How to...
Send and Receive Files with DropBox

Overview

The Cornell DropBox is a secure method for transferring files to the people you specify. Files are encrypted during transport. DropBox can also be used to exchange files too large to be attached to an email message.

This guide is divided into sections for two different audiences:

- users with Cornell NetIDs

- external users (people without a Cornell NetID)

For each group we cover:

- sharing a file

- notifying recipients

- retrieving a file

We also cover the procedure for a Cornell NetID user to add an external user to his or her "Whitelist."

Users with a Cornell NetID

If you have a Cornell NetID, you can use DropBox to send and receive files from people who have Cornell NetIDs. You can also exchange files with people who do not have a NetID if you add their email address to your Whitelist.

Share a file

1. Go to dropbox.cornell.edu

2. Click **NetID Login** then login with your NetID and password.

3. Click **Prepare Upload**. The *Send File(s)* page will open.

4. Specify recipients:

   a. For Cornell recipients, enter the person's NetID and click **add**.

   b. For non-Cornell recipients, enter the person's email address and click **add**.

      ⚠️ You must have added this address to your Whitelist in order to enter it here. See the **Add an external user to your Whitelist** section below.

   c. You can add additional recipients by repeating step **4a** or **4b** as needed.

5. By default, **Notify Recipients by Email** is checked, and we recommend you leave it checked.

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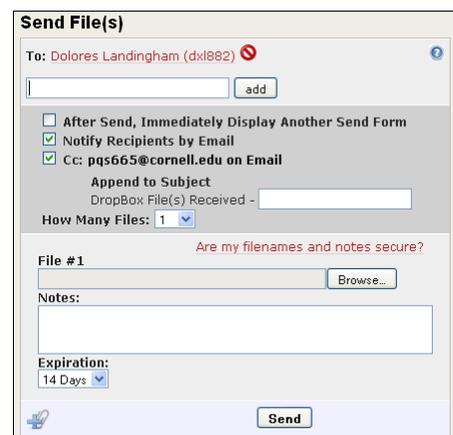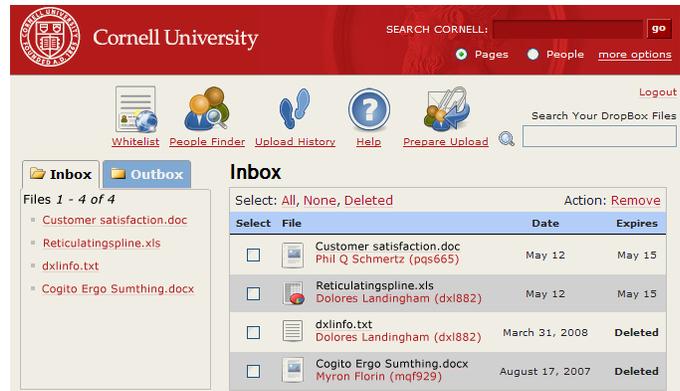
6. By default, **cc: <your email address>** is checked. This means you will be sent a copy of the email. We recommend you leave this checked.

7. By default, the email subject line will be "DropBox File(s) Received." You can add a short label or description to help the recipients understand what file you are sending.

8. Use the **How Many Files** drop-down list to specify the number of files you'll be sharing with these recipients.

9. For each file to be shared:

    a. Click **Browse** and navigate to your file.

    b. Text entered in the *Notes* field will appear in the notification email message, along with the file name and link.

    c. Use the **Expiration** drop-down list to indicate how long the file will remain available to the recipients.

10. Click **Send** when done adding files.

11. If you included a non-Cornell address, you will need to give the recipient the password you assigned during the Whitelisting process. Do not send this password in the *Notes* field or in any other email. Instead, use a more secure method, such as a phone call or fax.

Notify the recipients

- If you left the **Notify Recipients by Email** box checked in step **5** in the **Share a File** section above, each recipient will get an email message with the file names, notes, and links to the files. This is the recommended method.

- If you turned notification off, you'll need to tell your recipients to log into dropbox.cornell.edu and look in their Inbox for your file. The detailed procedure is given below in the two **Retrieve a file** sections (one for NetID users, the other for external users).
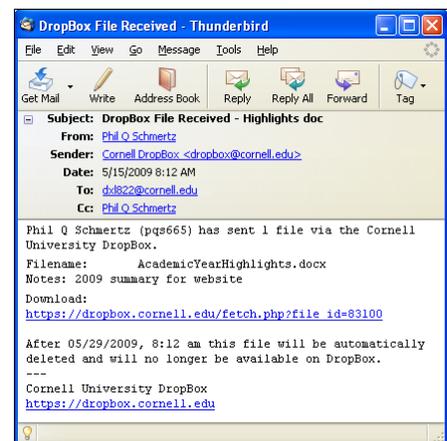
Retrieve a file

1. Click on the link in the email you received.

2. Click **NetID Login** then login with your NetID and password.

3. Click **Download**.

4. Save the file.

OR

1. Go to dropbox.cornell.edu

2. Click **NetID Login** then login with your NetID and password. You'll be shown the contents of your *Inbox*.

3. Click on the name of the file you want to download.

4. Click **Download**.

5. Read the security notice, then click **Download** again.

6. Save the file.

Add an external user to your Whitelist

To share files with people who do not have Cornell NetIDs, you will need to add their email addresses to your Whitelist. Each NetID user maintains his or her own Whitelist.

1. Go to dropbox.cornell.edu

2. Click **NetID Login** then login with your NetID and password.

3. Click **Whitelist**.

4. Click **Add New External User**.

5. Enter the person's email address.

6. Create a password for the person and enter it twice. Make a note of the password, as you will need to give it to the person yourself.

   The password must be at least 7 characters long, and contain at least 3 of the following 4 kinds of characters: uppercase letters, lowercase letters, numbers, symbols.

7. Choose an expiration period for this person's entry on your Whitelist.

8. Click **Add**.

9. Repeat with additional non-Cornell addresses if needed.

10. Click **Return to DropBox**.

Change an external user's password

1. Go to dropbox.cornell.edu

2. Click **NetID Login** then login with your NetID and password.

3. Click **Whitelist**.

4. Click to put a check in the *Select* column next to the recipient whose password you want to change.

5. Click **Change Password**.

6. Create a new password for the person and enter it twice. Make a note of the password, as you will need to give it to the person yourself.

   The password must be at least 7 characters long, and contain at least 3 of the following 4 kinds of characters: uppercase letters, lowercase letters, numbers, symbols.

7. Click **Save**.

8. Click **Return to DropBox**.

External Users (People without a Cornell NetID)

If you do not have a Cornell NetID, you can use the Cornell DropBox to share files (both send and receive) with a person who has a Cornell NetID, but only if that person has added your email address to their Whitelist. You cannot share files with other people who do not have a NetID.

You'll need two things to log in: a Login PIN that you'll get in an email when you begin the login process, and the password given to you by the person who has added you to their Whitelist.

Share a file

1. Go to dropbox.cornell.edu

2. Enter your email address and click **Login as Email**. A message with a Login PIN will be sent to your email address (usually within a few seconds). DO NOT close your browser or the DropBox window. You must use the Login PIN within 30 minutes.

   ⚠ Each time you log into DropBox, you will get a new PIN.

3. Open the email message from Cornell DropBox (the subject will be "DropBox External User Login") and copy the Login PIN.

   ⚠ If you've logged into DropBox before, you may see more than one of these messages. Make sure you use the PIN in the most recent message.

4. Paste the Login PIN into the *Login PIN* field in the DropBox window of your browser.

5. Click **Login as Email**.

6. Click **Prepare Upload**. The *Send File(s)* page will open.

7. Specify recipients:

   a. Select a recipient from the drop-down list, then click **add**. You can only share files with Cornell community members who have added you to their Whitelist and provided you with a password.

   b. Enter the password you received from the person. This is NOT the Login PIN.

   c. You can add additional recipients by selecting another name from the drop-down list, clicking **add**, and entering the password you were given by that person.

8. By default, **Notify Recipients by Email** is checked, and we recommend you leave it checked.

9. By default, **cc: <your email address>** is unchecked. If you check it, you will be sent a copy of the notification email, which is an easy way of verifying that everything went according to plan.
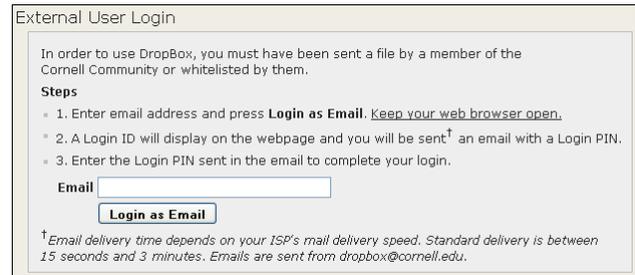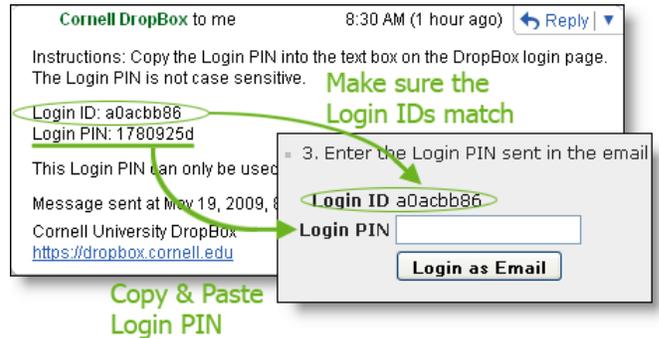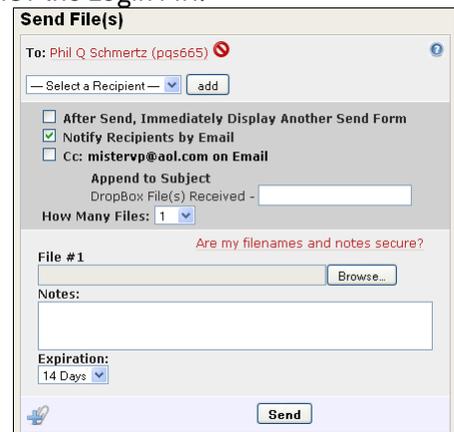
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10. By default, the email subject line will be "DropBox File(s) Received." You can add a short label or description to help the recipients understand what file you are sending.

11. Use the **How Many Files** drop-down list to specify the number of files you'll be sharing with these recipients.

12. For each file to be shared:

    a. Click **Browse** and navigate to your file.

    b. Text entered in the *Notes* field will appear in the notification email message, along with the file name and link.

    c. Use the **Expiration** drop-down list to indicate how long the file will remain available.
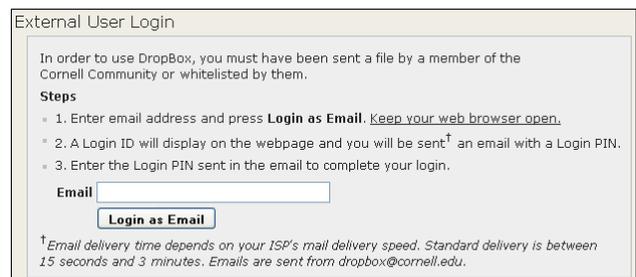
13. Click **Send** when done adding files.

Notify the recipients

- If you left the **Notify Recipients by Email** box checked in step **8** above, each recipient will get an email message with the file names, notes, and links to the files. This is the recommended method.

- If you turned notification off, you'll need to tell your recipients to log into dropbox.cornell.edu and look in their Inbox for your file. The detailed procedure is given above in the **Cornell NetID / Retrieve a file** section of this document.
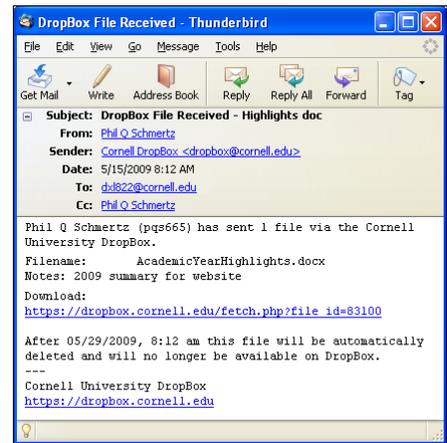
Retrieve a file

1. Click on the link in the email you received.

2. Enter your email address and click **Login as Email**. A message with a Login PIN will be sent to your email address (usually within a few seconds). DO NOT close your browser or the DropBox window. You must use the Login PIN within 30 minutes.
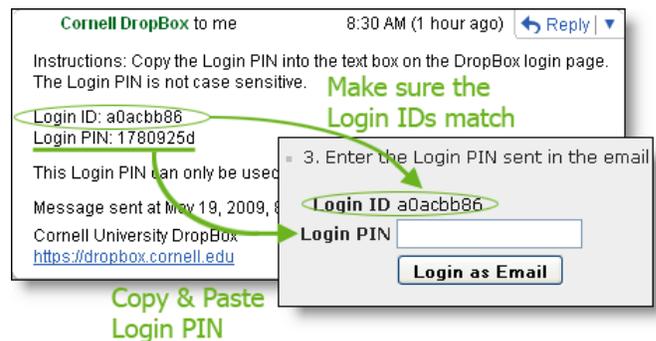
    ⚠ Each time you log into DropBox, you will get a new PIN.

3. Open the email message from Cornell DropBox (the subject will be "DropBox External User Login") and copy the Login PIN.

    ⚠ If you've logged into DropBox before, you may see more than one of these messages. Make sure you use the PIN in the most recent message.

4. Paste the Login PIN into the *Login PIN* field in the DropBox window of your browser.
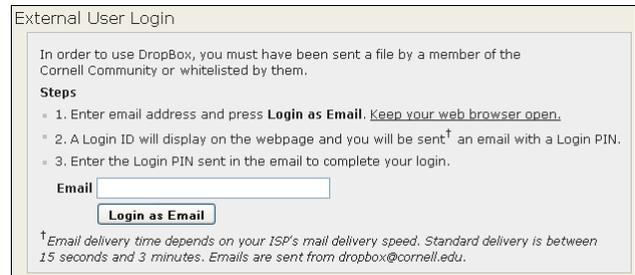
5. Click **Login as Email** again.

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6. Enter the password given to you by the person who sent the file. This is NOT the Login PIN. If you were not given a password, contact the person who sent the file.

7. Click **Continue**.

8. Click **Download**.

9. Read the security notice, then click **Download** again.

10. Save the file.

OR

1. Go to dropbox.cornell.edu

2. Enter your email address and click **Login as Email**. A message with a Login PIN will be sent to your email address (usually within a few seconds). DO NOT close your browser or the DropBox window. You must use the Login PIN within 30 minutes.

> Each time you log into DropBox, you will get a new PIN.

3. Open the message from Cornell DropBox (the subject will be "DropBox External User Login") and copy the Login PIN.

> If you've logged into DropBox before, you may see more than one of these messages. Make sure you use the PIN in the most recent message.

4. Paste the Login PIN into the *Login PIN* field in the DropBox window of your browser.

5. Click **Login as Email**. You'll be shown the contents of your *Inbox*.
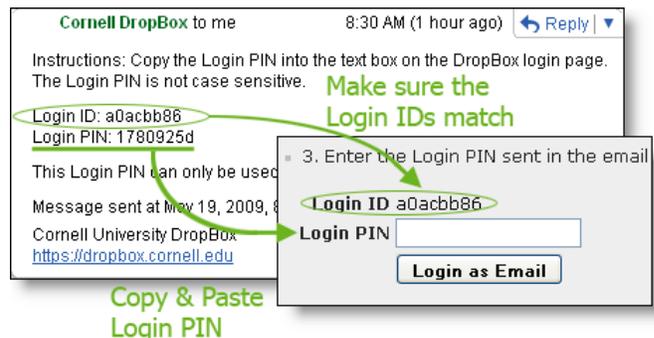
6. Click on the name of the file you want to download.

7. Enter the password given to you by the person who sent the file. This is NOT the Login PIN. If you were not given a password, contact the person who sent the file.

8. Click **Continue**.

9. Click **Download**.

10. Read the security notice, then click **Download** again.

11. Save the file.