

# FAQs on Transition from Box

## **Why are we moving away from Box?**

As part of our organization's work to simplify and consolidate the technologies we use, we determined that OneDrive will be our cloud storage platform for the Providence St. Joseph Health family of organization. OneDrive seamlessly interacts with the Microsoft Office suite and will allow all O365 with equitable access to the same cloud storage solution. As such, Box will be sunset to accommodate moving to OneDrive.

## **When will my Box account be turned off?**

Caregivers on O365 will have their Box accounts turned off in phases starting mid-December. You will receive an email notification about your upcoming sunset with instructions on how to start using OneDrive.

## **What if I don't use O365?**

If you are not currently licensed to O365, you will receive OneDrive access at the time of the PSJH O365 tenant migration. If this pertains to you, you will receive an email with details on accessing your OneDrive account.

## **Will vendors and outside parties I collaborate with be able to use OneDrive?**

If you work with people outside our organization, they will be able to view your files on OneDrive if you set the right share settings. However, to upload their own files and make changes to yours they will need to set up their own OneDrive account.

## **Are my files going to be moved automatically from Box to OneDrive?**

Yes. Files are already syncing—meaning if you upload a file onto Box it will also upload to OneDrive. Once your Box account is turned off, the files will remain on OneDrive.

## **What happens to a hyperlink I've shared publicly, like on staffhub?**

If you've shared a hyperlink to a Box file or folder on our intranet or elsewhere, you will need to update the hyperlink to the file with the new one generated in OneDrive. Hyperlinks do not automatically redirect to the new location.

## **Will the files retain the same sharing settings when they move to OneDrive from Box?**

Yes. For example: If John shares a file with Jane and Ted on Box, John, Jane and Ted will all have access to the file on OneDrive when they are moved over. If one of them does not move to OneDrive because they're not on O365, John would need to adjust the share settings to allow outside people to view the file.

## **If I need extra help through this migration from Box to OneDrive, who should I contact?**

Please work with your local IS team or email [OneTeam@providence.org](mailto:OneTeam@providence.org) for extra help.

## **Is there a new policy around the privacy and use of OneDrive?**

Yes, [please review the policy here.](#)

## **Is training available?**

Yes, training on the use of the tools will be provided.

# FAQs on O365 Migration

## **What is happening?**

All St. Joseph Health and Covenant Health O365 users will be migrated to the Providence St. Joseph Health O365 “tenant” starting at **5 p.m. PST/7 p.m. CST on Friday, Dec. 14 through 6 a.m. PST/8 a.m. CST Monday, Dec. 17**. The migration will include O365 Online, SharePoint, Skype for Business and OneDrive. This will alleviate firewall and collaboration issues across the organization.

## **How does this impact me?**

E-mail will be unavailable between **5:00pm PST/7:00pm CST on Friday, Dec. 14 through 6 a.m. PST/8 a.m. CST Monday, Dec. 17**. Emails sent to SJH users from SJH on-premises mailboxes or Providence mailboxes will receive a delivery failure notice. You will continue to use your current SJH AD credentials after the migration.

## **What do I need to do to prepare for this?**

Caregivers will be instructed to stop using O365 on **Friday December 14, 2018 – 5:00pm PST/7:00pm CST**.

## **What do I do if my e-mail isn't working after the migration completes?**

Please call the AskIT Service Desk. A special O365 Migration queue is being created to facilitate response and resolution.