### What types of Google Groups can I request?

#### Tell Me

1. There are two types of Google Groups available at UNC Charlotte:

<table>
<thead>
<tr>
<th>Google Group Type</th>
<th>Benefits</th>
<th>How Does It Work?</th>
<th>Limitations</th>
</tr>
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</table>
| **Normal** GroupName-group@uncc.edu | 1. Can communicate to unlimited number of members  
2. Group message sending limits differ from individual limits; e.g., 1 email message to a 2000 member group counts as 1 email message  
3. Highly configurable, many options to manage group  
4. Owners manage membership  
5. Clearly identified as being an account used by multiple people  
6. Has anonymous sending option and individual sending option  
7. Visible to members in Groups option  
8. Separate web interface under the Groups option  
9. Digest and archiving available | 1. [Request a Google Group](#)  
2. Once the group has been created, login to the web interface to configure the group  
3. Once the group is configured, send emails through Gmail or the web interface  
4. Archives can be viewed through the web interface  
5. Membership is managed through the web interface  
6. [Click here](#) for more information from Google about Google Groups | 1. Can't assign and track work like Collaborative Inbox  
2. May need to contact ITS for help with managing membership for large groups  
3. [Sending limits](#) still exist for Google Groups |

| **Collaborative Inbox** GroupName-group@uncc.edu | All of the Google Groups - Normal benefits as listed above plus:  
1. The ability to assign tasks and mark tasks as complete  
2. Messages can be organized by topic | 1. [Request a Google Group - Collaborative Inbox](#)  
2. Assign members to the group  
3. Members can send and respond to the customer from a common email address  
4. Incoming messages can be assigned to group members, tracked and categorized  
5. [Click here](#) for more information about Collaborative Inbox | |

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### Related FAQs

- How do I search for emails from someone who has a regular email address and an alias?
- How do I setup my Gmail alias on an iOS device?
- How do I setup my University signature in Gmail?
- How do I set up Gmail to send from my preferred/alias email address?
- How do faculty and staff request an email alias?