

Info!

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Featured Article: Master the new faculty&staff groupware!!

We installed a new faculty&staff groupware in January 2019. As a follow-up to the featured article of Info! No. 16 (“Master the new faculty&staff email and groupware!!”), we will introduce the new groupware in more detail.

1. Three cloud services support new faculty&staff groupware

The new faculty&staff groupware consists of three cloud services. Each of them provides different functions, but they are interconnected.

Table 1: Functions of each service

Service Name	Provider	Key functions
Garoon	Cybozu	Application such as Portal, Scheduler, Bulletin board, and Facility booking
kintone	Cybozu	Application such as issuance of staff directory or certificates of employment and offering of public assets
G Suite	Google	Application such as Gmail-based faculty&staff email (KUMail), secondary groups (Google Groups), Google Calendar, and Google Drive

For example, data in Garoon Calendar and G Suite Calendar are synchronized, and if you create a schedule to either of them, it is reflected to the other calendar (for details, refer to Info! No.16 “Try new Groupware Calendar”). In addition, all of the services support a single sign-on through Kyoto University Integrated Authentication System (Shibboleth), so once you gain access to one system, you can access all others without entering credentials again (Figure 1).

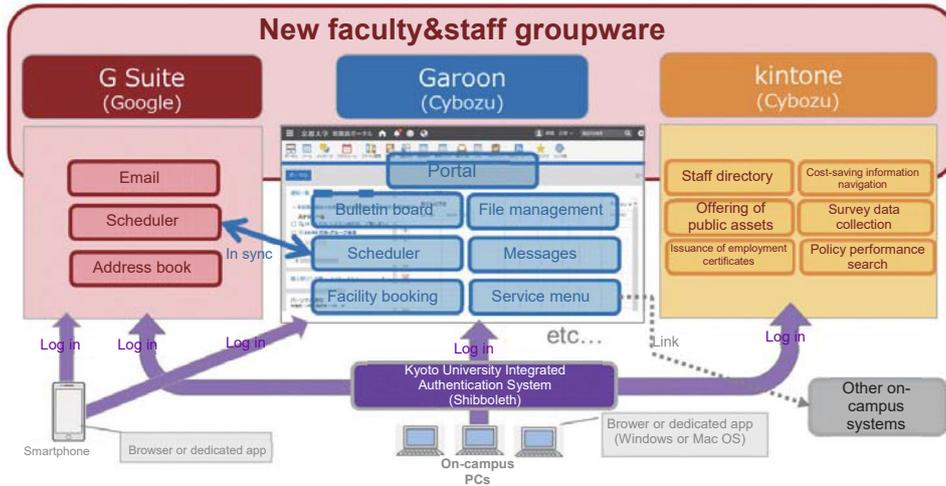


Figure 1: Structure diagram of new faculty&staff groupware

All systems require with SPS-IDs (faculty&staff member accounts), but in the case of kintone, the system automatically switches to require login with organization IDs instead of personal IDs. Moreover, organizations and secondary groups play different roles in each of the services (see Table 2).

	G Suite	Garoon	kintone
ID (Login account)	Personal ID One ID per person (no change)	Personal ID One ID per person (no change)	Organization ID One ID per organization Automatically logs in with your organization ID
Organization layer	—	Organization group Automatic sync with personnel system Can be used to define content access scope	Organization group Automatic sync with personnel system Can be used to define content access scope
Secondary group (former secondary address)	Group mail Available as ML	Secondary group Automatic sync with personnel system Can be used to define content access scope	— N/A (kintone supports organization IDs only)

Table 2: IDs, organizations, and secondary groups in each service

So far, we have limited use of the G Suite services and allowed only faculty&staff email (Gmail), secondary groups (Google Groups), calendar, and drive (Google Docs, etc.) and disabled the rest, but now we are considering to provide more apps and functions. After referring to the results of the survey of faculty&staff groupware users in November, and based on the examination of information security and operational concerns, we will start providing new services in sequence.

[Tips] Switching between university and personal Google accounts

There are different types of Google accounts: “Personal Google account (hereinafter referred to as “personal account”)” obtained personally and “Organizational Google account (hereinafter referred to as “organizational account”)” that is used within Kyoto University.

There is no significant difference in services you can use with the two types of accounts, but while you can use and change the settings of a personal account freely, the organizational account may not allow to configure on your own because it is managed by the university.

You may find it inconvenient, but we'd like your understanding on this matter as it is for the purpose of ensuring the security of information and operations, and we will continue to review and add new features as needed.

For those who already have a personal account, here are some ways to switch between the two accounts and use them concurrently. The actual screens and operations may differ depending on the OS, browser, or application you are using. For specific instructions for your environment, please search the Internet or contact us.

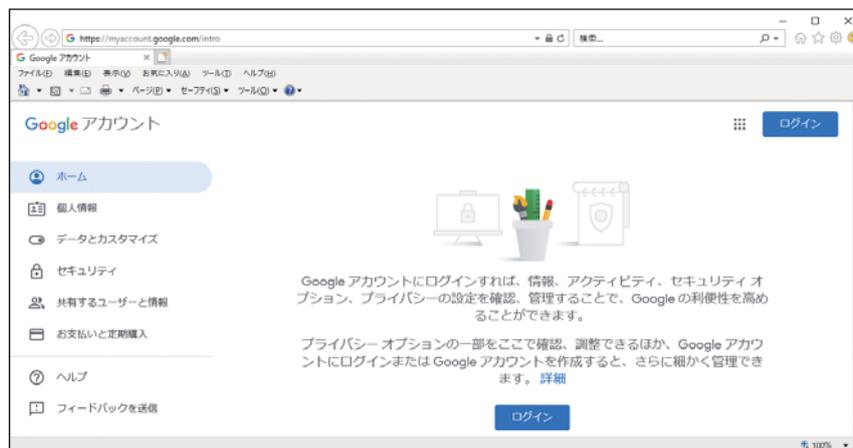
* Please note that entering work-related information to Google services which can be used with your personal account could be considered as a breach of the university's information security policy. In addition, entering private information to your organizational account which is only available while you are in the university can also cause troubles. A personal account and an organizational account are totally separate Google accounts, so carefully select which one to use depending on your purpose.

A. How to switch accounts

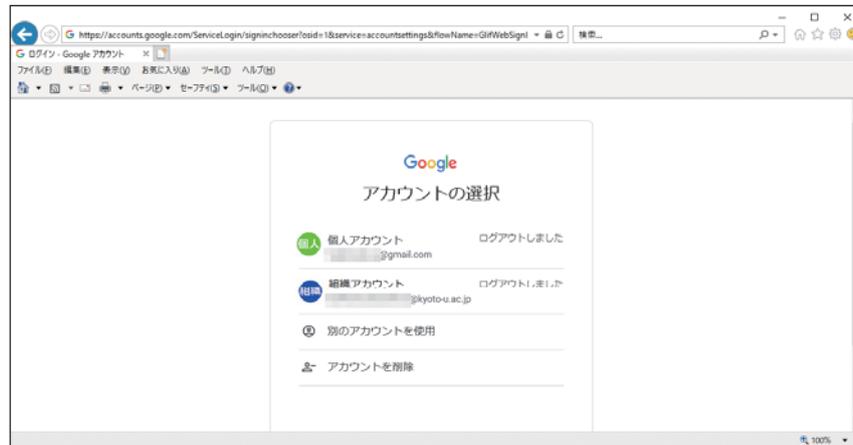
Below are steps to switch between a personal account and an organizational account while using the same browser.

First, open the Google Account page (<https://myaccount.google.com/>). It is convenient if you bookmark this URL.

If you are not logged in, the following screen will appear.



Click “Log in,” and select the account you want to use when the account selection page appears. If the account you want to use is not displayed, select “Use another account,” and enter the account information to log in.



If you have logged in with your personal or organizational account, either of the pages below is displayed. If you have logged in with both accounts, the “default” account (the one with which you first logged in the browser you are using) is displayed.



In either case, the following account selection screen appears by clicking the upper right icon.



If the account shown at the top of the account list is not the one you want to use, select the desired one. If you have logged out, log in.

If the account you want to use is not in the account list, select “Add account,” and enter information of the account you would like to use.

By toggling this icon, you can select an account, log in and out, or switch between accounts.

If you feel your PC is not behaving correctly, open the Google Account page (<https://myaccount.google.com/>) and confirm with which account(s) you are currently logged in.

Although it is possible to switch between the two accounts while logged in with both accounts, if you have lost track of which account you are using, or cannot switch to the other account, we recommend you to once log out from all accounts and then log in again with the account you need.

If the login page is not properly displayed, you can force to log out by directly accessing the logout page (<https://accounts.google.com/Logout>), which we recommend to bookmark as well, and start all over again.

B. Using different browsers depending on the account to use

It might be a good idea to use different browsers depending on the account to use, e.g., Firefox with a personal account and Internet Explorer with an organizational account (or choose such browsers as Chrome, Edge, Safari, or anything you like). The interface and operations are slightly different among browsers, but you can use multiple accounts simultaneously without switching them, so this might be an easier way as long as you can remember which browser you are using with which account.

C. Switching profiles using Chrome

If you are a Chrome user, you can also use its Profile function, but it requires caution in usage and settings. We do not go into detail on how to use this function, but if you are interested, check out the Google help page below or search the Internet to learn how to use multiple accounts with Chrome.

Reference: Share Chrome with others

<https://support.google.com/chrome/answer/2364824>

Reference

- Types of Google Accounts

<https://support.google.com/work/android/answer/6371476?hl=ja>

- Switch between multiple Google accounts

<https://support.google.com/docs/answer/2405894?co=GENIE.Platform%3DDesktop&hl=ja>

2. Let's utilize the secondary groups!

The new faculty&staff groupware has a function called “secondary group” that can be used for defining the access privilege setting and mailing lists (group mail). The “secondary group” is a feature called “secondary address” in the former faculty&staff groupware (hereinafter referred to as “former secondary address”) and has new features in addition to the turned-over conventional features.

The new features of the “secondary group” are mainly divided into two.

First, you can now designate an organizational group when setting the members of a secondary group. This feature eliminates the need to request for a member change when a personnel transfer occurs (note: personnel changes involving people not included in the university personnel information such as temporary workers need to be applied electronically).

For specific procedures, refer to the section “Staff member search (staff member search and secondary groups)” of the faculty&staff groupware manual. [For the exact location of the manual, refer to 3. Manuals and FAQs]

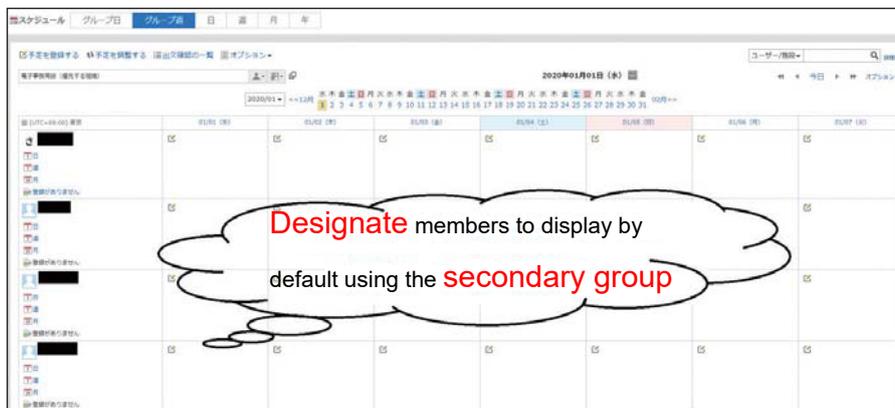
Another major change is the enhanced mailing list function. It's more sophisticated and convenient now.

In this section, we introduce some ways to use the secondary groups with the new faculty&staff groupware effectively.

2-1. Share information with members!

The secondary group can be used for sharing information at various levels. Below are three ways of using the secondary group.

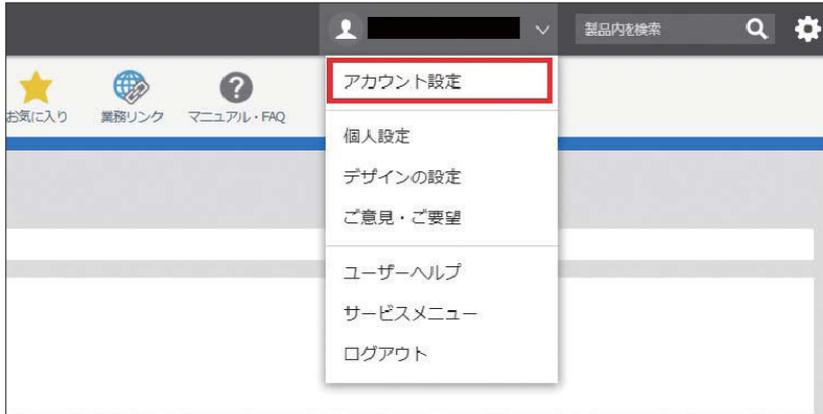
A. Share schedules among members [Garoon: Scheduler]



On the Garoon's Scheduler screen, select the “Group week” view or “Group day” view. Users included in the “Priority Organization” are displayed in a list by default. It's a great way to share schedules because you can view other faculty and staff members' schedules on one screen. By default, the organization associated with your account is set as a “Priority Organization,” but it might not fit the reality of your work. In such cases, you can set a secondary group to your “Priority Organization.”

Here's how.

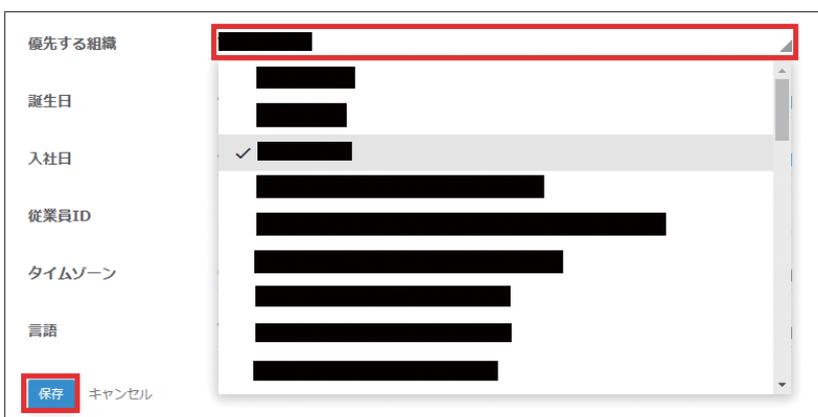
1. First, select one secondary group that includes people you want to see immediately when you open the Scheduler screen. * You must be a member of the secondary group.
2. Click the account name in the upper right corner of the faculty&staff Portal, and select "Account Settings" from the drop-down list.



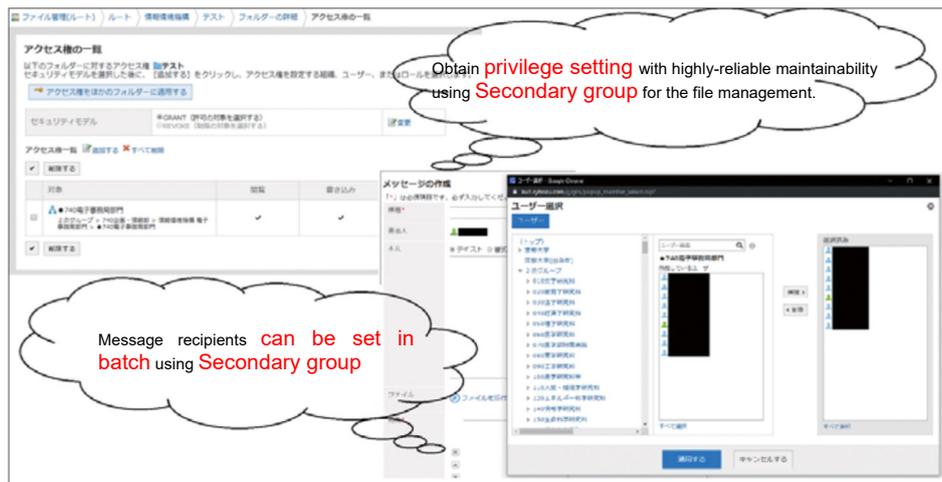
3. An "Account Settings" dialog pops up, so click the pencil-shaped edit button on the right of "Basic Information."



4. Select the desired secondary group from the "Priority Organization" drop-down list, and click "Save." Go back to the Scheduler screen and see if everything is set as you intended.



B. Let's share meeting materials [Garoon: File management, Messages]



Meeting materials often include sensitive information. By using the secondary groups, you can send information to those who need it, as well as keep it inside the group.

Many of the students and faculty and staff members are using Garoon's "File Management" to store meeting materials. In using that feature, a secondary group can be used as a unit for setting a browsing privilege, etc. For example, create a shared folder in an appropriate layer of File Management and grant the secondary group to which you want to show the meeting materials access to the folder. Doing this not only promotes the appropriate handling of information but also enables continuous control of browsing privilege to the information even when personal transfers occur, by just changing members in the secondary group. For specific procedures, see the "File Management" section of the new faculty&staff groupware manual. [For the exact location of the manual, refer to 3. Manuals and FAQs]

* To set rights to create and access to a folder, you need to have an administrative right to the upper level folder and the folder, respectively.

In addition, for sending meeting materials, we recommend using Garoon's "Messages," which is far more secure than sending them by email. Since recipients of messages are basically set on an individual basis, sending a message to many people might sound a burdensome task. But by using secondary groups, you can easily select and designate many people as recipients at once in the following way:

1. In the "To:" field of the Compose email screen, click the two squares button on the right of the user search box.

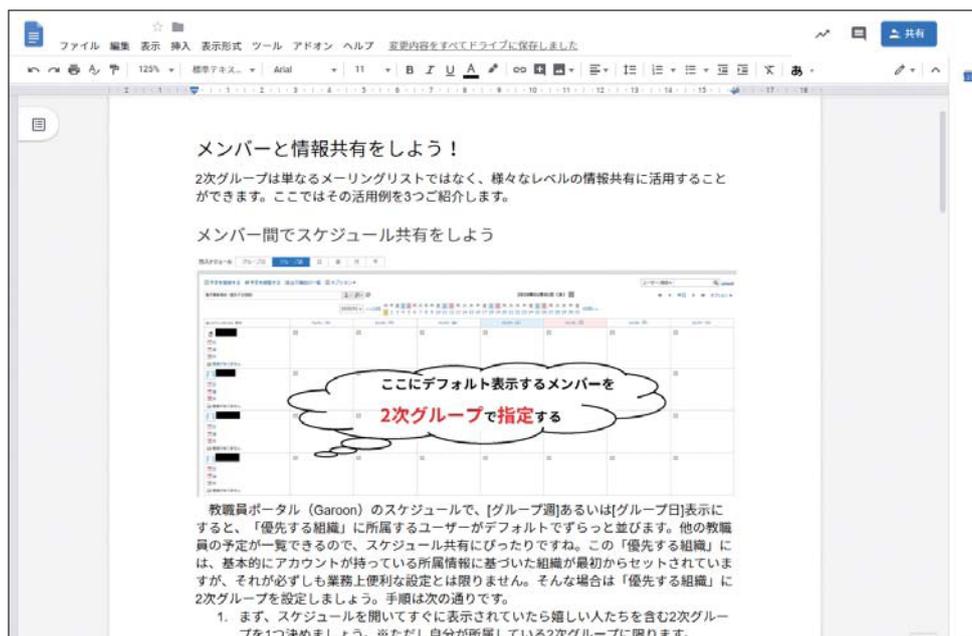


2. The "User Search" dialog pops up, so select the secondary group you want to set as a recipient from the left column.
3. Members of the selected secondary group are displayed in the left box. Highlight them in blue by selecting, and click "Candidate">."

4. Repeat 2. through 3. until all people you want to send the message to are in the “Selected” box, and click “Apply.” All of the addresses you selected are now in the “To:” field.



C. Speed up document creation by collaborative editing [Google Docs].



You are creating many documents daily. Of which, documents to go public are usually reviewed by multiple people. The question is how you share these documents.

Sending Word and Excel files as attachments to emails are not recommended as it is not only troublesome but also entails greater information security risks. Google Drive allows users to share documents with secondary groups, so try collaborative editing using Google Docs and Google Sheets. As these files are updated real time, this function can be used for brainstorming during a meeting.

The flow from file creation to sharing is as follows:

1. Open Google Drive (<http://drive.g.iimc.kyoto-u.ac.jp/>).
2. Select My Drive from the left column on the screen, click New in the upper left corner, and select the type of file you want to create.



3. A file opens in a separate tab, so fill in the content.
4. Click the “Share” button on the upper right corner to share the file you created (or right click on the file in the My Drive top page and select “Share”).
5. Enter who you want to share the file with. You can specify each individual one by one, but it is much easier to use secondary group addresses.
6. Click “Send” with the “Notify” box checked, and an email to notify that the file is shared is sent to the target addresses.



Actually, we have written this feature article using the collaborative editing function of Google Docs.

2-2. Master Mailing list function

Below are three examples of using the enhanced mailing list function.

A. Archive emails and share them with new members

When you are assigned to a new department, you might want to know the past email communications conveyed among the group members.

Emails sent to secondary groups can be archived (stored). Only members can view the archive emails online.

Enable the archive function, and share past emails with new members.

View archives

To view archived emails, follow the steps below.



- (1) Click the circle User icon in the upper right corner, and click “Groups” (if the Groups icon is not displayed, click “More” from Google).
- (2) Click “My Groups.”



- (3) A list of secondary groups of which you are a member is displayed, so click the name of the secondary group you want to view the archive of.
- (4) Archived emails are listed as follows: Click the subjects to see the detail.



- * To start archiving, “Google Group Owner” of each secondary group must change the settings. For specific procedures, refer to “Operating procedures_Google Groups default settings” in the faculty&staff groupware manual. [For the exact location of the manual, refer to 3. Manuals and FAQs]

B. Number emails for easy reference.

When we talk about a specific email, we tend to say “About the email with the subject XXXX received on HH:MM from Y-san...”

There is a function to automatically attach prefixes or serial numbers to emails sent to the secondary groups (e.g., [Inquiry about XX system: 123], [XX Project: 55]). This makes it easier to talk about specific emails (e.g., “About [Inquiry about XX System: 123]...”)

- * Senders cannot know the serial numbers attached to emails they sent.
- * To set prefixes or serial numbers to the subject of emails, “Google Group Owner” of each secondary group must change the settings. Open the Google Groups administration page, click “Settings,” “email options,” and enter [ML name: %d] in the “Subject Prefix” field. For details, refer to “Operating procedures_Google Groups default settings” in the faculty&staff groupware manual. (“ML name” is optional. “%d” refers to numbers) [For the exact location of the manual, refer to 3. Manuals and FAQs]

C. Change the posting privilege depending on your purpose.

Want to receive emails from only those you authorized?

You can do that by limiting people who can send (post) emails to the secondary groups. By default, only those who have the faculty&staff email accounts (****@kyoto-u.ac.jp) can post messages to the secondary groups. You can change these settings depending on the purpose of using the secondary groups.

- * To change the posting privilege, “Google Group Owner” of each secondary group must change the settings. For specific procedures, refer to “Operating procedures_Google Groups default settings” in the faculty&staff groupware manual. [For the exact location of the manual, refer to 3. Manuals and FAQs]
- * Go to “Privileges,” click “Posting privilege,” and change the setting value for “Post” to the following:

Poster	Setting value (Post)	Usage example
Anyone	Anyone on the Web	- Inquiries, accepting applications
Restricted to the faculty and staff members of Kyoto University	All members of the organization (default)	- Inquiries, accepting applications (on-campus faculty and staff members only)
Restricted to members	All members of the group	- Projects, working groups
Restricted to owners	Group owners	- Notifications that do not need to reply to - Email newsletters

Periodic review, please!

“Secondary group” feature is convenient, but as its usage grows, the importance of managing them inevitably increases. We ask you to conduct periodic review of secondary groups by following the steps below:

1. Member confirmation [Garoon: Secondary group search]

First, you need to know what secondary groups you have and who the members are. Go to the faculty&staff groupware, and select “Staff member search” and then “Secondary group search” to conduct a check. You can narrow the search using the search window, etc., at the top of the screen. To see the detail of each record, click the blue button on the far left (open the record details).

Please note that “Secondary group search” only allows you to view the recorded information. You can neither change records nor request their deletion from this page.

2. Deletion of secondary groups and member changes [Garoon: Secondary group request]

When you find secondary groups to update or delete, make a request for edit or deletion by going to the faculty&staff groupware, clicking “Links,” selecting “Requests and tools,” clicking “Secondary group request,” and then selecting “Secondary group request (edit/delete).” If you select the secondary group in the “Category” field and “Secondary group name” field, the information currently recorded is set, so update as needed. To delete the secondary group, check the deletion box at the bottom of the screen. To complete the request, click Set a route, Confirm the details, and Request. The secondary group will be updated or deleted in the next run of synchronization conducted hourly.

Note that if you edit groups from Google Groups (G Suite), it might hinder the use of the Group function, so make sure you edit or delete secondary groups using Garoon request forms.

3. Manuals and FAQs

For manuals and FAQs about the faculty&staff groupware and email, please see below.

Faculty&staff groupware manual

Faculty&staff groupware > Links > Manuals, FAQs, Contact > faculty&staff groupware manual

Faculty&staff groupware FAQs

<http://www.iimc.kyoto-u.ac.jp/ja/faq/portal/groupware/>

Faculty&staff email (KUMail) FAQs

http://www.iimc.kyoto-u.ac.jp/ja/faq/mail/next_kumail/

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