

LEARNING MADE EASY



G Suite[®]

for
dummies[®]
A Wiley Brand



Apply tips designed
to improve efficiency

Create docs or spreadsheets
and hold virtual meetings

Adjust privacy settings
to keep work secure

Paul McFedries

Bestselling author, programmer,
consultant, and tech developer



G Suite[®]

by Paul McFedries

**for
dummies[®]**
A Wiley Brand

G Suite® For Dummies®

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Introduction

Knowledge is of two kinds. We know a subject ourselves, or we know where we can find information upon it.

— SAMUEL JOHNSON

The sheer size and scope of G Suite is enough to give even the best thesaurus a run for its money. Choose just about any “large” or “complex” adjective — massive, sprawling, gargantuan, labyrinthine, brain-bending — and it’s bound to seem just right to describe the G Suite gestalt.

With so many features and settings in the G Suite package, and so many tools and technologies, you need some sort of guide that not only tells you what these knickknacks are but also shows you how to get the most out of them so that you can get the most out of your (or your company’s) G Suite investment.

And that’s precisely where *G Suite For Dummies* comes in. I’ve scoured G Suite from head to toe, rung its bells and blown its whistles, and generally just pushed the entire package to its limits to see what would happen. The result is the book you’re holding (physically or virtually).

About This Book

G Suite For Dummies takes you on a tour of all the main (and a few of the minor) G Suite apps. This book contains 19 chapters, but that doesn’t mean that you have to, as the King of Hearts says gravely in *Alice’s Adventures in Wonderland*, “Begin at the beginning and go on till you come to the end: then stop.” If you’ve already done a bit of work with any of Google’s apps or in a rival suite such as Microsoft Office, please feel free to dip into this book wherever it strikes your fancy. The chapters all present their info and techniques in readily digestible, bite-size chunks, so you can certainly graze your way through this book.

However, if you’re brand-spanking-new to G Suite — particularly if you’re not sure what G Suite even *is* — no problem: I’m here to help. To get your G Suite education off to a solid start, I highly recommend reading Chapter 1 to get some of the basics down cold. From there, you can travel to more advanced territory, safe in the knowledge that you have some survival skills to fall back on.

What You Can Safely Ignore

This book consists of several hundred pages. Do I expect you to read every word on every page? Yes, I do. Just kidding! No, of course I don't. Entire sections — heck, maybe even entire *chapters* — might contain information that's not relevant to what you do. That's fine, and my feelings won't be hurt if you skim (or — who's kidding whom? — skip over) those parts of the book.

If time (or attention) is short, what else might you want to ignore? Okay, in many places throughout this book, I provide step-by-step instructions to complete a task. Each of those steps includes some bold type that gives you the basic instruction. In many cases, however, below that bold text, I offer supplementary information to flesh out or extend or explain the bold instruction. Am I just showing off how much I know about all this stuff? Yes, sometimes. Do you have to read these extended instructions? Nope. Read the bold stuff, for sure, but feel free to skip the details if they seem unnecessary or unimportant.

This book also contains a few sidebars that are marked with the Technical Stuff icon. These sidebars contain extra information that either is a bit on the advanced side or goes into heroic, often obscure detail about the topic at hand. Do you need to read these sidebars? Not at all. Does that make them a waste of page real estate? I don't think so, because they're useful for folks interested in delving into the minutiae of G Suite. If that's not you, ignore away.

If your time is very limited, you can also ignore the information beside this book's Tip icons. Yes, these tidbits offer easier and faster ways to get things done, so skipping them to save time now might cost you more time in the long run, but, hey, it's a judgment call.

Foolish Assumptions

G Suite For Dummies is for people who are new (or relatively new) to G Suite. That doesn't mean, however, that the book is suitable for people who have never used a computer or a web browser. So, first I assume that you have not only a computer — either a Microsoft Windows PC or a Mac — and a web browser installed on that computer (all computers do, these days) but also some experience with both. That means I assume that you know at least how to perform the following basic tasks:

- » Starting your computer.
- » Launching your computer's web browser.

- » Navigating to a particular website given that site's address.
- » Working with basic app doohickeys such as pull-down menus, buttons, text boxes, check boxes, and radio buttons.

This book also assumes you have a G Suite account and that your G Suite administrator has given you your sign-in info (that is, your G Suite account's email address and password).

What's that? You don't have a G Suite account? Surprisingly, I'm okay with that! You still have access to the Google apps through your personal Google account, so 96.5 percent of what you read in this book will still apply to you. Why not 100 percent? Because there are a few features and settings that are unique to G Suite or that work different for G Suite users.

Icons Used in This Book

Like other books in the *For Dummies* series, this book uses icons, or little margin pictures, to flag info that doesn't quite fit into the flow of the chapter discussion. Here are the icons I use:



REMEMBER

This icon marks text that contains info that's useful or important enough that you'd do well to store the text somewhere safe in your memory for later recall.



TECHNICAL
STUFF

This icon marks text that contains some for-nerds-only technical details or explanations that you're free to skip.



TIP

This icon marks text that contains a shortcut or an easier way to do things, which I hope will make your life — or, at least, the data analysis portion of your life — more efficient.



WARNING

This icon marks text that contains a friendly but unusually insistent reminder to avoid doing something. You have been warned.

Beyond the Book

Cheat Sheet: To locate this book's Cheat Sheet, go to www.dummies.com and search for *G Suite For Dummies*. See the Cheat Sheet for an absurdly long list of keyboard shortcuts that you can use with G Suite.

Where to Go from Here

If you're just getting your feet wet with G Suite, flip the page and start perusing the first chapter.

If you have some experience with G Suite or you have a special problem or question, see the table of contents or the index to find out where I cover that topic, and then turn to that page.

Either way, happy G Suite-ing!

1

Keeping Your Affairs in Order

IN THIS PART . . .

Get acquainted with what G Suite is and what you can do with it.

Learn the ins and outs, the ups and downs, the receives and sends of Gmail.

Turn Calendar into your own, private assistant and never be late again.

Keep your friends close and your enemies closer with Contacts.

- » Getting to know G Suite
- » What comes inside the G Suite box
- » Your urgent G Suite questions, asked and answered
- » A brief introduction to online collaboration
- » A quick look at the G Suite mobile apps

Chapter 1

G Suite: The 50¢ Tour

Way, way back in 2006 (an era so far in the distant past that people somehow had to manage back then with no iPhones or Android devices), the wonderful eggheads at Google came up with an idea: What if, they mused amongst themselves, businesses could avoid dealing with the headache-inducing and sanity-destroying complexity of managing high-tech services such as email, messaging, scheduling, and file storage? What if, they continued, *Google* managed those services and all businesses had to worry about was, well, *business*? “Wouldn’t that be *great*?” they asked themselves.

The answer to that last question must have been a resounding “Yes!” because in that year Google Apps was born. This collection of online apps for email, messaging, calendars, and, a year or so later, documents and spreadsheets was an instant hit and has been sprouting new apps ever since. Now known to the world as G Suite, Google’s business-focused collection of online apps just keeps getting better and more popular. In this chapter, you discover what G Suite is all about, explore what G Suite offers, and have your most pressing G Suite questions answered. Won’t that be *great*?

What Is G Suite?

In the world of business jargon, a *silos* is a person or department that can't or won't share information with other people or departments in the company. Not all that long ago, *all* employees were silos in a way. Why? Because they beavered away at their computers using installed software such as Microsoft Word and Microsoft Excel, with all of their documents stored safely on their hard drives. Sure, every now and then they shared a document on the network or via email, but for the most part they worked in not-so-splendid isolation from their peers.

But as management gurus and overpaid consultants have been telling anyone who'll listen for at least a couple of decades now, silos are bad. On an individual level, silos make everyone less efficient and less productive; on a departmental level, silos create duplication of effort and endless turf wars; on a company level, silos inhibit growth and innovation.

Yes, silos are nasty things, but how do you get rid of them? An alarmingly large number of management reports and business books have been written to answer that question. It's a complex and difficult topic, but here are three solutions that are almost certainly common to all those reports and books:

- » Make it easy for individuals to access their software and documents no matter where they are or what type of device they're using.
- » Make it easy for people on the same team or in the same department to collaborate with each other.
- » Make it easy for people on different teams or in different departments to share information with each other.

And that, at long last, is where G Suite comes in. Google's G Suite is a set of applications that's designed to tear down silos. How? By implementing the preceding list of solutions in the following ways:

- » **G Suite apps aren't installed on your computer.** Instead, they live online (in the *cloud*, to use the vernacular), so you can access them from any location that has Internet access, using any type of device — desktop PC, laptop, Touch PC, tablet, smartphone, you name it — that you have handy.
- » **G Suite apps are built with collaboration in mind.** For example, two or more people can work on the same document at the same time. No, I'm not just making that up — it's a real feature. G Suite also enables you to easily email, meet, and chat with members of your team or department, so everyone stays in the loop.

» **G Suite documents aren't stored on your computer.** Instead, all G Suite data and documents reside in the cloud, so it's a snap to share them with anyone in your company.

Silos, schmi-los!

What You Get with G Suite

My dictionary defines a *suite* as “a connected series of rooms to be used together.” You’re probably thinking *hotel suite*, but that definition is actually a succinct and useful definition of the *Suite* part of the G Suite name. You can, in fact, define G Suite as “a connected series of Google apps to be used together.” That is, the G Suite apps are all awesome when used by themselves, but they’re designed in a way that connects them together to make your work life easier, more efficient, and more productive.

Okay, so what are these apps that I’ve been going on and on about? Table 1-1 provides the list, with pointers to where you can find more info later in this book.

TABLE 1-1 **The G Suite Apps**

App	What You Can Do with It	Where to Find More Info
Gmail	Send and receive email messages. (See Figure 1-1.) You can also share files as attachments, organize messages, control email conversations, and more.	Chapter 2 Chapter 18
Calendar	Maintain an online schedule of appointments and other events. (See Figure 1-2.) You can also see reminders of upcoming events, schedule repeating events, share calendars, and more.	Chapter 3 Chapter 12
Contacts	Create and maintain an online address book. (See Figure 1-3.) For each contact, you can store info such as the person's name, email address, and phone number. You can also import contacts, group related contacts, and more.	Chapter 4
Docs	Create, edit, and collaborate on word processing documents. You can change the layout, add bulleted and numbered lists, work with headers and footers, format text, paragraphs, and pages, and more.	Chapter 5 Chapter 6 Chapter 7 Chapter 11

(continued)

TABLE 1-1 *(continued)*

App	What You Can Do with It	Where to Find More Info
Sheets	Create, edit, and collaborate on spreadsheets. You can build formulas, sort and filter data, analyze data, and more.	Chapter 8 Chapter 9 Chapter 11
Slides	Create, edit, and collaborate on presentations. You can change the theme, show your presentation, create slides that include text, images, shapes, and more.	Chapter 10 Chapter 11
Meet	Set up and join online meetings. You can invite people to a meeting, share resources, record and live-stream a meeting, and more.	Chapter 13
Chat	Exchange real-time messages with members of your team, department, or organization.	Chapter 14
Groups	Join and create groups for posting messages, sharing files, and more.	Chapter 15
Forms	Create forms, quizzes, and surveys to gather information and opinions from members of your team, department, or organization.	Chapter 16
Keep	Create, edit, and share notes.	Chapter 16
Drive	Store, manage, and share files online.	Chapter 11

Using Apps Online — Really?

Here Are the FAQs

When folks switch to G Suite, if they're used to working with programs installed on their PCs, then the idea of using apps that somehow work online is the stuff of science fiction. It doesn't help that the G Suite apps *look* just like their PC-installed counterparts. (Check out Figures 1-1, 1-2, and 1-3 to see what I mean). How is any of this possible, and does it actually work? Those are great questions, and I'll try to answer them by walking you through a long list of frequently asked questions (FAQs) from people just like you who are new to G Suite:

» **Won't everyone on the Internet see my stuff?** Nope. Your company's G Suite administrator will have provided you with a G Suite account. This means the only way to see your stuff is to sign in using your G Suite email address and account password. The only way other people can see your stuff is if you choose to show it to them by using G Suite's extensive collaboration-and-sharing features. (See the chapters in Part 3.)

- » **Okay, but can't tech-savvy snoops somehow "tap in" to my data as it goes back and forth between my computer and wherever this "cloud" is located?** Dang, but that's a good question! The bad news is that, yes, it's technically possible for someone to "eavesdrop" on your data, a practice called *packet-sniffing*. The good news is that your data is scrambled (*encrypted*, in security-speak) as it travels between the cloud and your computer, so all that theoretical packet-sniffer will sniff is gobbledygook.
- » **Okay, but won't my account get hacked?** Sheesh, you just won't let up, will you? The short answer is "Probably not." Yes, I know, that *probably* isn't very reassuring. Let me say two things about this:
- First, know that the Google servers that are home to your G Suite apps and data are among the most secure in the world. No system is hackerproof, but Google's systems are as close as you can get.
 - Second, it's axiomatic (taken for granted, in other words) in security circles that the virtual chains that secure online systems are only as strong as their weakest link. What's the weakest link in the G Suite security chain? I'm afraid the answer is *you*. No offense intended, but even with an online service that has state-of-the-art security, that protection means nothing if attackers get their mitts on your sign-in data. So keep your password to yourself and be sure to carefully read all the good stuff in Chapter 19.
- » **Is my data safe?** Definitely. G Suite keeps multiple copies of your data in different locations in the cloud, and it also regularly backs up your data.
- » **But won't there be big problems if the power goes out?** Nope. The G Suite apps save your documents and data as you work, so even if your power goes down for the count, your data remains safe and sound on the G Suite servers, waiting patiently for you to return.
- » **Can I work when I'm offline?** I'm afraid not. G Suite's apps are all online-only, so you need an Internet connection to access and work with any G Suite app.
- » **G Suite has so many apps! Do I need to keep them all updated whenever new versions come out?** No, and this is one of the key benefits of using online apps. You'll never — I repeat, *never* — have to install or update any of the G Suite apps! All that malarkey is handled behind the scenes by Google, so every time you access, say, Gmail, you can rest assured that you're using the very latest version of the app.
- » **A nerd I know described G Suite as "SaaS," which is too weird for me. Do I need to know what SaaS is?** Not even a little bit. (But if your curiosity gets the better of you, have a read of the nearby sidebar "Another FAQ: What's all this about a 'cloud'?" for the answer.)

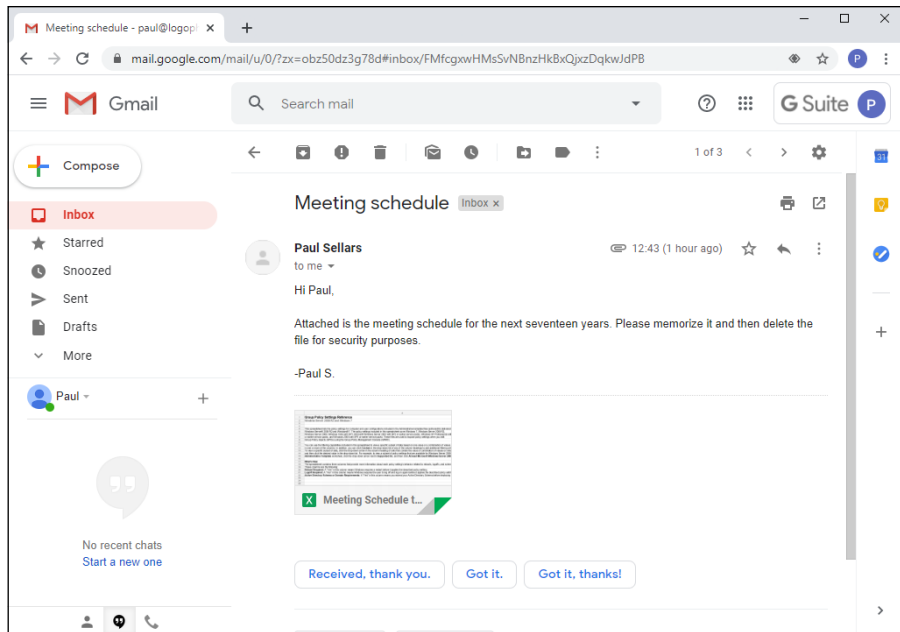


FIGURE 1-1:
Gmail: G Suite's
email app.

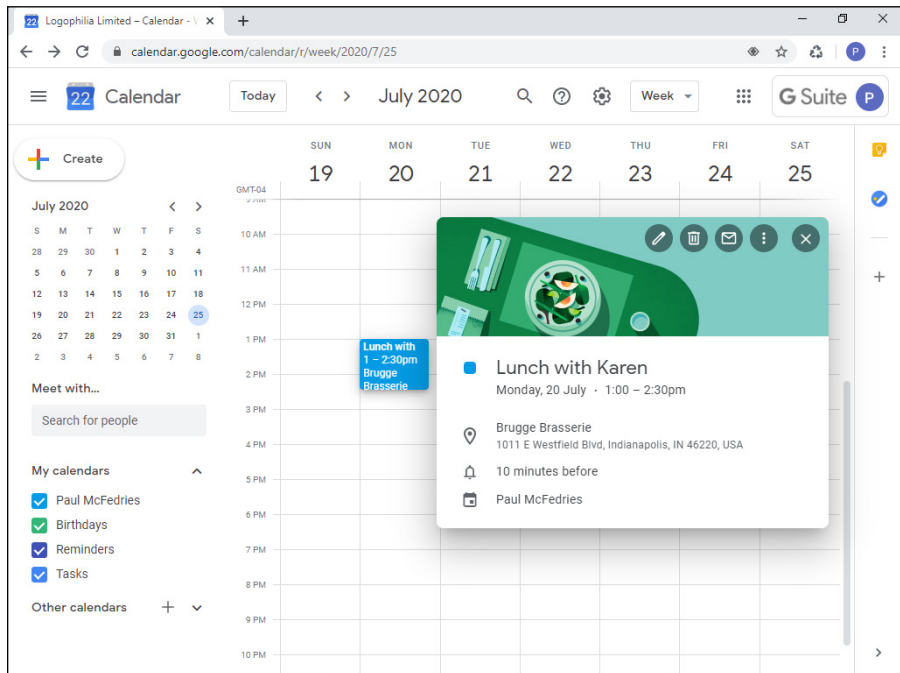
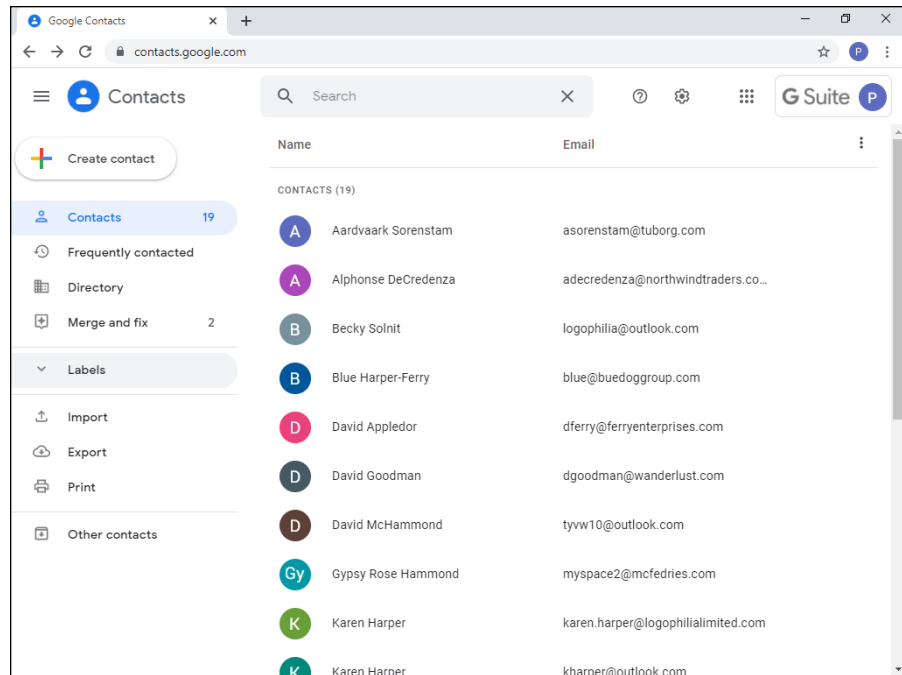


FIGURE 1-2:
Calendar:
G Suite's
scheduling app.

FIGURE 1-3:
Contacts:
G Suite's
contact
management app.



TECHNICAL
STUFF

ANOTHER FAQ: WHAT'S ALL THIS ABOUT A "CLOUD"?

I've mentioned the term *cloud* a couple of times now, so let me take a few minutes of your precious time to explain what I'm talking about. In many network diagrams (schematics that show the overall layout of a network's infrastructure), the designer is most interested in the devices that connect to the network, not in the network itself. After all, the details of what happens inside the network to shunt signals from source to destination are often extremely complex and convoluted, so all that minutiae would serve only to detract from the network diagram's larger message of showing which devices can connect to the network, how they connect, and their network entry and exit points.

When the designers of a network diagram want to show the network but not any of its details, they almost always abstract the network by displaying it as a cloud symbol. (It is, if you will, the yadda-yadda-yadda of network diagrams.) At first, the cloud symbol represented the workings of a single network, but in recent years it has come to represent the Internet (the network of networks).

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So far, so good. Earlier in this millennium, some folks had the bright idea that, rather than store files on local computers, you could store them on a server connected to the Internet, which meant that anyone with the proper credentials could access the files from anywhere in the world. Eventually, folks started storing programs on Internet servers, too, and started telling anyone who'd listen that these files and applications resided "in the cloud" (meaning on a server — or, more typically, a large collection of servers that reside in a special building called a *data center* — accessible via the Internet).

All the G Suite components (Gmail, Calendar, Docs, and so on) are examples of such apps — in the rarefied world of cloud computing geeks, these apps are described as *software as a service*, or *SaaS* — and they all reside inside Google's cloud service called, boringly, Google Cloud. So that's why I say that G Suite apps and your data live "in the cloud." That's also why, as I mention a bit earlier in this chapter, you need an Internet connection to use G Suite: It requires that connection to access all its cloud stuff.

Introducing Online Collaboration

When I talk to people about G Suite, the feature that invariably raises eyebrows is online collaboration. Just the notion that two or more people can work on a document at the same time seems, well, *magical*. Yep, there's some mind-bogglingly sophisticated technology behind G Suite's collaboration features, but you don't require a PhD in computer science to use them.

As an example, take a look at Figure 1-4, which shows a file open in Docs. The figure actually shows a fistful of collaboration features, but I want to bring your attention to just these four:

- » In most cases, inviting fellow collaborators is a simple matter of clicking the Share button, pointed out near the top-right corner of Figure 1-4. You choose whom you want to share the document with, add a brief note (optional), and then send the invite. The invitees receive a link that they can click to be taken directly to the file to start their editing duties.
- » The G Suite app lets you know who's editing the document alongside you by displaying an icon for each collaborator. You can hover the mouse pointer over an icon to see that person's name and email address, plus options to contact that person via email, set up a meeting, send a message, or start a video call.