

TEXDRA Connects Google Group Troubleshooting

Can't access Google Groups via email

If you're having trouble signing in or seeing emails from your groups, try these solutions.

- [Clear your browser's cache and cookies.](#)
- Check that you're signed in with the correct email address.
- Make sure you're an active member. If you were invited to the group, check that you accepted the invitation. If you requested an invite, wait for the email that says your request was accepted.
- Confirm that the group is active by contacting the group owner.
- If you're using a bookmark or URL to view the group, try finding the group from the [Google Groups homepage](#).

Can't access a group through the website

Groups that are restricted require you to sign in to your Google Account. If the email address that was registered to the group isn't linked to a Google Account, [create an account](#) for that email address.

Not getting a group's emails

If you're not getting emails from your group, check your email delivery setting:

1. Sign in to [Google Groups](#).
2. Click **My Groups**.
3. Choose a group.
4. At the top right, click .
5. Select **Membership and email settings**.
6. To the right of "Email delivery preference," make sure you haven't selected **Don't send email updates**.
7. After making changes, click **Save**.

You can also [join the group](#) with an email account from another email service.

Another possible cause is an email block. Some email services block mail from Google Groups. You can turn off the block feature within your email provider to remove the block.

Can't post messages

If you're unable to post messages to your group, try these solutions:

- [Clear your browser's cache and cookies.](#)
- If you're posting via email, visit the group's "About" page and confirm that you're sending your posts to the correct address.

- If you belong to a group with restricted membership, sign in to your account and visit the group's homepage. If you're not recognized as a member, you might belong to the group with a different email address.

Only a certain number of posts are allowed per day. If you're over the limit, you'll see an error message.