



# Google Drive FAQs

## General Information

**Point Solutions - Support Gables One Suite 1100**

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# General Information

## Basics

### **What is Google Drive?**

Think of Google Drive as your personal stash 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 Docs are the same on all your devices.

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

Current faculty, staff, and students will be 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.

### **Why do I need to use my umiami.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.

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

UM's contract with Google 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 single sign on like your email, and myUM access. Please refer to the CaneID help page [here](#).

### Where can I get more information?

To get started with Drive, visit our [Google Drive Learning Center](#).

## Features

### How much storage do I have?

All accounts have unlimited storage.

### 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 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.

### 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 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.

**Note:** Google Drive won't 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](#).