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# Google® Workspace

for dummies®

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Discover tips and tricks to make the most of your time

Keep your work secure with Google's privacy settings

**Paul McFedries**

Bestselling author of more than 100 books

# Google® Workspace

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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 Google Workspace 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 Google Workspace gestalt.

With so many apps in the Google Workspace package, and so many features and settings in each of those apps, you need some sort of guide that not only tells you what these tools and technologies 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) Google Workspace investment.

And that's precisely where *Google Workspace For Dummies* comes in. I've scoured Google Workspace 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

*Google Workspace For Dummies* takes you on a tour of all the main (and a few of the minor) Google Workspace 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 Google Workspace — particularly if you're not sure what Google Workspace even *is* — no problem: I'm here to help. To get your Google Workspace 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.

## Foolish Assumptions

*Google Workspace For Dummies* is for people who are new (or relatively new) to Google Workspace. 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 Google Workspace account and that your Google Workspace administrator has given you your sign-in info (that is, your Google Workspace account's email address and password).

What's that? You don't have a Google Workspace 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 apply to you. Why not 100 percent? Because a few features and settings are unique to Google Workspace or work differently for Google Workspace users.

## Icons Used in This Book

Like other books in the *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.

**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

To locate this book's cheat sheet, go to `https://www.dummies.com/` and search for *Google Workspace For Dummies*. See the cheat sheet for an absurdly long list of keyboard shortcuts that you can use with Google Workspace.

## Where to Go from Here

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. However, if you're just getting your feet wet with Google Workspace, flip the page and start perusing the first chapter.

If you have some experience with Google Workspace 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 Google Workspace-ing!

# 1

# Keeping Your Affairs in Order

## IN THIS PART . . .

Get acquainted with what Google Workspace 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.

**IN THIS CHAPTER**

- Getting to know Google Workspace
- Peering inside the Google Workspace box
- Answering your urgent Google Workspace questions
- Introducing online collaboration
- Getting a glimpse of Google Workspace mobile apps

# Chapter 1

# Google Workspace: The 50¢ Tour

Way, way back in 2006 (an era so far in the past that people somehow had to manage without 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. Formerly named G Suite but now known to the world as Google Workspace, Google’s business-focused collection of online apps just keeps getting better and more popular. In this chapter, you discover what Google Workspace is all about, explore what Google Workspace offers, and have your most pressing Google Workspace questions answered. Won’t that be *great?*

# What Is Google Workspace?

In the world of business jargon, a *silo* 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 by 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 Google Workspace comes in. Google Workspace is a set of applications that's designed to tear down silos. How? By implementing the preceding list of solutions in the following ways:

- **Google Workspace apps aren't installed on your computer.** Instead, they live online — in the *cloud*, as the nerds say — so you can access them from any location that has internet access, using any type of device — desktop PC, notebook PC, tablet, smartphone, you name it — that you have handy.
- **Google Workspace 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. Google Workspace also enables you to easily email, meet, and chat with members of your team or department, so everyone stays in the loop.

- **Google Workspace documents aren't stored on your computer.** Instead, all Google Workspace data and documents reside online — yep, in the cloud — so it's a snap to share them with anyone in your company.

Silos, schmi-los!

## What You Get with Google Workspace

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 Google Workspace, which is a kind of software suite (remember that it used to be called G Suite). You can, in fact, define Google Workspace as "a connected series of Google apps to be used together." That is, the Google Workspace apps are all awesome when used by themselves, but when they're connected, they 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.

**TIP**

I assume you have a Google Workspace account through your organization. If that's not true and you're the person in your business who takes care of such things, you can set up a Google Workspace account by surfing to `https://workspace.google.com/` and clicking Get Started.

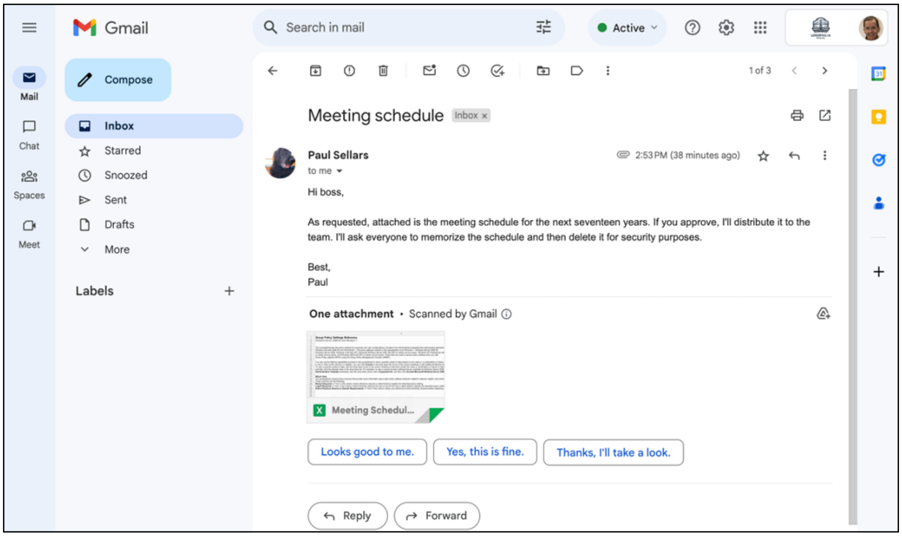
**TABLE 1-1** The Google Workspace Apps

| 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<br>Chapter 18 |
| Calendar | Maintain an online schedule of appointments and other events. (Check out Figure 1-2.) You can also see reminders of upcoming events, schedule repeating events, share calendars, and more. | Chapter 3<br>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 |

*(continued)*

**TABLE 1-1** ***(continued)***

| App | What You Can Do with It | Where to Find More Info |
|---|---|---|
| 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<br>Chapter 6<br>Chapter 7<br>Chapter 11 |
| Sheets | Create, edit, and collaborate on spreadsheets. You can build formulas, sort and filter data, analyze data, and more. | Chapter 8<br>Chapter 9<br>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<br>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 |


Gmail
Search in mail
Active
Compose
Mail
Chat
Spaces
Meet
Inbox
Starred
Snoozed
Sent
Drafts
More
Labels
1 of 3
Inbox ×
Meeting Schedul...
Looks good to me.
Yes, this is fine.
Thanks, I'll take a look.
Reply
Forward

Meeting schedule

Paul Sellars
to me
2:53 PM (38 minutes ago)

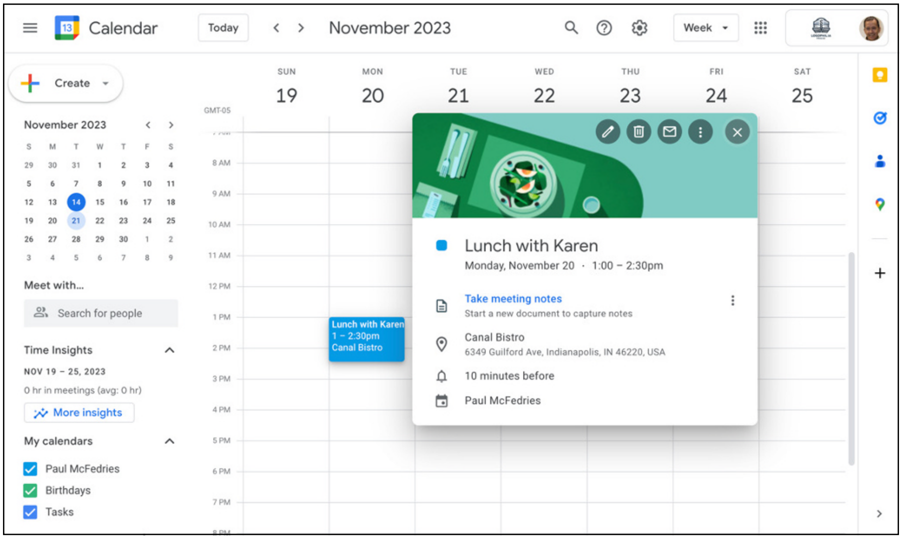
Hi boss,

As requested, attached is the meeting schedule for the next seventeen years. If you approve, I'll distribute it to the team. I'll ask everyone to memorize the schedule and then delete it for security purposes.

Best,
Paul

One attachment • Scanned by Gmail

**FIGURE 1-1:** Gmail: Google Workspace's email app.


Calendar
Today
November 2023
Week
Create
SUN 19
MON 20
TUE 21
WED 22
THU 23
FRI 24
SAT 25
GMT-05
Meet with...
Search for people
Time Insights
NOV 19 – 25, 2023
0 hr in meetings (avg: 0 hr)
More insights
My calendars
Paul McFedries
Birthdays
Tasks
Lunch with Karen
1 – 2:30pm
Canal Bistro

Lunch with Karen
Monday, November 20 · 1:00 – 2:30pm

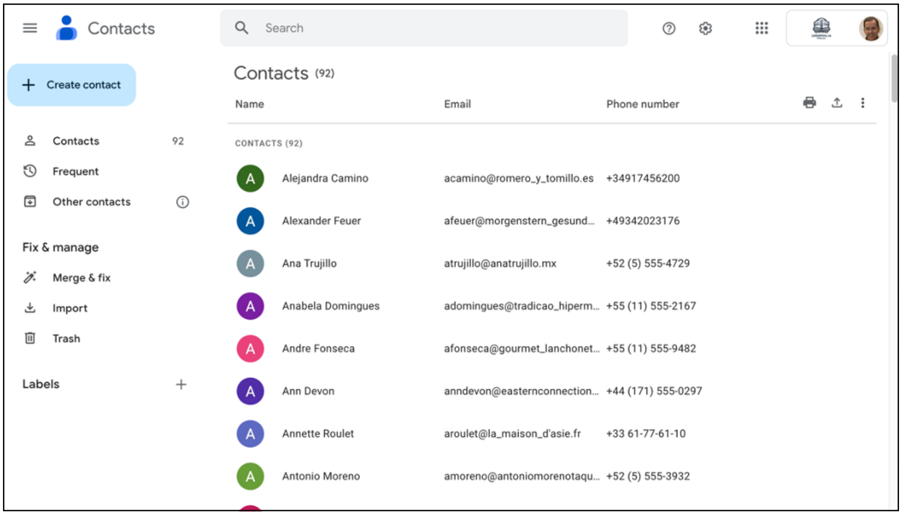
Take meeting notes
Start a new document to capture notes

Canal Bistro
6349 Guilford Ave, Indianapolis, IN 46220, USA

10 minutes before

Paul McFedries

**FIGURE 1-2:** Calendar: Google Workspace's scheduling app.


Contacts
Search
Create contact
Contacts 92
Frequent
Other contacts
Fix & manage
Merge & fix
Import
Trash
Labels
Contacts (92)
CONTACTS (92)

| Name | Email | Phone number |
|---|---|---|
| Alejandra Camino | acamino@romero_y_tomillo.es | +34917456200 |
| Alexander Feuer | afeuer@morgenstern_gesund... | +49342023176 |
| Ana Trujillo | atrujillo@anatrujillo.mx | +52 (5) 555-4729 |
| Anabela Domingues | adomingues@tradicao_hiperm... | +55 (11) 555-2167 |
| Andre Fonseca | afonseca@gourmet_lanchonet... | +55 (11) 555-9482 |
| Ann Devon | anndevon@easternconnection... | +44 (171) 555-0297 |
| Annette Roulet | aroulet@la_maison_d'asie.fr | +33 61-77-61-10 |
| Antonio Moreno | amoreno@antoniomorenotaqu... | +52 (5) 555-3932 |

**FIGURE 1-3:** Contacts: Google Workspace's contact management app.

# Using Apps Online — Really? Here Are the FAQs

When folks who switch to Google Workspace are used to working with programs installed on their PCs, the idea of using apps that somehow work online is the stuff of science fiction. It doesn't help that the Google Workspace 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 Google Workspace:

- **Won't everyone on the internet see my stuff?** Nope. Your company's Google Workspace administrator will have provided you with a Google Workspace account. This means the only way to see your stuff is to sign in using your Google Workspace 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 Google Workspace'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 Google Workspace 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 Google Workspace security chain? I'm afraid the answer is *you.* No offense intended, but even if you have an online service with 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 security stuff in Chapter 19.
- **Is my data safe?** Definitely. Google Workspace 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 Google Workspace 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 Google Workspace servers, waiting patiently for you to return.