### 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>
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</thead>
<tbody>
<tr>
<td><strong>Normal</strong></td>
<td>1. Can communicate to unlimited number of members&lt;br&gt;2. Group message sending limits differ from individual limits; e.g. 1 email message to a 2000 member group counts as 1 email message&lt;br&gt;3. Highly configurable, many options to manage group&lt;br&gt;4. Owners manage membership&lt;br&gt;5. Clearly identified as being an account used by multiple people&lt;br&gt;6. Has anonymous sending option and individual sending option&lt;br&gt;7. Visible to members in Groups option&lt;br&gt;8. Separate web interface under the Groups option&lt;br&gt;9. Digest and archiving available</td>
<td>1. Request a Google Group&lt;br&gt;2. Once the group has been created, login to the web interface to configure the group&lt;br&gt;3. Once the group is configured, send emails through Gmail or the web interface&lt;br&gt;4. Archives can be viewed through the web interface&lt;br&gt;5. Membership is managed through the web interface&lt;br&gt;6. Click here for more information from Google about Google Groups</td>
<td>1. Can't assign and track work like Collaborative Inbox&lt;br&gt;2. May need to contact ITS for help with managing membership for large groups&lt;br&gt;3. <strong>Sending limits</strong> still exist for Google Groups</td>
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<tr>
<td><strong>Collaborative Inbox</strong></td>
<td>All of the Google Groups - Normal benefits as listed above plus:&lt;br&gt;1. The ability to assign tasks and mark tasks as complete&lt;br&gt;2. Messages can be organized by topic</td>
<td>1. Request a Google Group - Collaborative Inbox&lt;br&gt;2. Assign members to the group&lt;br&gt;3. Members can send and respond to the customer from a common email address&lt;br&gt;4. Incoming messages can be assigned to group members, tracked and categorized&lt;br&gt;5. Click here for more information about Collaborative Inbox</td>
<td></td>
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### Related FAQs

- What types of Generic Accounts are available for Gmail at UNC Charlotte?
- How do I get to my Google Contacts?
- How do I search for emails from someone who has a regular email address and an alias?
- What's the best way to search for and find emails in Gmail?
- How can I send a mass email to faculty, staff or students?