jive

work better together™

for Google Docs

Contents

8.0 Help for End Users

About Jive for Google Docs

The Jive for Google 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 Google Drive & Docs.

Users who have permission to create documents, and also belong to a Jive place, can create Google documents, spreadsheets and presentations in that Jive place. These Google creations will be saved in Google Drive. This powerful integration enables two users to edit the same document in both Jive and Google Drive at the same time.

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

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. In Jive-x, it adds the "anyone with the link can view" rule.
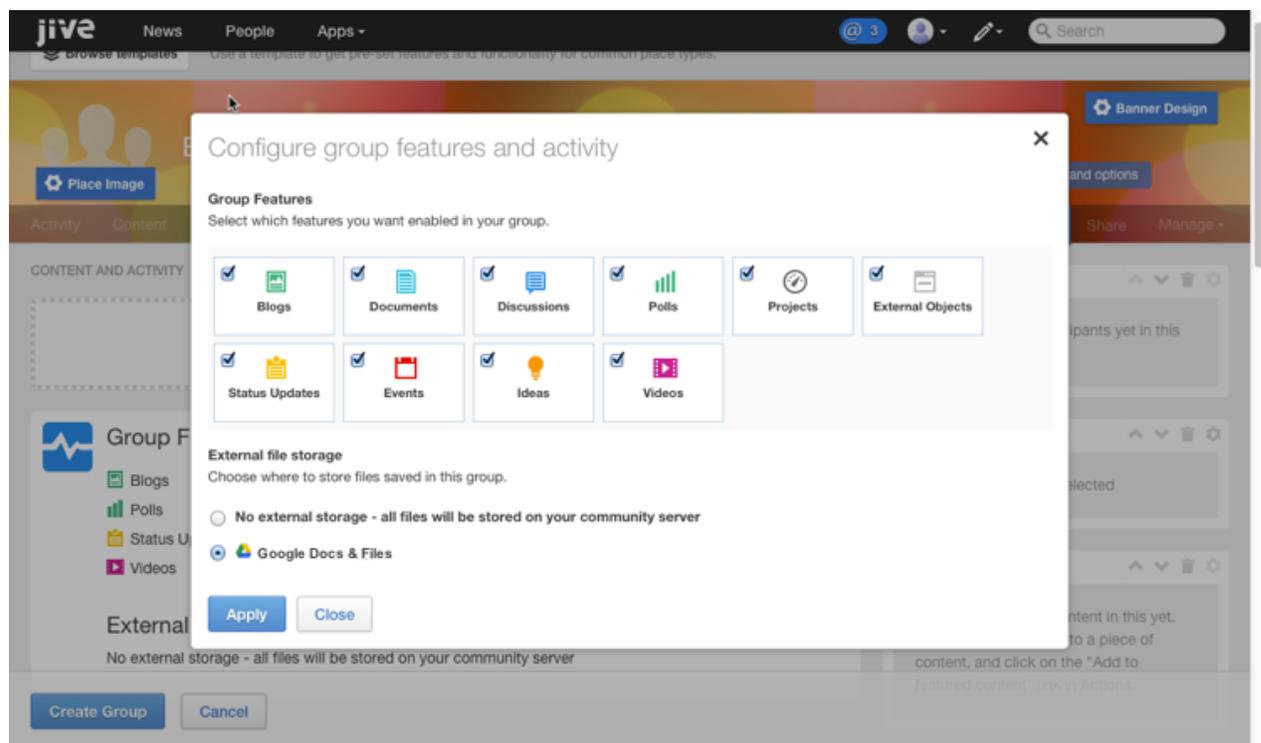
System Requirements & Best Practices

General Requirements

- Jive 8.0.2 or higher
- Google Docs requires the Jive Integration Platform (previously StreamOnce) add-on to be installed and enabled.
- Both the Google Drive and Google Docs & Files add-ons need to be installed and configured.

Google Best Practices & Prerequisites

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

Using Jive for Google Docs

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.

Do I Have Jive for Google Docs?

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 .
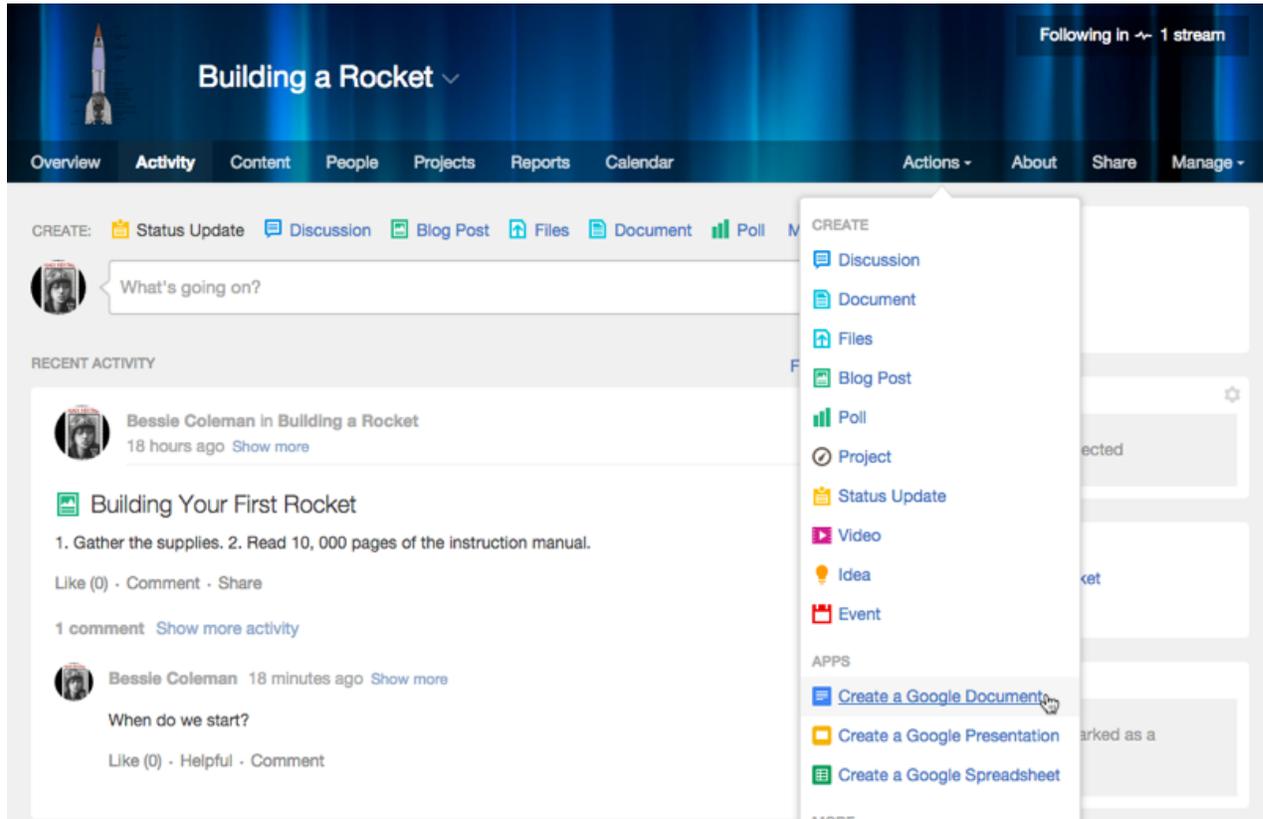
Create a Place That Uses Google Docs

You can only use Google Docs in a Jive place that has been connected to 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 a more general topic on creating places, see How Do I Create a Group? in the Core documentation.

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 will sync 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 Google for Work account associated with it.

2. In your community, click

   > **Group** (or other place).

3. Complete the Create page. For help completing the fields, see How Do I Create a Group? in the Core documentation.

4. Click **Create Group**.

5. Click **Change** next to External file storage to setup the storage provider.

6. Select **Google Drive** as your external file storage option. This name may vary slightly. Ask your admin if you're not sure. 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**. The Configure dialog opens.

8. 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:

Option	Description
Don't Sync Google Docs	This less common option enables syncing of binary files, but not Google Docs. You can still create Google Docs from Jive, but you will 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

Option	Description
	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 & Docs.

9. Select from one or more Google Permission groups. Members of those Google groups will be able to access the Google Drive folders created by this Jive place integration.

10. Click **Save**.

11. Click **Save** again. 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.

12. After creating a Jive place, you can invite people to become members of that place and then they can start creating their own Google Docs. For more on this, see Create Google Docs from Jive on page 8.

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 set up, both comments and documents are synced. For more on syncing, see Sync Settings for Google Docs on page 9.

You're actually using the Google content editor when you create or edit Google docs from Jive. In addition, 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.

To create a Google document, presentation or spreadsheet from Jive:

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 (or Presentation or Spreadsheet)**.

> **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 (or Presentation or Spreadsheet) dialog, and then click **OK**.

4. Add content to the document, presentation, or spreadsheet.

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.

   Here are some tips for using Google Docs in Jive:

   • Click 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.

   • Click the **Go to Google Drive file** link in the Actions menu to open the document in Google Drive.

   • Click Edit Mode to use the Google Editor without clicking away from Jive.

Sync Settings for Google Docs

If you are a place owner, you can use the sync settings to decide whether Google documents as well as comments on either the Google or Jive side should be synchronized between Jive and Google Drive.

When you set your Jive place up to integrate with Google Docs, you choose your sync settings. When the place is set up to sync documents and comments, you'll see new documents, edits, and comments show up in the Jive place and Google group/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.

Option	Description
Don't Sync Google Docs	This less common option enables syncing of binary files, but not Google Docs. You can still create Google Docs from Jive, but you will 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-

Option	Description
	level comments on the same doc in Google Drive & Docs.

5. Click **Save**.

6. Click **Save** again.