How do I uninstall Google Backup and Sync?

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Note
On July 17th, Google released its latest version of the Drive Sync App called Backup and Sync. Backup & Sync is not recommended for large institutional use. UNC Charlotte will be disabling the Backup & Sync option on 8/1/17 but for customers who have already downloaded and installed Backup & Sync, you will need to take the steps below to uninstall Backup & Sync and reinstall Google Drive. After you uninstall Backup and Sync, you can still find your files at drive.google.com.

Mac
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

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