

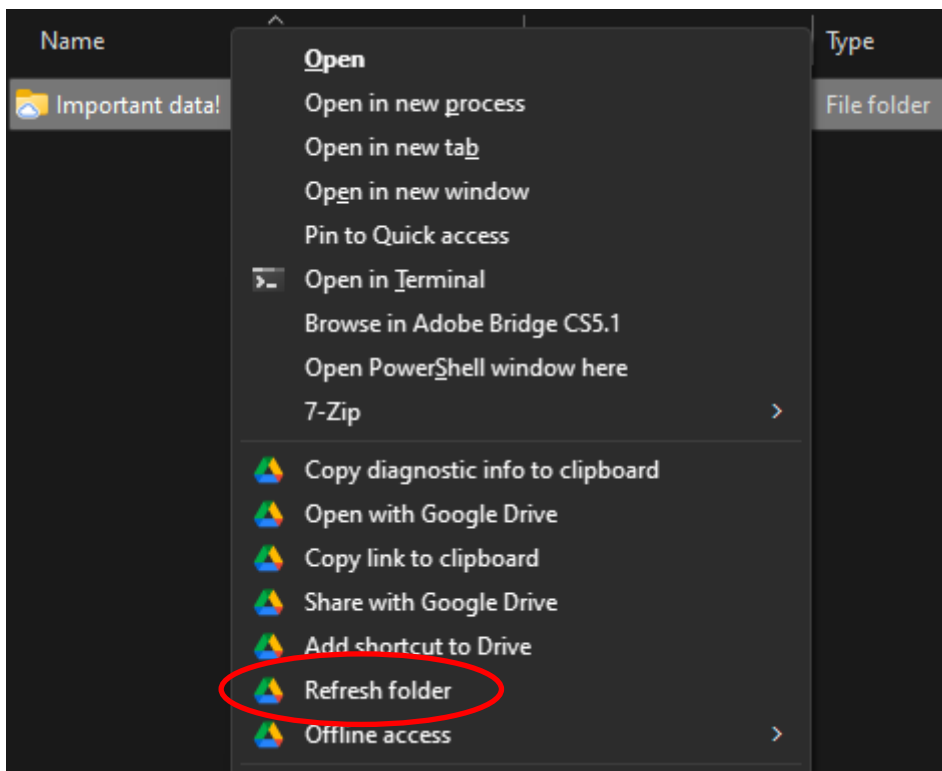
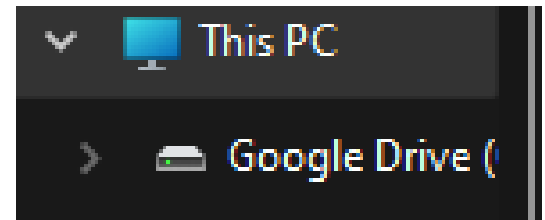
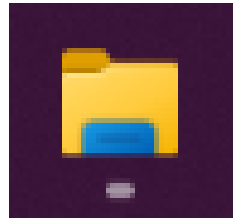


Troubleshooting Google Drive

If your Google drive is not syncing or is generally acting difficult, these steps should fix most issues you're having.

Refreshing a google drive folder

Open your file explorer on your computer and go into your google drive. From here, navigate to the folder you want to try refreshing. Once you've found this folder, hold shift and left click then right click the folder.

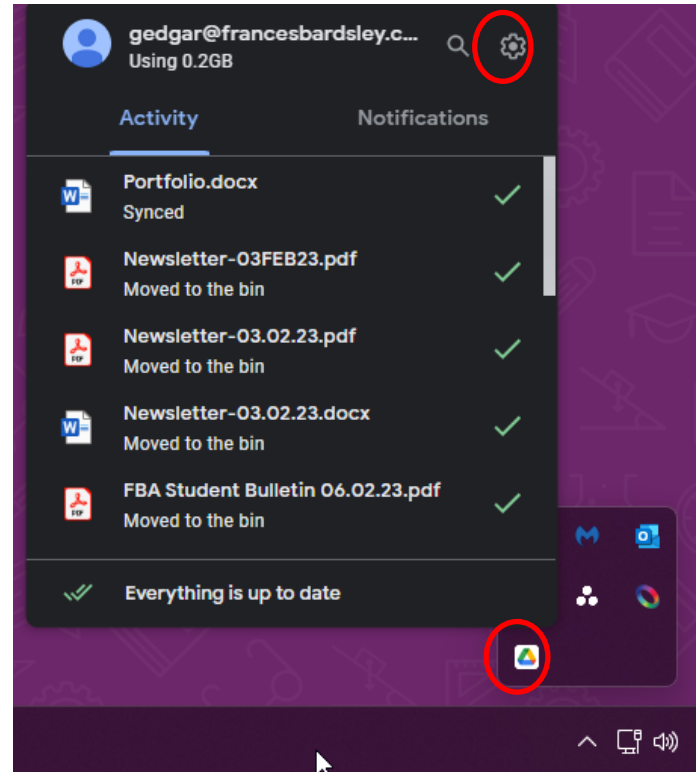
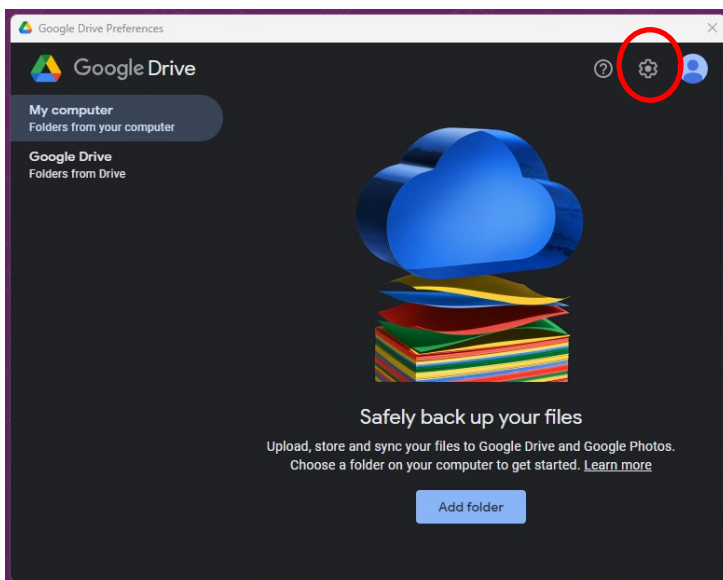
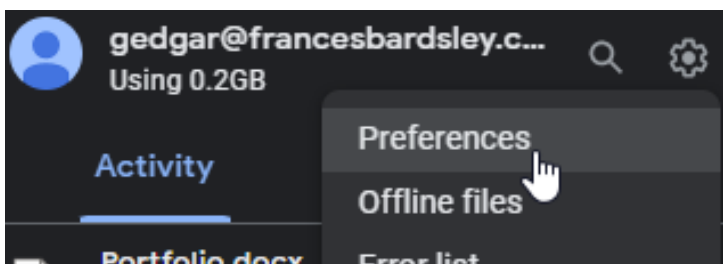


This will open up the following menu. From here, click the option 'Refresh folder'. It will update the folder with the latest files stored on your google drive. If this does not solve your problem, it's likely your file was not saved correctly and thus not stored on the google drive.

The reason this happens is due to your google drive not correctly syncing between devices. If you're sure you saved your file, try logging onto the computer you originally saved it on and see if it shows up. It may have not fully synced to your google drive. It's recommended that whenever you're saving a file, you hold shift and left click then right click the folder. If you're still having issues, continue onto the next step.

Disconnecting your google drive

First, navigate to the bottom right of your desktop. You should see an ^ arrow. Click this and right click on the google drive app icon. From here, it opens your google drive account. Click the cog icon in the top right and select 'Preferences'. From here, it should open a new tab named 'Google drive preferences'



In the Preferences window, press the cog icon again and select 'disconnect account'. Once this is complete, log into your google drive once again by clicking on the app icon , which should now be greyed out. Your files will load back onto your computer as the most recent version.

If you're still having issues, please raise a helpdesk ticket and the IT team will try to help.