

Jive Interactive Intranet

9.x User Guide

Google Drive Files and Docs

Notices

For details, see the following topics:

- [Notices](#)
- [Third-party acknowledgments](#)

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- Search the product documentation and other product-related information that are also available on [Support Central](#).

If you still cannot find a solution, open a ticket on [Aurea Support Central](#). Information about the support organization is available on [Support Portal](#) as well.

You can also find the setup files on [Support Portal](#).

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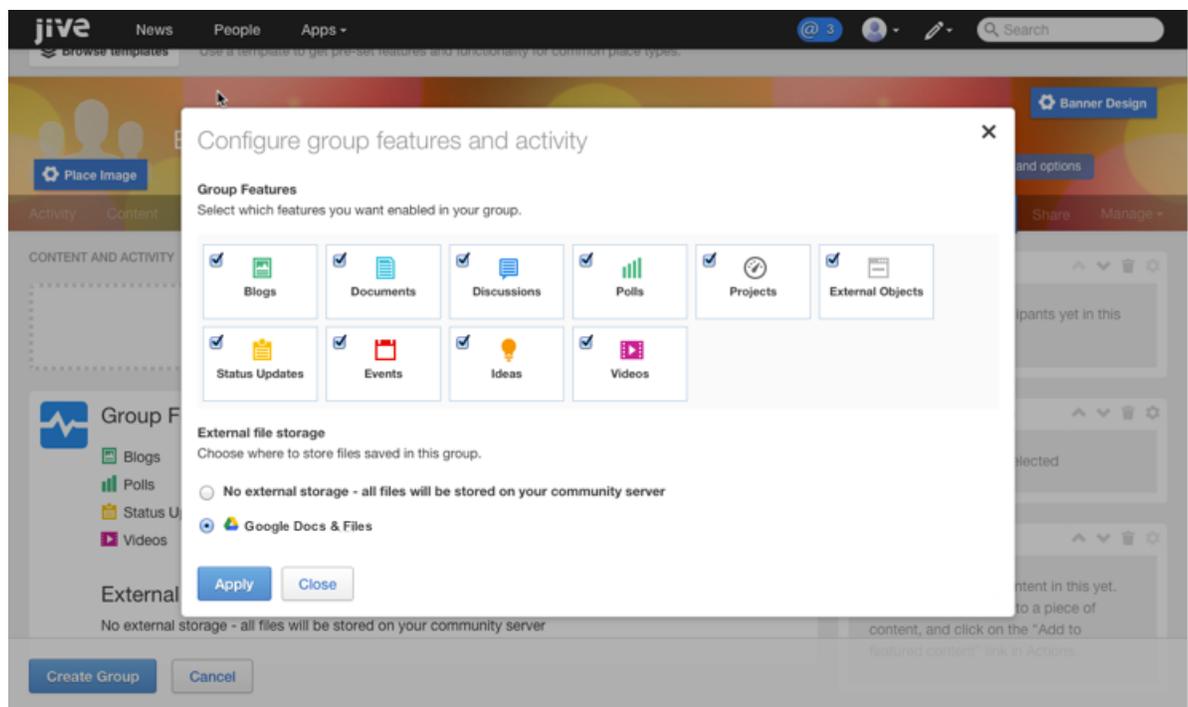
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Jive for Google Drive Files and Docs

The Google Drive Files and Docs integration provides the following features:

- Upload files to Jive and store them in Google Drive.
- Upload files or add Google Docs in Google Drive and sync them back to Jive.
- Create Google Docs in Jive.
- Sync Jive comments on a Google Doc with document-level comments on the same doc in Jive.

Once you install the Google Drive Files and Docs add-on and set it up, users can connect places to Google Drive and use it as the external file storage as shown below.



Note: When connecting a Jive place where everyone in the domain can view content, such as open groups, the integration adds the "everyone in the domain can view" rule to the connected Google Drive folder.

As a community manager you can install the Google Drive Files and Docs add-on for your community users to let them enable creation of Google documents, spreadsheets, and presentations in places they own.

For details, see the following topics:

- [System requirements and best practices](#)
- [Supported browsers](#)

System requirements and best practices

Make sure these system requirements are met before using the add-on.

Jive-side requirements

- Jive 9.x.

Google best practices and prerequisites

- Use Google Permission Groups to best scale for large numbers of users.
- We recommend you use an LDAP server configured for the G Suite domain and Jive, so the remote folder gets provisioned with the same LDAP group as in Jive.

Supported browsers

Jive works with most current web browsers. Note that if you need to use Content Editor features, such as cut and paste, script access to the clipboard must be enabled.

- Microsoft Edge* (Chromium-based).
- Apple Safari 8 and 9 (on Macs only).
- Mobile Safari on iPhone and iPad for iOS 8 and 9 and later. (For a browser-independent native iOS phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in the App Store.)
- Mobile Chrome on Android devices for Android 4.4 and later. (For a browser-independent native Android phone app, be sure to look for the Jive Daily Hosted app, if your community uses it, in Google Play.)
- Mozilla Firefox*.
- Google Chrome*.

* Google Chrome, Mozilla Firefox, and Microsoft Edge browsers are released frequently. Jive Software makes every effort to test and support the latest version.

Note: The recommended minimum screen resolution for desktop devices is 1024 x 768. Results may vary if you use zoom to adjust your view to levels other than 100%.

Important notes and restrictions

- Beta versions of web browsers are not supported, but they are quickly added to the supported list after they're formally released.
- Apps are not supported on mobile devices. These features may not work correctly on mobile devices.

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Using Jive for Google Docs

Here are some tips for using Google Docs in Jive:

- When you create or edit Google docs from Jive, you're using the Google content editor.
- Jive's Spotlight search finds content in Google documents, spreadsheets, presentations, and in PDFs stored in Jive-connected Google folders.
- When you share Google documents with non-members of the Jive place, they receive a PDF containing the document content. Just click **Share** to the right of a document to share it.
- Clicking one of the **Google Drive** links at the bottom of the page to see all of the Google documents, spreadsheets, or presentations in this Jive-connected Google group.
- Clicking the **Go to Google Drive file** link in the **Actions** menu to open the document in Google Drive.
- Clicking **Edit** to use the Google Editor without clicking away from Jive.

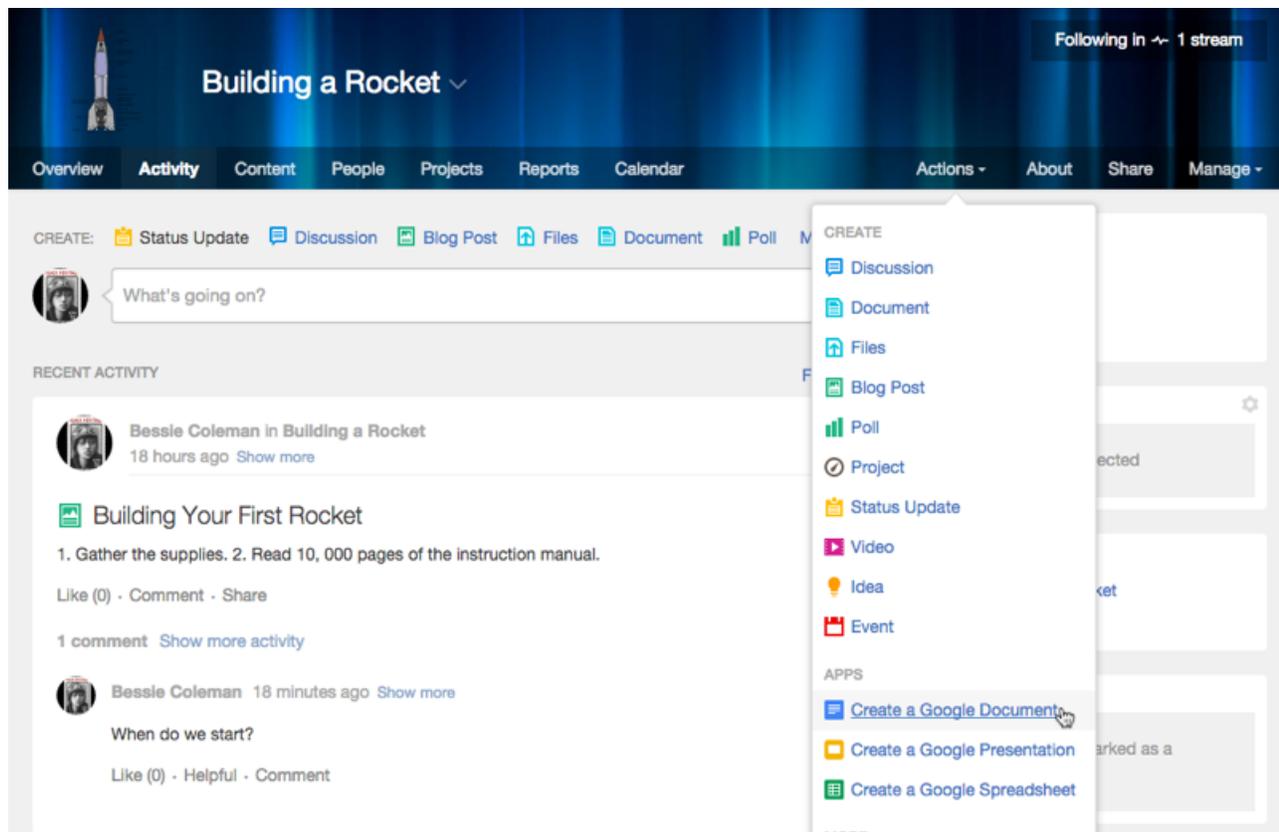
If your community manager enables the Jive for Google Docs integration, you need to configure Jive places to store documents in Google Drive. Once configured, you can create Google documents, spreadsheets, and presentations in Jive, and you can take advantage of the Jive for Google Docs simultaneous editing feature from Jive.

For details, see the following topics:

- [Checking Google Docs connection](#)
- [Create place that uses Google Docs](#)
- [Create Google Docs from Jive](#)
- [Sync settings for Google Docs](#)

Checking Google Docs connection

When a Jive place is connected to a Google folder, you can create content from either the Jive or the Google side, and store it in Google Drive. Check this connection by clicking **Actions > Create a Google Document** as shown in the following image. If you don't see this menu option, try changing the external storage as shown in [Create place that uses Google Docs](#) on page 10.



Create place that uses Google Docs

For a Jive place to be connected to Google Docs the place must use Google Drive as the storage provider.

Before creating a Jive-connected place, make sure your Community Manager has already configured the Google Docs integration and that the email you use for Jive has a Google account associated with it. For more information on creating places, see [Creating groups](#) in Jive 9.x User Help.

When you create a Jive place with Google Drive as the storage provider, the Jive for Google Docs integration instantly creates a Jive-connected folder in Google Drive. The new folder looks something like **[Jive Group] MyNewGroup**. Although you are unable to link a Jive place to an existing Google folder, you can access this content from Jive by moving your existing Google folder into your newly created Jive-connected Google folder. Once you move and edit the existing Google folder content, the Jive for Google Docs integration syncs it and make it accessible from the Jive place.

To create a place that uses Google Docs:

1. Log into your Jive community with an email that has a G Suite account associated with it.
2. In your community, click  > **Group** (or another type of place).

3. Complete the settings on the **Create** page.
4. Click **Create Group**.
5. Under **External file storage**, click **Change** to set up the storage provider.
6. Select **Google Drive** as your external file storage option.

If your admin sets Google Drive as the default storage, you don't need to change anything.

Note: If you later change your external storage option to Jive, all Google Docs in this place will be replaced with links to the last known location in Google Drive.

7. Click **Apply**.
8. In the **Configure** dialog box, select **Sync Google Docs and Comments** to enable all aspects of this feature. You can also customize what is shared between the Jive and Google folders using the following options:

Options	Description
Don't Sync Google Docs	This option enables syncing of binary files, but not Google Docs. You can still create Google Docs from Jive, but you can only see them in Google Drive.
Sync Google Docs but Don't Sync Comments	This default option ensures that all files and Google Docs are synced between Google Drive and Jive, but does not sync comments made in Jive or in Google Docs.
Sync Google Docs and Comments	This option provides bi-directional sync of all activity. You can upload binary files or add Google docs in Google Drive (or Jive) and sync them back to Jive (or Google Drive). You can also sync Jive comments on a Google doc with document-level comments on the same doc in Google Drive Files and Docs.

9. Select one or more Google Permission groups.

Members of those Google groups are able to access the Google Drive folders created by this Jive place integration.

10. Click **Save**, and then confirm it.

Once you create a new Google Drive folder from a Jive Place, actions taken in one place are reflected in both locations, such as creating and editing documents and comments, depending on how you set it up in the previous steps.

Users in this place can create their own Google Docs. For more on this, see [Create Google Docs from Jive](#) on page 12.

Create Google Docs from Jive

From your Jive place, you can create Google documents, spreadsheets, and presentations that are saved in Google Drive.

When you configure a Jive place to use Google Drive as its external storage provider, then place members can create Google documents, spreadsheets, or presentations in Jive and store them in Google Drive. Depending on the place configuration, both comments and documents may be synced. For more information about syncing, see [Sync settings for Google Docs](#) on page 12.

You can create a Google document, presentation or spreadsheet from Jive by using similar steps. Here are the steps in consideration to creating a Google document.

To create a Google document:

1. Sign into your community and navigate to the Jive place where you want to create Google Docs.

You must join the Jive place so you can have write and read permission in the linked Google group.

2. Click **Actions > Create a Google Document** .

Note: If you don't see the Google Document option in the Actions Menu, the Group Owner should make sure Google Drive is selected as your external storage provider in **Manage > Settings** or check with your Community Manager to see if the Google Docs integration has been implemented and that your email address is also a Jive for Google Work account.

3. Enter a name for your file in the **Create a Google Document** dialog box, and then click **OK**.
4. Add content to the document.
5. Click **Done**. Watch the Place Activity stream to see when the new document becomes available in Jive.
6. Click **View in Jive** to open the file in Jive.

Sync settings for Google Docs

As a place owner, you can use the sync settings to define whether the Google documents and their comments on either the Google or Jive side should be in sync.

When the place is configured to sync documents and comments, the new documents, edits, and comments show up both in the Jive place and the Google group or folder activity streams. These settings can be changed at any time.

To change your sync settings:

1. Make sure you have administrator rights for the place and it's set up to use Jive for Google Docs.
2. From the place, click **Manage > Settings** .
3. In the **Group Features and Activity** area, click **Configure** under the **Google Drive** external file storage.
4. Select a different option in the Sync Google Docs section.

Options	Description
Don't Sync Google Docs	This option enables syncing of binary files, but not Google Docs. You can still create Google Docs from Jive, but you can only see them in Google Drive.
Sync Google Docs but Don't Sync Comments	This default option ensures that all files and Google Docs are synced between Google Drive and Jive, but does not sync comments made in Jive or in Google Docs.
Sync Google Docs and Comments	This option provides bi-directional sync of all activity. You can upload binary files or add Google docs in Google Drive (or Jive) and sync them back to Jive (or Google Drive). You can also sync Jive comments on a Google doc with document-level comments on the same doc in Google Drive Files and Docs.

5. Click **Save**, and then confirm it.