Box

Frequently Asked Questions (FAQs)

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Box FAQs

What is Box?

Think of Box as your personal stash of files and folders that follows you wherever you go - it lets you keep everything and share anything. With Box, you can access files and folders from a web browser or any device where you've installed Box.

Box is in the cloud, but you can also install the desktop and mobile application to access your files from your computer, smartphone, tablet, or other Android or iOS mobile device, in addition to the online interface at box.miami.edu. Box's built-in sync capability ensures that your files, folders, and Docs are the same on all your devices.

Who will be able to use Box at the University of Miami?

Current active University of Miami faculty, staff, and students can use Box.

What happens when I leave the University?

- **Student**: Students will be able to access Box up to 60 days after graduation or withdrawal.
- **Faculty**: Separated and retired faculty will be able to access Box up to 60 days after separation.
- **Staff**: Separated and retired staff will immediately lose access to Box upon termination.

You are responsible for migrating your files before your account is deactivated. The account remains deactivated for a period of 180 days after which the account will be deleted.

How long does Box keep my deleted files?

The Box Trash keeps deleted files for 30 days. After the 30 days there is no guarantee, expressed or implied, of recoverability. If your file is no longer in Trash, you will need to email Box support for assistance.

What is the difference between Box Drive and Box Sync?

Box Drive brings your entire Box folder tree to your desktop. All the files you can access on Box are also accessible from your desktop Box folder. Box Drive also supports making files available offline, so you can work on them while disconnected from the Internet; when you go back online Box Drive syncs the versions.

Box Sync enables you to choose specific files and folders to sync between Box and your desktop. Specify the files you would like to sync, and those files will be available from any desktop that has Box Sync installed. With Box Sync, your synced files are available for offline access. The files are stored on your local machine, so you can open and edit them without connecting to the Internet. Any changes you make locally are synced to Box the next time you connect.

Why may you prefer Box Drive over Box Sync?

Box Drive is simpler to use – a single application that gives you easy, familiar access to all the content you have stored in Box – right from your desktop. It ensures all your content is up to date, saving all changes you make to your files. And with the mark for offline feature, you can work on your Box Drive files without even being connected to the Internet. When you get back online, Box Drive automatically uploads your file changes.

Box Sync is an additional application with somewhat more limited functionality. Further, with the ability to make Box Drive content available offline, Box Drive supersedes much of the functionality of Box Sync.

Can Box read my documents?

UM's contract with Box allows Box, with request from UM's domain administrator, to access our accounts only to troubleshoot reported problems and to keep our service up and running.

Can I access Box offline?

Yes, local copies of your files should be stored in your local Box Sync folder on your computer. The files will sync as soon as you get online. A feature known as Box Drive Mark for Offline (MFO) is coming soon. If you are interested in learning more, please visit: https://community.box.com.

Is Box HIPAA Compliant?

In November 2012, Box achieved compliance with HIPAA and HITECH obligations, reinforcing our position as the secure cloud platform for collaboration, external sharing and mobile productivity. Healthcare organizations – providers, insurers and life sciences innovators – have relied on Box to improve the efficiency of their daily operations, and we're excited to be in a position to help them accelerate their work on improving real health outcomes for patients and plan members. For more information visit: Box HIPAA/HITECH Overview.

What Box apps are approved for use by the University of Miami?

Log on to box.miami.edu and then go to https://miami.app.box.com/services/browse/official for a listing of official Box apps.

Working with Files

What types of files can I upload and is there a file size limit?
Using the web client, you can upload pretty much any file to Box. The Box Sync client has some limitations. Details can be found here.

The maximum file size limit for uploads is currently 15 GB. To confirm the file size limit for your account, log into Box (box.miami.edu). Click on the arrow next to your name in the upper right-hand corner and choose Account Settings. Your Max file size is listed under Account, then Account Details. You can also go directly to https://miami.app.box.com/settings (requires prior log in to box.miami.edu).

(Note: Different web browsers apply file-size upload and download limits that supersede Box account-level limits. If you find yourself unable to upload a large file through the web, then you should use Box Sync.)

How do I upload files to Box?
Please visit Upload Your Content to Box.

How do I share a link to my Box file or folder?
Please visit Creating Shared Links.

How do I edit the share links?
Please visit Configuring Individual Shared Link Settings.

How can I modify the sharing settings for a specific folder or across all my folders?
Please visit Folder and Account Sharing Settings.

Is there a way to recover a previous version of my file?
Files on Box are versioned with each upload. To retrieve a previous version, log on to box.miami.edu and click on the ellipsis (…) on the same line as your file. From the file menu select properties/version history. In the Version History window, you can choose to download a version, delete a version or make a version the current version. There is a 100-version limit to the versioning feature.

How do I recover a file from the trash?
Items remain in the trash for 30 day. To access the Trash, click the Trash bin icon on the left side of the page. Once in Trash, take the following steps to recover a file.

1. Hover to highlight the row of the item you want.
2. The **More Options ellipsis** (…) will appear. Click the **ellipsis** (...).
3. Choose whether to Restore or Delete the item.
    a. To return the item to its original location in Box, click **Restore**.
    b. To delete the item permanently, click **Delete**.
4. At the prompt, click **Okay**.

Where can I learn more about managing trash?
Please visit Managing Trash.

How do I recover a file if I lost access to my UM Box account?
In order to recover the data, your Box account needs to be reactivated. Please email UMIT Service Desk (help@miami.edu) to see if your account can be reopened in order for you to retrieve your files.

Where can I learn more about managing files and folders?
Please visit Managing Files and Folders.

Collaborating on Files

How do I collaborate on files with others?
Please visit Collaborate on Files.

How do I add comments or tasks to Box files?
Please visit Replace Email Chains with Comments and Tasks.

I have been invited to collaborate in a folder, but I cannot open it when I click on the link.
You must use your @miami.edu email address. An @med.miami.edu email address will not be accepted by Box. The Medical domain is not associated with the Box service by default. Please contact the person that shared the file with you and have them invite you again using your @miami.edu address.

Why do I not have access to a certain document?
Box follows a waterfall design for permission levels. You will only have access to folders that you are invited to and any sub-folders beneath it. Additionally, you can access individual files that you were invited to.

Why might I be missing a file?
If you were a part of a collaborative document and collaborators were removed, then you will no longer have access to a file.

Where can I learn more about shared links?
Please visit Shared Links Frequently Asked Questions

Where can I learn more about inviting others to collaborate on files?
Please visit Collaborating by Inviting Others.

Other

How do I request a Box account for a group/organization/project?
Please fill out the Box Departmental Account request form. (Note: You will be prompted to log in with your University of Miami credentials.)

Can I connect Box to a third-party application?
Please email help@miami.edu. Normal policy usually prohibits us from doing this because of contractual and HIPPA compliance issues and regulations. Therefore, we may not be able to do this, however, in some instances we are.

Where can I learn more?
To learn more, visit UMIT's Box learning center. Also, please see Box University User Courses. You can also view the Box Video Tips.