GMail / Google Drive / Google Apps for Digital Navigators

NOTE: Since these services are subject to change at any time, Navigators should periodically access Google and verify the accuracy of the details provided here.

Introduction:
The thumb drive and the Online Account and Application Record spreadsheet that we can provide to customers are extremely useful for portable storage and providing the customer a record of usernames, passwords, job applications, etc. The spreadsheet template is stored under Docs on the LVR website and can be seen when you are logged in there.

Google Drive is another form of portable storage, in that anyone who has a Google account can store documents in Google Drive, and can use the Google suite of apps to create text documents (Docs), spreadsheets (Sheets) and presentations (Slides). These services are "portable" in the sense that they can be accessed from any internet-enabled device.

Documents created with non-Google programs can also be stored in Drive, including Word, Excel, and Adobe (.pdf). However, these programs can only be opened on devices that have the programs or apps for those tools - whereas documents created in Google can be opened on any device with internet access.
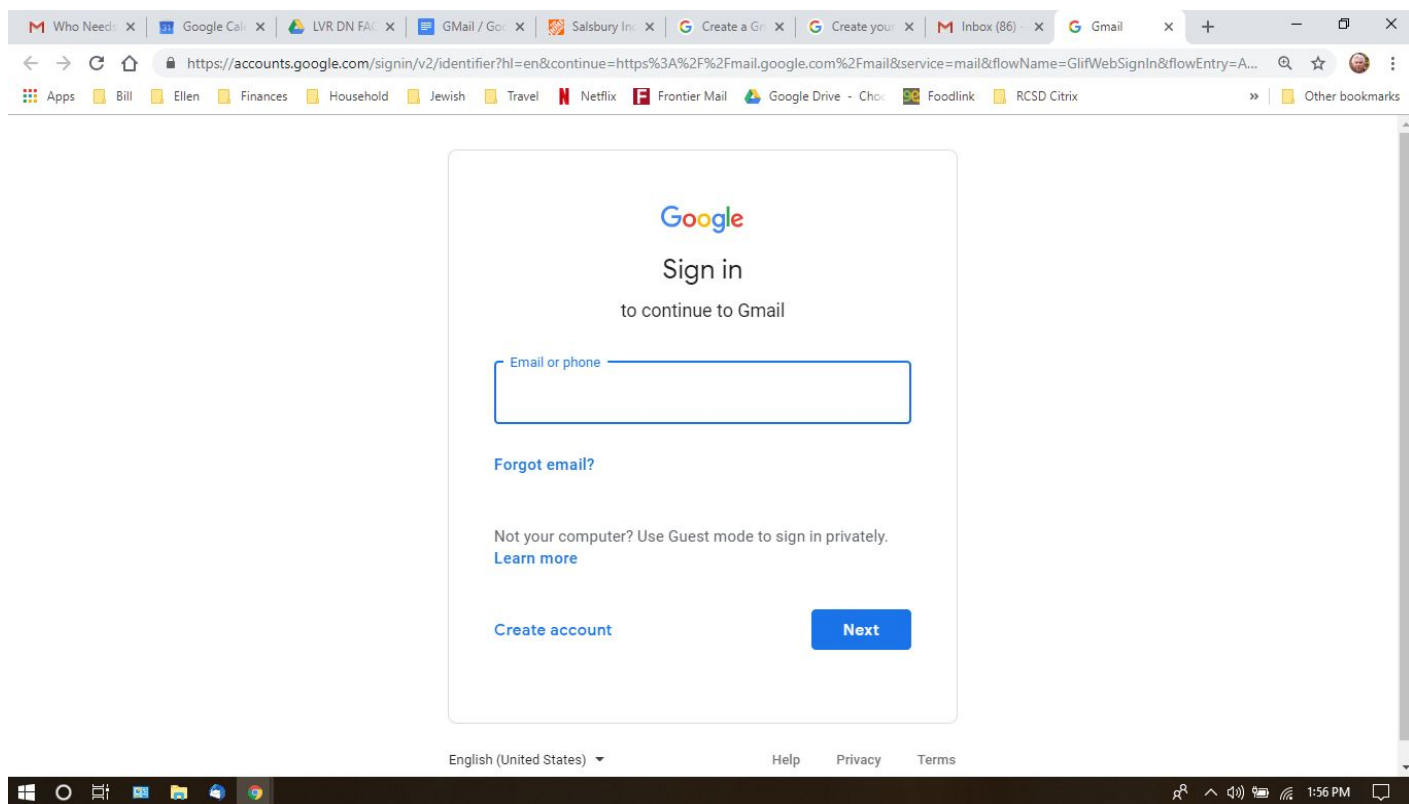
A person must have a Google account (Gmail address and password) to access Drive for storage, and the Google document creation apps listed above. These can be accessed by signing into Google through a web browser or by using Google apps on a phone or a tablet.

Creating a Google account:

A Google account is the starting point for accessing these Google tools. If your customer does not have a Google account, you can help them create one.

If you're using Chrome as the browser, click on the the 3x3 pattern of small squares on the upper right of a new tab and choose Gmail.

If you are not using Chrome, enter gmail..com in search or the address bar. If no one is signed into Google on the computer you're using you'll get this screen. If someone is signed in, click on the dot in the upper right and click Add Account. Then you'll get this screen.

Click **Create Account**

Enter the customer's name and then the username the customer would like to have. Their email address will be this username@gmail.com.

Enter a good password. WRITE IT DOWN before entering, and enter it VERY carefully.
NOTE: Capitalization does not matter in the username. It does in the password.

Click Next: You may be prompted for an improved username, or one that is not already taken. There may be suggestions. Write down the final user name before moving on.

Once the username and password are accepted, there are a few more steps:

> Phone Number (optional) -- The main use for a cell phone number here is for recovery when the password has been forgotten. This should be a phone that the customer can access reliably because a message will be sent to the phone with a code that enables setting a new password.

> Recovery email address (optional) -- The main use for this second email is for recovery when the password has been forgotten. This should be an email that the customer can access reliably because a message will be sent it that enables setting a new password. It can be another gmail account.

If you have a customer who is having trouble signing in and they don't have the required information on a flash drive that they have with them, there are some excellent tips on account and password recovery [here](#).

Next, the customer will enter her/his birthdate and gender. These are also used for recovery purposes when a username and/or password are forgotten. Then, the customer will need to agree to the terms and privacy policy. Once this is complete, your customer will be good to go!

Google Drive and Apps:
Once you are signed into Google, a good way to navigate among the apps Google provides is to click on the 3x3 pattern of small squares on the upper right. (Note: There is a "more" button in case you don't see the feature you are seeking.)

If you are not familiar with Drive or the document creating apps like Docs, Sheets or Slides, this is an [excellent video tutorial.](#) This explains some of the most important features in both Drive and and the Google apps, including sharing documents with others, editing and commenting, as well as the organization of files and documents within Drive.

Here is a summary of steps for document organization, creation and sharing using My Drive

In My Drive**,** the **+ New** button has picks for creating folders, uploading documents and creating new ones. All these docs will be stored in the Google cloud, which means you can access them from any device, once you are signed into your Google account.

> Select an app to create a new, blank document, spreadsheet, slide presentation etc..

> Type a title in the field at the upper left. All your changes to this document will be saved in real time as long as the device remains connected to the internet, under the file name you have entered.

> Previous versions of a document can be accessed by clicking on the link "All Changes saved in Drive" at the top center, or Version History in the file menu. Recent changes can be easily recovered using the "go backwards" arrow in the menu at the top of the page..

> The apps themselves work VERY much like MS Office, and there are ample tutorials, online help and videos to assist with any questions .

A document you already have saved on your device or a flash drive can be uploaded to Drive by dragging it into the main part of the screen, or by choosing Upload a Document from the **+New** pick list and selecting it.

When My Drive is highlighted in the left sidebar the screen lists the documents stored on your drive. You can view this as a list, or as tiles that show a small preview. Hover over the small four square icon on the right and choose a view.

Double clicking a tile or the name of a file or folder will open it for editing, etc.
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Right clicking a file name pops up options including downloading, getting a shareable link and removing.

A document can be printed when it is open.

Sharing documents and accessing shared documents:

A document can be shared by right clicking on it in the icon view
OR, when it is open, from the "File" pull-down or by clicking on the blue SHARE button at the upper right

> To choose how a person can use the file, click the Down arrow ▼ .
>
> Under "People," type the email address or Google Group you want to share with.
>
> Click Send.
>
> The recipient can be sent a link which allows viewing (but not editing) the file without signing in to Google
>
> OR an "invitation" that requires a Google sign-in

Documents shared with you by others can be accessed by selecting the "Shared with me" page from the folder list on the left sidebar of the landing page. You can then drag these documents into My Drive and organize them.