

第2章 管理GWS

练习1

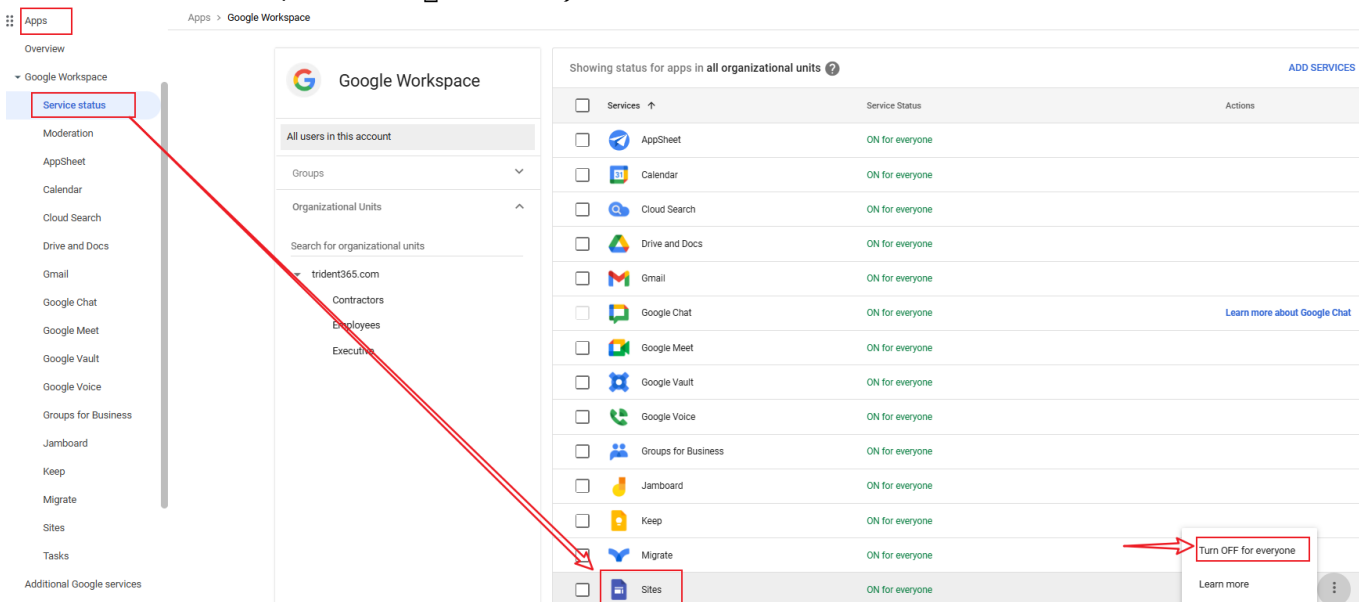
准备GWS的域名，这个在第一章已经完成了，跳过。

练习2

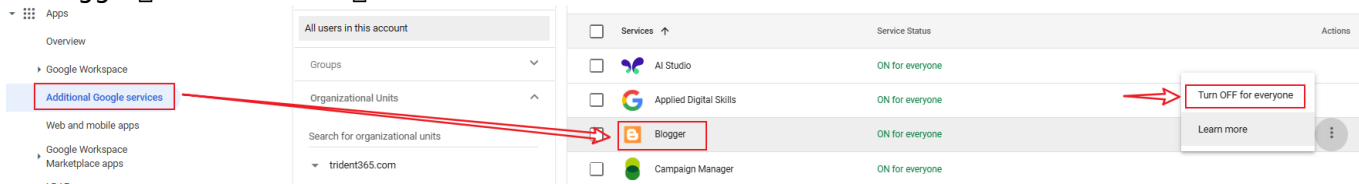
打开或关闭某个Service[]主要有以下几类

- 1. Google workspace,包括Gmail[]Calendar,Drive,Docs等，属于核心服务
- 2. Additional Google Service,如Blogger[]Google Books等，不属于GWS的技术支持范围
- 3. Marketplace apps,这些是第三方应用。

现在要针对所有用户，关闭Sites[]谷歌网站) 这个服务



然后再关闭Blogger服务，因为它不属于核心服务，所以要选择AdditionalGoogleService[]然后找到Blogger[]同样的方法OFF[]



检查是否生效，从9个点处找到Sites[]点击后发现无权访问。

We are sorry, but you do not have access to Sites. Please log in to your Admin Console to enable it. [Go here to learn more.](#)

[Sign in with a different account](#)



有些服务依赖于其他服务，所有依赖的服务ON之后才能访问

练习2

针对某个OU进行前面关闭的Sites功能的ON操作

The screenshot shows the Google Admin console interface. On the left, a tree view of organizational units is shown under 'trident365.com', with 'Executive' selected and highlighted by a red box. A red arrow points from this box to the 'Sites' service in the main table. The table lists various services with their status and inheritance. The 'Sites' service is currently 'OFF' and 'Inherited'. A context menu is open over the 'Sites' row, with 'ON (Override)' selected and highlighted by a red box. Other services listed include Drive and Docs, Gmail, Google Chat, Google Meet, Google Vault, Google Voice, Groups for Business, Jamboard, Keep, and Migrate.

只选择Executive这个OU，然后选择Sites，ON，Override，即可。再关闭GoogleChat，有点奇怪的Chat没有3个点可以直接OFF，需要点开后再OFF

The screenshot shows the Google Chat settings page for the 'Contractors' group. The 'Service Settings' section is expanded, showing 'Chat' settings. The 'Chat' service is currently 'Inherited'. The settings are set to 'ON for everyone', with the 'OFF for everyone' option selected and highlighted by a red box. A red box also highlights the 'OVERRIDE' button at the bottom right of the settings panel. The 'CANCEL' button is also visible.

练习3

针对Groups，ON某一个服务，新开一个Edge浏览器的无痕浏览，然后以Ellie.gray的账号登录，确认她无法访问GoogleSites



很抱歉，您无权使用 Google 协作平台。以下是一些可能的原因：

- 管理您账号的组织已为其用户停用这项服务。
- 贵组织的**管理员**可能暂时停用了您的账号。
- 您的 Google Workspace 订阅可能已不再有效。

如要使用这项 Google 服务，您可能需要尝试使用其他账号登录。如果仍需帮助，请与**贵组织的**管理员****联系。

创建一

个新Group

Group details

Group name *

Enter a name that identifies the group in lists and messages.

Group email *
 @
Enter an email address for the group.

Group description

Enter the purpose of the group or how it's used.

Group owners
 Who will have the owner role for this group.
 Search for a user's name or email address

Group labels


Mailing
 For email and distribution lists

Security
 To easily identify and manage groups you apply policies to, such as access control, add the Security label to them. [Learn about security groups](#)
 For controlling access to sensitive data and resources. You can't remove this label.

[NEXT](#)

添加Ellie到该组，然后切换到Apps>Google Workspace>Service Status,Groups搜索，找到Access.Sites, 然后在右侧找到Sites选择TURN ON 再次访问Sites发现已经可以打开了。

The screenshot shows the Google Workspace Admin console. On the left is a navigation menu with 'Service status' selected. The main area is titled 'Showing status for apps in Access Sites'. A table lists various services with checkboxes for 'Service Status' and 'Actions'. The 'Groups' section is highlighted with a red box, and the 'Access Sites' entry is also highlighted. At the bottom of the table, the 'Sites' service is highlighted, and a red arrow points to the 'TURN ON' button.

 1.如果某个服务已经为整个组织ON了，那么在Group设定中不能把它OFF 2.一个Access Group可以包括任意OU的用户，也可以包含另一个Group（在Member里添加）

练习4

设置服务的发布通道（快慢）

The screenshot shows the 'Account settings' page in Google Workspace. The 'Preferences' section is expanded to show 'Release preferences'. Under 'New features', there are two options: 'Rapid release' (selected with a red arrow) and 'Scheduled release'. The 'Rapid release' option is described as 'Your users receive new features when Google releases them'. The 'Scheduled release' option is described as 'Your users receive new features typically 1-2 weeks after Rapid Release. You can learn about the feature and notify users before it's released'. There are 'CANCEL' and 'SAVE' buttons at the bottom right.

测试1

For a domain that has implemented an organizational hierarchy, at what levels can Google Workspace services such as Sites and Gmail be turned on AND off? (Choose 2)

1. At the domain level
2. At the organization level
3. **At the OU level**
4. **At the group level**

What is the correct pathway in the admin console to getting to Google Workspace core services list?

1. Admin Console > Apps > Additional Google services
2. Admin Console > Apps > SAML apps

3. Admin Console > Apps > Google Workspace

4. Admin Console > Apps > Marketplace apps

All Additional Google services are turned ON by default.

1. True
2. **False**



有少数Additional Google Service是默认OFF的，如CS First和EarlyAccessApps

Which four of these apps are Google Workspace core services that are covered in the Google Workspace Terms of Service? (Choose 3)

1. **Sites**
2. Blogger
3. Currents
4. **Google Drive**
5. **Google Calendar**

练习1 配置Gmail的通用用户设置

1. 允许用户选择自己喜欢的主题
2. 不允许邮件发送已读回执
3. 允许用户代理访问邮箱
4. 允许离线Gmail
5. 不允许外包商代理访问邮箱或是使用离线Gmail

The screenshot displays the Gmail settings page for the domain 'trident365.com'. On the left, a navigation menu lists various Google Workspace services, with 'Gmail' selected. The main content area is divided into sections:

- Smart features and personalization:**
 - Themes:** 'Let users choose their own themes' is set to **ON** (默认ON).
 - Email read receipts:** 'Do not allow email read receipts to be sent' is set to **OFF** (默认不允许).
- Mail delegation:**
 - 'Let users delegate access to their mailbox to other users in the domain' is set to **ON** (默认OFF).
 - Sender information shown to recipient: 'Allow users to customize this setting' is checked.
 - Group delegation settings: 'Allow users to grant their mailbox access to a Google group' is unchecked.

At the bottom right, there is a '1 unsaved change' indicator and buttons for 'CANCEL' and 'SAVE'.

Gmail web offline
Applied at 'trident365.com'

Gmail web will natively run offline (Chrome only). [Learn more](#)
This replaces the Gmail offline Chrome application.

Enable Gmail web offline

Offline data on device

From the Gmail settings, users can choose whether offline data is kept/removed from their computer after they sign out of their Google account. Keeping data on the device is not recommended on shared computers. Deleting data on sign out will require Gmail to be resynced each time users sign in, which may take a few hours.

Force deletion of offline data on sign out of Google account

Users will not be able to choose whether offline data is kept or removed on sign out.

i Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

1 unsaved change CANCEL SAVE

再选择Contractors的OU，关闭Gmail离线模式，也关闭邮件代理访问。

trident365.com

Contractors

Employees

Executive

Name format

Inherited from 'trident365.com'

Names containing Chinese, Japanese, or Korean characters will not be affected.

First Last

Allow users to customize this setting: ON

Gmail web offline

Inherited from OU: 'trident365.com'

Gmail web will natively run offline (Chrome only). [Learn more](#)
This replaces the Gmail offline Chrome application.

Enable Gmail web offline

Offline data on device

From the Gmail settings, users can choose whether offline data is kept/removed from their computer after they sign out of their Google account. Keeping data on the device is not recommended on shared computers. Deleting data on sign out will require Gmail to be resynced each time users sign in, which may take a few hours.

Force deletion of offline data on sign out of Google account

Users will not be able to choose whether offline data is kept or removed on sign out.

i Override will overrule the settings inherited from parent organizational unit 'trident365.com'
Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

CANCEL **OVERRIDE**

练习2

针对Executives的OU打开GWS同步功能（公司只允许对管理层开放GWSMO，GWS与Outlook的同步）。

Showing settings for users in trident365.com

End User Access

POP and IMAP access
Applied at 'trident365.com'

Enable IMAP access for all users [Learn more](#)

Allow any mail client

Restrict which mail clients users can use (OAuth mail clients only)

Comma separated list of OAuth client ids (maximum 20)

Enable POP access for all users [Learn more](#)

i Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

Apps>Google Workspace>Gmail>End User Access,找到POP and IMAP access,对整个公司关闭IMAP和POP访问。

Google Workspace Sync

Applied at 'trident365.com'

Download Google Workspace Sync for Microsoft Outlook.

Google Workspace Sync for Microsoft Outlook is a plugin that provides high fidelity contacts, calendar and email synchronization. It also provides access to Free/Busy information for users at trident365.com and to the Global Address List for trident365.com from within Outlook's Calendar. It enables your users to use Outlook easily with Google Workspace.

Enable Google Workspace Sync for Microsoft Outlook for my users [Learn more](#)

i Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

1 unsaved change CANCEL SAVE

关闭Sync，然后只选择管理层，再打开Sync即可。

https://support.google.com/a/answer/4455451?hl=zh-Hans&ref_topic=22447&sjid=13335410792753334229-AP 如果公司有用户想使用Outlook而不是网页版，那么他们可以使用GWSMO，如果想把所有数据迁移至GWS，则可以使用迁移工具GWMMO。

练习3

配置合规性政策 IT经理想遵循Google的最佳实践，一个是在邮件末尾添加合规脚注（对外邮件），另一个是禁止用户收到包含视频，多媒体或是音乐附件的外部邮件。

The screenshot shows the Google Admin console interface for Gmail settings. On the left, the 'Google Workspace' menu is visible, with 'Gmail' selected. The main content area is titled 'Gmail' and shows 'Status: ON for everyone'. Below this, there's a section for 'Organizational Units' with a search bar and a list including 'trident365.com', 'Contractors', 'Employees', and 'Executive'. The 'Compliance' section is highlighted with a red box, and the 'Append footer' option is also highlighted. A red arrow points to the 'CONFIGURE' button in the bottom right corner of the compliance settings area.

Add setting

Append footer

[Learn more](#)

Trident365 compliance footer

1. For all outbound email messages, append the following footer

B *I* U x x^2

Font

Background Color

Font Color

This message (and any associated files) may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply email and delete this message. Thank you for your cooperation

2. Options

Append the footer to messages being sent within your organization.

公司内部邮件不添加

CANCEL

SAVE

附件设定如下：

Add setting

Attachment compliance

[Learn more](#)

Remove video and music attachments

1. Email messages to affect

- Inbound
- Outbound
- Internal - Sending
- Internal - Receiving

2. Add expressions that describe the content you want to search for in each message

If ANY of the following match the message ▾

Expressions
No expressions added yet. Add



ADD

Add setting

File type

The attachment is of type

Office documents (.doc, .xls, .ppt...)

- Office documents which are encrypted
- Office documents which are not encrypted

Video and multimedia (.mpg, .mov, .avi...)

Music and sound (.mp3, .wav, .aiff...)

Images (.jpg, .gif, .png...)

Compressed files and archives (.zip, .tar, .gz...)

- Compressed files and archives which are encrypted
- Compressed files and archives which are not encrypted

Custom file types - Match files based on file name extension

e.g. zip, rar

Also match files based on file format ([supported types](#))

Note: For your protection, all executables are automatically rejected.

CANCEL

SAVE

Add setting

3. If the above expressions match, do the following

Modify message

Headers

- Add X-Gm-Original-To header
- Add X-Gm-Spam and X-Gm-Phishy headers
- Add custom headers

Subject

- Prepend custom subject

Route

- Change route

Envelope recipient

- Change envelope recipient

Spam

- Bypass spam filter for this message

Attachments

- Remove attachments from message

Append this text to notify recipients that attachments have been removed:

提示语

<<< Attachments were removed because of an administrator policy. >>>

确认效果：

Test for compliance footer

收件箱 x



 <zzt@trident365.com>

20:33 (0分钟前)



发送至我 ▾

Test

This message (and any associated files) may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply email and delete this message. Thank you for your cooperation




8:35 PM (0 minutes ago)



to me ▾

Thx

 <zzt@trident365.com> 于2025年1月22日周三 20:33写道:

Test

This message (and any associated files) may contain confidential and/or privileged information. If you are not the intended recipient or authorized to receive this for the intended recipient, you must not use, copy, disclose or take any action based on this message or any information herein. If you have received this message in error, please advise the sender immediately by sending a reply email and delete this message. Thank you for your cooperation

<<< Attachments were removed because of an administrator policy. >>>

测试2

Which of the following actions can be taken on a message when an attachment compliance rule is matched? (Choose 3)

1. **Modify message**
2. **Reject message**
3. Deliver message
4. **Quarantine message**

Which of these settings do the users control from their Gmail settings? (Choose 2)

1. Create a personal email alias
2. Name format (eg. First, Last)

- 3. Add POP3 accounts to the user's inbox
- 4. Display language for the Gmail interface

Which of the following settings cannot be set from the Gmail service settings?

- 1. Default language
- 2. Name format
- 3. Allow users to delegate access to their mailbox
- 4. Allow users to set Gmail themes

练习1 设置日历共享 公司想允许内部，但禁止外部共享日历，对外只能显示闲/忙

默认对外只显示闲/忙

Internal sharing options for primary calendars
Applied at 'trident365.com'

Within trident365.com - set default

Users will be able to change this default setting. Super Admins have 'Make changes and manage sharing' access to all calendars on the domain. [Learn more](#)

- No sharing
- Only free/busy information (hide event details)

Share all information

i Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

CANCEL SAVE

再设定第二日历，对外只显示闲/忙

Apps > Google Workspace > Settings for Calendar > General settings



Primary日历每个用户只有一个，是创建事件的默认日历，也是分享给他人查看时默认显示的日历，无法删除。而Secondary日历，通常用于组织特定类型的事件，如PJ会议，假期安排或个人兴趣爱好等，可以根据需要创建，删除，隐藏或分享Secondary日历，可以为不同Secondary日历设定不同的访问权限。

练习2

设置日历资源 所有用户可以预订会议室，但是Boardroom只有Ellie可以预定，这类似于役員会议室只有高管可以预定一样。试用的Business Plus版本好像无法查看练习步骤中的内容，这个练习跳过。

测试3

What are Calendar Resources? (Choose 2)

1. **Bookable conference rooms**
2. Contacts
3. **Bookable equipment**
4. Calendar dates

What can users control when it comes to their Calendar?

1. Users control what they share externally from their secondary calendars
2. Users control what they share externally from their primary calendar
3. Users can create their own resources
4. **Users control what they share internally**

Which Calendar settings can an administrator control for everyone in the organization? (Choose 2)

1. **Default level of internal sharing for primary calendar**
2. Calendar delegation to other users
3. **Highest level of external sharing for primary calendars**
4. Access to individual calendar labs
5. Time zone selections for calendar display

What are recommended to be configured before adding resources to the organization? (Choose 2)

1. **Features**
2. Groups to provide access to each resource
3. Locations
4. **Buildings**

练习1 允许用户将资料分享给外部，但不允许发布到网上。内部分享，则是只要有Link就可以查看。

Showing settings for users in trident365.com

Sharing settings

Sharing options
Applied at 'trident365.com'

Sharing outside of trident365.com
Select the highest level of sharing outside of trident365.com that you want to allow:

- OFF - Files owned by users or shared drives in trident365.com can't be shared outside of trident365.com
- Allow users in trident365.com to receive files from users or shared drives outside of trident365.com
- ALLOWLISTED DOMAINS - Files owned by users or shared drives in trident365.com can be shared with Google accounts in compatible allowlisted domains. [Learn more](#)
 - No domains allowlisted. [CONFIGURE](#)
 - Warn when files owned by users or shared drives in trident365.com are shared with users in allowlisted domains
 - Allow users in trident365.com to receive files from users or shared drives outside of allowlisted domains
 - Allow users or shared drives in trident365.com to share items with non-Google users in trusted domains using visitor sharing. [Learn more](#)
- ON - Files owned by users or shared drives in trident365.com can be shared outside of trident365.com
 - Warn when files owned by users or shared drives in trident365.com are shared outside of trident365.com
 - Allow users or shared drives in trident365.com to share items with people outside trident365.com who aren't using a Google account
 - When sharing outside of trident365.com is allowed, users in trident365.com can make files and published web content visible to anyone with the link

取消勾选

参考资料：1.<https://support.google.com/a/answer/60781>
 2.<https://support.google.com/docs/topic/4671185>

General access default
Applied at 'trident365.com'

When users in trident365.com create items, the default access will be:


- Private to the owner
- The primary target audience can access the item if they have the link
- The primary target audience can search and find the item. [Learn more](#)

i Most changes take effect in a few minutes. [Learn more](#)
 You can view prior changes in the [Audit log](#)

1 unsaved change CANCEL SAVE

放开Link分享，主要基于2点考虑：

1. 便于内部分享，但外部获得链接也无法打开，因为需要组织账户的登录
2. 文档的链接不容易出现在搜索结果中（如果大家都用Notion的话，这个搜索结果有可能包含文档链接）

 分享设置优先于共享Drive的外部分享设置，如果对公司全体禁用了外部分享，那么共享Drive的管理者[Manager]也不能开共享，即使他们可以改设定



Sharing options

Applied at 'trident365.com'

Sharing outside of trident365.com

Select the highest level of sharing outside of trident365.com that you want to allow:

OFF - Files owned by users or shared drives in trident365.com can't be shared outside of trident365.com

Allow users in trident365.com to receive files from users or shared drives outside of trident365.com

ALLOWLISTED DOMAINS - Files owned by users or shared drives in trident365.com can be shared with Google accounts in compatible allowlisted domains. [Learn more](#)

No domains allowlisted.

[CONFIGURE](#)

Warn when files owned by users or shared drives in trident365.com are shared with users in allowlisted domains

Allow users in trident365.com to receive files from users or shared drives outside of allowlisted domains

Allow users or shared drives in trident365.com to share items with non-Google users in trusted domains using visitor sharing. [Learn more](#)

设定白名单，会自动跳转到这里

- ▶ Devices
- ▶ Apps
- ▶ Generative AI
- ▶ Security
- ▶ Data
- ▶ Reporting
- ▶ Billing
- ▶ Account

Account settings

Admin roles

Domains

Overview

Manage domains

[Allowlisted domains](#)

Allowlisted domains (0)

[Add domain](#)

Domain

练习2 迁移所有权

文档可以有許多Editor和Viewer，但同一时间只能有一个Owner，默认创建者是Owner，但可以转移。



 虽然所有权交出去了，但原Owner仍然有编辑权限

Your Google Workspace data transfer was successful for Samantha Morse to Ellie Gray 收件箱 x

The Google Workspace Team <worksp... 21:37 (0分钟前) ☆ ↶ ⋮
 发送至 我 ▾

2个人都会收到邮件通知

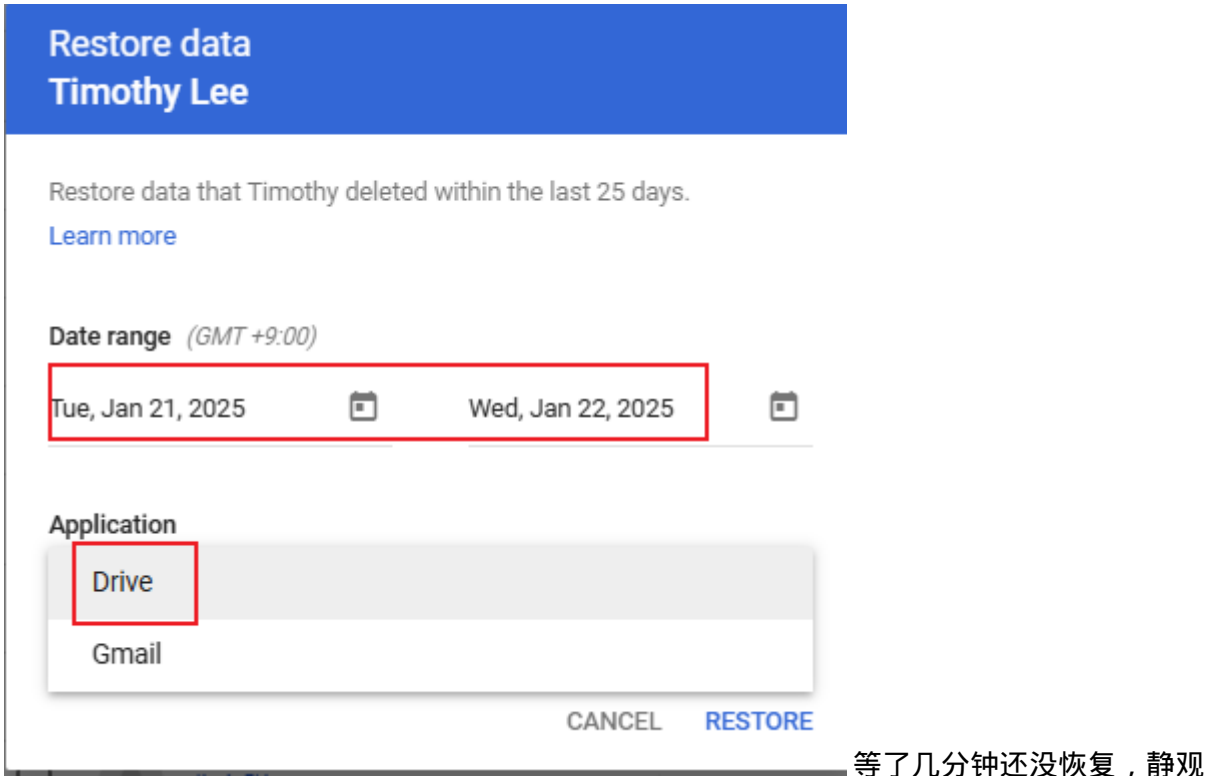
练习3

恢复被删除的文件 你可以恢复最远25天前删除的文件。使用Tim的账号，新建一个表格文件，然后放入回收站，再清空



再用管理员账号，为Tim恢复数据

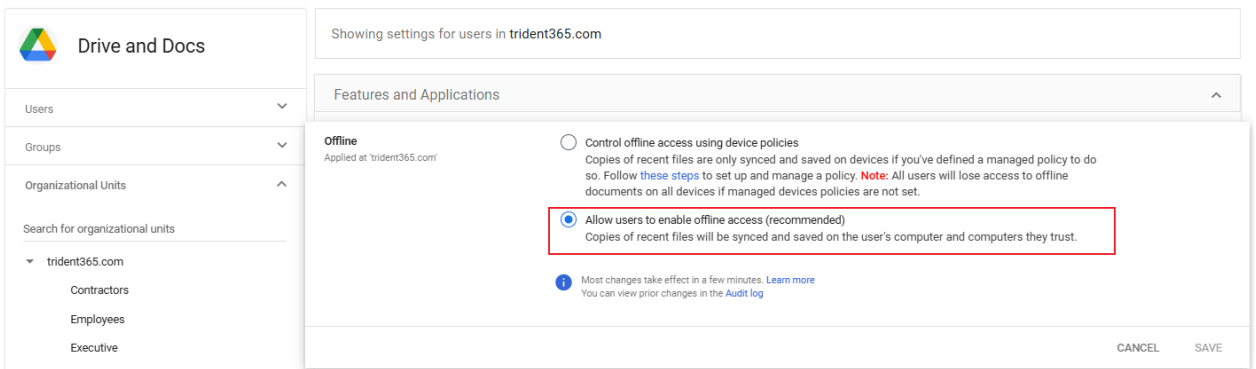




练习4

允许文档的离线访问 对于海外出差的人来说，这个就类似于本地保存(DSFolder)

Apps > Google Workspace > Settings for Drive and Docs > Features and Applications



默认是打开的 参考资料：<https://support.google.com/docs/answer/6388102> 问题Sam可以使用Firefox来访问他的离线文档吗？

1. 不可以，必须使用Chrome或是Edge浏览器，且不要使用无痕浏览。

问题Sam需要安装什么app

1. 需要安装Google文档离线功能的Chrome扩展

问题Sam需要采取哪些步骤

1. 打开GoogleDrive
2. 设置，离线设置



Google 文档的离线功能

从Chrome中移除

google.com 2.3 ★ (6,847 个评分)

扩展程序 工作流程与规划



练习5

谷歌硬盘桌面版，允许用户自己安装。

Google Drive for desktop

Enable Drive for desktop
Applied at 'trident365.com'

- Allow Google Drive for desktop in your organization
Google Drive for desktop lets users stream My Drive and shared drives from their desktop without downloading all of their files
- Only allow Google Drive for desktop on authorized devices
This will only enable access on devices that are managed by your organization. This list of authorized devices can be defined [here](#). [Learn more](#)
- Show Google Drive for desktop download link
Allow users to install Google Drive for desktop by downloading an installer from the Drive web application
- Allow users to enable real-time presence in Microsoft Office from Google Drive for desktop
Real-time presence allows users to see who else is editing shared Microsoft Office files

这个要配合Device管理才行

Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

CANCEL SAVE

中搜索

盘

名称

设置

- 获取桌面版云端硬盘
- 键盘快捷键

练习6

创建共享Drive

Shared drive creation
Applied at 'trident365.com'

Prevent users in trident365.com from creating new shared drives
Use this setting to protect your organization from misuse of shared drives. [Review best practices for shared drive permissions.](#) **用户可以自己创建，这个权限不应该放开**

Organizational unit for new shared drives

When users in trident365.com create a shared drive, it will be assigned to the following organizational unit

- The creator's organizational unit
- Selected organizational unit:

trident365.com [Change](#)

When people in trident365.com create shared drives, these are the default settings. The settings won't change if a shared drive is moved to a different organizational unit. To override individual shared drive settings, go to [Manage shared drives](#).

Allow members with manager access to override the settings below

Allow users outside trident365.com to access files in shared drives **适合与外部的共享Drive**
This setting depends on Sharing outside of trident365.com. [Learn more](#)

Allow people who aren't shared drive members to be added to files

Allow viewers and commenters to download, print, and copy files **这个不勾选是安全的**

Allow content managers to share folders
[Learn more](#)

i Most changes take effect in a few minutes. [Learn more](#)
You can view prior changes in the [Audit log](#)

使用Tim的账号创建共享Drive

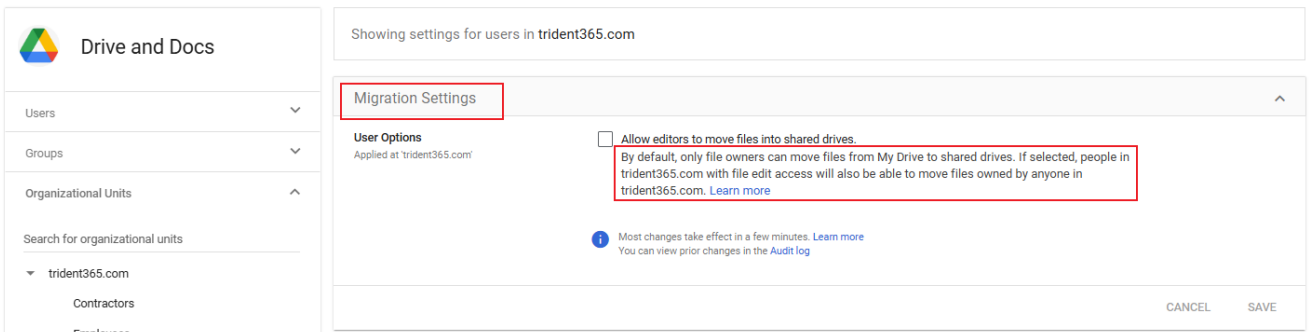


然后添加共享对象



如果禁止同外部分享，则所有包含外部用户的Drive也会断开外部访问

练习7



在Drive and Docs>Manage shared drives处可以管理所有共享Drive[]设定里可以允许Managers来修改设定。这里取消勾选，然后保存。再用Tim账号登录，发现已经变成灰色，不能更改了。



The screenshot shows the 'Shared drive settings' dialog box. At the top, there are columns for 'Name', 'Organizational unit', 'Status', 'Date created', 'Creator', and 'Storage used'. The 'Organizational unit' column has a 'NEW' badge. The 'Creator' column shows 'tim.lee@trident365.com' and '0 KB'. The 'Shared drive settings' dialog has a question mark icon in the top right. The settings are as follows:

- Allow managers to modify shared drive settings (highlighted with a red box)
- Access**
 - Allow people outside of trident365.com to access files
Only applies if this shared drive's organizational unit allows sharing outside trident365.com. [View Drive sharing settings](#)
 - Allow people who aren't shared drive members to access files
- Role permissions**
 - Allow content managers to share folders
 - Allow viewers and commenters to download, print, and copy files

A blue 'Done' button is at the bottom right of the dialog.

测试4

Your company allows external sharing of documents but your CEO is concerned about how documents are shared externally. As the administrator, which additional protections might you put in place? (Choose 2)

1. **Require a Google sign in when viewing a shared file**
2. **Enable the feature that warns users when sharing outside the organization**
3. Allow users to share publicly
4. Ensure users are only allowed to share with users in the global directory.

Your company wants to adopt the policy that new documents will be shared internally with everyone in the company. This way users won't have to explicitly share new documents with others. What's the recommended way to set this up?

1. Have users save their docs to a Google Group that everyone belongs to
2. Have users save their docs to a shared drive that everyone belongs to
3. **Change Link Sharing Defaults to "ON - Primary target audience with the link"**
4. Have users save their docs to a My Drive folder that is shared with everyone

From which places can you transfer file ownership from one user to another? (Choose 2)

1. From the user's My Drive folder
2. The user's profile in the admin console
3. **From the Drive and Docs service settings page**

4. When deleting a user from the admin console

A user left your company last month and you deleted their Google Workspace account 15 days ago. You have been contacted as the administrator and asked if you can recover the deleted user's documents. What should you do?

1. Advise the requester that you cannot restore a deleted user's files.
2. Advise the requestor that 14 days after account deletion, all data is purged so you cannot recover any documents
3. **Restore the user, transfer the files to a new owner, and delete the user again.**
4. Restore the files from the deleted user's account

Which of the following actions can you NOT take as administrator from the Managed shared drives area in the admin console?

1. **View drive contents**
2. Manage members
3. Delete a shared drive
4. Restore a deleted drive or files
5. Manage shared drive sharing settings

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