How to Create or Delete a Google Group

This document describes how Case Western Reserve University users may create or delete a Google Group. A Google Group functions similar to other mail list managers by letting users add or remove members (people who receive the messages posted to the group), as well as moderate who can post messages to the group. Each group has an email address and a descriptive name associated with it. At least one group manager per group is responsible for managing the group membership, other settings and privileges, and can add other members as managers.

Because Case Western Reserve maintains several email address types and mail list managers, some of which do not sync automatically with Google, we have created a page for the creation and deletion of Google Groups to ensure that the email address used in your Google Group does not conflict with a format reserved for other uses.

We now are able to add you immediately as a manager on any group you create. That means that your newly created groups will be available for you to start managing (adding members, changing settings, etc.) as soon as you see the page indicating that the group was successfully created.

Once a Group is created and ready for your use, you may add new members and otherwise manage the group using Google’s own group management tools by logging in to http://groups.case.edu, selecting the Group you wish to manage and clicking the “Manage” button in the upper right corner of the page.

The Web page now can contact Google for the Groups you “own.” To simplify the Group deletion process, we build a list of the Groups you “own” and allow you to delete them by selecting a Group and clicking the “Delete” button. Multiple Groups may be deleted simultaneously.

Creating a Google Group

1. Go to https://its-services.case.edu/googlegroups/. You will be asked to log in to Single Sign-On if you are not already logged in.

2. Under rare circumstances, you may not have a Google account under the CWRU domain, which is required to create and manage a CWRU Google Group. In the unlikely event that occurs, you will see a banner as shown below, which indicates that the group creation cannot continue. Please contact the Service Desk at 216.368.HELP for assistance in getting a CWRU Google account.

   Cannot Continue
   We're sorry, we can't continue. It appears that you do not have a google account on this domain (@demo.case.edu). If you believe this is in error please contact the Service Desk at 216.368.HELP or help@case.edu for assistance.

3. To create a Group, use the “Create Group” section of the page (see below).
a. Enter an email address in the “Group Email Address” field. The system automatically will add the domain "@case.edu" to the email address. You only need to enter the portion of the email address to the left of the @ sign (e.g., "my-new-group"). If you enter an invalid format in the field, the page will display an error when you click the “Create” button:

If you enter an address that has an invalid format, such as one containing illegal characters, or have left a required field (marked with an asterisk) empty, the incorrect field will be highlighted and an alert will appear describing the error(s). Click “OK” to dismiss the alert and make corrections. When you click inside a highlighted field to make changes, the highlighting will be removed.

b. If you enter an email address that is already in use, you will see the following error:
Change the email address of the group and click the “Create” button again.

c. Enter a name for the group in the Group Name field (e.g., My New Group).
d. Click the Create button to submit the request. The system will create a new Google Group, add you as a manager and display a successful completion page:

**CWRU Google Group Created Successfully!**

Your group has been created and you have been added to the group as a manager. You may begin managing your group, such as adding members, immediately. To manage your new group, please go to groups.case.edu, click “My groups”, and select the “Manage” link next to your new group.

If you wish to create or delete additional groups, please go back to the previous page.

e. Your Group creation is complete! You may begin managing your new Group immediately by going to the page groups.case.edu, clicking the “My groups” button and selecting the “Manage” link next to your new Group.

**Deleting a Google Group**

1. Go to https://its-services.case.edu/googlegroups/. You will be asked to log in to Single Sign-On if you are not already logged in.
2. If you do not “own” any groups as a manager, you will see the following in the “Delete Group” section of the page:

**Delete Group**

You do not “own” any groups in domain “@demo.case.edu” and do not have anything you can delete at this time. If you believe that is in error please contact the Service Desk at 216.368.HELP or help@case.edu for assistance.

3. If you “own” any groups, you will see a list of Groups with a checkbox to the left where you can
select them for deletion as shown below:

**Delete Group**

<table>
<thead>
<tr>
<th></th>
<th>Group Name</th>
<th>Group Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>My first group</td>
<td><a href="mailto:group-1@demo.case.edu">group-1@demo.case.edu</a></td>
</tr>
<tr>
<td>☐</td>
<td>My second group</td>
<td><a href="mailto:group-2@demo.case.edu">group-2@demo.case.edu</a></td>
</tr>
<tr>
<td>☐</td>
<td>My third group</td>
<td><a href="mailto:group-3@demo.case.edu">group-3@demo.case.edu</a></td>
</tr>
</tbody>
</table>

Please note, the “Delete” button is inactive until at least one Group is selected for deletion:

**Delete Group**

<table>
<thead>
<tr>
<th></th>
<th>Group Name</th>
<th>Group Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑</td>
<td>My first group</td>
<td><a href="mailto:group-1@demo.case.edu">group-1@demo.case.edu</a></td>
</tr>
<tr>
<td>☑</td>
<td>My second group</td>
<td><a href="mailto:group-2@demo.case.edu">group-2@demo.case.edu</a></td>
</tr>
<tr>
<td>☐</td>
<td>My third group</td>
<td><a href="mailto:group-3@demo.case.edu">group-3@demo.case.edu</a></td>
</tr>
</tbody>
</table>

4. Click the checkbox to the left of one or more groups you wish to delete. The “Delete” button will become active. Once you have selected all the Groups you wish to delete, click the “Delete” button. No further confirmation will be requested. Once the “Delete” button has been clicked, the selected Groups will be deleted immediately. Message archives are deleted when the Group is deleted; so, please be sure you really intend to delete the Groups selected before clicking the “Delete” button.

5. Upon completion of its work, the page will display the following status message to show all Groups were successfully deleted:

**CWRU Google Group Deletion Status**

Congratulations! The following group(s) were successfully deleted:
- My first group (group-1@demo.case.edu)
- My second group (group-2@demo.case.edu)

If you wish to create or delete additional groups, please go back to the previous page.

6. In the unlikely event that a Group selected for deletion was NOT successfully deleted, a separate section on the same status page will list the Groups not deleted or partially deleted.