



## Google Drive

FAQs

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## Google Drive FAQs

### Basic Information

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#### What is Google Drive?

Think of Google Drive as your personal reserve of files and folders that follows you wherever you go – it lets you keep everything and share anything. With Drive, you can access files and folders from a web browser or any device where you've installed Drive.

Google Drive is in the cloud, but you can also install the desktop and mobile application to access your files from your computer, smartphone, tablet, or other Android or iOS mobile device, in addition to the online interface at [google.miami.edu](http://google.miami.edu). Drive's built-in sync capability ensures that your files, folders, and documents are the same on all your devices.

#### Who will be able to use Google Drive at the University of Miami?

Current active University of Miami faculty, staff, and students are able to use Google Drive.

#### How much storage do I have?

University of Miami faculty and staff have 500MB on Google Drive. Students have 50GB.

#### Which web browsers are supported?

Google Drive, Docs, Sheets, and Slides work with the 2 most recent versions of the following browsers. Make sure [cookies](#) and [JavaScript](#) are turned on for your browser.

- Chrome
- Firefox
- **Windows only:** Internet Explorer
- **Mac only:** Safari

Other browsers may work, but you might not be able to use all of the features. See [System requirements and browsers](#) for more information.

**Note:** Google Drive won't work with Chrome 120, Firefox 119, IE9, Safari 15, Microsoft 10 or older versions. You'll need to update your browser to use Drive.

#### What type of files can I upload and is there a file size limit?

You can upload pretty much any file to Google Drive. Files that you upload but don't convert to a Google Docs, Sheets, or Slides format can be up to your allocated 500MB. You can find additional information on this topic [here](#).

**Can I access Google Drive offline?**

Yes, local copies of your files should be stored in your google drive folder on your computer. The files will sync as soon as you get online.

**What languages does Google Drive support?**

Over 50 languages are available for use. See a full list [here](#).

**How can I use Google Classroom?**

Currently, Google Classroom is not currently available.

**I am having trouble accessing Google Drive Files Stream.**

Contact the UMIT Service Desk at [help@miami.edu](mailto:help@miami.edu) if your account needs to be reactivated.

**How can I access Google Photos?**

Unfortunately, Google Photos is not included in the G-Suite for Education that we currently offer.

**Can I use extensions on my browser with my miami.edu account?**

No, you will not be able to use extensions.

## Account Information

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### **Why do I need to use my miami.edu email account?**

The University's agreement with Google for the Google Drive for Education domain includes hard-fought provisions governing the confidentiality of the data belonging to the University and our users (including FERPA protected data) that are not found in the standard Google terms of use and privacy policy. Without these provisions, university data and the privacy of our users could be put at additional risk and we would have no recourse.

### **My account was closed, and I need to recover files.**

Contact the UMIT Service Desk at [help@miami.edu](mailto:help@miami.edu) to request if your account can be reopened for you to retrieve your content.

### **Can Google read my documents?**

UM's contract with Google Drive allows Google, with request from UM's domain administrator, to access our accounts only to troubleshoot reported problems and to keep our service up and running. Google's privacy and security policy for enterprise accounts is available [here](#).

### **I think I'm locked out of my account; how do I unlock it?**

Google Drive uses the same University of Miami Single Sign-On (SSO) to sign in. Through SSO, you will log in to Google Drive with your CaneID and password. For more information, please refer to the CaneID help page [here](#).

### **What happens when I leave the University?**

- **Student:** Students will be able to access Google Drive up to 60 days after graduation or withdrawal.
- **Faculty:** Separated and retired faculty will be able to access Google Drive up to 60 days after separation.
- **Staff:** Separated and retired staff will immediately lose access to Google Drive upon termination.

You are responsible for migrating your files before your account is deactivated. Your account will be permanently deleted 50 days after losing access to your account and won't be able to be retrieved.

## **Working with Files and Folders**

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### **How to upload files or folders?**

See [Upload files and folders to Google Drive](#).

### **How do I download a file(s)?**

See [Download a file](#).

### **How do I view and open files?**

See [View & Open files](#).

### **How do I organize my files?**

See [Organize your files in Google Drive](#).

### **How do I search for files?**

See [Find files in Google Drive](#).

### **How do I reorder files?**

See [Reorder your files](#).

### **How do I view file activity and file versions?**

See [View activity & file versions](#).

### **How do I recover a file?**

See [Find or recover a file](#).

### **How do I delete and restore files?**

See [Delete and restore files in Google Drive](#).

## Sharing and Collaborating

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### How do I share files?

See [Share files from Google Drive](#).

### How do I share folders?

See [Share folders in Google Drive](#).

### How do I find files shared with me?

See [Find files shared with you in Drive](#).

### How do I stop, limit, or change sharing?

See [Stop, limit, or change sharing](#).

### How do I make someone else the owner of my file?

See [Make someone else the owner of your file](#).

### How do I access departmental folders?

Please take the steps below.

1. Log in to Google Drive at [google.miami.edu](http://google.miami.edu).
2. Click **Shared Drives** from the left panel.
3. Double click on the appropriate shared drive that appears in the center of the page.

## Syncing

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### **How do I download and install Google Drive?**

See “Download & install Drive” at [Use Drive with work or school](#).

If you’re using a Mac with MacOS High Sierra or higher, follow the steps found in “Use Drive on macOS High Sierra (10.13) or newer” as well.

### **How do I keep files and folders offline?**

See “Keep files and folders offline” at [Use Drive with work or school](#).

### **How do I change where files are stored on my computer?**

See “Change where files are found” at [Use Drive with work or school](#).

### **How do I pause syncing?**

See “Pause Syncing” at [Use Drive with work or school](#).

### **How do I disconnect my account from Google Drive?**

See “Disconnect account” at [Use Drive with work or school](#).

## Mobile Apps

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**How do I set up and use Google Drive for iOS?**

See [How to use Google Drive - iPhone & iPad.](#)

**How do I set up and use Google Drive for Android?**

See [How to use Google Drive - Android.](#)

**How do I upload files and folders to Google Drive for iOS?**

See [Upload files and folders to Google Drive - iPhone & iPad.](#)

**How do I upload files and folders to Google Drive for Android?**

See [Upload files and folders to Google Drive - Android.](#)

**How do I download a file using Google Drive for iOS?**

See [Download a file - iPhone & iPad.](#)

**How do I download a file using Google Drive for Android?**

See [Download a file - Android.](#)

**How do I organize my files using Google Drive for iOS?**

See [Organize your files in Google Drive - iPhone & iPad.](#)

**How do I organize my files using Google Drive for Android?**

See [Organize your files in Google Drive - Android.](#)

## Fix a Problem

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**What are common issues with Google Drive and how can I fix them?**

See [Fix common issues in Google Drive](#).

**What do I do if I have trouble syncing?**

See [Fix problems syncing to your computer](#).

**My files from Google Drive keep opening in read-only.**

This issue might stem from multiple users signing into the same device.