Zoho Corporation

Add department

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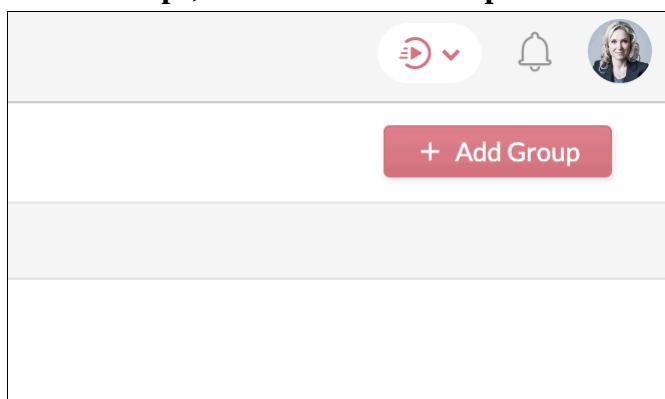>
> ◢ Prerequisites
>
> ◢ Add department:

Prerequisites

Permissions required to perform this action :

- Add groups

Add department:

1. Sign in to [Zoho Directory](#) ⬀, then click **Admin Panel** in the left menu.
2. Go to **Groups**, then click **Add Group**.

3. Enter the department's *Name, Description,* and *Email Address*. The department email address will act as an email alias for all the users in the department.
4. Choose **Department** under *Type.*
5. Assign the Department Head, and add Moderators, Members, and Followers to the department.
    - **Department Head**: Usually, a user cannot be a Member in more than one department. However, a single manager might supervise multiple departments, and might need updates from all those departments. Those managers can be assigned as the Department Head in all the departments they oversee.
    - **Moderators**: Moderators can add or remove members and manage department settings.

- **Members**: Members are the non-privileged users present in the department.
- **Followers**: There may be cases where a user might need to be part of multiple departments. For example, support agents might need to stay in touch with the Production and Management teams in order to keep their knowledge bases updated. In those cases, the user can be added to additional departments as a follower. They will have access to all the resources of the additional departments, but will only be considered a Member of their primary department.

6. Click **Add**.