



Box FAQs

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Box General Information

Basics

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 faculty, staff, and students will be able to use Box.

What happens when I leave the University?

Upon leaving the University, you will lose access to your Box account. 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.

Why do I need to use my umiami.edu mail account?

The University's agreement with Box includes hard-fought provisions governing the confidentiality of the data belonging to the University and our users (including FERPA protected data) that are not found in the standard Box terms of use and privacy policy. Without these provisions, university data and the privacy of our users could be put at additional risk and we would have no recourse.

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.

I think I'm locked out of my account, how do I unlock?

Box uses the same single sign on like your email, and myUM access. Please refer to the CaneID help page [here](#).

Where can I get more information?

To get started with Box, visit our [Box Learning Center](#).

How do I request a group/organizational/project account?

[Department/Group/Project Account Request Form](#).

[Student Organization Account Request Form](#).

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.

How do I request an App be reviewed for approval?

[Application Request Form](#).

Features

What type 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: <https://support.box.com/hc/en-us/articles/200908267>.

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 Information**. You can also go directly to <https://miami.app.box.com/settings> (requires prior log in to box.miami.edu).

Please 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.

Does the Box preview program have a file size limit?

Yes, 500MB. In addition, the Excel previewer has a row/column limit of 10,000 rows and 100 columns.

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.

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](#).

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.

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 icon with the downward arrow (more options) 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 lock files while I'm editing them?

Please visit [Managing your content/ How do I lock file while I'm editing them?](#)

Why are certain documents or folders not syncing to my Box Sync folder?

Please visit [Why are new subfolders not syncing to my desktop?](#)

How do I integrate Box with Microsoft Office?

Please visit [Managing your content/ Box for Office Integrations](#).

How do I automatically lock Microsoft Office files when I open them?

Microsoft Office files will lock automatically when you open them from [Box for Office Integrations](#). They automatically unlock once you close the file.