

From: Lesley Groff <[REDACTED]>
To: James Ce <[REDACTED]>
Subject: Re: more re Google Docs...
Date: Thu, 07 Apr 2016 19:40:28 +0000

HI James! All this makes sense and is very helpful! Sounds like I need to be more patient when first logging in at JE's house when it comes to my document...I think I need to open it and then not make any changes for a good hour perhaps? Appreciate your help as always...lesley

On Apr 7, 2016, at 1:39 PM, james ce | personal genius <[REDACTED]> wrote:

When you start up your computer, Google Drive has to start up, figure out what has changed, and then download those changes.

If you open one of the files that have changed before Drive finishes downloading the changes, Word changes the modification dates on the file — even if you haven't made any changes — and Drive doesn't know which document is most current, so it renames one as "conflicted".

This is similar to the problems we have with it taking a long time for your email to download when you start up.

Since we need to have your computer at 71st available for guest login, there's not a lot we can do (we can't leave you logged in all the time so drive stays up to date), aside let Drive finish its startup dance.

You *could* use Google Docs (<https://docs.google.com>) instead of Word for this document. You'd use the web browser (Chrome or Safari) instead of Microsoft Word, so the interface would be completely different, but it'd be editing it right on their server so the file would always be up to date.

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Apr 5, 2016, at 10:48 AM, Lesley Groff <[REDACTED]> wrote:

it is not a large document...it is the itinerary I do every month for Jeffrey on a Word Doc. I see an update I did here at the house ..but why does a "conflict" occur...this is where I think the problem comes in...I save and resave constantly to the same document...am I doing something wrong?

On Apr 5, 2016, at 10:24 AM, james | personal genius <[REDACTED]> wrote:

Depending on the size of the changed files, it ma take a bit to update.

Have you verified the changes show online at <https://drive.google.com> ? If they don't show, the computer you made those changes on hasn't uploaded them yet.

Also -- and this is unlikely that there would be a rate limit set, but it's worth a check -- here's where you confirm there are no upload / download rate limits set:

Change download & upload rates

If other programs on your computer seem slower when you sync Google Drive, you can limit your download or upload rate.

1. Click the Google Drive icon .
- a. On a Mac, the icon is usually in the menu bar at the top right of the screen
2. In the top right, click More  > **Preferences**.
3. Click **Advanced**.
4. Click the button next to the "Download Rate" and "Upload Rate" option you want:
 - a. To use a faster rate, choose **Don't limit**.
5. Click **Apply**.

Thank you,

 James Ce, your Personal Genius,
<http://personalgenius.us>

On Apr 5, 2016, at 9:40 AM, Lesley Groff < > wrote:

so things that I update on a doc as of yesterday, are in my document...but it is what I added into the document at 5am this morning that is not there...it is like it takes a day to catch up or something?