What's New

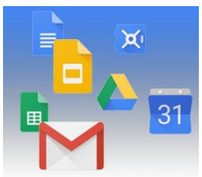
G Suite

September 2019

Featured launch: Updated Working Hours in Calendar helps colleagues know your schedule

Work together

Find people and rooms more easily on the Hangouts Chat mobile app
Live captions in Hangouts Meet, now available on Android



Simple to use

Display the word count as you type in Google Docs
Dark theme is coming to Gmail for Android and iOS
Form Notifications add-on now available in the G Suite Marketplace
Search, view and add bots directly within Hangouts Chat
New improvements for Jamboard mobile and tablet apps

Business ready

Use 2-Step Verification and login challenges with 3rd-party identity providers
New Android management client for devices registered after Sept 16, 2019
See encryption status & security patch for devices with basic mobile management
Improving Chrome Enterprise management in the Admin console
Better line spacing support for branding in Google Docs and Slides
Migrate your apps to the latest Sheets API by March 2020
Control session length for Google Cloud Console and gcloud CLI
Set up Google Voice desk phones in batches with Google Sheets
Transformation reports for Education now available in US, Canada, and Mexico

Learn more about G Suite

Cloud Connect: The community for G Suite administrators
G Suite on Social
G Suite Learning Center

To help you better track the full breadth of G Suite launches, including those that aren't announced on the G Suite Updates blog, check out the What's new in G Suite page in the Help Center.

We'd really appreciate your thoughts on how we can make this resource work best for you.

- The G Suite Launch Team, October 1, 2019

Featured launch: Updated Working Hours in Calendar helps colleagues know your schedule a

Announced September 3, 2019 Share with your organization - back to top -

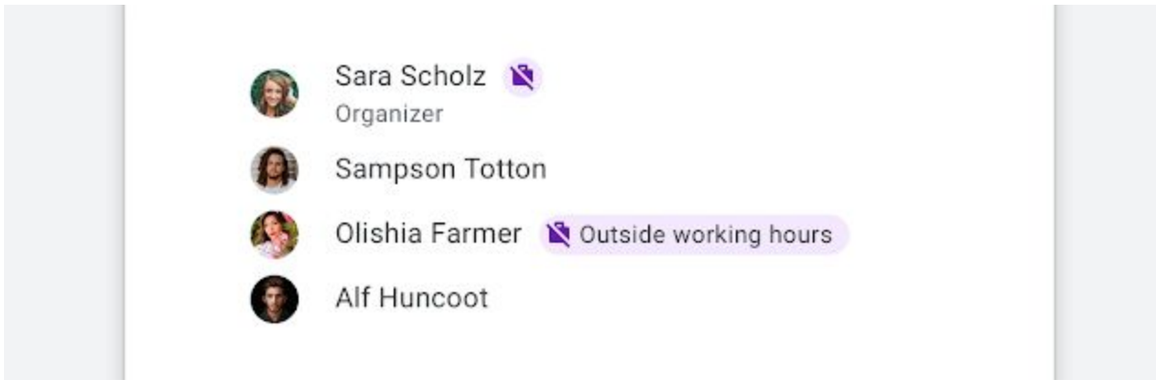
What's changing
We're revamping the feature in Google Calendar that helps you let colleagues know when it's best to work with you. The updates to the Working Hours feature include:

- **Working hours now show in grid view**: When you schedule a meeting with other Calendar users, their working hours will be shown in the calendar grid.
- **Warning note for event creators:** If you try to schedule an event outside the working hours of one more or guests, you'll now see an "Outside working hours" notification.
- **Working hours is ON by default:** Working hours will now be turned on for all users by default. Users can turn it off at any point in Calendar's settings (see more below).

Who's impacted
End users

Why you'd use it
The new features will make it easier for your colleagues to see when it's best to work with you. This can help reduce back and forth when finding the right time for a meeting, and help make sure that meetings are scheduled at convenient and productive times for all participants.

How to get started
- **Admins**: No action required.
- **End users**:
  - Working Hours will be enabled by default. When it's first enabled, users will see a dialog with an estimate of their working hours, which they can confirm or change. Users can disable the feature by selecting "Settings" in this dialog.
  - Users can later adjust or disable Working Hours by going to Calendar on the web (calendar.google.com) and clicking *Settings > General > Working hours*.



A new notification will show if an event outside the working hours of guests.

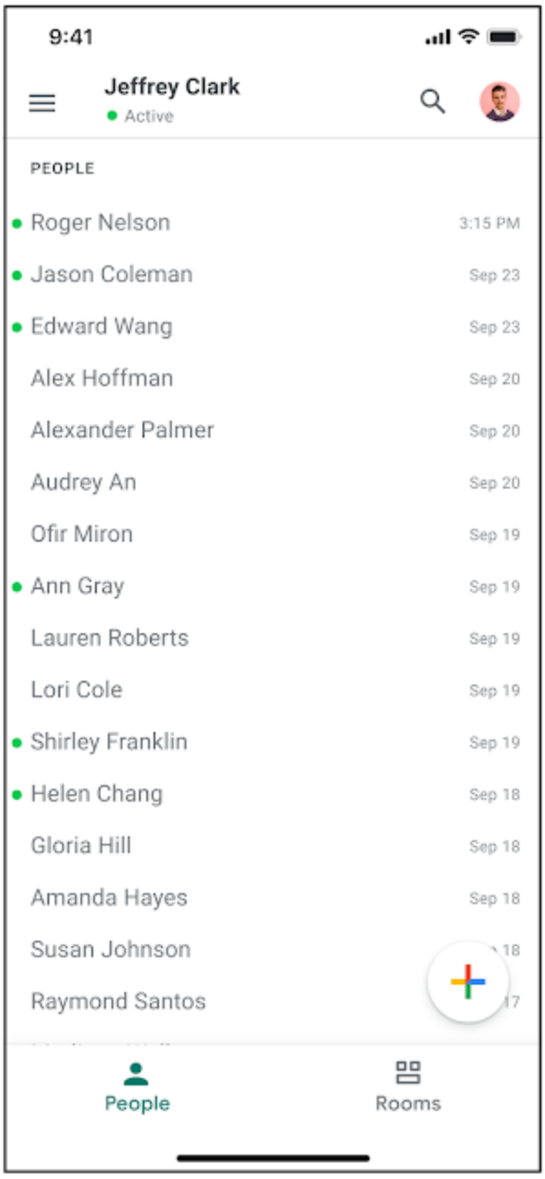
Work together

Find people and rooms more easily on the Hangouts Chat mobile app

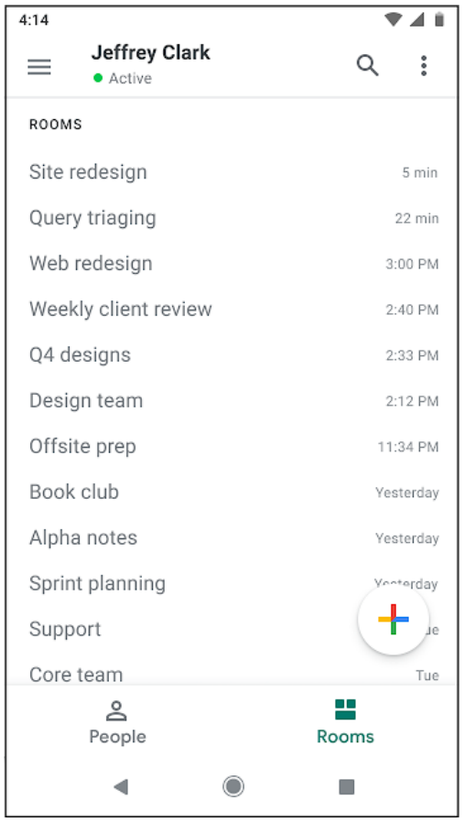
Announced on September 24, 2019 | Share with your organization | - back to top -

Quick launch summary
We've made some changes to the colors and layout of the Hangouts Chat apps on Android and iOS devices. These changes will make it easier to keep track of your chats and stay organized. One of the biggest changes you'll notice is that the single list of "People," "Rooms," and "Bots" is now two tabs: "People" and "Rooms." Bots will now be included in the "People" tab, making it easier to find a single contact.

Additionally, we've removed the filter at the top of these tabs to simplify how you navigate the app. To find people, bots, and rooms, search using the magnifying glass at the top of the screen or start a conversation by clicking the "+" button in the bottom right corner.



People tab, which now includes bots, on iOS



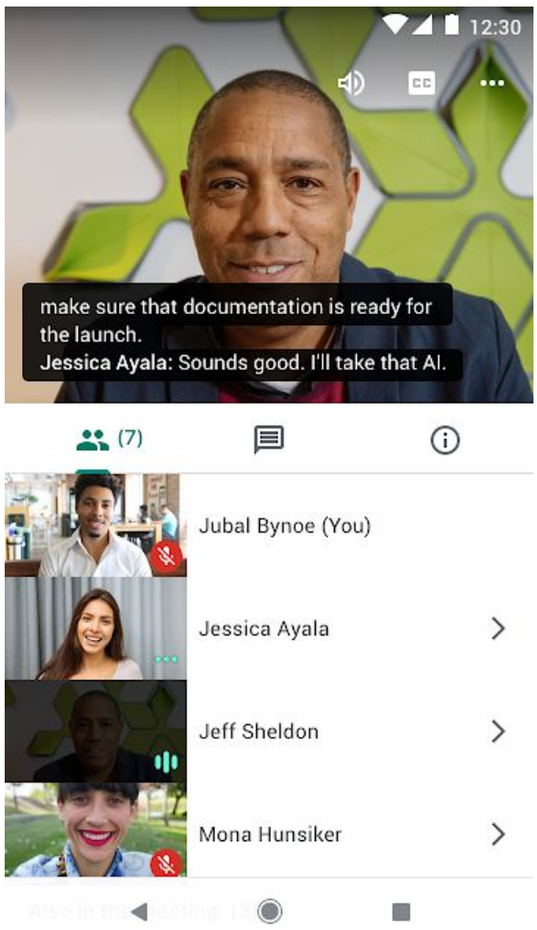
Rooms tab on Android

Live captions in Hangouts Meet, now available on Android

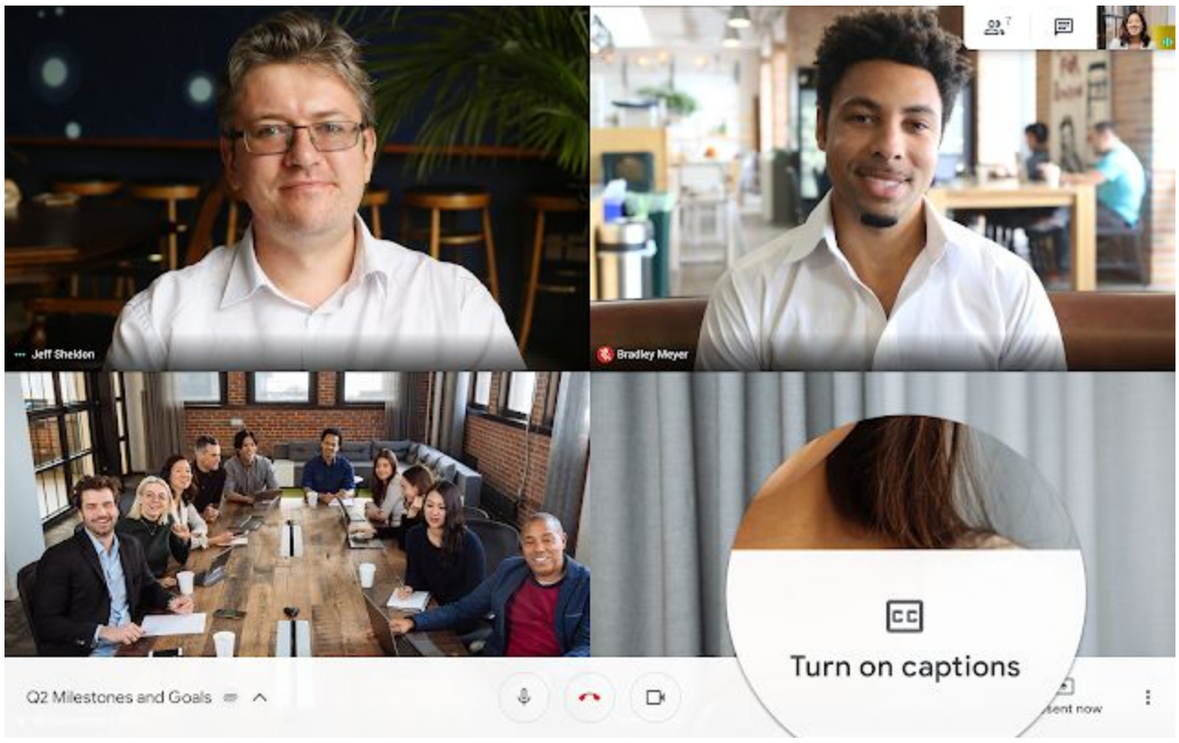
Announced on September 16, 2019 | Share with your organization | - back to top -

What's changing

Support for live captions on Hangouts Meet was announced at Google Cloud Next '19 in San Francisco. We're continuing to invest in this area with the addition of captions support on the Meet Android app.



Additionally, you can now more easily turn on live captions on web and in rooms with a button that's one click away.



Who's impacted
End users

Why you'd use it
Live captions help make your meetings more accessible by reducing barriers to holding meetings between users of different hearing abilities, regardless of whether they are participating remotely or in person.

How to get started

- **Admins**: No action required.
- **End users**:
  - **On Android:** Tap the closed captions button on the top right of the Meet app when you are in a meeting. (Note that this button is only shown here for English language users. It can be found in the triple-dot menu for all other languages.
  - **On the web and on Chromebase for meetings touchscreen devices**: Tap the captions button at the bottom right of your screen. (Note that this button is only shown here for English language users. It can be found in the triple-dot menu for all other languages.)
  - **On devices with a Mimo touchscreen**: Tap the captions option in the right-hand panel. (Note that this is only shown here for English language users. It can be found under *Settings* for all other languages.)

Additional details
Live captions are not yet available on the Meet iOS app but we are working on making it available soon.

When you turn on captions, they will be visible on that particular device. In order for other participants in the meeting to see captions, they'll have to turn it on for their devices as well.

Currently, live captions is only available in English. Additionally, captions will not appear in a recording of a meeting.

Simple to use

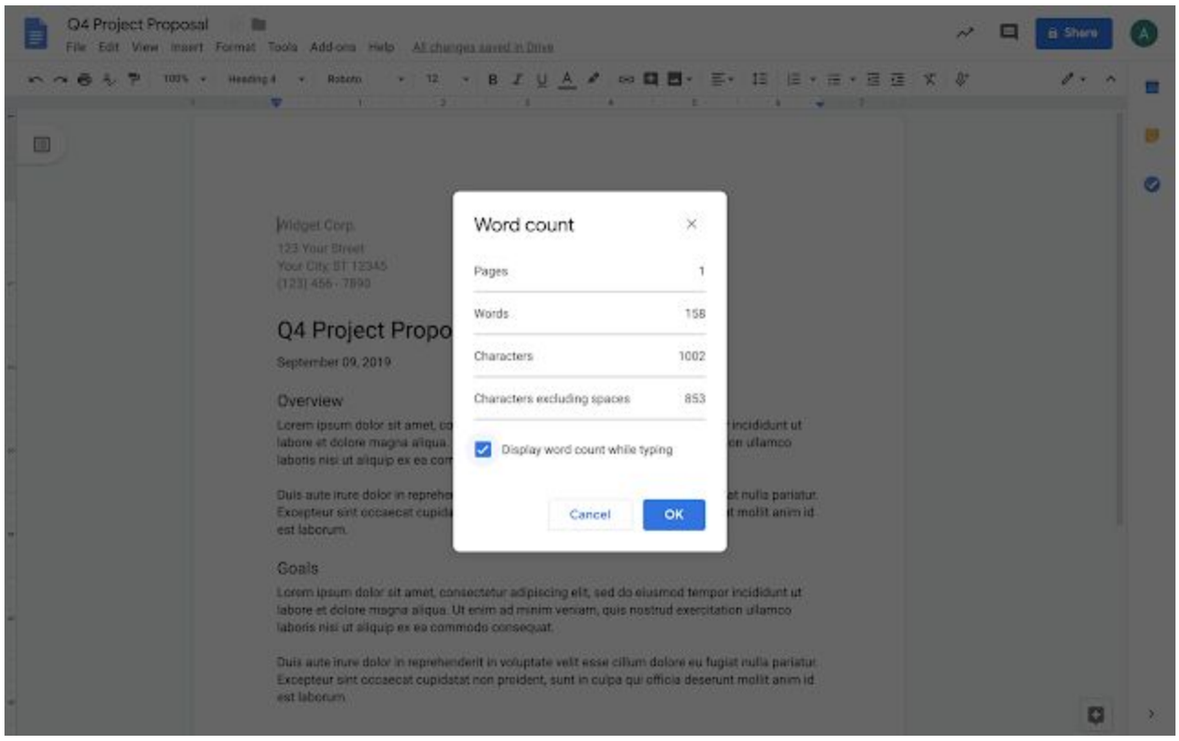
Display the word count as you type in Google Docs

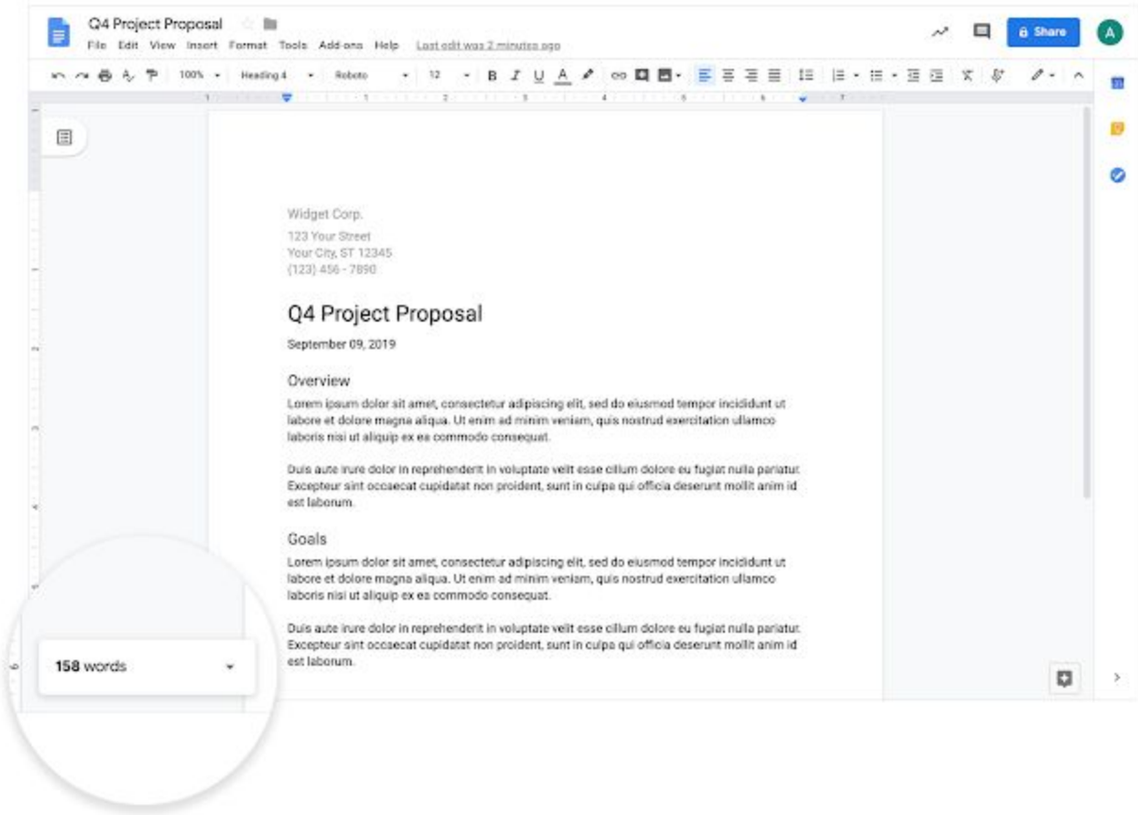
Announced on September 9, 2019 | Share with your organization | - back to top -

Quick launch summary
Users often need to see the word count in the documents they write. Instead of going to *Tools > Word Count* each time you want to view this information, now, you can simply select *Tools > Word count > Display word count while typing* to continuously display it in the lower left corner of your doc.

We've heard that displaying this information is helpful to users working on docs that require minimum or maximum word count. This feature works best for shorter documents, like news articles or school essays. For longer documents, like novels or screenplays, we recommend viewing the word count by going to *Tools > Word count*.

If you click on the word count box, you can also view more information, like the page count, character count (with and without spaces). To see the word count of a specific section of text, simply highlight that section in your doc. To learn more, see our Help Center.



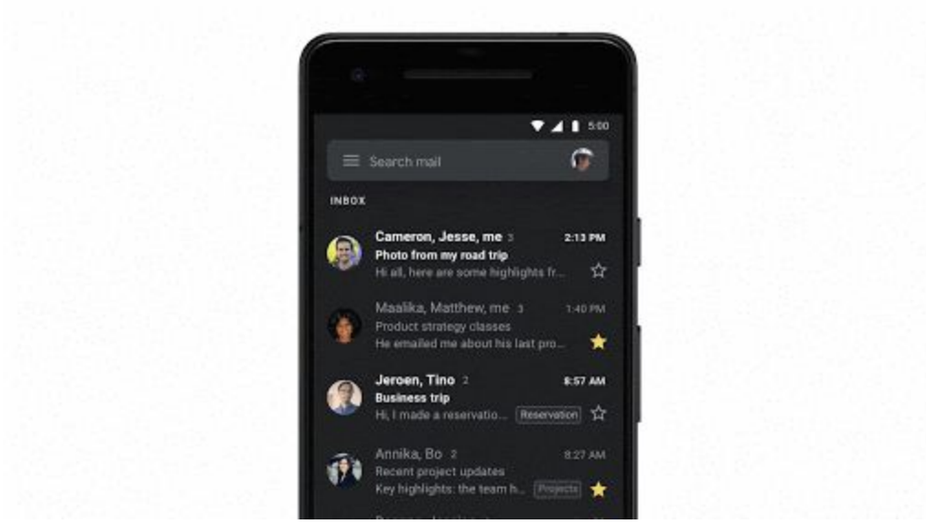


Dark theme is coming to Gmail for Android and iOS

Announced on September 24, 2019 | Share with your organization | - back to top -

Quick launch summary
Earlier this year, we launched the new Gmail on mobile to help you get things done quickly, such as viewing attachments or searching for a specific email.

We're further enhancing the Gmail experience on Android and iOS devices by introducing dark theme support. Dark theme will begin rolling out today—for details on how to configure dark mode once it's rolled out to your device, see below.



How to enable dark theme in Gmail on Android:

- To enable dark theme on Android 10:
- In your Android Display system setting, set your device to dark theme—Gmail will automatically respect the system default setting.
  - On Pixel, when Battery Saver is enabled, Gmail will default to dark theme automatically.
  - Or, in Gmail go to *Settings* > *Theme* and select "Dark".

How to enable dark theme in Gmail on iOS:

- For iOS 11 or 12, enable dark theme by going to Settings > Dark Theme.
- To enable dark theme on iOS 13, you can:
  - Set your device to dark theme in iOS Settings, and Gmail, by default, will automatically respect the system default setting.
  - Or, in Gmail go to *Settings* > *Theme* and select “Dark”.

Form Notifications add-on now available in the G Suite Marketplace

Announced on September 11, 2019 | Share with your organization | - back to top -

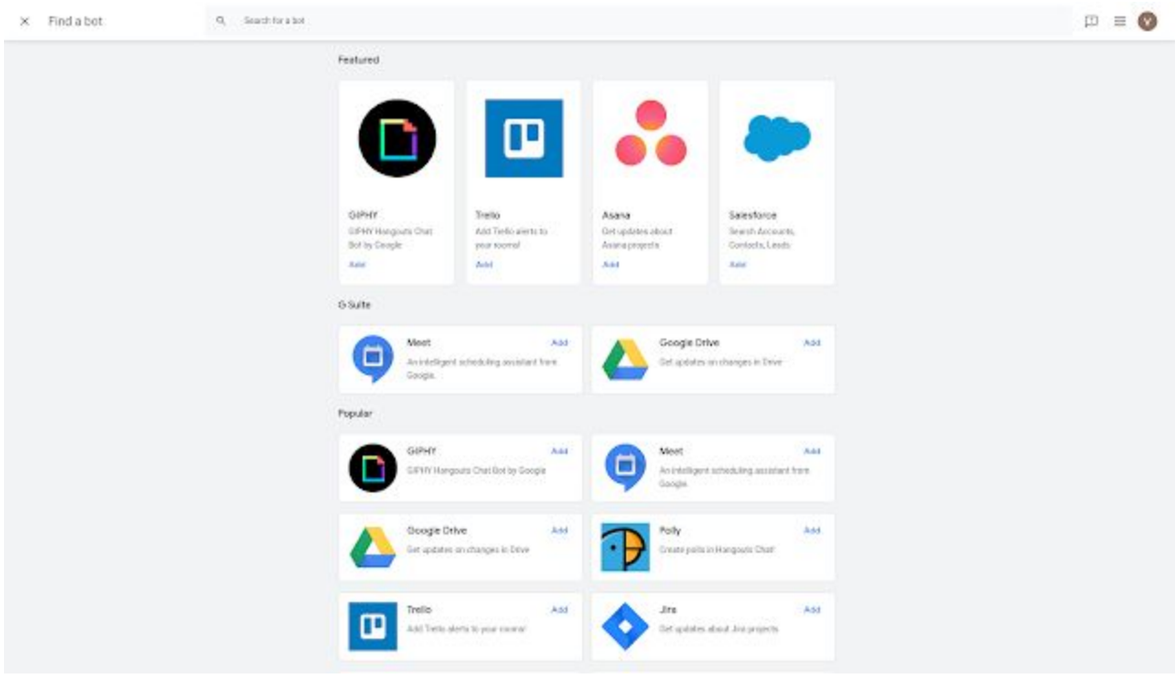
Quick launch summary
The Form Notifications add-on is now available on the G Suite Marketplace. You can use the add-on to receive an email notification once your Google Form has received a set number of responses, or you can use it to send an automated follow-up email to any user who completes your form. To learn more, see this article in our Help Center.

Search, view and add bots directly within Hangouts Chat

Announced on September 19, 2019 | Share with your organization | - back to top -

Quick launch summary
We’re making it easier to find bots within Hangouts Chat. Now, when you select “Find a Bot”, you’ll see a catalog where you can discover bots and view more information about them:

From here, you’ll be able to select Message or Add to Room if supported by a specific bot.



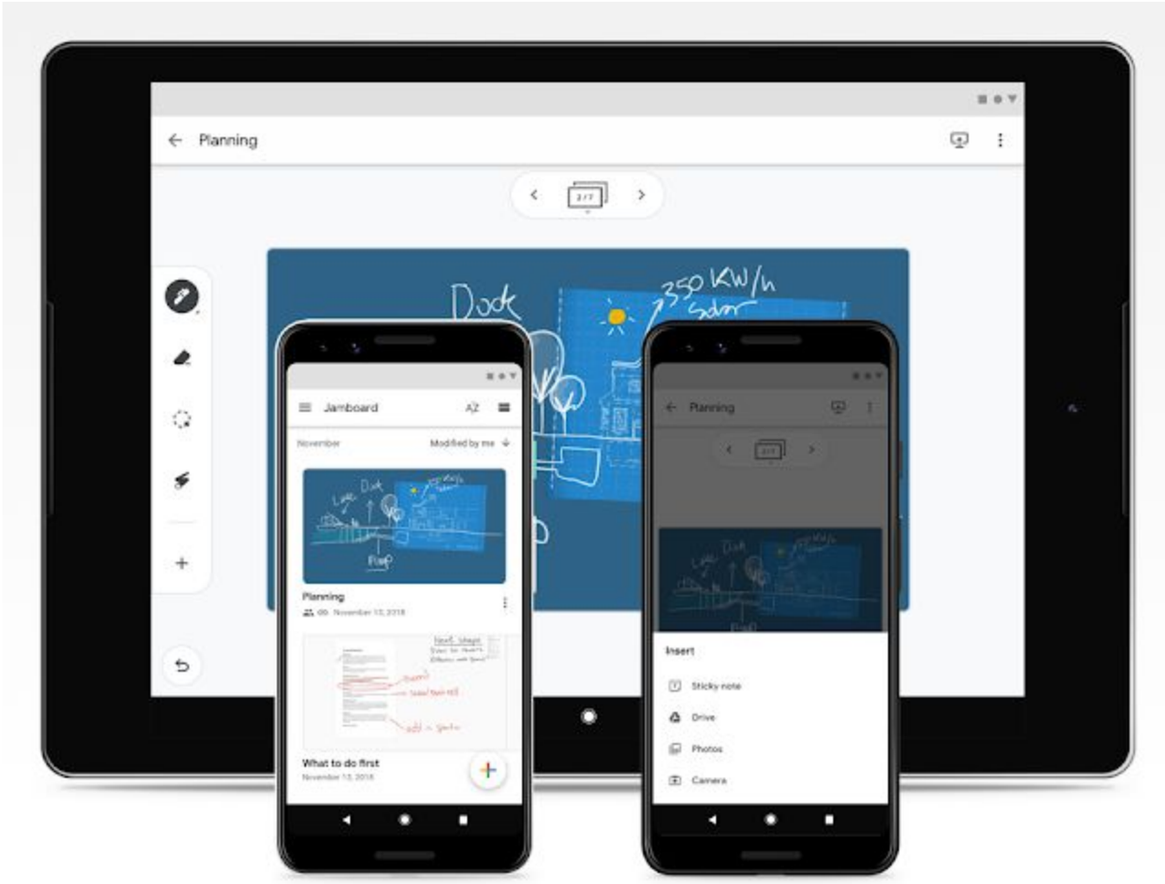
New improvements for Jamboard mobile and tablet apps

Announced on September 11, 2019 | Share with your organization | - back to top -

What's changing
We've redesigned the Jamboard apps for iOS and Android to improve usability, performance, and reliability for Jamboard users. Together with our recent usability redesign of Jamboard hardware, these updates create a rich collaborative experience for Jamming.

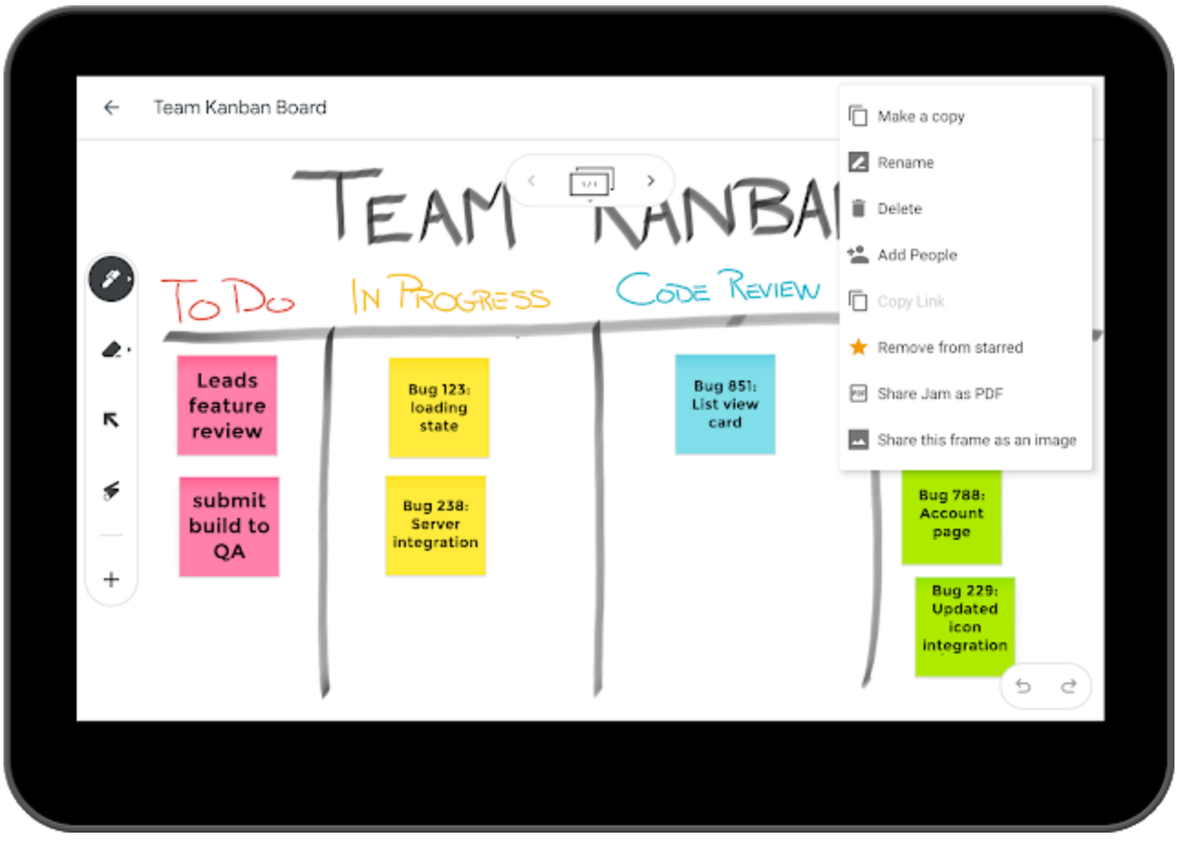
These changes create a more seamless and consistent experience, bringing familiar functionalities from other Google Editors to Jamboard. Additionally, we're removing several functions to further streamline the user experience. For more details, see below.

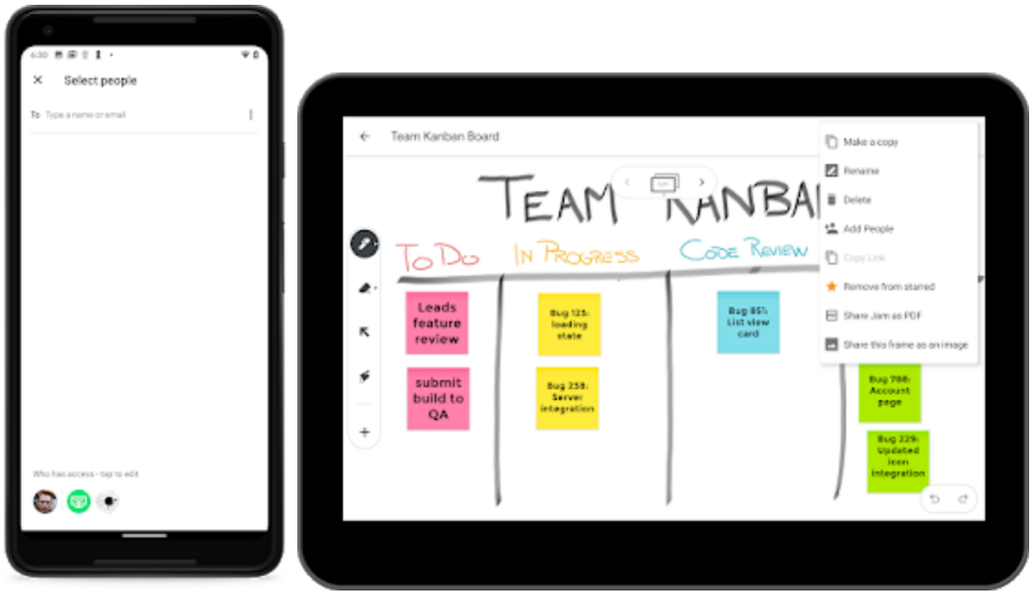
Who's impacted
End users



Why you'd use it
We've been working hard on improving performance and reliability across Jamboard apps. We've completely redesigned the current Jamboard apps and optimized the user experienced to make them work more effectively:

Jamboard is now more consistent with other G Suite editors
We're bringing familiar functions from Google Editors to the Jamboard apps, which will make them easier to use. Specifically, you'll be able to take actions such as starring, make a copy of a Jam or copy a link to a Jam. We're also adding the standard G Suite link sharing abilities found in our editors to our apps to make sharing easier.

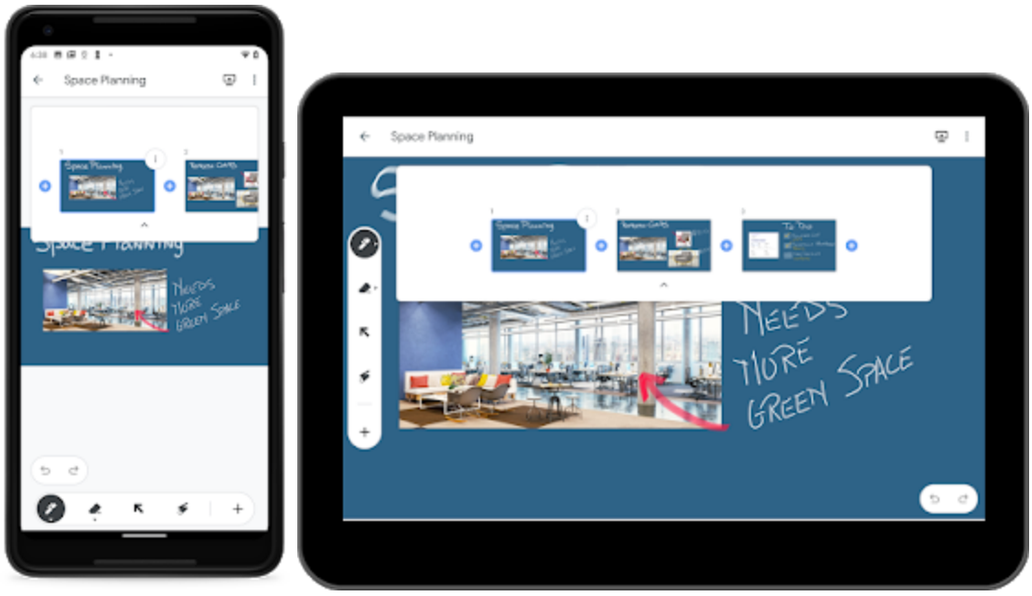




You'll also notice a grid view and a list view for your Jams on the homescreen. You can view recent, shared with me, starred and trashed Jams as browsable directories. These features are a part of the larger effort to bring the power and familiarity of G Suite to Jamboard.

An improved editing experience for mobile and tablet users
We've added full portrait and landscape support for apps, which makes jamming on mobile and tablet devices easier.

You'll see a redesigned toolbar and framebar bringing a familiar interface from Jamboard hardware and the web to users. We've also added missing tools, such as the select tool to mobile and made the tools for inserting images and drive files more performant and reliable.



Easily join or open a Jam on Jamboard and share a Jam with people
We've made several improvements to the way you join and open Jams on Jamboard, and share Jams with people from mobile and tablet devices. You can now share Jams using the standard G Suite sharing methods. You can open a Jam on Jamboard using Bluetooth. Also, you can join a Jam on Jamboard using Bluetooth or a jam-code that is created on Jamboard hardware.

How to get started

- **Admins**: No action required.
- **End users**: You'll see the new changes coming to your Android and iOS devices in the coming days. See our Help Center to learn more about the updates to the sharing, opening and joining model.

Additional details
We've temporarily removed the ability to create a jam offline while we continue working toward achieving parity with the offline capabilities of other G Suite Editors. You'll still be able to edit a Jam offline while you have a Jam open and edit any Jams offline you have previously opened.

We'll also be deprecating a few features:

- You'll no longer be able to use NFC to open or join a Jam on Jamboard. Instead, you can use Bluetooth to open or join Jams on Jamboard.
- We've removed the Hangouts integration on mobile and tablet. To co-edit a Jam, share the Jam file link in Hangouts Chat or attach it to a calendar entry, which gives all meeting participants access to the Jam. To present a Jam to a meeting, use the new mobile Meet screen-sharing feature which is available on iOS and coming soon to Android.
- We're removing the web search and crop feature. Instead, you can use the native browser to find a web page, the native screen-capture and crop functionality, and our apps gallery insert flow to insert cropped images of web pages. For our EDU customers, this change allows us to lower the age restriction of our apps to 13+.
- The ability to create Jam file codes on mobile and tablet will also be removed. Instead, you can use the familiar G Suite share features to share with people or use Bluetooth to open Jams on Jamboard.

Business ready

Use Google 2-Step Verification and risk-based login challenges with 3rd-party identity providers

Announced on September 26, 2019 | Admin feature | - back to top -

What's changing
We're making two Google login security measures available to organizations that use 3rd-party identity providers. Admins at these organizations can choose to turn on two features that significantly improve account security against various attacks on user accounts. These features are new for customers using 3-party identity providers:

- **2-Step Verification,** an extra verification step that automatically requests verification when certain conditions are met (for example, when someone tries to log in on a new device or browser). Learn more about 2-Step Verification.
- **Risk-based login challenges,** which uses machine learning to analyze user access patterns and assess the risk of a malicious attack, and presents additional verification challenges when the behavior looks suspicious. Learn more about risk-based login challenges.

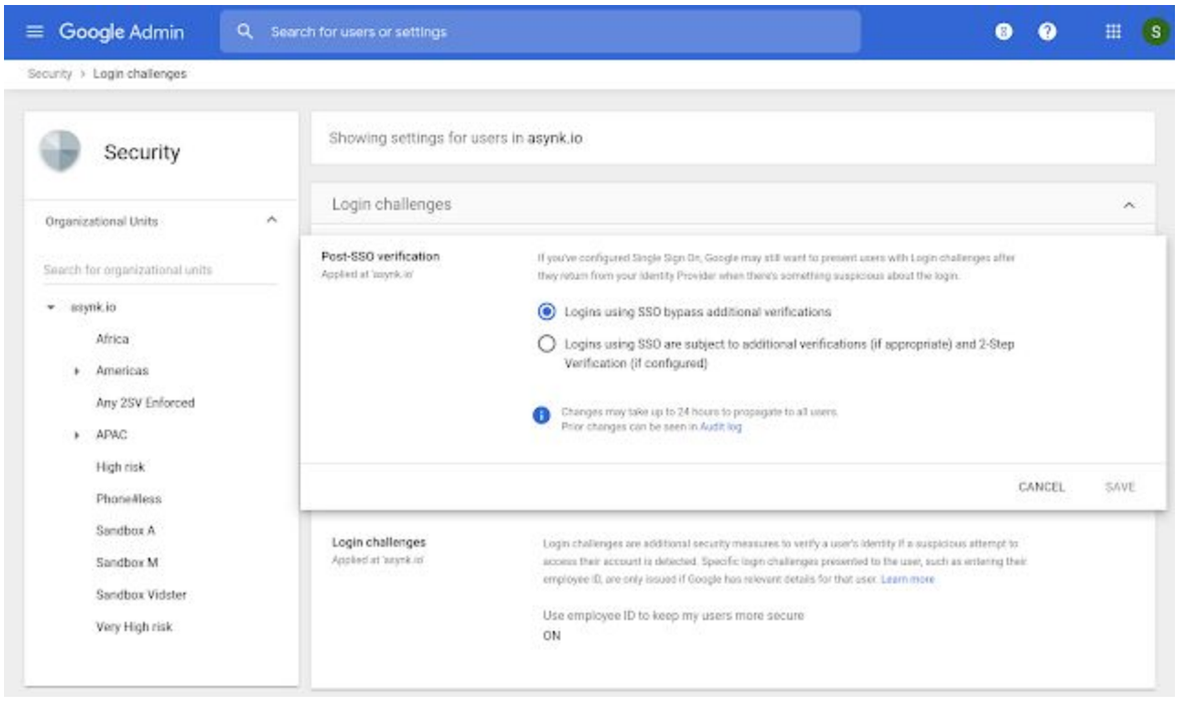
Who's impacted
Admins and end users

Why you'd use it
This will allow you to better protect your users' accounts from unauthorized access. You can use this feature to:

- Increase overall account security, by leveraging Google's risk-based challenges for users authenticating on your 3rd-party identity provider.
- Enforce Google 2-Step Verification for certain users only. For example, you can enforce Google 2-Step Verification in combination with your 3rd-party identity provider for users with access to more sensitive information stored within Google.
- Use 2-Step Verification without additional costs. You can enforce these policies for users predominantly accessing Google resources at no additional cost.

How to get started

- **Admins:** You can choose whether to enforce additional 2-Step Verification for users at *Admin console > Security > Login challenges > Post-SSO verification*. Use our Help Center to learn more about 2-Step Verification with 3rd-party identity providers.
- **End users:** If turned on, a user will simply have to complete the 2-Step Verification step using a familiar Google sign-in interface after they sign in to the 3rd-party identity provider. Learn more about Google 2-Step Verification.



Admin controls available for verification enforcement when using a 3rd-party identity provider

New Android management client for devices registered after September 16, 2019

Announced on September 16, 2019 | Admin feature | - back to top -

What's changing
On September 16, 2019, we began gradually rolling out a new Android management system called "Android Management API." Apps managed through the new system will also use a new on-device management client, Android Device Policy, which will replace the existing Google Apps Device Policy client.

While the new client has mostly similar features, there are some differences in management and usage that will impact G Suite admins and end users. The changes will make it easier for admins and users to set up and manage Android devices for work.

You will receive an email notification before it impacts your domain
The rollout will be conducted in stages, and could take several months to reach all domains. We will email your organization's primary admin around 3 weeks before it will reach your domain with more specific dates for deployment.

See below for more details about the changes.

Why you'd use it
The new client will have closer ties to the Android infrastructure, allowing us to quickly add new features and more easily develop updates for increased security. It will also provide a more seamless experience for end users, with fewer apps to manage and more integrated functionality.

How to get started
- **Admins**: Familiarize yourself with the changes outlined in this post, including the additional details section below. Let your users know about the changes they can expect.
- **End users**: No action needed.

Additional details

Devices that will use the new Android management client
Once this change has been deployed to your domain, newly registered devices that meet the following requirements will be automatically managed using the Android Management API:

- The device is using Android M or above.
- The device supports a work profile and company-owned (fully managed) device mode.
- The user account is under advanced mobile device management.

This will not impact previously enrolled devices; they will still be managed through the legacy Android management client.

How managing devices is different with the new client
In the Admin console, most of the functionality will remain the same. All devices will be displayed and managed through the same interface at *Admin console > Device management*.

There will be some changes, however, for devices managed through the new client.

The following features will not be supported:
- Device admin mode
- Option to disable Work Profile setup (If you don't want to use Work Profiles in your organization, you can instruct your users to set up devices without enabling the feature)
- Wipe Account for company-owned devices or devices in fully managed device (device owner) mode (Wipe Device will still be available)

The following new features will be available:
- Zero-touch enrollment
- Always-on VPN

- Lock screen controls to help admins control which lock screen features are allowed
- CTS-incompliant devices blocking

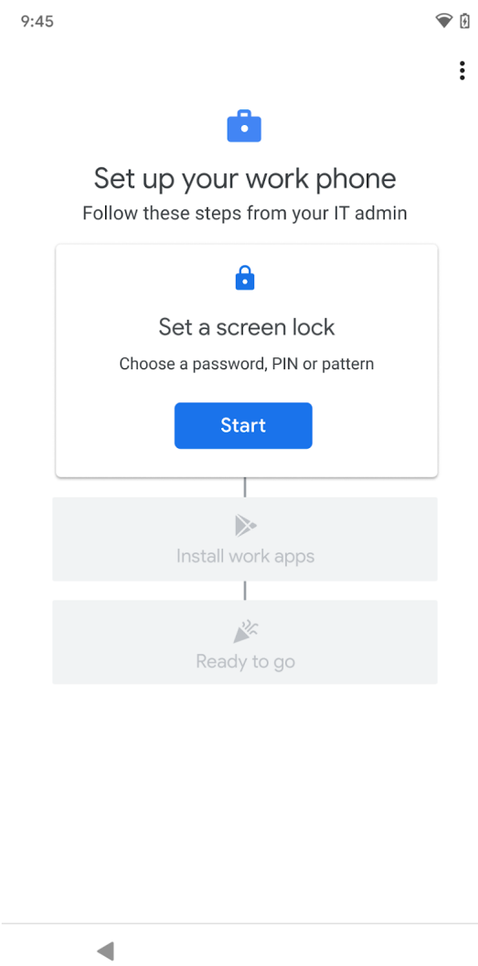
The following features will change:

- If you manually choose to Wipe Device, you'll have a new option to either retain the factory reset protection settings or clear them along with the complete wipe.
- The Auto account wipe setting will perform Wipe Device for devices in fully managed device (device owner) mode. In addition to being applied when devices fall out of sync, Auto account wipe will be triggered when devices fall out of some policies (for instance, when a more restrictive passcode policy has been enforced by the admin). In both cases, the user will be given a grace period and notifications to correct the issue prior to the wipe taking place.
- Device management rules will initiate a device wipe instead of an account wipe for devices in fully managed device (device owner) mode.

You can see which client is managing a device in the Admin console at *Security details > User agent*. Devices using the legacy client will have a version of Google Apps Device Policy, while devices using the new client will have a version of Android Device Policy. Use our Help Center to learn how to view mobile device details.

How using a device is different with the new client
The main end-user visible changes include the following:

- Users will have an updated enrollment experience.
- After the new version is deployed, users will no longer see a Device Policy app in their app drawer. The new management system and Android Device Policy app will be integrated with Android for a more seamless experience.
- Users won't be able to use My Devices to manage their device (for the time being, they can use Find My Device).
- If your organization enforces a strong password, the password will require a symbol in addition to the letter and number previously required.



Users will experience a slightly different setup flow when registering new devices.

Migrating from the legacy system to the Android Management API
Once this change has been deployed to your domain, you can manually migrate users and devices to the new Android Management API in the following ways:

- Factory reset and re-register any eligible device.