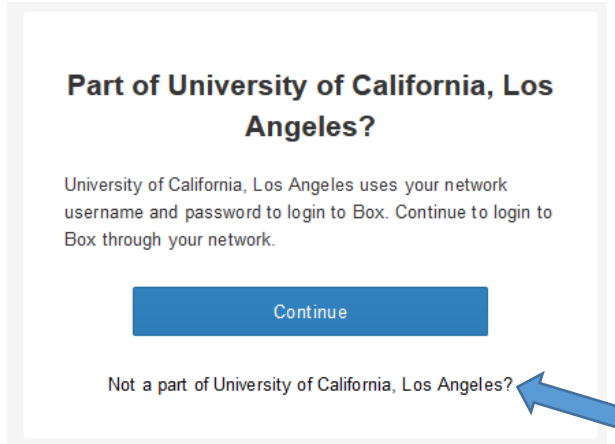# Background

UCLA has two distinct **Box** services: One for the **main campus** and one for **Health Sciences**. Health Sciences users are not allowed to have a Box account on the main campus' Box service, and vice versa.

So, when Health Sciences staff receive a link from the campus Box service, they are led to the campus login page, where they attempt to sign in with either their UCLA Logon ID or their mednet account. However, since they don't have a campus Box account, they get an invalid credentials error.
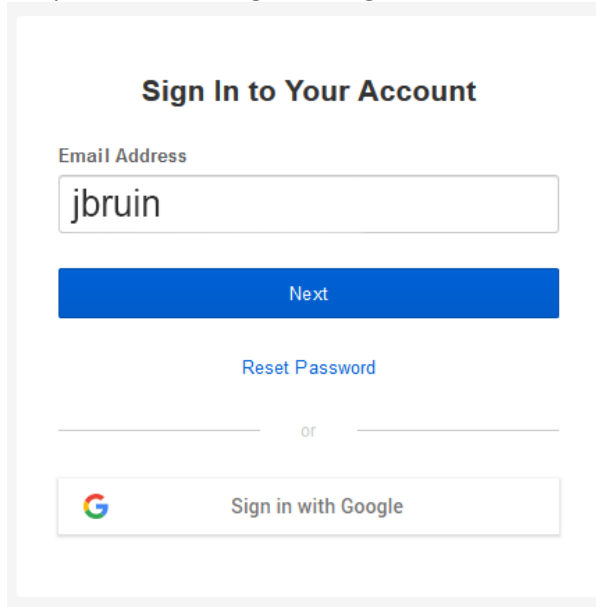
Instructions

While UCLA Client Services continues to investigate a workaround, the Change Management team requests that you refer to the following instructions when sharing Box links with Health Sciences staff:

1. Health Sciences users must click "Not a part of University of California, Los Angeles?"

2. They will be led to sign in using their email address:

3. After clicking 'Next,' the user will be led to the correct login page for the Health Sciences users, which looks like this:

After logging in here, the user should be able to access the Box link.

Alternate Method

Another method is to have the users log on to their Box account first before clicking on any shared links. They can do so by going directly to https://uclahs.box.com, logging in, and then returning to click on the shared Box link.