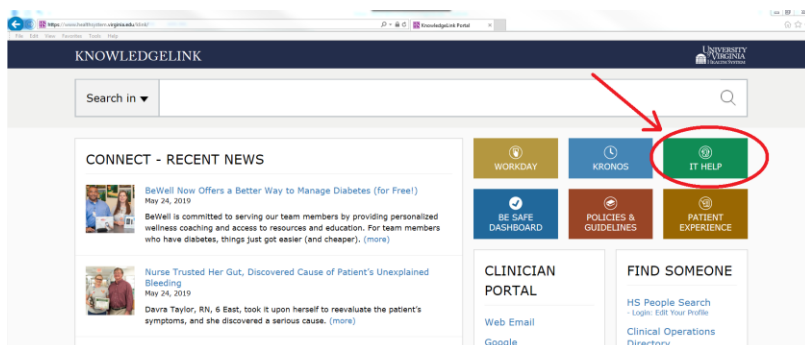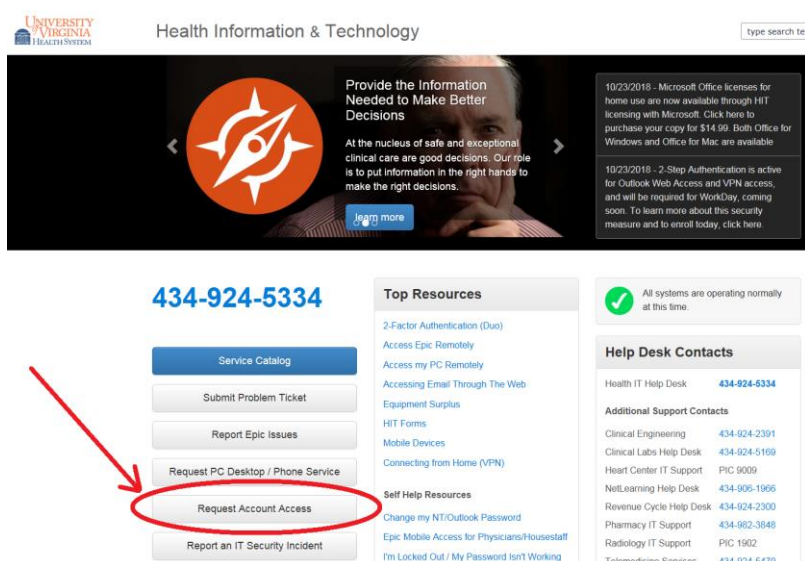Health Information and Technology (HIT) is now offering the convenience of **Secure Cloud Storage** to store, sync, and share data files for employees of The University of Virginia Health System.

## 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) .

You will then be asked to sign (click) your user agreement and your supervisor will be asked to sign (click) their approval.

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**
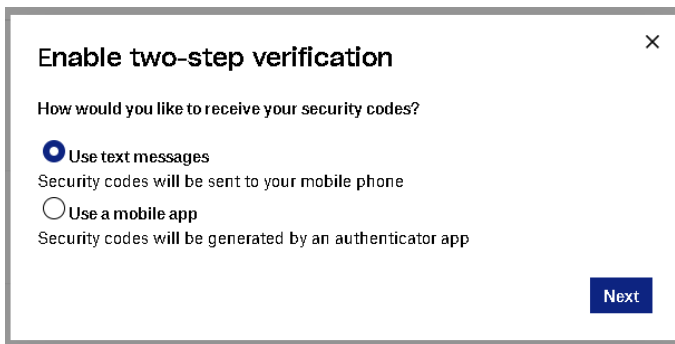- Enable 2 Factor Authentication (App or Text messages)

Your Dropbox Account has now been successfully created.

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

3. **Setting Up 2-Factor Authentication**

As of July 28, 2021, 2-Factor Authentication is required for Dropbox access. Newly enrolled Dropbox users must set up 2-Factor Authentication after creating their Dropbox account. The below steps will occur during set up of 2-Factor Authentication:

1. Select your 2-Factor Option and select "Next":
   a. Text messages: Dropbox texts a code to your phone when you log into Dropbox. You enter the texted code to access Dropbox.
   b. Mobile app:  Mobile app: Dropbox prompts for a code. You open 2 Factor Authentication App on phone, and enter code from 2-Factor Authentication app to access Dropbox. **Duo is an example of a 2-Factor Authentication App that can be used with Dropbox.**



2. Add phone number or scan QR code:
   a. Selecting the text message option prompts you for a phone number. Enter phone number and select "Next"

b. Selecting the mobile app option presents you with a QR code. Use your phone camera app to scan the QR code. This will set up Dropbox in your 2 Factor Authentication app to gain 2 Factor access codes.

3. Set up a backup device:
   a. Backup devices are not required but are recommended. These can be selected as a second factor option when your primary device is unavailable.

4. Copy and save, or print back up codes:
   a. Dropbox will provide a list of back up codes. These can be used when you do not have access to your primary or secondary device.

### 4. Installing Dropbox on your Windows 10 Health System Computer

**IMPORTANT:**

a. This installation will require a reboot of your computer.  Please save your work and close all open applications before proceeding.
b. The Dropbox desktop client should only be installed on a device that is a Health IT imaged machine, SOM imaged device, or device with MobileIron compliance installed (Mac, Mobile Phone, etc.); instead you can use Dropbox portal for access, Dropbox.com.
c. By default, you will only be able to use the Dropbox Desktop on a maximum of 2 devices and Mobile App a maximum of 2 mobile devices.  The device limit minimizes the risk of installations on devices that are not UVA Health approved.
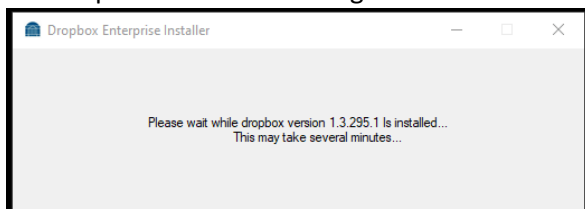
Click on the Windows Icon located at the bottom left corner then type **run**
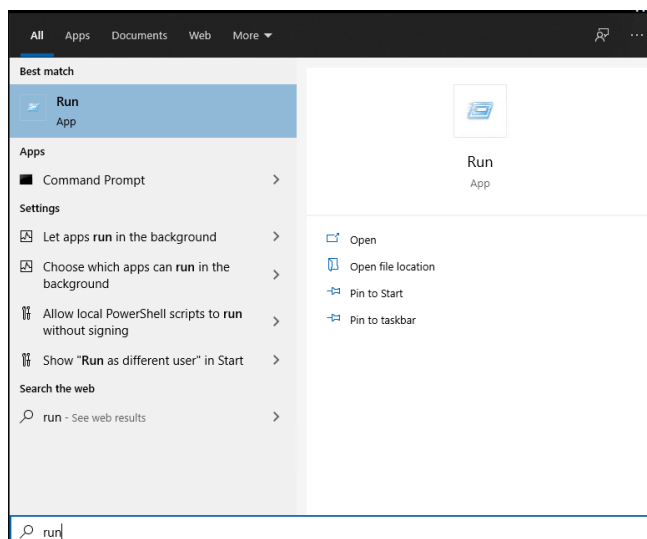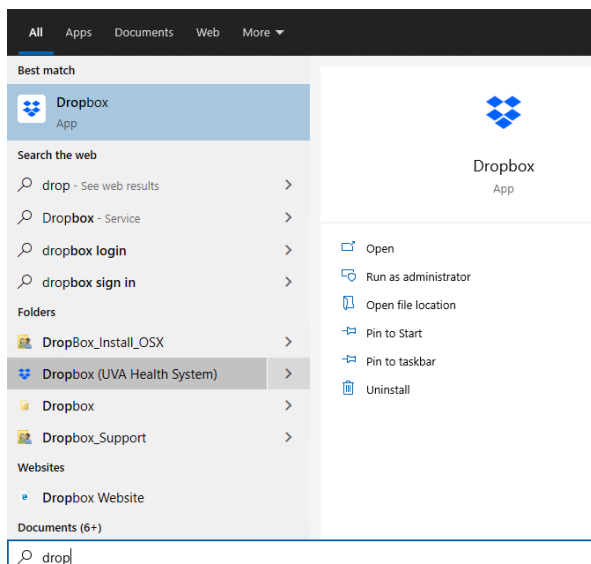


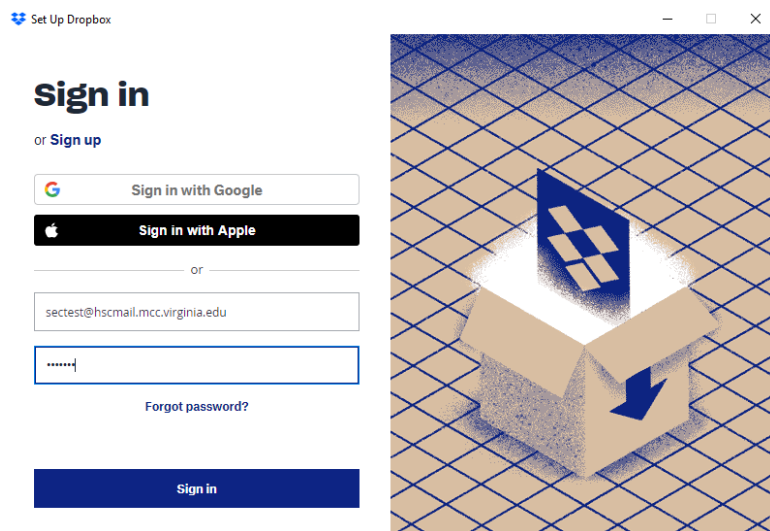Type **load dropbox** in the *Run* pop-up window and click *OK*
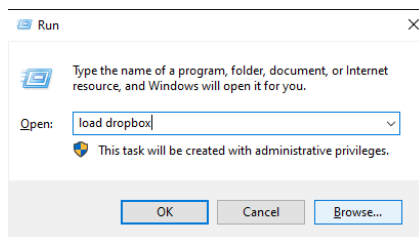
The Dropbox software will begin to install.

When the installation is complete, verify that your Dropbox app is available by going to the Windows icon in the lower left-hand corner of your screen and typing "dropbox".
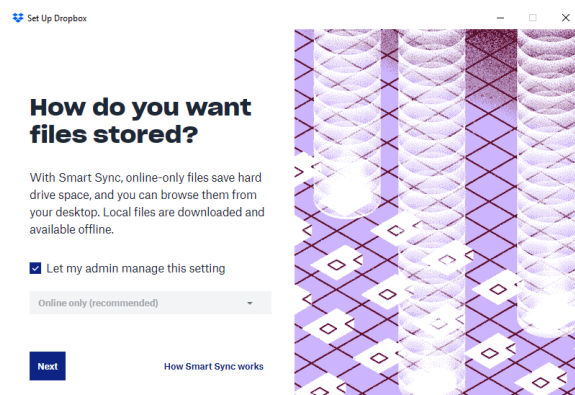
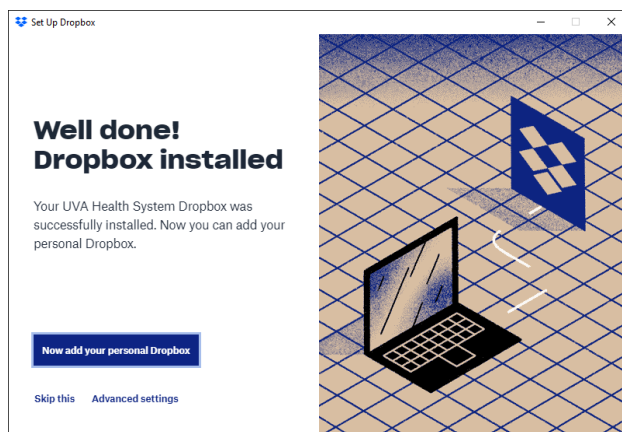Launch the Dropbox application and login.

Smart Sync will minimize hard-drive usage and improve overall performance

- You should not disable smart sync on any files that contain highly sensitive data or PHI per UVA policy
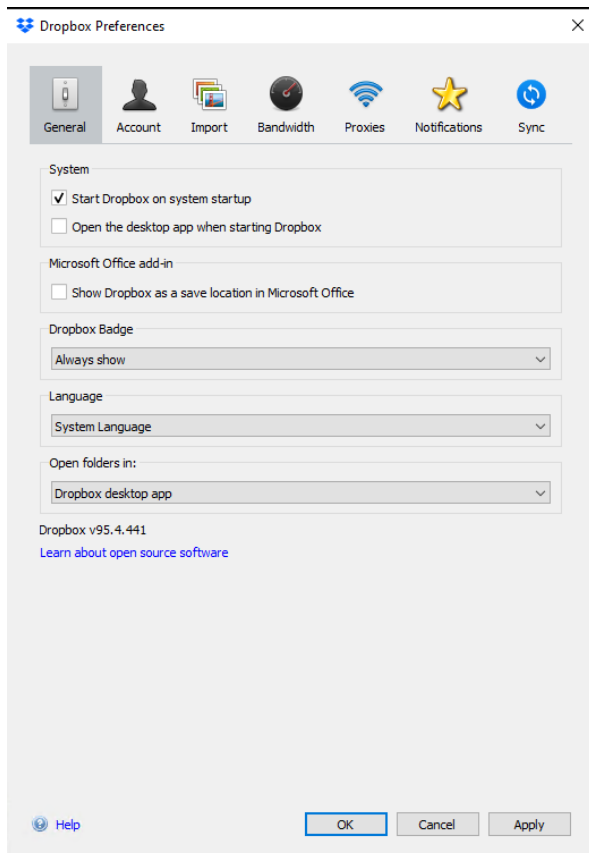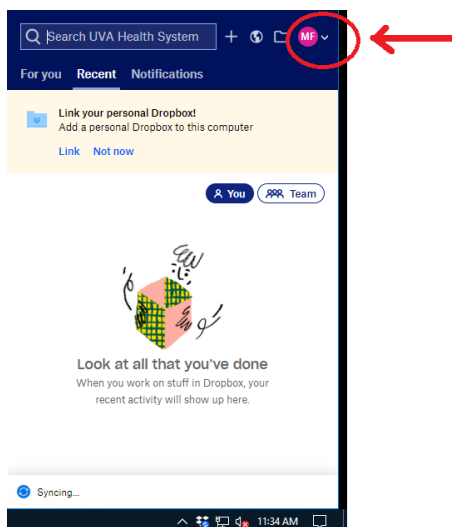


The installation is now complete.

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.

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

**5. Sending PHI-containing files to people outside the UVA Health System.**
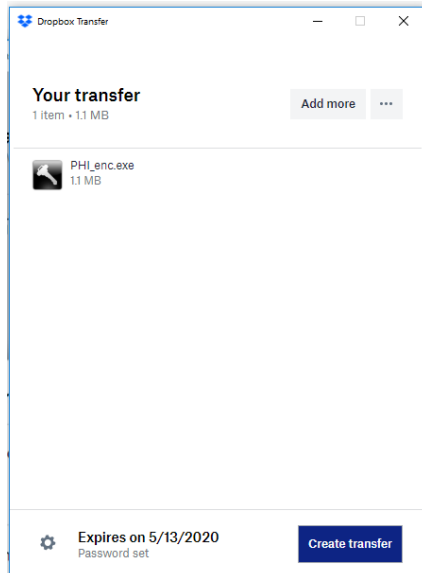
- Within Windows Explorer, right click on the file or folder you wish to share with people outside the Health System and select "Send with Transfer"
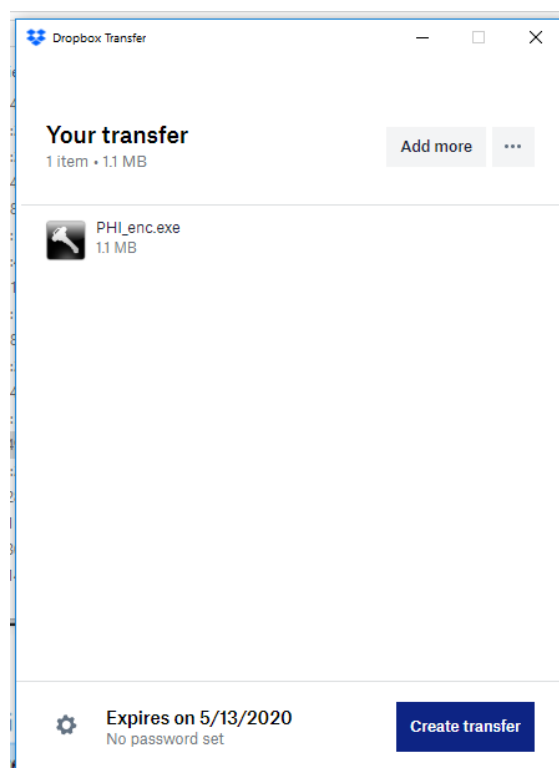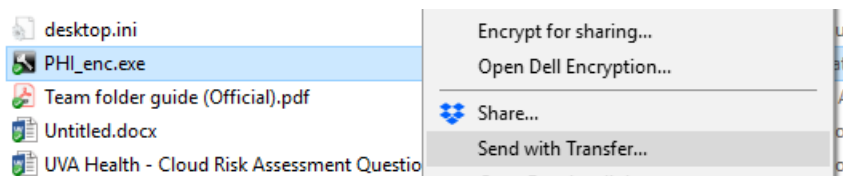




- You will now password protect the file by first clicking on the gear at the lower corner (near where it says "No password set").
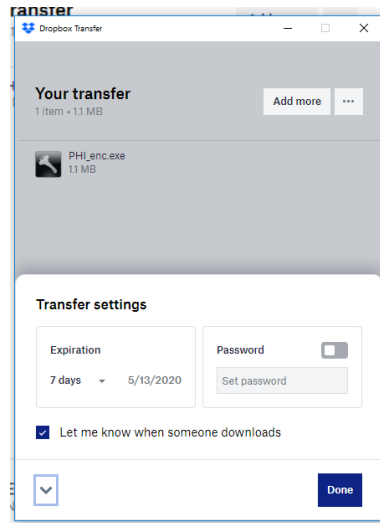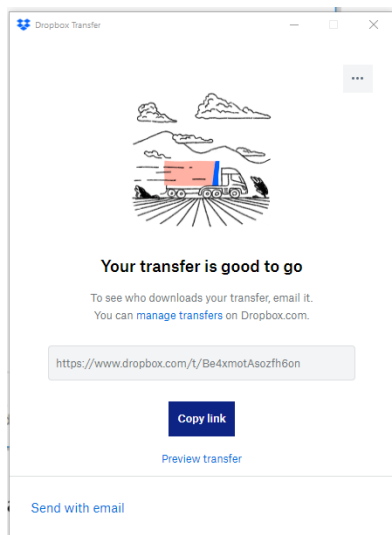
- The dialog box will now display that a password has been set.



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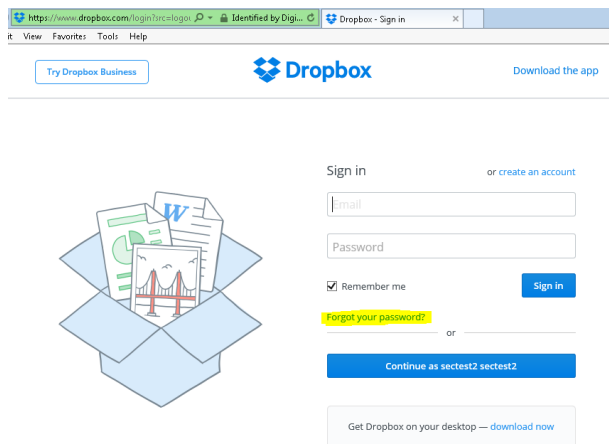
- You now have several options:  manage the transfer on Dropbox.com, "copy link" and email that link with the password, or click "Send with email".

## 6.  Self-Service Password Resets and Additional Help

1.  Self-Service Account Password Reset via '**Forgot your Password**' link:

- 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
4.  **General Help**:  https://www.dropbox.com/help

5.  **FAQ Documentation:**

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

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