

What is the best way to manage multiple campuses, churches, or ministries in my Gloo account?

There are several ways to set up Gloo based on how you plan to use and manage the account.

With all Gloo has to offer with receiving and responding to [Explorers](#), as well as keeping in touch with church members and increasing engagement through text, they have some tips to effectively manage all aspects in one account. However, sometimes it makes more sense to set up and manage [Subaccounts](#) in order to meet your specific needs.

For example, each Gloo account can only be associated with one phone number, and each Gloo account can only have one zip code to be used for routing Explorers.

With subaccounts, you can have 3 additional accounts nested with your main account.

Let's look further into what you might consider when choosing how to manage multiple campuses, churches, or ministries with Gloo.

When should I choose to have one account?

Note: With 1 account you are limited to one zip code, one phone number & all messages will be within one place regardless of multiple campuses or ministries.

If you have multiple campuses in different zip codes, consider a [Gloo+ membership](#) for sub account benefits.

With a single account, you will text with both Explorers and your connections using the same phone number, if you choose to take advantage of all of the texting features. However, you never have to worry about accidentally including explorers in a message meant only for your connections, as Explorers are [excluded from your broadcast messages](#) by default.

Also, since there is only one phone number, you will not be able to separate out different ministries like youth ministry, men's/women's ministry, etc.

However, setting up [groups](#) in your Gloo account can easily solve this problem so that each group can be communicated with according to their needs. Alternatively, setting up a [subaccount](#) with your main account would be another solution if you'd like to have a different phone number associated to a youth or men's/women's ministry.




Benefits for using Subaccounts

Choosing to have sub-accounts will allow you to have more flexibility with phone numbers and zip codes. With subaccounts, you can receive Explorers from multiple zip codes & have different phone numbers for each campus or ministry. Different campuses will allow you to receive Explorers from the zip codes closest to them.

Note: You can add 3 subaccounts with a [Gloo+ Membership](#). Each sub-account can have its own unique toll-free phone number.

Each subaccount will have its own phone number. This can be useful for each campus or ministry of your church to have a dedicated phone number and the ability to only text with the appropriate explorers or segment of your connections. Here are a few cases where this might be helpful:

Examples on when to create a Subaccount

- **Explorers & Connections**  : If you want to have one phone number to use for interacting with Explorers and another for interacting with your church, you could open an account with Explorer Connections included in the subscription, claim a phone number, and use that account only to interact with Explorers. You could then open a subaccount without Explorers, claim another number, and use this number to interact only with your connections using our texting features.
- **Multiple campuses** : If your church has multiple campuses spread throughout the city with different zip codes and you want each campus to receive Explorers from the areas closest to them, you can create a subaccount that include Explorer Connections in the subscription for each campus, and each account can claim its own phone number.
- **Multiple ministries** : If you want separate phone numbers for each ministry in your church (youth, men's/women's, general congregation, etc) and setting up [groups](#) isn't a good solution, you can create subaccounts that would be associated to your main account and claim a phone number for each account that will be used only for that particular ministry.

In all three cases above, it is possible to allow the same [team member\(s\)](#) to access and manage subaccounts. Whenever a team member is added to an account using the **same email address**, that team member will automatically have the ability to log in with one username and password and then switch between the main account and subaccounts by clicking the drop down menu next to the icon at the top left corner.

Important: Not **all** team members will automatically get access to all of your accounts. Only the team members specifically added to multiple accounts will have access.

If you need any help in deciding which of these setups is best for you, feel free to reach out to Gloo!