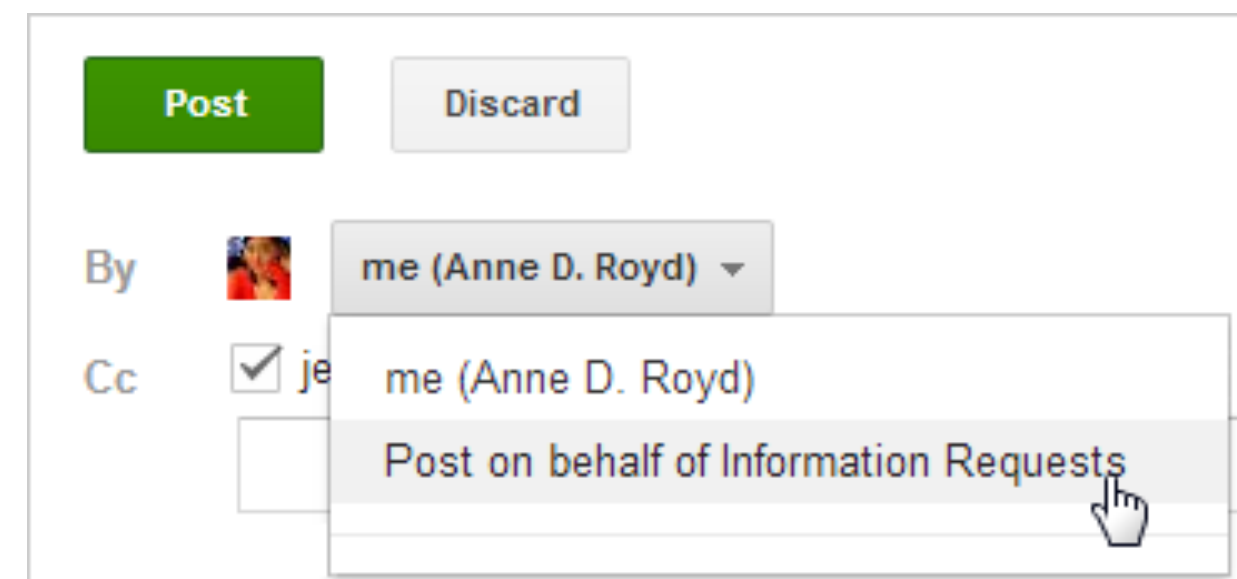
Create a group that has external users

In the next steps, we'll use an organization, Solarmora.com as a example.

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***

Google Groups helps the administrator to:

- Create a mailing list that includes users who have email addresses *outside of solarmora.com.*

- Allow the Solarmora event manager to add/delete email addresses in the group *without* the administrator's help.

- Enable the external users to send replies from the address event-planning@solarmora.com.

Update the Sharing settings for Groups

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

1. Sign in to your Admin console with your full email address and password.
2. Click **Google Apps** on the console's dashboard.
3. Click **Groups for Business** in the list of services.
4. In the Groups for Business settings, choose **Sharing settings**.

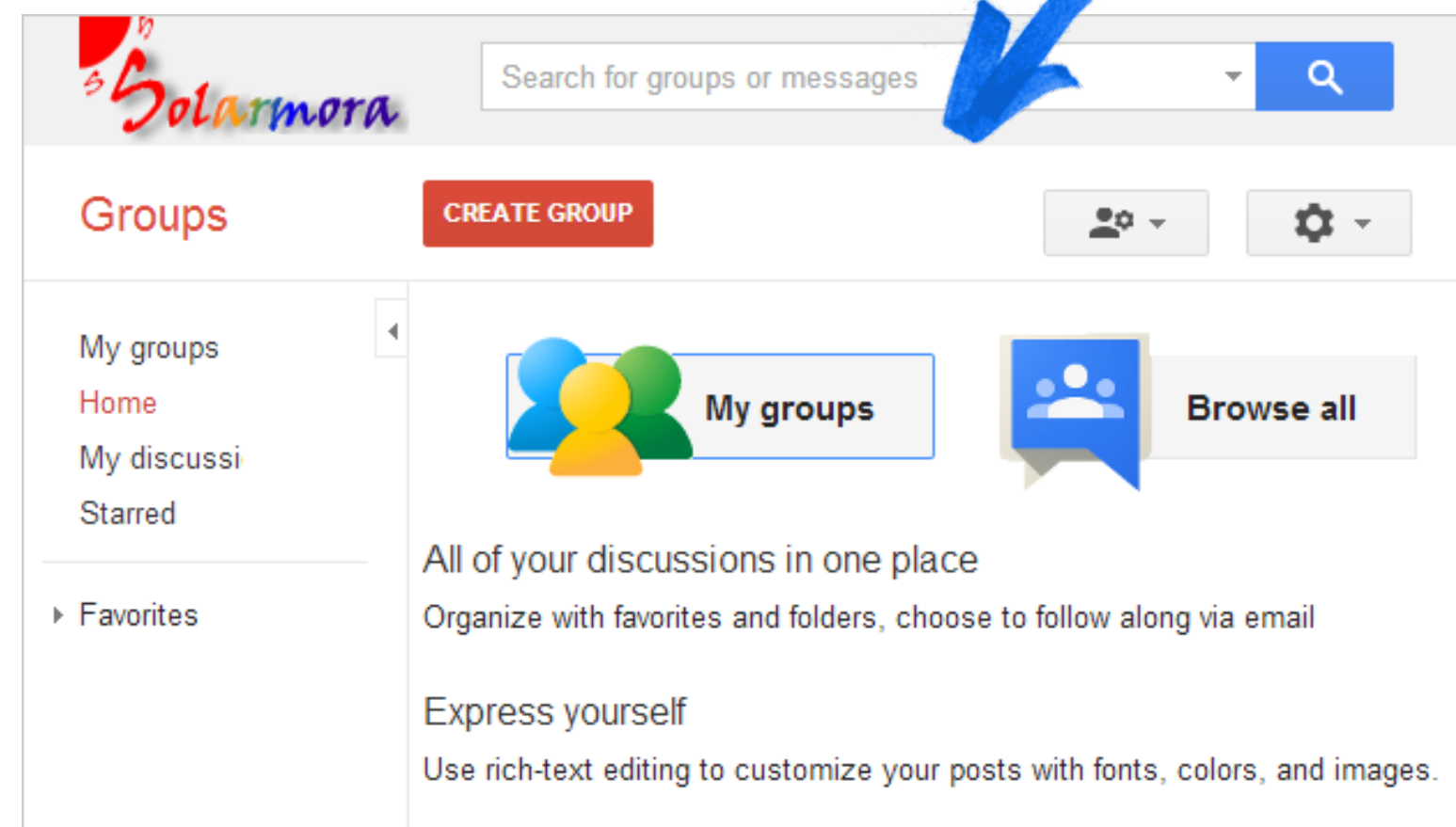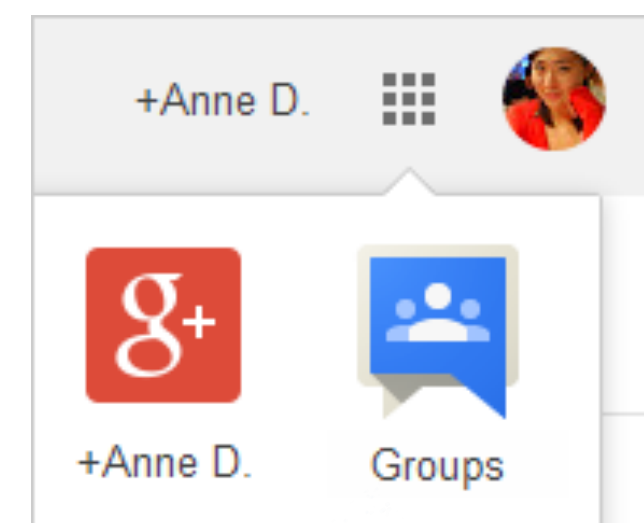5. Leave the settings as before, but now make sure these two options are on:

   ☑ Group owners can allow members from outside the domain.

   ☑ Group owners can allow incoming mail from outside the domain.

Important: You need to train your group owners on managing their mailing lists in Groups for Business. We share some training resources at the end of this guide.

Launch Groups for Business

Open Groups for Business to create your group.

1. In your Google Apps account, click the ⚏ Apps picker in the upper right.

2. Click **Groups**.

3. On the Groups page, click the **Create Group** button.

# Create your mailing group with external users

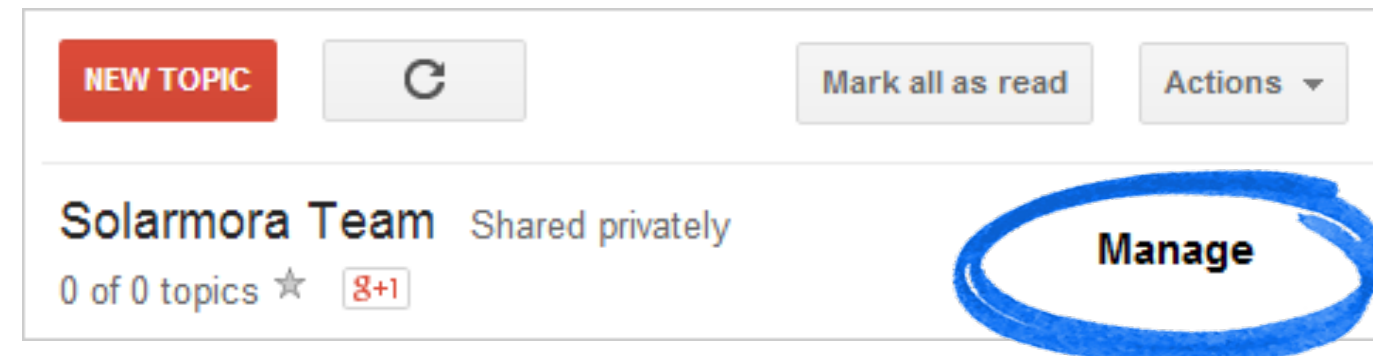In the Groups page:

1. Click the **Create Group** button.

2. Create the group as you did in the previous section with email address and name.

3. Leave the settings as before, but under the **Basic permissions** section, now make sure that the settings, **View topics** and **Post**, include the option, **All members of the group.**

This gives your external members of group access to messages.
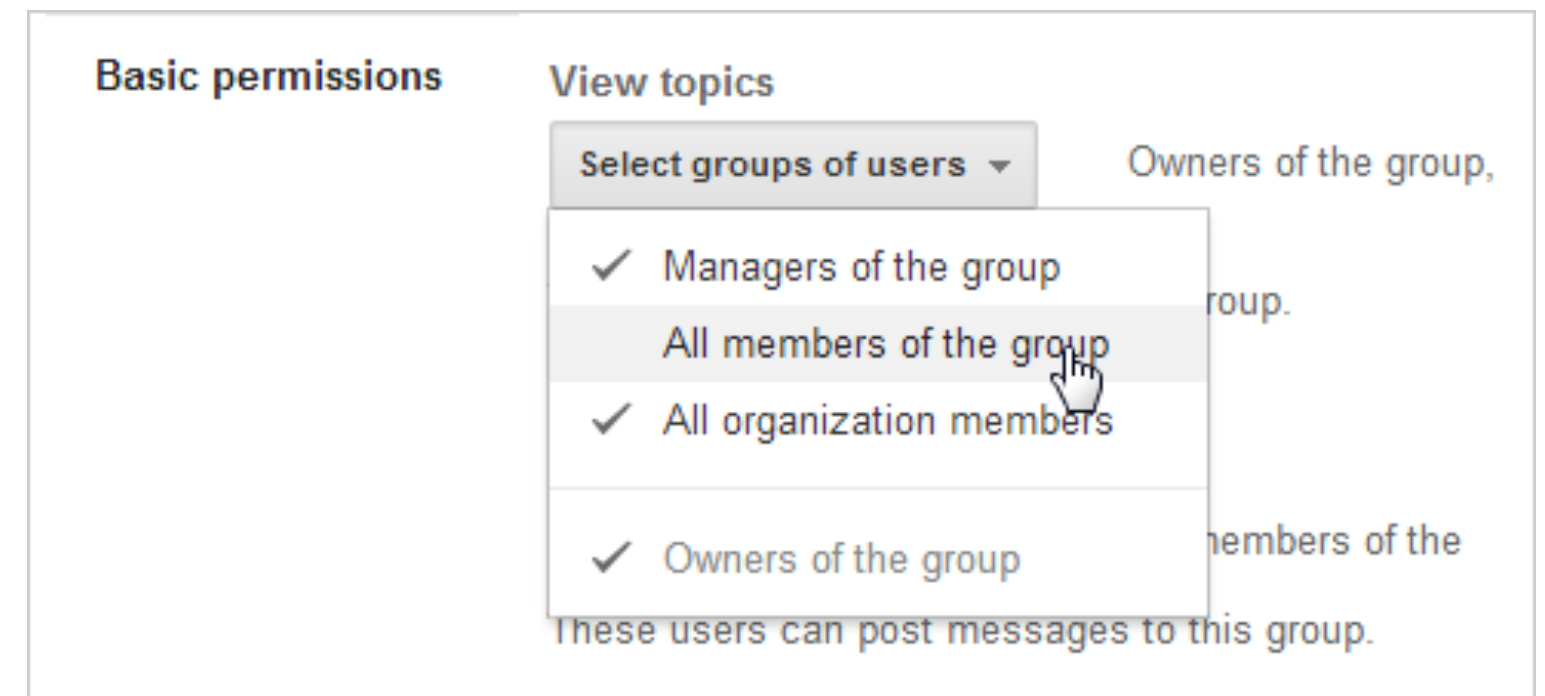
Add external members to your group

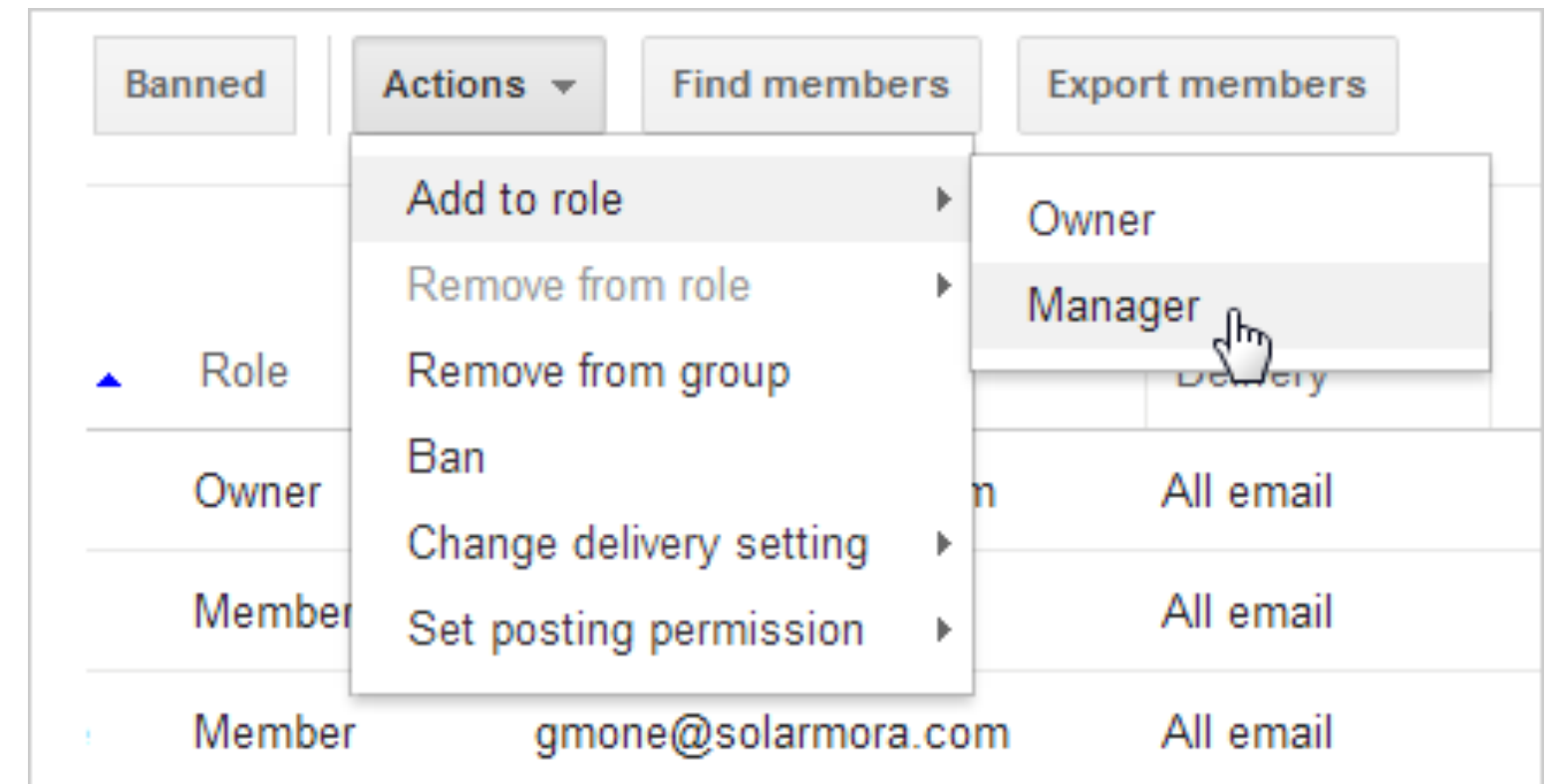1. With your group selected, click **Manage** in the upper right.

2. In the list on the left, click **Invite members** and add the addresses for the group. Note:
   - You can only *invite* external users, you cannot directly add them.
   - Internal user addresses must be already added as users in your Admin console.

3. Click **Add**.

4. **All Members** in list on the left to see the members of your group.
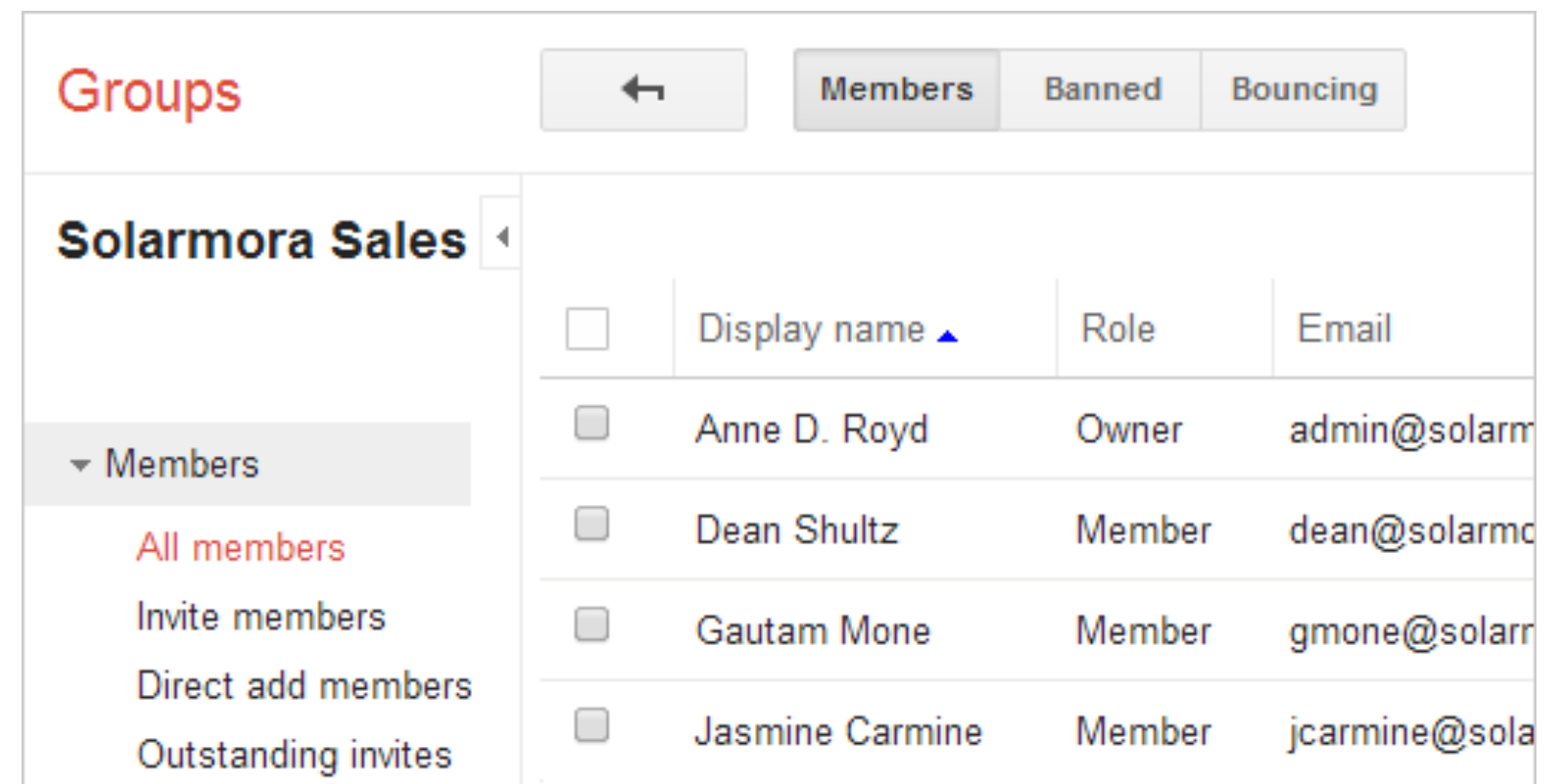
Designate a manager for the group

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

1. With your group selected, click **Manage** in the upper right.

2. In the list of members, select people you've chosen as managers for the group.

3. Click the **Actions** button at the top and select **Add to role > Manager**.

4. Lastly, set up time with the managers of group to help them get up to speed with Groups.

Banned	Actions ▾	Find members	Export members

Add to role	▸	Owner
Remove from role	▸	Manager
Remove from group		
Ban		
Change delivery setting	▸	
Set posting permission	▸	

	Role		Delivery
	Owner	n	All email
	Member		All email
	Member	gmone@solarmora.com	All email

Setting up a collaborative inbox

A **collaborative (shared) mailboxes** can help your team manage an email request queue, such customers' requests for technical support. Your staff can individually respond to requests and mark them as resolved.
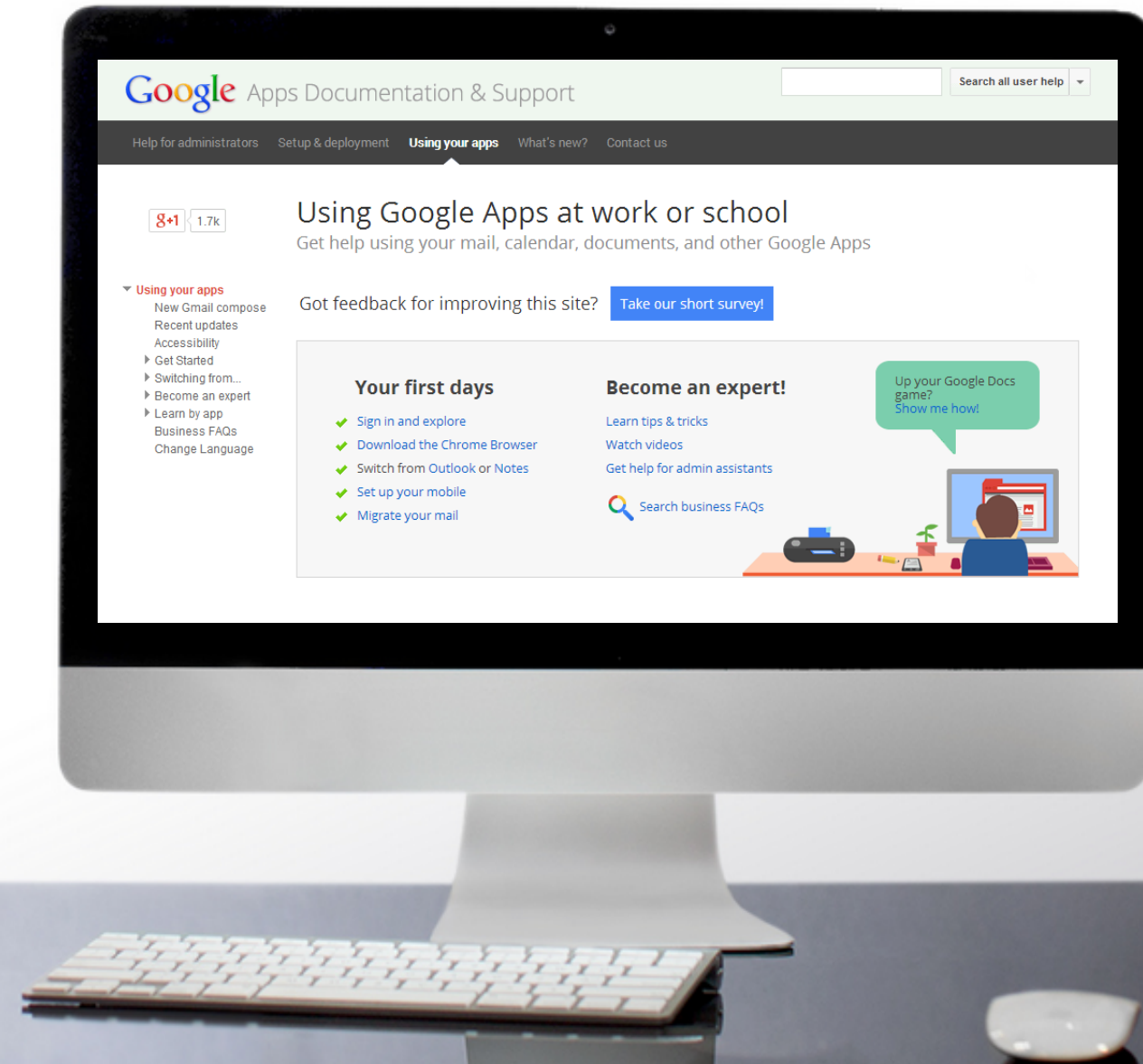
Watch [this video](#) and read [this article](#) to learn more about collaborative mailboxes.

Train your team

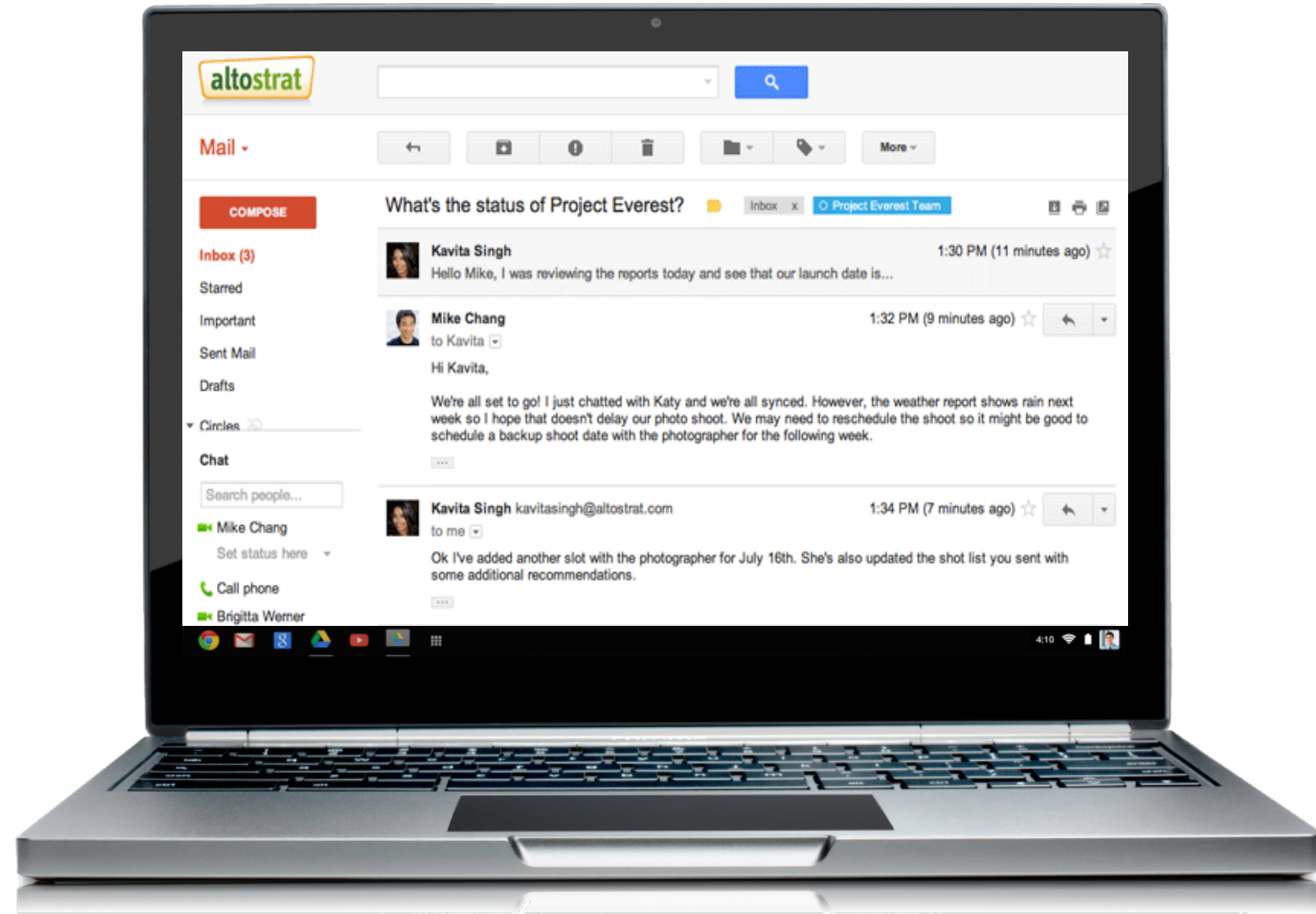For more training resources, visit the **Google Apps Learning Center** at learn.google.com.

Visit the Learning Center

- User guides on Groups business features

- FAQs for business users

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 owner.

✓ Train your team.

Google Apps