G Suite at Syracuse University

G Suite Support and Policy

Since the University is liable for the content stored in its organizational Google Apps account, individual user accounts within the SU organizational account must comply with the University’s Information Technology policies: policies. Included in our policies are specific guidance for the use of any cloud-based service may be found in the University’s “Cloud Based Storage and University Data Standard” which restricts the use of confidential (i.e. SS#, Credit Card Information, Privacy Information, Health Information, FERPA Data, research data) or Enterprise (financial, contract, legal, or other SU business information) data within any cloud-based services.

The services provided through Syracuse University's Google Apps accounts are products and services that are developed and maintained by Google Inc. As such, application level support questions should be directed to Google. Syracuse University will offer account management related support including account creating, account suspension, password resets, and authentication related questions.

Individual user accounts within the SU organizational account must comply with the University’s Information Technology policies: http://supolicies.syr.edu/it/.

Google Apps is not considered an official Syracuse University communication platform, and all official business communications should continue to go through Office 365/Outlook (previously SUMail) or Exchange. Google Apps accounts are typically considered personal accounts and should not be used for official departmental business.

Google Apps for Education is a service provided to Syracuse University by Google under the Terms of Service and Privacy Policies which can be found here: http://www.google.com/intl/en/policies/ and terms as an “End User” unless otherwise indicated by Syracuse University or Google.

The policies, terms of service, services and products included in Google Apps for Education are offered and maintained solely at the discretion of Google. Google reserves the right to modify or terminate these policies, terms of service, services or products, in part or in whole, at anytime with or without notice. Syracuse University makes no guarantees regarding the current or future offerings of these policies, terms of service, services or products as offered through Google Apps for Education (GAFE).

Syracuse University reserves the right to modify or terminate Google Apps for Education at anytime, with or without notice, in part or in whole.

Accessibility

Visit the Google Apps user guide to accessibility for information on using Google Apps with assistive technology, including screen readers in both Windows and Mac environments.

Your SU G Suite Account

Your SU Google account should be NetID@g.syr.edu. Note the g.syr.edu domain that distinguishes this account as your SU Google account. To activate or use your SU Google account simply navigate to any of the supported Google services and enter your full SU Google account in the Email/Username (NetID@g.syr.edu), leave the password field blank and click the Sign-In button. You will be redirected to Syracuse University’s Single Sign-On (SSO) page where you can enter your NetID and NetID password to complete the log in process. Once you’ve signed into SU's Single Sign-On page you should be automatically redirected back to the original Google service.

SU Google user accounts are synchronized four times a day, with SU's Active Directory; meaning new student’s, faculty, and staff should receive access to their SU Google account within hours after entering the AD system.

Syracuse University's Single Sign-On System

SU's Single Sign-On (SSO) system allows a user to log into several different services without having to provide their NetID and NetID password multiple times. Like any other account, be sure to log out of your account and close any browsers before leaving a shared workstation to prevent unauthorized access to your accounts.
Google Play, Google Wallet, Purchases, and Content

Purchases, downloads, and all other content associated with your @syr.edu account is not insured or guaranteed by Syracuse University. In the event that Syracuse University or Google terminate or modify, in part or in whole, Google Apps for Education, Syracuse University makes absolutely no guarantees regarding emails, documents, downloads, or purchases associated with @syr.edu accounts.

Services available for Syracuse University's G Suite for Education

These core services are governed by a contract between Syracuse University and Google Inc. Information stored in any of these Core Services is not indexed by Google, and therefore such data is not publicly searchable nor available to be used to serve ads. Syracuse University also offers several Consumer Services from Google. By using these Consumer Services, you are entering into an agreement directly with Google Inc. Data created with or stored in these Consumer Services is not owned or maintained in any way by Syracuse University and is governed by Google's Terms of Service and Privacy Policy.

Faculty and Staff need to be particularly aware of the implications of using Google's Consumer Services as they may not offer the same degree of protections and precautions related to FERPA and HIPAA that are available with Google App's Core Services for Education. If you have any questions about the appropriate uses for a particular service, please contact the ITS Support Staff at help@syr.edu or (315)-443-2677.

Core Services:

- Google Drive (Previously called Google Docs)
- Gmail
- Calendar
- Classroom
- Hangouts
- Contacts

Other Services:

- Chrome Management
- Chrome Web Store
- Google Analytics
- Google Chrome Sync
- Google Developers Console
- Google Payments
- Google Photos
- Google Groups
- Google+
- Location History
- YouTube

Note: Other Google services and products not listed here may also be available such as Google Translate, Google Books, etc.

Google+
Users may optionally setup a public Google+ account as part of their SU Google account. Users will have to provide a date of birth and common name to use Google+ features. Users who fail to provide a date of birth showing that they are at least 13 years of age will have their entire SU Google account suspended until they follow Google’s age verification procedure to prove they meet the age requirements. SU Google users intending to use Google+ are urged to provide a valid date of birth showing they are at least 13 years of age as Syracuse University and ITS have no control over the state of accounts suspended due to age restrictions and such suspensions must be resolved through Google’s age verification process. Age verification requires providing government issued identification or credit-card information to Google as part of its age verification process.

Like any other Social Media or On-Line profile, information you provide to Google+ and other Google services and products may be seen by other users and third parties. Be sure to carefully read the Terms & Conditions and Privacy Policies of any Google service or product you intend to use and comply with all applicable laws such as FERPA, HIPPA, and CIPA regulations. For more information about Syracuse University’s Information Technology policies see http://supolicies.syr.edu/it/.

How to turn on or turn off Google+ as a user

1. Sign into your Google Apps (G Suite) account
2. Click on your username or grid located on the upper right hand corner of the screen
3. Select to Join Google+
4. Follow the Google+ instructions that will take you through the steps on how to set up your profile
5. Click Finish
6. Check your privacy settings

Some notes - You cannot change your Google+ Profile name.

Additional Information on how to set up your Google+ profile and privacy options for Google+ core services.

YouTube

YouTube is outside of the core services offered by Google for the G-Suite, formerly known as Google Apps for Education Suite. As such, basic access for users restricts usage unless users also enable their Google+ accounts. An example of this is that you will get an error if you try to upload a video or create a YouTube channel. Try setting up the Google+ page first.

YouTube and Google+

If users wish to create content using their g.syr.edu account, they must first set up and ensure their Google+ account is enabled, and then they can select to do YouTube uploads and channel creation. It is recommended that they restrict the information posted on their Google+ pages and check their YouTube privacy settings.

Calendar

Syracuse University has two Calendar groups - the first group is called the Primary group. Primary grouped calendars set by the user can only be viewed by internal g.syr.edu logged in users. To the public, the calendar may be shared, but events and meetings will be blocked off as “Busy” and give no further details. Users can further restrict these settings.

Secondary grouped calendars may be shared externally with full viewing rights that include meeting/event details. Users must designate calendars with these viewing rights under the Share this Calendar tab when looking at Calendar settings where you can select to make the calendar public and customize details. For more information on how to use your G Suite calendar sharing options: https://support.google.com/a/answer/60765?hl=en&ref_topic=25373

F.A.Q.

Q: Google says, “The email or password you entered is incorrect.”
A: Be sure to type in the full account address as the Email / Username (NetID@g.syr.edu). The password field should be left blank, as you will be redirected to SU’s sign-on page to complete the sign-in process.

Q: On Syracuse University’s Sign-On page I receive the message, “Sorry! We didn’t recognize the username or password you entered. Please try again.”
A: Be sure you are entering your SU NetID and the associated NetID password. You can check and manage your NetID and password at https://its.syr.edu/netid.

Q: How do I request or activate my SU Google account?
A: If you have an active SU NetID you can simply log into a supported Google service like Gmail, YouTube, or Google Drive then read through and accept the Terms of Service and Privacy Policies.
Q: Can I use my @g.syr.edu account with Chromebooks or Mobile Devices?

A: Currently Google does not offer support of account syncing for Google Apps Accounts using Single Sign On (SSO) to some mobile devices, such as devices running Android versions older than 2.1, or Chromebooks. Devices running Android 2.1 or newer can use the Browser sign-in option to sync their Google Apps accounts.

Q: How much space is available for Google Drive?

A: No space limit is listed for g.syr.edu Google Drive account users.

Q: What happens to my account when I am no longer affiliated with Syracuse University?

A: If you cannot use your SU NetID because you are no longer with the university, you will also not have access to your g.syr.edu account. Your account and all of its information will be suspended. In order to retrieve your data, contact the ITS Service Center using the contact information below.

Further Questions?

Please contact the ITS Service Center at help@syr.edu or (315)-443-2677 for further questions.