

Google EMail Groups Fix: You are not getting messages

Overview

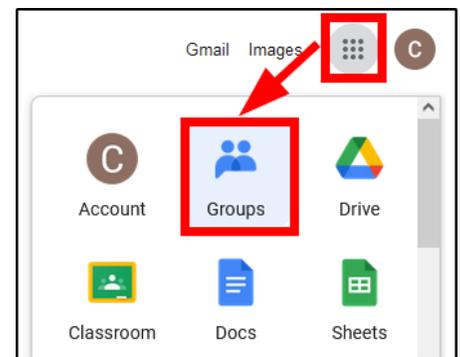
If you are not receiving emails being sent to a Google EMail Group (such as wls-everyone) there are two things you need to check prior to submitting a Help Desk Ticket.

- A) Are you actually in the group?
- B) Are you set to receive the email blasts for all of your groups?

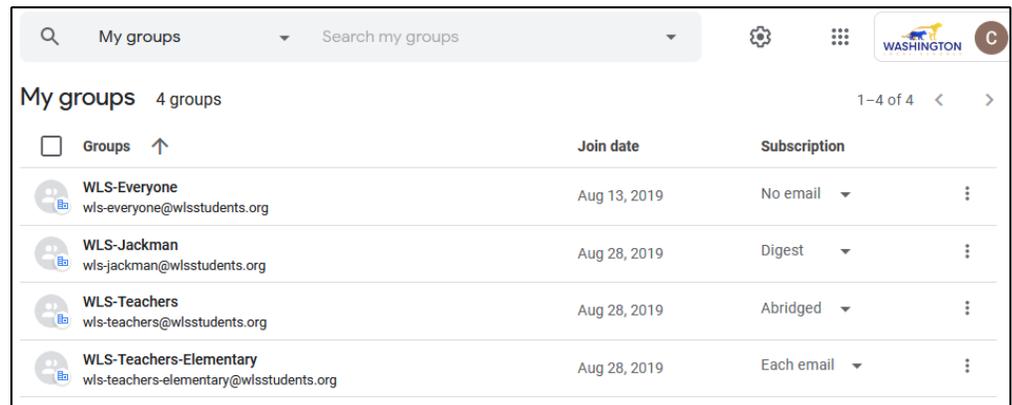
Procedure

A: Are you actually in the group?

1. Go to <https://www.google.com> and log in using your WLS Google Account.
2. Click on the apps button / waffle near the top right corner.
3. Click on the “Groups” app. You may need to slide down.



4. In the middle section near the top you will see a drop down. It should already have “My Groups” selected. If not, click on the drop down and select “My Groups.” You can also click on “My Groups” in the left hand menu section.



5. In the middle area you will now see all of your groups where you are a member, a manager, or an owner.
6. If you are missing a group:
 - a. Most “WLS- “ groups are automatically built based on what you select as your home building and additional buildings with the Staff Portal. Update your information there to join these groups.
 - b. The “WLS-Teachers-” groups are automatically build from PowerSchool Class Schedules. If you are not a “teacher of record” you will not be in the group.
 - c. All of the “Y##Bldg” groups are also built from the PowerSchool Class Schedules.

B: Are you set to receive the email blasts for all of your groups?

1. If you do see a group in your list but you are not getting emails take a look at the “Subscription” entry for each group.

2. There are four different settings

a. Each Email: An email is sent every time someone posts something to the group.

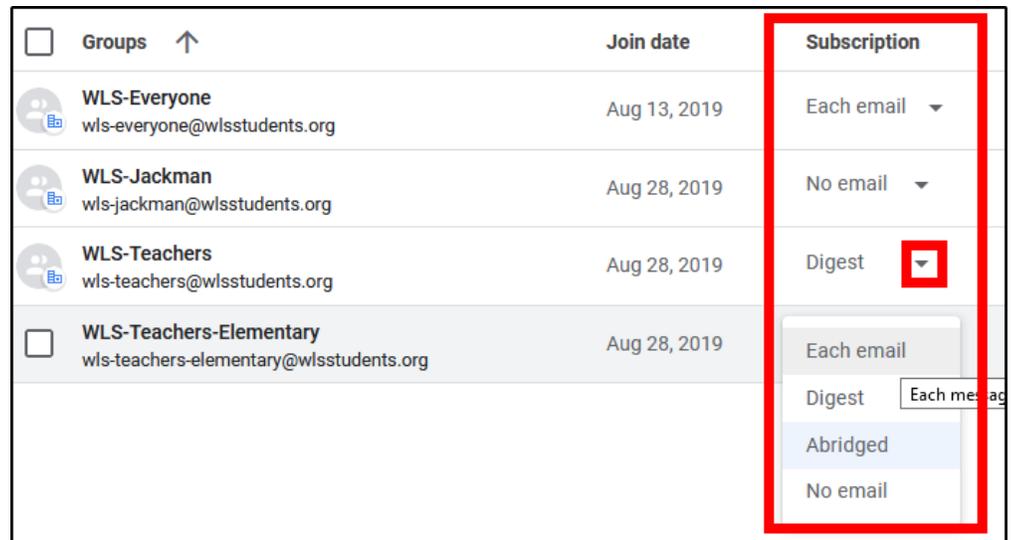
b. Digest: Up to 25 emails a day are collected and combined into a single long email and sent to you.

c. Abridged: Up to 150 emails are collected and a summary (first few lines) of the emails are combined into a single email which is sent to you once a day.

d. No email: You are sent any messages from the group

3. To change your setting click on the drop down arrow for that group's subscription and select the desired option.

4. It can take up to 24 hours for the settings to take effect.



Groups	Join date	Subscription
<input type="checkbox"/> WLS-Everyone wls-everyone@wlsstudents.org	Aug 13, 2019	Each email ▾
<input type="checkbox"/> WLS-Jackman wls-jackman@wlsstudents.org	Aug 28, 2019	No email ▾
<input type="checkbox"/> WLS-Teachers wls-teachers@wlsstudents.org	Aug 28, 2019	Digest ▾
<input type="checkbox"/> WLS-Teachers-Elementary wls-teachers-elementary@wlsstudents.org	Aug 28, 2019	Each email Digest Abridged No email