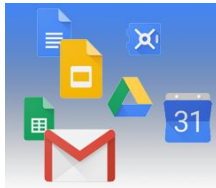# What's New

G Suite

Featured launch: Advanced Protection Program for the enterprise generally available to help protect high-risk users

Work together

Allow site viewers to provide feedback on your new Google Sites
Use the Google Assistant on Asus Hangouts Meet Hardware Kit with new beta
Admin setting to control Working Hours

Simple to use

Smart Compose for Google Docs launching in beta
Add different page numbers to different sections in Google Docs
Right-to-left language support available for new Google Sites
Insert collapsible text boxes into new Google Sites
Dynamic email in Gmail available on Android and iOS
Use the Google Assistant with your G Suite account in beta
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Revamped My Devices page will help users find and manage their devices

Business ready

Learn how to organize and analyze data with Google Sheets on Coursera
Manage apps accessing G Suite data with new app access control
Data Connector for Zendesk now available as an add-on for Google Sheets
Combining classic Hangouts and Chat policy management
Exchange In-Place Archive support available for G Suite Migrate Beta
Set group membership deletion limits in Google Cloud Directory Sync
Google Voice now generally available in Ireland
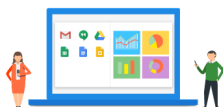
Learn more about G Suite

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, December 2, 2019

Featured launch: Advanced Protection Program for the enterprise generally available to help protect high-risk users

Announced November 20, 2019	⭐ Admin feature	- back to top -

What's changing
The Advanced Protection Program for the enterprise is now generally available. It was previously available in beta.

Who's impacted
Admins and end users

Why you'd use it
The Advanced Protection Program for the enterprise enforces a specific set of high security policies for employees in your organization that are most at risk for targeted attacks. Targeted attacks describe sophisticated, low volume handcrafted attacks that are often carried out by highly motivated professional or government backed groups. Employees at risk of targeted attacks that may benefit from the program include, for example, IT admins, executives, and employees in regulated industries such as finance or government.

The individual policies currently included in the Advanced Protection Program are also available to G Suite admins and users outside of the program. However, the Advanced Protection Program for the enterprise offers an easy-to-use bundle of our strongest account security settings for your organization's high-risk users, and the program is constantly evolving to ensure these users continue to have Google's strongest account security in place.

How to get started
- **Admins**:
  - By default, all users will be able to enroll in the program. Admins can turn it off for users on a per-OU basis at *Admin console > Security > Advanced Protection Program*.
  - For beta users: During the beta, the feature was off by default unless admins specifically turned it on. Now, it will be on by default for all users. If you turned it on and then off again for some users during the beta, the setting will remain off for those users and they will not be able to enroll unless you turn it on.
  - Use our Help Center to find out more about the Advanced Protection Program for enterprise.
- **End users**: Once enabled, users can complete their self-enrollment by visiting g.co/advancedprotection and clicking on 'Get Started'.

Additional details

Policies enforced for users in the Advanced Protection Program
Policies enforced for users in the program include:

- Requiring the use of security keys (such as the Titan Security Key) for maximum protection against phishing.
- Automatically blocking access of most third party apps to Drive and Gmail data if those apps are not explicitly trusted by the admin.
- Enhanced email scanning for threats.
- Download protections from Google Safe Browsing for certain file types when signed into Google Chrome with the same identity.

Use our Help Center to find out more details about these policies.

Requirements for users in the Advanced Protection Program
The Advanced Protection Program is available for all users in all G Suite and Cloud Identity organizations unless admins turn it off for some or all users. When users enroll in the Advanced Protection Program, they will need:

- To register two security keys (one as a backup)
- To re-sign in on all their devices using a password and security key. They'll be signed out of all devices when they enroll.

Details and requirements will be explained to users as they enroll themselves in the program at g.co/advancedprotection.

New default: Allow security codes without remote access
In the beta, you had an option to allow or not allow the use of security codes for your users who sign up for the Advanced Protection Program. Now, we're adding a new option in addition to the previous two. The new option, allow security codes without remote access, will mean users can only use security codes they generate on the same device or local network.

This new option, allow security codes without remote access, will be the default for new and existing users. So any users who were not allowed to use security codes during the beta will be allowed to use security codes without remote access when general availability rolls out to your domain. Note that if you chose 'allow security codes' in the beta, that choice will persist when the GA version rolls out to your domain.

If you want to change this for all or some users, go to *Admin console > Security > Advanced Protection Program* and choose between:

- Don't allow users to generate security codes.
- Allow security codes without remote access (default).
- Allow security codes with remote access.

See our Help Center for more information on the new security code options.
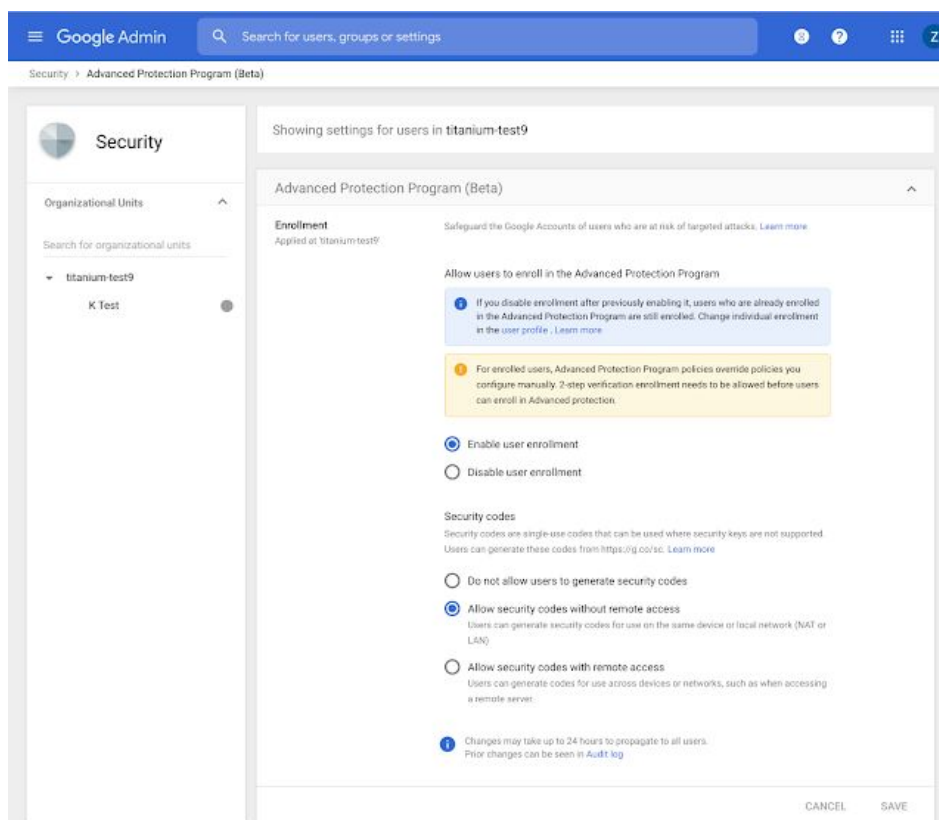
Admins can allow or prevent their users from being able to opt-in to Advanced Protection

Work together

Allow site viewers to provide feedback on your new Google Sites

Announced on November 19, 2019   🔗 Share with your organization   - back to top -

Announcement: Allow viewers to provide feedback on your new Google Sites

What's changing
Site viewers can now provide feedback on a site directly from the site itself. The feedback will be sent to the site owners and editors by email, but site viewers will not see the owner's email address directly.

Who's impacted
End users

Why you'd use it
Sites can be a useful way to share information within your organization. Sometimes, site viewers may want to contact the site owner to provide feedback or ask a question, but it's not always clear who the site viewer should contact or how to do so. With this feature, site viewers can provide feedback and ask their questions quickly and easily, without needing to leave the page or know the right point of contact.

For example, site viewers could:
- Request changes or additional site content
- Highlight out-of-date content
- Flag broken links or other errors
- Identify particularly helpful content or give more general praise
- Ask questions when they don't understand something

How to get started
Note: This feature is only available for G Suite domain-owned sites; it is **not available** for consumers and non G Suite organizations.

- **Site creators and editors:**
  - For **newly created sites**, this feature will be **ON** by default.
  - For **existing sites**, this feature will be **OFF** by default.
  - To enable or disable this feature, go to More > Site Info Settings > Show Contact Form. Then, at the top right select "**Publish**".
  - Use our Help Center to learn more about <u>adding a contact form to your site</u>.
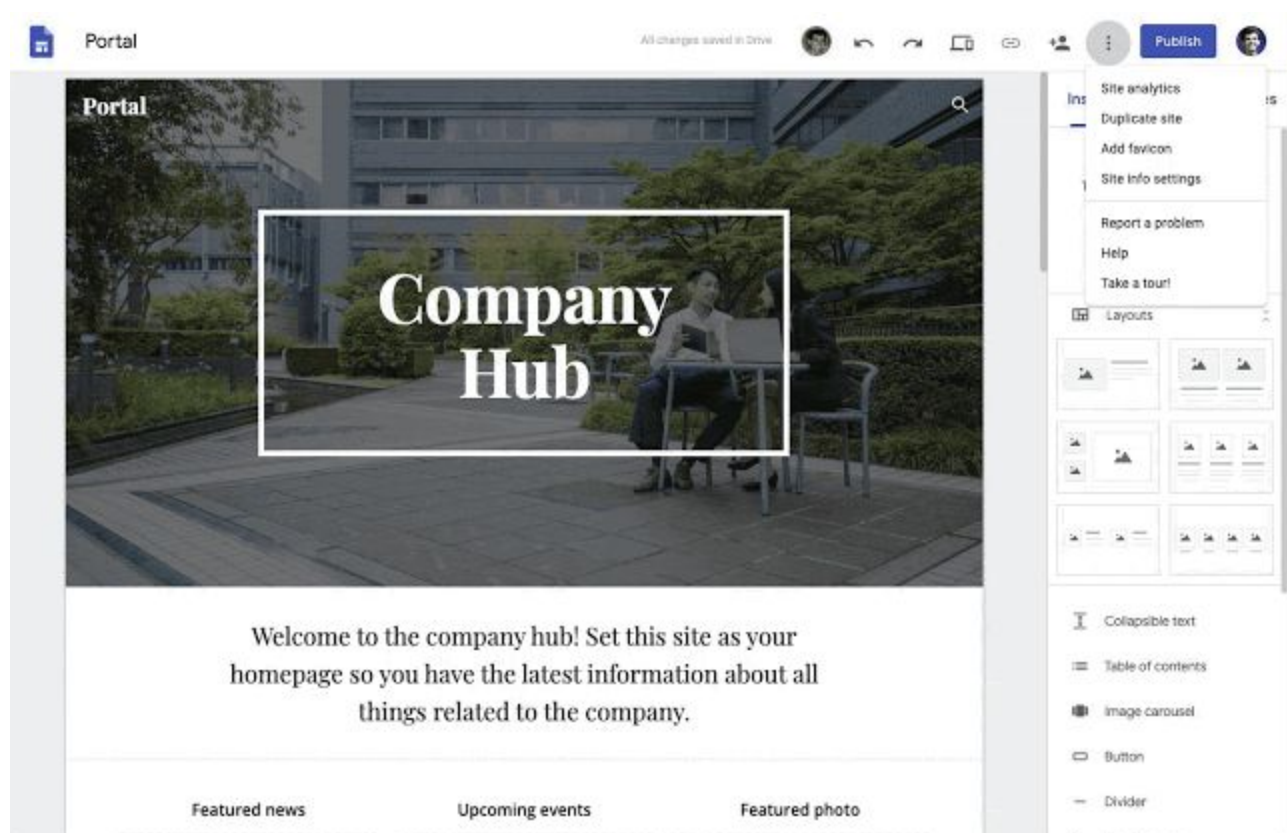
- **Site viewers:**
    - When this feature is enabled for a G Suite domain-owned site, site viewers must be logged in to a Google account to share feedback.
    - Click the site info icon (bottom left corner) and select "Contact". Then, feedback can be entered in the dialog box and submitted.
    - Once feedback is submitted, the site owner will be notified via email.
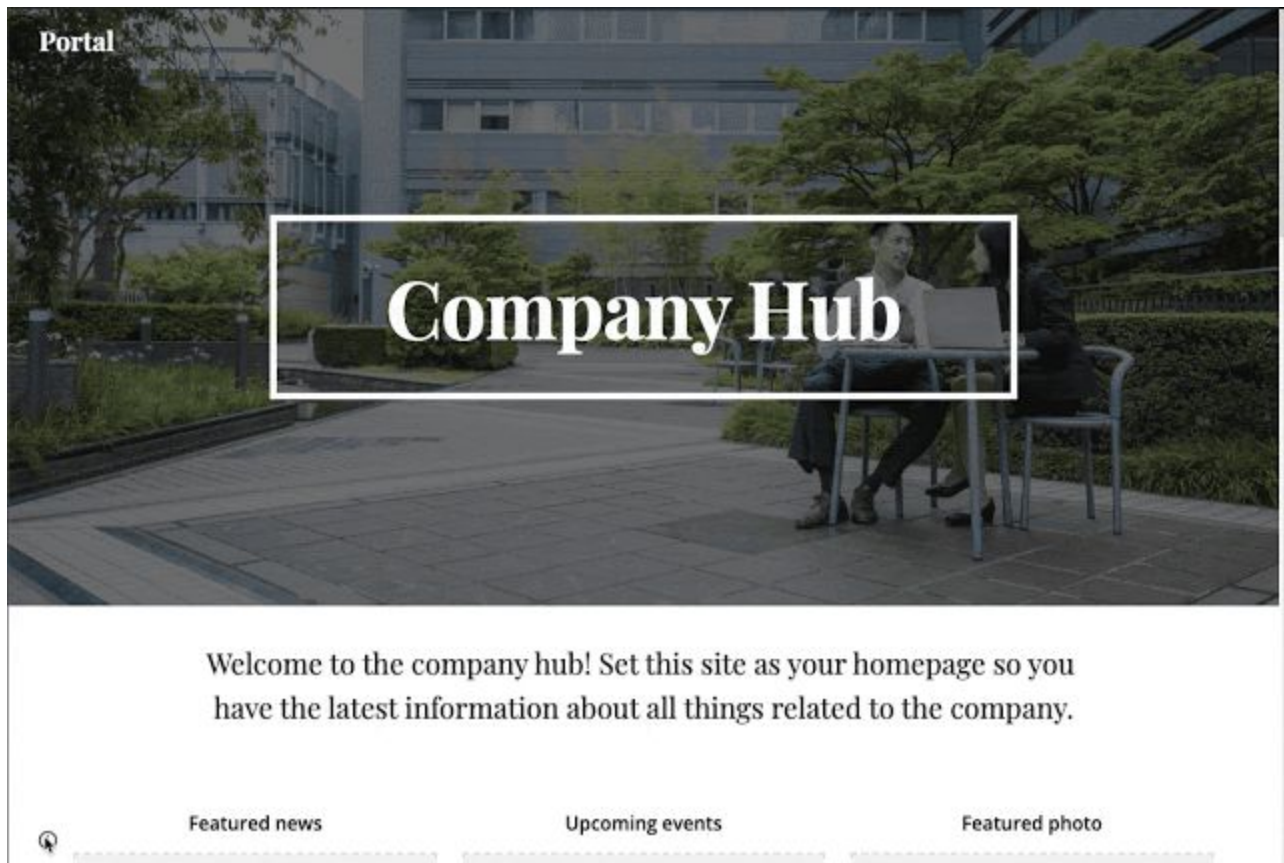

Additional details

When feedback is submitted, the site owner will receive an email containing:

- The page where feedback was submitted from
- The message
- The email address of the person who submitted the feedback

This email will be received by the site owner (whomever owns the draft site stored in Drive). For files in a Shared Drive, the email will be sent to all organizers of that specific Shared Drive.

From that email, a site owner has the option to reply and start a conversation with the feedback provider. When site owners click "reply", the email response will be addressed to the feedback provider.
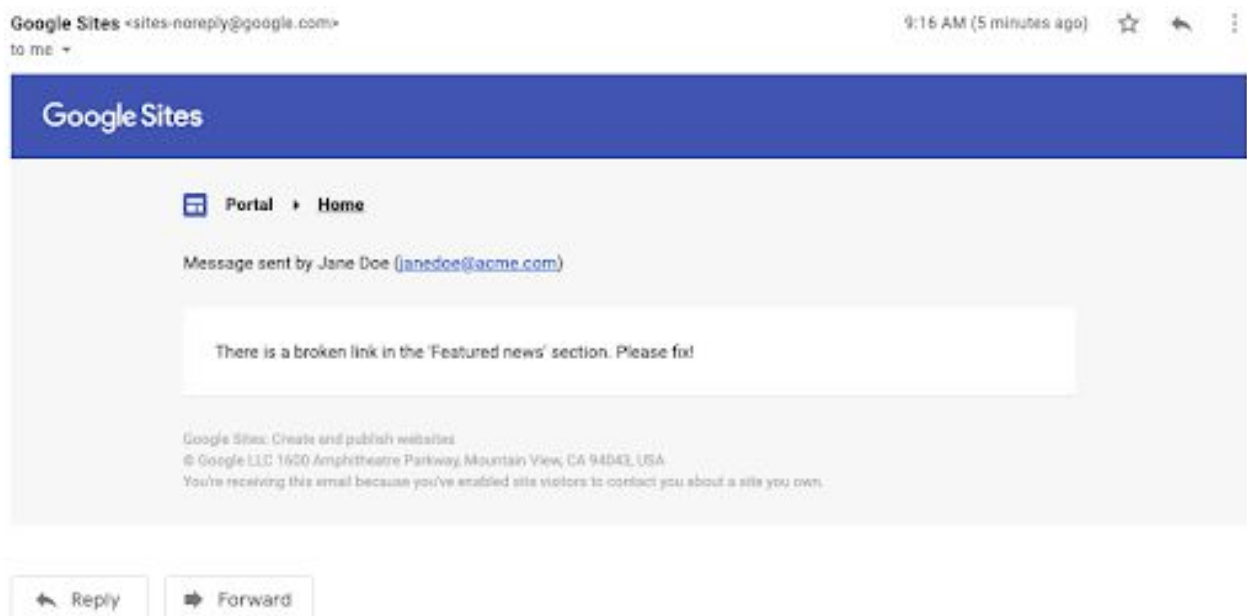
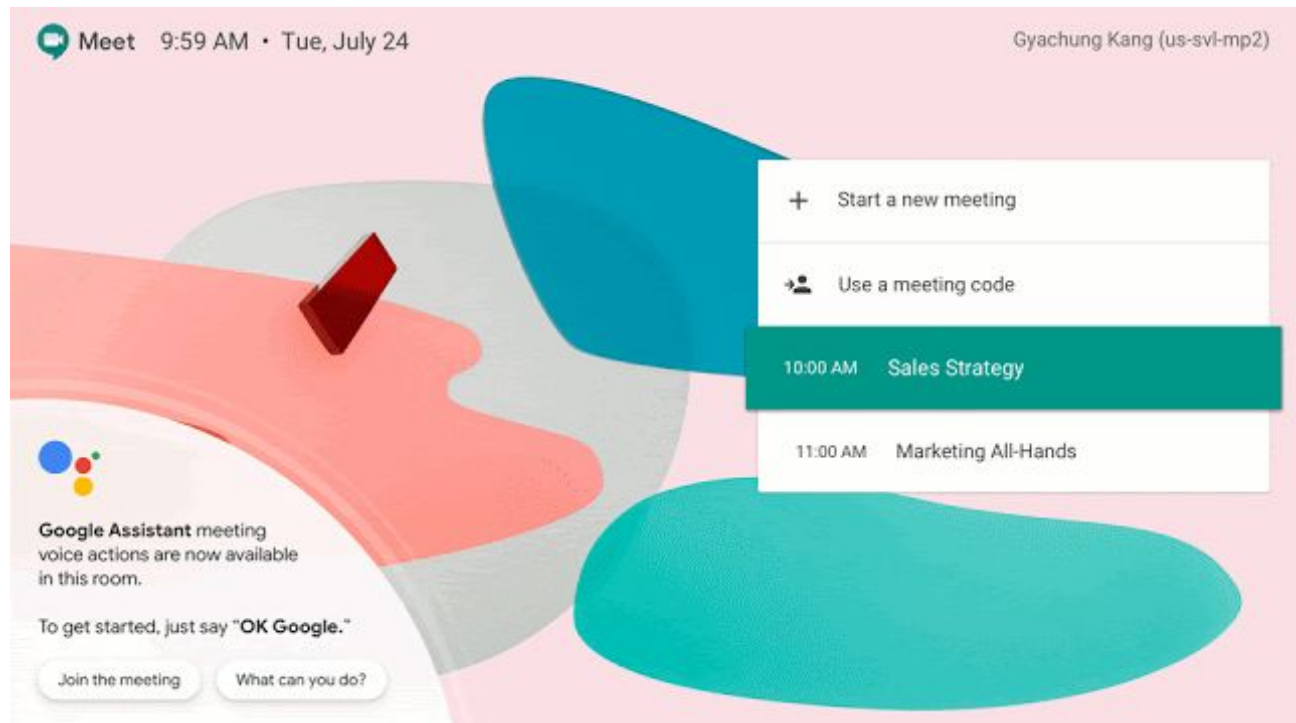# Use the Google Assistant on Asus Hangouts Meet Hardware Kit with new beta

What's changing
We're launching a beta program to let you use the Google Assistant on the Asus Hangouts Meet Hardware Kit. This hardware can now respond to voice commands to join a meeting, exit a meeting, call a phone number, and turn on spoken feedback.

Who's Impacted
Admins and end users

Why you'd use it
Using the Google Assistant to control the Asus Hangouts Meet Hardware Kit can help:

- Create a more seamless meeting experience with simple and quick voice commands
- Increase accessibility by making it easier to activate spoken feedback

How to get started
- **Admins**: Apply to be part of the beta program using this form.
- **End users:** No action required.

Additional details
This beta currently only supports the Asus Hangouts Meet hardware kit. Configuration for use must include all of the following:
- Chromebox CN62 or CN65 connected with a Hangouts Meet Hardware speaker mic and MIMO touchscreen
- Chrome version set to 72 or later
- Available in English only

Admin setting to control Working Hours

Quick launch summary
We're adding a setting in the Admin console so you, as an admin, can control whether Working Hours is enabled for users in your domain.

G Suite

If you'd like to disable Working Hours, navigate to *Admin console > Apps > G Suite > Settings for Calendar > Sharing Settings*. There, under "Working Hours" you'll see the new checkbox: "Allow users to set working hours."

Working hours ☑ Allow users to set working hours
Learn more

⚠ After turning this off, any existing working hours will no longer appear in Calendar.

ⓘ Changes may take up to 24 hours to propagate to all users.
Prior changes can be seen in Audit log

G Suite

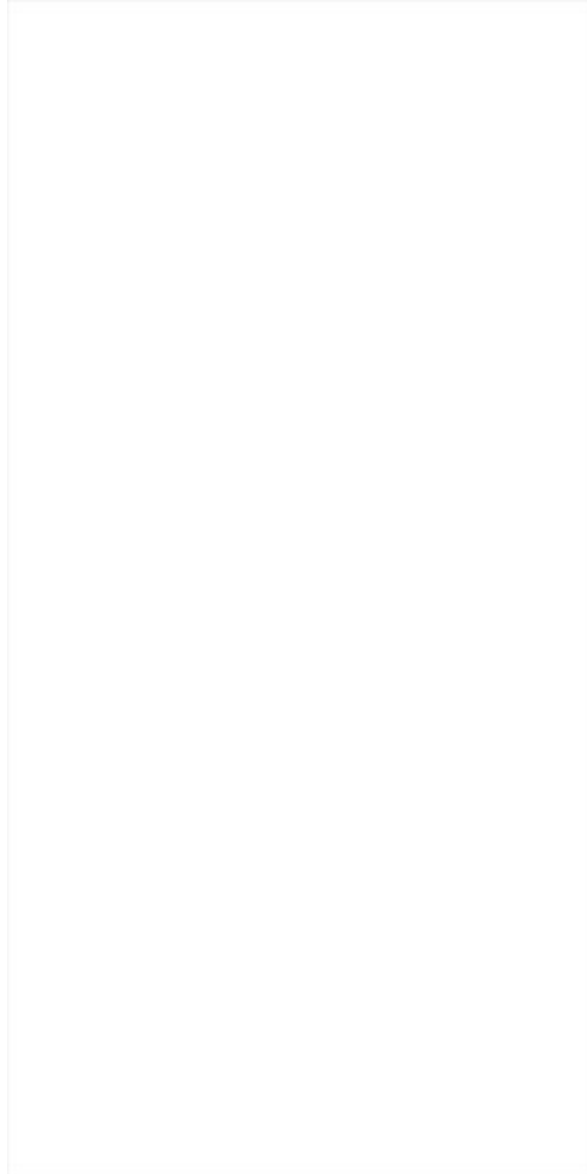# Simple to use

Smart Compose for Google Docs launching in beta

What's changing
Last year, we introduced Smart Compose for Gmail, a feature that uses artificial intelligence to help you draft emails faster. We're now bringing Smart Compose to Google Docs with a new beta. This feature is available on the web.

Who's impacted
Admins and end users

Why you'd use it
Smart Compose helps you compose high-quality content in Google Docs faster and more easily. It saves you time by cutting back on repetitive writing, helps reduce the chance of spelling and grammatical errors, and can suggest relevant contextual phrases.

How to get started
- **Admins**: Sign up for the Smart Compose for Google Docs beta.
- **End users:** Once your domain is whitelisted into the beta, you'll see Smart Compose suggestions as you type. When you see a suggestion you like, press "tab" or right click on your cursor to use it. To turn off Smart Compose, go to *Tools > Preferences* and uncheck "Show Smart Compose Suggestions".

Additional details
Note that this beta will only be available in English.

G Suite

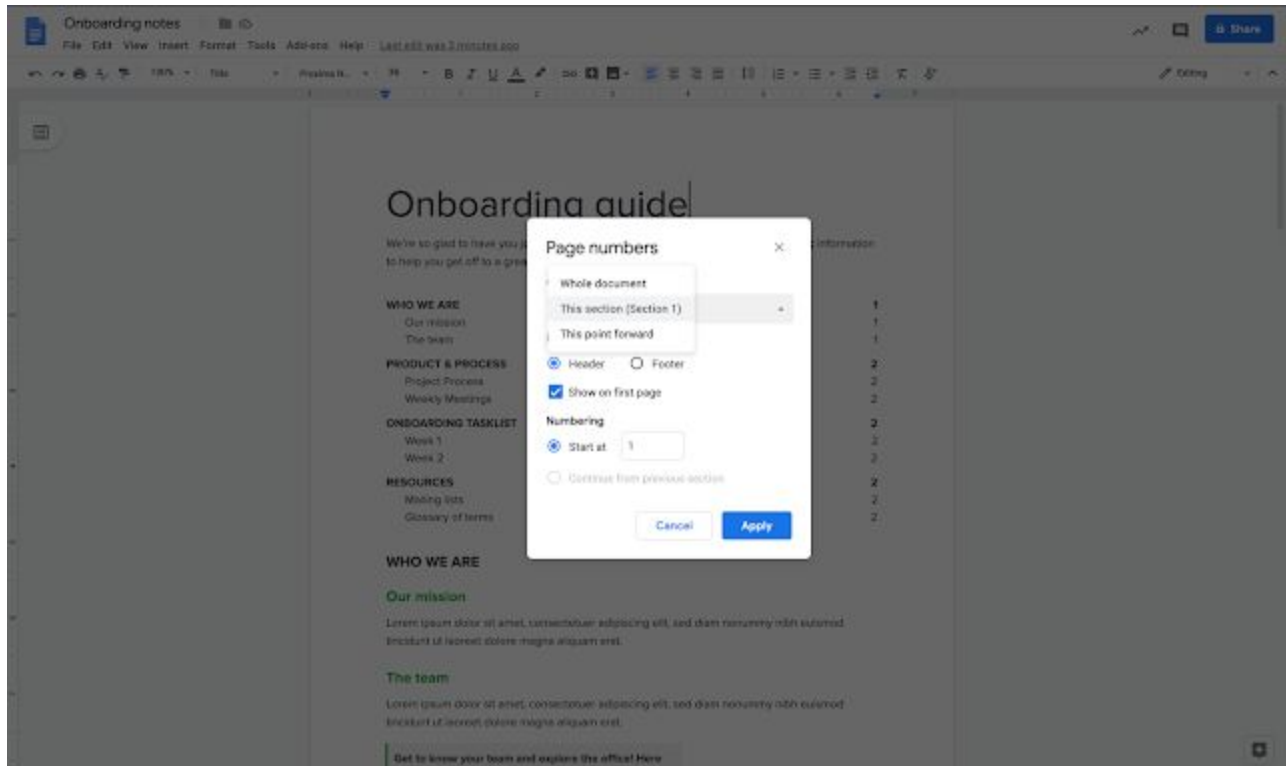## Add different page numbers to different sections in Google Docs

Quick launch summary
You can now customize which sections to add page numbers to and which number to start counting from in Google Docs.

After creating sections in your document, you can specify which sections to apply the page numbers to— For example, if your doc contains cover pages and table of contents, you can choose to apply page numbers to the body of your doc only.

To access this feature, go to *Insert > Page Numbers > More options*. Use our Help Center to learn more about page numbers in Google Docs.

This feature, along with additional controls for headers and footers, give you more options to customize your Google Docs.

Right-to-left language support available for new Google Sites

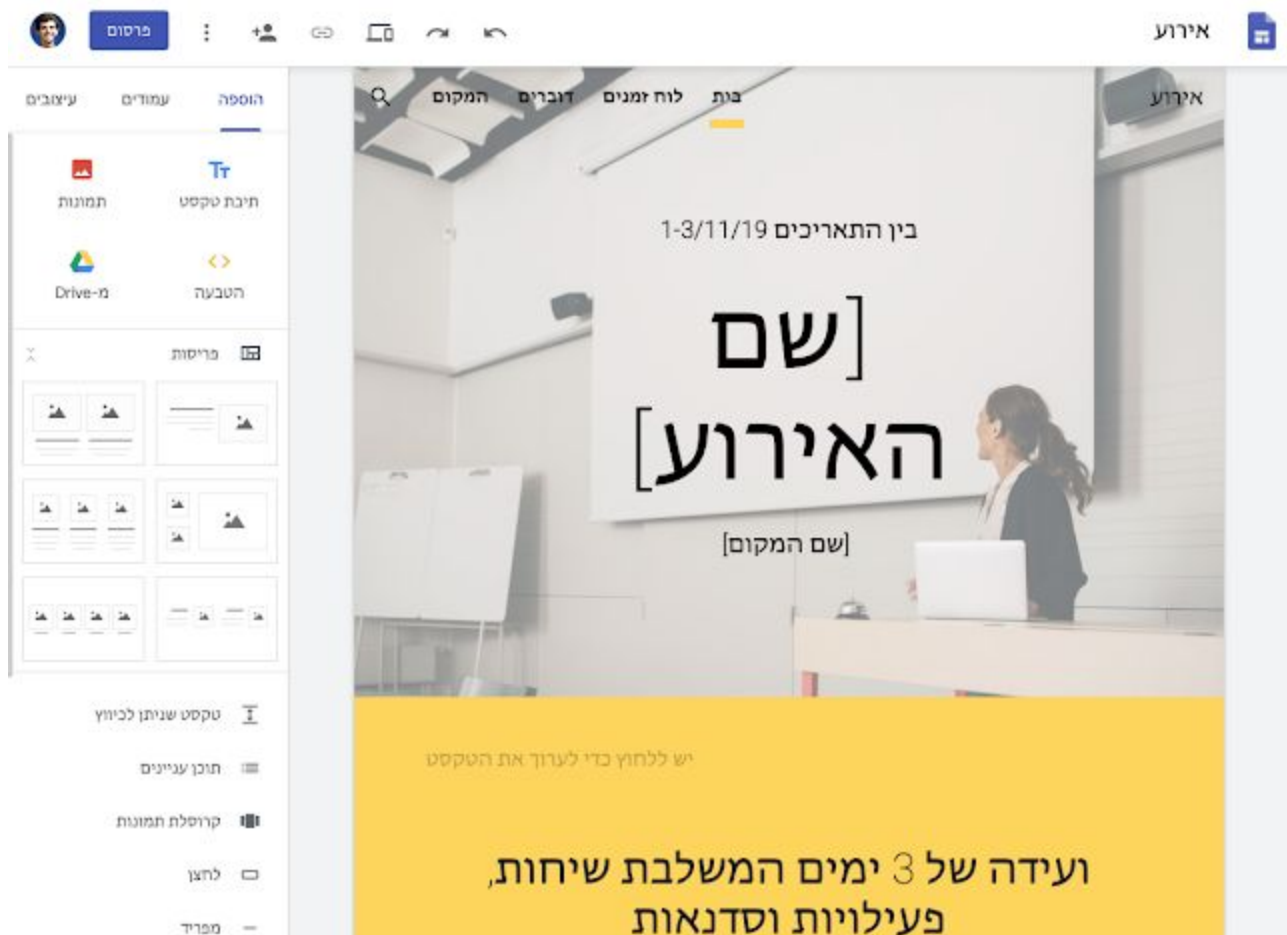**Quick launch summary**
We've added right-to-left language support in new Google Sites for the following languages:

- Arabic
- Farsi
- Hebrew
- Urdu

When a site editor has their language set to one of the above, the site editing experience will adjust to place the editing sidebars and menus on the left-hand side of the screen. Similarly, once a site is published, site viewers who have their default language set to one of the above will see navigation elements like menus reversed to match the right-to-left language.

Insert collapsible text boxes into new Google Sites

Quick launch summary
Site editors can now insert collapsible text boxes into a new Google Site, which site viewers can click to expand. Collapsible text boxes can help condense large blocks of text, like content on FAQ or Help Center pages, allowing site viewers to quickly navigate to the most relevant information.

To learn more about using collapsible text boxes in Google Sites, visit our Help Center.
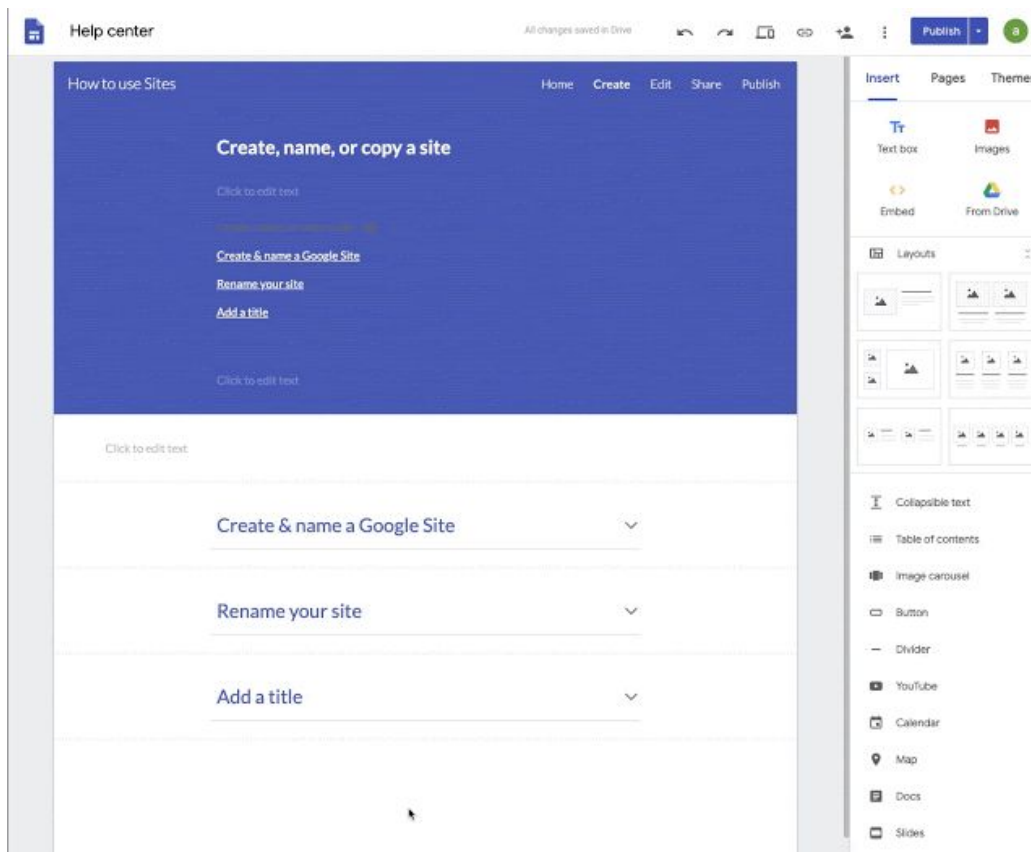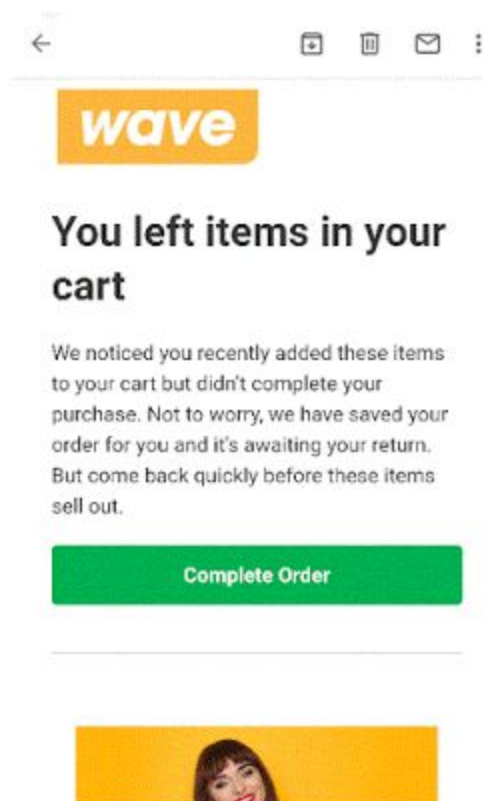
G Suite

Dynamic email in Gmail available on Android and iOS

Quick launch summary
We previously announced dynamic emails for Gmail on the web. This functionality is now rolling out to Gmail on Android and iOS.

Dynamic email brings the richness and interactivity of AMP to your mobile device, allowing you to take action directly within a message. You can respond to a comment, RSVP to an event, manage subscription preferences, and more.

The content of Dynamic email can be kept up to date, which means you can open an email and view the most up-to-date order status of an e-commerce order or the latest job postings.

Use the Google Assistant with your G Suite account in beta

What's changing
We're opening a beta program to allow G Suite users to accomplish more on-the-go with the Google Assistant when logged in with a G Suite account. The Google Assistant will respond to voice commands for certain Google Calendar and Gmail functions and:

- Let you know when your next meeting is
- Create, cancel or reschedule a Calendar event
- Send a note to event attendees via email
- Send an email
- Dial into a meeting
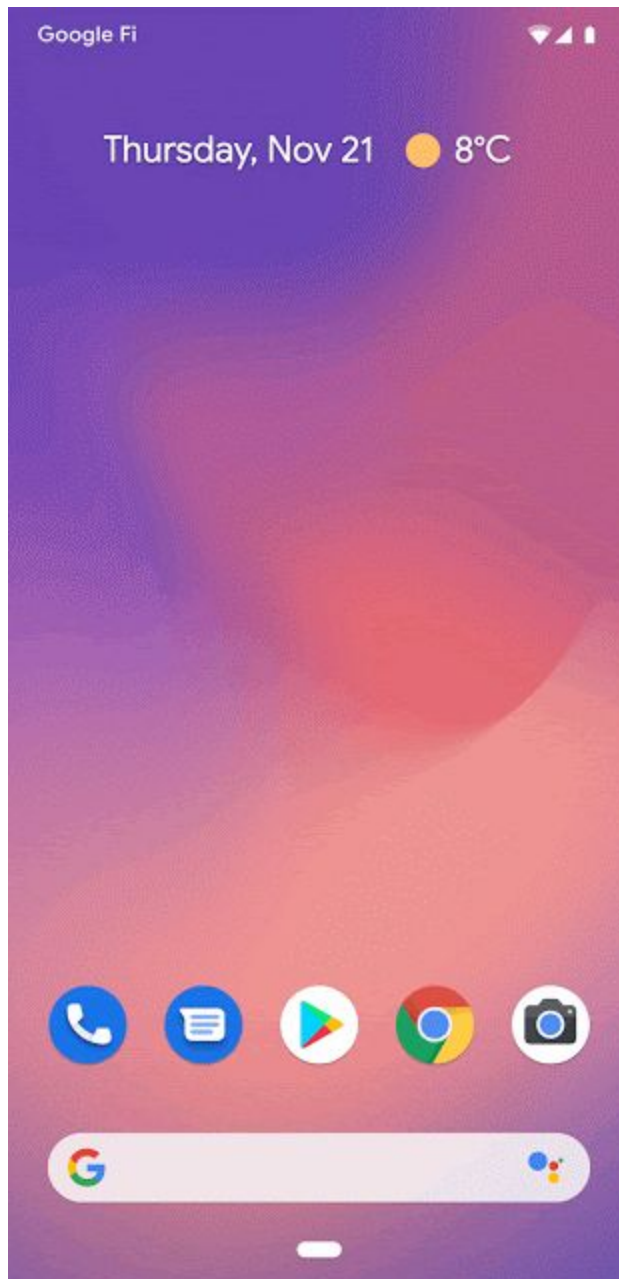
Whos impacted
Admins and end users

Why you'd use it
By using the Google Assistant with your G Suite account, you can easily accomplish work-related tasks while on the go.

How to get started
- **Admins**: Apply to be part of the beta program using this form.
- **End users:** No action required.

Additional details
To use this functionality in the Google Assistant, you must be logged in to your G Suite account. Additionally, if you have both a personal and a G Suite account, please note that the Assistant can only answer questions for one account at a time. You must switch between those accounts if you'd like to ask a question about your other account. This beta functionality is only available in English.

Rollout update for adding audio to Google Slides presentations

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

Quick launch summary
Earlier this year, we announced the ability to add audio to Google Slides presentations. This feature is fully available to Rapid release domains now. It's currently rolling out to Scheduled release domains and should be fully available to all users by the end of November.

G Suite

## Revamped My Devices page will help users find and manage their devices

Quick launch summary

We're making some updates to the My Devices page. Users can go to the page to see the devices they've used to log in to G Suite and then manage those devices. It includes detailed device information, an option to log out of the device, and an option to wipe the device. You may notice:

- A new URL, as the page is now found at mydevices.google.com, rather than google.com/apps/mydevices. Soon, we'll start to redirect users from the old site to the new site.
- The page now includes both mobile and desktop devices. The old page only showed mobile devices.
- Detailed device information. This is the same as the previous site.
- Options to manage device access and wipe the device if desired. This is the same as the previous site.
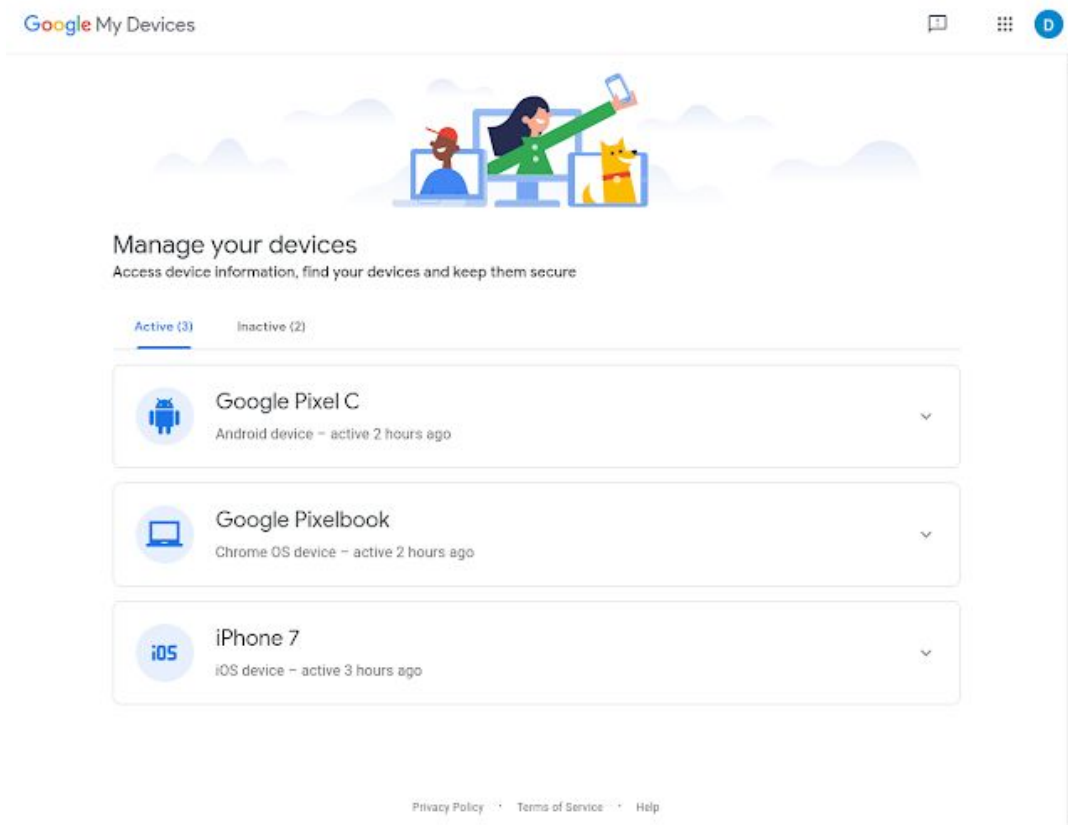
The new My Devices page at mydevices.google.com
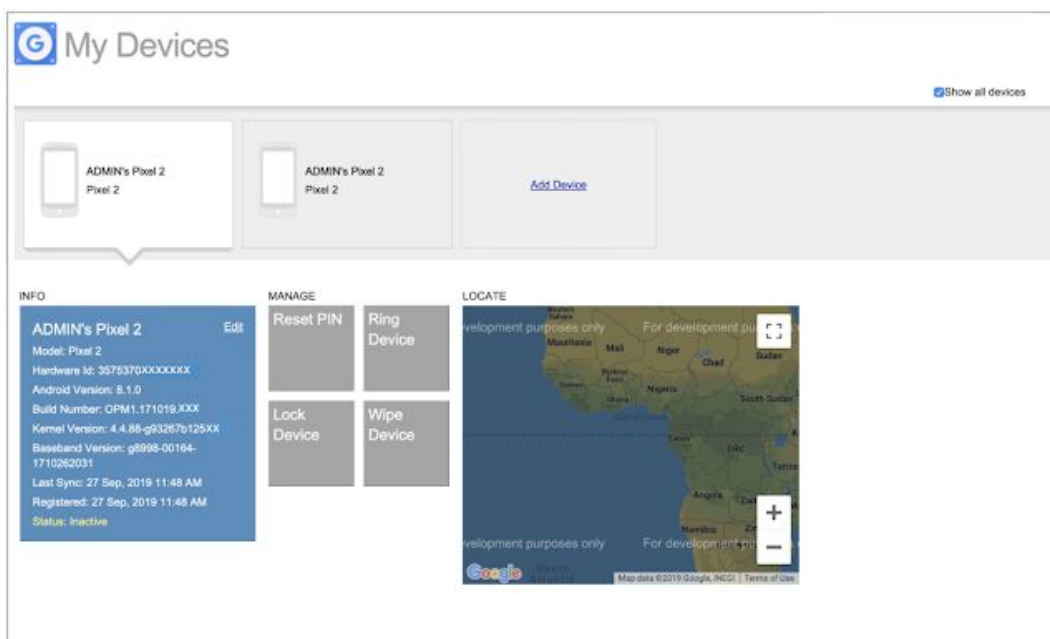
The old My Devices page at google.com/apps/mydevices

Business ready

Learn how to organize and analyze data with Google Sheets on Coursera

Announced on November 4, 2019	🌐 Share with your organization	- back to top -

Quick launch summary
You can learn how to organize information and analyze data using the Getting Started with Google Sheets course now available on Coursera. This course is ideal for users who are new to Sheets, such as new employees being onboarded to G Suite, or students looking to sharpen their analytical skills.

This course is free for all users, or you can pay an additional fee for access to additional content, projects, quizzes and a course certificate. The Getting Started with Google Sheets course will be available in most countries, see here for more information about availability.

Visit the Coursera website to access the Getting Started with Google Sheets course. To find other learning opportunities, visit the Coursera Google Cloud Learning Site.

Manage apps accessing G Suite data with new app access control

Announced on November 20, 2019	⭐ Admin feature	- back to top -

What's changing
We're improving your ability to control access to G Suite data by third-party and domain-owned apps. The new app access control feature will update the interface and controls in the G Suite Admin console to help you search for, research, and control apps using OAuth2 to access G Suite data.

Specifically, app access control will replace the current API Permissions feature to help you:

- Find: Identify apps being used and see which have been verified to access restricted OAuth2 scopes.
- Assess: Understand which apps are being used and get support information about them.
- Control: Manage which apps you trust and what data third-party apps can access.

Who's impacted
Admins only

Why it matters
G Suite has a robust developer ecosystem, with thousands of apps available via the G Suite Marketplace and directly to customers, and a rich API framework enabling customers to develop custom apps. Not all apps, however, will conform to every enterprise customer's security policy, so our customers and partners value controls to manage third-party apps accessing G Suite data.

With app access control, you can have better visibility into the third-party apps your users have approved to access their G Suite data, and you can reduce any risk to your company data by limiting access to trusted apps.

How to get started
- **Admins**: Find the new app access control features at *Admin console > Security > App Access Control*. This replaces the prior "API Permissions" feature. All admins with Security privileges can access it. Use our Help Center to learn how to Manage OAuth based access to connected apps.
- **End users:** No action needed.

Additional details

**Find: Identify apps being used and see which have been verified for access to restricted OAuth2 scopes.**
The new interface will help you see which apps and Google services are being used. Also, we previously announced that we now block new installs for unverified third-party apps that access Gmail data, unless you trust them in the Admin console. You can now use our app details page to verify apps' trusted status.

14

G Suite
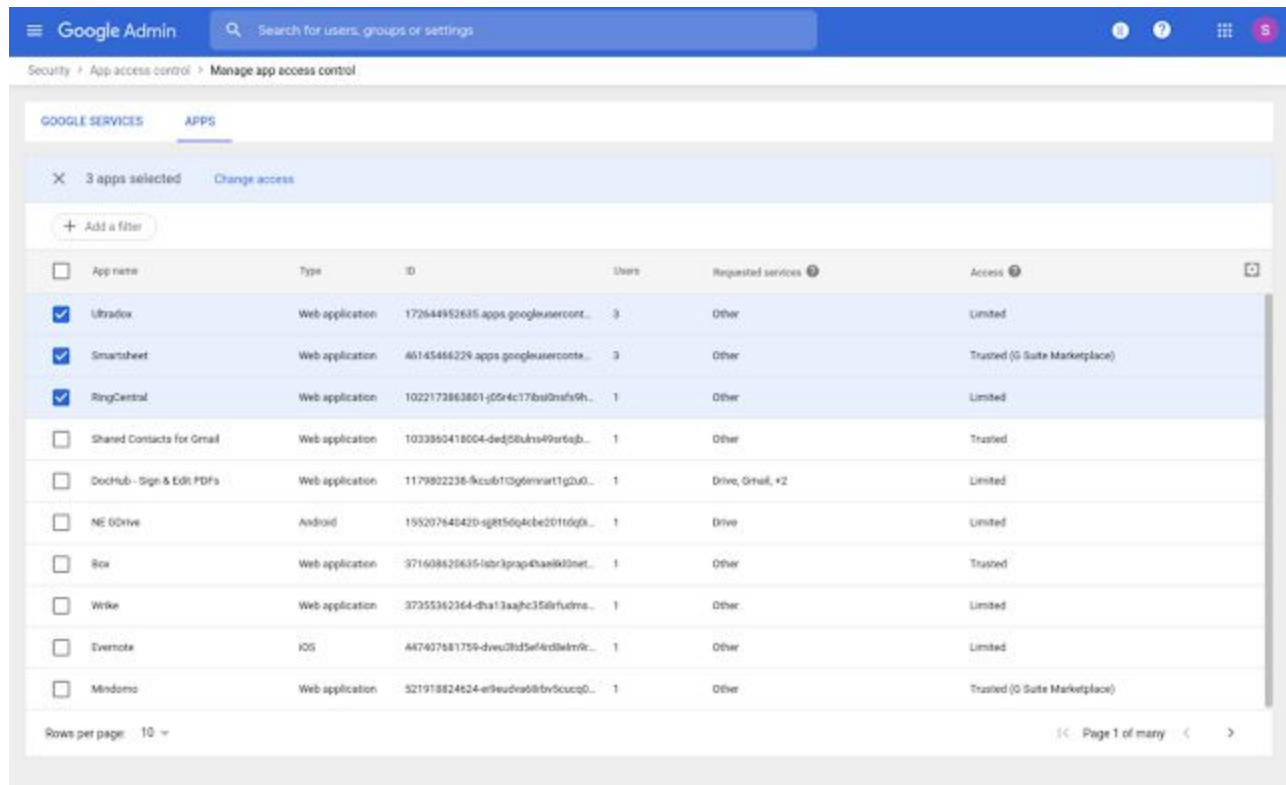
App access control - Apps page

Assess: Research the risk profile for the app and its developer or publisher.
You'll be able to see more details about each app and its publisher or developer. This will include the developer's support email, privacy policy, and Terms of Service (if available). In addition, if the app is underlined verified, we will show you this information here. This information can help you decide whether to trust/allow or block/limit an app.
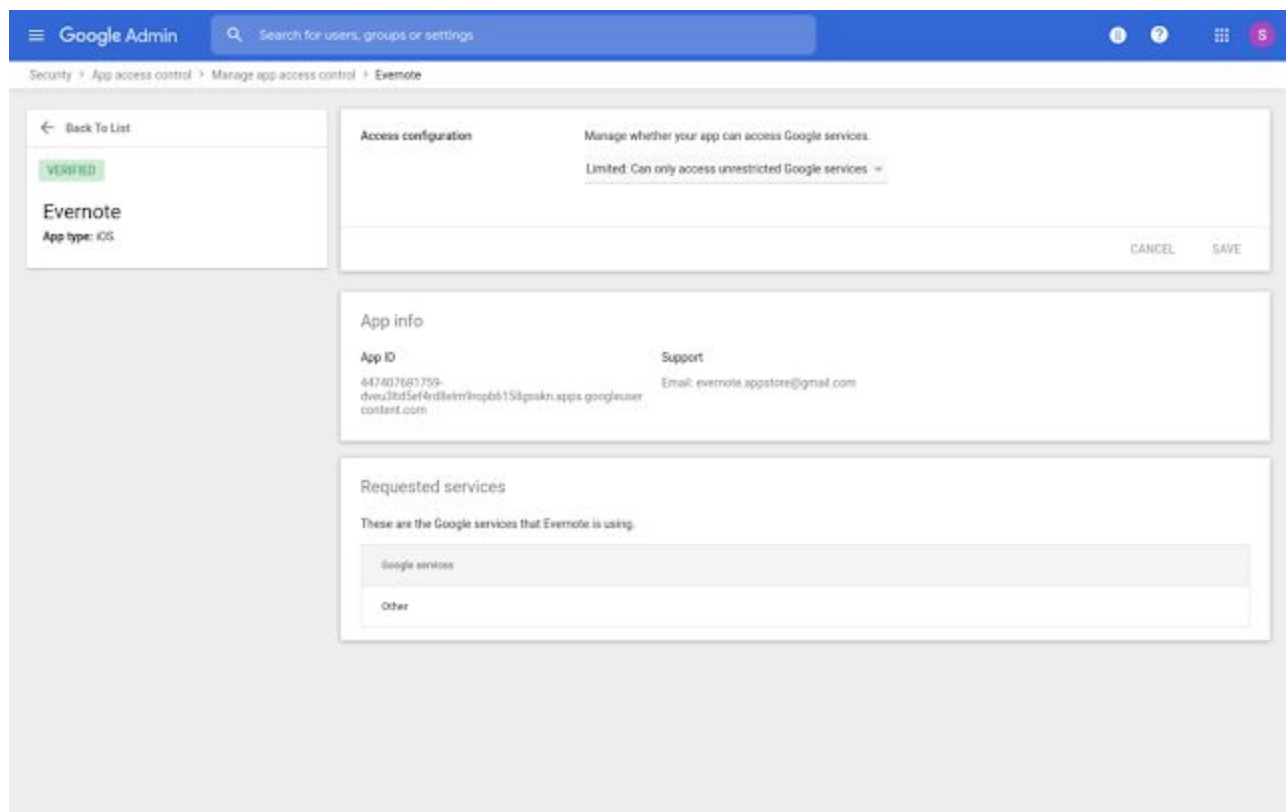
App details page

Control: Manage which apps you trust and what data third-party apps can access.
You'll also be able to adjust whether you trust or limit apps accessing G Suite data via OAuth2 scopes.
With these new controls, you now have an easier way to restrict access to APIs (OAuth2 scopes) for Google services such as Gmail, Drive, and the Admin console.

Please note that this does not cover domain-wide delegation and service accounts. This continues to be managed with the Manage API Client Access page on the Security menu.
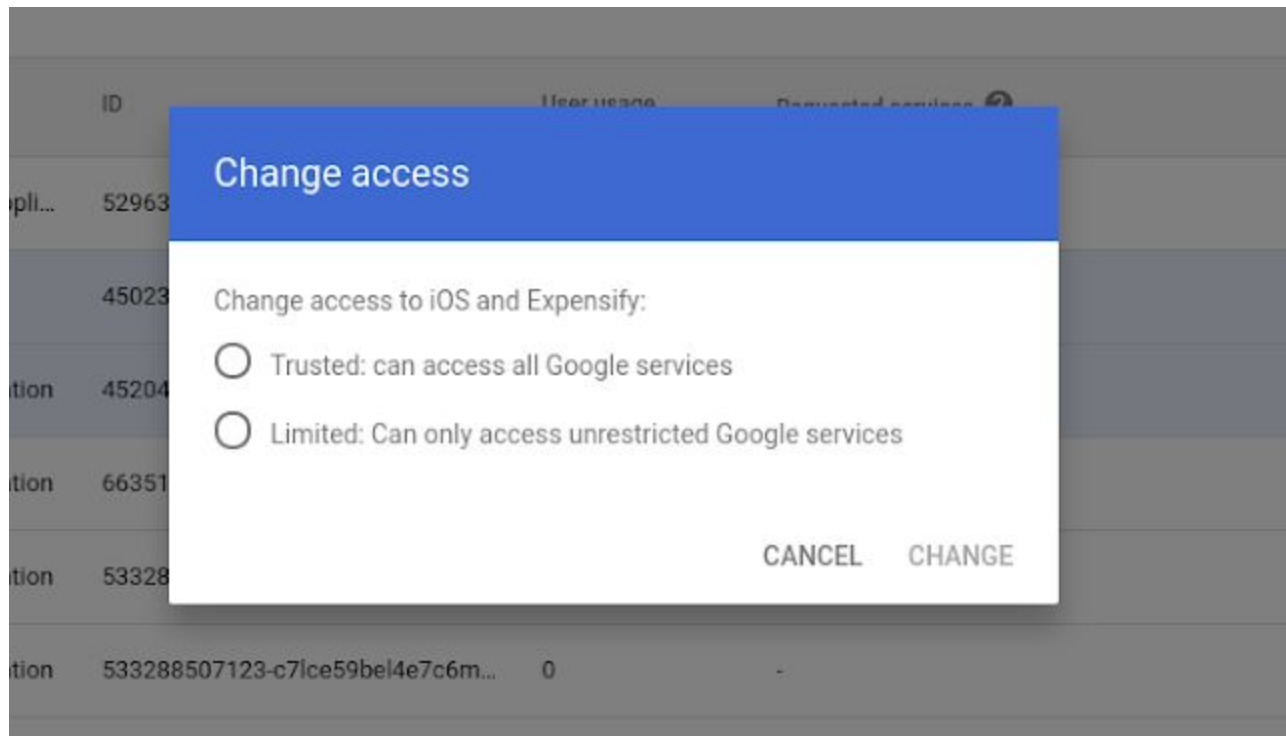
App access control - changing access levels for an app

The Advanced Protection Program can add extra protections for high-risk users.
The Advanced Protection Program for enterprise, that we announced in general availability today, helps you enforce a set of enhanced security policies for the employees in your organization who are most at risk for targeted attacks. Once users self-enroll, the program enforces an app access control policy—it will automatically block applications that require restricted Gmail and Drive access unless explicitly trusted by the admins—as well as other policies. These include the use of security keys, enhanced email scanning for threats, and download protections in Google Chrome. Find out more about the Advanced Protection Program for enterprise here.

Data Connector for Zendesk now available as an add-on for Google Sheets

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

What's changing
You can now import and analyze data from Zendesk in Google Sheets with a new data connector. This add-on is now available in the G Suite Marketplace.
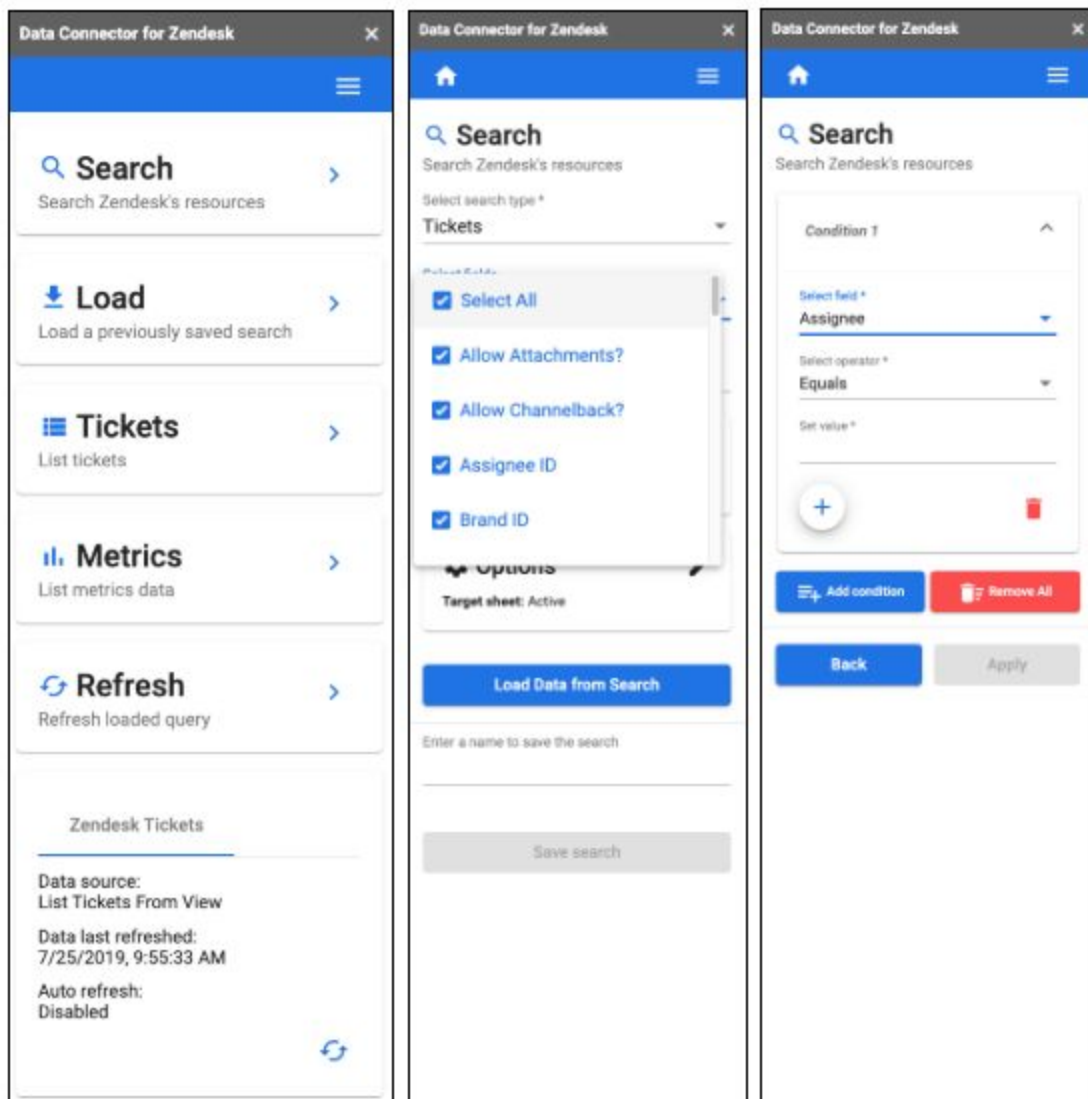

Who's impacted
End users

Why you'd use it
Many organizations rely on Zendesk for capturing and taking action on support, customer service, and customer engagement. With the Data Connector for Zendesk, you can use it to configure and save valuable query configurations, and load corresponding data into Google Sheets for analysis.

With the add-on, you can search against tickets in Zendesk (and return data to Sheets from that search), list tickets and metrics, load previous searches or refresh query results already in your spreadsheet.

When creating a new search, you can select the fields you'd like to import to Sheets, and set query conditions.

How to get started

- **Admins**: If you allow users to install only whitelisted applications from the G Suite Marketplace, you'll need to whitelist the Zendesk add-on for your organization.
- **End users:** Install the Zendesk data connector from the G Suite Marketplace, and visit our Help Center to learn more about working with the Zendesk data connector in Google Sheets.

Additional details
This add-on will use the Zendesk API to extract data into Sheets. At the moment, any changes to the data will not be reflected in Zendesk.

Combining classic Hangouts and Chat policy management

	Announced on November 19, 2019	⭐ Admin feature	- back to top -

What's changing
We're combining the Admin console settings for Hangouts Chat and classic Hangouts. This will make it easier to manage your policies and make sure they're configured appropriately. The new settings will be located at *Admin console > Apps > G Suite > Hangouts Chat*.

Who's impacted
Admins only

Why you'd use it
These Admin console settings help you dictate how your organization uses G Suite messaging products. For example, you can set policies for chat history, external user chats, and third-party integrations (bots). With this

update, you only need to go to one place to control all the chat settings for your organization. This can help to simplify deployment and ensure policies are set up as desired.

How to get started
- **Admins**: View and control the new settings at *Admin console > Apps > G Suite > Hangouts Chat*. Use our Help Center to learn more about managing Hangouts Chat in your organization.
- **End users**: No action needed.

Additional details
Note, we will not be making any changes to your effective settings—only the location and presentation of the settings will change. Clicking "Chat Settings" from the classic Hangouts page in the Admin console will redirect you to the Hangouts Chat settings page. From there, you'll find all of the settings that control chatting across both classic Hangouts and Hangouts Chat.

The specific policies affected by this change, along with details of the impact of the change, are shown in the Help Center. The new policies can be customized for each organizational unit (OU).

Additional details on the function of the settings and what products they apply to are provided in the Admin console interface.
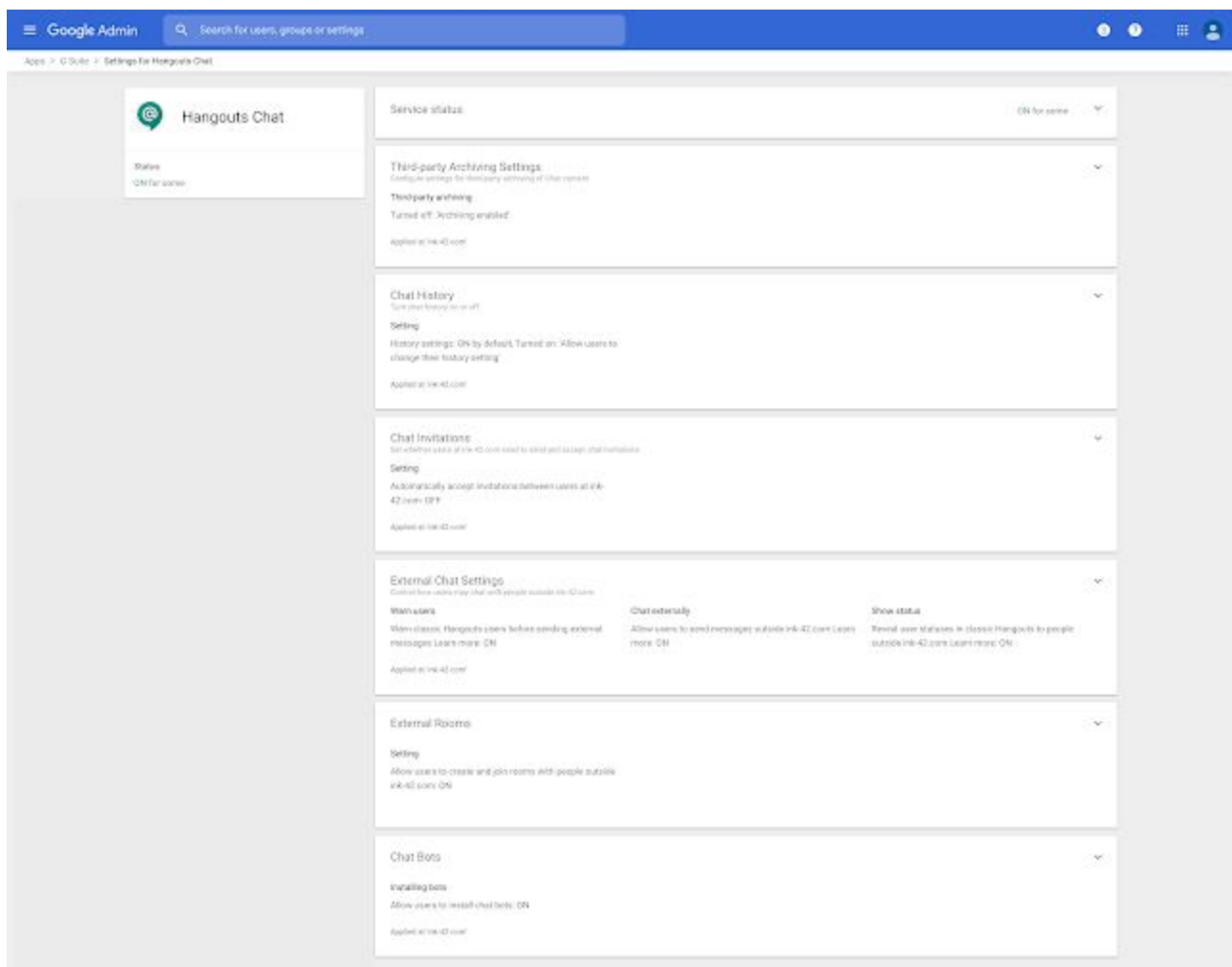
The new combined settings in the Admin console

What's changing
Context-aware access for G Suite is now generally available for G Suite Enterprise and G Suite Enterprise for Education domains. It was previously available in beta.

Exchange In-Place Archive support available for G Suite Migrate Beta

Announced on November 6, 2019	⭐ Admin feature	- back to top -

What's changing
We're adding support for migrating Microsoft Exchange In-Place Archives to the G Suite Migrate beta. Admins can use this new functionality to migrate the content of their user's Exchange In-Place Archives to G Suite. Additionally, admins can:

- Make migrated archive mail only visible in Google Vault (not Gmail).
- Make attachments of archived mail uploaded to Google Drive only visible in Google Vault. If you turn on this setting, large email attachments will be visible in Vault (not Drive).
- Choose how to apply labels to archive folders in Gmail.

Who's impacted
Admins only

Why it's important
Previously, it wasn't possible to migrate archived email from Exchange to Gmail. This feature makes it easy for admins to migrate both active and archived email to G Suite.

How to get started
- **Admins:**
  - The Exchange In-Place Archive is available to G Suite Migrate beta participants.
  - Admins will need to update their current G Suite Migrate platform to access this new feature.
  - Email archive migrations can be turned on via settings templates in the G Suite Migrate beta.
- **End users:** No action required.

Set group membership deletion limits in Google Cloud Directory Sync

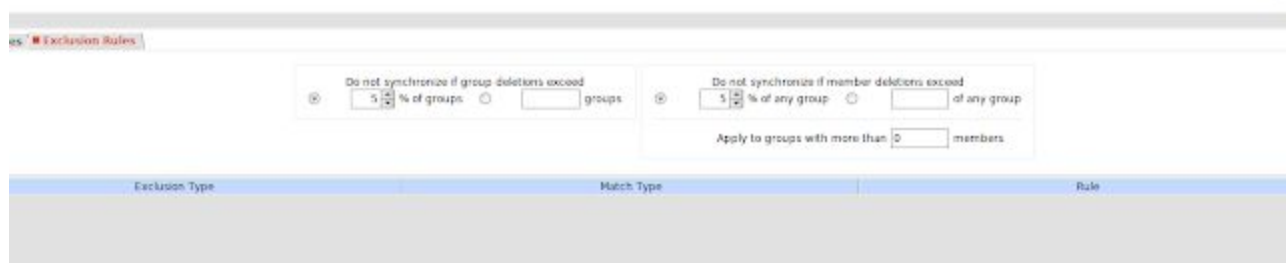|	Announced on November 4, 2019	⭐ Admin feature	- back to top -

Quick launch summary
You can now set group membership deletion limits in Google Cloud Directory Sync (GCDS). By adding these limits, you can prevent accidental removal of memberships from groups, as those errors can inadvertently cause users to lose access to things like Drive files and Google Cloud Platform resources.

Limits are not required and can be anywhere from 0-100% or any number greater than 0. Once a limit is set, if a sync attempts to delete more than that percentage or amount of members in any group, the sync will abort.

Please make sure you are using the most up-to-date version of GCDS to access this feature.

Google Voice now generally available in Ireland

	Announced on November 21, 2019	⭐ Admin feature	- back to top -

Quick launch summary
Google Voice is now available in Ireland. This means that:

- G Suite customers based in Ireland can now sign up for Google Voice.
- Google Voice customers in Ireland, or international customers with Google Voice Premier edition, can assign numbers with Ireland country codes (+353) to users.
- Soon, customers will be able to port existing +353 numbers to Google Voice. Follow the G Suite Updates blog to see when this becomes available.

With this launch, Voice is now available in these 10 countries.

G Suite

Google Voice is a cloud-based phone system that's optimized for businesses of all sizes. Customers can use it to deploy and manage phone numbers at scale with the intelligence and security of Google Cloud. Google Voice offers:
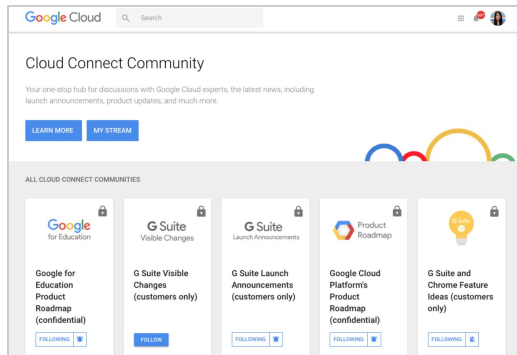
- Smart cloud telephony for end users
- Simple provisioning and management for admins
- Easy adoption and migration at scale

Learn more about G Suite

Cloud Connect Community: The official community for G Suite admins

⭐ Admin resource

Sign in today: Cloud Connect is your one stop shop for resources to make your work with G Suite easier. Sign in today to discuss best practices, ask questions, and communicate with your peers and Googlers. Don't miss out!

G Suite on Social

⭐ Admin resource

Connect with us: Follow G Suite on social media to get news, product tips, and other helpful information:

  Follow @gsuite on Twitter

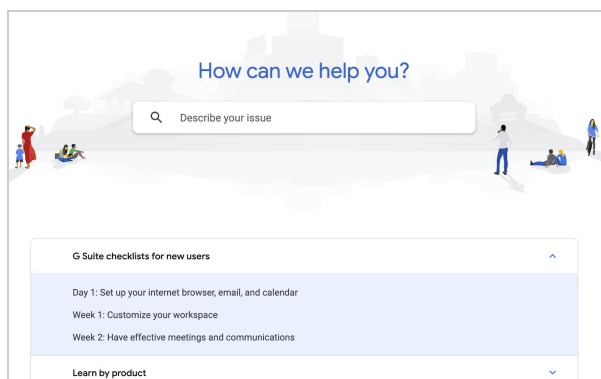 *Like G Suite on Facebook (@gsuitebygoogle)*

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G Suite Learning Center

🌐 Share with your organization

Learn more: The G Suite learning center features 300+ guides and customer-friendly enhancements, including:

- An Announcements tab with lists of new and updated Learning Center guides.
- A "Day 1" checklist to help new G Suite users get started on their first day.
- An improved search function to help you find help and training content across the G Suite Learning Center.
- Guides that are easier to print and save as PDFs or customize in Google Docs and Slides.