

Heriot Watt Dropbox

Table of Contents

Heriot Watt Dropbox	1
Getting Started	2
What is Dropbox?	2
What's different in Dropbox Business	2
Practical uses for Heriot-Watt Dropbox Business	2
General Use Policy	3
How does Dropbox Business compare with SharePoint or OneDrive for Business?	3
Join the Heriot Watt Dropbox Business Team	5
Install the desktop app	5
Connect your Dropbox accounts	6
Share your work	6
Sharing files with Dropbox (view-only)	6
Collaborate with shared folders	6
File Request	7
Manage files	8
Add comments on files	8
Save your hard drive space	8
Version Control	9
File back up and recovery	9
Working with team folders	10
Comparing sharing options in Dropbox	10
More Uses for Dropbox	11
Dropbox Paper	11
Dropbox Showcase	11
Security	12
Two-step verification	12
Remote wipe	12
Further reading	13

Getting Started

What is Dropbox?

Dropbox brings your files together, in one central place. They're easy to find and safely synced across all of your devices – so you can access them any time, anywhere.

Dropbox offers more than just file storage and synchronization. It is a great way to share files with others via secured links or collaborative folders. The recipient doesn't even need a Dropbox account. This is a super alternative to try and do email large file attachments.

What's different in Dropbox Business

You may be familiar with Dropbox already, but using these four features will help you get even more out of Dropbox Business.

1. **Selective Sync:** Selective Sync lets you choose which folders you'd like synced with your computer and which you'd like stored only online. You'll still be able to access all of your data from the Dropbox website when you need to, but now you'll have some extra room on your computer's hard drive. Click [here](#) to learn more.
2. **Connect your personal and work Dropboxes:** If you have a personal account, and a business account, Dropbox will let you connect your accounts to make accessing them both a breeze while still keeping your data separate. Click [here](#) for further info.
3. **Remote Wipe:** Useful for lost devices. It allows you to delete your Dropbox folder from a linked device the next time it comes online. Click [here](#) to learn more.
4. **Dropbox Paper and Showcase:** two new tools to note down ideas and share files in a more visually appealing way respectively.
5. **Data residency:** All data store in Heriot-Watt's Dropbox will be held in EU to comply with privacy laws such as GDPR and the UK Data Protection Act 2018. Note that data residency **does not** apply to Dropbox Paper or Showcase that are hosted in the US. For security reasons, it is strongly advised not to store any personal or sensitive data on Dropbox Paper or Showcase.

Practical uses for Heriot-Watt Dropbox Business

Dropbox Enterprise is primarily intended to be for researchers but it is also open to other use cases if any of the following applies:

- you generate large volumes of data
- you work with external partners on a regular basis
- you work off-line but still need to make your data available to others (i.e field trips)
- you need to share data externally

General Use Policy

Rather than providing personal data storage, the service follows a team-based approach. For each team, a team folder is created and a team leader, or Principal Investigator (PI) is assigned. PIs can create a team, define the membership of that team, then upload and download files to and from the designated group area. They can also nominate team members to be administrators. PIs have administrative control over their space and has the authority to request any deletion/ownership/access changes to data held within. In the absence of a team administrator, advise will be seek from the Head of the Institute/School or the Head of the relevant professional team.

Files and folders held in Dropbox are private and only accessible to named team members by default. It is the responsibility of the PI and the team members to share them responsibly.

IS will be able to access any of the team folders without requesting permission from users, though it is our working policy to do so in order to support the operation of the service. Any access of data held elsewhere in Dropbox will automatically be notified to the end user and all actions recorded in the activity log.

How does Dropbox Business compare with SharePoint or OneDrive for Business?

Information Services offers three cloud-based data storage services: OneDrive for Business, SharePoint online, and Dropbox Business. The following table may help to choose which one is best suited for you

	Dropbox Business	SharePoint Online	OneDrive for Business
Access	Primarily researchers and staff, Contact ISHelp@hw.ac.uk for further information	Available to people who are eligible for a University Microsoft account	Available to people who are eligible for a University Microsoft account
Suggested use	Internal/external collaboration. Large volume of data.	Internal sharing and collaboration	Personal storage. Keep your data synchronized in all your devices
Integration with Office 365	Y	Y	Y


Online slide show	Y	Y	Y
Drag-and-drop file upload	Y	Y	Y
Create and share folders	Y	Y	Y
File encryption	Y	Y	Y
SSL file transfer	Y	Y	Y
Storage size	unlimited	tbc	1 TB
File size limit	none	tbc	10 GB
File recovery	120 Days	30 Days	30 Days
Version control	Y	Y	Y
Access permission	File/folder/group levels	File/folder levels	File/folder levels
Access control granularity	N (view only/edit)	Y	Y
Data residency	EU data centres	UK data centres	UK data centres
Backups	Managed by Dropbox	Microsoft cloud	Microsoft cloud
API access	Y	N	N
Desktop App	Windows, Linux, Mac	Windows, Mac	Windows, Mac
Android	Y	Y	Y
iOS	Y	Y	Y
Windows phone	Y	Y	Y

Join the Heriot Watt Dropbox Business Team

To join your team, you'll need to ask your admin to send you an invitation email. You can do so by contacting ISHelp@hw.ac.uk.


The link in the invitation email will take you to the sign-in landing page. You will notice that single-sign on is active.

Sign in or [create an account](#)

 Sign in with Google

or

This page is protected by reCAPTCHA, and subject to the [Google Privacy Policy](#) and [Terms of service](#).

 Single sign-on enabled

Remember me

[Continue](#)

Click “continue”. This will take you to the Office365 authentication page. Just enter your university username and password as you do to log into Office365.

Install the desktop app

The Dropbox desktop app—also known as the desktop client—runs on Windows, Mac, or Linux operating systems and gives you access to your Dropbox directly through a folder on your hard drive.

Using Dropbox on your computer is just like using any other folder on your hard drive, except the files you drag into your Dropbox folder automatically sync online and to any other computers or mobile devices linked to your account.

To install the app:

1. [Visit this page and download the installer.](#)
2. Open the downloaded file and double-click the Dropbox icon to begin installation.
3. When prompted, log in using your Dropbox Business account. If you aren't sure if you have an account, please contact your admin.

4. That's it. Start using the Dropbox folder just like any other folder.

Connect your Dropbox accounts

Connecting your personal and business Dropbox accounts lets you easily access both from all your linked devices, while still keeping your data separate.

https://www.dropbox.com/s/7fxkoikqxema14q/Connect_personal_to_business%20%281%29.pdf?dl=0

Share your work

Sharing files with Dropbox (view-only)

Shared files and links are an alternative to email attachments. Only people you specifically invite to a shared file can view the file. Anyone with a link can view your files, no Dropbox account required.

Regardless of if you use a shared file or link, people you share with can comment on files or download their own copy. What they can't do is alter the original file.

Links are dynamic, which means that whenever they're accessed online they link to the most current version of your file or folder. No need to keep re-sending links as you update your work.

How to share a link from your computer

<https://www.dropbox.com/s/r84d5u3vp9p6l9n/How%20to%20share%20a%20link%20from%20your%20computer.pdf?dl=0>

How to share a link from Dropbox.com

<https://www.dropbox.com/s/olfh8iqwefo8emz/How%20to%20share%20a%20link%20from%20Dropbox.pdf?dl=0>

Collaborate with shared folders

All folders in Dropbox are private by default, but you can make any normal folder a shared folder. Shared folders are the best way to collaborate using Dropbox. When you share a folder, its contents will only be available to Dropbox users you specifically invite. Once a user accepts your invitation, the shared folder appears in their Dropbox, just like it does in yours.

You can assign some members full edit rights and others view-only access to prevent them from adding, editing, or removing files. Note that view-only users can still download and edit a copy of the objects you share, but they never access or edit your original work.

How to share a folder from your computer

<https://www.dropbox.com/s/m9bs1tnayww5n71/How%20to%20share%20a%20folder%20from%20your%20computer.pdf?dl=0>

How to share a folder from Dropbox.com

<https://www.dropbox.com/s/8q1k8j6p612tgio/How%20to%20share%20a%20folder%20from%20Dropbox.pdf?dl=0>

File Request

Use file requests to collect and receive files from anyone, right in your Dropbox account. With file requests:

- Anyone can send you a file, whether they have a Dropbox account or not.
- File requests help you receive large files easily. Submitters can send files up to 20 GB.
- All the files you collect are automatically organized into a single Dropbox folder.
- People who upload files to your file request cannot access your Dropbox. Only you can view files uploaded by others, unless you decide to share them.

To create a file request:

1. [Sign in](#) to the Dropbox website.
2. Navigate to **Files > File requests**.
3. Click **Create a new file request**.
4. Under **What are you requesting?**, enter a name for the folder that will store all collected files.
5. Under **Where should these files go in your Dropbox?**, you'll see the path to the new folder populate. If you'd like to change the folder's location, click **Change folder**.
6. Click **Add a deadline** to set your deadline. You can also **Allow late uploads** and choose a time frame.
7. Click the **Next** button.
8. On the **Send file request** screen you can copy the file request link and include it in an email by clicking the **Copy link** button. Or you can enter emails of the people you need files from, and we'll send an invitation to upload files to the file request for you.
9. Click **Done** to send the email invitations and to return to the **File requests** screen.

Note: The new folder that you've created is where files uploaded to your file request are stored in your Dropbox. By default the uploaded files are private; however, you can share the uploaded files by selecting a shared folder or by sending a link to the files.

Note: You can edit the file request once it's created by clicking the ... (ellipsis) icon and selecting **Edit**

To close a file request:

1. [Sign in](#) to dropbox.com.
2. Click **Files**.
3. Click **File requests**.
4. Click the ... (ellipsis) icon.
5. Click **Edit**.
6. Click the **Close request** button.
7. View your closed file requests from the **Closed** tab.

Manage files

Add comments on files

You can leave and view comments on documents right from your web browser. You can even tag others to respond or complete a task related to the file.

Click [here](#) for further info.

Save your hard drive space

By default, Dropbox will sync a copy of all your files to the Dropbox folder on your computer. Selective Sync and Smart Sync let you choose which folders you want to keep on your hard drive, and which folders you only want to keep online.

Selective Sync is an older feature that allows you to choose files and folders to sync with Dropbox. Synced files take up hard drive space, and everything you don't sync can't be seen or opened on your computer. With Smart Sync, you can choose to make files "online only". Online-only files take up practically no space on your hard drive, but you can still see them, rename them, move them and preview them on your computer – just like normal files. And when you need them, just open them and they'll be synced automatically.

Selective Sync settings are unique to each computer linked to your Dropbox account.

To manage Selective Sync and Smart Sync:

1. Click on the **Dropbox icon** in your menu bar or system tray.
2. Click on the **gear icon** and then select **Preferences**.
3. Go to the **Account** tab and pick which account (personal or work) you'd like to set up.
4. Go to the **Sync** tab.
 - a. Smart Sync: you can choose between "local" or "online-only". You can always adjust the setting on individual files and folders. Check out [here](#) to learn more about Smart Sync

- b. Selective Sync: click **Change Settings...** You'll see a list of all the folders in your Dropbox. By default, each will have a checkmark next to its name, indicating it's saved on both your computer and our website. Deselect the checkmark next to the folder(s) that you no longer want on your computer. When you click **Update**, the folder(s) will automatically be removed from your hard drive.

Version Control

If you accidentally save a bad change to a file, or if the file is damaged or deleted, you can restore the file to an older version.

From either the website or your computer:

1. Right click (or control-click on a Mac) on the file you want to change.
2. Click **View Previous Versions...** if you're on your computer, or **Version history** on our website.
3. Choose the version you want to recover and click **Restore** in the right-hand corner.

From within Microsoft Word, Excel, and Powerpoint files:

1. Click the Dropbox badge.
2. From the pop-out window, click **View file history...**
3. You'll be taken to the Dropbox website, where you'll see a full list of file revisions for your document.
4. Choose the version you want to recover and click Restore in the right-hand corner.

File back up and recovery

You can recover deleted files right from the Dropbox website, either individually or in groups.

To restore individual files:

1. [Sign in](#) to the Dropbox website.
2. Click the **Show deleted files** icon (the trash can) in the top right corner.
3. All your deleted files will show up in grey.
4. Select the file(s) you want to recover, and click the **Restore** button at the top of the screen.

To restore a group of files:

1. [Sign in](#) to the Dropbox website.
2. Click [Trash](#) on the left-hand side of the screen.
3. Click a file name to see the event details.
4. Click "Restore" (for an individual file) or "Restore all files" (for multiple files).

Note: Files are available for recovery for 120 days

Working with team folders

A team folder is a powerful tool for sharing with your team. With team folders you can:

- Automatically sync content in team folders to all group members
- Choose to share individual files or folders inside a team folder

Team folders can only be created by IT administrators. If you're a team member and you'd like a new team folder, contact [ISHelp](#).

Team folders are shared with groups and are the hub of content for a team. They automatically appear in your Dropbox when you join a team. By default everyone in the group will have read/write permissions, though more granular access level is available if required.

Following the group-based approach of the service, every member of the Heriot-Watt Dropbox Business Team should be member of at least one group and, hence having access to at least one team folder.

Comparing sharing options in Dropbox

	Shared links	Shared folders	Team folders	Authenticated sharing	File requests
Collaboration direction	Single direction, outbound collaboration	Bi-Direction collaboration	Di-Direction collaboration	Single direction, outbound authenticated collaboration	Single direction, inbound collaboration
Example use cases	Replace email attachments with view/download only sharing	Share, review, and edit files with colleagues, partners, or customers	Replace company shared drives using nested sharing permissions	Authenticated view-only sharing of sensitive documents	Replace FTP and request files from anyone securely
Account requirements	Link recipients don't need a Dropbox account to view / download	All collaborators need a Dropbox account to collaborate	Created by admins, and shared with a group (of team)	All collaborators need a Dropbox account to access	To upload a file, contributors don't need a Dropbox account

			members) rather than individual users		
Content updates	Link updates with latest version, however local download will be static	Files always in sync across members of shared folder	Files always in sync across members of shared folder	Link updates with latest version, however local download will be static	Once submitted, the sender cannot edit / update the content

More Uses for Dropbox

Dropbox Paper

Dropbox Paper is a flexible workspace that brings people and ideas together. With Paper, your team can create, review, revise, manage, and organize—all in shared documents.

For a comprehensive introduction to Dropbox paper please visit <https://www.dropbox.com/help/paper> or watch the [Learning Dropbox Paper](#) course on LinkedIn Learning.

Note: Unlike Dropbox Enterprise that stores all your data in EU data centers, Paper is hosted in the US. For security reasons, it is **strongly advised not to store any personal or sensitive data** on Dropbox Paper.

Dropbox Showcase

Dropbox Showcase is a way to share your work with partners and clients on a single page. You can guide people through your content, add your own branding, and automatically keep track of who views, downloads, and comments.

Visit [Dropbox Showcase](#) for further details

Note: Unlike Dropbox Enterprise that stores all your data in EU data centers, Showcase is hosted in the US. For security reasons, it is **strongly advised not to store any personal or sensitive data** on Dropbox Paper.

Security

Two-step verification

You can protect your account with two-step verification, an optional but highly recommended security feature.

Once two-step verification is enabled, Dropbox will require you to enter a six-digit security code in addition to your password when you sign into the Dropbox website or link a new device.

Please [follow this link](#) to learn how to enable and configure two-step verification

Remote wipe

If you lose a laptop, phone, or tablet you must report it immediately to Information Services at ISHelp@hw.ac.uk and remotely wipe your data. You'll need to log on dropbox.com to unlink the connected device from your account and then have the option to erase your Dropbox from the device's hard drive.

Syncing will stop immediately. Dropbox will attempt to delete the entire Dropbox once the device connects to the internet and the Dropbox application is running. Of course, all your data will still be safely available on the Dropbox website. Remote wipe always applies when you unlink mobile devices and is optional when you unlink computers.

Your admin can use remote wipe to delete your work Dropbox from a linked device, but only you can delete your connected personal Dropbox.

To erase Dropbox from a linked device:

1. [Sign in](#) to the Dropbox website.
2. Click on your name at the top right of any page to open the account menu.
3. Select **Settings**.
4. On the **Security** tab, find the device that has the Dropbox you want to delete.
5. In the pop-up window, select the option **Delete files from this computer the next time it comes online** and then click **Unlink**.

To monitor your device's remote wipe status:

1. [Sign in](#) to the Dropbox website.
2. Click on your name at the top right of any page to open the account menu.
3. Click **Settings**.
4. Choose the **Security** tab
5. In the **Delete in progress** section, you'll see the device and its **Device status**.

Further reading

- [Dropbox Business User Guide](#)
- LinkedIn Learning: [Learning Dropbox](#)