



Box Drive FAQ's

- **Why are we switching?**
Box will eventually be deprecating Sync and ending support in the future (no date has been set at this time).
- **Is Box Drive approved for FERPA, ePHI and HIPAA?**
Yes, all users must follow [Emory Security Policies and Procedures](#) and [KB06194](#) (you must be login to [help.emory.edu](#) to view this document).
- **Should I back up my Box Sync contents to a local drive? Will I need to move it manually to Box Drive?**
No, there is no reason to back up your Box Sync folder. Everything that is already synced will automatically migrate and be available in Box Drive. Contents that have Box Sync errors will be placed in a folder named “Archived - Box Sync” – you will need to manually upload those files or delete them.
- **Should I move our data to somewhere else?**
There is no need to move any files or folders.
- **How will the Box Sync to Box Drive transition affect external collaborators?**
External collaborators will retain the same permissions that they had prior to the change. They may continue to use Box Drive, mobile apps, or the Box web interface to access Emory Box content.
- **Do we access Box via the Web portal still or is there something on the desktop now?**
Users will still be able to access Box on web browsers ([compatibility](#)) via <https://emory.account.box.com/login> or they have the option to use the Box Drive application. Once logged into Drive with your Emory credentials, the user will not have to login again.
- **Does this impact all Emory Box users or just certain groups?**
All current users of Emory Box can continue to use Box Sync and all new Box users, users who change to a new PC or users who will like to start/change their Box desktop application will be on Box Drive.
- **Can we still use Emory Box normally during and after this change?**
Yes the web app will work as normal. Box Drive is simply a desktop application that assists users in managing their content more efficiently.
- **Is there a maximum amount of data that I can use mark for offline use?**
Box Drive uses a cache to stream files from the cloud as opposed to downloading all the files to your machine. This cache is set to 25GB or 50% of your hard drive space if your machine has less than 50GB of free space. This cache size is not related to marking folders for offline. Marking folders for offline access downloads the folder and all sub-folders and files to the users hard drive. You may mark as many folders for offline access as you choose up until your machine only has 2GB left of free space. At which point you will receive an error that there is not enough disk space.
- **Are you able to access Box Drive from different machines?**
You can make content available offline on a per machine basis. For example, if you're using Box Drive on your work computer as well as your home computer, you can have different content made available offline on each computer. This enables you to tailor to your need the set of content you make available offline for each device.



- **Will Box Drive continue to work on mobile devices using iOS or Android?**
Box Drive is not a mobile application, however, there is a Box application for iOS and Android devices.
- **Can one use Spotlight, Finder, Windows Explorer or Cortana to search files in Box?**
No, files and folders are being streamed from Box directly and unfortunately cannot be indexed by these applications.
- **What if users have files open during the upgrade?**
If the files are open in Box Sync, then the install will pause until the files are closed.
- **What if I accidentally fill up my device's storage capacity before Box Drive finishes downloading all my available offline content?**
Box Drive also displays as problem items all content it cannot download as a result of insufficient drive space on your device. More information on insufficient hard disk space can be found [Here](#).
- **Will the transition to Box Drive automatically free up all of the space on the computer (free up the local storage)?**
Yes, as long as you run the Box Sync cleanup at the end of the Box Drive installation. It will take up no more than 25GB on your hard drive or 50% of your available capacity.
- **Are you able to designate a folder and all its sub-folders to be available offline or is it file by file?**
*You can only mark **FOLDERS** for offline use. This will make that folder and all its content available when not connected to the internet by downloading the folder. If you need to make a single file available for offline use, please put it in its own folder. Please note: Users can mark as many folders for offline use as they please up until they have 2GB of storage left on their hard drive, 25GB on your hard drive or 50% of your available capacity (whichever comes first).*
- **Will Box Drive allow users to organize folders that are shared with them? (i.e. putting all shared folders from one person in another folder)**
No, you cannot move folders shared with you. Doing so will result in changes for any collaborators as well.
- **Will there be any tip sheets available to end users?**
Yes, Box Community has plenty of tutorials. Please see [Box Tutorials](#).
- **Is there a way to opt-out of Box Drive being installed?**
Initially the install will be subject to your local support for managed machines and the user. Personal devices will not be forced to transition but once Box Sync is disabled Box Sync users will have to switch to Box Drive.
- **Do I have to submit a ticket if I want to download Box Drive now if I do not have admin rights?**
Yes, contact your local IT desktop support or the Service Desk by dialing 404-727-7777.