

Exclaimer Cloud For Google Workspace

Frequently Asked Questions



What web browsers will run Exclaimer Cloud?

- Internet Explorer 9 or above (due to performance issues, we do not recommend Internet Explorer 8)
- Mozilla Firefox 10.x+
- Apple Safari 5 (Mac)
- Google Chrome 17.x

How do I design signatures when I have no HTML skills?

Exclaimer Cloud is a fundamentally different email signature solution to any other on the market, be they cloud-based or on-premises. You design signatures using a drag-and-drop signature editor, which is within a user interface that is controlled via a web browser. It is built to be intuitive and easy to navigate, you can either choose a pre-built signature template from the template library, or build your own signature from scratch, just by dragging elements onto a template. You don't need to have ANY experience using HTML or have any specialist design skills.

Can Exclaimer Cloud provide many different email signatures?

Yes, you can deploy as many email signatures as you want. For example, you could have specific language versions for users in different countries, signatures for different departments, ones with specific marketing content, a smaller reply signature etc.

Can we have different email signatures for different groups/departments?

Yes, you can have different email signatures for as many groups as you wish. You can set up signatures for individual users based on details taken from the Google Directory. You can also assign signatures to users based on specific user attributes, such as city or job title.

Will users be able to see their email signatures?

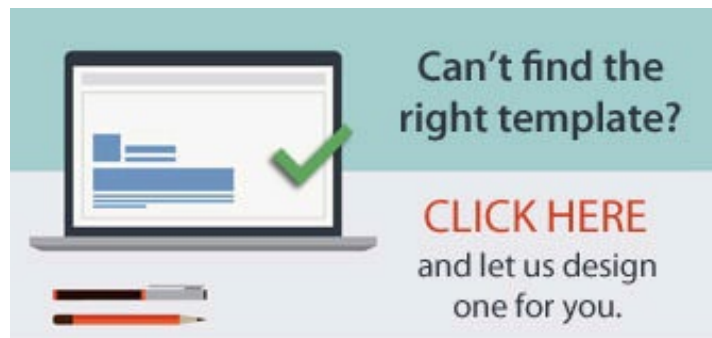
Yes, depending on your setup options. Exclaimer Cloud has two setup options; client-side only, or server-side and client side.

The server-side setup means signatures are applied after an email is sent, your users will not be able to see the signature when they are composing an email but it will show when the recipient has replied to their email. With the client-side setup, users will be able to see their signature in Gmail on a web browser while composing an email.

I need help building an email signature, what can I do?

We are constantly updating the template library, but if you can't find a design that you like or need help building a signature, we can help. Exclaimer has a team of professional template designers who can build an email signature to work within Exclaimer Cloud. All you need to do is provide an email signature design and we'll create the template for you!

Click the picture below, which will take you to the signature design service form.



Can users have different signatures for internal and external emails?

Yes, you can easily create one version of your email signature for internal emails and one for external emails. You can create email signatures with a simple design for internal users and detailed ones with full contact details when sending to an external recipient. This is only available with the server-side setup.

Does Exclaimer Cloud add signatures to mobiles?

Yes, the server-side setup in Exclaimer Cloud guarantees that all mobile devices that send emails via Google Workspace will have the same high-quality email signatures as desktop users. Users don't need to login to specific mobile applications like Gmail for iOS or Gmail for Android either to get signatures added to their emails; email signatures will be applied no matter what mail clients the user sends the email from.

Among the mobile devices that will receive email signatures are:

- Windows smartphones and tablets
- Apple iPhones and iPads
- Android smartphones and tablets
- BlackBerry® devices

Does Exclaimer Cloud work on Macs?

Yes, Exclaimer Cloud works on Macs in the same way as all other devices.

Does Exclaimer see or read my emails?

No, Exclaimer cannot see or read your emails. The email is passed to Exclaimer Cloud, then the service imprints the appropriate signature and passes them back to Google Workspace for sending.

What do I need to setup Exclaimer Cloud?

To complete the set-up wizard, you'll need a Google Workspace Super Admin account with access to the Admin console at <http://admin.google.com>.

We also recommend adding an 'include' to your SPF record. Though this doesn't need to be done immediately, it is best practice, so you'll also need access to your DNS or the assistance of someone who has access.

Do I need to install anything?

Exclaimer Cloud is purely a cloud-based product and does not require any local installations.

Can I set this up for only a few test users?

Yes you can, the setup video and setup instructions explain that you can restrict Exclaimer Cloud to only process email for a few test users in your organization (if you prefer).

How much does Exclaimer Cloud cost?

You pay on a per user per month basis, so you only pay for the amount of active mail users you need.

Can I trial Exclaimer Cloud?

Yes, you can sign up for a fully functional trial version of Exclaimer Cloud for 14 days. During your trial, the service will operate normally and all features will be available.

How is the service licensed?

Licensing is based on the number of active mail users in your organization. You pay on a monthly basis for licensing.

Do I get technical support?

Yes, you have access to full technical support even when you are in trial.

How do I disconnect if I don't like it?

To disconnect the client-side setup, using a Google Workspace Super Admin account, go to 'Apps' at <http://admin.google.com> and then 'Marketplace Apps' and click the trash icon when Exclaimer Cloud is selected – that will remove the app from your Google Workspace subscription.

Secondly, if you configured the server-side setup, you will need delete the 'Content compliance' rule, this can be found in the Google Admin console, within Gmail advanced settings under Compliance.

Why do I need to manage email signatures?

Email is the most common form of communication used in businesses worldwide. It is very important that every email your organisation sends conveys the professionalism of your brand and complies with email disclaimer regulations.

Email signatures are difficult to manage on a corporate level. Users can tamper with signatures, important signature elements can be missed out, your IT department have to spend considerable time carrying out updates, your brand reputation can get damaged and you could even face legal action.

Customers, vendors and associates will judge your company by the look of your email and your signature.

- Around 260 billion emails, excluding spam, are sent daily.
- If you add together all the Facebook and Twitter updates, all the Google, Yahoo and Bing searches, and all the Internet page views, the resulting number is still only a quarter the number of emails sent per day.
- The average person spends at least two hours a day reading, composing and replying to email messages.

Email signatures also have marketing benefits and can be used as an advertisement for what you can offer your customers.

- The average employee sends 35 emails a day. For example, in a 50-person office, you are looking at about 1,700 emails every day. Over a year, this could lead to 360,000 opportunities for you to market yourself that you might not be utilizing.

You can convert every email into a low-cost, high volume marketing tool that will reach a substantial audience.

Can't I just do this manually?

IT administrators are familiar with having to visit every user's PC when it comes to carrying out email signature updates. This is often an arduous and repetitive task.

With the use of Exclaimer Cloud, you can design an email signature via a web browser and update every signature in your organization quickly. You don't have to install anything, you don't have to set up and rules/policies and you don't need to have any IT or HTML skills.