Usability Report
Results and Recommendations
Team BOCA
March 19, 2016
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EXECUTIVE SUMMARY

This report details an examination of the user friendliness for our set of instructions on how to make an appointment with the Howe Writing Initiative (HWI) and use Google Drive and Google Hangouts. This set of instructions details step-by-step procedures on how to achieve different tasks with Google Drive and Google Hangouts, including but not limited to making an appointment with the HWI, creating a folder or document within Google Drive, sharing a folder or document within Google Drive, and starting a video call on Google Hangouts. The research we conducted involved a usability test. The main concern with the usability testing was to test the effectiveness and user friendliness of our set of instructions. Specific areas of the instructions in which we wanted feedback included the layout, the formatting, the ease of use, and the images within the document. Based on the user’s experiences and concerns, a set of recommendations have been created to increase the effectiveness and user friendliness of the instructions.

Testing Overview

Our testing can be divided into two parts, the user interview and the usability test.

- **User Interview**: Before beginning the usability tests, information was needed on the user’s background and experiences. First, the user was asked his/her year in school and major. After this quick background information was gathered, information on the user’s experiences with the topics contained within the instructions was collected. Information that was collected include the user’s Google Drive familiarity, Google Hangouts familiarity, HWI familiarity, and his/her experiences with each.

- **Usability Test**: Usability testing was used to assess the user friendliness and effectiveness of the set of instructions, specifically the layout, formatting, ease of use, and images within the instructions. Participants were asked to participate in the testing because of their enrollment in Miami University. Miami students were used because of their ability to have access to the HWI. The testing highlighted problems within the instructions that would not have been found otherwise. The problems and concerns raised by the participants influence the recommendations, which are to be discussed next.

Issues and Recommendations Overview
Through our usability tests, we found a few reoccurring issues with our instructions. These include:

- **Unclear organization and formatting:** There are many different sections within the instructions, and they could be in a more logical and useful order. In addition, a table of contents could be beneficial in order for more efficient use of the instructions.

- **Small pictures:** Some of the screenshots are too small and it is difficult to see what the instructions are referring to in the pictures. Making the pictures bigger would make the instructions more helpful to users.

- **Confusion with the drop down menu on the Howe Writing Center website:** The instructions regarding choosing the online option within the drop down menu on the Howe Writing Center Website are confusing. Indicating that the user should choose the online option on the login screen would make this step more clear.

- **Link in the adding contacts section did not work:** The link to Google Hangouts within the adding contacts section of the instructions does not work and needs to be fixed.

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**RESEARCH METHODS & RESULTS**

There two sections of our test included the user interview and the usability test.

*Participants:*

The users in our interview and testing were chosen because of their enrollment at Miami University. Miami students were chosen to participate in this study because of their access to the HWI. Miami Students are also part of the target audience for this set of instructions. It was important to choose users of different years and majors to make sure that our directions were effective for all students.
**User Interview**

User interviews were conducted to gain an understanding of the user’s background and his/her familiarity and experiences with Google Drive, Google Hangouts, and the HWI. The first two questions were to get some background information on the user. We asked the user for his/her year at Miami and major. Then we moved on to questions asking about the user’s experiences with the topics contained in the instructions. These questions included:

1. Have you ever used Google Docs to share a document with someone else? In what context?
2. How competent would you say you are at using Google Doc?
3. Have you ever used Google Hangout for personal or school related video conferencing? In what context?
4. Are you familiar with the Howe Writing Center?
5. Have you ever made an appointment at the HWC, either for an in-person consultation or an online consultation? What was your experience like?

**User Responses and Analysis:**

The responses to each question can be seen in the tables below. The users who participated covered five different majors and four different years. All of our users had experience with Google Docs because of classes, and most of the users said they were competent using Google Docs. Only one user tested had experience using Google Hangouts. Most users were familiar with the HWI, however only one had made an appointment with the HWI. With our user pool, we were able to gather users with a wide range of experiences. Because of the lack of experience with Google Hangouts and the HWI, we knew that in order to complete the tasks, the users had to rely heavily on the instructions, allowing us to accurately collect data on the usefulness of the instructions.

<table>
<thead>
<tr>
<th>Major</th>
<th>Year</th>
<th>Google Docs Experience And Context?</th>
<th>Google Docs Competence?</th>
</tr>
</thead>
<tbody>
<tr>
<td>User 1 Bioengine</td>
<td>Junior</td>
<td>Class, editing &amp; sharing</td>
<td>Good</td>
</tr>
<tr>
<td>User 2 History</td>
<td>Senior</td>
<td>Class</td>
<td>Not very competent</td>
</tr>
<tr>
<td>User 3 Marketing</td>
<td>Junior</td>
<td>Class projects, work</td>
<td>Very competent</td>
</tr>
<tr>
<td>User 4 Biology</td>
<td>Freshman</td>
<td>Classes</td>
<td>Very</td>
</tr>
<tr>
<td>User 5 Accounting</td>
<td>Sophomore</td>
<td>Classes</td>
<td>Very</td>
</tr>
</tbody>
</table>
### Usability Testing

A full list of the questions and tasks used in the usability test can be found in Appendix A. The usability test focused mainly on users completing tasks by using the instructions. The user was asked to “Think out loud” while completing these tasks. We recorded the user’s thoughts through note taking, writing down all the user’s concerns, compliments, and suggestions.

**User Responses and Analysis:**

The users all had mishaps along the way. Even user 3 who initially felt they were very competent with Google Doc had to ask many questions and said, “I guess I’m not as good at Google Docs as I thought!” However, when reminded to read the instructions and that the answers to their questions should be included there, the users were able to figure things out on their own with very little direction from the moderator.

### RECOMMENDATIONS

**Overall Organization and Formatting of the Instructions**

A common suggestion from the users was the overall organization of the instructions. Our first participant suggested that we “reorder the instructions, putting Google Drive First.” The second participant commented that “a table of contents would be beneficial.” Because the second task was creating and sharing a Google Doc, users expected that to be the second set of instructions, immediately following “Scheduling an Appointment”. User 1 also indicated that the headings were slightly confusing, especially for “File Sharing”, but other users with more Google Doc experience tended not to have this issue. In order to resolve
some of these issues, we added a table of contents so that users would be able to easily locate the section they were looking for. We also made our overall organization more clear by adding visual cues next to the headings. By adding the table of contents and visual cues, users will be able to better locate the section they need for the task they are trying to perform.

Image Sizing

All five users indicated that the screenshots and images were beneficial to the instructions, but user 4 expressed that some of the images were blurry or too small, making it harder to read and therefore not benefiting the corresponding instructions. Adjustments to the clarity and sizing of the updated images are reflected in our new instructions (Appendix C). The images are now larger and not blurry, which will assist the users in easily completing a task.

HWI Drop-Down Menu

One of the tasks given during the usability test was to use the instructions to schedule an appointment for an online consultation with the Howe Writing Center. Many users were confused or had difficulty with selecting the online option on the drop-down menu. The original instructions for this task were:

1. Visit www.miamioh.edu/howe
2. Click “Make an Appointment”.
3. If you have used the Howe Writing Center before, log in using your email address and password. If you have not used the Howe Writing Center before, click “Register for an Account”.
4. Once you are logged on, your screen should look like this.
5. Select "ONLINE Howe Center Spring 2016" from the drop-down menu.
6. Click the calendar icon to select which date you would like to schedule your appointment.
7. Once you have selected a date, available appointments will appear in WHITE. Click on the time you want to schedule your appointment.

8. This screen will pop up, with information about your consultant and the time you are scheduling your online conference.
9. Fill out the information marked with a red asterisk (*)
10. After everything is filled out, click “Save Appointment”.
11. You should receive a confirmation email with the date and time of your scheduled appointment. If you don’t receive a confirmation email, call the Howe Writing Center at 513-529-6100.

Participants 2 and 3 reported confusion with the drop-down menu, because you can choose which kind of appointment on the login page or once you are logged in. To make this step more clear, the updated instructions will now tell the user to choose “ONLINE Howe Center Spring 2016” on the login page, because this is the first place that they see the drop-down menu. The new instructions are:

1. Visit www.miamioh.edu/howe
2. Click “Make an Appointment”.
3. If you have used the Howe Writing Center before, enter your email address, enter your password, choose “ONLINE Howe Center Spring 2016” in the drop-down menu, and then click login. If you have not used the Howe Writing Center before, click “Register for an Account”.
4. Once you are logged on, your screen should look like this.
5. Find the date on the left side of the screen for which you would like to schedule your appointment.
6. Once you have selected a date, available appointments will appear in WHITE. Click on the time you want to schedule your appointment.
7. This screen will pop up with information about your consultant and the time you are scheduling your online conference.

8. Fill out the information marked with a **red asterisk (•)**
9. After everything is filled out, click “Save Appointment”.
10. You should receive a confirmation email with the date and time of your scheduled appointment. If you don’t receive a confirmation email, call the Howe Writing Center at 513-529-6100.

By changing step 3 of the instructions, it will be more clear to the user when they should choose the online option in the drop-down menu and avoid unnecessary confusion.

**Adding Contacts Link**
One of the tasks for our instructions was to add a contact in Google Hangout. Below are our original instructions for adding a contact.

1. Go to [www.hangouts.google.com](http://www.hangouts.google.com)
2. Click the contacts button on the left hand side.
3. Search the name of the person you are looking for in the “Search for people” bar.
4. Click on the person’s name and they will be added to your contacts.

Participant 2 reported that the link in step 1 did not work, so we went back and changed it. Now these instructions are:

1. Go to [https://hangouts.google.com/](https://hangouts.google.com/)
2. Click the contacts button on the left hand side.
3. Search the name of the person you are looking for in the “Search for people” bar.
4. Click on the person’s name and they will be added to your contacts.

Though this was a minor problem, having a link that works is important and will help the user to complete this task without issues or confusion.
Appendix A

**Moderators**: Annie Forchetti, Cole Hinton, Bradley Koenig, and Olivia Albers

**Instructions**: Google Hangouts and Google Drive

**Usability Test Objectives**

The objectives will be tested using the model represented below. The objectives listed were created to test the design and usability of the instructions. Also being tested are the user expectations of the instructions and how the formatting of the instructions are impacting the usability of the instructions (does the formatting make the instructions hard to use or understand).

1. Test the effectiveness of the different aspects of the instructions (organization, design, wording).
2. Test how the instruction’s aspects compare to the user’s expectations and goals of the instructions.
3. Test whether the instructions can successfully help the user achieve the tasks (Sign up for an appointment with the Howe Writing Center, Start a Video Call, etc.).
4. Test the quality and usefulness of the images and visuals.

<table>
<thead>
<tr>
<th>Moderator</th>
<th>Respondant</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Introduction:</strong></td>
<td></td>
</tr>
<tr>
<td>The objective is to test the design and ease of use of the scheduling an appointment, starting a video call, sharing your screen, adding a contact, and using messages instructions. The appointment will be scheduled with the Howe Writing Center. Ideally, the instructions should be easy to follow and should make the process of scheduling an appointment and using Google Hangout simple and easy to complete.</td>
<td><strong>Take Notes</strong></td>
</tr>
<tr>
<td><strong>Mock Scenario:</strong></td>
<td></td>
</tr>
<tr>
<td>You will be making an appointment with the Howe Writing Center and then use Google Hangout to make a video call. For this usability test, you will pretend one of our group members (Brad, Cole, Annie, or Olivia)</td>
<td></td>
</tr>
</tbody>
</table>
is your consultant and start a video call with one of us.

I want to reassure you we are not testing your ability to perform these tasks, we are testing how clear or unclear our directions are. There are no right or wrong answers, so please respond honestly to our questions. Don’t feel bad if things don’t make sense or you can’t find something. That is something we will look to fix in the future.

First, we will ask you a few questions so we can know and understand you better.

What is your year in school?

What is your major?

**Previous experience with Google Hangout, Google Drive and the HWC:**

Have you ever used Google Docs to share a document with someone else? In what context?

How competent would you say you are at using Google Doc?

Have you ever used Google Hangout for personal or school related video conferencing? In what context?

Are you familiar with the Howe Writing Center?

Have you ever made an appointment at the HWC, either for an in-person consultation or an online consultation? What was your experience like?
## Formatting Analysis:

Before reading the instructions, tell us what you notice about the formatting of the page.

Does anything stand out to you? What do you like about the page? What don’t you like about it?

Does it seem easy to read/follow? Does anything seem confusing about it right away?

What are your thoughts on the images and the visuals? Are they helpful or distracting?

## Tasks:

Consider you want some help with a paper or project, and decide to use the Howe Writing Center. However, you’re not exactly sure how to set up an appointment. You decide to use these instructions to help you. Remember to “think out loud” for each step by telling us your ideas, thoughts, and confusions as you work through each step.

After setting up your appointment, you decide to use Google Drive so whoever helps you from the HWI can easily access your paper. You create a folder. "Think out loud."

You then share the folder with the person who you have the appointment with from the HWI.
After creating the folder, you upload your paper to the folder. “Think out loud.”

You decide it would be best to have questions typed in a document before the appointment so you don’t forget to ask anything. You create a Google Doc inside the folder. “Think out loud.”

It is time for the appointment. You start the video call with your consultant (Cole, Brad, Annie, or Olivia). “Think out loud.”

You also need help revising your resume, but it is on Microsoft Word, because the format does not work with Google Docs. You decide to share your screen with the consultant so that they can see your resume. Use the instructions provided to share your screen with the consultant. “Think out loud.”
<table>
<thead>
<tr>
<th>You want to add your consultant to your contacts on Google Hangout. “Think out loud.”</th>
</tr>
</thead>
<tbody>
<tr>
<td>The call with your consultant is dropped so you decide to send them a message on Google Hangout. “Think out loud.”</td>
</tr>
</tbody>
</table>
Appendix B: Original Instructions

Google Hangouts

Scheduling an Appointment

1. Visit www.miamioh.edu/howe
2. Click “Make an Appointment”.
3. If you have used the Howe Writing Center before, log in using your email address and password. If you have not used the Howe Writing Center before, click “Register for an Account”.
4. Once you are logged on, your screen should look like this.

5. Select “ONLINE Howe Center Spring 2016” from the drop-down menu.
6. Click the calendar icon to select which date you would like to schedule your appointment.
7. Once you have selected a date, available appointments will appear in WHITE. Click on the time you want to schedule your appointment.
8. This screen will pop up, with information about your consultant and the time you are scheduling your online conference.
9. Fill out the information marked with a red asterisk (*)
10. After everything is filled out, click “Save Appointment”.
11. You should receive a confirmation email with the date
and time of your scheduled appointment. If you don’t receive a confirmation email, call the Howe Writing Center at 513-529-6100.

Starting a Video Call

1. Visit www.hangouts.google.com
2. Click on the “Video Call” icon.
3. If needed, download and install the plugin.
4. Title the hangout “HWI” and “your name”
5. Click “Invite People”
6. Type the unique ID or email of the person you are looking to add to the video conference.
7. Select that person.
8. To invite multiple people, type in the first name and select them. Then type in the second name, and select them
9. Make sure to unmute yourself. Make sure you see this
   Instead of this
10. Make sure your camera is on. If it is off, click the “camera” icon. It should look like this
   Not this

Sharing Your Screen

1. When you need to show your consultant a document that is not compatible with google drive, you can share your computer screen with them.
2. To do so, click the green screenshare button on the left hand side of the screen (pictured on right), and a new window will appear.
3. Select the screen you want to share such as a word document.
4. To return to your Hangout screen, just close the window of your shared screen or click the stop button.

Adding a Contact
5. Go to www.hangouts.google.com
6. Click the contacts button on the left hand side.
7. Search the name of the person you are looking for in the “Search for people” bar.
8. Click on the person’s name and they will be added to your contacts.

Making a Phone Call
1. Visit www.hangouts.google.com
2. Click “Phone Call” or the phone icon on the left toolbar
3. Enter the phone number you would like to call in the line provided and click “Call”.
   a. If prompted, read the disclaimer and click “I accept” if you agree to the terms.
   b. Please Note that while most calls to United States numbers are free, some calls to United States number and most to foreign countries are paid.
4. A dial pad should pop up on the right side of the screen, and the call should begin to connect and dial the number.

Using Messages
1. Click on “Message”
2. Enter a name or
UniqueID. Click on the correct person.

3. Click “Send Invite” in the conversation window on the right.
   a. Person has to be online to see this button.

4. Begin messaging using the line at the bottom of the conversation window.

5. From the conversation window, you can also:
   a. Start a video call with the person you are messaging by clicking the camera icon.
   b. Use emojis by clicking the face icon in the bottom line on the left side.
   c. Send pictures by clicking the picture icon in the bottom line on the right side.

Troubleshooting

*Make sure to unmute yourself. Make sure you see this instead of this

*Make sure your camera is on. If it is off, click the “camera” icon. It should look like this

*If your call drops, let your consultant start a new call, and if that does not happen you can try to message them

Google Drive

Creating a Document, Spreadsheet, or Slide

1. Go to www.drive.google.com
2. Go to the desired folder where you would like to create the new file.
3. Click on the “New” button on the left side of the page.
4. Click on the type of file you would like to create (Docs, Sheets, Slides, etc.).
5. After clicking on the desired file type, the file will open in a new window.
6. You can rename the file in the top left corner.
7. You can begin editing your document.

**Creating a Folder**

1. Go to [www.drive.google.com](http://www.drive.google.com)
2. If you would like, go to the desired folder where you would like to create this new folder.
3. Click on the “New” button on the left side of the page.
4. Click on the “Folder” button.
5. A popup should appear. Enter the name of your folder in the line provided.
6. Click “Create”.
7. Your new folder has been created.

**Uploading Files from your Computer**

1. Go to [www.drive.google.com](http://www.drive.google.com)
2. Go to the desired folder you would like to upload the file into.
3. Click on the “New” button on the left side of the page.
4. Click on the “File upload” button.
5. Locate the file on your computer using the popup window.
6. Select the file and click “Open”.
7. On the bottom right corner, a window will appear with the page showing the upload status.
8. Once the upload is complete, it will be displayed in the folder.

**Sharing a File from Google Drive**

1. Go to [www.drive.google.com](http://www.drive.google.com)
2. Open the file you would like to share.

3. Click on the “Share” button in the top right corner of the file window.

4. Enter the name or UniqueID of the person you would like to share the file with.

5. In the dropdown menu to the right of the name line, decide whether the person has editing abilities.

6. To add more people, repeat step 5.

7. Click “Send”.

8. Your file is now shared with the person or people you selected.

Sharing a File or Folder

1. Go to www.drive.google.com

2. Find the file or folder you would like to share.

3. Right click on the file you would like to share.
   a. Mac user can hold down the “Control” button on the keyboard while clicking on the file to achieve the same results.

4. In the menu, click “Share”.

5. Enter the name or UniqueID of the person you would like to share the file with.

6. In the dropdown menu to the right of the name line, decide whether the person has editing abilities.

7. To add more people, repeat step 5.

8. Click “Send”.

9. Your file or folder is now shared with the person or people you selected.
Appendix C: Final Instructions

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Howe Writing Initiative
Scheduling an Appointment

1. Visit [www.miamioh.edu/howe](http://www.miamioh.edu/howe)
2. Click “Make an Appointment”.
3. If you have used the Howe Writing Center before, log in using your email address and password. If you have not used the Howe Writing Center before, click “Register for an Account”.

4. Once you are logged on, your screen should look like this.

5. Select “ONLINE Howe Center Spring 2016” from the drop-down menu.
6. Click the calendar icon to select which date you would like to schedule your appointment.
7. Once you have selected a date, available appointments will appear in WHITE. Click on the time you want to schedule your appointment.
8. This screen will pop up, with information about your consultant and the time you are scheduling your online conference.
9. Fill out the information marked with a red asterisk (*).
10. After everything is filled out, click “Save Appointment”.
11. You should receive a confirmation email with the date and time of your scheduled appointment. If you don’t receive a confirmation email, call the Howe Writing Center at 513-529-6100.

Google Hangouts
Starting a Video Call

1. Visit www.hangouts.google.com
2. Click on the “Video Call” icon.
3. If needed, download and install the plugin.
4. Title the hangout “HWI” and “your name”
5. Click “Invite People”
6. Type the unique ID or email of the person you are looking to add to the video conference.
7. Select that person.
8. To invite multiple people, type in the first name and select them. Then type in the second name, and select them.
9. Make sure to unmute yourself. Make sure you see this instead of this
10. Make sure your camera is on. If it is off, click the “camera” icon. It should look like this

Sharing Your Screen

1. When you need to show your consultant a document that is not compatible with google drive, you can share your computer screen with them.
2. To do so, click the green screenshare button on the left hand side of the screen (pictured on right), and a new window will appear.
3. Select the screen you want to share such as a word document.
4. To return to your Hangout screen, just close the window of your shared screen or click the stop button.

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   a. If prompted, read the disclaimer and click “I accept” if you agree to the terms.
   b. **Please Note** that while most calls to United States numbers are free, some calls to United States number and most to foreign countries are paid.
4. A dial pad should pop up on the right side of the screen, and the call should begin to connect and dial the number.

Using Messages

1. Click on “Message”
2. Enter a name or UniqueID. Click on the correct person.
3. Click “Send Invite” in the conversation window on the right.
   a. Person has to be online to see this button.
4. Begin messaging using the line at the bottom of the conversation window.

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   a. Start a video call with the person you are messaging by clicking the camera icon.
   b. Use emojis by clicking the face icon in the bottom line on the left side.
   c. Send pictures by clicking the picture icon in the bottom line on the right side.

**Troubleshooting**

*Make sure to unmute yourself.*

Make sure you see this instead of this

*Make sure your camera is on. If it is off, click the “camera” icon.

It should look like this

Not this

*If your call drops, let your consultant start a new call, and if that does not happen you can try to message them*

**Google Drive**

**Creating a Document, Spreadsheet, or Slide**

1. Go to [www.drive.google.com](http://www.drive.google.com)
2. Go to the desired folder where you would like to create the new file.
3. Click on the “New” button on the left side of the page.
4. Click on the type of file you would like to create (Docs, Sheets, Slides, etc.).
5. After clicking on the desired file type, the file will open in a new window.
6. You can rename the file in the top left corner.
7. You can begin editing your document.

Creating a Folder

1. Go to www.drive.google.com
2. If you would like, go to the desired folder where you would like to create this new folder.
3. Click on the “New” button on the left side of the page.
4. Click on the “Folder” button.
5. A popup should appear. Enter the name of your folder in the line provided
6. Click “Create”.
7. Your new folder has been created.

Uploading Files from your Computer

1. Go to www.drive.google.com
2. Go to the desired folder you would like to upload the file into.
3. Click on the “New” button on the left side of the page.
4. Click on the “File upload” button.
5. Locate the file on your computer using the popup window.
6. Select the file and click “Open”.
7. On the bottom right corner, a window will appear with the page showing the upload status.
8. Once the upload is complete, it will be displayed in the folder.

Sharing a File from Google Drive

1. Go to www.drive.google.com
2. Open the file you would like to share.
3. Click on the “Share” button in the top right corner of the file window.
4. Enter the name or UniqueID of the person you would like to share the file with.
5. In the dropdown menu to the right of the name line, decide whether the person has editing abilities.
6. To add more people, repeat step 5.
7. Click “Send”.
8. Your file is now shared with the person or people you selected.

**Sharing a File or Folder**

1. Go to [www.drive.google.com](http://www.drive.google.com)
2. Find the file or folder you would like to share.
3. Right click on the file you would like to share.
   a. Mac user can hold down the “Control” button on the keyboard while clicking on the file to achieve the same results.
4. In the menu, click “Share”.
5. Enter the name or UniqueID of the person you would like to share the file with.
6. In the dropdown menu to the right of the name line, decide whether the person has editing abilities.
7. To add more people, repeat step 5.
8. Click “Send”.
9. Your file or folder is now shared with the person or people you selected.