

Getting Started With “Dropbox for Business”

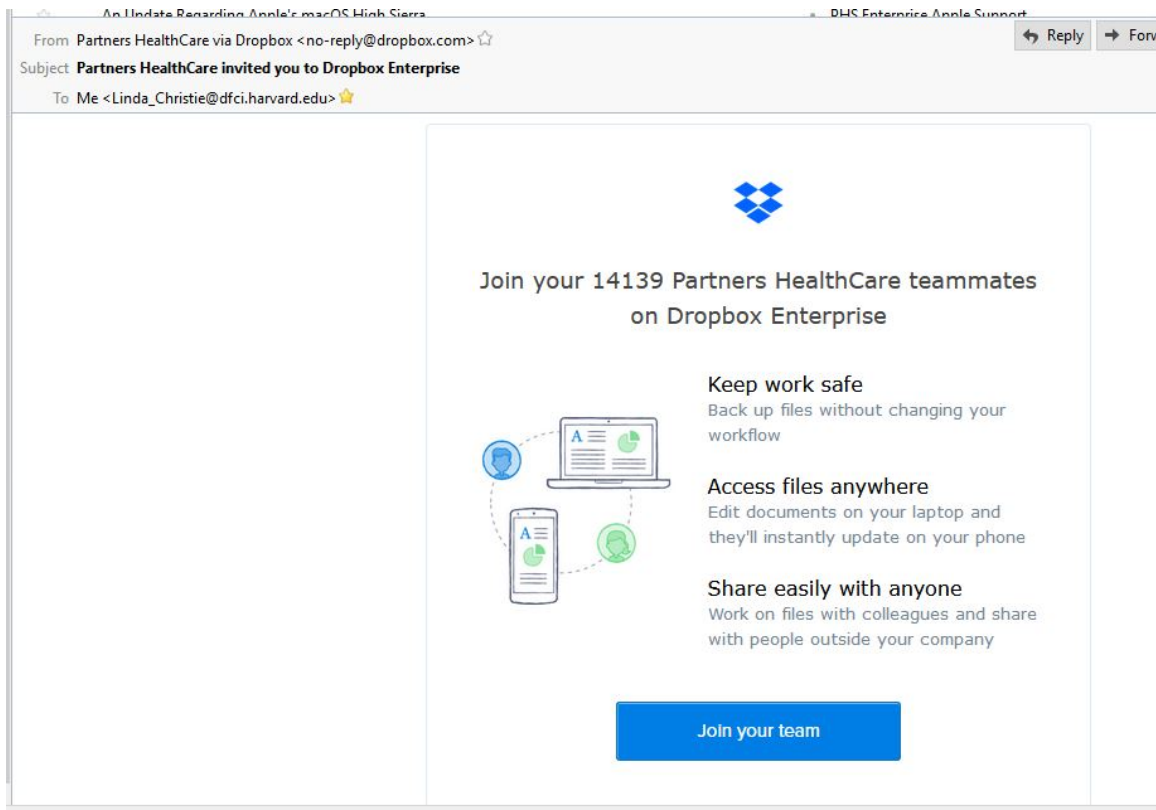
DFCI provides a corporate dropbox account at no charge to anyone with a DFCI email address, allowing for secure file sharing and storage. For general information, please see:

<http://dfcionline.org/howtogetthingsdone/dropbox/>

Request a business dropbox account either by calling the help desk at 2-3399 or create a help desk ticket online at:

https://partnershealthcare.service-now.com/phsess/open_ticket.do

1. After your request for a Dropbox business account is received and processed by the Partners Help Desk, you will receive an email similar to this:



2. Click **Join your team** to begin the process of setting up Dropbox on your device. The following examples were completed on a Windows PC:



Welcome to Partners HealthCare's Dropbox Enterprise

To join your team on Dropbox, create an account.

☒ I agree to the [Dropbox terms](#)

Create account

This Dropbox is only for work, and Partners HealthCare
will have admin control over this account.

Single sign-on enabled

3. Click **Create account** (after agreeing to the Dropbox terms), and proceed to login with your Partners username and password.



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AND MASSACHUSETTS GENERAL HOSPITAL

Enter Partners User Name

Partners User Name:

User Services:

[Password Management](#)

[Employee IS Self Service](#)

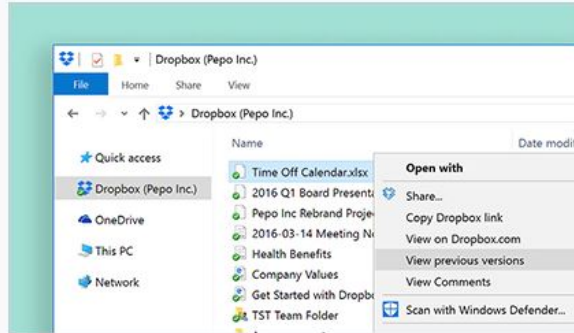


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AND MASSACHUSETTS GENERAL HOSPITAL

Partners User Name: **lac16** [Not your User Name?](#)

Password: [Expired or Forgotten Password?](#)

4. Next, click on **Download Dropbox for desktop**:



Success!

Now download Dropbox for desktop

Dropbox for desktop automatically backs up your files and makes them easy to share.

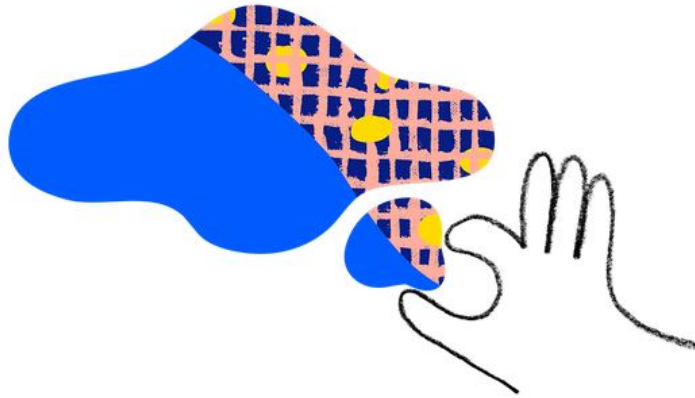
Download the app to get started.

[Download Dropbox for desktop](#)

or [go to Dropbox on the web](#)

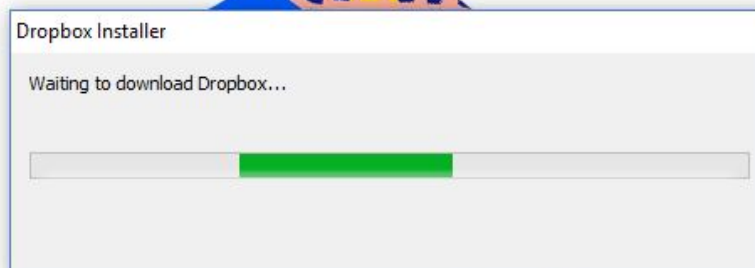
We're now downloading Dropbox

Your Dropbox download should automatically start within seconds.
If it doesn't, [restart the download](#).



When your download is complete, run the Dropbox installer

If it doesn't, [restart the download](#).

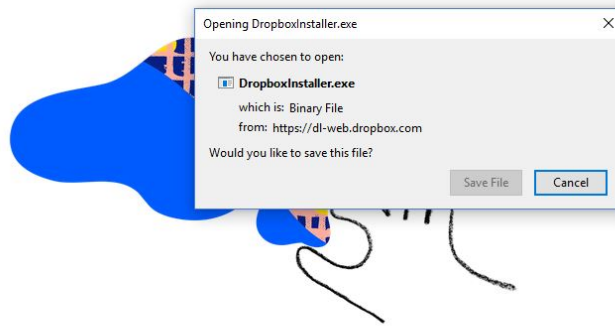


5. Click on **Save File**



We're now downloading Dropbox

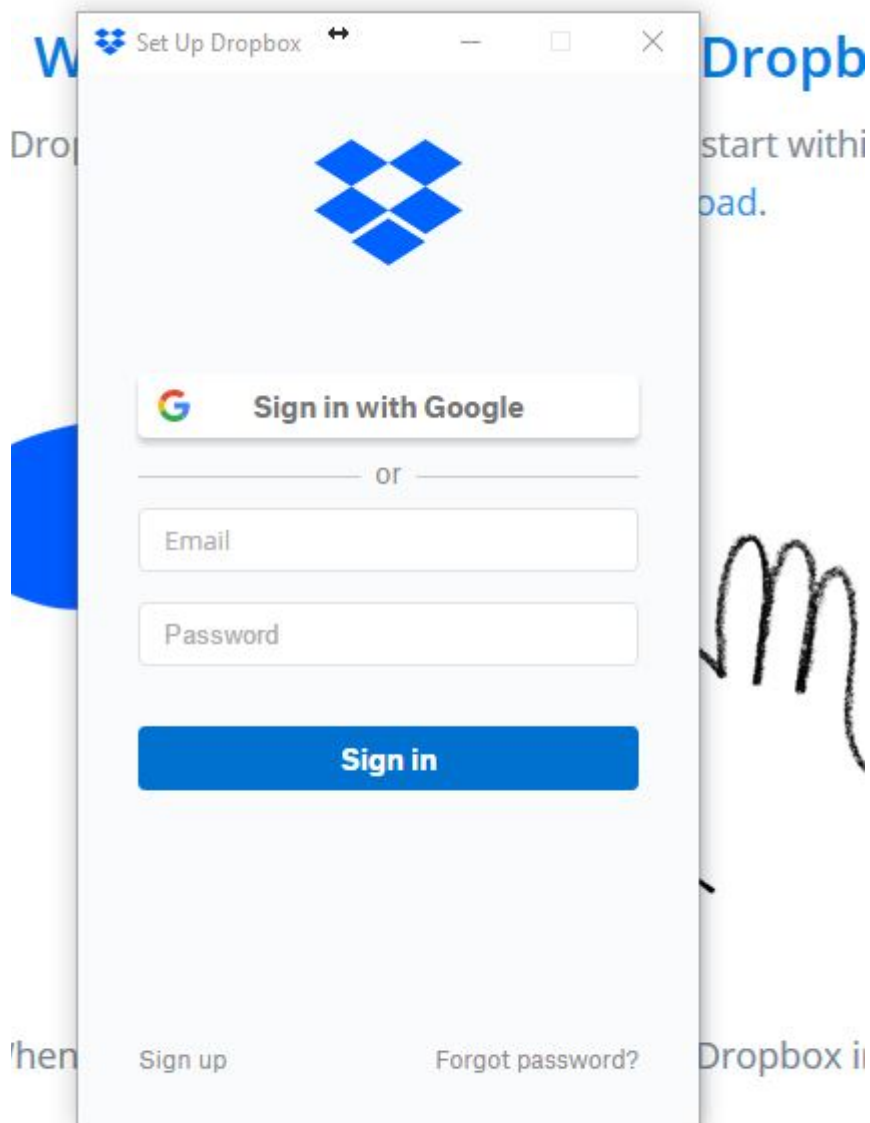
Your Dropbox download should automatically start within seconds.
If it doesn't, [restart the download](#).



When your download is complete, run the Dropbox installer


When your download is complete, install the Dropbox program by finding the install package in your Downloads folder (DropboxInstaller.exe).

6. Next, sign in to Dropbox, using the same (Partners) credentials:



7. You will receive a "link code" which can be copied and pasted to continue signing in:

Set Up Dropbox



Single sign-on



Enter your link code below

0rdrufadjjezfk0

Paste

Submit

Back

  Linda Christie

Get your link code


To finish linking your computer to **linda_christie@dfci.harvard.edu**, go back to the Dropbox installer and enter the following link code:

0rdrufadjjezfk0

Copy link code

8. Click **Submit** to finish setting up Dropbox. And click **Open my Dropbox folder** to begin using Dropbox.

Set Up Dropbox

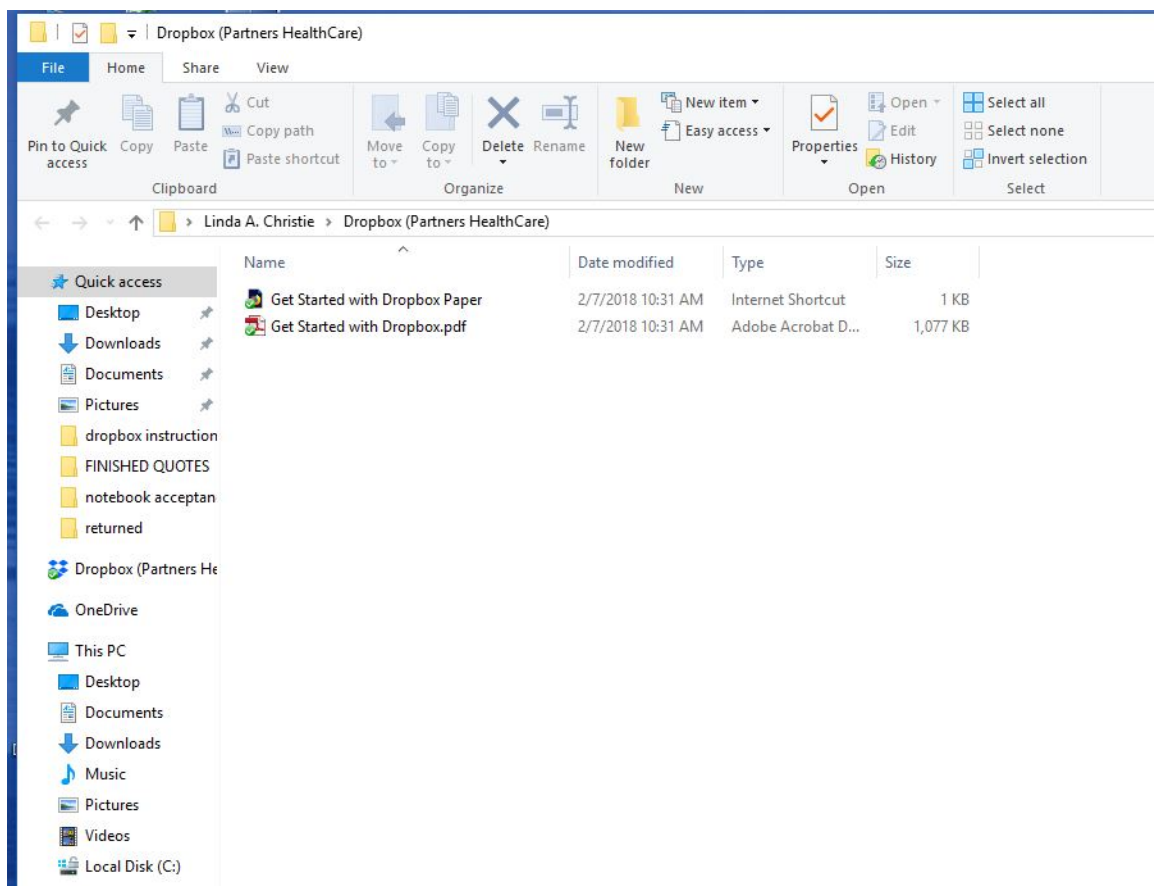


Congratulations!

Your Dropbox was successfully installed

Open my Dropbox folder

Advanced settings

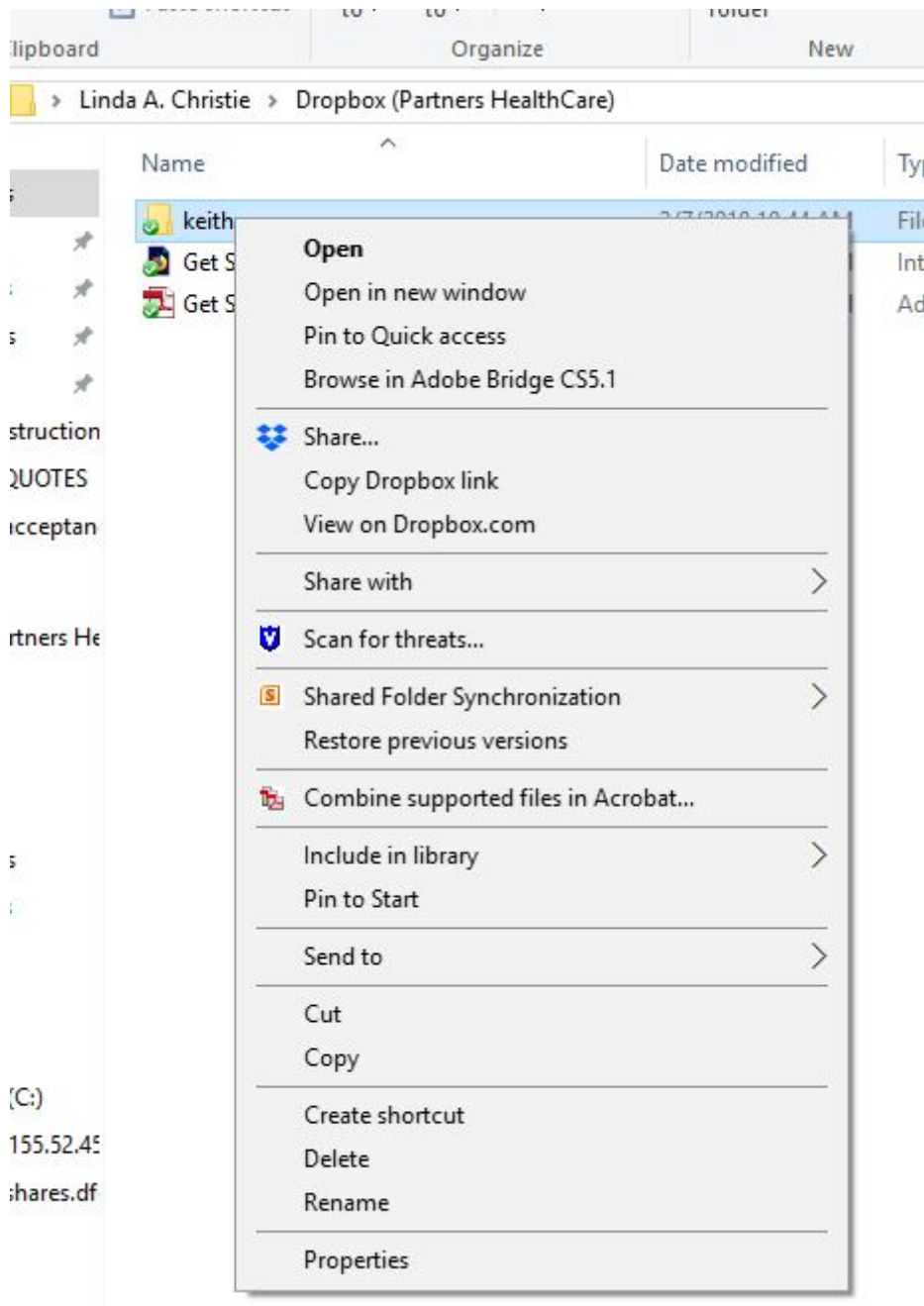


Files and folders can be dragged in and out of the Dropbox application. You should now have a Dropbox shortcut on your Desktop:



Storage on Dropbox for Business is unlimited.

To share files with other staff, create a folder and right click it to display the submenu and click **Share...**:



Enter the email address of the person(s) to share the folder with and please note that you can choose read only access or grant editing capability by clicking on the down arrow to the right of the To: box:


Share 'keith' with others

Who do you want to share with?

To: | Can edit

No link created yet

Create link




Share

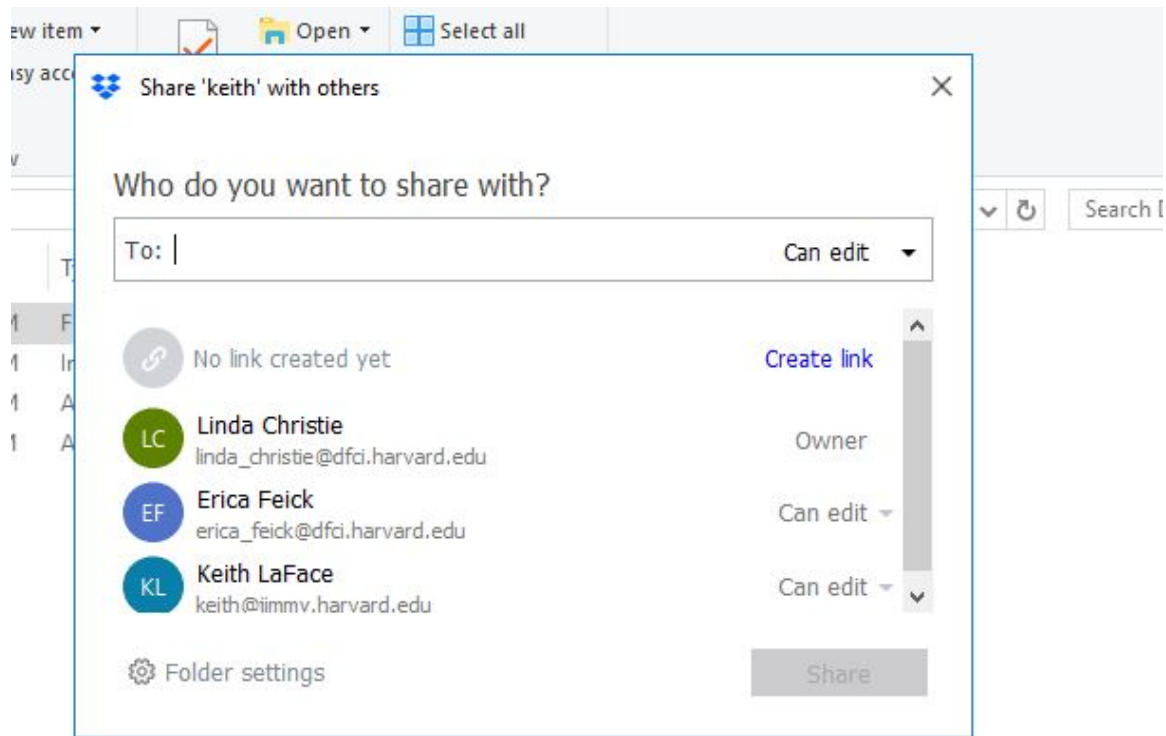
Can edit

Can edit

Can view

Create link





The people you share with will receive notification – if they are not already Dropbox users, they will need to set up a Dropbox account.

Please see the following pages for answers to Frequently Asked Questions.

Dropbox Business

Frequently Asked Questions

What is Dropbox?	Dropbox is a cloud storage service that is frequently used for file sharing and collaboration.
Why should I use Dropbox?	Dropbox can be used to share files with individuals or groups, inside or outside of the organization.
How does sharing and collaboration work with Dropbox Business?	Sharing and collaboration are just as easy with Dropbox Business as they are with Dropbox Basic or Pro. You can add collaborators to shared folders so they always have the most up-to-date versions of files they're working on together, or you can send a copy of a file or folder instead. Plus, with Dropbox Business, admins can control sharing permissions and see audit logs of sharing activity.
Are there other storage and collaboration options for work at DFCI?	Other available options for file sharing and collaboration include internal network storage options such as your 'H' drive, Shared File Areas (SFAs), Livelink and OneDrive for Office 365 Users
Can I share files or folders with Basic/Pro users if I'm on a Business account?	Yes. As long as your team admin permits external sharing, you can share with any Dropbox user, even if they're not a member of your Dropbox Business team. However, shared folder members who are not on your Business team will be limited by their own storage quotas. So while your team members will have all the space needed to add and edit files in a shared folder, Dropbox Basic or Pro users will be restricted by their personal quota.
Can I access Dropbox Business at DFCI and sync files while on and off the Partners network?	You do not need to be connected to the network or on the VPN to use Dropbox.
I thought the approved solution was called Dropbox Enterprise, but now I see it is Dropbox Business?	Partners HealthCare has the enterprise contract for the Dropbox Business product that will cover DFCI. Dropbox Business is the term that Dropbox uses, so we are standardizing so that the documentation you find on their site is the same as ours.
What is the best practice for setting up folders and sharing within a department/lab?	Create a group for your lab or department. Instead of inviting members to join a shared folder one at a time, you can invite them all at once. With groups, you can create lists of people who should have access to many of the same files and folders (like departments, labs, or functions). Any new member you add to a group will automatically be added to all shared folders that the group has been invited to. Learn more about creating groups by visiting dropbox.com .
What type of information can be	Dropbox is approved for Institutional and

stored in the Business Dropbox?	Confidential data, including Protected Health Information (PHI).*
What is the difference between a Group and Team in Dropbox Business?	The Team includes all individuals with accounts in the primary Dropbox Business account. Smaller subsets, or Groups, can be created to help teams manage access to their shared folders. Learn more about creating groups by visiting dropbox.com .
Why are email addresses ending in harvard.edu handled differently than partners.org?	Email addresses with the harvard.edu extension are not exclusive to Partners HealthCare and Dropbox cannot support them in the current automated process. Dropbox is working on a solution expected for early 2017. Until that solution is in place, anyone with an email address ending with harvard.edu can join Dropbox Business by contacting the IS Service Desk .
If I already have a Dropbox Basic or Pro account that I want to convert to Dropbox Business at DFCI, what can I do to prepare?	Verify that your current Dropbox account is attached to your primary Partners email address. If you realize it is not, log in to Dropbox to change it. Instructions
I have two Dropbox accounts using two different institutional email addresses. What do I do?	The Dropbox account that requires you to log in with your Partners username and password is the one that should contain your work files. Transfer any work data into this account and convert the other to a personal address or close it.
Is there a cost for each account?	Yes, your institution has agreed to pay through direct allocation based on usage.
I heard there was a pooled storage limit. What happens if we hit it?	Storage is unlimited for accounts in the Dropbox Business. Your institution has agreed to pay through direct allocation based on usage.
I already have a Dropbox Business account, what do I need to do?	Contact your Team Admin to see when your account is scheduled for the merge. If you are unsure of who the Team Admin is or you are the Team Admin, please contact enterprise-support@dropbox.com to request a merge.
I submitted a request for a new Dropbox account, now what?	You will receive an automated email from Dropbox once the account is created. You can expect to receive this email within two hours of speaking with the IS Service Desk technician. If you submit a request via the web, you can expect to receive the Dropbox email within two hours of the request fulfillment/ticket closure.
What is my primary DFCI email address?	Many people working at DFCI have more than 1 email address; however, only 1 of these is your primary address. If you are not sure of your primary DFCI email address, follow these steps:

	<ol style="list-style-type: none"> 1. Go to https://myprofile.partners.org. 2. Click Login, and then enter your Partners User Name and Password. 3. Your primary Partners email address displays on the right side of the page.
I already have Dropbox account for my personal account; do I need to install different or separate Dropbox software to work with the Dropbox Business solution?	No. You can have both your Dropbox Business and Personal accounts on the same device and Application. Learn how to Connect your Dropbox accounts . You can also access your files from a web browser, by visiting https://www.dropbox.com/ .
Will Partners HealthCare have access to my data in the enterprise version of the Dropbox Business account?	Yes. Partners HealthCare will have access to admin control over the account used for work.
Is the data stored in the Dropbox Enterprise solution encrypted at rest?	Documents stored in Dropbox's cloud is AES-256 encrypted. Documents stored on your computer are only encrypted at rest if your computer's hard drive is encrypted.
Is Dropbox FIPS 140-2 compliant?	No
What happens if I leave the institution?	The account is locked but the data is retrievable.
How do I access Dropbox Business on my mobile device?	<p>There are two ways to access Dropbox Business from a mobile device.</p> <ul style="list-style-type: none"> • Through your web browser at dropbox.com. • Through the Dropbox EMM app. Enrollment in MobileIron is required to obtain access. View instructions <p>iOS: Once enrolled in MobileIron Go, open the App Catalog to find the Dropbox app.</p> <p>Android: The Dropbox Business app is not yet available. Partners IS is actively working to make it available.</p>