

Box

Frequently Asked Questions

Background

What is Box?

Box is the market's leading file synchronization and storage solution, providing both advanced security/administration and a seamless mobile user experience. Through use of the Box Sync tool, users can back up their documents for easy access, anytime, anywhere regardless of platform. Additionally, users can share documents and live edit documents with colleagues.

Why should I use Box?

Box gives you the power to:

- ✓ Access and share your files anywhere, anytime
- ✓ Access your files from your desktop or your mobile phone
- ✓ Access and collaborate without a KP network connection or VPN

Getting Started

How do I activate my account?

You will receive an email confirming your Box account. Navigate to kp.app.box.com, click the 'Continue' button, log in with your Web Single Sign On credentials and accept the terms and conditions.

I just activated my Box account. What should do I do next?

From your KP-issued or BYOD approved device, download 'Box' from the KP app store. Install the Box Edit and Box for Office. Request Box Sync.

How do I request Box Sync?

Navigate to myit.kp.org. Click on "PC Software Request." Click "Next." Enter your computer's asset number (e.g. AM3484135). In "Search for Software" field, enter "Sync." Submit your request to the service desk to get this application pushed to your desktop.

Restrictions

Can I access my Kaiser Permanente Box account on my personal device?

Box is provided primarily for business purposes and not for personal use. To ensure your data remains secure, Box should only be used from KP-issued devices.

Are there restrictions on what I place on Box?

Yes. It is important to note that you may not upload, share, or move any files to Box that include Protected Health Information (PHI). You may only use Box for non-PHI information.

I have an existing Box account using my KP email address. What do I do?

Log into your existing Box account. When you log in you will be asked if you want to join the KP instance of Box. Answer "yes" and follow the instructions to log in to your KP account.

Is Box available for contractors?

Yes. All contractors with KP.Org email address have can have access to Box

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What if a contractor has an iNotes account?

If having iNotes means a contractor has a @kp.org email address, then yes, they can have access to Box.

Do we need an IP address to enable contractors?

You may just need to have an address range. Any network engineer should be able to extract the IP addresses from the following ranges:

Box IP ranges:

CIDR: 74.112.184.0/22

Range 74.112.184.0 - 74.112.187.255

CIDR: 107.152.16.0/20

Range 107.152.16.0 - 107.152.31.255

Box Upload Accelerators:

(Northern Virginia, USA):

fupload-iad.app.box.com

54.80.192.133

54.160.7.95

54.90.10.172

54.145.35.177

(Chicago, IL, USA):

fupload-ord.app.box.com

166.78.117.148

(Portland, OR, USA):

fupload-pdx.app.box.com

54.203.189.44

54.212.90.61

54.212.123.125

(Dallas, TX, USA):

fupload-dfw.app.box.com

23.253.230.237

How many devices can you use with Box?

Up to 2 Box mobile phone app installs, up to 2 Box mobile tablet app installs, and 1 Box Sync install. There is no limit as to how many PCs can access the web interface.

Can I run Box Sync for KP account and private account at the same time?

No, you can't. You'll have to login to Box using either your KP account/WSSO credentials or your private account.

Does Box work on Android and iOS devices?

Yes, Box works on Android and iOS devices. Just need to make sure you use the Box mobile app to do so, available from the KP app store.

Will MobileIron block access to Box from non-KP devices?

Yes, in the future, when Box for EMM is in place, access to the KP instance of Box from mobile devices will have to go through a MobileIron managed device.

Will Visio files work in Box?

Visio files can be stored on Box, but unfortunately, Visio files are not rendered via the HTML5 preview functionality of Box. More information as to what can/can't be previewed using Box can be found here: <https://support.box.com/hc/en-us/articles/200519958-What-file-types-are-supported-by-Box-s-Content-Preview->

What browser works best for Box?

Most modern browsers, e.g. IE11, Chrome, Firefox and Safari, will work best for Box.

Can I run Box from a KP desktop and a KP laptop?

Yes, you can access the Box web interface from a KP desktop and a KP laptop. What you can't do, is have Box Sync installed on both the desktop and the laptop. You can only have one install of Box Sync active at any one time.

When I access Box through Internet Explorer, the fonts are corrupted? What do I do?

You will need to add <https://kp.app.box.com> as a Trusted Site to enable fonts to display correctly when previewing documents in Internet Explorer. Instructions on how to do this can be found at the following URL: <https://kp.box.com/s/0o34tlqvzf24juesslbq>

Uploading/Sharing/Organizing files**How do I upload folders/files**

On a computer: Drag and drop files directly into the browser window while on the Box web app or click the 'Upload' button in the top-left corner and then select Upload Files or Upload Folders. On a mobile device: Tap the "+" Button.

How do I share content?

At this time, you are only able to share content with Kaiser Permanente workforce or clinicians who have KP Box accounts. Open the folder or file you wish to share and click- 'Invite People' from the right hand side and type the KP email address of the person you wish to invite.

Will my P drive be migrated to Box?

Your personal drive data will not be migrated automatically to Box. If you want to maximize the power of accessing your files anywhere, anytime, you can migrate your P drive to Box.

How do I migrate my P drive to Box?

You can use either the Upload files/folders button from the Box web UI to upload your P drive content. If you'd like more control/flexibility, you can have Box Sync installed (via myit.kp.org), and be able to transfer even more of your data into Box.

Will Box replace department shared drives?

Long term, Kaiser Permanente can save money by moving data to Box. Some departments rely on shared drives to support applications (e.g. Access databases, etc.). Aside from those applications, all shared drive data can be migrated to Box.

When I was migrating my P drive, I got an error message saying too many files were included. Is there a limit on file transfer size?

There are limits if attempting to upload your content through the web interface. Please refer to slides 18 and 19 from <https://kp.box.com/s/b4pm6t7m3c6vwr323gdi3n5a5ja4m4ws> to determine what method is best to upload your data into Box.

Can I browse all shared Box content?

No, you can only search Box content that is specifically shared with you. Box is not a social site that can be used to discover other content that you may not necessarily have access to.

Can I use a distribution list for folder/file permissions?

Box is not integrated with Notes at this time, so we can't use a Notes distribution list to grant folder/file permissions.

Can I request a department or group Box account?

Group or department Box accounts are not available, as group email addresses are not supported on Box. If you'd like your department to have a shared folder on Box, first get them Box accounts by sending their NUIDs and @kp.org email addresses (e.g. BoxSupport@kp.org, not BoxSupport/CA/KAIPERM) to boxsupport@kp.org. Once their Box accounts have been created, then you can create the equivalent of a Shared folder on Box by creating a folder, and inviting the department/group members as Co-Owners or Editors to the folder.

Are "shared" folders always attached to the person who created the folder?

Yes. Folder owners can assign permissions (e.g. co-owner) to other team members that enable them to administer the folder.

When I share a file via a link, is the document version maintained?

Yes, the document version is maintained upon a link being generated. This means that no matter how many updates you make to the underlying document, the link stays the same.

Does version control prevent others from editing a document while I'm working on it?

Yes, you can lock a document to prevent others from editing a document you are editing. Also, versions "stack," so you will be able to see each version regardless who edits and uploads a document.

Does box record revision history for files edited with multiple collaborators?

Yes, Box saves all uploaded versions. You can see each version, regardless of who edits and uploads a document.

Am I able to create multiple subdirectories to duplicate my current directory structures?

Yes. The structure of folders you create is completely under your control.

Is there a way to 'save-as' to BOX or will we need to upload files from our system when we create new files?

You can create New Word, PowerPoint and Excel documents from within the Box web interface. The New button can be found in between the "Upload" and "More" buttons in the Box web UI.

Box and SharePoint

Is this to replace SharePoint as a collaboration tool?

No. Box is meant to complement SharePoint. Box is a cloud-based file storage and collaboration tool with unlimited data storage. SharePoint provides capabilities not offered through Box and has limitations on data storage.

Can you give any guidance on when/how to use Box versus using SharePoint?

SharePoint can be used as a landing page for your content. SharePoint also has a few more social tools available (e.g. forums) that can be useful depending on your needs. Box has unlimited storage, can be accessible from off the KP network, and also has mobile apps that allow you to be more productive.

Am I able to see SharePoint folders in box and vice versa?

You can't see SharePoint folders in Box, but you can embed Box content within a SharePoint site.

Getting Help

Now that I've activated my account, where can I go to get training and support?

Recorded training sessions can be found in the "Getting Started" shared folder in each Box account. You can find instructions and tips on the Box site (comms.kp.org/box).

Where can I find additional information on how to use Box?

You can find helpful resources on comms.kp.org/box or reference the 'Getting Started' folder in your Box account.

Where do I go for technical support or other questions?

If you need assistance please first reference the Box site (comms.kp.org/box). If you need additional assistance, contact the [Service Desk](#).