

FAQs: bConnected Lists (Google Groups)

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ABOUT GOOGLE GROUPS

How can I learn more about Google Groups?

You can learn more on the [bConnected site](#). Google also offers easy-to-follow tutorials and cheat sheets on their online [Learning Center](#).

Where do I access existing Google Groups?

The Groups application is available in the apps launcher (“waffle”) or via direct web link at: <http://bgroups.berkeley.edu>

What’s the difference between Google Groups, bConnected Lists, and CalGroups?

- *Google Groups* is the Google App that allows users to manage and use groups for discussion forums, email lists, calendar invitations, and to share content in Google Apps.
- *bConnected Lists* is the brand name for Google Groups, and is Berkeley’s mailing list service. bConnected Lists has replaced CalMail mailing lists. List membership is primarily managed on an ad hoc basis, and may include non-Berkeley.edu addresses.
- *CalGroups* is an access management system run by the [CalNet](#) Identity Management team. [CalGroups](#) are created in Grouper (outside of Google) and will synchronize with Google Groups and other services such as CalShare. Groups in CalGroups can include membership information from source systems like HCM and SIS, and can also be created and managed programmatically. CalGroups now integrates with the bConnected Lists service. See [CalGroups - Google Sync](#).
- View [CalGroups vs. Lists comparison chart](#) to learn about when to choose which service.

ABOUT bCONNECTED LIST SERVICE

How do I create a new bConnected List?

- Navigate to: <https://mybconnected.berkeley.edu/my/lists/index> and click “Create new List” button.

CREATE NEW LIST

- Review [How to Create a bConnected List](#) instructions

When I post a message to my list, why don't I receive a copy of the message?

If you send a message to a list that you belong to, it will appear in your Sent Mail folder rather than your inbox. If you want a copy sent to your Inbox as well, remember to cc: or bcc: the message to yourself when you send it.

I sent a message to a list, but received a “delivery status notification (failure)” email.

You will only be able to send a message to a list that you have permission to do so. For example, if the list is configured to only allow managers to send to the list, but you are not a manager, you will receive this message. Please contact the list manager to request permission to send to the list.

If you are an manager of a list whose members are receiving this message, you may want to [update your posting permissions](#) to allow members to send.

How do I contact the managers of a bConnected List?

There are several ways to contact the manager(s) of a bConnected List (Google Group). If you are not a list member, send an email addressed to “[listname+managers@lists.berkeley.edu](#)” to reach all of the Managers of the bConnected List, e.g.

“[coffeelovers+managers@lists.berkeley.edu](#)”. You can read additional methods in this ServiceNow KB article: [Contacting the managers of a bConnected List \(Google Group\)](#)

How do I make an “open group” list that allows potential subscribers to join without needing manager approval?

If you wish to have your list automatically approve members, you will need to change the “select who can join” from its default setting to “public”.

- Permissions> Basic permissions > Join the group > Select who can join “Public”.

How can people request to join my list?

- Anyone interested in subscribing to your list can request to join by sending a message to: [listname+subscribe@lists.berkeley.edu](#); alternatively, if your list is listed in the public directory they can search for your list using the “Browse all” link and request membership access by clicking either the “Apply for Membership” link or “Join” button depending on if the list is set to either allow application or automatically approve.

Is there a direct link that I can send prospective members to request to join?

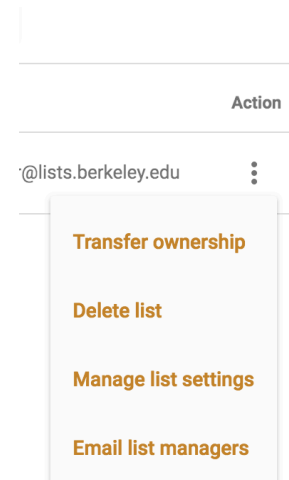
- If you want to embed a “subscribe here” link on a website, or share a direct link for prospective list members to subscribe to your list, the following address will work: <https://groups.google.com/a/lists.berkeley.edu/d/forum/samplelist>. Remember to

exchange “samplelist” for your list’s name, and leave off “@lists.berkeley.edu” in the URL.

- The prospective member will either see a “Join Group” button, or “Apply for Membership” depending on how your list is set up.

How do I delete a list?

Using the [My bConnected application](#), identify the list you’d like to delete and click the three dot menu bar until you see the “Delete list” link.



How do I change a member’s role from member to manager, or vice versa?

Navigate to Members > All Members > Click on the name of the person whose role you want to change, and then change the Role dropdown from “member” to “manager” or vice versa.

Note: The owner role does not exist in our version of Google Groups, so you will only be able to make someone a member or a manager.

I am the owner of a mailing list; why don’t I have the owner role in Google Groups?

The owner role in UC Berkeley’s instance of Google Groups has been disabled to allow for name syncing and sub-domain needs. Therefore, owners of mailing lists will have the role of Manager in Google Groups. See also “known issues” to learn about which permissions managers should enable for their lists.

The list owner will perform owner functionality such as deleting lists or transferring ownership here: [My bConnected application](#).

KNOWN ISSUES IN GOOGLE GROUPS

We are working with Google to address the following issues, and hope to have a resolution soon.

How can I see my list members' email addresses?

- By default, list managers are unable to see list members' email addresses; however, list managers **can grant** themselves access to list members' email addresses by following these steps:
 - Permissions > Access Permissions > View Member Email Addresses > Change Dropdown to "Managers of the Group" and click save.

How can I approve membership requests?

- By default, list managers are unable to approve list members' requests; however, list managers **can grant** themselves approval by following these steps:
 - Permissions > Moderation Permissions > Approve Members > Change dropdown to "Managers of the Group" and click save.

How can I modify my Group members' roles?

- By default, list managers are unable to modify list members' roles; however, list managers **can grant** themselves rights to modify roles by following these steps:
 - Permissions> Moderation Permissions > Modify Roles > Change dropdown to "Managers of the Group" and click save.

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