

External Sharing in Google Drive

Portfolio sample demonstrating internal documentation structure, policy communication, and task-based guidance in an enterprise support environment.

Document Type	Internal knowledge base article
Audience	Employees who need to understand external sharing rules and approved sharing methods
Focus	Policy overview, troubleshooting, and approved external collaboration workflow

Overview

Use this article to understand Workday's Google Drive external sharing policy, what types of sharing are restricted, how to identify files that were previously shared externally, and how to collaborate with external partners using an approved external Shared Drive.

Quick take: External sharing is not supported through My Drive. To collaborate with external users, use an approved external Shared Drive and follow internal approval requirements.

1. Understand what counts as external sharing

External file sharing happens when a file or folder in Google Drive is shared with someone outside Workday's Google Workspace domain.

- Sharing with a personal email account, such as Gmail
- Sharing with users from another company domain
- Enabling public link sharing, such as *Anyone with the link*

2. Know the policy restrictions

Sharing with free domains

Free domains are email addresses provided by public services such as Gmail, Yahoo, Hotmail, and Outlook.

To help protect company data and reduce data breach risk, Workday blocks external file sharing to free domains.

If you need to share with a blocked free domain, obtain approval from your Senior Vice President (SVP) before submitting a support request.

Why My Drive cannot be used for external sharing

To protect company data and minimize data breaches, Workday blocks external file sharing through **My Drive**.

What this means for previously shared files

External users from blocked domains may lose access to files that were previously shared. In some cases, users may see a message indicating that the organization no longer allows access to the item.

3. Request approval for blocked free domains

If there is a valid business need to share with a blocked free domain, complete the approval process below before taking any action.

- 1 Contact your SVP and explain the business need for sharing with the free domain.
- 2 Obtain written approval from your SVP by email.
- 3 Submit a ticket and include the following information: the SVP approval email, the email address you need to share with, whether the content is in My Drive or a Shared Drive, the Shared Drive name if applicable, and the business reason for the request.
- 4 Wait for Business Technology to review and respond.

4. Find files that were previously shared externally

Use Google Drive's **People** filter to locate files in My Drive that were previously shared with external users.

- 1 Go to **workday.okta.com**.
- 2 Open the **Workday - Google Apps Drive** tile.
- 3 In Google Drive, confirm that you are in the **My Drive** section.
- 4 Below the search bar, locate the filter chips such as **Type**, **People**, and **Modified**.
- 5 Select the **People** filter chip.
- 6 Choose **External users** from the menu.
- 7 Review the results list to identify files and folders that were shared externally.
- 8 Open any file you want to review and select **Share** to confirm who previously had access.

5. Use the approved method for external collaboration

To share files with external partners, use an approved **external Shared Drive** rather than My Drive.

- 1 Submit a **Service Hub** ticket to request an external Shared Drive for collaboration.
- 2 After the request is processed, open Google Drive and select **Shared drives** from the left navigation.
- 3 Locate the new external Shared Drive. The name will include **[EXT]**.
- 4 Store files in the external Shared Drive and manage access based on business need and approved permissions.

6. Follow Shared Drive best practices

- **Use a clear and descriptive name.** Make it obvious what the Shared Drive is for.
- **Add a description.** Provide context about the Shared Drive's purpose and intended use.
- **Assign the right roles.** Choose member permissions based on responsibilities.
- **Organize files and folders deliberately.** Structure content in a way that supports the team.
- **Understand ownership.** Shared Drives are owned by the organization, not by an individual user.
- **Plan for permission changes.** Review sharing settings regularly and restrict access when it is no longer needed.

7. Troubleshoot common messages

Situation	What it means
You see a "Can't share" pop-up.	The recipient or sharing method is blocked by Workday policy.
You see a message that sharing was updated during a policy change.	Updated sharing settings comply with current policy. Some users may have lost access.
An external user sees "Can't access file".	The file is no longer available to that external user under current sharing controls.

8. Get help

If you have questions about external sharing or need help with Shared Drive setup, contact Business Technology through the appropriate internal support channel.

Portfolio note: This sample is organized to emphasize policy explanation first, then task-based guidance, then troubleshooting. The sequence is designed for quick scanning and practical use in an internal knowledge base.