Google Groups FAQ

Q1: What is a Google Group? What would I use it for?
Groups are Google’s version of a mail list manager and collaboration tool. The management capabilities of Groups is oriented mostly to topic-based forums, such as those you see in many companies’ online support services. In addition, a Group can be set up for use as a plain mail list.

Q2: Can I use a Group as a replacement for Sympa?
In most cases, you can. Google’s terminology differs slightly from Sympa’s; therefore, you may want to go through some of Google’s training documentation https://support.google.com/groups/#topic=9216 before creating your own Group.

Q3: Why isn’t the “Create” button where Google’s documentation says it should be?
At CWRU, we have special requirements for what a group email address can look like; therefore, we have a special page for creating and deleting Google Groups. You can create (or delete) a Group by logging in to the page https://its-services.case.edu/googlegroups/.

Q4: How do I create a Google Group in the CWRU domain?
You can create (or delete) a Group by logging in to the page https://its-services.case.edu/googlegroups/.
Q5: How do I delete a Google Group in the CWRU domain?
You can create (or delete) a Group by logging in to the page
https://its-services.case.edu/googlegroups/.

Q6: Do I still have to wait two business days before managing my Google Group?
No, the Group is available to you to start managing and using as soon as you see the
confirmation page that your Group has been successfully created. The improved page also
makes it easier to delete Groups you own by building a list of Groups for you rather than requiring
you to enter the email address of the group.

Q7: How long before the improved page is available?
The improved page is available now.

Q8: How do I add members and change settings?
You manage your Group (e.g., adding or removing members, changing settings, etc.) by logging
in to http://groups.case.edu. Select “My Groups” and then the Group you wish to manage. Click
the “Manage” button to the right of the Group name.

Q9: Wow! That’s a lot of settings; what do they do?
Please refer to Google’s documentation at https://support.google.com/groups/#topic=9216 for
how to manage your Group.

Q10: What does the error “Does not conform to the group naming policy” mean?
The email address you selected for your Group is in an invalid format. Your Group’s email
address may not:
- Look like a CWRU Network ID (e.g., abc123@case.edu)
- Look like a “first.last” address (e.g., john.smith@case.edu)
If the email address you entered appears correct to you, check to make sure there are no extra
spaces inserted at the beginning or end of the field.

Q11: What does the error “That email address is already in use” mean?
Either another CWRU Google Group, a Sympa mail list, or a personal mail alias already is using
that email address. Please select a different email address for your Group.

Q12: What does the error “That field is required” mean?
It means you left the red, highlighted field blank, and you must enter something in the field.
Required fields will have an asterisk (*) after the field label.
Q13: Can I both create a Group and delete a Group with a single visit to the page?
No. Each time you visit the page, you either will be able to create a single Group (by filling in the required fields in the “Create Group” section), or delete one or more Groups by selecting the Groups to delete in the “Delete Group” section and clicking “Delete.”

Q14: The “Delete” button doesn’t seem to work. What’s wrong with it?
You have probably not selected any of the Groups you own for deletion. The “Delete” button will not become active until you have checked the box to the left of the Group name and email for at least one Group. The button changes color (it darkens) to show that it is active. Note that you can check and uncheck boxes as much as you want before clicking the “Delete” button, but if you uncheck all the boxes, the “Delete” button again becomes inactive. At least one box must be checked for the “Delete” button to be active.

Q15: I have a Sympa list that I want to convert to a Google Group. How do I do that?
We do not recommend trying to convert a Sympa list to a Google Group at this time. We do not, at this point, have tools to aid in the conversion/migration process; so, it would be a completely manual operation. It would be complicated and difficult to gather the settings of a Sympa list and try to map them to a Google Group; so, it is not recommended or supported.