

WHAT IS A GOOGLE GROUPS COLLABORATIVE INBOX?

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What is Google Groups?

Google Groups (groups.google.com) makes it easy for groups of people—such as project teams, departments, or classmates—to communicate and collaborate. You can send an email to everyone in a group with one address, invite a group to an event, or share documents with a group. Google Groups are where you can access email lists (distribution lists) and your collaborative inboxes.

What is a Google Groups Collaborative Inbox?

A collaborative inbox is a type of Google Group with a mailbox accessible via the Groups web interface.

In a collaborative inbox, group members can do any of the following from the group's Web UI:

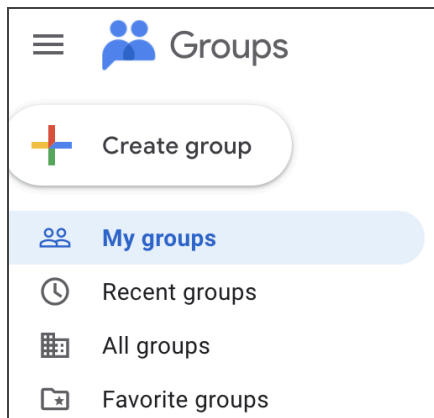
- Assign responsibility for an email to a member of the group
- Mark an email as complete
- Apply labels to emails
- Search and filter messages by resolution status, assignee, label, etc.

For more detailed information, see the [Collaborative Inbox Tips Sheet](#).

How to see mail in my Collaborative Inbox

1. Navigate to [Google Groups](#).
2. Select **My groups**

3. Select the name of the Group you'd like to see.



How to send mail as the Collaborative Inbox from the Group

1. Sign in to [Google Groups](#).
2. Click **My Groups**.
3. Choose a group.
4. At the top, click **New conversation**.
5. Make sure the From field is set to be from the group.
6. If you are sending mail to an address outside of the group, select **Cc** and then type in the recipient email address.
7. Enter your message.
8. Click **Post message**.

How to send mail as the Google Group from Gmail

Users can set up their Gmail to be able to send as their Group. Note that messages sent this way will not be seen in the Group unless the Group is CC/BCC'd on the email.

Step 1: Add Google Group address you own

1. On your computer, open [Gmail](#).
2. In the top right, click **Settings**.
3. Click the **Accounts** tab.
4. In the "**Send mail as**" section, click **Add another email address**.
5. Enter your name and the address you want to send from.
6. **IMPORTANT!** Uncheck the box for "Treat as an alias."
7. Click **Next Step**.
8. Click **Send Verification**.

Step 2: Confirm the address

1. Navigate to the [Groups interface](#)
2. Open the Group you are setting up
3. Open the confirmation message you got from Gmail.



4. **Click** the link.

Step 3: Change the "From" address

1. In the message within your Gmail, click the "**From**" line.
2. Select the address to send from.