

CS - Box -- Tips, Tricks, and FAQs

Downloaded on — May 9, 2025, 3:55 p.m.

Links to Download Box to Your Mobile Device

[iPhone and iPad](#)

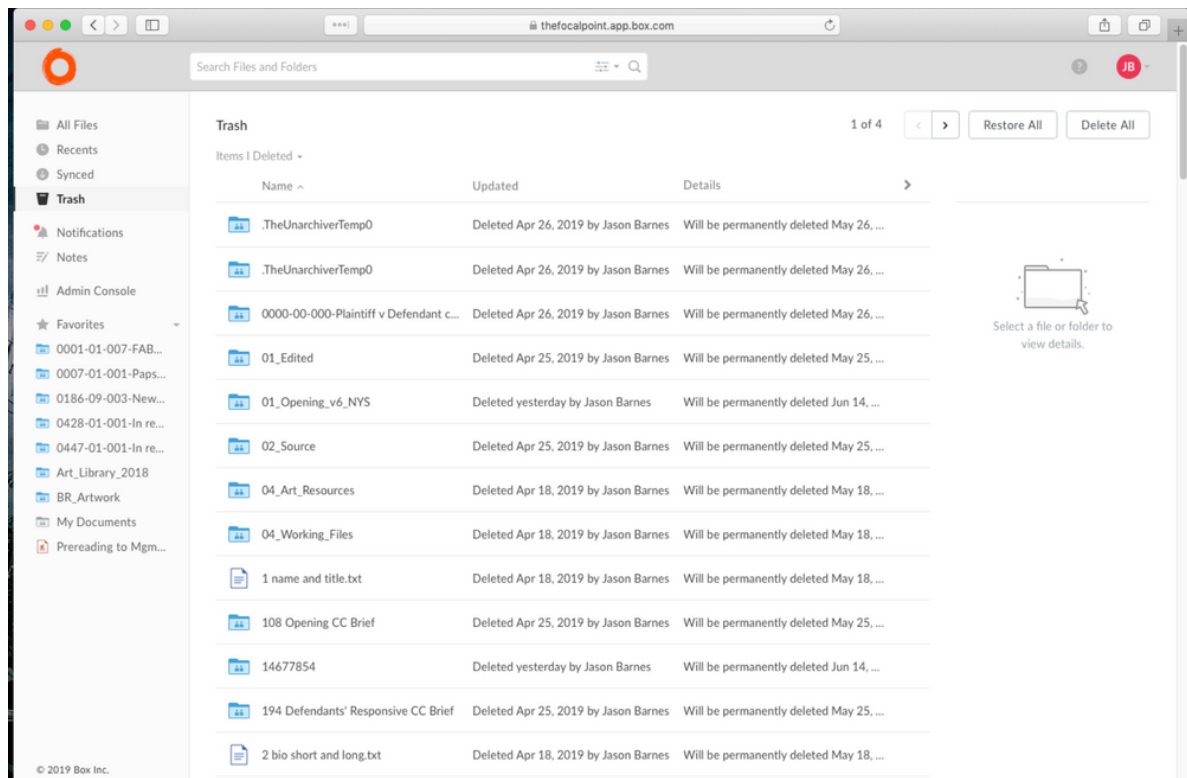
[Android](#)

Information about deleted files

1. Each user has a trash can.
2. If you deleted a file, you can restore it
3. You have 30 days from the day you deleted a file until it is permanently deleted

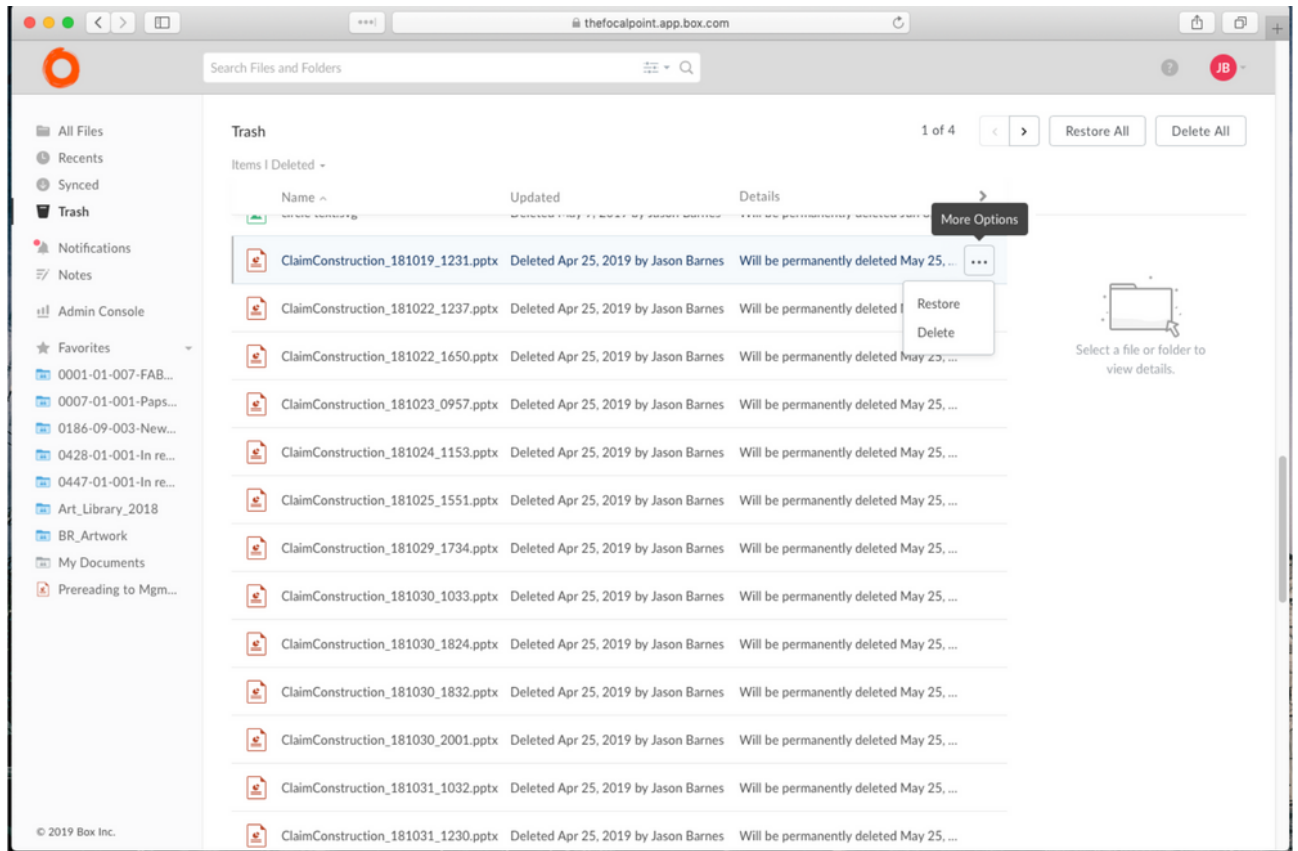
Restore a deleted file

1. Log in to [Box.com](#) on your browser
2. Select your trash can on the left side panel to view all the files you've deleted in the past 30 days



3. Find the file you wish to restore and select it

4. At the far right side of that row, you will see an icon with an ellipsis (three dots), select it
5. Choose "Restore" and the file will be placed back where it was prior to its deletion
6. IMPORTANT: Choosing "Delete" will irrevocably delete that file, now and forever

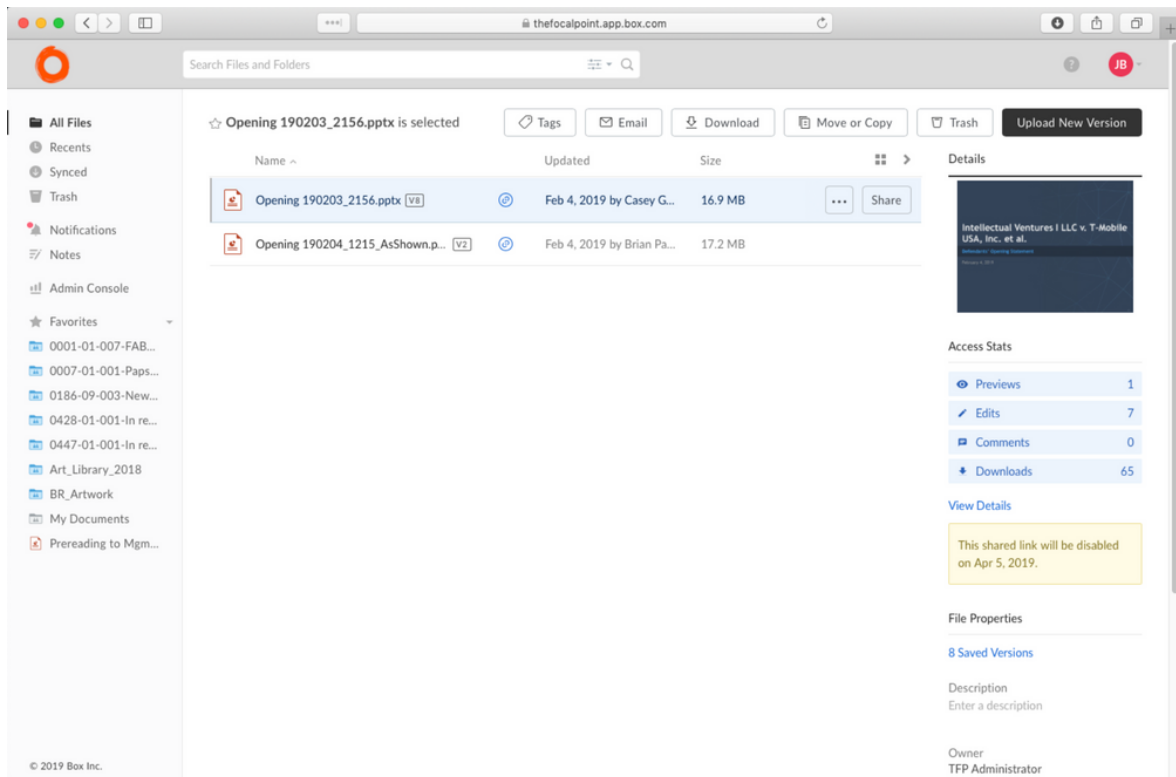


Important concepts for working with files on box.com

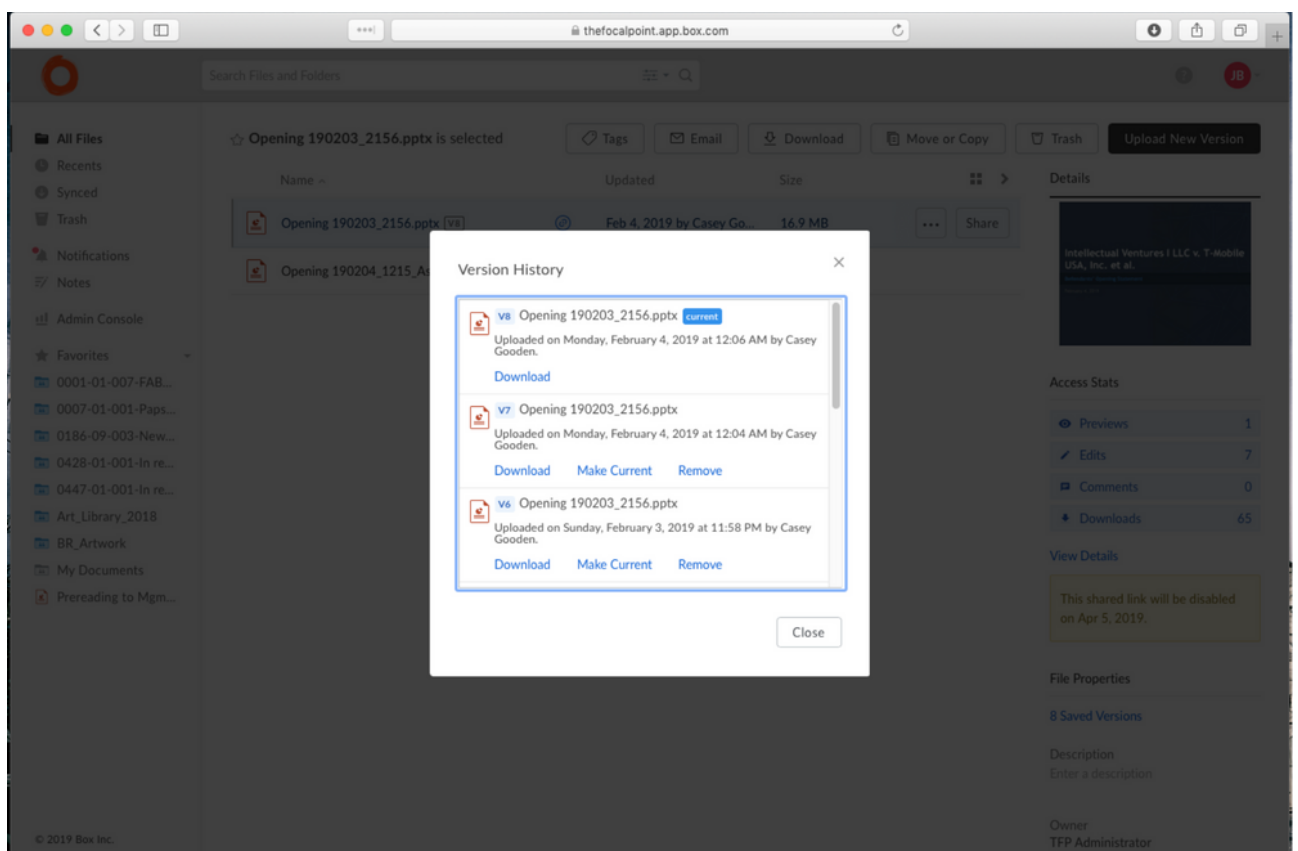
1. Box keeps up to 20 versions of a file that has the same name
2. So, if you are working on a file and you save, and save, and save again, there will be three versions of the file on box
3. These versions are invisible to you when looking at files in the Box Drive folder on your computer
4. The versions are accessible on the box.com interface as shown below

Restore an older version of a file

1. Log in to [Box.com](https://box.com) on your browser
2. Navigate to the file
3. To the right of the file name, you will see a badge with a "V" followed by a number
4. "V3" means there are three versions, "V9" means there are nine versions
5. Click the V-badge

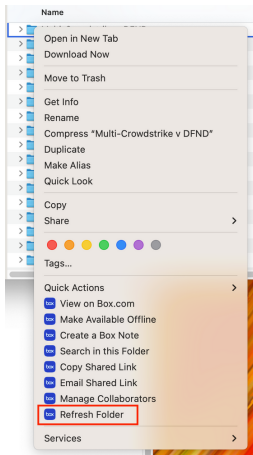


6. In the pop up window, select the version you want and choose to "Download" "Make Current" or "Remove" that version
7. "Download" is usually the best practice - download the file, verify it is the one you want, use Save As to create a new version with the correct date and time stamp and place in the proper folder



I can't see a folder on Box drive but I can find and access it on [Box.com](https://box.com).

Try clearing some cache files in Box and quit and relaunching the program on your computer. The missing files should reappear. Also try right clicking on the folder and then selecting "Refresh Folder" at the bottom of the list. If that doesn't work contact The Core for assistance.



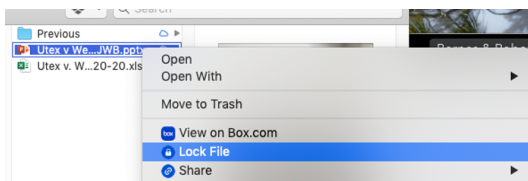
Creating a Favorites folder in the Finder Sidebar

Stay organized by storing links to your cases and often-visited places in a favorites folder for quick access.

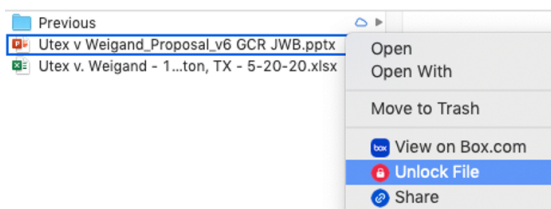
1. Create a new folder with your initials and drag it into the Favorites sidebar.
 2. Navigate to the folder you want to Favorite
 3. Hold down the Option and Command keys as you click and drag the folder to the folder with your initials in favorites.
 4. The link is made and saved in your favorites. Add as many as you like and delete the links at any time.
- Deleting links does not affect the status of the content on Box Drive.

How to Lock a File

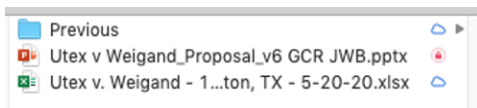
When there is the risk of co-editing with people in a file at the same time, lock the file on Box.



When you finish and save, unlock the file (right click and select Unlock File).



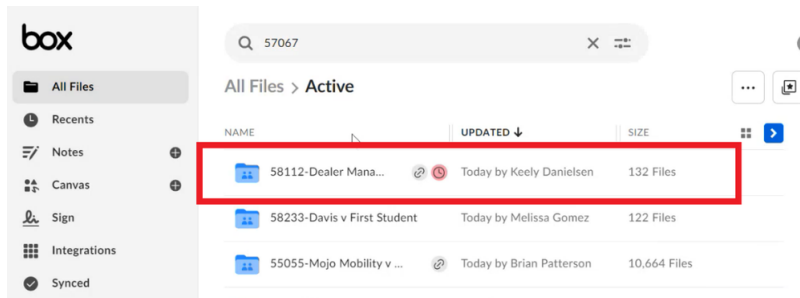
Note that if you lock a file, technically someone can still open it but the red lock icon is visible and at least you'll know who to blame!



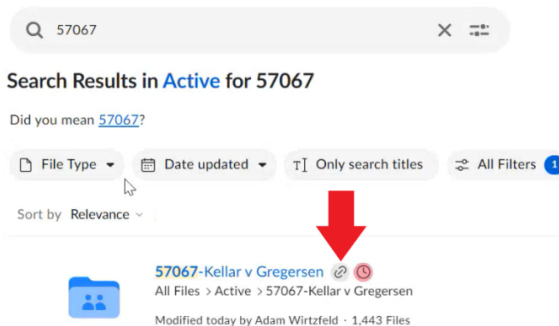
How to Extend the Expiration Date of a Public Link

All public links are set to expire **30 days** from the shared date. A clock icon will appear next to the link icon if the link is set to expire soon.

1. Navigate to the file or folder with pending expiration.



2. Select the link icon.



3. Select "link settings."

Share '57067-Kellar v Gregersen'

×

Invite People

Add names or email addresses

Invite as Editor ▾

Share Link

☐ Shared link is created ⌚

Link Settings

<https://imslegal.box.com/s/41lvy60fqym71zfx>

Copied

✉



People with the link ▾ Can view and download ▾

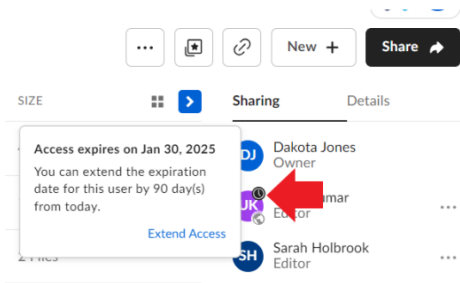
🌐 This content is publicly available to anyone with the link.

4. Adjust link expiration date accordingly.

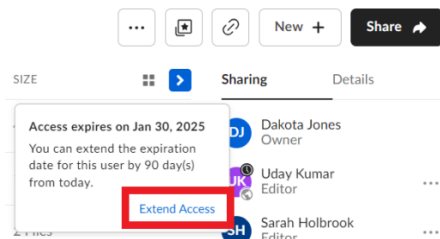
Link Expiration

☒ Disable Shared Link on

Tue, Jan 7, 2025  



3. Select Extend Access to extend the collaborator's access another 90 days.



If any questions arise with sharing a Box link or folder, do not hesitate to reach out to Business Operations team.