Google Drive FAQs

**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. 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.

**What happens when I leave the University?**
Upon leaving the University, you will lose access to your Google Drive account. You are responsible for migrating your files before your account is deactivated.

**My account was closed, and I need to recover files.**
Contact the UMIT Service Desk at help@miami.edu to request if your account can be reopened in order 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?**
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.

**How much storage do I have?**
University of Miami faculty, staff, and students have unlimited storage on Google Drive.

**What type of files can I upload and is there a file size limit?**
You can upload almost any file to Google Drive. Files that you upload but do not convert to a Google Docs, Sheets, or Slides format can be up to 1TB each. 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.
My files from Google Drive keep opening up in read-only.
This issue might stem from multiple users signing into the same device.

What languages does Google Drive support?
Over 50 languages are available for use. See a full list [here](#).

Which web browsers are supported?
Google Drive, Docs, Sheets, and Slides work with the two 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. (Note: Google Drive will *not* work with Chrome 23, Firefox 23, IE9, Safari 6, or older versions. You'll need to update your browser to use Drive.)

What do I do if I have trouble syncing?
Please visit [error messages for sync problems](#).

How can I use Google Classroom?
At this time, 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.