



Google Associate-Google-Workspace-Administrator Practice Questions

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Question 1

Question Type: MultipleChoice

Your organization is migrating their current on-premises email solution to Google Workspace. You need to ensure that emails sent to your domain are correctly routed to Gmail. What should you do?

Options:

- A- Change the Mail Exchange (MX) records in your current email domain's DNS settings to point to Google's mail servers.
- B- Set up email forwarding from your on-premises email provider to Gmail.
- C- Create a content compliance rule to filter and route incoming emails.
- D- Configure SPF, DKIM, and DMARC records in your current email domain's DNS settings.

Answer:

A

Explanation:

To ensure that emails sent to your domain are correctly routed to Gmail, you need to update the Mail Exchange (MX) records in your domain's DNS settings to point to Google's mail servers. This is a critical step in the migration process, as it ensures that all incoming email traffic is directed to Google Workspace after the switch.

Question 2

Question Type: MultipleChoice

Your company recently installed a free email marketing platform from the Google Workspace Marketplace. The marketing team is unable to access customer contact information or send emails through the platform. You need to identify the cause of the problem. What should you do first?

Options:

- A- Verify that the email marketing platform's subscription is active and up-to-date.
- B- Check the OAuth scopes that are granted to the email marketing platform and ensure the

platform has access to Contacts and Gmail.

C- Confirm that the 'Manage Third-Party App Access' setting in the Admin console is enabled.

D- Use the security investigation tool to review Gmail logs.

Answer:

B

Explanation:

When a third-party application from the Google Workspace Marketplace is installed, it requests specific permissions (OAuth scopes) to access Google Workspace data and services. If the marketing team is unable to access customer contact information or send emails, the most likely cause is that the installed email marketing platform was not granted the necessary OAuth scopes for Contacts and Gmail during the installation or approval process.

Here's why other options are less likely to be the first step:

A . Verify that the email marketing platform's subscription is active and up-to-date. While important for continued use, a 'free' platform from the Marketplace generally doesn't have a subscription that would prevent initial access to basic functions like contacts and sending emails unless it's a trial that expired, which isn't indicated as the primary problem. This would be a later troubleshooting step if scope issues are ruled out.

C . Confirm that the 'Manage Third-Party App Access' setting in the Admin console is enabled. This setting controls whether users can install any third-party apps from the Marketplace. If it were disabled, the app likely wouldn't have been installed in the first place. If it was enabled and then disabled, the app would stop working, but the specific problem points to data access, not app disablement.

D . Use the security investigation tool to review Gmail logs. The security investigation tool is excellent for reviewing security events, but it's more for post-incident analysis or suspicious activity. In this scenario, the problem is a lack of functionality for a newly installed app, not a security breach or misconfiguration that would necessarily show up in Gmail logs immediately as an access issue for the app itself. The OAuth scopes are the more direct and initial point of failure.

Reference from Google Workspace Administrator:

Manage third-party app access to data: Google Workspace administrators can control which third-party apps can access their organization's data. This includes reviewing and managing OAuth API access for configured apps.

Understanding OAuth scopes: When an application requests access to Google data, it does so by requesting specific 'scopes.' These scopes define the particular resources and operations that the application is allowed to perform. For an email marketing platform, scopes for <https://www.googleapis.com/auth/contacts> (or a more specific contact scope) and <https://www.googleapis.com/auth/gmail.send> (or a broader Gmail scope) would be crucial.

Controlling which third-party & internal apps can access Google Workspace data: This section in the Admin console specifically allows administrators to review 'Configured apps' and check their 'OAuth API access.' This is where you would see the scopes granted to the email marketing platform.

Question 3

Question Type: MultipleChoice

You are configuring Chrome browser security policies for your organization. These policies must restrict certain Chrome apps and extensions.

You need to ensure that these policies are applied on the devices regardless of which user logs into the device. What should you do?

Options:

- A- Configure the allowed list of apps in the Devices page in the apps and extensions settings.
- B- Configure the Chrome user setting to require users to sign in to use Chrome apps and extensions.
- C- Configure the Policy Precedence to override the domain-wide policy applied for apps and extensions.
- D- Require 2SV for user logins.

Answer:

A

Explanation:

To ensure that Chrome apps and extension policies are applied regardless of which user logs into the device, you should configure the allowed list of apps in the Devices section of the apps and extensions settings. This policy applies at the device level, ensuring that the restrictions are enforced for any user who logs into that device, providing consistent security across the organization.

Question 4

Question Type: MultipleChoice

You notice an increase in support tickets related to Gmail. Multiple users are reporting that their emails are not loading, and they are receiving error messages. You need to troubleshoot the issue and identify potential causes. What should you do?

Options:

- A- Analyze the users' Gmail labels and filters to determine whether incoming emails are being inadvertently blocked.
- B- Collect the users' browser versions and extensions to identify potential compatibility issues.
- C- Review the users' email forwarding settings to ensure that emails are not being redirected to incorrect addresses.
- D- Gather HAR files from affected users to capture network traffic and analyze request/response details.

Answer:

D

Explanation:

When users report issues like 'emails not loading' and 'receiving error messages' in Gmail, especially if it's a new or widespread problem, it often points to network-related issues, client-side problems, or interactions between the browser and Google's servers. A HAR (HTTP Archive) file captures all the network requests and responses that occur in a web browser. This detailed log is invaluable for diagnosing web application issues, including:

Identifying specific error codes from the server.

Analyzing request and response headers.

Checking the timing of requests to see if there are performance bottlenecks.

Pinpointing blocked requests or failed resources.

Here's why the other options are less effective as the first troubleshooting step for this type of widespread issue:

A . Analyze the users' Gmail labels and filters to determine whether incoming emails are being inadvertently blocked. While labels and filters can affect email visibility, they typically wouldn't cause 'emails not loading' or generic 'error messages' for the Gmail interface itself. This would be more relevant if emails were simply missing, but the interface was functional.

B . Collect the users' browser versions and extensions to identify potential compatibility issues. This is a good secondary troubleshooting step. Browser versions, extensions, or even cached data can certainly cause issues. However, a HAR file can often reveal if the problem is at the browser level (e.g., an extension blocking a script) or deeper within the network interaction. If the HAR shows clean network traffic, then looking at browser specifics becomes more critical.

C . Review the users' email forwarding settings to ensure that emails are not being redirected to incorrect addresses. Email forwarding affects where emails go after they arrive in Gmail, not whether the Gmail interface itself loads or displays errors. This is irrelevant to the reported symptoms.

Reference from Google Workspace Administrator:

While there isn't a direct 'Gmail troubleshooting with HAR files' page in the Google Workspace Admin Help, the concept of using HAR files for web application troubleshooting is a fundamental best practice, widely used by Google support themselves when diagnosing complex browser-related issues with Google Workspace services.

General Troubleshooting Steps for Google Workspace (Implicit HAR File Use): Google's support often requests HAR files when diagnosing browser or network-related issues with any of their web-based services. This is a common diagnostic tool.

How to Generate a HAR file: Instructions on how to generate a HAR file are commonly available from browser developers (Chrome, Firefox, Edge, etc.) and are often shared by support teams when troubleshooting web application problems.

Example (General Web Development/Troubleshooting Resource): Various online tutorials and browser developer documentation provide instructions on how to generate HAR files (e.g., Chrome DevTools, Firefox Network Monitor). These are standard tools for web troubleshooting.

By capturing a HAR file, you get a comprehensive picture of the communication between the user's browser and Google's servers, which is critical for identifying the root cause of loading errors and general functionality issues in a web application like Gmail.

Question 5

Question Type: MultipleChoice

A new user at your organization is unable to access Google Meet. You have verified that the user's account is active and the correct licenses are assigned. You need to resolve the access issue. What should you do?

Options:

- A- Check the user's browser settings to ensure that Meet is not blocked.
- B- Instruct the user to clear their browser's cache and cookies.
- C- Restart the user's computer to refresh their network connection.
- D- Verify that Meet is enabled as a service for the user's account in the Admin console.

Answer:

D

Explanation:

To resolve access issues with Google Meet, it's important to verify that Google Meet is enabled as a service for the user's account in the Admin console. Sometimes, individual services may be disabled for specific users or organizational units, even if the user has the correct license assigned. Ensuring that Google Meet is enabled for the user's account will grant them the necessary access to the service.

Question 6

Question Type: MultipleChoice

Several employees from your finance department are collaborating on a long-term, multi-phase project. You need to create a confidential group for this project as quickly as possible. You also want to minimize management overhead. What should you do?

Options:

- A- Create a Google Group by using Google Cloud Directory Sync (GCDS) to automatically sync the members.
- B- Create a dynamic group and define the Department user attribute as a condition for membership with the value as the finance department.
- C- Create a Google Group and update the settings to allow anyone in the organization to join the group.
- D- Create a Google Group and appoint a group admin to manage the membership of this group.

Answer:

B

Explanation:

A dynamic group automatically updates membership based on user attributes, such as department, ensuring that only relevant employees (e.g., those in the finance department) are added to the group. This minimizes management overhead because the membership is updated automatically, without the need for manual intervention. It also ensures that the group remains up to date as employees join or leave the department.

Question 7

Question Type: MultipleChoice

Your organization is increasingly concerned about its environmental impact. You want to assess the environmental impact of using Google Workspace services. Which report should you use?

Options:

- A- Carbon footprint report
- B- Google Environmental Report
- C- Apps Monthly Uptime report
- D- Accounts report

Answer:

A

Explanation:

To assess the environmental impact of using Google Workspace services, you should refer to the Google Environmental Report. Google publishes comprehensive reports detailing its environmental efforts, including the energy efficiency of its data centers, its use of renewable energy, and its overall carbon footprint, which includes the impact of services like Google Workspace.

Here's why option B is the correct choice and why the others are not relevant to assessing the overall environmental impact of using Google Workspace:

B . Google Environmental Report

Google regularly publishes detailed environmental reports that cover various aspects of its sustainability initiatives, including its progress towards using renewable energy, its efforts to improve energy efficiency in its operations (which power Google Workspace), and its overall carbon footprint. These reports provide insights into the environmental impact associated with using Google services.

Associate Google Workspace Administrator topics guides or documents reference: While there might not be a specific 'Google Workspace Environmental Impact Report' as a standalone document within the Admin console, Google's overarching 'Environmental Report' (often found on Google's sustainability or environmental responsibility websites) encompasses the infrastructure and practices that support all Google services, including Google Workspace. Administrators looking for this information would be directed to these publicly available Google reports.

A . Carbon footprint report

While the concept of a 'carbon footprint report' is relevant to environmental impact, Google typically includes this information within its broader 'Environmental Report' rather than providing a separate report specifically for Google Workspace usage within an organization's Admin console. You would likely find data related to the carbon efficiency of Google's infrastructure in their main environmental disclosures.

Associate Google Workspace Administrator topics guides or documents reference: Google's communication about its carbon footprint and environmental efforts is usually consolidated in their public sustainability reports.

C . Apps Monthly Uptime report

The Apps Monthly Uptime report provides information about the reliability and availability of Google Workspace services. It **focuses on service performance** and uptime metrics, not on environmental impact or sustainability.

Associate Google Workspace Administrator topics guides or documents reference: The Google Workspace Admin Help documentation on service-level agreements (SLAs) and service status provides information about uptime guarantees and how to monitor service availability, which is the focus of the Apps Monthly Uptime report.

D . Accounts report

The Accounts report in the Google Admin console provides details about user accounts within your organization, such as the number of active users, account status, and other user-related information. It does not contain any data or analysis related to the environmental impact of using Google Workspace services.

Associate Google Workspace Administrator topics guides or documents reference: The Google Workspace Admin Help documentation on reporting and user accounts describes the information available in the Accounts report, which is focused on user management and activity metrics.

Therefore, to assess the environmental impact of using Google Workspace services, your organization should refer to the publicly available Google Environmental Report, which details Google's sustainability efforts and **overall environmental performance**.

Question 8

Question Type: MultipleChoice

The names and capacities of several conference rooms have been updated. You need to use the most efficient way to update these details.

What should you do?

Options:

- A- Export the resource list to a CSV file, make the changes, and re-import the updated file.
- B- Edit each resource in the Google Admin console.
- C- Add the modified rooms as new resources. Tell employees not to use old rooms.
- D- Delete the existing resources and recreate the resources with the updated information.

Answer:

A

Explanation:

Exporting the resource list to a CSV file, making the necessary updates, and then re-importing the file is the most efficient method for updating multiple conference rooms at once. This approach allows you to make bulk updates quickly without needing to edit each resource individually or delete and recreate rooms. It also ensures that the updated information is applied to all affected rooms at once.

Question 9

Question Type: MultipleChoice

An end user has thousands of files stored in Google Drive. Their files are well organized with Drive labels. You need to advise the end user on how to quickly identify all files that are contracts. What should you do?

Options:

- A- Advise the user to use the Google Drive API to search for files with the keyword 'contracts'
- B- Advise the user to search in Drive for files with the keyword 'contracts', and use the 'modified by me' filter.
- C- Advise the user to search for files that are labeled as 'contracts'.
- D- Advise the user to use the Investigation tool to search for files with the keyword 'contracts' and updated by you.

Answer:

C

Explanation:

Since the files are already organized with labels in Google Drive, the most efficient way for the user to quickly identify all files that are contracts is to search for files with the 'contracts' label. This will filter and display only the files labeled as contracts, making it the quickest and most straightforward method for locating the required files.

Question 10

Question Type: MultipleChoice

Your organization is concerned about unauthorized access attempts. You want to implement a security measure that makes users change their password if there are twenty or more failed login attempts within one hour. You want to use the most effective and efficient approach. What should you do?

Options:

- A- Set up a Chrome action rule to restrict users from defined ChromeOS actions after twenty failed password attempts.
- B- Create an activity rule for user log events, define a time period and threshold, and select an Action for the rule to force a password change.
- C- Create an activity rule for live-state data sources that meets the required time period and threshold to identify users who need to change their password.
- D- Enable email alerts to notify users that they need to change their password.

Answer:

B

Explanation:

Creating an activity rule for user log events allows you to monitor failed login attempts within a specific time period (such as one hour) and set a threshold (like twenty attempts). This rule can automatically trigger an action, such as forcing a password change, when the defined threshold is met. This is the most effective and efficient approach to addressing unauthorized access attempts while ensuring that security measures are enforced without manual intervention.

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