Health Information and Technology (HiT) is now offering the convenience of **Secure Cloud Storage** to store, sync, and share data files for employees of The University of Virginia Health System.

This document includes:

A. Overview: Dropbox and Sookasa  
B. Account Setup  
C. Software Installation on Health System computers  
D. Software Installation on non-Health System computers  
E. Self-Service Password Reset & Additional Help

### A. Overview of HIT Secure Cloud Storage: ![Dropbox](https://via.placeholder.com/150) and ![Sookasa](https://via.placeholder.com/150)

The **Secure Cloud Storage** solution consists of two components that work together:

| **Dropbox** | This provides the actual cloud storage space for your data and file sharing. You can access your Cloud Storage account via:  
**Primary Recommended Access Method:** The Dropbox and Sookasa Desktop applications are best for both Health System and non-Health System computers.  
**Secondary Access Methods** at the UVA Medical Center and Remotely  
• Via the Internet:  
  - [https://www.dropbox.com](https://www.dropbox.com)  
  - [https://www.sookasa.com](https://www.sookasa.com)  
• Mobile device applications (IPhone/IPad Application or Android Phone/Tablet Application) |
| **Sookasa** | This is an integrated security enhancement that is accessed as a folder within your Dropbox Account.  
**IMPORTANT:** Your ![Sookasa](https://via.placeholder.com/150) folder is an **encrypted** folder that is specifically designed for the storage of all sensitive information, including any **Protected Health Information** (PHI) and **Personally Identifiable Information** (PII). |

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your ![Sookasa](https://via.placeholder.com/150) folder within your ![Dropbox](https://via.placeholder.com/150) account.
B. Account Setup of the Secure Cloud Storage Solution

**Step 1: Creation of your Health System Dropbox Account:**

In your *HS email account, open the Dropbox Invitation email and click on **Join Your Team**: An Internet browser window will automatically open:

- Verify that your *HS email is displayed correctly
- Type in your *First Name/Last Name
- Create a password satisfying these requirements:
  - At least 1 capital letter
  - At least 1 digit
  - At least 8 characters
- Remember that password so that you can also use it for Sookasa
- Check the **I agree to the Dropbox terms** checkbox & Click on **Create Account**

Your Dropbox Account has now been successfully created.

Please exit out of any further Dropbox installation screens or software downloads.

**Step 2: Creation of your Health System Sookasa Account:**

In your Health System *HS email account, open the Sookasa invitation email and click on **Join UVa Health System’s team**: An Internet browser window will automatically open:

- Verify that your *HS email is correct
- Enter the same password you used for Dropbox
- Click **Continue**

On the next screen, enter your name and company then click **Continue**:

Your Sookasa Account has now been created. Please exit out of any further Sookasa installation screens or software downloads.
C. Health System Computer Software Installation

**IMPORTANT:** This installation will require a reboot of your computer. Please save your work and close all open applications before proceeding.

1. Click on the Windows Icon located at the bottom left corner then type *run* in the *Search Programs and Files* search box:

![Run Command Window](image1.png)

2. Type *load dropbox* in the *Run* pop-up window and click *OK*

![Load Dropbox Prompt](image2.png)

3. Click *OK* on the installer window:

![Dropbox Installer Window](image3.png)

4. The Dropbox and Sookasa software will begin installing:

![Dropbox Sookasa Installation](image4.png)

Security Questions? mccsecurity@hscmail.mcc.virginia.edu

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
5. Click on Yes to reboot (Remember to save any open work before proceeding):

6. After reboot, verify that the Dropbox and Sookasa software has been installed by clicking on Windows Icon /All Programs:
7. Log into your Dropbox Account on your Health System Computer:

8. Navigate to the Dropbox Application: Windows Icon /All Programs/Dropbox

9. Sign into Dropbox with your newly created Logon and Password and select Sign In:

10. Click on Open my Dropbox folder

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
Your Dropbox account now appears as a folder in your Health System computer’s Windows Explorer:

11. Log into your Sookasa Account on your Health System Computer:
   - Navigate to the Sookasa Application: Windows Icon /All Programs/Sookasa
   - Sign into Sookasa with your newly created Logon and Password and select **Sign In**:
   - Your Sookasa Account appears as a folder within your Dropbox Account in your Health System computer’s Windows Explorer.

**IMPORTANT**: To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
D. Non-Health System Computer: Software Installation and Account Login:

**NOTE:** General guidance is below for installation on non-Health System computers (most likely your personal computer) and is optional. If you require additional specific software installation assistance, please consult the Dropbox and Sookasa web sites.

Dropbox Installation & Account Login:

- Download and Install the Dropbox software on your non-HS Computer: [https://www.dropbox.com/install](https://www.dropbox.com/install)
- Run the newly installed Dropbox application.
- Sign into Dropbox with your newly created Logon and Password and select **Sign In**:

Sookasa Installation & Account Login:

- Download and Install the Sookasa software on your non-HS Computer
- Run the newly installed Sookasa application on your non-HS computer.
- Sign into Sookasa with your newly created Logon and Password & select **Sign In**:
E. Self-Service Password Resets and Additional Help

Dropbox

1. Self-Service Account Password Reset via ‘Forgot your Password’ link:
   - [https://www.dropbox.com](https://www.dropbox.com)

2. Internet Access Logon via a Web Browser: [https://www.dropbox.com](https://www.dropbox.com)

3. Dropbox Application for Mobile Devices:
   - IPhone/IPad Apps located in the ITunes/App Store for Self-Installation
   - Android Phone/Android Tablet Apps located in GooglePlay/Play Store for Self-Installation


5. FAQ Documentation:
   Review “Get Started with Dropbox.pdf” located in your Dropbox account to learn more about the use and many features of Dropbox.
   - How to Add Files to Dropbox
   - How to Send large files via a shared link
   - How to set up a Shared Folder

Security Questions? [mccsecurity@hsccmail.mcc.virginia.edu](mailto:mccsecurity@hsccmail.mcc.virginia.edu)

**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.
Sookasa

1. Self-Service Account Password Reset via ‘Forgot your Password’ link:
   - [https://cloud.sookasa.com/accounts/login/](https://cloud.sookasa.com/accounts/login/)

2. Internet Access Logon via a Web Browser:
   - [https://cloud.sookasa.com/accounts/login/](https://cloud.sookasa.com/accounts/login/)

3. Sookasa Application for Mobile Devices:
   - IPhone/IPad Apps located in the ITunes/App Store for Self-Installation
   - Android Phone/Android Tablet Apps located in GooglePlay/Play Store for Self-Installation

4. General Help:
   - [https://www.sookasa.com/frequently-asked-questions/](https://www.sookasa.com/frequently-asked-questions/)

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**IMPORTANT:** To comply with federal law (such as HIPPA) and Medical Center policies, be sure to store all sensitive data (including PHI & PII) in your Sookasa folder within your Dropbox account.