

# MiShare to Dropbox Web Migration

November 22, 2023



**MICHIGAN MEDICINE**  
UNIVERSITY OF MICHIGAN

# Why the change?

## Background

The current vendor software used as the architecture for MiShare is no longer in line with best practices and puts the institution at significant risk. We are in the process of replacing the software as quickly as possible but do not have an estimated timeline for that replacement as we work through the University of Michigan's procurement process.

## Current State

The CISO/HIPAA Security Officer is disallowing any MiShare process using the Web application, therefore we will be shutting this functionality down as of **December 8th, 2023**.

Future State –In the short term, the recommended mechanisms are:

- Michigan Medicine's version of Microsoft365 tools (SharePoint Online, OneDrive, etc.)
- Dropbox: Dropbox's Team Folders-for secure file storage and communications when sharing and storing sensitive data classified as High.
- Secure email: Utilize outlook and include [SECURE] manually put **[SECURE]** in brackets in the subject line if they know they are sending sensitive data (e.g. MRN, patient info, SSN, etc.). This will ensure encryption of the message and any attachments.

# Common Questions

- Is training available
- How do patients share videos/files with their provider?
- How to enroll
- How to log in to web app
- What does the experience look like for the recipient?
- How is the experience different from MiShare
- How do I know when my file was opened? (use Transfer)

# Training & Resources

There are many options for learning to use Dropbox

KB Article via ServiceNow: [https://michmed.service-now.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0023079](https://michmed.service-now.com/kb?id=kb_article_view&sysparm_article=KB0023079)

Dropbox website learning: [Dropbox training and self-guided courses | Dropbox learn](#)

Choices:

Self-guided learning

Virtual training

Video library

For admins: <https://learn.dropbox.com/video-library/2022-admin-welcome-video>

Users: [How to use Dropbox - a guide to your account | Dropbox learn](#) or

<https://learn.dropbox.com/video-library/2022-team-member-welcome-video>

Using Transfer: [What is Dropbox Transfer and how do I use it? | Dropbox learn](#)

# How to enroll & Log in

1. Go to [dropbox.umich.edu](https://dropbox.umich.edu)
  - **Caution:** Do not go to [dropbox.com](https://dropbox.com) to sign in. For U-M Dropbox go to [dropbox.umich.edu](https://dropbox.umich.edu). Do not select "**Sign in with Google**" or "**Sign in with Apple**," as neither of these options will sign you into U-M Dropbox.
2. Log in with your **@umich.edu** email address to create your account and select the option to **Sign in with SSO**. (You may be taken directly to the U-M Weblogin page, where you can sign in using your uniqname and UMICH (Level-1) password.)
  - **Important:** If you also have a personal Dropbox account, ensure you are logged out of that account on the web and the desktop application **before** creating your U-M Dropbox account.
3. After authenticating through U-M Weblogin, you will be taken to the "**Single sign-on**" page. Click **Continue**.
4. Finally, on the "**Welcome to University of Michigan's Dropbox Business**" page:
  - Confirm your name is correctly listed
  - Check the "**I agree to the Dropbox Business Agreement**" box.
  - Click "**Finish joining the team**."

**After following these steps, your account will be automatically created, and you will be taken to the U-M Dropbox homepage. For best practices on accessing your data in U-M Dropbox, refer to [Dropbox: Best Practices for Accessing Your Data](#).**

Go to videos:

**Admins** [2022 Admin Welcome Video | Dropbox learn](#)

**Users** [How to use Dropbox - a guide to your account | Dropbox learn](#) or <https://learn.dropbox.com/video-library/2022-team-member-welcome-video>

# Sending a file:

1. To send files go to [dropbox.umich.edu](https://dropbox.umich.edu), if you are not UM staff use [dropbox.com](https://dropbox.com)
2. Fill in link "Recipient Email" with \*\*\*@med.umich.edu. Please do not use this e-mail for anything else.
3. Fill in link "Your Email" with your email address
4. Fill in the Security box
5. Click link "Register and Send Files"
6. Follow the prompts to upload video and send.

# Sending a file request:

R

- Please follow the link below to send a video, you will first need to have it saved on your phone or computer, whichever device you are going to use to send it. Please put your child's first/last in the name of your video so when it is opened, the provider will know who it is.
1. To send video/photos go to Dropbox website: <https://mishare.med.umich.edu/>
  2. If you haven't used this website before, you will first click on the link on the bottom of first page: "don't have an account? Register and Send Files"
  3. Fill in link "Recipient Email" with \*\*\*@med.umich.edu. Please do not use this e-mail for anything else.
  4. Fill in link "Your Email" with your email address
  5. Fill in the Security box
  6. Click link "Register and Send Files"
  7. Follow the prompts to upload video and send.

# Responding to file request:

R

- Please follow the link below to send a video, you will first need to have it saved on your phone or computer, whichever device you are going to use to send it. Please put your child's first/last in the name of your video so when it is opened, the provider will know who it is.
1. To send video/photos go to Dropbox website: <https://mishare.med.umich.edu/>
  2. If you haven't used this website before, you will first click on the link on the bottom of first page: "don't have an account? Register and Send Files"
  3. Fill in link "Recipient Email" with \*\*\*@med.umich.edu. Please do not use this e-mail for anything else.
  4. Fill in link "Your Email" with your email address
  5. Fill in the Security box
  6. Click link "Register and Send Files"
  7. Follow the prompts to upload video and send.

# Sending file via Dropbox:

R

- Please follow the link below to send a video, you will first need to have it saved on your phone or computer, whichever device you are going to use to send it. Please put your child's first/last in the name of your video so when it is opened, the provider will know who it is.
1. To send video/photos go to Dropbox website: <https://mishare.med.umich.edu/>
  2. If you haven't used this website before, you will first click on the link on the bottom of first page: "don't have an account? Register and Send Files"
  3. Fill in link "Recipient Email" with \*\*\*@med.umich.edu. Please do not use this e-mail for anything else.
  4. Fill in link "Your Email" with your email address
  5. Fill in the Security box
  6. Click link "Register and Send Files"
  7. Follow the prompts to upload video and send.

# Sharing a file or Transferring a file

## What's the difference?

- Sharing a file: Shares a file without a receipt
- Transfer a file: Shares a file with a receipt email that the file has been downloaded/opened
- **Video:** [What is Dropbox Transfer and how do I use it? | Dropbox learn](#)

# What's the difference between user & admin?

- **User:** a user who doesn't need to view shared documents or folders
- **Admins:** Can create a team to share files so others know what has been completed

**Video:** [2022 Admin Welcome Video | Dropbox learn](#)

# How is the log in experience different from MiShare?

## MiShare

MiShare

Sign On

Username:

Password:

## Dropbox

DropBox <https://learn.dropbox.com/>

[dropbox.umich.edu.](#)

Enter your Login ID and Password

[Forgot password?](#)  
[Need help?](#)

Log in with your @umich.edu email address to create your account, and select the option to **Sign in with SSO**. (You may be taken directly to the U-M Weblogin page, where you can sign in using your username and UMICH (Level-1) password.)

Single sign-on

You are about to sign in to your Dropbox Business account as: @umich.edu

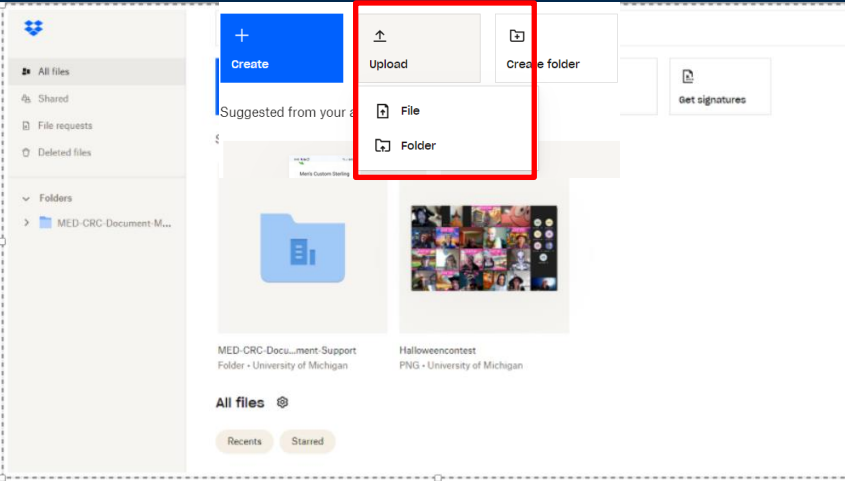
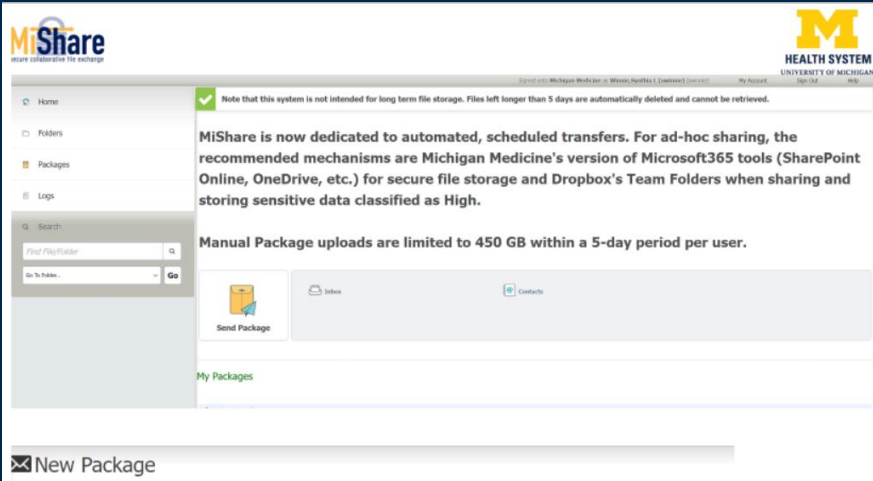
Remember me

# How is the file sharing experience different from MiShare?

-You can select a file or drag and drop

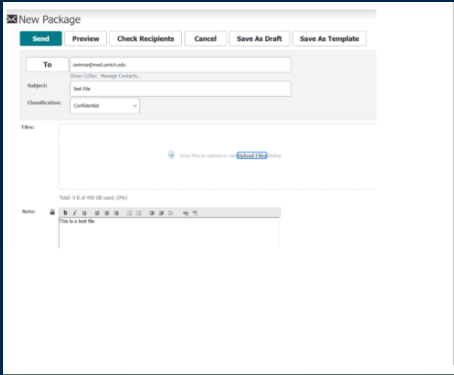
MiShare

Dropbox



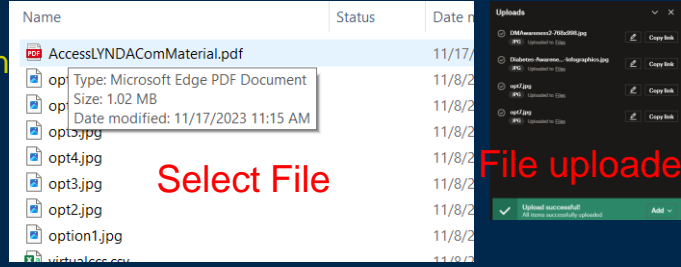
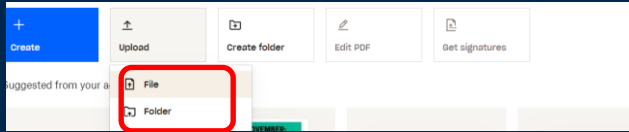
# How is the file sharing experience different from MiShare? (cont.)

## MiShare



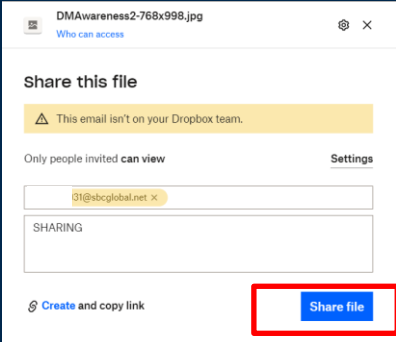
Select Upload  
Select File  
Select Share  
Enter recipient information  
Select Share file

## Dropbox



Select File

File uploaded



# Sharing-What does the recipient see?



University of Michigan

Hi there,

Synthia Winnie ([swinnie@umich.edu](mailto:swinnie@umich.edu)) invited you to view the file  
"Diabetes-Awareness-Infographics.jpg" on Dropbox.

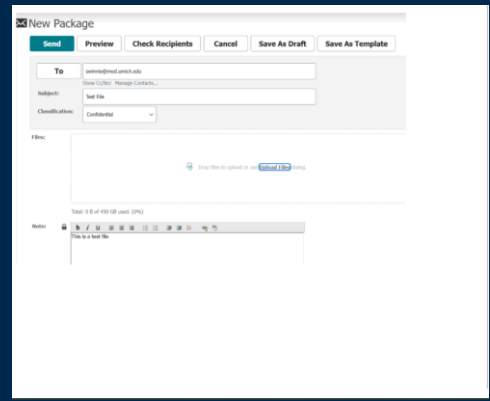


Enjoy!  
The Dropbox team



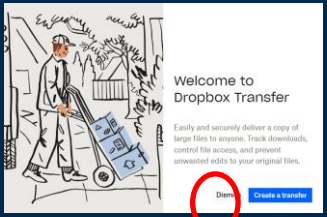
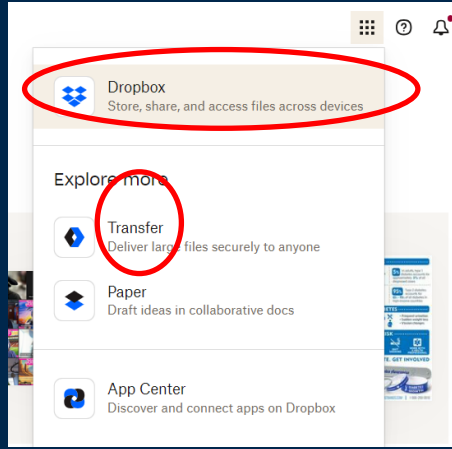
# Using transfer to send a package/file

## MiShare



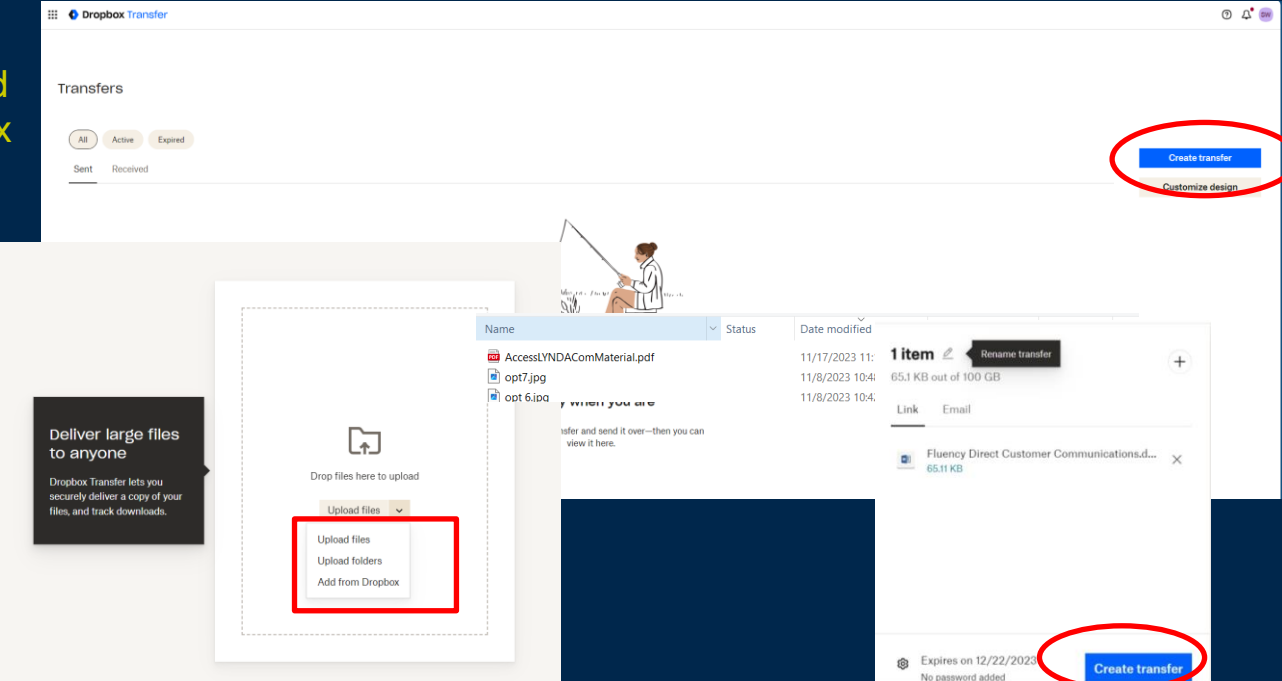
## Dropbox

Select the 9 squares (app icon) at the top of the page  
Select Transfer



# Using TRANSFER to share package/file (cont.)

- Select Create transfer
- Select Upload files, Upload folders or add from Dropbox
- Select file or (drag & drop)
- Select Create transfer



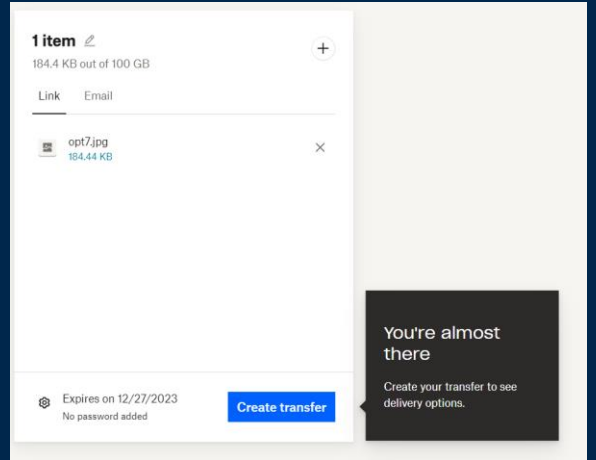
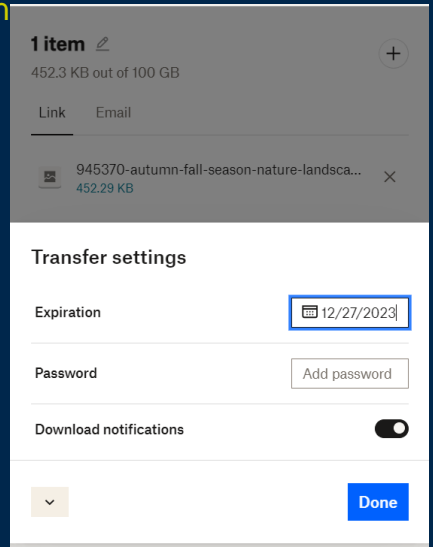
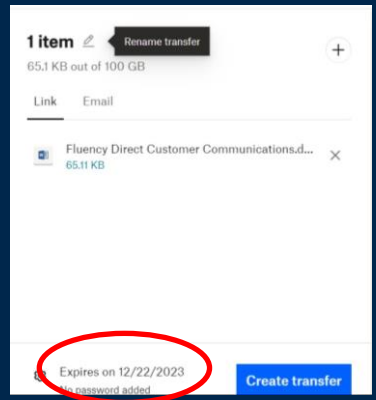
[Video What is Dropbox Transfer and how do I use it? | Dropbox learn](#)

# Using transfer to share package/file (cont.)

Select Expires on \_\_\_\_\_

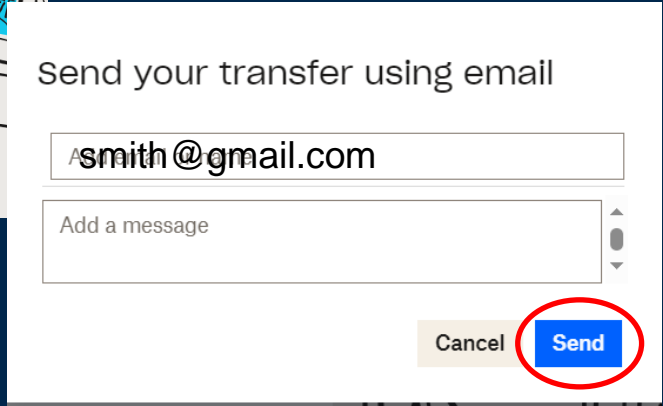
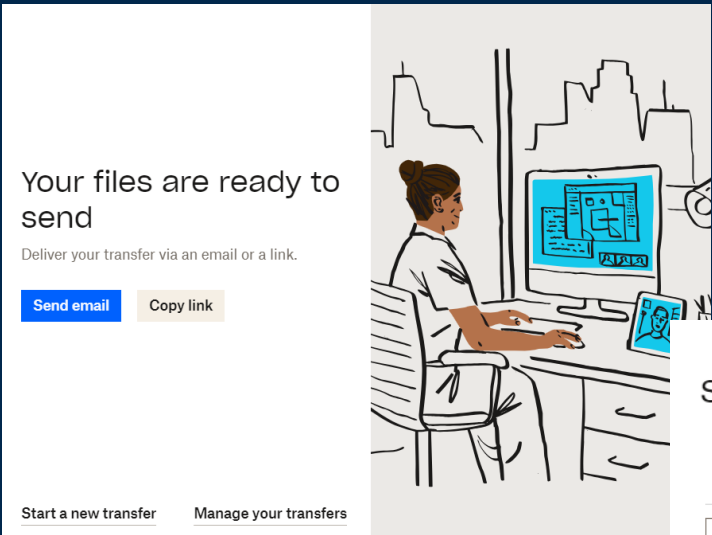
### Transfer settings:

- Expiration Date change exp date (defaults to 30 days)
- Password protect (if desired)
- Notifications-If you want to receive notifications when your transfer is downloaded
- Select Create transfer to complete action




# Using transfer to share package/file (cont.)

- Select Send email (use Dropbox to email)
- or
- Copy link & use outlook
- Add email or name
- Add message if desired
- Select Send



# Sender notifications

See more details



## Your transfer was just downloaded




We just thought you'd want to know.

[Manage transfer](#)

1	1
View	Download


A bit about this transfer

If you want, you can [customize these settings](#)

		
Expires 12/28/2023	No password	Notifications on

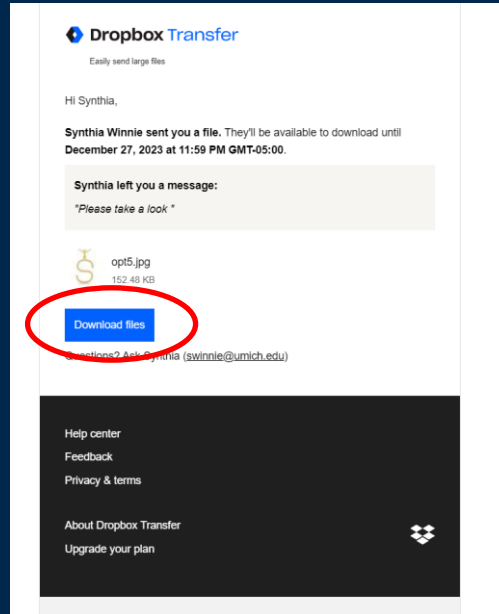
What's in this transfer

1 item • 184 KB

	opt7.jpg
	184.44 KB

# Transfer-What does the recipient see?

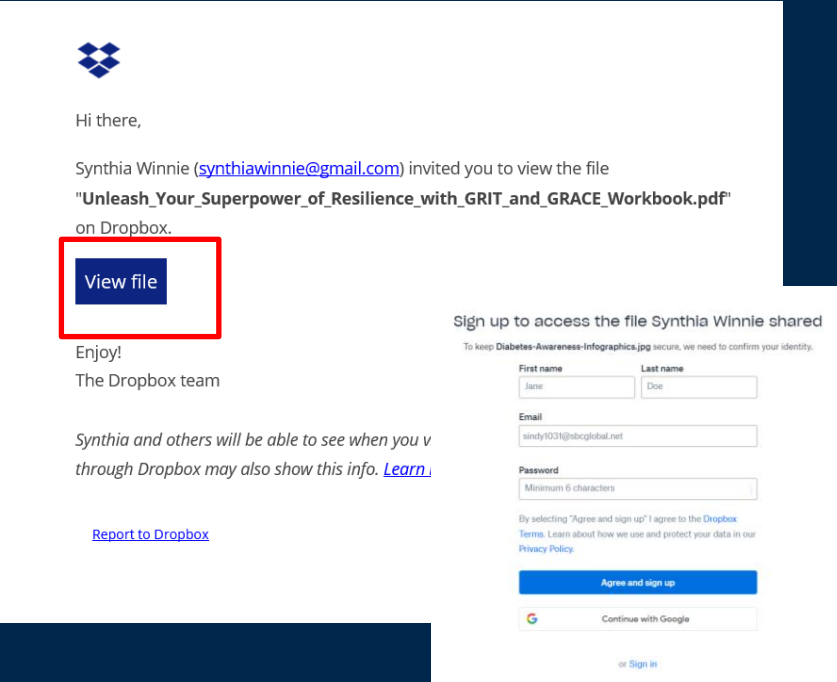
-User just needs to download the file & save to a location, print etc...



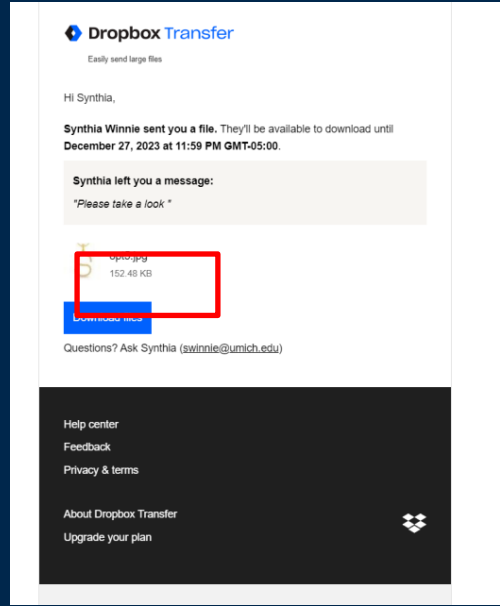
# Recipient (external from UM) difference between Share & Transfer

Sharing-Will be asked to create a dropbox account

Transfer: Will be able to download the files without a dropbox account



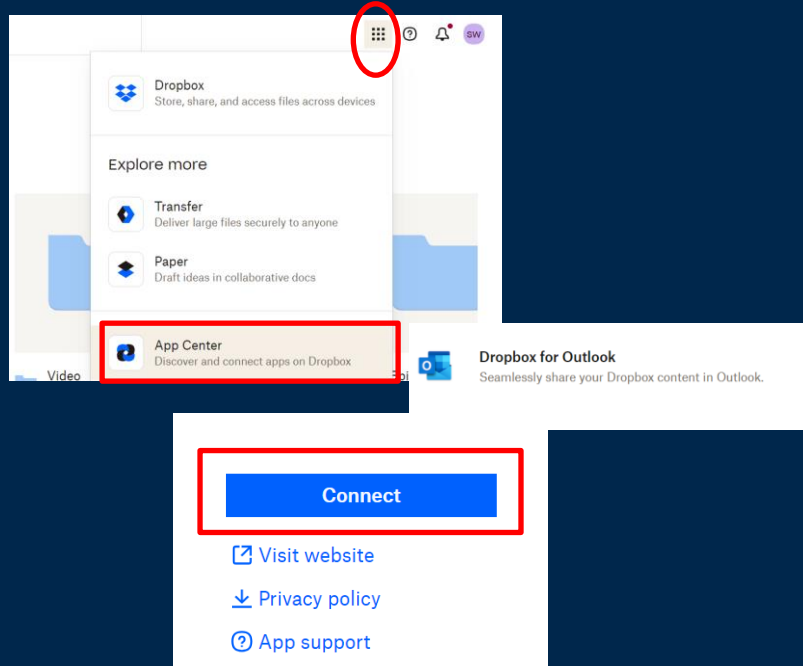
The screenshot shows an email from Dropbox. At the top left is the Dropbox logo. The text reads: "Hi there, Synthia Winnie (synthiawinnie@gmail.com) invited you to view the file 'Unleash\_Your\_Superpower\_of\_Resilience\_with\_GRIT\_and\_GRACE\_Workbook.pdf' on Dropbox." Below this is a blue button labeled "View file" which is highlighted with a red rectangular box. Further down, it says "Enjoy! The Dropbox team" and "Synthia and others will be able to see when you view through Dropbox may also show this info. Learn." At the bottom left is a link "Report to Dropbox". On the right side of the email, there is a sign-up form titled "Sign up to access the file Synthia Winnie shared". The form includes fields for "First name" (Jane), "Last name" (Doe), "Email" (sindy1031@hbcglobal.net), and "Password" (with a note "Minimum 6 characters"). Below the form is a blue button "Agree and sign up" and a "Continue with Google" button. At the very bottom, it says "or Sign in".



The screenshot shows an email from "Dropbox Transfer". At the top left is the "Dropbox Transfer" logo with the tagline "Easily send large files". The text reads: "Hi Synthia, Synthia Winnie sent you a file. They'll be available to download until December 27, 2023 at 11:59 PM GMT-05:00." Below this is a message box: "Synthia left you a message: 'Please take a look'". Underneath is a file preview for "diabetes.jpg" (152.48 KB) with a red rectangular box around the file name and size. Below the file is a blue button "Download now". The text continues: "Questions? Ask Synthia (swinnie@umich.edu)". At the bottom, there is a dark grey footer area with links for "Help center", "Feedback", "Privacy & terms", "About Dropbox Transfer", and "Upgrade your plan", along with the Dropbox logo.

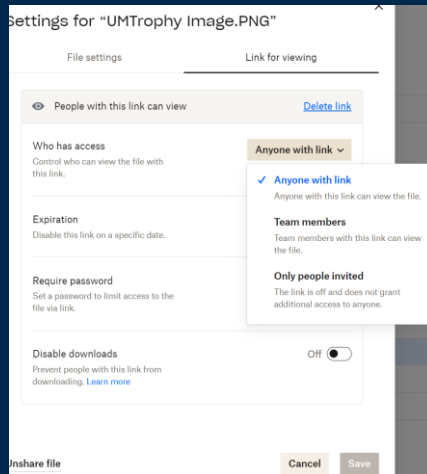
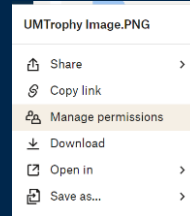
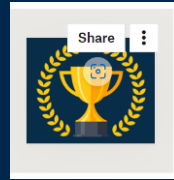
## Sending a document or letter via Dropbox connected to Outlook:

1. Log into dropbox
2. Select the 9 dots at the top
3. Select App Center
4. Search for "Outlook"
5. Select Dropbox for Outlook
6. Once connected close screen



# Sending a document or letter via Dropbox connected to Outlook:

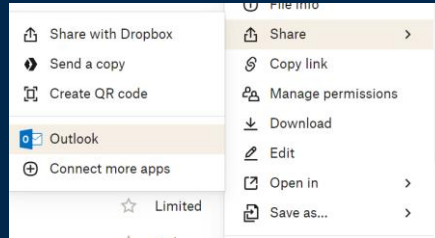
1. Locate file to share
2. Select the 3 dots
3. Select manage permissions
4. Select the gear icon
5. Select Link for viewing
6. Select Anyone with link



In this scenario the recipient does NOT need a Dropbox account.

## Sending a document or letter via Dropbox connected to Outlook:

1. Select the 3 dots at the end of the file you are sharing
2. Select Share
3. Select Outlook
4. Select Link for viewing
5. Select Anyone with link



6. If you are using a resource mail box, select Options, Show from
7. Select your email address, select Other email address
8. Start typing email account and select when it appears
9. Enter the To: address
10. Remove your signature block if it appears
11. The link to the document should be in the body of the email
12. Select Send
13. The link is sent to the email address you sent it to and the receiver will be able to open the file

Other email address...

# Summary

1. As of 12/8/2023 MiShare web access will be unavailable
2. You can convert to Dropbox ANYTIME but MUST by 12/8/2023
3. If you need to a team Dropbox see the training video for ADMINS
4. If you need a receipt that someone has downloaded the shared file, use  
TRANSFER
5. You can use a resource account to send a link to a recipient who will NOT need a  
Dropbox account
6. MiShare is being replaced
7. Additional communications regarding regarding the status of the replacement project  
will be shared

**THANK YOU**



**For questions, concerns or issues please submit a service now ticket to the Document Management Support Team:**  
<https://hits.medicine.umich.edu/about-hits/get-help>

**Knowledge Article:**  
[https://michmed.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0023079](https://michmed.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0023079)