**Important things to know about Box at UChicago and UChicagoMedicine**

**There are two different Box instances:**

* **UChicagoMedicineBox** – available only to GME Residents/Fellows and GME institutional administrative team
* **UChicagoBox** – available to BSD and University faculty and staff
* Any individual can have an official account only in one of the two Box instances. Content can be shared between users across the two instances of Box.
* In addition to the official institutional account, you may find you have free box accounts because someone has shared with an email address that is not linked to your official account (more on that below).

**Log in URLs for each instance are different:**

|  |  |
| --- | --- |
| **GME Residents/Fellows** | **BSD/University Employees (Faculty, staff)** |
| UChicagoMedicine Box Login: <https://uchicagomedicine.account.box.com/login> | UChicago Box Login: <https://uchicago.account.box.com/login> |
| Email collaborators need to share with in order for content to appear in your UChicagoMedicineBox account: your @uchicago.edu email  \*if you have linked other email aliases to your UChicagoMedicineBox, collaborations sent to those emails will also appear | Email collaborators need to share with in order for content to appear in your UChicagoBox account: your @uchicago.edu email  \*if you have linked other email aliases to your UChicagoBox, collaborations sent to those emails will also appear |
| Accessing content shared from UChicagoBox:   * Log in to your UChicagoMedicine Box account to view folders/files shared with your @uchicago.edu email * Clicking links in notification emails when not logged in may result in an error message. | Accessing content shared from UChicagoMedicineBox:   * Log in to your UChicagoBox account to view folders/files shared with your @uchicago.edu email * Clicking links in notification emails when not logged in may result in an error message. |

**What if I don’t see content that someone shared with me?**

1. Try refreshing your browser window if you were logged in at the time the share occurred.
2. Check that they shared with your @uchicago.edu email or an email address linked to your official institutional account.

**What if someone shared content with me at another email address that is not linked to my official institutional account?**

1. *Best option:* Ask the person who shared the content with you to remove the incorrect email from collaboration and share with your @uchicago.edu email.
2. Alternative, especially if the shares are from the past: The unlinked email address created a free Box account for you. You’ll need to log in to that account and if possible, share with your @uchicago.edu email address. Also see the next two items about how to link your other institutional email aliases to your official institutional Box account.

**How do I link another email address to my official Box account?**

1. Log in to your official Box account via either UChicagoMedicine Box or UChicagoBox
2. Click on your initials in the upper right corner of the screen
3. Click “Account Settings” The page will open to the “Account” tab.​
4. Scroll down in this tab to the “Login and Email Addresses” section, click “Add More Emails” and follow the prompts.​
5. When you receive the emailed verification request, make sure to click to verify.​

**Note:** If you have a free account that currently uses an email address you want to add, you will need to replace that email address from the other box account before you will be able to add it to your UChicagoMedicine account.

**How do I replace an email address on a free Box account so that I can link it to my official institutional Box account?**

1. Log in to Box using the email address associated with the free account. If you haven’t used this in a while, you may need to re-set your password.

Free Box Log in URL: <https://account.box.com/login>

1. Go to Login and Email Addresses (in Account Settings)​

Here, you'll see your default email address, as well as any additional email addresses you've added to your account. In this section, you can update your email address. You can also link multiple email addresses to the same account in Box. Any collaboration invites that go to these secondary email addresses (or Email Aliases) will get funneled into your primary Box account. This also prevents anyone from creating a new Box account using that email address. Other users only see your primary email address and all notifications from Box continue to be sent to your primary address. You can also use the secondary email to log in if the single sign-on feature is configured to look for the secondary email instead of the primary email.​

1. To add an email address: Click Add more emails.​
2. Enter your new email address and click the Save button.​
3. An email verification will be sent to the address you entered. Click the verification link in the email to confirm and add the alternate email to you account.​
4. To make a secondary address your primary address, click Make Primary button. This is only possible in a free account.
5. To remove an address, click Remove. You will not be able to remove a primary address.
6. Now you can link the address you removed to your UChicagoMedicine or UChicagoBox account using the instructions above.