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1 Introduction

Groups.io provides people who share common interests with an ad-free platform for communicating with each other through email groups and group websites.

Subject to the features and permissions enabled by the group’s owner, members of a group can:

- Send messages to the group either through the group’s website or by email.
- Use the group’s web-based features:
  - Calendar
  - Chat rooms
  - Files
  - Databases
  - Photos
  - Polls
  - Wiki

For more information about the features and benefits of Groups.io, see the Features page on the Groups.io website.

Groups.io provides three levels of plans: a free Basic level and two paid levels, Premium and Enterprise. See the Plans and Pricing page on the Groups.io website for a feature comparison and pricing information.

2 Conventions used in this documentation

2.1 User interface

The step-by-step instructions in this documentation for using web-based features of Groups.io assume you are using a web browser on a computer, not on a mobile device. Most of those instructions also assume that you are logged in to a Groups.io account.

2.2 Variable text

Text that is variable is enclosed in square brackets.

Examples:

- “The following message was included by [name of group owner or moderator]"
  In this example, [name of group owner or moderator] represents the display name the group owner or moderator set for himself or herself in the group.

- “Send your message to [groupname]@groups.io.”
  In this example, [groupname] represents the actual name of the group.

2.3 Terminology

See the Glossary for a list and definitions of common terms used in Groups.io.
3 Joining groups

3.1 Overview

Groups.io provides several ways that prospective members can join (subscribe to) groups:

- Find a group in Groups.io’s public list of groups and submit a request to join.
- Receive and respond to an invitation from a group owner or moderator to join the group.
- Receive a notice from a group owner or moderator that you have been directly added to a group.
- Send an email message to the group’s subscription email address.

Group owners set the default email message delivery method for their groups. However, after you join a group, you can select a different delivery method for that group’s email messages as well as use other options to help you manage messages. See Controlling your email subscription preferences.

Note: If you are new to Groups.io, also see Understanding Groups.io accounts.

3.2 Joining a publicly listed group through the group’s website

Groups.io maintains a directory of publicly listed groups that you can search to find groups you might be interested in joining. When you find a group you are interested in, you can submit a request to join it:

1. Go to the Groups.io website and click the Find or Create a Group link at the top of the page.
2. On the Publicly Listed Groups page that appears, look for a group that you are interested in. You can use these methods to narrow the list:
   - Enter keywords in the Search field at the upper right and then click the Search button.
   - Use the left navigation menu options to filter the list of groups:
     - Most Popular
     - Most Active
     - Newest
     - By Name
3. When you find a group that you want to join, click its link to go to its home page on Groups.io.
   Note: Someone who has been banned from a group that they want to join will be unable to get to that group’s home page while they are logged in to Groups.io.
4. On the group’s home page, look for a button you can click to join the group:
   - If it is an unrestricted group that anyone can join without requiring approval from the group’s moderators, the button is labeled Join This Group.
   - If it is a restricted group that requires membership requests to be approved by the moderators, the button is labeled Apply For Membership In This Group.
5. Click the button and follow the subsequent instructions.
3.3 Responding to an invitation to join a group

Group owners and moderators can invite prospective members to join their groups by sending email invitations. In many cases, such groups will not be listed in the public directory on Groups.io.

If you receive an emailed invitation to join a group:

- The subject line of the email message will be “Invitation to join the [groupname]@groups.io group” (with the actual group’s name in place of [groupname]).
- A personal note from the group owner or moderator who sent the invitation might be included in the text of the message.
- You can accept the invitation by replying to the email or clicking a link to accept the invitation on the group’s website.

Note: If a group owner or moderator informs you that they invited you to join the group, but you have not received the invitation email, check the spam folder in your email application or webmail interface. If the invitation ended up in that folder, ensure that you mark it as not spam so your email provider’s filters will start learning to accept messages from the groups.io domain as legitimate.

3.4 Receiving a notice that you have been added to a group

In Premium and Enterprise groups, owners and moderators can add members directly without having to send invitations and wait for responses. If you receive an email message with a subject line of “You have been added to the [groupname]@groups.io group,” the group’s owner or a moderator has added you directly to that group.

Note: The email message contains a link that you can click to remove yourself from the group in case the addition was a mistake.

3.5 Joining a group by email

If you have been given the subscription email address for the group, or you happen to know the group’s name, you can send an empty email message to the subscription address to join the group (or request membership, if the group is restricted). The format of the subscription email address is:

[groupname]+subscribe@groups.io

(Substitute the actual group name for [groupname].)

Important: After you send a message to a group’s subscription email address, you will receive a confirmation request message from Groups.io. You must respond to that confirmation request to complete your subscription and join the group.

Tip: For other email addresses you can use for actions related to your group membership, see Standard group email addresses.

3.6 Joining subgroups

Premium and Enterprise groups (and Basic groups that existed before January 15, 2020) can have subgroups. A subgroup is a group within another group and contains a subset of the members of the parent (primary) group. Subgroups have all the functionality of normal groups, but for you to be a member of a subgroup, you must first be a member of the parent group. If you join a group that has subgroups, the group’s owner or moderator will determine whether to include you as a member of any subgroups and invite or add you to them accordingly. You also might be allowed to join a subgroup on your own, depending on the group’s settings.

Note: If you receive an invitation to join a subgroup and you are not a member of the parent group, you will be added to the parent group automatically when you accept the subgroup invitation.
3.7 Responding to a “Confirm your subscription” message from Groups.io

In certain situations, you will receive a message from Groups.io asking you to reply to complete your subscription. The situations that generate this message are:

- You do not have a Groups.io account, and you click a Join This Group button on a group’s website.
- You have a Groups.io account but you are not logged in to it, and you click a Join This Group button on a group’s website.
- You are logged in to a Groups.io account but you do not yet belong to any groups, and you click a Join This Group button on a group’s website.
- You send an email request to join a group that is restricted (that is, a group owner or moderator must approve membership requests).
- You change the email address in your Groups.io account.
- You create a new Groups.io account.

The subject line of the message is “Confirm your Groups.io subscription.” You must reply to that message (you do not need to include any additional text) to verify your email address and complete your subscription.

Note:

- If you do not respond to the “Confirm your Groups.io subscription” message, you will not receive group messages or have access to the group’s website on Groups.io.
  Tip: If you think you should be getting group messages but you are not receiving any, check the spam folder in your email application or webmail interface in case a “Confirm your Groups.io subscription” message was routed there mistakenly by your email provider.
- After you belong to at least one group, you will not receive “Confirm your Groups.io subscription” messages for additional groups that you join by using the Join This Group button on those groups’ websites.
4 Understanding Groups.io accounts

4.1 Overview

A Groups.io account is identified by your email address and is an online record of this Groups.io information associated with that email address:

- Which groups you belong to at that address
- Your Groups.io password (if you set one) or social login method (if you use one) for that address
- Preferences and settings that apply to all the groups you belong to at that address

If you do not have a Groups.io account when you join your first Groups.io group, a Groups.io account is created for you and associated with the email address you used to join the group. Alternatively, you can sign up for a Groups.io account before you join any groups using that email address.

Note: If you use more than one email address, you might have a different Groups.io account associated with each email address. However, you can be logged in to only one Groups.io account at a time (unless you use separate web browsers or special browser features to separate the cookies used in different browser windows).

4.2 Creating a Groups.io account

Note: Groups.io does not require you to set a password for your account. See Logging in without setting a password.

If you do not already have a Groups.io account, you can create one:

1. On any Groups.io web page, click the Sign Up link at the upper right of the page.
2. On the Join Groups.io page, use one of these methods to create the account:
   - Complete the Email address and Password fields, then click the Create An Account button.
   - If you prefer to register with Groups.io through a Facebook or Google account, click the appropriate button and follow the subsequent instructions.

4.3 Logging in to your account

4.3.1 Overview

To use any of the web-based features and have access to all the content of groups you belong to, you must be logged in to your Groups.io account. You can log in to your account using any of these methods:

- Without setting a password
- Using your email address and account password
- Through a Facebook or Google account

You can be logged in to your Groups.io account on multiple devices at the same time. You do not need to log out on one device before you log in on another one.
4.3.2 Logging in without setting a password

Groups.io does not require group members to set account passwords. If you do not [create an account](#) and set a password at that time, you can have Groups.io email you a link that you can click to log in to your account. The login is valid for up to 30 days if cookies are retained on that device (see the note below); after that period, you will need to log in again.

To log in to your Groups.io account without setting a password:

1. Go to the Groups.io website (or a specific group’s website) and click the [Log In](#) link at the top right of the page.
2. On the resulting Log In page, enter your email address, then click the **Email me a link to log in** button.
3. When you receive the email message (the subject is “Link to log into Groups.io”), click the login link provided in the message. You are logged in to Groups.io, and your [Groups.io home page](#) is displayed on the website.

**Note:** The login link in the email message expires after 24 hours.

After you log in to your Groups.io account on a particular device or browser, you stay logged in for at least 30 days. The login period is managed by a cookie stored in your browser. If your browser or device does not accept cookies, you will not be able to use individual group websites except for browsing public areas.

**Note:**
- The login cookie expires in 30 days, but each visit to a group website extends the 30-day timeout period.
- If you delete your browser cookies (or your security software deletes them), you will be logged out.
- If your browser is set to delete cookies on exit, you will be logged out.
- If your browser is set to Private Browsing, you must log in again.

4.3.3 Logging in with your email address and password

If you set a password for your Groups.io account (either when you [created the account](#) or through your [Account page](#)):

1. Go to the Groups.io website (or a specific group’s website) and click the [Log In](#) link at the top of the page.
2. On the resulting Log In page, enter your email address and password, and click the [Log In](#) button.

The main advantage of setting a password for your Groups.io account is not having to deal with your login expiring in 30 days (see **Logging in without setting a password**).

4.3.4 Logging in through Facebook or Google

If you have a Facebook or Google account and prefer to log in to Groups.io through that account:

1. Go to the Groups.io website (or a specific group’s website) and click the [Log In](#) link at the top of the page.
2. On the resulting Log In page, click the [Log In with Facebook](#) button or the [Log In with Google](#) button, as applicable.

**Note:** You might need to enable the settings in your Groups.io account that allow you to log in through Facebook or Google. See [Setting or changing account login elements](#).
4.4 Setting account preferences and viewing account information

4.4.1 Displaying your Account page
You can display the Account page for your Groups.io account using either of these methods:

- Go to [https://groups.io/account](https://groups.io/account). (If you are not logged in to Groups.io, you will be prompted to log in, and after you log in, your Account page will be displayed.)

- If you are logged in to Groups.io, click [your name or email address] at the upper right of a group’s web page, and select Account from the dropdown menu.

4.4.2 Setting or changing account login elements
On your Account page, you can change or set your email address, password, social login preference, and alternate email addresses (email aliases):

**Note:** If the fields you see are different from the ones listed in the table below, you might be in a different section of your Account page. To display the fields listed below, select Login in the left navigation menu on your Account page.

<table>
<thead>
<tr>
<th>To:</th>
<th>Follow these steps:</th>
</tr>
</thead>
</table>
| Change your email address | 1. In the Email field, enter your new email address.  
2. Click Change Email.  
3. When you receive a confirmation email from Groups.io, reply to it to confirm the change.  
**Note:** If the new email address is already registered with Groups.io, a page appears that explains the account merge process and prompts you to verify that you want to merge your Groups.io accounts. |
| Set or change your password| 1. In the Password field, enter the new password.  
2. Click Change Password.  
The main advantage of setting a password for your Groups.io account is not having to deal with your login expiring in 30 days (see Logging in without setting a password). |
| Set or change your social login preference | If you want to log in to Groups.io through Facebook or Google (instead of through an email address and a password), select the applicable checkbox (or you can select both) and click Change Social Login Preferences.  
**Note:** If you registered through Facebook or Google when you created your Groups.io account, or if the first time you logged in to Groups.io was through Facebook or Google, the associated checkbox will already be selected on your Account page. |
To: Add email aliases

Follow these steps:

If the email provider you use for your Groups.io account sends your outgoing messages from an address that is different from your account address, or if you want to be able to send messages to groups from an additional address (for example, a work address) that is different from your account address:

1. Click Advanced Settings For Email Addresses to expand that panel.
2. In the Email Alias field, enter the address you want to be able to send messages from.
3. Click Add Email Alias.

Note: You will not receive group messages and notifications at addresses that you set up as email aliases. Group messages and notifications are sent only to the email address that is registered with your Groups.io account.

### 4.4.3 Setting display preferences for your account

In your Groups.io account, you can set some preferences that apply to all of the groups you belong to at that email address. Display your Account page, then, in the left navigation menu, select Preferences. On the resulting page, in the Display Preferences panel, you can make these changes:

<table>
<thead>
<tr>
<th>Use this field or checkbox:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Timezone</td>
<td>Set the timezone used for displaying times on group websites. From the list, select the timezone you want to use.</td>
</tr>
<tr>
<td>Time Display</td>
<td>Change the display of times on group websites to a 12-hour clock or 24-hour clock. From the list, select the hour display you want to use: ● 12 Hour Clock (3:04pm) ● 24 Hour Clock (15:04)</td>
</tr>
<tr>
<td>Date Display</td>
<td>Change the display of numeric dates on group websites. From the list, select the date style you want to use: ● MM/DD/YYYY ● YYYY-MM-DD ● DD.MM.YYYY</td>
</tr>
<tr>
<td>Monday Start</td>
<td>Change the first day of the calendar week from Sunday to Monday. Select this checkbox to make the change.</td>
</tr>
</tbody>
</table>
Use this field or checkbox: | To:
---|---
Items Per Page | Set the number of items to display in lists on group web pages. From the list, select the number of items (20, 50, 100, or infinite scroll) you want to see in lists of those items on group web pages. This setting affects pages that display lists of:
- Messages
- Topics
- Files
- Photos
- Database table rows
- Members
- Hashtags

**Note:** The infinite scroll setting might not be usable on all pages (for example, database tables). In such cases, the items listed per page will revert back to 20 items.

! **Important:** To save your changes, ensure that you scroll to the bottom of the page and click the **Update Preferences** button.

4.4.4 Setting your preferred text editor

You can specify your preferred text editor for composing messages, entering calendar events, and creating or editing wiki pages on group websites:

1. Display your Account page.
2. In the left navigation menu, select Preferences.
3. Scroll to the Editor Preference panel.
4. From the list, select the editor you want to use:
   - **HTML:** Select this editor to compose messages, events, and wiki pages in HTML using a full-featured editor that includes a formatting toolbar.
     **Note:** If you join a group that the owner has set to Plain Text Only, your message composition page will not use the HTML editor.
   - **Markdown:** Select this editor to compose messages, events, and wiki pages in a markup language that looks and works like plain text as you edit it. Markdown uses particular characters or sequences of characters to represent formatting such as bold, italic, bulleted and numeric lists, links, and headings. With this editor, the only buttons available on the toolbar are Quote Whole Post and Add Attachments.
   - **Plain Text:** Select this editor to compose messages, events, and wiki pages in plain text with no additional formatting.

4.4.5 Receiving copies of your own messages that you email to groups

By default, some email providers—most notably Gmail—do not show their users copies of the messages that those users send to Groups.io groups through email. If you use one of those providers, your Groups.io email delivery option is set to Individual Messages, and you want to ensure that you see copies in your email application of messages that you have emailed to your groups:

1. Display your Account page.
2. In the left navigation menu, select Preferences.
3. Scroll to the Email Preferences panel near the bottom of the page.
4. Under My Messages, select the I always want copies of my own emails checkbox.

   **Note:** This checkbox is selected by default in new Groups.io accounts. If you do not want to receive copies of your own messages, then clear this checkbox.

5. Click the Update Preferences button at the bottom of the page.

### 4.4.6 Setting up two-factor authentication

If you log in to Groups.io with your email address and a password, you can set up two-factor authentication to protect your Groups.io account with an extra level of security.

**Important:** Once you enable two-factor authentication, you will not be able to log in to Groups.io through a social login (Google or Facebook) or by using the Groups.io function to email you a link to log in.

To set up two-factor authentication:

1. Display your Account page.
2. In the left navigation menu, select Security.
3. On the resulting page, click the Set up two-factor authentication button.

   **Note:** If you are logged in to Groups.io through Facebook or Google, you cannot set up two-factor authentication. To set up two-factor authentication, you must log out of Groups.io and then log back in using your email address and a password.

4. In the Enable Two-Factor popup that appears, enter your Groups.io account password and click the Enable button.

5. On the resulting page, follow the instructions, then click the Validate button.

**Note:** If the authentication code is lost (for example, if a device is reset to factory settings), you will need to contact Groups.io Support to be able to log in.

### 4.4.7 Customizing your Groups.io account profile and individual group profiles

In Groups.io, you have a member profile for your overall account plus separate profiles for the individual groups that you belong to. Information that is in your account profile is automatically applied to your individual group profiles, but you can change the information in your group profiles. For example, you might want to display different profile information for different types of groups you belong to such as hobby groups, community groups, professional interest groups, general interest groups, and so on.

To customize your Groups.io account profile:

1. Display your Account page.
2. In the left navigation menu, select Identity.
3. On the resulting page, under Account Profile at the top, click the Edit button at the far right.
4. Complete your account profile page as desired (all fields are optional except for Profile Privacy):

<table>
<thead>
<tr>
<th>Field</th>
<th>Entry or selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profile Photo</td>
<td>Use the Browse button to select a photo to associate with your profile.</td>
</tr>
<tr>
<td>User Name</td>
<td>Currently, user names have no function in Groups.io, but they might be used in the future. If you want to reserve a Groups.io user name for future use, enter a unique, short name with no punctuation or spaces. This name appears with an at sign (@) in front of it and is shown after your display name (if you set one) in individual group profiles. <strong>Note:</strong> This user name applies to all your individual group profiles as well, and you cannot change it in those profiles.</td>
</tr>
</tbody>
</table>
Field | Entry or selection
---|---
Display Name | Enter the name you want listed with your messages (for example, your first and last names). This name also appears as your account name at the upper right of group web pages. **Note:** Group owners and moderators can change the display names of members in their groups. (Such changes affect only those groups; members' account display names are not affected.)
Profile Privacy | Select who can view your profile information:
- Only group owners & moderators
- Other members of your groups
- Public
**Note:** This setting also controls whether your profile is listed in the member directories of the groups you belong to. (You can change it for individual groups.)
Bio | Enter and format text that explains who you are (or whatever information you want to provide).
**Note:** If you want to provide a signature that is added to messages you post to groups, see Controlling your email subscription preferences.
Location | Enter your location.
Website | Enter the URL of your personal website.

5. Scroll to the bottom of the page and click the **Update Account Profile** button.

**Note:** Changes you make on this page also are applied to the corresponding fields in your individual group profiles unless you have customized those fields in those profiles.

To customize your profile for an individual group you belong to:
1. Display your Account page.
2. In the left navigation menu, select **Identity**.
3. On the resulting page, under Group Profiles (which is below Account Profile), locate the group whose profile you want to customize, and click the **Edit** button at the far right of the bar with the group’s name.
4. Complete your group profile page as desired (see the instructions above for customizing your account profile).
5. Scroll to the bottom of the page and click the **Update Group Profile** button.
**Note:** You can click the **Reset Group Profile** button to set all fields back to the information that is in your account profile.

### 4.4.8 Reviewing logins for other services

If the group’s owner has set up integrations with GitHub, Trello, or Slack and you are a member of any of those services, or if you add Zoom meetings to calendar events, you can select the **Other Services** entry on your Groups.io account page to view your authenticated logins to those services.
4.4.9 Checking recent email bounces
If your group subscription is set to receive group messages by email, but you are not receiving any group messages, you can check whether your Groups.io account is bouncing:

1. **Display your Account page.**
2. In the left navigation menu, select **Recent Bounces.**
3. Review the Recent Bounces page to see whether any messages are listed there and, if so, what the associated error messages are.

4.4.10 Reviewing your group donation and payment history
Premium and Enterprise groups can request donations from their group members. If you have made donations to a group, you can review your donation history in your Groups.io account:

1. **Display your Account page.**
2. In the left navigation menu, select **Billing.**
3. Review the Donation History panel.

Your Billing page also allows you to specify a credit card to keep on file with Groups.io (if you already used a credit card to make a donation or payment, that card’s information is shown here). If you are a group owner and you have a paid group, your Billing page shows your Groups.io payment history.

4.5 Merging accounts
If you have two (or more) Groups.io accounts, you can merge them into one account so you can access all your groups from one account.

**Important:** The Groups.io account (or accounts) you want to deactivate and merge into another account should not own any groups. Otherwise, you risk losing ownership of those groups. If you own any groups under an account you want to deactivate, you can designate another owner for those groups and then have that owner change your role in those groups from Owner to Member.

To merge accounts:

1. **Log in** to the Groups.io account that you want to deactivate (that is, the account you want to merge into another account).
2. **Display your Account page** for that account.
3. In the Email field, clear the address that is there, and enter the email address of the destination account (the one that you want to merge this account into).
4. Click the **Change Email** button. Groups.io displays a page that says:
   “You have specified an email address, [destination address], that already has an account at Groups.io. If you wish to merge this account, [address to be deactivated], into that account, click the Merge Accounts button. An email will be sent to [destination address] with a link that, when clicked, will cause the accounts to be merged and this account to be deleted.”
5. Click the **Merge** button under that text. Groups.io displays a notification that an email has been sent to the destination address that you entered.
6. Go to the email application for your destination email address and open the email from Groups.io (the subject is “Confirm merging accounts”). Click the link in that email for merging the accounts. The link opens the Groups.io Log In page.
7. Log in to Groups.io under your destination email address. Groups.io displays the Merge Accounts page, which says:
   “Do you wish to merge the account associated with the email address [address to be deactivated] with your account? This will cause all subscriptions associated with [address to be deactivated] to be moved to your account and the [address to be deactivated] account will be deleted.

8. Click the **Merge** button under that text. Groups.io completes the merge process and displays Your Feed page with a green “Your accounts have been merged” banner at the top.

4.6 Exporting your account data

You can download (export) copies of your contributions to any groups that you belong to, including your own messages, photos and files that you uploaded to group websites, and other group content.

To export your Groups.io account data:

1. **Display your Account page**.
2. Scroll to the bottom of the page and click the **Export My Account** button.
3. On the Export Account Data page, select the checkboxes for the groups (and subgroups, if applicable) that you want to export data from.
4. Click the **Generate Export** button. Groups.io displays a green banner at the top of the page stating that your request has been submitted and that you can expect an email with a link to download a zip file (a compressed archive file) within 10 minutes.
5. When you receive the email (the sender is Groups.io User Export Service, and the subject is “Export of [your email address]”), click the **Download User Export** link, and open or save the zip file.
   **Note:** The download link in the email is valid for 24 hours.

4.7 Deleting your account

If you want to delete your Groups.io account:

1. **Display your Account page**.
2. Scroll to the bottom of the page.
3. Click the **Delete My Account** button at the far right.
4. On the Delete Your Account page, enter **I understand** to verify that you want to delete your account, then click **Delete My Account**.

**Important:** Your account cannot be deleted if you are the only owner of at least one group. In that situation, you should either transfer ownership of the group to someone else or delete the group before you delete your account.
5 Understanding Groups.io home pages

5.1 Groups.io home page

When you are not logged in to Groups.io and you visit the [Groups.io website](https://groups.io), its home page looks like this (in a web browser on a computer):

![Groups.io home page](https://example.com/groupsio_home.png)

After you click the **Log In** link on the Groups.io website and log in to Groups.io, the home page becomes one of these pages:

- **Your Feed** (this page is displayed if it is the first time you logged in to Groups.io)
- **Your Groups**
- **Topics**
- **Hashtags**
- **Your Calendar**

The home page you see depends on which one you were viewing the last time you were logged in.

**Tip:** You can click the Groups.io logo on the far left in the blue menu bar to go to the home page you viewed most recently.
5.2 Your Feed home page

This page (https://groups.io/feed) lists recent activity in your groups. The group that had the most recent activity is listed first, followed by the group with the next most recent activity, and so on.

**Example:**

![Your Feed Home Page](image)

5.3 Your Groups home page

This page (https://groups.io/groups) displays a list of the groups (and subgroups, if applicable) you belong to and any badges associated with your group membership status or email delivery preference. For a list of the badges and their descriptions, see Additional information > Member badges and topic icons > Member badges.

Columns on the page show the email delivery method you set in each group, the number of members in each group, and the time or date of the latest message in each group. You can click a column heading to sort the list by that column.

**Note:** Group owners and moderators also see an Approvals Needed column.

Blue text indicates a link you can click to go to (based on the column) a group’s Topics page, your Subscription page for that group, or the member list for that group (if you are an owner or moderator or the group’s owner has made the member list available to all group members).

**Tip:** You can use the Actions button at the bottom of the Your Groups page to change your email delivery option for a group (or more than one group) directly from this page, instead of going to your Subscription page for each group:

1. Select the checkbox (or checkboxes) next to the desired group (or groups).
2. Scroll down and click the Actions button.
3. From the dropdown menu, select the option you want to apply to the group (or groups).
5.4 Topics home page

When you click **Topics** in the left navigation menu on the home page, Groups.io displays a submenu that contains these items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>Select this item to display the All Topics page (<a href="https://groups.io/topics">https://groups.io/topics</a>), which lists the topics in all the groups you belong to. By default, the topics that have the most recent replies are at the top of the list.</td>
</tr>
<tr>
<td>Muted</td>
<td>Select this item to display the Muted Topics page (<a href="https://groups.io/topics?m=1">https://groups.io/topics?m=1</a>), which lists any topics that you have chosen to mute in any of the groups you belong to.</td>
</tr>
<tr>
<td>Followed</td>
<td>Select this item to display the Followed Topics page (<a href="https://groups.io/topics?f=1">https://groups.io/topics?f=1</a>), which lists all the topics that you have chosen to follow in any of the groups you belong to.</td>
</tr>
</tbody>
</table>

**Tip:** By default, Groups.io displays 20 items per page. You can increase the number of items displayed per page in the [display preferences](https://groups.io) for your Groups.io account.

5.5 Hashtags home page

When you click **Hashtags** in the left navigation menu on the home page, Groups.io displays a submenu that contains these items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Muted</td>
<td>Select this item to display the Muted Hashtags page (<a href="https://groups.io/mutedhashtags">https://groups.io/mutedhashtags</a>), which lists any hashtags that you have chosen to mute in any of the groups you belong to. You can mute a new hashtag from this page by clicking the <strong>Mute A New Hashtag</strong> link at the upper right of the page.</td>
</tr>
<tr>
<td>Followed</td>
<td>Select this item to display the Followed Hashtags page (<a href="https://groups.io/followedhashtags">https://groups.io/followedhashtags</a>), which lists all the hashtags that you have chosen to follow in any of the groups you belong to. You can follow a new hashtag from this page by clicking the <strong>Follow A New Hashtag</strong> link at the upper right of the page.</td>
</tr>
</tbody>
</table>

**Tip:** By default, Groups.io displays 20 items per page. You can increase the number of items displayed per page in the [display preferences](https://groups.io) for your Groups.io account.
5.6 Your Calendar home page

This page ([https://groups.io/calendar](https://groups.io/calendar)) displays a consolidated calendar that contains events from all the calendars (if they are enabled) in the groups you belong to.

The features on this page are:

<table>
<thead>
<tr>
<th>Feature</th>
<th>Location on page</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>RSVPed Only button</td>
<td>Upper right</td>
<td>Click this button to show only the events for which you sent RSVPs.</td>
</tr>
<tr>
<td>Month (Week/Day/List) button</td>
<td>Upper right</td>
<td>Click this button to display calendar events in Month, Week, Day, or List view. The default is Month view but if you select another option, that view will be used in future visits to this page.</td>
</tr>
<tr>
<td>Add Event button</td>
<td>Lower left</td>
<td>Click this button to add an event to any of your group calendars that members are allowed to add events to.</td>
</tr>
<tr>
<td>Subscribe to Calendar button</td>
<td>Lower left</td>
<td>Click this button to display and copy the iCalendar URL of your Groups.io calendar. You can use that URL in another calendar application that supports iCalendar format (such as Google Calendar, Microsoft Outlook, or Apple Calendar) to subscribe to your Groups.io calendar from that other calendar. <strong>Note:</strong> The subscription (synchronization) is only one way, from Groups.io to the other calendar.</td>
</tr>
<tr>
<td>Timezone list</td>
<td>Lower right</td>
<td>If you want to display calendar events using a different timezone, select that timezone from this list.</td>
</tr>
</tbody>
</table>
6 Understanding individual group websites

6.1 Content stored at group websites

Every group hosted at Groups.io has its own website with its own individual content. A group’s content includes:

- A group-specific home page that contains the group’s description and other information about the group
- Messages posted to the group
- Hashtags used in the group
- Files uploaded to the group
- Photos uploaded to the group
- Polls posted to the group
- Chats
- Directory of group members
- Group calendar
- Databases
- Wiki

*Group owners control whether this feature is enabled in their groups and, if it is, the type of access that is available to group members.

6.2 Visiting your groups’ websites

Once you are logged in to Groups.io, you can use either of these methods to visit the websites of the groups you belong to:

- In the blue menu bar at the top of a Groups.io page, click Your Groups and then select the desired group from the dropdown menu.

- Go to your Groups.io home page and select Your Groups in the left navigation menu. When the Your Groups home page is displayed, click the link of the desired group in the Group column.

Typically, the link to a group from the methods above takes you to the group’s Topics page. Group websites contain a navigation menu on the left that you can use to select the group features you want to view or use.
# 7 Controlling your email subscription preferences

## 7.1 Displaying the Edit Subscription page

You can set individual email subscription preferences for each group you belong to.

When you are logged into your Groups.io account, go to a group that you belong to and click the **Subscription** entry in the left navigation menu. On the resulting Edit Subscription page, you can specify or select these preferences:

- **Email Delivery**
- **Signature**
- On the Advanced Preferences panel:
  - **Message Selection**
  - **Replies**
  - **Max Attachment Size**

**Important:** When you finish making your selections, ensure that you scroll to the bottom of the page and click the **Save** button.

## 7.2 Email Delivery

The group owner sets a default email delivery method for their group. If you want to use a different delivery method, select the option that specifies how you want to receive the group’s messages by email:

**Note:** Some options might not be available, depending on how the group is set up.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Messages</td>
<td>You receive each message individually as soon as it is posted to the group.</td>
</tr>
<tr>
<td>Full Featured Digest</td>
<td>You receive a fully formatted (HTML) digest containing the day’s messages. For more information, see <a href="#">Understanding message digests</a>.</td>
</tr>
<tr>
<td>Plain Digest</td>
<td>You receive a plain text digest containing the day’s messages. For more information, see <a href="#">Understanding message digests</a>.</td>
</tr>
<tr>
<td>Daily Summary</td>
<td>You receive a once-daily list of topics that were posted that day. Unlike the digests, the summary does not include the text of any of the messages. It contains only a list of topics.</td>
</tr>
<tr>
<td>Special Notices Only</td>
<td>You receive only the messages that moderators have designated as special notices.</td>
</tr>
<tr>
<td>No Email</td>
<td>With this setting, you do not receive any group messages by email. You can still access messages and other group features on the group’s website. You might still receive individual notifications from the group (for example, a message sent directly to you by a group moderator) and system messages from Groups.io. <strong>Note:</strong> If the No Email setting is not available, the owner decided to disable it for the group.</td>
</tr>
</tbody>
</table>
7 Controlling your email subscription preferences

Tips:

- You can also set your email delivery option by email. See Standard group email addresses.
- If you belong to multiple groups and you want to use the same email delivery setting for several or all of them:
  1. Log in to Groups.io.
  2. In the blue menu bar at the top of the page, click Your Groups.
  3. Go to the end of the Your Groups dropdown menu and select Manage My Subscriptions. The Your Groups home page is displayed with a list of the groups you belong to. The Delivery column shows your current email delivery option for each group.
  4. On the Your Groups home page, select the checkboxes next to the groups you want to have the same email delivery setting.
  5. At the bottom of the page, click the Actions button.
  6. From the dropdown menu, select the delivery option you want to apply to the groups you selected.
  7. When the Verify Action confirmation popup appears, click Yes. You return to the Your Groups home page, and the Delivery column for the groups you selected shows the new email delivery setting.

7.3 Signature

In the Signature panel on the Edit Subscription page, you can enter and format a signature to be included with your posts to this group. To specify where you want your signature included—web postings or email postings—select the applicable checkbox (you can select both).

7.4 Advanced Preferences

7.4.1 Displaying the advanced preferences

On the Edit Subscription page, click Advanced Preferences to display these additional items:

- Message Selection
- Replies
- Max Attachment Size

7.4.2 Message Selection

Select a preference that specifies which messages you receive by email:

<table>
<thead>
<tr>
<th>Preference</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Messages</td>
<td>You receive every message (individually or in digests, depending on your Email Delivery setting) posted to the group except those that are in topics you have specifically muted or that are tagged with one or more hashtags you have specifically muted. (This setting is the default.)</td>
</tr>
<tr>
<td>Following Only</td>
<td>You receive only the messages (individually or in digests, depending on your Email Delivery setting) posted to the group that are in topics you are specifically following or that are tagged with one or more hashtags you are specifically following.</td>
</tr>
<tr>
<td>First Message Also</td>
<td>You receive the first message of each new topic, regardless of the fact that you have not yet followed that topic. This setting helps you to manage the amount of email you receive from a very active group. It allows you to know that a given topic has been posted so you can then decide whether to follow any additional messages in that topic. Note: You cannot select this checkbox unless you select Following Only.</td>
</tr>
</tbody>
</table>
7.4.3 Replies
Select the Auto Follow Replies checkbox if you want to receive all replies to topics that you start or reply to. This setting marks any topic that you start or reply to as one that you follow.

7.4.4 Max Attachment Size
If you want to specify a default maximum size for attachments that you receive in group email messages, select an option from this list. The default maximum attachment size is Unlimited.

This setting is useful if you have a metered or limited Internet connection or you have limited storage space for attachments. When an attachment exceeds the maximum size you selected, you will receive a link to it (instead of receiving the actual file) so you can open it from the group's website.

7.5 Saving your subscription preferences
When you finish selecting your subscription preferences, scroll to the bottom of the page and click the Save button.
8 Working with group messages

8.1 Understanding topics compared to messages

In Groups.io, a topic is a collection of messages about a particular subject. The topic includes the initial message that was posted along with any replies to that message (and replies to those replies).

In the message archive on a group’s website, when you click a topic’s link to open it, the topic is displayed with the initial message at the top of the page and replies expanded underneath it (unless you clicked the Date column heading to display messages in reverse date order).

Note: Certain icons might appear on topic subject lines. For a list of these icons and their descriptions, see Additional information > Member badges and topic icons > Topic icons.

8.2 Using email to send or reply to group messages

Important: Ensure you are sending email from the email address that is registered with your Groups.io account (or from an email alias that you added to your Groups.io account).

To send a message to a group by email, create the message in your email application or webmail interface as you normally would, provide a descriptive subject line, and enter the group’s address in the To field. A group’s email address typically has the format [groupname]@groups.io. You can look at the group’s home page on Groups.io to see what the group’s email addresses are.

To reply to a group message by email, you can:

- Use the Reply function of your email application or webmail interface.
- In the footer of the message you want to reply to, click the applicable Reply link. The links available in the footer depend on the text format of the message and on how the group’s owner or a moderator has set the Reply To option for the group (or for a specific topic or hashtag). For more information, see Understanding message footers.

Tip: To reply privately to the original sender of the message and not to the entire group, click the Reply To Sender link in the message footer.

Note:

- The size limit for an individual email message is 100MB.
- If you send 40 or more messages within 30 minutes to the same group from the same email address, the system will bounce those messages, and you will receive a notice from the system that says: “We have received more than 40 messages in 30 minutes from you. To guard against autoresponder mail loops, we must reject additional messages from you temporarily. Please try again later.” This limit is in place to circumvent, for example, an incorrectly configured vacation responder where one message to a group the member is subscribed to could set off a chain reaction. It also serves as a spam prevention measure.

8.3 Using the group’s website to post new topics or reply to existing messages

To post a new topic on the group’s website:

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, select New Topic.
3. On the New topic page, enter a descriptive subject line, and enter and format the text of your topic. If applicable, use the Add Tags list to select hashtags to add to the subject line.

Note: If you are a group owner or moderator, you can also select a checkbox to send the topic as a special notice.

4. Click the Send button at the bottom of the page.
To reply to a message on the group's website:

1. **Log in to Groups.io** and go to the group’s website. You should see the group’s Topics page, but if you are on a different page, select **Messages** in the left navigation menu.

2. On the Topics page, click the **Topics** button at the top and select either **Messages** or **Expanded** from the dropdown menu.

3. On the resulting page, locate the message you want to reply to, and click the **Reply** link below that message’s text.

4. In the text editor box, enter and format the text of your reply.

5. Send the reply to either the entire group or only the message’s sender:

<table>
<thead>
<tr>
<th>If you want to send the reply to:</th>
<th>Then:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The entire group</td>
<td>Click the <strong>Reply to Group</strong> button below the text editor box.</td>
</tr>
<tr>
<td>Only the message’s sender</td>
<td>Click the <strong>Private</strong> button at the far right below the text editor box. The Reply to Group button changes to Reply to Sender. If you want to blind copy yourself, select the <strong>BCC Me</strong> checkbox. Then click the <strong>Reply to Sender</strong> button.</td>
</tr>
</tbody>
</table>

**Note:** The default reply option might be either to Group or to Sender, depending on the settings the owner specified for the group. If the owner has not disabled the other option, you can use the applicable button to choose where to send your reply.

**Tips:**

- You can set your preferred text editor (HTML, Markdown, or Plain Text) in your Groups.io account preferences. See [Setting your preferred text editor](#).

- In the HTML editor, you can display another toolbar with additional editing options by clicking the **Show advanced toolbar** icon at the far right of the text formatting toolbar.

- When you are replying to a message on a group’s website and you want to quote all or some of that message in your reply, you can:
  - Automatically insert the entire message by clicking the **Quote post** icon at the far left on the text formatting toolbar. The message text will be inserted at the top of your reply’s text editor box. Here is what the Quote post icon looks like in the HTML editor (the icon is similar in the Markdown and Plain Text editors):
  
  ![Quote post icon](image)

  - Automatically insert part of the message you are replying to by first selecting the message text you want to insert and then clicking the **Reply** link. The text you selected will be inserted at the top of your reply’s text editor box.
8.4 Working with draft messages on the group’s website

When you are composing a message on a group’s website, Groups.io automatically saves a draft of the message periodically. If you click outside the message editor or even leave the page, Groups.io saves the draft up to that point and adds a Drafts entry to the left navigation menu for that group. You can click **Drafts** to see the drafts that the system has saved, and from there you can open and send a draft or discard it.

**Example:**

![Groups.io interface showing a draft message](image)

**Note:**

- The system automatically deletes drafts that are older than two weeks.
- If you create too many drafts, Groups.io displays a notice at the top of the page that you must delete some drafts before more drafts can be saved.
- If you send a group message by email that contains a restricted **hashtag** (or other prohibited element), the system holds the message as a draft until you log in to the group’s website and fix the message. In this situation, Groups.io automatically sends you an email notification explaining why your message was not posted and containing a link to the draft. To avoid this situation, ensure that you are familiar with the group’s rules and guidelines for posting messages and using hashtags.
8.5 Searching for messages in the archive

8.5.1 Searching for messages by keyword

1. Log in to Groups.io and go to the group’s website. You should see the group’s Topics page, but if you are on a different page, select Messages in the left navigation menu.

2. Click the Search button at the top of the page.

3. In the Search popup, enter keywords that you want to search for, then click Search.

You can filter the search results by clicking the Tools button next to the search field at the top of the page, which allows you to:

- Specify a date range (click the Any time button).
- Group the messages into their topics (select the Collapse Topics checkbox).
- Exclude any message signatures that contain the keywords (select the Exclude Signatures checkbox).

Tips:

- The message search engine uses the standard Boolean operators AND, OR, and NOT. If you include these operators in your search query, you must put them in all uppercase (otherwise, the search engine assumes you are looking for those actual words). If you enter more than one word in the Search box, the AND operator is implied.

- You can search for exact phrases by putting them in quotes. Example: “message formatting”

- The search engine matches only whole words. However, you can include the wildcard character (an asterisk: *) to find variations of a word. Example: A search on telescop* will find telescope, telescopes, telescoping, and so on.

8.5.2 Searching for messages by posted date

1. Log in to Groups.io and go to the group’s website. You should see the group’s Topics page, but if you are on a different page, select Messages in the left navigation menu.

2. At the top of the page, click the filter button to the right of the Search button (it looks like a funnel). Another button, labeled Any Time, appears on the next line.

3. Click the Any Time button and select the date range for the search.

8.5.3 Searching for messages posted by a specific group member

The Groups.io message search engine does not include message From and To fields in its searches. If you want to search for all messages that were posted by a specific group member:

1. Log in to Groups.io and go to the group’s website. You should see the group’s Topics page, but if you are on a different page, select Messages in the left navigation menu.

2. Find and expand a recent message that was posted by the member in question.

3. Look for and click the More “hamburger” icon at the lower right of the message.

4. In the popup menu, select All Messages By This Member.

When the search results are displayed, you can click the Tools button at the top of the page to filter the results further, if desired.
8 Working with group messages

8.5.4 Searching for messages by hashtags

You can use these methods to search for messages by hashtags:

- When you are searching for messages by keyword, include a hashtag in your search string. Ensure that you include the hashtag character (#).
- On the Topics page or Messages page, click the Hashtags button at the top of the page and select a hashtag from the dropdown list.
- In the left navigation menu on any group web page, select Hashtags to display the Hashtags page. You can then click a hashtag on that page to display the messages that are tagged with it.

8.6 Reposting messages

In a Premium or Enterprise group, the owner can allow members to repost messages to the group and specify the maximum number of times that a message can be reposted. For example, a group that posts classified ads might allow members to repost ads after a specified period of time if items are not sold.

Note:

- Reposted messages are tagged automatically with the #repost hashtag.
- You can repost only your own messages.
- The message you repost must be the first one in the topic. Replies cannot be reposted.

To repost a message in a group that allows reposting:

1. After the number of days before reposting is allowed have elapsed, go to the group’s website and display the message that you want to repost.
   Note: The group’s owner or a moderator sets the number of days before messages can be reposted.
2. Look for and click the More “hamburger” icon at the lower right of the message.
3. In the popup menu, select Repost [subject to group limits].
4. In the Verify Repost confirmation popup, click Yes.

8.7 Editing your own messages in the group’s archive

A group’s owner might allow members to make changes to the content of their own messages in the message archive (that is, after the messages have been posted to the group).

Members can edit only messages that they have posted. Owners and moderators with the necessary permissions can edit any messages in the archive.

Important: Edited messages are emailed to all group members automatically. Think carefully about whether you really need to flood other members’ email inboxes with minor corrections, such as fixing typos.

To edit the content of a message that you posted:

1. Log in to Groups.io and go to the group’s website.
2. Locate the message you want to edit.
3. Look for and click the More “hamburger” icon at the lower right of the message.
4. In the popup menu, select Edit Message.
5. On the Edit Message page, make your changes. In addition, it is good practice to include a short note that explains your edits. That note will be included in the updated message that is sent to the group.

**Note:** You cannot change the subject line because it appears in all messages in that topic. Only group owners and moderators with the necessary permissions can change topics’ subject lines.

6. Click the **Save And Send To Group** button. The edited message is sent to all group members.

In the archive, a blue Edited badge appears next to the message, at the far right under the original timestamp. All group members can click that badge to see the message’s history and, if desired, compare revisions.

### 8.8 Reporting messages to moderators or to Groups.io support

If you feel that you need to report a message to the group’s moderators (because you think it is not appropriate for the group) or to Groups.io Support (because you think it violates the Groups.io **Terms of Service**), you can do so from the group’s website:

1. [Log in to Groups.io](#) and [go to the group’s website](#).
2. Locate and open the message you want to report.
3. Look for and click the More “hamburger” icon at the lower right of the message.

4. In the popup menu, select **Report This Message**.
5. In the Report Message popup, enter the reason you are reporting the message.
7. Click **Report**. An email message with the subject “Content flagged as objectionable” is sent to the group moderators or to Groups.io Support. Your email address is included in that message.

**Note:** The sender of the message you reported is not notified about the complaint. It is up to the group’s moderators or Groups.io Support to determine how to act on your complaint.

### 8.9 Responding to a “You have been removed because of reported spam” message from Groups.io

Some email providers notify Groups.io when group messages end up in their users’ spam folders. Most likely, the group messages were automatically flagged as spam by the email provider rather than having been specifically marked as spam by the users.

When Groups.io receives such a notification from an email provider, the system automatically unsubscribes that member from the group. Groups.io also sends the member an email with a link that lets them automatically and quickly resubscribe to the group if the spam flagging was a mistake.

- If you receive a notification from Groups.io that you were removed from a group because of reported spam:
  - Click the link in the notification message that automatically resubscribes you to the group.
  **Note:** The link expires 7 days after the notification was sent.
- Check the spam folder in your email application or the email provider’s webmail interface, and if that folder contains messages from Groups.io, mark those messages as not spam. Doing so will help train the email provider’s spam filters to make fewer mistakes about Groups.io emails.

  **Important:** Do not delete the messages from the spam folder or allow them to be automatically deleted from it. Otherwise, the email provider will likely continue flagging Groups.io messages as spam.

For additional information about this situation, see the [wiki in the GroupManagersForum group](#).
8.10 Downloading a group’s message archive

If the group’s owner has allowed it, you can download the message archive for the group:

1. At the top of any message view page, look for and click the Export Group Data button.
   
   **Note:** If you do not see this button, the group’s owner has not allowed members to download the message archive.

2. On the resulting page, in the Data to Export panel, select the **Messages** checkbox (it will be the only option).

3. Click the **Export Group Data** button below the Data to Export panel. Groups.io displays a green banner at the top of the page stating that your request has been submitted and that you can expect an email with a link to download a zip file (a compressed archive file) within 10 minutes.

4. When you receive the email (the sender is Groups.io User Export Service, and the subject is “Export of [the group’s email address]”), click the **Download Group Export** link, and open or save the zip file.

   **Note:** The download link in the email is valid for 24 hours.

The zip file contains the message archive in mbox format, which you can open using an email client such as Mozilla Thunderbird or Apple Mail.
9 Understanding and using hashtags

9.1 Overview

A hashtag is a word or phrase that contains no spaces and is prefixed with the hash (or pound or number sign or octothorpe) character, #. If the group’s settings allow members to add hashtags, you can “tag” a message with a hashtag by including it somewhere in the message’s subject line.

Examples:
- My name is Inigo Montoya #intro
- Seeking #advice for a #rosebush with blackened leaves

Note: The hashtag limit is five per topic.

9.2 Viewing the hashtags used in a group

If a group uses hashtags, you can view the list of hashtags on the group’s website using either of these methods:
- In the left navigation menu, select Hashtags.
- When you are viewing the Topics page or the Messages page, click the Hashtags button at the top of the page.

Click an individual hashtag to display a page containing all the messages that are tagged with that hashtag.

9.3 Hashtag uses

Hashtags have several uses within Groups.io, including controlling certain behaviors of topics and messages. Moderators can apply various settings to hashtags; those settings are then applied to topics that are tagged with those hashtags.

Group members can use hashtags for:
- Searching: On the group’s website, you can search on hashtags to easily find all messages tagged with them.
  
  Example: If a group uses a hashtag called #intro for new member introductions, clicking on #intro in the hashtag list on the group’s website displays a list of all messages in which new group members have introduced themselves.
- Muting messages:
  - In a group email message, you can click Mute for any hashtag listed in the message footer to stop receiving messages tagged with that hashtag.
  - In the list of hashtags on the group’s website, you can click the Mute button in any hashtag to stop receiving messages tagged with that hashtag.

Note: If a moderator has set a hashtag to Special (messages with that hashtag are sent as special notices), you cannot mute that hashtag because special notices cannot be muted.
9.4 Applying hashtags to topics

When you are creating a topic on the group website, you can apply existing hashtags by selecting the hashtags from the Add Tags list that appears below the subject line on the Create Topic page.

When you are writing an email message to send to the group, you can simply enter hashtags in the subject line. If a hashtag you enter in the subject line does not already exist in the group, it is created (if the group allows members to create new hashtags).

Note:

- Hashtags take effect only if they are placed on the first message in a topic, and they will be applied to all messages in the topic.
- It is possible for you to add a hashtag to an emailed reply by editing the subject line, but this addition has no effect. The hashtag will be included in the reply’s subject line for members receiving messages through email, but it will not be included in the subject line of the archived message or of any other messages within the topic.

The hashtag limit is five per topic. (The system allows message subject lines to contain more than five hashtags, but only the first five hashtags are saved in the message archive.)

9.5 How hashtags are displayed in the group archive

To make hashtags stand out better in the archive, any hashtags placed at the beginning or in the middle of a message’s subject line are duplicated at the end of the subject line, using whatever background color was chosen for the hashtag.

Example: A subject entered as “Seeking #advice for a #rosebush with blackened leaves” would be displayed in the archive as “Seeking #advice for a #rosebush with blackened leaves #advice #rosebush.”
10 Controlling the volume of email messages you receive from a group

10.1 Overview

If a group you belong to is particularly active and you want to reduce the number of email messages you receive from it, you have these options:

- Receive messages in all topics except for topics that you explicitly mute, including topics with hashtags that you mute. (Muting means that you are not sent any further messages associated with that topic or hashtag.)
- Receive messages only in topics that you explicitly follow, including topics with hashtags that you follow. (Following means that you are sent messages associated with that topic or hashtag.)
- Set your email delivery method for the group to No Email. You can still log in to the group’s website and read messages there at your convenience, but you will not receive group messages by email.

Note: Muting and following affect email delivery only. Any topics and hashtags that you mute or are not following by email are still visible to you in the group’s message archive.

10.2 Muting topics and hashtags by email

To be able to apply muting, you must select All Messages in the Message Selection area of the Advanced Preferences for your subscription to the group. Also, be aware that group owners or moderators might set some hashtags so they cannot be muted.

If you receive individual email messages from the group, the footer in each message contains a Mute This Topic link as well as links to mute any hashtags associated with that topic. If you receive message digests, a Mute Topic link is at the end of each message in the digest. Clicking these links takes you to the Groups.io website, where you can confirm or cancel the action.

When you mute a hashtag, you can specify how long it should be muted by selecting a period from the Duration list on the Mute Hashtag page. Consider setting a specific duration limit (as opposed to leaving the hashtag muted forever) because the same hashtag could be used later in topics that you might be interested in.

10.3 Following or unfollowing topics and hashtags by email

To be able to follow or unfollow topics, you must select Following Only in the Message Selection area of the Advanced Preferences for your subscription to the group. With this preference set, you receive messages only in topics that you choose to follow and messages in topics with hashtags that you choose to follow.

To receive the first message in each new topic that is posted to the group—so you can then decide whether to follow that topic—select the First Message Also checkbox when you set the Following Only preference for your subscription.

If you receive individual email messages from the group, and you selected First Message Also in your subscription preferences, the footer in those messages contains a Follow This Topic link and links to follow any hashtags associated with that topic. If you did not select First Message Also, you can select which topics to follow using the Groups.io website (see Managing muted and followed topics and Managing muted and followed hashtags).

Email messages other than the first one in a topic include an Unfollow This Topic link and links to unfollow any hashtags associated with that topic. If you receive message digests, the follow or unfollow links are at the end of each message in the digest. Clicking these links takes you to the Groups.io website, where you can confirm or cancel the action.
When you follow a hashtag, you can specify how long to follow it by selecting a period from the Duration list on the Follow Hashtag page. Consider setting a specific duration limit (as opposed to following the hashtag forever) because the same hashtag could be used later in topics that you might not be interested in.

10.4 Managing muted and followed topics

The Topics home page on the Groups.io website provides a place where you can manage the topics that you have muted or are following in all of your group subscriptions:

1. At the top of any group web page, click the Groups.io logo on the far left in the blue menu bar.
2. On the resulting page, select Topics from the left navigation menu to display a submenu.
3. In the submenu, select Muted or Followed, depending on which topics you want to manage.
4. On the resulting page, find the topic you want, and click its link to open it.
5. At the top of the topic’s page, click the applicable button to take the associated action:

<table>
<thead>
<tr>
<th>Click this button:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mute This Topic</td>
<td>Stop email delivery of messages in that topic.</td>
</tr>
<tr>
<td>Unmute This Topic</td>
<td>Resume email delivery of messages in that topic.</td>
</tr>
<tr>
<td>Follow This Topic</td>
<td>Start email delivery of messages in that topic.</td>
</tr>
<tr>
<td>Unfollow This Topic</td>
<td>Stop email delivery of messages in that topic.</td>
</tr>
</tbody>
</table>

10.5 Managing muted and followed hashtags

The Hashtags home page on the Groups.io website provides a place where you can manage the hashtags that you have muted or are following in all of your group subscriptions:

1. At the top of any group web page, click the Groups.io logo on the far left in the blue menu bar.
2. On the resulting page, select Hashtags from the left navigation menu to display a submenu.
3. In the submenu, select Muted or Followed, depending on which hashtags you want to manage.
4. On the resulting page, you can:
   - Remove a hashtag from the list by selecting the checkbox next to it and then clicking the Remove button.
   - Add a hashtag to the list by clicking (as applicable) Mute A New Hashtag or Follow A New Hashtag at the upper right of the page.
11 Working with calendars

11.1 Understanding group calendars

Groups.io provides a Calendar feature that members can use to view and create group events.

**Note:** Group owners determine whether the Calendar feature is available in their groups and, if it is, who can view and create events: the general public (view only), all group members, or only group owners and moderators.

11.2 Viewing a group’s calendar

1. **Log in to Groups.io** and **go to the group’s website**.
2. In the left navigation menu on the group’s website, click the **Calendar** entry.
   
   **Note:** If you do not see a Calendar entry, the Calendar feature is disabled for that group, or members are not allowed to view the calendar.

To change the view of the calendar, click the button at the upper right and select the view you want: **Month**, **Week**, **Day**, or **List**.

**Tip:** Groups.io also provides a consolidated calendar that contains entries from the calendars of all the groups you belong to. See [Your Calendar home page](#).

11.3 Adding calendar events

1. **Display the group’s calendar**.
2. Click in the date on which you want to add the event, or, at the bottom of the page, click the **Add Event** button.
   
   **Note:** If the button is not available to you (you cannot click it), the group’s owner allows only moderators to create calendar entries.
3. On the Event page, complete the fields and selections.
   
   **Note:** The Event Name field is required.

At the bottom of the page, click the applicable button:

<table>
<thead>
<tr>
<th>Click this button</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add Event</td>
<td>Add the event to the calendar. This action does not send a notification to group members that the event was added.</td>
</tr>
<tr>
<td>Add Event &amp; Invite Group</td>
<td>Add the event to the calendar and send an email to group members with an attached iCalendar (ICS) file. Members can add that ICS file to their personal calendars if desired.</td>
</tr>
<tr>
<td>Back</td>
<td>Return to the calendar page, if you change your mind about adding the event.</td>
</tr>
</tbody>
</table>
11.4 Making an event a Zoom meeting

11.4.1 Overview and prerequisites
When you add a Groups.io calendar event, you can make it a Zoom meeting. To do so, you must have:

- A free or paid Zoom account
- A Groups.io account

Note:

- Only the member setting up the meeting needs a Zoom account. Meeting attendees need only the Zoom application and the meeting ID number (and meeting password, if one is set); they do not need Zoom accounts to attend.
- After September 1, 2020, Zoom meeting integration will be available to Premium and Enterprise groups only.

11.4.2 Linking your Groups.io account with your Zoom account
The first time you create a Zoom meeting in a Groups.io calendar event, you sign in to your Zoom account during that process. However, if you want to link your Groups.io account with your Zoom account ahead of time:

2. Click the Connect Your Zoom Account button. The Zoom Sign In window appears.
3. Sign in to your Zoom account. After you sign in, you are returned to your Groups.io account page.

11.4.3 Creating a Zoom meeting in an event

1. When you are adding an event, on the Event page, click the Make This A Zoom Meeting button (it is located below the Repeats panel).
2. Complete the Create Zoom Meeting popup.

   Example:
3. Click the **Create** button. If you are:
   - Already signed in to your Zoom account: You are returned to the Event page.
   - Not signed in to your Zoom account: The Zoom Sign In window appears. Sign in to your Zoom account. After you sign in, you are returned to the Event page.

   On the Event page, a link to the Zoom meeting is added to both the Location field and the Description field for the event.

4. Complete the Event page and click **Add Event**.

**Note:** Currently, Zoom meetings cannot be added to repeating events.

### 11.4.4 Disconnecting your Groups.io account from your Zoom account

1. Go to your [Groups.io account](#) page.
2. Click **Other Services** in the left navigation menu.
3. On the Oauth Logins page, click the **Logout** button under your Zoom entry.

### 11.5 Editing or deleting calendar events

1. **Display the group’s calendar**.
2. Locate the event you want to edit, and click it to display its Event page.
3. On the Event page, click the **Edit Event** button at the bottom.

   **Note:** You can edit only events that you have created (if the group settings allow members to create and edit calendar events). Owners and moderators can edit any event. If you do not see an Edit Event button, you do not have permission to edit the event.

4. If you are editing the event, make your changes to the event’s details.

   **Note:** If the event is a [Zoom](#) meeting and you want to delete that meeting from the event, click the **Delete Zoom Meeting** button (it is located below the Repeats panel).

5. At the bottom of the page, click the applicable button:

<table>
<thead>
<tr>
<th>Click this button:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update Event</td>
<td>Update the event on the calendar. This action does not send a notification to group members that the event was updated.</td>
</tr>
<tr>
<td>Update Event &amp; Group</td>
<td>Update the event on the calendar and send an email to group members notifying them that the event was updated.</td>
</tr>
<tr>
<td>Delete Event</td>
<td>Delete the event from the calendar. If you want to notify group members about the deletion, in the Verify Delete confirmation popup, select the <strong>Send Notice To Group</strong> checkbox before you click <strong>Yes</strong>. The email notice will contain an iCalendar (ICS attachment) that members can open to delete the event from their personal calendars if desired.</td>
</tr>
</tbody>
</table>
11.6 Downloading event iCalendar (ICS) files

If you want to add a copy of an event on a group’s calendar to a personal calendar that supports iCalendar format, you can download an ICS file for the group event:

1. Display the group’s calendar.
2. Locate the event you want to download, and click it to display its Event page.
3. On the Event page, click the **Download Event** button. Groups.io displays a dialog box where you can choose to open or save the iCalendar (ICS) file for that event.

11.7 Subscribing to a group’s calendar

You can subscribe to a Groups.io calendar from another calendar such as Google Calendar, Microsoft Outlook, or Apple Calendar, as long as that calendar supports iCalendar format.

To subscribe to a group’s calendar from another calendar:

1. Display the group’s calendar.
2. At the bottom of the page, click the **Subscribe to Calendar** button to display and copy the iCalendar URL of your Groups.io calendar.
3. Go to the other calendar, and add the group calendar’s URL according to the other calendar’s instructions.

**Note:** The subscription (synchronization) is only one way, from Groups.io to the other calendar.

**Tip:** You can subscribe to your consolidated group calendar by clicking the **Subscribe to Calendar** button at the bottom of **Your Calendar home page**.

11.8 Adding events to Premium and Enterprise groups from outside calendar invitations

In a **Premium or Enterprise group**, members who are permitted to add group calendar events can add events from outside calendars (such as Google Calendar and Microsoft Outlook) to the group’s calendar:

1. In the outside calendar application, create an event (or appointment or meeting) as you normally would.
2. In that event, add the group’s email address (typically in the form [groupname]@groups.io) as a guest or attendee.
3. Send the outside calendar event invitation.

Group members receive the event invitation by email, and the event also is automatically added to the group’s calendar.
11.9 Using the RSVP feature in Premium and Enterprise groups

11.9.1 Overview
In a Premium or Enterprise group, members who are permitted to add calendar events can request RSVPs to events and use these additional RSVP features:

- Specify a maximum number of attendees for the RSVP event. (The group will maintain a wait list.)
- Specify whether RSVP attendees can bring guests.
- See a directory of people who have responded, and send email messages to only those who replied Yes or No.
- Export a list of RSVP attendees.
- Create name tags for RSVP attendees, using a variety of Avery templates.

11.9.2 Requesting RSVPs to an event
To request RSVPs when you are adding an event, look for the RSVP panel near the bottom of the Event page and select the Request RSVP checkbox. These additional fields and options are then displayed:

<table>
<thead>
<tr>
<th>Field or option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maximum # Attendees (0 means unlimited)</td>
<td>To set a maximum number of attendees for the event, enter the number in this field. (Leave the number as 0 if you do not want to limit the number of attendees.)</td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong></td>
</tr>
<tr>
<td></td>
<td>• This number includes any guests (if you select the next option).</td>
</tr>
<tr>
<td></td>
<td>• When the number of yes responses (including guests) reaches the maximum number you set, additional members who respond yes are placed on a wait list. If a member who is on the attendee list later updates their response to no, the first member on the wait list is added to the event automatically, and that member receives an email confirmation.</td>
</tr>
<tr>
<td>Attendees can bring guests</td>
<td>Select this checkbox if you want to allow attendees to bring guests. The event page that members use to RSVP will contain a button that attendees can use to specify the number of guests they will bring.</td>
</tr>
<tr>
<td>Additional Information Requested from Attendees</td>
<td>In this field, you can enter a question that you would like attendees to answer when they respond to the RSVP (for example, for a potluck dinner event, you could ask “What will you bring?”).</td>
</tr>
<tr>
<td>Note To Send Attendees</td>
<td>In this field, you can enter information (for example, additional details) that will be sent by email to members who respond that they will attend the event.</td>
</tr>
</tbody>
</table>

When you have completed the Event page to your satisfaction, click Add Event & Invite Group. Group members will receive an email invitation that contains a link they can click to respond to the event.
Note: The RSVP link in the email invitation goes to the event’s page on the group website, so members who RSVP will need to log in to Groups.io if they are not logged in already. Groups.io does not currently have a function that allows members to respond to RSVP events by email.

11.9.3 Responding to an RSVP event invitation

When you receive an emailed event invitation that requests an RSVP:

1. Open the email invitation and click the **Click here to RSVP** link. It takes you to the event’s page on the group website. (You will need to log in to your Groups.io account if you are not already logged in.)

2. On the event’s page:
   - Provide any information that the event organizer requested.
   - If the organizer is allowing attendees to bring guests, and you plan to attend the event, select the number of guests you are bringing from the list to the left of the **Will Attend** button. (That list will not be present if the organizer is not allowing attendees to bring guests.)
   - Click the button that applies to your response: **Will Attend**, **Will Not Attend**, or **Not Sure**.

Note: If the organizer has limited the number of attendees, and:

- The event is full when you respond that you will attend: You are added to a wait list. A notification, with your position on the wait list, will be displayed at the top of the page.
- You were accepted as an attendee, but you later update your RSVP to increase the number of guests you are bringing and you get a notification that the event is full: You will be added to the wait list, but you will be at the top of the wait list because you had been on the attendee list before the event filled up.

11.9.4 Viewing RSVP event responses and contacting responders

All group members can see who has responded to an RSVP event:

1. Display the group’s calendar.
2. Find the RSVP event and click the link to open its Event page.
3. On the Event page, click the **View Responses** button.

Event organizers, as well as group owners and moderators, can email members who have responded to the RSVP event:

1. Follow steps 1 through 3 above.
2. On the Event Responses page, click the **Email** button at the bottom, and select the group of responders you want to email.
3. On the resulting page, compose your message, and click the **Send To Members** button.

11.9.5 Creating name tags for event attendees

1. Display the group’s calendar.
2. Find the RSVP event and click the link to open its Event page.
3. On the Event page, click the **View Responses** button.
4. On the Event Responses page, click the **Email** button at the bottom, then select **Create Name Tags**.
5. On the Create Name Tags popup, select the desired template for Avery name tags, then click **Create**. Groups.io generates a PDF file of event attendees that is formatted for those name tags. The name tags contain the display names and photos (if provided) from the attendees’ group profiles.
11.9.6 Exporting a list of event attendees

1. Display the group’s calendar.
2. Find the RSVP event and click the link to open its Event page.
3. On the Event page, click the View Responses button.
4. On the Event Responses page, click the Email button at the bottom, then select Export Responses. The meeting information and a list of members who responded that they will attend are displayed on a new page. You can copy and paste the text from that page into the application of your choice.

11.9.7 Locking or unlocking RSVP events

Locking an RSVP event prevents members from changing their responses to that event.

To lock an RSVP event:

1. Display the group’s calendar.
2. Find the RSVP event and click the link to open its Event page.
3. Scroll to the bottom of the Event page and click the Lock Event button. A statement that the event has been locked is added below the event’s description on the Event page, and members will not be able to change their RSVP responses nor add a response if they have not already responded.

To unlock an RSVP event, follow the steps above, but in step 3, click the Unlock Event button.

Note: Group members do not receive notifications when RSVP events are locked or unlocked.

11.9.8 Deleting an RSVP event

1. Display the group’s calendar.
2. Find the RSVP event and click the link to open its Event page.
3. Scroll to the bottom of the Event page and click the Delete Event button. If you want to notify group members about the deletion, in the Verify Delete confirmation popup, select the Send Notice To Group checkbox before you click Yes. The email notice will contain an iCalendar (ICS attachment) that members can open to delete the event from their personal calendars if desired.
12 Working with chats

12.1 Understanding the Chats feature

Groups.io provides a Chats feature that members can use to create and participate in interactive chats on a group’s website in real time. Be aware that:

- Group owners determine whether the Chats feature is available in their groups and, if it is, who can create new chats: all members or only owners and moderators.
- When someone creates a chat, Groups.io sends an email notification to group members. After that, ongoing activity in the chat does not generate additional email notifications. Members must log in to Groups.io to participate in and monitor chats.
- All group members can participate in chats. Groups.io does not provide a “private” chat option that allows chat creators to restrict chats to subsets of group members.
- In some web browsers, the Chat page does not display activity in real time. To see new chat content, members might need to refresh the Chat page periodically.
- The Chat page does not display any indication that someone is composing a response. Participants do not see that chat activity is occurring until someone actually posts their response.

12.2 Creating a chat

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Chats entry.
   Note: If you do not see a Chats entry, the Chats feature is disabled for that group.
3. On the Chats page, click the New Chat button at the top.
   Note: If you do not see a New Chat button, the group is set to allow only owners and moderators to create chats.
4. On the New Chat page, compose your chat:
   ○ Enter a concise but descriptive subject line that identifies the chat.
   ○ In the text editor box, enter a description of or reason for the chat.
   ○ Ensure that the Send an announcement to the group checkbox is selected (it is selected by default).
5. Click the Create Chat button at the bottom of the New Chat page. Groups.io sends an email notification about the chat to group members. The subject line of the email notification contains the #chat hashtag.

12.3 Participating in a chat

When you receive an email notification about a new chat, open the email message and click the View/Join This Chat link to go to the chat’s page on the group website. (If you are not logged in to your Groups.io account, you will need to log in before the chat’s page is displayed.)

Note: Do not reply to the notification email message. You cannot participate in group chats by email.

The chat’s page at the group’s website shows a preview of the chat activity so far. To participate in the chat, click the Join Chat button on the page.

After you join the chat, you can:

- Contribute to the chat by entering text in the text field and clicking the Send button.
- Click the plus (+) button to the left of the text field to:
  o Display a list of group members who are participating in the chat.
  o Leave the chat.
12.4 Closing or reopening a chat

**Note:** Only group owners or moderators (with the applicable permissions) can close and reopen chats.

To close a chat:

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the **Chats** entry.
3. On the Chats page, look for the chat you want to close and click the down arrow next to its posting date.
4. From the dropdown menu, select **Close Chat**. The chat is removed from the list of open chats. The chat is still available to view on the group’s website (see Viewing open and closed chats), but members cannot contribute to it.

To reopen a closed chat so members can contribute to it again:

1. Display the group’s Chats page.
2. Click the **Open Chats** button at the top, and select **Closed Chats** from the dropdown menu.
3. Locate the closed chat that you want to open and click the down arrow next to its posting date.
4. From the dropdown menu, select **Reopen Chat**.

**Tip:** Another way you can close or reopen a chat is to select **Edit Chat** (instead of Close Chat or Reopen Chat) from the dropdown menu next to the chat’s posting date, and then, on the next page, click the **Close Chat** button or **Reopen Chat** button. (If desired, you can update the subject or description of the chat before you close or reopen it on this page.)

12.5 Viewing open and closed chats

When you go to the Chats page on a group’s website, the currently open chats are listed by default.

To see a list of chats that are closed but still available on the group’s website:

1. Display the group’s Chats page.
2. Click the **Open Chats** button at the top, and select **Closed Chats** from the dropdown menu.

To view the contents of an open or closed chat on its own page, click the chat’s subject link.

12.6 Editing a chat

**Note:** Only group owners or moderators (with the applicable permissions) can edit chats.

To update the subject line or description (or both) of an open or closed chat:

1. Display the open or closed chat you want to edit.
2. Make your changes to the subject or description (or both).
3. Click the **Update Chat** button at the bottom of the page.

12.7 Deleting a chat

**Note:** Only group owners or moderators (with the applicable permissions) can delete chats.

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the **Chats** entry.
3. On the Chats page, look for the open or closed chat you want to delete and click the down arrow next to its posting date.
4. From the dropdown menu, select **Delete Chat**. In the Verify Delete confirmation popup, click **Yes**. The chat is deleted from the group.

**Tip:** Another way you can delete a chat is to select **Edit Chat** from the dropdown menu next to the chat’s posting date and, on the Edit Chat page, click the **Delete Chat** button at the bottom of the page.
13 Working with databases

13.1 Understanding the Databases feature
Groups.io provides a Databases feature that members can use to view and create database tables on a group’s website. Example uses for database tables include (but are not limited to):

- A membership roster for an organization, club, or community group
- A list of local suppliers, such as craft suppliers for a crafting group
- A list of projects and members who are assigned to them
- A list of links to websites that are of interest to group members

Note: Group owners determine whether the Databases feature is available in their groups and, if it is, who can view and create tables: all members or only owners and moderators.

13.2 Viewing database tables
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
   Note: If you do not see a Databases entry, the Databases feature is disabled for that group, or members are not allowed to view database tables.
3. On the Database page, click a table’s link to display it on its own page.
   Tips:
   - You can click a column’s name to sort the table by that column. Clicking the column heading a second time reverses the sort order.
   - You can hide any columns that you do not want to see on the page. Go to the bottom of the page and click the Visible button, which displays a list of the column names. Clear the checkboxes next to the names of the columns you want to hide.
   - You can change the number of rows you see on the page in the display preferences for your Groups.io account.

13.3 Creating a database table
13.3.1 Basic steps
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the Create Table button at the top.
4. On the Add Table page, specify the table’s properties and add columns.
5. At the bottom of the Add Table page, click the Create Table button. The table is created and added to the Database page. Now you (and group members, if they are allowed) can add rows to the table.
   Tip: If you have a JSON or CSV file that is formatted for a database table, you can import that file to create the table. See Importing a JSON or CSV file.
13.3.2 Specifying the table’s properties

<table>
<thead>
<tr>
<th>Property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>In this field, enter the name of the table. This name will become the link on the Database page that members click to view the table.</td>
</tr>
<tr>
<td>Short Description</td>
<td>In this field, enter a short description that will appear under the table’s name on the Database page.</td>
</tr>
<tr>
<td>Description</td>
<td>In this field, enter a more detailed description that will appear at the top of the table’s page when members are viewing the table.</td>
</tr>
<tr>
<td>Permissions</td>
<td>In each list on this panel—View Table, Edit Table, Add Rows, Edit Rows—select who can perform the associated action for that table. The options are all group members or only group moderators plus the table owner.</td>
</tr>
</tbody>
</table>
| Defaults       | In this panel, you can specify whether the system-supplied ID and Updated columns in the table are hidden by default when members view the table. Select the checkbox for the column you want to hide (you can select both). Members can later use the Visible button at the bottom of the table’s page (see Viewing database tables) to display those columns if desired. **Note:**  
  • The ID column contains sequential numbers that Groups.io automatically assigns to table rows to uniquely identify them. ID numbers are permanently assigned to rows and do not change when other rows are added or deleted.  
  • The Updated column contains the date when the associated row was last updated.  
  • The ID and Updated columns are not editable. |

13.3.3 Adding table columns

On the Add Table page, each column has its own panel. For a new table, three columns are displayed by default. You can add more columns (one at a time) by clicking the **Add Column** button at the bottom of the page.

To change the order of columns, click the up or down arrow at the far right in the bar with a column’s name to move the column up or down on the page. To delete a column, click the **X** next to the down arrow.

For each column, provide this information:

<table>
<thead>
<tr>
<th>Column property</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Enter the name that will appear at the top of the column in the table.</td>
</tr>
<tr>
<td>Type</td>
<td>From the list, select the <strong>type of content</strong> the column will contain.</td>
</tr>
<tr>
<td>Description</td>
<td>(Optional) In this field, you can enter a description of the column that will appear under that column’s field on each row’s individual page when the row is viewed or edited. You could use this description to contain brief instructions for completing entries in this column.</td>
</tr>
</tbody>
</table>
### Column property

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>If desired, enter a specific width for the column. This value specifies the number of pixels—not characters. Leave the default value of 0 if you want the column to adjust automatically (wrapping the content, if needed), along with other columns, to fit the width of the table on the page. <strong>Tip:</strong> In general, leaving the display width set to 0 for all columns in the table results in the best table appearance in different browsers and on different devices.</td>
</tr>
<tr>
<td>Select this checkbox if you want the column to be hidden by default when members view the table. When they are viewing the table, members can use the Visible button at the bottom of the table's page (see Viewing database tables) to display the column if desired.</td>
</tr>
<tr>
<td>If you want to assign a color to the column (for example, to help distinguish it on the page), click this box to display a color palette, and select the color you want to use.</td>
</tr>
<tr>
<td>Select this checkbox if you want to require members to provide an entry in this column when they add a new row to the table.</td>
</tr>
</tbody>
</table>

### 13.3.4 Table column types

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Line Text</td>
<td>Adds a column entry for a single line of information.</td>
</tr>
<tr>
<td>Paragraph</td>
<td>Adds a column entry for members to enter more text than a single line. This type allows members to add blank lines in the column entry by pressing the Enter key.</td>
</tr>
<tr>
<td>HTML Paragraph</td>
<td>Adds a column entry that allows HTML formatting.</td>
</tr>
<tr>
<td>Checkbox</td>
<td>Displays a checkbox (and only a checkbox) in the column entry. With this column type, you might use the column’s Description field to explain why someone would select this checkbox when they are adding a table row.</td>
</tr>
<tr>
<td>Single Select, Multiple Choice</td>
<td>Displays a dropdown list in the column entry. Members must select one item from the list. When you select this type, Choices boxes appear at the end of this column’s panel, under the Answer Required checkbox. In the boxes, enter the items that members can choose from. Click the Add Choice button if you need to add more items.</td>
</tr>
<tr>
<td>Multiple Select, Multiple Choice</td>
<td>Displays a list of items with checkboxes in the column entry. This type allows members to select more than one item. When you select this type, Choices boxes appear at the end of this column’s panel, under the Answer Required checkbox. In the boxes, enter the items that members can select. Click the Add Choice button if you need to add more items.</td>
</tr>
<tr>
<td>Date</td>
<td>Adds a popup calendar in the column entry that members can use to select a date. Alternatively, members can enter a date directly.</td>
</tr>
<tr>
<td>Time</td>
<td>Adds a dropdown list in the column entry that contains 30-minute time increments. Members can select a time from the list or enter a time directly.</td>
</tr>
</tbody>
</table>
## 13 Working with databases

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address</td>
<td>Adds a column entry that contains Address Line 1, Address Line 2, City, State/Province/Region, and Postal/ZIP Code fields plus a country selection list. When you select this type, a dropdown list to select a country appears at the end of this column’s panel, under the Answer Required checkbox. You can select a country to use as the default for entries in this column (members adding rows will be able to change the country if desired) or leave the country unselected. <strong>Tip:</strong> This column type is of limited use when sorting tables because the sort uses the characters of Address Line 1. If you want to be able to sort the table by individual address elements such as city, state, ZIP Code, and so on, you should consider creating a separate Single Line Text column for each address element. <strong>Note:</strong> In Premium and Enterprise groups, the Address column type enables a feature that allows the table to be displayed in a map view using Google Maps. In Basic groups, each address in an Address column will have a [Map] link that members can click to open a map for that location in a separate tab or window.</td>
</tr>
<tr>
<td>Link</td>
<td>Use this type to add a column entry that contains a web page URL (which will become a clickable link), a name for the link, and a description of the link.</td>
</tr>
<tr>
<td>Image</td>
<td>Use this link to add a column entry that contains an image. <strong>Note:</strong> The group’s owner might set a maximum size for images in databases, in which case, images that are uploaded to the table might get resized.</td>
</tr>
</tbody>
</table>

### 13.4 Adding table rows

1. [Log in to Groups.io](https://groups.io) and go to the group’s website.
2. In the left navigation menu on the group’s website, click the **Databases** entry.
3. On the Database page, click the link of the table you want to add rows to.
4. On the table’s page, scroll to the bottom and click the **Add Row** button.
5. On the Add Row page, complete the fields.
6. Click the **Save Row** button at the bottom of the page.  

**Note:** If the Add Row button is not available, the table’s creator has not allowed members to add rows to the table.

**Tip:** Another way to add rows to a table is to import a CSV file containing rows and columns that match the table’s columns. See [Importing a CSV file](#13.5-importing-a-csv-file).

### 13.5 Importing a JSON or CSV file

#### 13.5.1 Overview

You can create a database table by importing an existing file that is one of these types:

- **JSON** ([JavaScript Object Notation](https://en.wikipedia.org/wiki/JSON) format)
- **CSV** ([comma-separated values](https://en.wikipedia.org/wiki/Comma-separated_values) format)

A JSON file can contain all the properties of a Groups.io table (including description, permissions, and so on). A CSV file can contain only table columns and rows.

**Note:** Explaining how to create JSON and CSV files is outside the scope of this documentation.
13.5.2 Importing a JSON file
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the Import JSON button at the top.
4. In the Import JSON popup,
   ○ Click the Browse button to navigate to and select the JSON file that you want to import.
   ○ Click the Import button.

13.5.3 Importing a CSV file
! Important: Before you import a CSV file, you must first create a table in the group and add columns that match the columns in the CSV file. Groups.io cannot import a CSV file to a table unless the corresponding columns already exist in that table.

Note: The CSV file can contain a header line with column names that match the columns in the database table you created, but a header line is not required.

To import a CSV file:
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the link for the table that contains the columns that are in the CSV file.
4. On that table’s page, click the Import Rows button.
5. In the Import CSV popup:
   ○ Click the Browse button to navigate to and select the CSV file that you want to import.
   ○ If the first line of the CSV file contains the column names, select the File Has Header Line checkbox.
   ○ Click the Import button.

13.6 Editing a table’s properties and columns
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the link of the table you want to edit.
4. At the top of the page, click the Edit Table Properties button.
5. On the Modify Table page, edit the table’s properties and columns as desired.
   Note: To delete a column, click the X at the far right of the column’s name.
6. Scroll to the bottom of the Modify Table page and click the Update button.
13.7 Editing or deleting table rows

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the link of the table with the row you want to edit or delete.
4. On the table’s page, click the checkbox next to the row you want to edit or delete.
5. At the bottom of the page, click the View/Edit Row button.
6. On the Update Row page, to:
   ○ Edit the row: Make your changes, then click the Update button at the bottom of the page.
   ○ Delete the row: Click the Delete button at the bottom of the page. In the Verify Delete confirmation popup, click Yes.

Tip: You can delete multiple rows at the same time. On the table’s page, select the checkboxes next to the rows you want to delete, then click the Delete Rows button at the bottom of the page. In the Verify Delete confirmation popup, click Yes.

13.8 Exporting tables

You can export a group database table to a JSON file or a CSV file:

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the link of the table you want to export.
4. On the table’s page, scroll to the bottom and click the Export Table button.
5. In the Export Table popup, click the JSON Format button or CSV Format button.
6. Save the resulting file.

Tip: An exported JSON file contains all the properties of the table specified in the group (including description, permissions, and so on). An exported CSV file contains only the table columns and rows. If you want to preserve a copy of the table along with all its group properties (for example, so you can later import it back into a group), export the table to a JSON file.

13.9 Deleting tables

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Databases entry.
3. On the Database page, click the link of the table you want to delete.
4. On the table’s page, click the Edit Table Properties button at the top.
5. On the Modify Table page, scroll to the bottom and click the Delete Table button.
6. In the Verify Delete confirmation popup, click Yes.
14 Viewing the directory

A group owner can choose whether to allow the members of the group to see the directory of members’ profiles. If a Directory entry appears in the left navigation on the group’s website, the owner has allowed group members to see the directory. Click the Directory entry to view the directory.

Note:

- The directory of members’ profiles is different from the members list. See Viewing the member list.
- Only members who have chosen to make their profile visible can see other members who have opted to be included in the directory.
- From the directory, you can send an email directly to another member by clicking the Email button in their entry. This feature is limited to two emails per day to the same person and a total of 10 emails per day per group.
15 Working with files

15.1 Understanding the Files feature

Groups.io provides a Files feature that members can use to view and upload files on a group’s website. Files can be organized in folders.

Note:

- Group owners determine whether the Files feature is available in their groups and, if it is, who can view and upload files: all members or only owners and moderators.
- The size limit for an uploaded file is:
  - 100MB in Basic groups
  - 500MB in Premium and Enterprise groups

15.2 Viewing files

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Files entry.
   - Note: If you do not see a Files entry, either the Files feature is disabled for that group or members are not allowed to view files.
3. On the Files page, click a file’s link to open the file. If the files are organized in folders, click a folder’s link to open it and see the files it contains.

Tips:

- On the Files page, you can click a column’s heading to sort the list of files and folders by that heading. Clicking the column heading a second time reverses the sort order.
- You can change the number of files and folders you see on a page in the display preferences for your Groups.io account.
- You can use the Search field and button at the upper right of the Files page to search for files. The search engine finds keywords in file names and descriptions, and it also searches the contents of plain text and PDF files only. It does not search the contents of any other types of files (such as Microsoft Word documents).
15.3 Uploading files

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Files entry.
3. On the Files page, click the applicable button at the top of the page:

<table>
<thead>
<tr>
<th>Click this button:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Folder</td>
<td>Create a new folder to contain files. In the New folder popup, complete the Folder Name and Description fields and then click the Add button.</td>
</tr>
<tr>
<td>Upload File</td>
<td>Upload a file or files to that page. In the Upload File popup:</td>
</tr>
<tr>
<td></td>
<td>• Drag and drop a file, or multiple files, to the popup, or click the Browse button and select the file or files you want to upload.</td>
</tr>
<tr>
<td></td>
<td>• If desired, in the Description field, enter a brief description of the file. If you are uploading more than one file, the description will be applied to each file.</td>
</tr>
<tr>
<td></td>
<td>• To send a system-generated email notification about the upload to group members, select the Notify Members checkbox. The email message will contain a link to the file. If you are uploading multiple files, only one email notification is sent, with a separate link for each file.</td>
</tr>
<tr>
<td></td>
<td>• Click the Add button.</td>
</tr>
<tr>
<td>Upload Directory</td>
<td>Upload an entire folder and the files it contains (including any subfolders and their files). The directory (folder) structure will be preserved in the group. In the Upload Directory popup:</td>
</tr>
<tr>
<td></td>
<td>• Click Browse and select the folder you want to upload.</td>
</tr>
<tr>
<td></td>
<td>• If desired, in the Description field, enter a brief description of the folder.</td>
</tr>
<tr>
<td></td>
<td>• To send a system-generated email notification about the upload to group members, select the Notify Members checkbox. The email notification will contain links to all the files that are uploaded.</td>
</tr>
<tr>
<td></td>
<td>• Click the Add button.</td>
</tr>
</tbody>
</table>

Note:

- If the Upload File button or Upload Directory button is not available, either the group has reached its storage limit or members are not allowed to upload files to the group.
- The size limit for an uploaded file is:
  - 100MB in Basic groups
  - 500MB in Premium and Enterprise groups

15.4 Updating files and folders

It is not possible to edit the content of existing files on the group’s website, but you can upload a new version of a file to replace the existing version. You can also edit the name and description of an existing file or folder. To make any of these changes:

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Files entry.
3. On the Files page, locate the file or folder you want to modify, and click the Update icon next to it.

4. In the Update File or Update Folder popup, make your desired changes:
   - For files only: Drag and drop, or browse to and select, a file that will replace the existing file.
   - Edit the File Name or Folder Name field.
   - Edit the Description field.

5. For files only: If you want to notify group members about the file update, select the Notify Members checkbox.

6. Click the Update button.

15.5 Moving files and folders

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Files entry.
3. On the Files page, locate the file or folder you want to move, and click the Move icon next to it.
4. In the Move popup, click the link of the folder that you want to move the file or folder to. The file or folder is moved into that folder.

15.6 Deleting files and folders

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Files entry.
3. On the Files page, locate the file or folder you want to delete, and click the Delete icon next to it.
4. In the Verify Delete confirmation popup, click Yes.

15.7 Reporting files or folders to moderators or Groups.io support

If you feel that you need to report a file or folder to the group’s moderators (because you think it is not appropriate for the group) or to Groups.io Support (because you think it violates the Groups.io Terms of Service), you can do so from the group’s website:

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Files entry.
3. On the Files page, locate the file or folder you want to report, and click the Report File icon next to it.
4. In the Report File popup, enter the reason you are reporting the file.
5. Select Report to Moderators or Report to Groups.io Support, as applicable.
6. Click Report. An email message with the subject “Content flagged as objectionable” is sent to the group moderators or to Groups.io Support. Your email address is included in that message.

Note: The member who uploaded the file you reported is not notified about the complaint. It is up to the group’s moderators or Groups.io Support to determine how to act on your complaint.
16 Viewing the member list

In a restricted membership group, the group owner can choose whether to allow the members of the group to see the member list. If a Members entry appears in the left navigation on the group’s website, the owner has allowed group members to see the member list. Click the Members entry to view the list.

Note: The member list is different from the directory of members’ profiles. See Viewing the directory.

The member list contains group members’ display names, email addresses, email delivery methods, and the dates they joined (or were approved to join) the group.

If you click the Members button at the top of the Members page, you can select Moderators to see a list of members who have moderator and owner privileges. (Group owners and moderators have additional options on that button’s dropdown menu.)

Certain colored badges (icons) might appear in the entries in the member list. For a list of these badges and their descriptions, see Additional information > Member badges and topic icons > Member badges.
17 Working with photos

17.1 Understanding the Photos feature

Groups.io provides a Photos feature that members can use to view and upload image files on a group’s website. Images can be organized in albums.

Note:

- Group owners determine whether the Photos feature is available in their groups and, if it is, who can view and upload image files: all members or only owners and moderators.
- The Photos feature does not support video files. Only image file formats are supported.
- The size limit for an uploaded photo is:
  - 100MB in Basic groups
  - 500MB in Premium and Enterprise groups

17.2 About the Emailed Photos album

Images that are included in or attached to group messages are automatically stored in a system-created album named Emailed Photos. That album is always listed first on the Photo Albums page. Group members cannot upload images to the Emailed Photos album manually. Only moderators can delete images in that album.

17.3 Viewing photos

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Photos entry. 
   
   Note: If you do not see a Photos entry, the Photos feature is disabled for that group, or members are not allowed to view photos.
3. On the Photo Albums page, click an album’s thumbnail to open the album.
4. On the album’s page, click a photo’s thumbnail to view the photo.

Tips:

- You can change the sort order of albums or photos by clicking the Sort By button at the top right of the page and selecting the desired sort option.
  
  Note: On the Photo Albums page, the Emailed Photos album is always listed first.
- You can change the number of albums or photos you see on a page in the display preferences for your Groups.io account.
- You can use the Search field and button at the upper right of the Photos page to search for photos. The search engine searches across all photo albums in the group (except the Emailed Photos album) for keywords in photo file names and descriptions.
17.4 Adding photos

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Photos entry.
3. On the Photo Albums page, click the thumbnail of the album you want to add photos to.
4. On that album’s page, click the Add Photos button.
5. In the Upload Photos popup:
   ○ Drag and drop an image file, or multiple files, to the popup, or click the Browse button and select the image or images you want to upload.
   ○ Click the Add button.

Note:
- If the Add Photos button is not available, either the group has reached its storage limit or members are not allowed to add photos to the group.
- The size limit for an uploaded photo is:
  ○ 100MB in Basic groups
  ○ 500MB in Premium and Enterprise groups

17.5 Editing photos

Group members can edit their own photos; group owners and moderators can edit any members’ photos. The edits you can make are limited to: changing the owner of the photo, changing the name or description, rotating it right or left, and making it the album’s cover photo (if you also created that album).

To edit a photo:
1. Display the photo you want to edit.
2. At the bottom of the photo’s page, click the Edit button.
3. On the Edit Photo page, make your desired changes.
4. Click the Update button at the bottom of the page.

17.6 Moving photos

Group members can move their own photos; owners and moderators can move any members’ photos.

To move a photo to a different album:
1. Display the photo you want to move.
2. At the bottom of the photo’s page, click the Move button.
3. In the Move Photo popup:
   ○ Select the link of the album you want to move the photo to.
   ○ Click the Move button.
17.7 Deleting photos
Group members can delete their own photos; owners and moderators can delete any members’ photos.
To delete a photo:
1. Display the photo you want to delete.
2. At the bottom of the photo’s page, click the Edit button.
3. On the Edit Photo page, scroll to the bottom and click the Delete button.
4. In the Verify Delete confirmation popup, click Yes.

17.8 Adding albums
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Photos entry.
3. On the Photo Albums page, click the New Album button.
4. In the New Album popup:
   ○ Enter a title for and description of the album.
   ○ Select Group Access or Personal Access, depending whether you want other members or only yourself to be able to add photos to the album.
   ○ Click the Create button.

**Note:** If the album description is too long, some of it will not be visible on the album’s main page. Depending on the font size, up to about five lines of text will fit. When you are creating an album, you should verify that the entire description is visible on the album’s main page.

17.9 Editing albums
Group members can edit their own albums; owners and moderators can edit any members’ albums. The edits you can make are: changing the owner, changing the title or description, and changing who has access.

**Note:** If the album description is too long, some of it will not be visible on the album’s main page. Depending on the font size, up to about five lines of text will fit. When you are editing an album’s description, you should verify that the entire description is visible on the album’s main page.
To edit an album:
1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Photos entry.
3. On the Photo Albums page, click the album’s thumbnail to open the album.
4. On the album’s page, click the Edit Album button.
5. On the Edit page, make your desired changes.
6. Click the Update button at the bottom of the page.
17.10 Deleting albums

Group members can delete their own albums; owners and moderators can delete any members’ albums.

To delete an album:

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Photos entry.
3. On the Photo Albums page, click the album’s thumbnail to open the album.
4. Click the Delete Album button.
5. In the Verify Delete Album confirmation popup, click Yes.

Tip: Another way to delete an album is to go to its Edit page and then click the Delete button at the bottom.
18 Working with polls

18.1 Understanding the Polls feature

Groups.io provides a feature that members can use to create and respond to polls on a group’s website. Be aware that:

- Group owners determine whether the feature is available in their groups and, if it is, who can create new polls: all members or only owners and moderators.
- New and updated polls are sent to group members as messages with the hashtag #poll in the subject line. (If the hashtag does not yet exist in the group, it is created the first time a member posts a poll.)
- Members must log in to their Groups.io accounts to vote in polls. Members cannot participate in polls by email.

18.2 Creating a poll

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the New Poll entry.
   Note: If you do not see a New Poll entry, the poll feature is disabled for that group, or only group moderators can create polls.
3. On the New Poll page, compose your poll:

   - Enter a concise but descriptive subject line that identifies the poll.
   - In the Question text editor box, enter your poll question.
   - In the Answers section, enter the answers or choices that you want other members to vote for. To include more than three answers, click the Add Answer button. To remove an answer, click the X button the far right on the answer’s line.
   - Under Additional Options, select any other of these options that you want to apply to the poll:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow multiple choices.</td>
<td>Select this checkbox if you want group members to be able to vote for more than one answer in the poll.</td>
</tr>
<tr>
<td>Only moderators and poll creators can view results and responders...</td>
<td>Select this checkbox if you do not want group members to be able to view the results of the poll and who responded (regardless of whether the poll is open or closed).</td>
</tr>
<tr>
<td>Only display results when the poll has closed.</td>
<td>Select this checkbox if you do not want group members to be able to see the results of the poll while the poll is still open. <strong>Note:</strong> Moderators and poll creators can view results at any time.</td>
</tr>
<tr>
<td>Do not show who responded to the poll.</td>
<td>Select this checkbox if you do not want group members to be able to see who else responded to the poll.</td>
</tr>
</tbody>
</table>

4. Click the Post Poll button at the bottom of the New Poll page. Groups.io sends an email message to group members that contains the poll questions and a link to vote. The subject line of the email notification contains the #poll hashtag.
18.3 Voting in a poll
When you receive an email notification about a new poll, open the email message and click the Vote Now link to go to the poll’s page on the group website. (If you are not logged in to your Groups.io account, you will need to log in before the poll’s page is displayed.)

Note: Do not reply to the notification email message. You cannot participate in group polls by email.

On the poll’s page, select the item (or items, if the poll allows multiple selections) you want to vote for, then click the Vote button.

If you want to change your vote and the poll is not yet closed, go to the poll’s page, change your selection, and click the Change Vote button.

18.4 Viewing a list of polls in a group
1. Log in to Groups.io and go to the group’s website.
2. On the Topics page, click the top left button (which is labeled Topics by default) and select Polls from the dropdown menu.

Tip: You can also search the archive by the #poll hashtag. See Searching for messages by hashtags.

18.5 Editing a poll
1. Log in to Groups.io and go to the group’s website.
2. On the Topics page, locate the poll you want to edit and click its subject line to open it on its own page.
3. Look for and click the More “hamburger” icon at the lower right of the poll message.
4. In the popup menu, select Edit Poll.
5. Make your changes to the poll.
6. Click the Update Poll button at the bottom of the page. Groups.io sends an email message to group members to notify them that the poll was updated. Members can click the link in the message to visit the poll and, if necessary, change their votes.

Note: Because polls are a form of group messages, edited polls display the blue Edited (Edited) badge in the archive on the group’s website.

18.6 Closing or reopening a poll
To close a poll so that votes are no longer accepted:
1. Log in to Groups.io and go to the group’s website.
2. On the Topics page, locate the poll you want to close and click its subject line to open it on its own page.
3. Look for and click the More “hamburger” icon at the lower right of the poll message.
4. In the popup menu, select Edit Poll.
5. If desired, enter a statement about why you are closing the poll.
6. Go to the bottom of the page and click the Close Poll button.
To reopen a closed poll:

1. **Log in to Groups.io** and go to the group’s website.
2. On the Topics page, locate the poll you want to edit and click its subject line to open it on its own page.
3. Look for and click the More “hamburger” icon at the lower right of the poll message.

4. In the popup menu, select **Edit Poll**.
5. If desired, enter a statement about why you are reopening the poll.
6. Go to the bottom of the page and click the **Reopen Poll** button.

**Tip:** If you do not need to edit the text or options of a poll when you close or reopen it, you can use this “shortcut” method to close or reopen it:

1. On the Topics page or Messages page, click the top left button (which is labeled Topics or Messages, depending on which view you are in) and select **Polls** from the dropdown menu.
2. In the resulting list of polls, locate the poll you want to close or reopen.
3. Click the down arrow next to the desired poll and select **Close** or **Reopen**, as applicable, from the dropdown menu.

### 18.7 Deleting a poll

You can use either of these methods to delete a poll:

- Display the poll message on its own page, click the More “hamburger” icon, and select **Delete Poll** from the popup menu. Then, in the Verify Delete confirmation popup, click **Yes**.
- Click the button at the top of the Topics page or Messages page and select **Polls** from the dropdown menu. In the resulting list of polls, click the down arrow next to the one you want to delete, and select **Delete Poll** from the dropdown menu. Then, in the Verify Delete confirmation popup, click **Yes**.
19 Working with wiki pages

19.1 Understanding the Wiki feature

Groups.io provides a Wiki feature that members can use to view, create, and edit wiki pages on a group’s website. Example uses for a group wiki include (but are not limited to):

- Providing a repository of information that is relevant to the group—for example, project ideas for a woodworking club, recipes and cooking tips for a cooking club, a membership handbook for a social organization, and so on
- Documenting frequently asked questions and their answers

Note: Group owners determine whether the Wiki feature is available in their groups and, if it is, who can view, create, and edit wiki pages: the general public (view only), all group members, or only group owners and moderators.

19.2 Viewing a group’s wiki

1. Log in to Groups.io and go to the group’s website.
2. In the left navigation menu on the group’s website, click the Wiki entry (it is the last entry).

Note: If you do not see a Wiki entry on the left navigation menu, either the Wiki feature is disabled for that group or members are not allowed to view the wiki.

19.3 Displaying a specific wiki page

Navigating around a wiki depends on how the pages are organized and linked. But a consistent method you can use to display a specific wiki page is to go to the bottom of a page, click the Pages button at the far left, and select the page from the list of wiki pages in the dropdown menu.

19.4 Viewing a wiki page’s revision history

When you are viewing a wiki page, you can see its revision history by clicking the \([n] \text{ revisions}\) link at the upper right of the page (\([n]\) represents the number of times the page has been revised).

The History page lists the group members who have made revisions and the revision notes they entered. Click a revision note’s link to see that version of the page.

To see how the page changed between two revisions, select the checkboxes next to the revisions you want to compare, and click the Compare Revisions button at the upper right of the page. The resulting page shows the changes that were made between the earlier revision and the later revision.

Note: You can select only two revisions at a time to compare.
19.5 Creating and editing wiki pages

Note:

- If the New Page and Edit Page buttons are not available, group members are not allowed to create or edit wiki pages.

- Before May 5, 2020, wiki page names were also used for the pages’ URLs. If you change the name of a wiki page that existed before May 5, 2020, existing links containing that page’s original name will break. As of May 5, 2020, wiki page URLs are assigned unique ID numbers that do not change if a page’s name is changed.

To create a new wiki page:

1. Go to the wiki, scroll to the bottom of the page, and click the New Page button.

2. Complete the new wiki page:
   - In the first field, enter a name for the page. This name will appear in the gray navigation bar at the top of the wiki page and also in the list of pages displayed by the Pages button that is at the bottom of each page.
   - In the text editor box, enter and format the text of your wiki page.
   - Under the text editor box, enter a short note explaining the purpose of the page. This note is optional but recommended because it will appear in the page’s revision history.
   - If you want only moderators to be able to edit the page after it is created, select the Only moderators can edit this page checkbox.

3. Click the Save Page button at the bottom of the page.

To edit an existing wiki page:

1. Go to the wiki and display the page you want to edit.

2. Scroll to the bottom of the page and click the Edit Page button.

3. On the editing page, make your changes.

4. Enter a brief note explaining the edits. This note is optional but recommended because it will appear in the page’s revision history.

5. Click the Save Page button at the bottom of the page.

Tips:

- You can set your preferred text editor (HTML, Markdown, or Plain Text) in your Groups.io account preferences. See Setting your preferred text editor. However, be aware that the editor you select will be used only on new wiki pages that you create. When a group member edits an existing page, the text editor they see will be the one that the page’s creator used, which might be different from the editing member’s preferred text editor.

- In the HTML editor, you can easily add links to other wiki pages by clicking the Insert link to wiki page icon.

That icon displays a popup containing a dropdown list of all the current pages in the wiki. From the list, you can select the page you want to link to.
In the HTML editor, you can display another toolbar with additional formatting options by clicking the **Show advanced toolbar** icon at the far right.

![Show advanced toolbar icon](image)

### 19.6 Organizing wiki pages

#### 19.6.1 Adding a table of contents to a page

If a wiki page is lengthy, you can organize it into sections using headers, and then add a table of contents at the top of the page. Group members will then be able to click a header link in the table of contents to directly go to that section on the page.

**Note:** These instructions assume you are using the HTML editor.

To add a table of contents to a wiki page:

1. While you are creating or editing the wiki page, apply header elements to the section titles on the page because the table of contents is built from headers. To apply a header element, click **Formats** and select the applicable header level from the dropdown list.

2. When you are ready to add the table of contents, click the location in the page where you want to insert it (it does not have to be at the top of the page, although that location is typical), then select the **Insert table of contents** icon on the toolbar.

   ![Insert table of contents icon](image)

   **Important:** The location where you insert the table of contents should be a paragraph element with no additional formatting. That location should not be a header element or have any other formatting; otherwise, the format of the resulting table of contents will be affected accordingly.

3. In the Table of Contents popup, enter a new title if desired (the default is “Contents”), and select the maximum level of headers you want listed in the table of contents.

4. Click **Insert**. The editor inserts a TOC code at the location where the table of contents will appear after you save the page. For example, the code `[TOC: Contents: 3]` specifies that the title will be “Contents” and three levels of headers will be listed.
5. Go to the bottom of the page and click the Save Page button. On the page, the table of contents appears where you inserted it.

**Note:** Heading numbers are added automatically, and you cannot change or remove them.

**Example table of contents showing two header levels:**

```
<table>
<thead>
<tr>
<th>Chorus Member Handbook</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contents</td>
</tr>
<tr>
<td>1 Checklist for New Members</td>
</tr>
<tr>
<td>2 Concert Season</td>
</tr>
<tr>
<td>3 Rehearsals</td>
</tr>
<tr>
<td>4 Communication</td>
</tr>
<tr>
<td>4.1 Website</td>
</tr>
<tr>
<td>4.2 Email Group</td>
</tr>
<tr>
<td>4.3 Facebook</td>
</tr>
</tbody>
</table>
```

**Tip:** In the example, the “Chorus Member Handbook” title above the table of contents is a paragraph element formatted with bold, italics, and a large font size. That title is not formatted as a header element because then it would also be listed in the table of contents, which could look odd to readers. You might have to experiment with the formatting and placement of titles and headers as well as the location of the table of contents to get the page to look the way you want it to.

**19.6.2 Adding, editing, or deleting a sidebar**

Members who are permitted to add and edit wiki pages can add a sidebar that will appear (in a computer’s web browser) on the right side of every page in the wiki. The sidebar can contain content that you want to be consistent or prominent on every page in the wiki. For example, the sidebar could serve as an index to the wiki by containing links to pages.

To add a sidebar:

1. Go to the bottom of any wiki page and click the Add a Sidebar button.
2. On the new sidebar page, enter and format the content that will appear in the sidebar.
   **Note:** Do not change the default name of the page (_Sidebar) or else the page will be just a regular wiki page.
3. Click the Save Page button at the bottom of the page. The sidebar is added and appears on all pages in the wiki.

**Example:**

```
<table>
<thead>
<tr>
<th>Setting account preferences</th>
</tr>
</thead>
<tbody>
<tr>
<td>Creating messages</td>
</tr>
<tr>
<td>Using the calendar</td>
</tr>
<tr>
<td>Understanding hashtags</td>
</tr>
<tr>
<td>Uploading files</td>
</tr>
<tr>
<td>Uploading photos</td>
</tr>
<tr>
<td>FAQ</td>
</tr>
</tbody>
</table>
```
After a sidebar is added to the wiki, the Add a Sidebar button becomes unavailable. Members who are permitted to edit wiki pages will see an edit icon in the upper right corner of the sidebar (as shown in the example above), and they can edit the sidebar by clicking that icon.

To delete a sidebar, click the edit icon in the sidebar’s upper right corner. On the Edit page, scroll to the bottom and click the **Delete Page** button.

### 19.6.3 Adding, editing, or deleting a footer

Members who are permitted to add and edit wiki pages can add a footer that will appear (in a computer’s web browser) at the bottom of every page in the wiki. The footer can contain content that you want to be consistent or prominent on every page in the wiki.

To add a footer:

1. Go to the bottom of any wiki page and click the **Add a Footer** button.
2. On the new footer page, enter and format the content that will appear in the footer. **Note:** Do not change the default name of the page (Footer) or else the page will be just a regular wiki page.
3. Click the **Save Page** button at the bottom of the page. The footer is added and appears at the bottom of all pages in the wiki.

**Example:**

> **Remember:** Any member of this group can edit the wiki.

After a footer is added to the wiki, the Add a Footer button becomes unavailable. Members who are permitted to edit wiki pages will see an edit icon in the upper right corner of the footer (as shown in the example above), and they can edit the footer by clicking that icon.

To delete a footer, click the edit icon in the footer’s upper right corner. On the Edit page, scroll to the bottom and click the **Delete Page** button.

### 19.7 Deleting wiki pages

**Note:** If the Edit Page button is not available, group members are not allowed to edit or delete wiki pages.

1. **Go to the wiki** and display the page you want to delete.
2. At the bottom of the page, click the **Edit Page** button.
3. Scroll to the bottom of the Edit page and click the **Delete Page** button.
4. In the Verify Delete confirmation popup, click **Yes**.
20 Responding to donation requests in Premium and Enterprise groups

Owners and moderators of Premium and Enterprise groups can set up donation requests to ask their members to donate to the group. If a group you belong to has an open donation request, you will see a Donations entry near the bottom of the left navigation menu at the group’s website. To make a donation:

1. Select **Donations** in the left navigation menu.
2. On the View Donation page, in the Donate Now field, enter the amount you want to donate.
3. In the Credit Or Debit Card field, enter your credit or debit card number, its expiration date, and its CVC code.
4. Click the **Donate** button.

Your donation history and your credit or debit card information are saved in your Groups.io account. See [Reviewing your group donation and payment history](#).
21 Leaving a group

If you decide you no longer want to be a member of a group, you can use any of these methods to leave (unsubscribe from) that group:

- Click the **Unsubscribe** link in the footer of an email message from that group.
- Send an email message to the group’s unsubscribe address (see [Standard group email addresses](#)).
- Go to the group’s website, display your **Edit Subscription** page, go to the bottom of that page, and click the **Leave Group** button.
- Go to the [Your Groups home page](#), select the checkbox next to the group you want to leave, click the **Actions** button at the bottom of the page, and select **Unsubscribe**.
22 Additional information

22.1 Standard group email addresses

All groups have several standard email addresses to which you can send empty email messages for different purposes. Through these email addresses, you can join or leave the group or change certain subscription options by email instead of having to go to the group's website.

! Important: After you send a message to most of these email addresses, you receive a confirmation request message from Groups.io. You must respond to that confirmation request to complete the requested action.

Note: Substitute the group's actual name for [groupname] in the addresses.

<table>
<thead>
<tr>
<th>Members use this address:</th>
<th>To:</th>
</tr>
</thead>
<tbody>
<tr>
<td>[groupname]<a href="mailto:+subscribe@groups.io">+subscribe@groups.io</a></td>
<td>Join a group.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+unsubscribe@groups.io">+unsubscribe@groups.io</a></td>
<td>Leave (unsubscribe from) a group.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+help@groups.io">+help@groups.io</a></td>
<td>Receive an email message containing a list of these addresses. Note: A confirmation request message is not sent in this case.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+digest@groups.io">+digest@groups.io</a></td>
<td>Receive plain-format digests instead of individual messages.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+fulldigest@groups.io">+fulldigest@groups.io</a></td>
<td>Receive full-featured digests instead of individual messages.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+summary@groups.io">+summary@groups.io</a></td>
<td>Receive a daily summary instead of individual messages.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+single@groups.io">+single@groups.io</a></td>
<td>Receive individual messages instead of a summary or digest.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+special@groups.io">+special@groups.io</a></td>
<td>Receive only special notices.</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+nomail@groups.io">+nomail@groups.io</a></td>
<td>Stop receiving messages by email (you can still read messages on the group's website).</td>
</tr>
<tr>
<td>[groupname]<a href="mailto:+owner@groups.io">+owner@groups.io</a></td>
<td>Contact the group owners. Note: A confirmation request message is not sent in this case.</td>
</tr>
</tbody>
</table>

22.2 Understanding message digests

22.2.1 Overview

Group members who receive group messages by email can choose to receive digests of messages rather than receive each message individually as it is sent. The setting is under Email Delivery on a member's Subscription page for the group. Members can choose to receive digests in HTML (full-featured) format or in plain text format.

To generate digests, the system groups a day's messages into batches of 12 and delivers each batch in one digest message when the twelfth message is posted. The digests include the full text of each message, omitting any quotes of previous messages.

Note: If a digest had not been generated in the previous 6 hours and messages were posted to the group since the last digest, a digest is created at 6:00 AM local time for each member, based on the timezone in the member's account preferences.
22.2.2 Full-featured digests

The top of a full-featured digest includes a list of the topics it contains. Each topic listed is a link you can click to go directly to that topic within the digest. If a topic has a number after it, that number is the count of messages in the topic that are included in the digest.

Example:

This is a digest for Test Group. View all your groups.io groups, and edit your subscriptions, here.

Do not reply to this email. To reply to a message, click the Reply link under the message.

TOPICS IN THIS DIGEST:

1. Menu not displayed
2. Calendar reminders
3. Help joining my group
4. Prevent cross-posting?
5. Groups.io site updates

The digest also contains message footers. For more information, see Footers in full-featured digests.

Note: The number of attachments included with each message in a digest is limited to two.

22.2.3 Plain text digests

The top of a plain text digest includes a list of the topics it contains. The topics in that list are not links. If a topic has a number after it, that number is the count of messages in the topic that are included in the digest.

The group’s email address, group web address, and unsubscribe web address might appear as links (as in the example below) if your email application automatically creates links from text that appears to be email addresses or web addresses.

Example:

This is a digest for GroupName@groups.io, at https://groups.io/g/GroupName
To unsubscribe, visit: https://groups.io/g/GroupName/leave/915304/1256194787/xyzzy

Do not reply to this email. To reply to one of the messages in the digest, click on the link at the bottom of the message.

Topics in this digest:

1. Re: Looking for a caterer (5)
2. Updated policies #admin

The digest also contains message footers. For more information, see Footers in plain text digests.
22.3 Understanding message footers

22.3.1 Overview
Each message that is delivered to group members by email contains standard content at the bottom known as a footer. (Messages in the archive on the group’s website do not display these footers.)

The contents and appearance of the footer depend on whether the message is formatted in HTML or plain text and on whether the message was delivered individually or included in a digest.

Note: Footers are different from signatures. Signatures are written by individual members and are specific to those members. (You can specify a signature in your group subscription preferences.) Groups.io message footers are added by the system and are not under individual members’ control.

22.3.2 Footers in individual formatted (HTML) email messages
The footer in an individual group email message that is in HTML format looks similar to this example:

Groups.io Links:

You receive all messages sent to this group.

View/Reply Online (#5074) | Reply To Sender | Mute This Topic | New Topic
Mute #cal-summary
Your Subscription | Contact Group Owner | Unsubscribe [yourname@yourdomain.com]

Note: The footer might also contain some customized, group-specific content.

This table summarizes the footer elements that can appear in individual HTML email messages:

<table>
<thead>
<tr>
<th>Footer element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“You receive all messages sent to this group.”</td>
<td>The statement that appears here reflects the Message Selection setting on your Subscription page for the group.</td>
</tr>
<tr>
<td>View/Reply Online (#[nnn])</td>
<td>This link goes to the message on the group’s website. The number in parentheses is the message number in the archive.</td>
</tr>
<tr>
<td>Reply To Group (not shown in the example above)</td>
<td>This link is a mailto: link that opens a new message composition window in your email application. The group’s email address will be automatically entered in the To field. Note: The message you are replying to will not be quoted in your reply even if your email application is set up to quote messages that you reply to. If you want to quote the message, you can copy and paste its text into your reply, or you can click the View/Reply Online link and then use the reply quoting features on the group’s website. See the tips in Using the group’s website to post new topics or reply to existing messages.</td>
</tr>
<tr>
<td>Footer element</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Reply To Sender</td>
<td>This link is a mailto: link that opens a new message composition window in your email application. The message sender’s email address will be automatically entered in the To field. Also, the word “Private:” is added to the beginning of the subject line. Note: The message you are replying to will not be quoted in your reply even if your email application is set up to quote messages that you reply to. If you want to quote the message, you can copy and paste its text into your reply, or you can click the View/Reply Online link and then use the reply quoting features on the group’s website. See the tips in Using the group’s website to post new topics or reply to existing messages.</td>
</tr>
<tr>
<td>Mute This Topic</td>
<td>This link opens a page on the group’s website where you can confirm that you do not want to receive further email replies to that topic. For more information, see Controlling the volume of email messages you receive from a group.</td>
</tr>
<tr>
<td>Follow This Topic (not shown in the example above)</td>
<td>This link opens a page on the group’s website where you can confirm that you want to receive further email replies to that topic. For more information, see Controlling the volume of email messages you receive from a group.</td>
</tr>
<tr>
<td>Unfollow This Topic (not shown in the example above)</td>
<td>If you are following the topic, this link opens a page on the group’s website where you can confirm that you want to stop receiving further email replies to that topic. For more information, see Controlling the volume of email messages you receive from a group.</td>
</tr>
<tr>
<td>New Topic</td>
<td>This link goes to the New Topic page on the group’s website.</td>
</tr>
<tr>
<td>Mute #[hashtag]</td>
<td>This link opens a page on the group’s website where you can confirm that you do not want to receive further email replies to topics that have the indicated hashtag. For more information, see Controlling the volume of email messages you receive from a group.</td>
</tr>
<tr>
<td>Your Subscription</td>
<td>This link goes to your Subscription page for the group.</td>
</tr>
<tr>
<td>Contact Group Owner</td>
<td>This link is a mailto: link that opens a new message composition window in your email application. The owner email address for the group will be automatically entered in the To field.</td>
</tr>
<tr>
<td>Unsubscribe [your email address]</td>
<td>This link opens a page on the group’s website where you can confirm that you want to unsubscribe this email address from the group.</td>
</tr>
</tbody>
</table>
22.3.3 Footers in individual plain text email messages

The footer in an individual group email message that is in plain text format looks similar to this example:

```
== Footers in individual plain text email messages

The footer in an individual group email message that is in plain text format looks similar to this example:

Groups.io Links: You receive all messages sent to this group.
View/Reply Online (#17): [https://groups.io/g/GroupName/message/17](https://groups.io/g/GroupName/message/17)
Mute This Topic: [https://groups.io/mt/72759490/472575](https://groups.io/mt/72759490/472575)
Group Owner: [GroupName+owner@groups.io](mailto:GroupName+owner@groups.io)
Unsubscribe: [https://groups.io/g/GroupName/leave/7806727/1532652586/xyzyz][yourname@yourdomain.com]
```

The group owner email address and group web addresses might appear as links (as in the example above) if your email application automatically creates links from text that appears to be email addresses or web addresses.

**Note:** The footer might also contain some customized, group-specific content.

This table summarizes the footer elements that can appear in individual plain text email messages:

<table>
<thead>
<tr>
<th>Footer element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>“You receive all messages sent to this group.”</td>
<td>The statement that appears here reflects the <a href="#">Message Selection</a> setting on your Subscription page for the group.</td>
</tr>
<tr>
<td>View/Reply Online (#[nnn])</td>
<td>This link goes to the message on the group’s website. The number in parentheses is the message number in the <a href="#">archive</a>.</td>
</tr>
<tr>
<td>Mute This Topic</td>
<td>This link opens a page on the group’s website where you can confirm that you do not want to receive further email replies to that topic. For more information, see <a href="#">Controlling the volume of email messages you receive from a group</a>.</td>
</tr>
<tr>
<td>Follow This Topic (not shown in the example above)</td>
<td>This link opens a page on the group’s website where you can confirm that you want to receive further email replies to that topic. For more information, see <a href="#">Controlling the volume of email messages you receive from a group</a>.</td>
</tr>
<tr>
<td>Unfollow This Topic (not shown in the example above)</td>
<td>If you are following the topic, this link opens a page on the group’s website where you can confirm that you want to stop receiving further email replies to that topic. For more information, see <a href="#">Controlling the volume of email messages you receive from a group</a>.</td>
</tr>
<tr>
<td>Mute #[hashtag] (not shown in the example above)</td>
<td>This link opens a page on the group’s website where you can confirm that you do not want to receive further email replies to topics that have the indicated hashtag. For more information, see <a href="#">Controlling the volume of email messages you receive from a group</a>.</td>
</tr>
<tr>
<td>Group Owner</td>
<td>This link is a mailto: link that opens a new message composition window in your email application. The owner email address for the group will be automatically entered in the To field.</td>
</tr>
<tr>
<td>Unsubscribe</td>
<td>This link opens a page on the group’s website where you can confirm that you want to unsubscribe this email address from the group.</td>
</tr>
</tbody>
</table>
22.3.4 Footers in full-featured digests
A **full-featured digest** has a footer under each message in the digest plus a different footer at the end of the entire digest.

The footers under individual messages in the digest look similar to this example:

```
View/Reply Online | Reply To Group | Reply To Sender | Follow Topic | Top ^ | New Topic
```

Other links that might appear in individual message footers include Mute This Topic, Unfollow This Topic, and Mute #[hashtag]. The links in the digest behave similarly to the ones in individual HTML messages.

The footer at the end of the entire digest looks similar to this example:

```
You are receiving this email because you are subscribed to GroupName@groups.io via yourname@yourdomain.com. You can unsubscribe here.
```

22.3.5 Footers in plain text digests
A **plain text digest** has a footer under each message in the digest plus a different footer at the end of the entire digest.

The footers under individual messages in the digest look similar to this example:

```
--
View This Message: https://groups.io/g/GroupName/message/24662
Reply To This Message: https://groups.io/g/GroupName/message/24662?reply=1
Mute This Topic: https://groups.io/mt/72750974/472575
```

The group owner email address and group web addresses might appear as links (as in the examples above and below) if your email application automatically creates links from text that appears to be email addresses or web addresses. Other links that might appear in individual message footers include Follow This Topic and Unfollow This Topic. The links in the digest behave similarly to the ones in individual plain text messages.

The footer at the end of the entire digest looks similar to this example:

```
Group Home: https://groups.io/g/GroupName
To change your subscription, visit: https://groups.io/g/GroupName/editsub/472575
Terms of Service: https://groups.io/static/tos
```
22.3.6 Group-specific additions to footers

Group owners can add customized, group-specific content to message footers in the group’s message formatting settings (see the Group Owners Manual).

When a message footer contains group-specific content, that content is placed between separators added by the system. In the examples below, the custom content is highlighted in yellow.

Plain text example:

---
Groups.io Links: You receive all messages sent to this group.

View/Reply Online (#18): https://groups.io/g/GroupName/message/18
Mute This Topic: https://groups.io/mt/72760256/715838

---
NOTE: By participating in this group, you agree to the group’s guidelines.

---
Group Owner: GroupName+owner@groups.io
Unsubscribe: https://groups.io/g/GroupName/leave/7660571/111413258/xyzzy [yourname@yourdomain.com]

---

Formatted (HTML) example:

Groups.io Links:

You receive all messages sent to this group.

View/Reply Online (#20) | Reply To Group | Reply To Sender | Mute This Topic | New Topic

---
NOTE: By participating in this group, you agree to the group’s guidelines.

---
Your Subscription | Contact Group Owner | Unsubscribe [yourname@yourdomain.com]
22.4 Understanding how group messages are threaded into topics

Groups.io uses this *algorithm* to thread messages into topics:

- If the message contains threading information (a References and/or In-Reply-To field in the message header that matches the ID of a message in an existing topic), and the subject line matches the subject line of the referenced message, add that message to the topic.

- When a message does not contain any threading information:
  - If the message was posted on the group’s website through the New Topic function (that is, it was not entered as a reply), assume it is the start of a new topic.
  - If the subject starts with *Re:*, look for a message with a matching subject that was posted within the last 30 days.
  - If the subject does not start with *Re:*, look for a message with a matching subject that was posted within the last 2 days.

When comparing subject lines, the algorithm ignores:

- Prefixes such as *Re:* that often are automatically added to replies.
- The group’s *subject tag*.
- Hashtags that are added to or removed from the subject line.

**Note:** Group owners and moderators can merge separate topics into one topic or split an existing topic into separate topics. For instructions, see the *Groups.io Owners Manual*:

- Managing group topics and messages > Merging topics
- Managing group topics and messages > Splitting topics
22.5 Member badges and topic icons

22.5.1 Member badges
Certain colored badges (icons) might appear in the entries in the member list and on other group pages (such as Your Groups home page):

<table>
<thead>
<tr>
<th>Badge</th>
<th>Meaning</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="455x764" alt="Image" /></td>
<td>Max. Attachment Size Limit</td>
<td>In the Advanced Preferences panel on their Subscription page, the member has set a maximum size for attachments that are emailed to them.</td>
</tr>
<tr>
<td><img src="470x764" alt="Image" /></td>
<td>Bouncing</td>
<td>Groups.io has stopped delivering group messages to this address but is attempting to contact it by sending bounce probes.</td>
</tr>
<tr>
<td><img src="470x764" alt="Image" /></td>
<td>Bounced</td>
<td>Groups.io has given up trying to send anything to this email address.</td>
</tr>
<tr>
<td><img src="420x764" alt="Image" /></td>
<td>Following Only</td>
<td>In the Advanced Preferences panel on their Subscription page, the member has selected the Following Only option.</td>
</tr>
<tr>
<td><img src="420x764" alt="Image" /></td>
<td>Following Only with First Message Also</td>
<td>In the Advanced Preferences panel on their Subscription page, the member has selected the Following Only option and the First Message Also checkbox.</td>
</tr>
<tr>
<td><img src="54x494" alt="Image" /></td>
<td>Moderated</td>
<td>The member’s posting privilege is set to Override: moderated.</td>
</tr>
<tr>
<td><img src="54x485" alt="Image" /></td>
<td>Moderate First</td>
<td>The member’s posting privilege is set to Override: moderate the first message of every topic this person starts.</td>
</tr>
<tr>
<td><img src="54x473" alt="Image" /></td>
<td>Moderator</td>
<td>The member is a moderator of the group.</td>
</tr>
<tr>
<td><img src="54x461" alt="Image" /></td>
<td>Note: Groups can have more than one moderator.</td>
<td></td>
</tr>
<tr>
<td><img src="54x449" alt="Image" /></td>
<td>Moderate Topics</td>
<td>The member’s posting privilege is set to Override: moderate all messages of every topic this person starts.</td>
</tr>
<tr>
<td><img src="54x424" alt="Image" /></td>
<td>Not Confirmed</td>
<td>A prospective member has requested to join the group by email or through the group’s website, and they need to respond to the confirmation email message sent by Groups.io, log in to Groups.io, or (in a restricted group) be approved by a moderator. After the member is confirmed, this badge is removed.</td>
</tr>
<tr>
<td><img src="54x399" alt="Image" /></td>
<td>Not Allowed to Post</td>
<td>The member’s posting privilege is set to Override: not allowed to post.</td>
</tr>
<tr>
<td><img src="54x354" alt="Image" /></td>
<td>Owner</td>
<td>The member is a designated owner of the group.</td>
</tr>
<tr>
<td><img src="54x330" alt="Image" /></td>
<td>Note: Groups can have more than one owner.</td>
<td></td>
</tr>
<tr>
<td><img src="54x314" alt="Image" /></td>
<td>Posting Allowed</td>
<td>The member’s posting privilege is set to Override: not moderated.</td>
</tr>
<tr>
<td><img src="54x282" alt="Image" /></td>
<td>Auto Follow Replies</td>
<td>In the Advanced Preferences panel on their Subscription page, the member has selected the Auto Follow Replies checkbox.</td>
</tr>
</tbody>
</table>

**Note:** Members with no badge in their entries are allowed to post according to the group’s moderation setting.
22.5.2 Topic icons
Certain icons might appear on topic subject lines:

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🗝️</td>
<td>The topic is locked.</td>
</tr>
<tr>
<td>🔒</td>
<td>The topic is moderated.</td>
</tr>
<tr>
<td>🍒</td>
<td>The topic is “sticky” (that is, pinned to the top of the group’s Topics page).</td>
</tr>
<tr>
<td>📝</td>
<td>The topic contains attachments.</td>
</tr>
</tbody>
</table>
23 Glossary

Account
An online record of all the Groups.io-associated information about a user: which groups they belong to, their Groups.io password or social login method, and preferences and settings that apply to all their groups. An account is identified by an email address.

Archive
A repository of all messages posted to a group, except messages that have been deleted. The messages in the archive are displayed in chronological order on a group’s website when someone clicks the Messages link.

Bounce, bouncing
An event that occurs when an email message cannot be delivered to a member. The reasons a message could bounce include an incorrect email address, a full mailbox, or a problem connecting to an email server.

Footer
System-generated text that is included at the bottom of every email message sent by Groups.io.

Note: Footers are not displayed in messages in the archive on a group’s website.

Hashtag
A word, or a phrase with no spaces (hyphens and underscores are allowed), prefixed with the hash/pound/number/octothorpe character (#). A group member applies a hashtag to a message by including the hashtag within or at the end of the message’s subject line. A maximum of five hashtags can be applied per topic.

Integration
A connection from a Groups.io group to another service such as GitHub.

Member
A person whose email address is registered with Groups.io (has a Groups.io account).

Note: In the past, the term subscriber often was used interchangeably with member. However, member is the preferred term.

Member directory
An index of the profiles of group members who opt to share their profile with the group. Owners can specify whether a group’s directory is visible to all members or only to owners and moderators, or whether the directory feature is enabled at all.
Member list
A list of all of the members in a group along with their display names, email addresses, message delivery options, join dates, and bounce status. The list also includes any members who have been banned. Owners can specify whether a group’s member list is visible to all members (which requires the group to have restricted membership) or only to owners and moderators.

Moderator
A member of a group who has permission to perform certain actions to help run the group, such as approving messages or membership requests, editing messages in the archive, and so on. A group can have more than one moderator, and individual moderators can have different sets of permissions.

Owner
A moderator of a group who has all possible permissions and, therefore, has complete control over the group. A group can have more than one owner. Someone who creates a group is an owner automatically.

Profile
Personal information provided by Groups.io members that they can choose to include in the directories of groups to which they belong. Members have a Groups.io account profile as well as a separate profile for each group, and they can customize their profile for each group they belong to.

Profiles are listed in the Identity section of a member's Groups.io account page.

Special notice
A message that is sent as an individual email message to all group members regardless of their email delivery setting.

Exception: Members who set the No Email delivery option do not receive special notices.

Only group owners or moderators can send special notices. Special notices typically are used for significant group announcements.

Subgroup
A group within another group. Members of a subgroup must also be members of the parent (primary) group. A subgroup typically contains a subset of the members of the parent group.

Restriction: Subgroups can be created only in Premium and Enterprise groups. Exception: Basic groups that were created before January 15, 2020 can still create subgroups.

Subject tag
Text that is automatically added to the beginning of the subject line of group messages that are delivered by email. The tag is specified by the group’s owner and helps identify the group’s messages in members’ email applications.

Subscriber
See Member.
**Topic**

A collection of messages about a particular subject. It includes the initial message that was posted along with any replies to that message (and replies to those replies). In the archive on a group’s website, the topic is displayed with the initial message at the top of the page and replies expanded underneath it.

**Note:** In the past, the term *thread* often was used interchangeably with *topic*. However, *topic* is the preferred term.

**Thread**

See *Topic*.

**Wiki**

A repository of content on a group’s website, organized in pages. Wikis can be used to contain information that is revised frequently as well as to contain static information.
24 Acknowledgements

Much appreciation goes to the dedicated volunteers who devote their time and expertise to responding to questions in the Group_Help and GroupManagersForum groups and to maintaining the wiki in the GroupManagersForum group. Information posted in those groups provided the basis for a significant amount of the content in this documentation. Thank you!
### 25 Revision history

<table>
<thead>
<tr>
<th>Release date</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 June 2020</td>
<td>Incorporated edits noted in <a href="https://beta.groups.io/g/docs/message/112">https://beta.groups.io/g/docs/message/112</a> and <a href="https://beta.groups.io/g/docs/message/113">https://beta.groups.io/g/docs/message/113</a>.</td>
</tr>
</tbody>
</table>
| 05 June 2020 | • In *Editing or deleting calendar events*, added a note to step 3 that members can edit only events that they have created (ref. [https://beta.groups.io/g/docs/message/102](https://beta.groups.io/g/docs/message/102)).
  • Moved the list of member badges from *Viewing the member list* to a new *Member badges and topic icons* topic under *Additional information* and added a list of topic icons (ref. [https://beta.groups.io/g/docs/message/104](https://beta.groups.io/g/docs/message/104)). |
| 22 May 2020  | • Under *Understanding Groups.io home pages*, added links in the subtopics to the respective home pages (ref. [https://beta.groups.io/g/docs/message/96](https://beta.groups.io/g/docs/message/96)).
  • Added a note to the *Using email to send or reply to group messages* topic about the consequence of sending 40 or more messages within 30 minutes (ref. [https://beta.groups.io/g/docs/message/93](https://beta.groups.io/g/docs/message/93)).
  • Under *Additional information*, added a new topic, *Understanding how messages are grouped into topics* (ref. [https://beta.groups.io/g/docs/message/84](https://beta.groups.io/g/docs/message/84), which is a comment about the Owners Manual, but because the information might be of interest to all members, it was added to this Members Manual as well).
  • Added a *Subject tag* entry to the Glossary (referenced in the new topic mentioned above).
  • (PDF output only) Changed the page numbering to start at 1 after the table of contents.
  • Incorporated edits noted in [https://beta.groups.io/g/docs/message/92](https://beta.groups.io/g/docs/message/92).
  • Added links to topics mentioned in this revision history. (Previously, they were text-only references.) |
| 15 May 2020  | Under *Setting account preferences and viewing account information*: Changed *Setting website preferences for your account* to *Setting display preferences for your account*, updated that topic’s content, and added a new *Setting your preferred text editor* topic, to reflect changes to the Preferences page for Groups.io accounts. |
| 08 May 2020  | Updated the *Creating and editing wiki pages* topic to reflect the system change from using page names as URLs to assigning unique ID numbers to page URLs (ref. [https://beta.groups.io/g/main/message/24882](https://beta.groups.io/g/main/message/24882)). |
| 01 May 2020  | • Added notes about the size limits of messages, files, and photos in the applicable topics (ref. [https://beta.groups.io/g/main/message/24816](https://beta.groups.io/g/main/message/24816)).
  • In the *Working with draft messages on the group’s website* topic, added a note that drafts older than two weeks are automatically deleted (ref. [https://beta.groups.io/g/main/message/24798](https://beta.groups.io/g/main/message/24798)).
  • Added a *topic* about responding to “removed for marking messages as spam” notifications (ref. [https://beta.groups.io/g/docs/message/81](https://beta.groups.io/g/docs/message/81)). |
<table>
<thead>
<tr>
<th>Release date</th>
<th>Notes</th>
</tr>
</thead>
</table>
| 17 April 2020  | • Incorporated edits noted in [https://beta.groups.io/g/docs/message/79](https://beta.groups.io/g/docs/message/79).  
                 • In the Leaving a group topic, in the third bullet item, changed “Unsubscribe button” to “Leave Group button” per a change in the user interface.  
                 • Made corrections and added notes in some subtopics under the Joining groups and Understanding Groups.io accounts topics (ref. [https://beta.groups.io/g/docs/message/70](https://beta.groups.io/g/docs/message/70)).  
                 • In the Email Delivery topic, corrected a statement in the No Email table entry that erroneously said special notices were still sent even if that setting was applied (ref. [https://beta.groups.io/g/docs/message/63](https://beta.groups.io/g/docs/message/63)).  
                 • Added a statement to the Profile glossary entry about profiles being located in the Identity section of a member’s Groups.io account page (ref. [https://beta.groups.io/g/docs/message/52](https://beta.groups.io/g/docs/message/52)).  
                 • Added a link to the Groups.io Owners Manual in the Group-specific additions to footers topic.  
                 • Added this Revision history topic. |
| 12 April 2020  | • Corrected an old link to a Google Drive document (ref. [https://beta.groups.io/g/docs/message/66](https://beta.groups.io/g/docs/message/66)).  
                 • Fixed images that were placed incorrectly when the PDF version was generated (ref. [https://beta.groups.io/g/docs/message/65](https://beta.groups.io/g/docs/message/65)). |
| 08 April 2020  | Initial publication.        |