## How do I uninstall Google Backup and Sync?

### Tell Me

1. Quit Backup and Sync (near the right side of the menu bar on your mac)
2. Open Finder and click **Applications**.
3. Drag the “Backup and Sync” app into the Trash on your dock.
4. Restart your computer
5. Hold down the option key and click on the “Go” menu, then choose “Library”
6. Delete the “Application Support/Google/Drive” folder and all of its contents.
7. If you’re not syncing all of your Google Drive folders, open the Google Drive folder on your computer and note all of the folders that you have set to sync.
8. Reinstall Google Drive for Mac using the following FAQ
9. Allow the computer to re-sync your files.
10. If you have problems following this process, contact the IT Service Desk, 704-687-5500.

### Windows

1. Quit Backup and Sync (near the right side of the menu bar on your mac)
2. Click **Start** ➔ **Control Panel**.
3. Click **Programs** ➔ **Programs and Features**.
4. Click **Backup and Sync from Google** ➔ **Uninstall**.
5. Click **Yes**.
6. Restart your computer
7. Navigate to c:\Users\%username%\AppData\Local\Google\Drive (if you do not see the AppData folder Click View and Check Hidden items)
8. Delete the “Drive” folder and all of its contents.
9. If you’re not syncing all of your Google Drive folders, open the Google Drive folder on your computer and note all of the folders that you have set to sync.
10. Reinstall Google Drive for Windows using the following FAQ
11. Allow the computer to re-sync your files.
12. If you have problems following this process, contact the IT Service Desk, 704-687-5500.

### Related FAQs

- Is there assistive technology available on campus and in labs?
- How can I get removed from the ResearchStudyAnnouncement-group emails?
- What’s the difference between Dropbox Team Folder and Google Shared Drive?
- What options are available in Google for generic email?
- Can I share a sub folder in my Google Shared Drive?