



## WHAT IS DCU APPS?

DCU Apps is DCU's installation of [Google Apps for Education](#), a [suite of online collaboration tools](#) that Google offers to educational institutions and nonprofit organisations free of charge offering [excellent benefits](#). DCU Apps includes the DCU e-mail service for all staff and students, calendar, drive, hangouts and much more.

## WHAT IS DRIVE?

[Drive is a cloud based file system](#) with similarities to DropBox which can be used to store and share files. [Drive](#) is part of the DCU Apps suite of tools which is available to all staff and students of DCU. [Drive](#) also offers many advanced features regarding [web based file creation and live collaboration on documents](#). Drive is easily accessed through a [standard web browser](#) or as a [local folder on your computer](#) or [mobile device](#).

## IS MY DATA SAFE IN DRIVE?

### 1. SECURITY

[Google take the security of your data very seriously](#). Their scale and resources allow them to have dedicated security professionals working full time to protect data and systems. This [security summary document](#) covers a lot of information in this space. If you require further detail please visit [their security whitepaper](#).

### 2. DATA OWNERSHIP

Data ownership and data protection is a common concern in relation to Google provided services. DCU have contracts in place protecting the data stored in core DCU Apps services such as e-mail and Drive. All data is owned by DCU and all rights are protected under this [Google Apps for Education Agreement](#). This agreement is specific to Education customers and is quite different to the [terms and conditions which cover the consumer version of Gmail](#). DCU regularly seek legal advice in relation to our agreement with Google and other service providers.

### 3. WHAT IF I DELETE SOMETHING BY MISTAKE?

There is now no need to delete files based on storage space requirements. [Unlimited storage](#) affords you the luxury to never delete files again. However, if you delete a file from your DCU Apps Drive account, you can restore



it easily from your DCU Apps 'Trash' in the [web version of Drive](#) (available in your browser).<sup>1</sup> However, the safest approach is not to delete files. If you wish to learn more about this and other areas of Drive please see our section on [how to learn about Drive](#).

## WHY USE DRIVE RATHER THAN DROPBOX?

### 1. DATA SECURITY

DCU have contracts in place with Google protecting the data stored in core DCU Apps services such as e-mail and Drive. All data is owned by DCU and all rights are protected under this [Google Apps for Education Agreement](#). No such agreement is in place with DropBox. DCU also have security measures in place to [protect DCU Apps data on mobile devices](#). It is not possible to enforce the same security measures for DropBox use.

### 2. UNLIMITED STORAGE

Drive offers you [unlimited storage](#). DropBox impose limits on your file storage.

### 3. EASE OF USE

Drive is integrated with your DCU network account. You do not need to manage another account and password to access DCU Apps Drive. You will need to maintain an additional account to use DropBox.

### 4. COLLABORATION

Drive is available to all staff and students of DCU and the linked colleges, facilitating easy collaboration between staff and students of all institutions.

### 5. INTEGRATION

Drive is integrated with other DCU services such as e-mail. E.g. It is possible to save attachments directly from your e-mail to your Drive storage. Further integration is planned, such as the ability to easily share files and folders with DCU groups and lists.

## WHAT IS UNLIMITED STORAGE?

DCU Apps previously had a file storage limit of 30GB per account. This restriction has now been removed. There is **no upper limit to the overall volume** of file storage available to you. This storage is available to you in DCU Apps e-mail, Drive and Google+. There is also **no limit to the number of** e-mail messages, attachments, files or folders stored.

There is now no need to worry about deleting files to make space for new files. You never need to delete a file again from your DCU Apps account.

<sup>1</sup> If you have permanently removed a file by intentionally deleting it from your DCU Apps 'Trash', restoring it is dependent on a number of factors. Please contact ISS in this case.



## UNLIMITED STORAGE FOR FREE – WHAT’S THE CATCH?

This amazing offer is **not** free to all customers. DCU are very fortunate to avail of [Google Apps for Education](#) which is made available to educational institutions free of charge. The Google Apps tools are available to businesses at a cost of approximately [€120 per user per year](#). As a paid service, DCU Apps would cost DCU in excess of €1.5M per annum for all staff and students. Google offer these services free of charge to the education community in order to increase adoption and paid usage in the business world.

## IS THERE A LIMIT TO THE SIZE OF EACH FILE?

The upper limit on the size of each individual file stored in Drive is now 5TB. This limit does not apply to your DCU Apps e-mail. E-mail attachments are currently restricted to 25MB each.

## IS DRIVE AVAILABLE ON WINDOWS AND MACINTOSH COMPUTERS?

Yes, the Drive application is [available on both Windows and Macintosh](#). Where possible, ISS aim to offer services which are platform independent. Drive on the web is also available on Linux (browser access – [Google Chrome](#) recommended). The section below [‘How can I access Drive on my computer?’](#) explains how to get started using the Drive application.

## IS DRIVE AVAILABLE ON MOBILE DEVICES AND TABLETS?

One of the big advantages of storing files on Drive is that they can be accessed from all your devices whether they are desktops, laptops, tablets or smart phones. Later versions of [IOS \(iPhone, iPad\) and Androids are fully supported](#). The section below covers [how to access Drive on smart phones and tablets](#).

## HOW CAN I ACCESS DRIVE ON MY COMPUTER?

There are a number of ways to save and access your files on Drive from your computer.

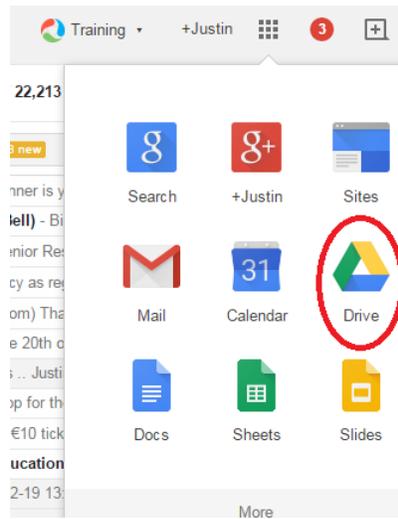
### 1. IN THE BROWSER – SAME AS E-MAIL

The easiest way to access your Drive files is in a standard web browser. All staff now access DCU e-mail in a standard web browser such as Chrome, Internet Explorer, Firefox etc. (ISS recommend the Chrome browser for the best experience with DCU Apps). You can access your Drive files from the same browser.

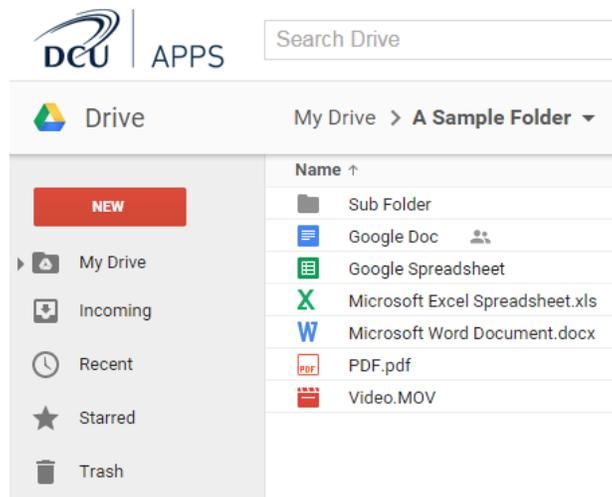
1. When logged into your e-mail locate the ‘grid’ in top right hand corner as circled in the image below:



2. Select the drive icon from the list as circled below:



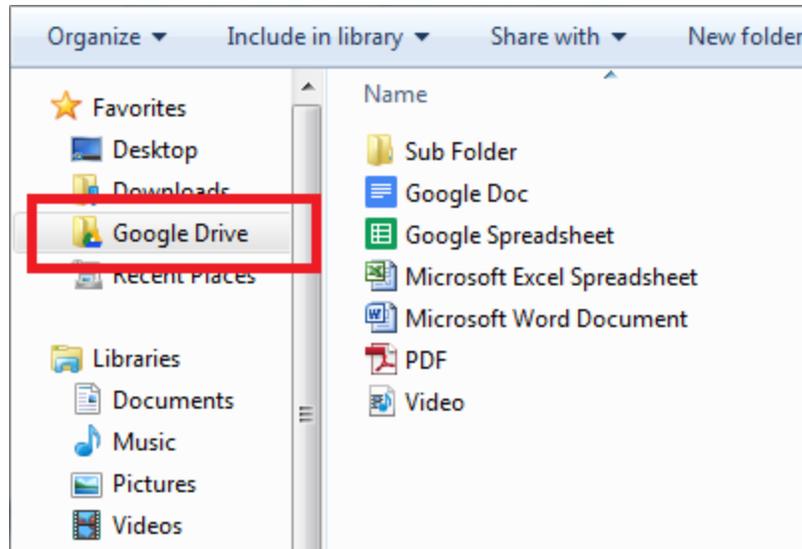
3. Your drive files will then appear in a new browser tab or window as below



## 2. USING THE DRIVE APPLICATION

It is also possible to install a small application on your device rather than using your standard web browser. In this scenario you can edit, save and read all file types as you normally do on your device. The files are stored in a local folder on your computer as in the image below.





When files are saved in your 'local' Google Drive folder as above, they are also synced with your DCU Apps account every time your computer is connected to the internet. Your files are always available locally on your computer using your normal programs such as Microsoft Word and Powerpoint. The latest version of the files in your local folder are also available from any other computer or [mobile device](#) you use. You can access these files from another device either [through a browser](#) or by installing the Drive application as detailed next.

#### Install Drive Application on a DCU Windows Computer

To install drive on a DCU windows computer you must use the [Zenworks Application Window](#). Find the drive icon  in the application list and install as per the [Zenworks Application Window](#) instructions.

#### Install Drive Application on a Macintosh or Personal Windows Computer

To install drive on one of these devices follow [these instructions](#).

### HOW CAN I ACCESS DRIVE ON MY SMART PHONE AND TABLET?

#### 1. DRIVE ON THE WEB

Yes. You can access **drive on the web** from a standard browser on your phone or tablet. Simply click on the 'grid' link from your e-mail [as described above](#) or go directly to the address: <https://drive.dcu.ie> in your browser. This does not require any additional configuration on your device.

#### 2. DRIVE APPLICATION

Alternatively you can use the drive application which offers a better experience on mobile devices. This requires the installation of the application on your device.



## DCU Owned and Personal Mobile Devices

You need to be aware of the [mobile policy and encryption requirements](#) before [installing the Drive application](#) on your mobile device. This policy applies to all mobile devices used to access your DCU Apps account in this way. This policy is in place to protect DCU data from unauthorised access. If you are using the e-mail application on your mobile device you will have already met the requirements of this policy. In this case, you can simply [install the Drive application](#).

## I HAVE USED DRIVE / GOOGLE DOCS BEFORE AND IT CHANGED THE FORMATTING OF MY DOCUMENTS

Drive can be used to create and share files using it's own Google Docs format as well as store files of any type. When **'Drive on the web'** is used to store Microsoft Office documents and spreadsheets there is an option to convert those files into a Google Docs format which can appear different to the original. We would encourage you to try Drive again if this was your experience in the past. It is now quite easy to view Microsoft Documents stored in your DCU Apps account. Also if you do choose to edit or convert your Microsoft documents in your browser, the process has improved significantly.

This conversion of Microsoft Office documents is only available when using **'Drive on the web'** through your browser. If you choose to use the ['Drive application'](#) on your computer you do not need to worry about any conversion or formatting issues. In this scenario you can use any application (including Microsoft Office) on your computer(s) to save files in Drive. You can edit these files with your favourite applications but have them saved in Drive and available on multiple computers or mobile devices.

For further information on using the features of Drive, please see the section below [How can I learn to use Drive?](#).

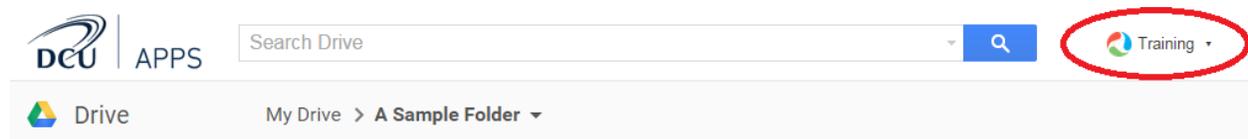
## HOW CAN I LEARN TO USE DRIVE?

There are numerous options open to you in order to get familiar with using Drive.

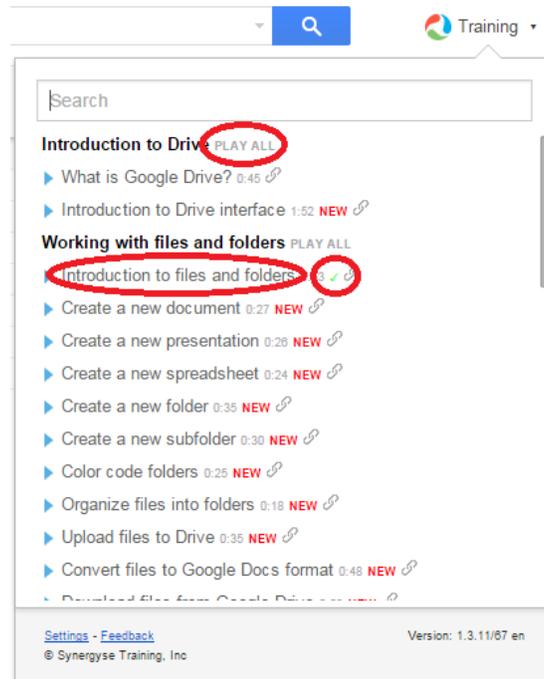
### 1. DCU APPS INTEGRATED TRAINING - SYNERGYSE

There are short tutorials available when using Drive on the web in your DCU Apps account. This integrated training tool is available free of charge to all DCU staff.

1. Access Drive in your browser as [described above](#).
2. Select the 'Training' icon as circled in the image below:



3. Select the lesson you are interested in from the list as in the image below. Click on the title to play a lesson. The system remembers which lessons you have watched as indicated by the green tick. Select 'PLAY ALL' as below to watch all lessons in that section consecutively.



## 2. ONLINE RESOURCES

There are numerous Google resources online. ISS gather relevant information and lessons and present them in the [DCU Apps blog](#). Please subscribe to the blog to get continual updates on the DCU Apps tools. Also, find below some direct links to some helpful Drive resources.

- [Get Started with Google Drive](#)
- [Google Drive Help Center](#)
- [Google Drive Blog](#)
- [GFCLearnFree.Org](#)

## 3. DCU CLASSROOM BASED TRAINING

In conjunction with the [training and development section](#) of the HR department, ISS conduct classroom based training on the DCU Apps tools. ISS staff host the training sessions. These courses are advertised on the DCU staff list and take place on campus. Alternatively e-mail [Training.Development@dcu.ie](mailto:Training.Development@dcu.ie) to request further information.

## 4. DCU SUMMIT – MARCH 19<sup>TH</sup> & 20<sup>TH</sup>, 2015

ISS in conjunction with [NIDL](#) will host a summit in DCU featuring Google for Education where you can learn more about harnessing the power of the DCU Apps suite of tools including Drive. There will be workshop based sessions specifically for those who are new to the Google tools. [Register now](#) to reserve your place at this exciting event.

