

# Google Workspace Setup

## Fully Managed Solution

Our Marketing Services team will help small businesses through the setup function of Google Workspace Setup so that they can start working with other members of their organization more effectively.

### What to Expect Next:



#### Within 1 Business Day

*\*after the order is received*

Our Marketing Services team will send you a **Confirmation Email** to confirm the receipt of your order.



#### When the client provides domain access.

The turnaround for Google Workspace Setup is 1 business day after domain access is granted to our team with access to domain records.



#### With 1 Business Day

*\*after domain access is granted*

**Setup:** Using the provided domain access, our team will verify your domain and enter the appropriate MX records.

We will configure the administrator email, any additional seats purchased, and associate those accounts with Business Center users.

*Please note that our team will not be able to begin work on your site until all missing information has been provided.*



#### Completion

**Once complete,** our team will send you a password reset for both Business Center and Gmail. We recommend setting both passwords as the same to provide a smooth flowing login experience.

Upon first login at Gmail.com, you will be prompted to enter your new Gmail email and password. The login will then direct you to enter your Business Center credentials.

***\*Important - you will only be required to log into your Business Center on the first login attempt.***

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#### **How many seats can be purchased?**

There is no limit to the number of seats that can be purchased for each organization!

#### **Can I purchase a different type of Edition?**

Yes, you can also purchase the Google Workspace Setup Business edition. With the Google Workspace Setup Business you get unlimited storage and early access to features. Find out more in the [Google Workspace Setup Business Product Page!](#)

#### **Can existing accounts be migrated?**

Yes, we have a Google Workspace Setup Transfer App that can be used to migrate accounts.

#### **Can payment be made on a monthly basis?**

No. Each seat for Google Workspace Setup Basic must be pre-paid for the entire annual term.

#### **What happens after activation?**

Once the Google Workspace Setup order has been activated, there are still a few setup steps that will need to be done by whoever has the Admin account before Google Workspace Setup is usable. The domain must be verified, and the MX records need to be updated so that the users can receive their email in Gmail. Detailed setup instructions can be found under files, "Google Workspace Setup Setup Guide Detailed".

#### **What is the difference between Google Workspace Setup and Google's free apps?**

With Google Workspace Setup, there are a number of additional business-grade services not included with Google's free consumer apps. These services include: custom business email @yourcompany, twice the amount of cloud storage across Gmail and Drive, 24/7 phone and email support, 99.9% guaranteed uptime on business email, interoperability with Microsoft Outlook, additional security options like two-step authentication and SSO, and administrative controls for user accounts.

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#### Can I offer individual Google Workspace Setup apps?

No, Google Workspace Setup is a set of integrated apps that work together seamlessly. For instance, you can receive a message in Gmail and instantly convert it into a Calendar event. When you make a comment in Docs, Sheets, or Slides collaborators automatically receive email alerts. With a single click, you can launch a Hangouts video meeting from your inbox or calendar. Using these tools together improves productivity and gives businesses the most value.

#### How do my clients log into Google Workspace Setup after it's all been setup?

Google Workspace Setup is available within Business Center in the Products tab. Your clients can also log in directly to any of the Google Workspace Setup products (e.g. [www.gmail.com](http://www.gmail.com)). They will be redirected to the Business Center login page if they aren't already signed in, but then will pass through directly to the Google Workspace Setup product.

#### What is the difference between a seat and a user?

Seats are purchased for user. Users can be changed, but seats remain. A user is defined as one personalized email address ([you@yourcompany](mailto:you@yourcompany)). Group email aliases such as [sales@yourcompany](mailto:sales@yourcompany) and [support@yourcompany](mailto:support@yourcompany) are included in pricing and don't count as additional users.

#### What is the suggested retail price?

You can sell Google Workspace Setup to your clients for \$72 per year, on the low end. Businesses who go direct to Google pay around \$72 per year. It's important to note that this offering is very sticky, with low churn and there is considerable margin if it's offered as a managed service.

#### Can Google Workspace Setup be used with Outlook?

Yes! Enable IMAP and Outlook access in Google. In order to connect Outlook to Gmail, you'll need to first enable the IMAP connection that Outlook will use.

1. Log in to your Google Apps account at [Gmail.com](http://Gmail.com), and click the gear button to access your settings.
2. Click on "Settings".
3. Go to the "Forwarding and POP/IMAP" tab.
4. Click the radio button to "Enable IMAP". You can leave the default settings for the additional options that appear, unless you specifically want to change them.
5. Save your changes
6. Now, you'll need to click this link to allow Outlook to log in to your account. Turn on "Access for Less Secure Apps". If you're unable to complete this step, you'll need to have your admin log into <http://admin.google.com> and change a setting. The admin will need to do a search for less secure and click on the less secure apps result.
7. Now you should be ready to set up your account in Outlook!

**Important note:** In this Outlook account, you will not be using your Google Workspace Setup, not your Business Center login information. If this is for a non-administrator account you will likely not have a Google Workspace Setup password setup yet. Follow our password reset instructions for the user that needs to be setup in Outlook and they will be able to pick their Google Workspace Setup password.

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#### **Can Google Workspace Setup be used with Mail?**

Yes!

1. Open Apple mail. Go to Mail > Preferences > Accounts
2. Click on the + to add a new account.
3. Enter your details and click "Set Up" to see an Account Summary. The Account Type should be Gmail IMAP. Note that these are the Business Center credentials for your Google Workspace Setup user.
4. Select "Create".

#### **Once set up, can the user assigned to each Google Workspace Setup seat be changed?**

Yes! Once active, launch the Google Workspace Setup Partner Portal in Partner Center > Account Details > click "Edit". There, you can choose a different Business Center user to be associated with the Google Workspace Setup account. The account information (email address, name) can also be changed.

#### **What happens upon cancellation?**

This is an annual product, so Google Workspace Setup will remain active until the end of the current billing year. When this year has finished, the account will revert to Google, who will then take over all billing for you. You will not be charged after the end of your current billing year.

#### **What happens after the year is over?**

At the end of the year, you have the option to renew your customer for another yearly commitment and pre-pay the service fee for the next year. If you do not wish for this to happen, simply cancel this product at any time before the year is up and it will not renew.

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#### **Can the seat count be reduced?**

Currently, no. Users cannot be removed from the annual subscription. This feature is coming soon and will provide you the ability to lower the Google Workspace Setup seat count.

#### **What is a Google Workspace Setup admin?**

A Google Workspace Setup Administrator configures and manages all aspects of a Google Workspace Setup domain. This includes administering users, organizational units, groups, and access to services. The Google Workspace Setup Administrator also manages security of the Google Workspace Setup domain as well as mobile policies.

#### **How are admins created?**

Through Marketplace, admins are created upon activation for new seats. Usually, the first seat defaults to an admin but this can be changed. Users can be promoted to admins through [Google's admin console](#).

#### **Are there any sales resources that can help me sell Google Workspace Setup ?**

Absolutely! Take a look at all of the presentations in the files section.

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**Once activated, is there a walkthrough video that can help with set up?**

Yes! Watch our in-depth walkthrough video [here](#).

**Are there any successful case studies to reference?**

Yes! From small businesses to Fortune 500 corporations, see how companies are using Google Workspace Setup to work better together, [here](#).