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.

**1. Requesting Access**

Starting from Knowledgelink, choose IT Help

Select “Request Account Access”

Select “Dropbox” as the System and “Standard Account” as the subsystem. Be sure to use your full Health System email address ( @hscmail.mcc.virginia.edu not @virginia.edu).

Security Questions? mccsecurity@hscmail.mcc.virginia.edu
You will then be asked to sign (click) your user agreement and your supervisor will be asked to sign (click) their approval.

**Note:** HIT is in the process of replacing Sookasa with a different system. If you get an invitation to join Sookasa, please ignore it.

2. **Creating 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
   - 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.

3. **Installing Dropbox on your Windows 10 Health System Computer**

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

   Click on the Windows Icon located at the bottom left corner then type **run**

   ![Run Command Prompt](run.png)

   Type **load dropbox** in the **Run** pop-up window and click **OK**
The Dropbox software will begin to install.

Launch the Dropbox application and login.
Smart Sync will minimize hard-drive usage and improve overall performance.

The installation is now complete.

Adding a personal Dropbox account is optional.

The Dropbox app can be launched from the Dropbox icon that appears in your system tray.
By clicking your initials in the top right hand corner, you can launch a screen that allows you to alter your preferences.
4. Installing Dropbox on your Mac

Point your browser to dropbox.com/download to download the app.

Find your downloads folder and open the installer.

Then double-click the icon to start the installation.
Click “Open” to allow the installation to proceed.

Turn on accessibility.

Choose the notifications you prefer.
In the Security and Privacy tab, click to allow Dropbox.
Then enter your Mac username and Mac password to permit this.

Be sure to sign in with your full Health System email address and the Dropbox password you chose during the set-up of that account.
Smart Sync will save hard drive space and improve overall performance.

- Let my admin manage this setting

How Smart Sync works

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Well done! Dropbox installed

Your UVA Health System Dropbox was successfully installed. Now you can add your personal Dropbox.

Adding a personal Dropbox account is optional.

When opening the Dropbox app, you will be asked to enter your Mac username and password.

![Dropbox app password prompt]

Enabling Smart Sync will save hard drive space and improve overall performance.
5. **Installing Dropbox on your home Windows 10 PC**

**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 web site.

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**:
6. Sending PHI-containing files to people outside the UVA Health System.

- Within Windows Explorer, right click on the file or folder you wish to share with people outside the Health System and select “Send with Transfer”

- You will now password protect the file by first clicking on the gear at the lower corner (near where it says “No password set”).

Security Questions? mccsecurity@hscmail.mcc.virginia.edu
The dialog box will now display that a password has been set.

Click on “Create transfer” and the system will notify you when the folder is prepared.
• You now have several options: manage the transfer on Dropbox.com, “copy link” and email that link with the password, or click “Send with email”.

7. Self-Service Password Resets and Additional Help

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

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