What types of Generic Accounts are available for Gmail at UNC Charlotte?

Tell Me

1. The two types of Generic Accounts are Limited and Full.
2. Limited are recommended and Full require additional approvals.
3. Generic accounts must be a minimum of 9 characters or contain a hyphen/dash; the display name can be the same as the username or a more commonly recognizable name.

<table>
<thead>
<tr>
<th>Type</th>
<th>Benefits</th>
<th>How Does It Work?</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited Generic Account:</td>
<td>1. Good for sending and receiving email on behalf of organization</td>
<td>1. Organization requests Generic account</td>
<td>1. Email clients (e.g. Outlook, Mac Mail) can't be used</td>
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<tr>
<td>(Recommended)</td>
<td>2. Multiple individuals can have delegated access</td>
<td>2. ITS creates the account and sets up delegate access for individual(s)</td>
<td>2. Can't be set up on mobile devices</td>
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<tr>
<td></td>
<td>3. Secure</td>
<td>3. Delegates DO NOT know the password</td>
<td>3. Limited to 25 delegates</td>
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<tr>
<td></td>
<td>4. Familiar browser interface, has standard functionality: labels, searching etc.</td>
<td>4. Since password is not known, the password does not expire</td>
<td>4. Can't use Google Labs</td>
</tr>
<tr>
<td><a href="mailto:SampleDepartment@unc.edu">SampleDepartment@unc.edu</a></td>
<td></td>
<td>5. Delegates see this account in the upper right hand corner of Gmail</td>
<td>5. Don't have Drive - Google Shared Drive recommended</td>
</tr>
<tr>
<td></td>
<td></td>
<td>6. Delegates can easily switch from their own account to the Generic Account to view the inbox and send email</td>
<td>6. Can't be used to login directly to a computer</td>
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<td></td>
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<td>7. Delegate name will be visible when sending email</td>
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<td>8. Departments need to contact OneIT about delegate changes</td>
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</tr>
</tbody>
</table>

Full Generic Account:  
(Not Recommended; Additional Supervisor and OneIT approval required)  
SampleDepartment@unc.edu

1. Good for sending and receiving email on behalf of organization  
2. Can be used with browser and email client  
3. Appears anonymous  
4. Familiar browser interface, has standard functionality: labels, searching etc.

1. Organization requests Generic account  
2. Request process identifies individual employee to be the Account Owner  
3. OneIT creates the account and gives Account Owner the password  
4. Full generic accounts are required to set up Du o 2 Factor Authentication  
5. Password is managed by the NinerNET website and will expire every 90 days  
6. Account Owner shares the password with multiple users  
7. Users log into separate browser/separate browser window to check email

Warning
Requests for Full Generic Accounts must be approved by Organization Supervisor and OneIT Assistant Vice Chancellor before the account is created.

Related FAQs

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