GENERAL

What is Box at Fresno State?
Box at Fresno State is a simple, reliable, and secure online file storage and sharing service. Box provides secure access to files at work, off campus and from most mobile devices.
Box.com is a leader in enterprise storage and serves over 85 universities through a partnership with Internet2. Box at Fresno State is Fresno State's sponsored enterprise version of Box.com; not the consumer version. The enterprise version is specific to a campus and provides additional functionality like file sharing, collaboration, and document versioning.

Why did Fresno State choose Box?
Technology Services assessed campus storage needs in 2011 to find ways to consolidate electronic file storage and improve the way users upload, organize, collaborate, and share content. Technology Services evaluated several options before choosing Box for Fresno State and found that Box provided a good fit for the needs of the campus community, enterprise security, all at an affordable cost.

TRAINING

What kinds of training opportunities are available?
We are developing a variety of training programs. Check with your IT liaison, the Technology Services website http://www.fresnostate.edu/box, or LEAD for more information. In addition, you can find some general information and training videos at http://success.box.com/.

ACCOUNTS

How do I sign-up?
All Fresno State employees can sign up for their own Box at Fresno State account by going to: https://fresnostate.box.com. Click on the RED Buton "Continue" and enter your email login. Each employee is given 50 GB of storage.

Some employees took advantage of the free 50 GB promotion Box.com offered. Why should they use Box at Fresno State offered by the university?
Enterprise functionality, which includes features such as version control and collaboration, is not available on the free consumer version. If you registered for a free consumer version of Box using your Fresno State email address there is no need to cancel it; your IT liaison can assist in changing the primary email address on the consumer version to an alternate address so you can register for the Fresno State sponsored enterprise version.

FEATURES AND BENEFITS

Why is Box at Fresno State the best solution to my electronic file storage needs?

Box at Fresno State is a simple, reliable, and secure online file storage and sharing service. Box at Fresno State backs up files stored in your computer's My Box Files folder. You don't have to worry about how to recover files if you lose a flash drive or if your computer crashes because files on Box at Fresno State are always backed up. Box also allows you to access files at work, off campus, and from most mobile devices.   Box at Fresno State works with more than 200 apps, including Microsoft Office, Google Apps, and many others you may use every day. Box also allows you to share files and collaborate with colleagues.

Main Features:

- Sync or backup files between your desktop and the Box.com data centers
- Sync files between your desktop and other devices then access them even when offline
- View files of many types, including images and audio/video, even when you don't have the application for that particular type of file on your computer. Access content through all major web browsers (i.e., Internet Explorer, Firefox, Chrome, Safari) and through mobile devices running iOS, Android, and Windows
- Share files and folders while controlling the level of access others have, with a range of permissions from view-only to full editing and collaboration rights
- Comment on files
- Assign and respond to tasks related to files

What is Box Sync?
- Box sync is a tool that allows you to synchronize files (make files the same on multiple devices) from your desktop to your Box at Fresno State account. Box sync is intended to be used for folders containing files actively in use. You can access synced files when you do not have access to the Internet and when you are finished editing files, they will automatically sync once you reconnect to the Internet. On a PC a *My Box Files* folder can be placed on your desktop. On a Mac there is a *Box Documents* folder added to the user folder. Contact your IT Liaison for the Sync rollout timeline for your department.

How do I know the most recent version of my file is available on Box at Fresno State?
Box Sync for Macintosh and Windows keeps the most current version of your work is always in your account. Using Box Sync you can still make changes to a file even if your wireless connection isn't available, -- and the latest version will be uploaded when your connection is restored.

How can I access my Box files if I am away from my desk?
Box.com: If you are away from your desk and have access to another trusted computer, you can access your Box at Fresno State files and folders at www.fresnostate.box.com.   With Box's intuitive interface, you can access files quickly and easily from anywhere. Emailing yourself files, using thumb drives, or CDs are no longer necessary. Box at Fresno State provides a central place where your files are available 24/7.

Box for mobile: With Box for mobile, you can access, view, edit, share, and manage files on your mobile device or tablet when you are away from your desk. To access your Box at Fresno State files and folders from a mobile device, it is recommended you install and use the Box app for your device. If you attempt to directly access the Box.com Internet site from a mobile device using the device's web browser, you will be directed by default to m.box.com, the Box mobile site.

STORING & SHARING FILES

What should I store on Box at Fresno State?
Your Box at Fresno State account is a great place to store Word documents, Excel spreadsheets, PowerPoint presentations, and many other files. It's also a place where you can create, share files, and collaborate with colleagues.

What's the difference between collaborating and sharing?
Collaboration: Collaboration invites are a great way to share content for long term projects. "Collaboration" folders mirror information across any number of Box at Fresno State accounts. Once set up, any changes you make to the folder's contents will be instantly visible to your collaborators (Box at Fresno State accounts you have invited as collaborators to the folder); similarly, any changes collaborators with 'Editor' access made on the mirrored folder will be instantly visible to you.

Shared Links: Box at Fresno State allows for quick and easy sharing via shared links. With customizable permission levels, security settings, and a URL that's easy to copy and paste, shared links can be used to send important content both internally and externally. Unlike collaboration, individuals accessing your content through a shared link get "read-only" access and won't be able to make changes to your files.

How do I control my collaboration files on Box at Fresno State?
You can assign different "permission levels" to each collaborator. Some levels are more restrictive – allowing members to only download or upload files, for example – while other levels permit collaborators to add, preview, edit, or delete files.

How do I use the file-sharing system and collaborative features on Box at Fresno State?
Here are some simple steps to use the collaboration features in Box:
- First, create and name a project folder in your account.
- Then send an electronic invitation to anyone you'd like to participate.
- Now you can upload and share documents, invite discussions, or exchange feedback in that specific folder. You will be automatically notified via email when someone posts a comment, modifies, or creates a file.

Applications or "Apps"

What is an app?
"App" is an abbreviation for application program. An application program is a program designed to perform a specific function directly for the user, or in some cases, for another application program. For instance, Box Edit lets Mac and Windows users edit content directly on Box using the native apps on their computer. The app allows you to edit the document on Box without leaving your browser. Other examples of "apps" you might use with Box at Fresno State are: Box Sync, Box for Android, Box for iPhone, and Box for iPad.

Are apps free?
Not all apps are free. App descriptions are available through the Apps menu and should provide information on pricing. For more information on available apps, visit
https://support.box.com/entries/20366166-Apps-overview-and-FAQ

SECURITY AND ACCESSIBILITY

What type of information should <u>not</u> be stored on Box?

Health care or data/content subject to export control laws; and "confidential information" as defined by California State University policy at
http://www.calstate.edu/icsuam/sections/8000/8065_FINAL_DRAFT_Data_Classification_CW_ V4.pdf should not be stored on Box.

Examples of "confidential information" include but are not limited to:
- Name in combination with driver's license number, state identification card, and other forms of national or international identification (passports, visas, etc.)
- Name and Social Security Number
- Birth date combined with last four digits of Social Security and name
- Medical records related to an individual
- Tax ID with name
- Bank account or debit card information in combination with codes that would permit access to an

All federal, state, and local laws and university policies apply to the use of Box.

How can I be sure my files are safe on Box at Fresno State?
All data saved on Box at Fresno State is fully encrypted, stored in multiple enterprise-grade data centers, and backed up on a daily basis. In addition, your account is password-protected.

If Box at Fresno State is so secure, why can't I store everything there?
Some confidential data, such as medical files, **cannot** be stored on your Box at Fresno State account due to California State University and Fresno State rules. Those restrictions are not a reflection on the security of Box at Fresno State accounts. In addition, some files – such as very large video projects – may exceed Box's 5gb per file storage limit.

Can I securely access Box at Fresno State on my phone, tablet, laptop or a public computer?
Yes. Your Box at Fresno State account can be securely accessed from an iPad, iPhone, Blackberry, Android and most other mobile devices. Because your account is password-protected and the data is encrypted, it is safe to use from a trusted computer as well. Security best practices recommend not entering confidential (Level 1) information on Box. However, Level 2 information can be stored on Box, but should not be stored on a public computer and the local drive must be encrypted; information on public computers carries an inherent risk of exposing data.

Are there current limits to the use of Box.com related to accessibility as defined by Section 508 of Americans with Disabilities Act?

"It is the policy of the CSU to make information technology resources and services accessible to all CSU students, faculty, staff and the general public regardless of disability."

- The Accessible Technology Initiative (ATI) at Fresno State is a reflection of the University's ongoing commitment to accessible technology.
- Box is currently working with Internet2 to offer accessibility options to help all users move around the Internet easier, see webpages more clearly, and access information quicker. To learn more about what Fresno State is doing to meet this initiative and to find accessibility resources and information, please visit the Accessible Technology Initiative website.

More to come in fall 2013.
http://www.fresnostate.edu/academics/ati/