How do I add/remove someone’s delegate access to a generic account in Gmail?

Tell Me

1. Go to groups.google.com when logged into your University Gmail account
2. Under My Groups, find and click the Google Group for the delegated account you need to manage

![Google Group Image]

3. On the bottom left, click Members

![People Menu]

4. Do the following to add / remove delegates

- Delegate generic Gmail accounts have associated Google Groups for the management of account delegates. The Google Group will be in the format delegate-<EMAIL_USERNAME>-group
- These Google Groups should be used solely for the management of delegates for generic delegated Gmail accounts. Google Groups needed for other purposes should be requested here.
- Faculty and staff delegates can add members to the associated Google Groups to become generic account delegates.
- Primary Google account will remain @uncc.edu; so new accounts created will be stamped with an @charlotte.edu address.

When first accessing a Google Group, you will begin on Conversations (see image in step #3). Google Groups created for the purpose of managing delegates to generic Gmail accounts have had email functionality disabled. Disregard this message...

You don't have permission to access this content

For access, try contacting the group’s owners and managers

If you are subscribed to this group and have noticed abuse, report abusive group.
4. Add Delegates

a. Click the Add Members button

Add members

b. Type the email address of the person you want to add into either the:
   i. Group members (Delegated access to generic email account only)
   ii. Group managers (Delegated access to generic email account and have the ability to manage the Google Group)

Add members

Group members

Group managers

NOTE: For consistency in Google Group permissions, do not add accounts to Group Owners.
   iii. Click Add members

5. Remove Delegates

a. Click the person you want to remove - they will have a blue check next to their name
b. In the upper right corner, click the Remove member button

Remove the selected member

They'll no longer be a member and subscriptions will end.

c. Click OK to complete removal

NOTE: Additions/removals of delegates to the Google Group may take up to 1 hour to update into the delegated email account.

5. Contact the IT Service Desk at 704-687-5500 or oneit.charlotte.edu/help if additional assistance is needed

Related FAQs

- How do I access a delegated account(s) in Gmail?
- How do I add/remove someone’s delegate access to a generic account in Gmail?
- What types of Generic Accounts are available for Gmail at UNC Charlotte?
- What's the difference between a Generic Account and a Google Group?
- What types of calendars are available at UNC Charlotte?