Google Apps for Education: The Basics

You will learn how to get started with Google Drive by uploading and converting documents. You will also learn how to share your documents with others. Plus learn the file management of Google Drive. We will also look at the other Apps for Education including Contacts, Google+ and Hangouts, and Groups.

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- Google+ Hangouts
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- Google Contacts



Google Drive Basics

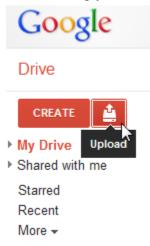
Uploading files and folders on the Web

You can upload files to your Google Drive from anywhere using the **web uploader**. The process is a little more complicated than uploading files using the Google Drive **folder** on your primary computer, but it's an easy way to upload files from **any device**.

The web uploader also allows you to choose your **conversion settings**, which makes it easy to **convert** certain file types to Google Docs format for later editing.

To upload a file on the Web:

1. While viewing your Google Drive, locate and select the **Upload button**



2. Select Files... from the drop-down menu.

Google	2
Drive	
CREATE	
▶ My Drive ▶ Shared with	Files
Starred Recent More √	833 KB of 5,120 MB used (0%) Buy more storage
	Copy of My Year - A Day By Day Account
	□ ☆ ⊇ sample vector drawing
	Art Club Roster 2011-2012
	🗌 📩 🔳 To-Do: Art room prep Shared

3. Locate and select the **file(s)** you wish to upload, then click **Open**.

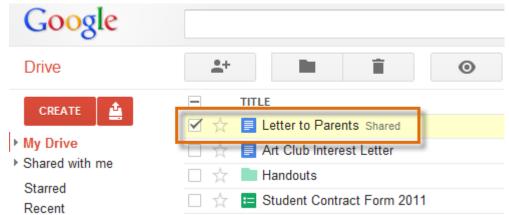
💿 Open					×
◯◯ ▽ 🚺 ► mis	sc 🕨	olenn	a's stuff	→ 4	Search olenna's stuff
Organize 👻 Nev	w fol	der			i= - 🗌 🔞
☆ Favorites	-		Vame	Date modified	-
🧱 Desktop		Ę	Art Club Field Trip handout	8/16/2011 11:02	A
RecentPlaces			Letter to Parents	8/16/2011 12:58	August 20th, 2011
🔒 Documents			🔄 Me and T	7/11/2011 1:18 F	
			Profile Pic	7/11/2011 1:23 F	Dear Parents,
🕞 Libraries					
Documents	=				The first week of school is
J Music					
Pictures					over! Please keep the
📑 Videos					following things in mind
					as we move into the rest of
👰 Computer					the school year. First of all.
Sa Network	Ŧ	•	III		
	File	name:	Letter to Parents	•	All Files 🔹
					Open Cancel

4. The **Upload settings** dialog box will appear, which allows you to choose your **conversion settings**:

- 1. Check the first box if you wish to **convert** some types of files into Google Docs format. After the files are converted, you will be able to edit them. Remember, some of the formatting from your original file may be left out of the converted version.
- 2. Check the second box if you want **PDF** and **image files** to be converted into text **documents**. Again, note that the converted docs may contain errors.
- 3. Check the third box if you would like to **review** these settings each time you upload a new file. We recommend checking this box so you can always choose the best settings for the file you're uploading.

	×
Upload settings	
 Set your preferences for uploading files. We'll apply these settings to any files you upload to Google Docs. Learn more Convert documents, presentations, spreadsheets, and drawings to the corresponding Google Docs format Convert text from PDF and image files to Google documents Document language: English 	
Confirm settings before each upload Start upload Cancel	

5. When you're satisfied with the Upload settings, click **Start upload**. The file will appear on your Google Drive. Note that the file has also been **converted** from a MS Word (.doc) format to a Google Docs format.



Depending on your browser and operating system, you may be able to upload files by simply **clicking and dragging** a file from your computer into your Google Drive.

	Owner	Last modified	1	
	Owner	Last mouned		
1	me	Aug 15 me		
Rene Magritte Har	me	Aug 15 me		
s	me	Aug 15 me		
	me	Aug 15 me	What the Copy	
oject Art Club	me	Aug 15 me	Skapes Tilangles	
ntessori Art Club F	Tim	Aug 15 me		
/30/11 Class Stuff	me	Aug 15 me		Worksheet Feelings &
	me	Aug 12 me		Shapes Unangles
	me	Aug 11 me		
ntessori Art Club -	me	Aug 11 me		

Uploading folders with Google Chrome

If you use **Google Chrome** as your web browser, you can also upload entire folders to your Google Drive from the Web.

To upload a folder on the Web:

1. Click the **Upload button** and select Folder... from the drop-down menu.

Googl	e
Drive	
CREATE	
► My Drive ► Shared with r	Files Folder
Starred Recent More ↓	833 KB of 5,120 MB used (0%) Buy more storage
	A Day By Day

2. Locate and select the folder you wish to upload, then click **OK**.

Browse For Folder	x
Notes	*
a 📗 olenna's stuff	
Favorite paintings	
🌗 paris album	
People_files	=
Presentations	
📔 🔒 test	+
Folder: Favorite paintings	
Make New Folder OK Cance	el "ii

3. If desired, review and modify your **Upload settings**, then click **Start upload**.

	×
Upload settings	
Set your preferences for uploading files. We'll apply these settings to any files you upload to Google Docs. Learn more Convert documents, presentations, spreadsheets, and drawings to the corresponding Google Docs format	
Convert text from PDF and image files to Google documents	
Confirm settings before each upload	
Start upload Cancel	

4. Your folder and all the files within it will appear on your Google Drive.

+		
	TITLE	OWNER
	Gericault- The Raft of the Medusa.jpg	me
	🔼 David- Madame Reclamier.jpg	me
	George Condo.jpg	me
	🔼 Van Eyck- Arnolfini Wedding.jpg	me
	Matisse- The Dance.jpg	me
	Favorite paintings	me

Converting files from Google Docs format

Sometimes you may find that you have a need to **download a file** from your Google Drive. You may want to attach it to an email or open it in another application that allows for more formatting options (like Microsoft Word or Excel). Any file stored in its original format can be downloaded and used right away. But when downloading a file in Google Docs format, Google Drive will need to **convert** it, or change it, into a **formatted file** like a DOC, PDF, or RTF.

You will need to select the format that is most useful to you and your needs for the file. In this example, we'll show you how to convert a Google document file into a **PDF file**.

To convert a doc into a PDF file:

Converting a Google document into an **Adobe Acrobat Document**, which is called a **PDF file**, can be especially useful when you no longer wish to make changes to it. A PDF file retains the document's **original formatting**, allowing someone else to view the file but not make any changes. This might also be helpful when attaching a document to an email or posting it as downloadable link on a website.

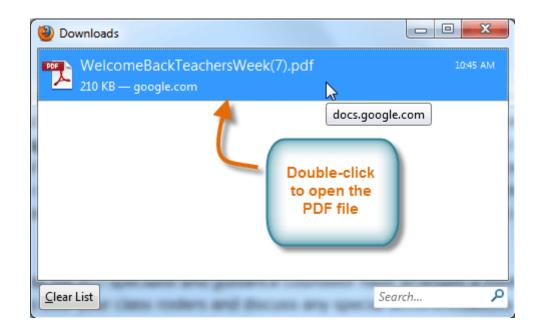
1. Click to open the **file** you want to convert.

😑 Student Contract Form 2011
To-Do: Art room prep Shared
LinifrakturMaguntia-Book ttf
Welcome Back Teachers Week Shared
will fan art.png Welcome Back Teachers Week
Worksheet- Feelings & Shapes Triangles.docx

- 2. Locate and select the **File** drop-down menu.
- 3. Hover the mouse over the **Download as** option, then select your desired **conversion format** from the drop-down menu. Here, we'll select PDF.

Welcome Back Teacl	hers Week 🖄 🖿
File Edit View Help Vie	ew only
Share	
New	F
Open	Ctrl+O
Rename	
Make a copy	
See revision history Alt-	+Ctrl+G
Language	
Download as	► Word
Email collaborators	ODT
Email as attachment	RTF
Page setup	PDF الس
🖶 Print	Ctrl+P Text
2011-2012 schoo	I year (HTML (Zipped) n
Monday, August	8th through Friday, Augus

4. The file will convert and download. When finished, the **Downloads** dialog box will appear. Double-click to open the file.



Printing Google Docs

If you are creating and editing files in **Google Docs format**, you can also print those files directly from your browser. **Printing** from Google Drive should feel familiar if you have ever printed a file using Microsoft Office. Google Drive offers a **print preview** option, which allows you to see how the file will appear on the page before printing. You can also change the **printer settings** to modify the page layout and formatting before sending the file to the printer.

There are several ways to print a file:

- Clicking the **Print** button 🖻
- Using the keyboard shortcut **Ctrl+P** (Windows users) or **Command+P** (Mac Users)
- Clicking the File drop-down menu and selecting Print

Lake Stone Montessori Art				
File	e Edit View Inser	t Format To		
	Share			
	New	▶ -		
	Open	Ctrl+O		
	Rename			
	Make a copy			
	See revision history	Alt+Ctrl+G		
	Language	► (
	Download as			
	Publish to the Web			
	Email collaborators	;		
	Email as attachment	1		
	Page setup	N.		
	Print preview	1		
Ð	Print "Ռո	Ctrl+P		

Print preview will vary depending on which type of Google Doc you are viewing. Sometimes it is available as a menu option, while other times it is shown in the Print dialog box.

	23	J
Print		•
Total: 3 sheets of paper Print Cancel	A BB	
Destination Lexmark X422 -	Helo al,	
Pages All e.g. 1-5, 8, 11-13	I hope each of you have had a wonderful summer. As you know, students will return for the 2011-2012 school year on August 17th. This means that our official planning week will be Monday, August 8th through Friday, August 12th. As usual, attendance this week is required. We'll be going over safety procedures, new testing policies, staff changes, and more. Below is the tentative schedule. Please review this doc again before Monday. Right now we're ironing out some specifics, but I will update and add more details as soon as I have them.	щ
Copies 1 + -	Also, note that the RTI specialist and guidance counselor have arranged a meeting with each teacher to go over your class rosters and discuss any special accommodations. You should receive an email with your exact meeting time.	
Two-sided	Feel free to email or call me about anything. As it has been the past month, the school building will be open to teachers and staff. Monday-Friday from 8-6. I'll be in my office most days, so don't hesitate to come by.	
Margins Default •	Looking forward to a great year1 Lisa Paik	
Options Headers and footers	Schedule (Precise times to be added soon!)	
Print using system dialog (Ctrl+Shift+P)	Monday Welcome back brunch Review of staff & policy changes How we did last year and what we can improve Tuesday	

Sharing and collaborating on files

Sharing files

Whenever you share a file from your Google Drive, you can let others **view** and even **edit** that same file. While you can share any file stored on your Google Drive, it's important to note that you can only use the **collaboration** features for files created with **Google Docs**.

Let's look at the example of Olenna, an art teacher who uses her Google Drive to organize letters, lesson plans, and more. Olenna's files include:

- Files she keeps private, like her spreadsheet with classroom expenses
- Files she lets others edit, like the lesson-planning documents she creates with her co-teacher
- Files she shares publicly and doesn't let others edit, like the newsletters and announcements she shares with her students and their parents
- Files that others share with her, including ones she can edit, like her co-teacher's supply inventory; and ones she can't, like a schedule sent to her by the principal

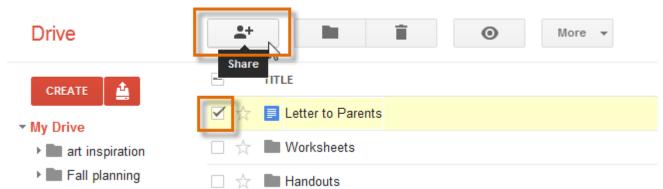
As you can tell, no single sharing setting would be right for all of Olenna's files. The settings you choose for each of your shared files will probably depend on why you're sharing it in the first place.

Choosing sharing settings for a file

You can choose to either share your file with a **limited** group of people or a **large** one. When you share a file with a **limited group** of people, your collaborators must **sign in** with a Google account to view or edit the file. However, when you share with a larger group or make the file **public**, your collaborators will not need a Google account to access the file.

To share a file with a limited group of people:

- 1. Locate and select the **file** you wish to share.
- 2. The **file action buttons** will appear at the top of the page. Click the **Share** ^{**} button.



- 3. The **Sharing settings** dialog box will open. In the **Add people:** box, type the email addresses of the people you'd like to share the file with.
- 4. Click the drop-down arrow next to each person's name to decide whether they can **edit**, **comment** on, or just **view** the file. Remember, only files in **Google Docs format** can be edited online by different people.

Sharing settings

Who has access

â	Private - Only the people listed below can access	Change
St	Olenna Mason (you) lakestone.omason@g	Is owner

Add people: Choose from contacts		
lakestone.tdragic@gmail.com	Can edit	
Notify people via email - Add message	Can comment	
Share & save Cancel	Send a Can view	

Editors will be allowed to add people and change the permissions. [Change]

5. If you'd like, you can add a **message** that will be emailed to the people you share the file with. You might use this message to explain the file or let them know why you're sharing it with them.

lakestone.tdragic@gmail.com	Can edit 🔻				
Notify people via email - Discard m	lessage				
Here's the letter I'm planning on handing out to the parents at Parents' Night - I'll also send home a copy on the first day of art class. Feel free to add something or make any changes you think would be good.					
Share & save Cancel	Send a copy to myselfPaste the item itself into the email				

- 6. Google Drive calls the people you share files with **editors**. By default, editors are allowed to invite new people to access the file. If you want, you can prevent this by clicking **[Change]**. A second **Sharing settings** dialog box will appear.
- 7. Select **Only the owner can change the permissions**. Then click **Save** to return to the first dialog box.

Shar	e & save Cancel Send a copy to myself Paste the item itself into the email
Editors wil	I be allowed to add people and change the permissions. [Change]
	Sharing settings
	 Editors are allowed to add people and change the permissions. Editors have full control to add and remove people and change the visibility of the item. Only the owner can delete the item.
	Only the owner can change the permissions. Editors cannot add or remove people or change the visibility of the item.
	Save Cancel

8. Click Share & save. Your file will be shared.

Share & save	Cancel	 Send a copy to myself Paste the item itself into the email
Only the owner can ch	ange the permissions.	[Change]

Whenever you share a file, that file will be marked as **Shared** on your Google Drive.

Drive	≗+ I O More ▼
CREATE	 TITLE ✓ ☆ ■ Letter to Parents Shared ☆ ■ Worksheets ☆ ■ Handouts

Sharing with a link

You can easily share a file with a larger group of people by providing a **stable link** to any file in your Google Drive. A **stable link** is like a private web address for any file you wish to share. This can be especially helpful for files that would be **too large** to send as an email attachment, like music or video files. You can also share a file by **posting** the stable link to a public webpage. Anyone who clicks the link will be redirected to the file.

Use your best judgement when making any of your files public. Even if you only share the link to a file with a few people, that document could be found by **anyone** online. You should **never** make personal or sensitive information stored on your Google Drive publicly available.

To share a link:

In this example, we'll share a file by sending a stable link in an email.

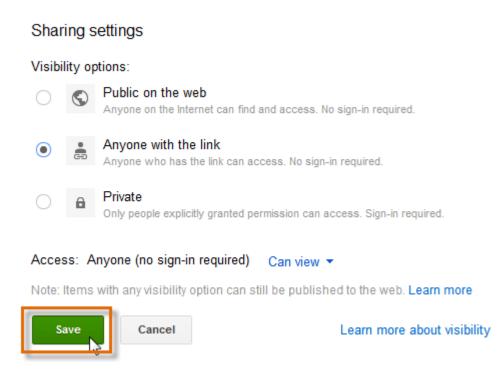
- 1. Locate and select the **file** you wish to share.
- 2. The **file action buttons** will appear at the top of the page. Click the **Share** button.

Drive	Share
CREATE	ITLE
elena's stuff	🗌 📩 🚾 Sunrise.jpg
Shared with me	🗌 🕁 🚾 Sunset.jpg

3. The **Sharing settings** dialog box will appear. Click **Change...** to make the file accessible to anyone with the link.

Shar	ing settings	
Who	has access	
â	Private - Only the people listed below can access	Change
•	Elena Casarosa (you) elena.casarosa@g	ls owner

4. The Visibility options will appear. Select Anyone with the link, then click Save.



5. The **Sharing settings** dialog box will appear with the **Link to share**. Right-click the link, then select **Copy** from the drop-down menu.

Sharing settings

Link t	o share		
http	s://docs	.google.com/open?id=0B0XIEYo	ehMegdG5fcXpwNVhSOU0
Share link via		Undo	Ctrl+Z
Who has acc		Redo	Ctrl+Shift+Z
		Cut	Ctrl+X
	Anyo	Сору	Ctrl+C
GÐ	Anyo	Paste 😼	Ctrl+V
	Elena	Paste as plain text	Ctrl+Shift+V
-		Delete	

6. **Paste** the link into the body of your email.

+Elena	Search	Images	Maps	Play	YouTube	News	Gmail	Drive	Calendar	More -
Goo	ogle					-	ৎ	Ele	na Casarosa	0 + Share
Gmail	•		SEND	Save	e Now	Discard	Labe	els ▼	Draft autosav	ved at 11:05 AM (
CON Inbox (14 Starred	1POSE 4)		To "Henri Rousseau" <henri.rousseau30@gmail.com>, Add Cc Add Bcc</henri.rousseau30@gmail.com>							
Important Sent Mail Drafts (3)	I		Subject Alvarez Wedding Slideshow Attach a file Insert: Invitation B I U T T A T I <thi< th=""> <</thi<>							
▶ Circles Family Marketing		•			∗ -⊤ - <u>A</u> « Plain Tex		(y) en ;	= =	· 17	Check Spelling
Marketing Notes Personal Travel	-	•		i link to a	a video comp : weekend.	ilation I ma	ade from d	lifferent p	ictures of	
More 🕶			Let me l	://docs.google.com/open?id=0B0XIEYoehMegdG5fcXpwNVhSOU0 ne know if there's any interest from appy couple in purchasing some of these photos!						
			All the b Elena C							

You can also **publish a file to the Web** to share it with a larger audience. Publishing a file actually converts the file into a very simple webpage. To publish a file, click **File** while editing a Google doc, then select **Publish to the Web...** from the drop-down menu. Only files in **Google Docs format** can be published.

l e File	etter to Parents.			Help
-	Share		Arial	≎ 11 - *
	New	Þ		
	Open	Ctrl+O		
	Rename		• 1 • • • • • •	2
	Make a copy			
	See revision history	Alt+Ctrl+G		A A
	Language	►		
_	Download as			Car
	Publish to the Web	سراء		
_	Email collaborators	<u>_</u>		
	Email as attachment			
	Page setup		20 th , 2011	
÷	Print	Ctrl+P	ents,	

To move shared files to your Google Drive:

People can also choose to share files with you. These files will appear in the **Shared with me** folder on your Google Drive. However, someone can always **unshare** a file with you, leaving you unable to view or access the file. If someone shares a file you want to keep **permanently**, you can **move** that file to your Google Drive.

1. Navigate to the **Shared with me** folder on your Google Drive. Any files shared with you will appear.

+Elena	Search	Images	Maps	Play	YouTube	News	Gmail	Drive
Goo	gle							
Drive								
CREATE	E 🛓		тпт. 🕁 📘		o Parents			
My Drive								
ele Shared v	na's stuff with me							

2. Click, hold, and drag the file to **My Drive** in the left-navigation menu.

+Elena Search	Images	Maps	Play	YouTube	News	Gmail	Drive
Google							
Drive							
CREATE		тп					
▼ My Drive		☆ 🔳	Letter t	o Parents			
elena's stuff Shared with me	Mov	ve 'Letter	r to Pare	ents'			

3. The file is now stored **permanently** on your Google Drive.

+Elena Search	Images	Maps	Play	YouTube	News	Gmail	Drive
Google							
Drive							
CREATE My Drive elena's stuff Shared with me			photo pr	ice list xlsx o Parents Sh stu n	nared]	
Starred Recent							

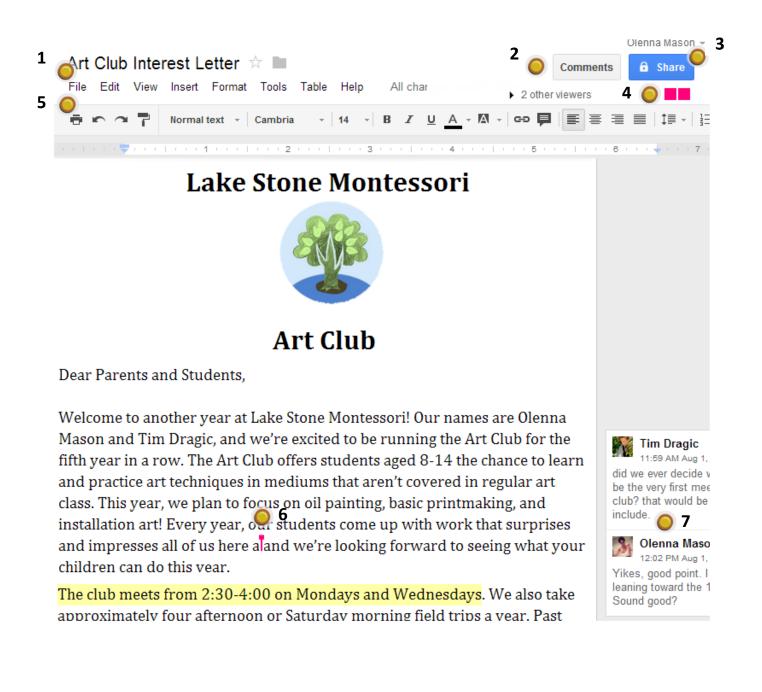
You can easily share any photos stored on your Google Drive on **Google+**. Just click the **Share Photo** button, then select **From Google Drive** from the drop-down menu.

+Elena	Search	Images	Maps	Play	YouTube	News	Gmail	Drive	Calendar	More -
Goo	gle+									Q
Home	AI	l Frier	nds Fa	mily	More 💌					
			hare wha	at's new					D D	eo X
Profile							+	Add pho	otos an album	
Explore									our phone	
F							4	From G	oogle Drive رالم	

Collaboration tools

Whenever you **share** a file in Google Docs format, you'll have the option to allow your co-editors to **change** and **edit** that file. Google Docs offer several tools that enhance **collaboration** by making it easier to communicate with your co-editors and to see which changes have been made and by whom.

Click the buttons in the interactive below to learn about the collaboration features in Google Docs.



1. Additional Sharing Options

Click File to view additional sharing options:

ò Download as downloads your file in a different format such as a Word document, PDF file, or HTML text

ò Publish to Web... creates a simple webpage of your document

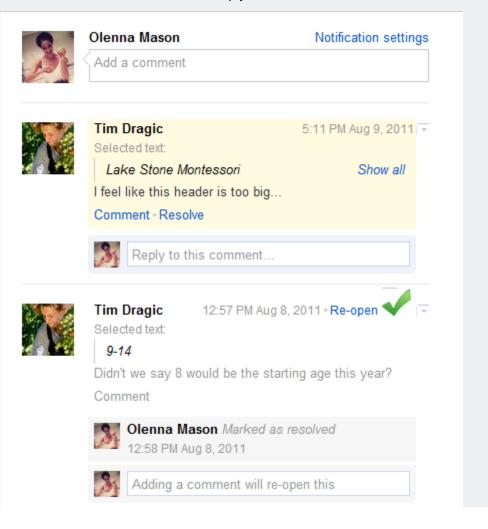
ò Email collaborates... allows you to send an email that includes a link to your file

ò Email as attachment... allows you to send your file as an email attachment

File	Edit	View	Insert	Format	1			
5	Share							
New ►								
Open Ctrl+								
F	Rename							
N	Make a copy							
_					1			
)ownloa	d as		•				
F	Publish t	the W	/eb					
E	Email co	llaborat	ors					
E	Email as	attachr	ment					

2. Comments Button

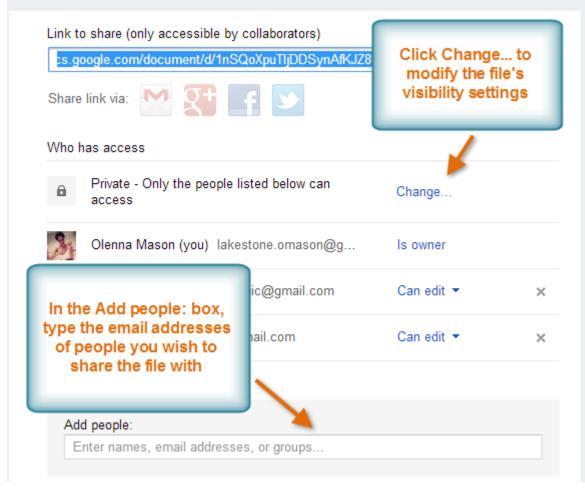
Click the **Comments button to** view a thread containing all comments related to the file, sorted chronologically. You can also **add new comments** and reply to old ones.



3. Share Button

Hover over the **Share button** to see a description on the file's current **visibility settings**.

Click the Share button to edit the file's **sharing settings**. You can share your file with others, modify visibility, or create a link to the file.



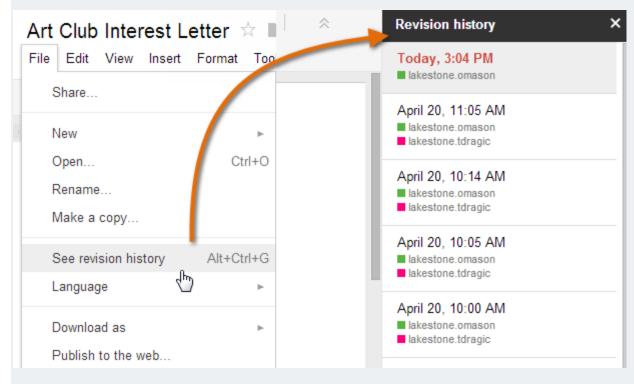
4. Currently Viewing and Chat

Click here to **chat** with the other people who are **currently viewing** the file. Note that chats are **not saved** in Comments.

Olenna Comments a s	Mason - hare
✓ 1 other viewer	
lakestone.tdragic	
 lakestone.tdragic has opened document. me: Hey, could you make ar revisions before 4pm? I have to pick up my kids f daycare at 4:30. lakestone.tdragic: Yeah No problem, I'm working of 	ny last irom
cool! thanks	

5. Revision History

Click **File** and then **Select See revision history** to view older versions of the file. You can see changes that have been made over time and **revert** to an older version if you wish.



6. Cursor

When a collaborator is modifying the file, a **cursor** will appear in a **bright color** at whatever point they're editing. Any changes the person makes will appear **in real time**.

aren't covered in regular art class. This year, we plan printmaking, and installation art! Every year, our stuand impresses all of us here a and we're looking forw this year.

7. Adding Comments

Comments allow you to attach a **brief note** to a certain section of a file. Your collaborators can see and reply to any comment you create.

To **add a comment**, select the text you wish to comment on, then right click and select Comment from the dropdown menu. Your collaborators can choose to either **Reply or Resolve** the comment.

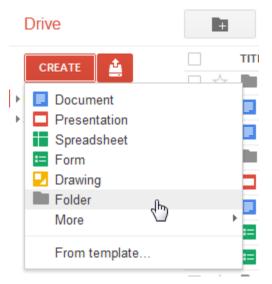


Organizing files

Once you start placing a lot of files onto your Google Drive, you can use **folders** to help organize and group your files. Folders in Google Drive work just like the folders on your computer. In addition, Google Drive makes **creating** and **managing** your folders easy.

To create a folder:

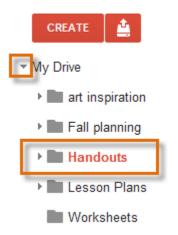
1. While viewing your Google Drive, click the **Create** button, then select **Folder** from the drop-down menu.



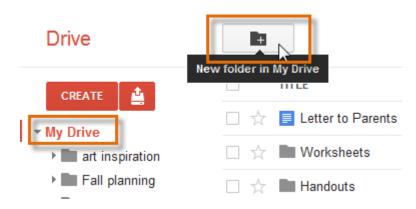
2. A dialog box will appear. Type a name for your folder, then click **OK**.

	×
Rename	
Please enter a new name for the item:	
Handouts	
OK	
73	

3. Your folder will appear in the left-navigation pane below **My Drive**. You must click the drop-down **arrow** next to **My Drive** in the left-navigation pane to see your folders.



You can also use the **New Folder** button to add a new folder to your Google Drive at any time. Just select **My Drive**, then click the **New Folder** button.

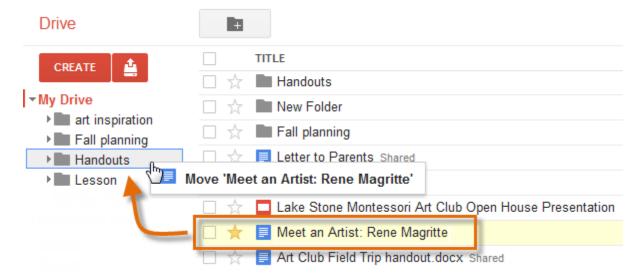


To further group your files, you can create a folder within an existing folder, known as a **nested folder**. To create a nested folder, select a folder and click the **New Folder** button **I**. The new folder will appear as a nested folder.

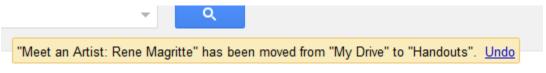
Drive	lew folder in Handouts
CREATE	TITLE
✓ My Drive	🗌 📩 🖿 Workshees
• 🖿 art inspiration	Artists
Fall planning Handouts	🗌 📩 📄 Lake Stone Montessori Art Club F
Lesson Plans	Art Club Interest Letter
Worksheets	🗌 📩 📕 Meet an Artist: Rene Magritte

To add files to folders:

- 1. While viewing your Google Drive, locate the **file** you wish to add to a folder.
- 2. Click, hold, and drag the file to the **desired folder** in the left-navigation pane.



3. The **confirmation** dialog box will appear at the top of the page, confirming that the file has been moved.



4. The file is now **stored** in the **folder**.

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To add multiple files to the same folder, select the files you wish to add by clicking their **check boxes**. Once you've selected them all, click, hold, and drag any **selected file** to the desired folder. All of the selected files will be added to the folder.

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	☑ ☆	■ Worksheet- Feelings & Shapes Triangles.docx

To move a file between folders:

- 1. Locate and select the **file** you wish to move.
- 2. The **file action buttons** will appear at the top of the page. Click the **Organize** button

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3. The **Organize** dialog box will appear. The file's **current folder** is indicated by the **check mark** ✓.

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You can also organize files by dragging them into a folder. Learn more

- 4. Select **another folder** to store the file. A **check mark** ✓ will appear next to the selected folder.
- 5. Click **Apply Changes**. The file is now moved to the selected folder.

Organize

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You can also organize files by dragging them into a folder. Learn more

To set a folder color:

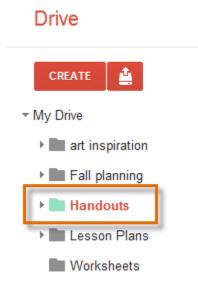
Once you have created several folders, you may wish to assign **colors** to your folders to help stay organized.

- 1. Hover your mouse over the **folder** in the left-navigation pane, then select the **arrow** that appears.
- 2. A drop-down menu will appear. Hover your mouse over **Change color**, then select a color for the folder.

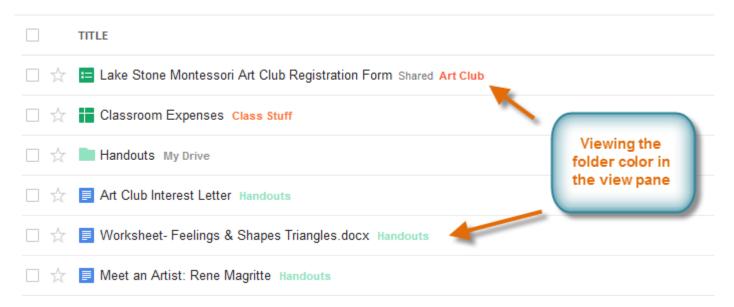
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Download Google Drive	Rename Change color Mark as unviewed Download Open folder Move to trash	js & Shapes Triangles.docx

3. The selected folder **color** will appear in the left-navigation pane.



4. Any files stored in the folder will display the folder's color in the **view pane**.



Other Google Apps for Education

In **Google+**, people chat, share ideas, post photos and videos, stay in touch and share personal news, play games, plan meetings and get-togethers, send birthday and holiday wishes, do homework and business together, find and contact long-lost friends and relatives, review books, recommend restaurants and support charitable causes. The list goes on and it also includes getting and giving validation and emotional support, lots of informal learning and exploring personal, academic and future professional interests.

Google+ Hangouts is a free **video chat** service from Google that enables both one-on-one chats and group chats with up to ten people at a time. While somewhat similar to Skype, FaceTime and Facebook Video Chat, Google Hangouts focuses more on "face-to-face-to-face" group interaction as opposed to one-on-one video chats, and utilizes sophisticated technology to seamlessly switch the focus to the person currently chatting.

With Google Groups, you can create online and email-based groups. There's a lot you can do with Google Groups:

- Engage in discussions about a specific subject.
- Create a question and answer customer support group for a product, such as a piece of software your company has written.
- Organize meetings, conferences, or social events among members of a group.
- Find people with similar hobbies, interests, or backgrounds.
- Read group posts through email, the online interface, or both.

Google Contacts is a way to store and organize contact information about the people you communicate with. Each contact can contain basic information like names, email addresses, and phone numbers but can also include extended information like physical address, employer, department, or job title.

There are 2 different types of Google Contacts. Each is managed separately and contains similar, but not identical, information:

The Google Apps Directory is available to everyone within the domain. In the Contact Manager, users can **search to find any domain profile, shared contact, calendar resource, or Group**. Users can also browse the list of domain profiles, shared contacts, and calendar resources (but not Groups) by clicking on the Directory link on the left navigation panel. Directory entries also appear in the **autocomplete function** of every Google App, such as Gmail, Drive, and Calendar, enabled for the domain. Changes made to your domain or personal contacts will take up to 24 hours to appear.

My Contacts is the list of people an individual user manages. Users add contacts to this list manually or by copying and saving entries from the Google Apps Directory. A user can add, edit, and delete contacts and **contact groups** using the **Contacts Manager**. My Contacts are private and can't be shared with other users. But when a user sends email, recipients can see the names a user has saved for each contact.