

## Troubleshooting Box Access From Campus Emails

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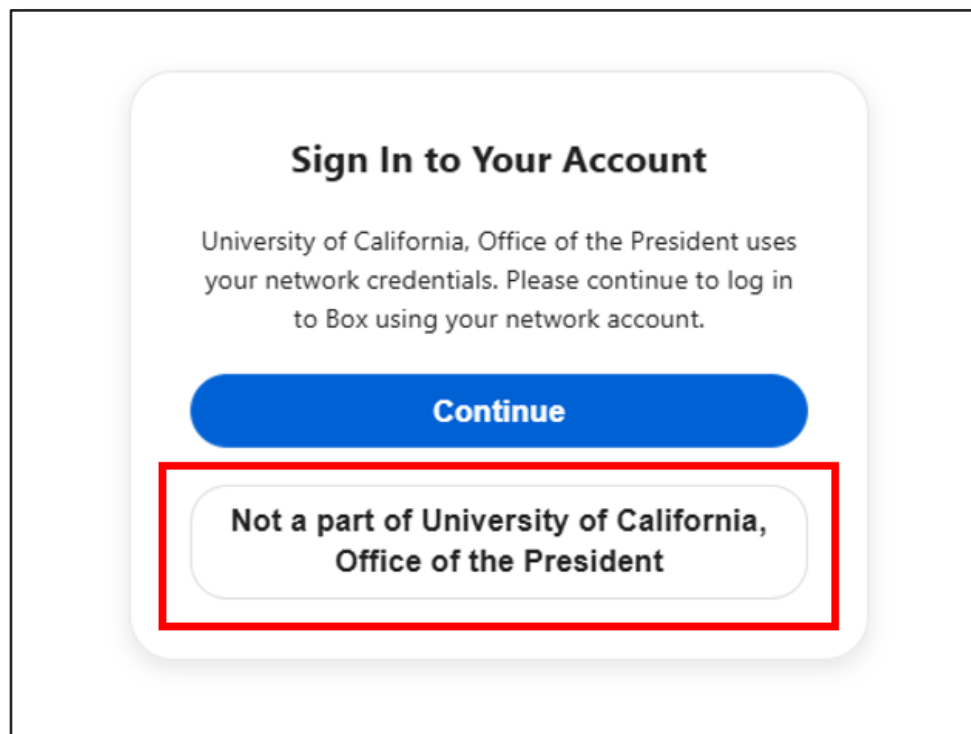
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### ACCESSING BOX FROM CAMPUS ACCOUNTS

Once your access is provisioned, you should receive an email confirming access from Box. You should then be able to access internal process documentation on the [Accounting Manual page](#). To open a Box document, follow these steps:

1. Click the link and sign into your account. If you're on a campus, make sure to choose **Not a part of University of California Office of the President** when signing in.
2. Enter your UC campus email.
3. You will be redirected to your campus single sign on login screen.
4. Enter your username and password and click **Login**.



## UNABLE TO OPEN BOX

To access links to internal process documentation from the Accounting Manual, you must first be provisioned. If you don't have access, request it by emailing the [Accounting Manual inbox](#).

If you already have access but encounter errors opening internal process documents, the issue may be related to your browser, network, or device settings.

If Box won't open (e.g., blank screen or failure to load), try the following troubleshooting steps:

1. Try using another web browser. If you're using Chrome, try Edge or Firefox.
2. Try clearing your web browser's cache and cookies
  - a. [Chrome - Cache and cookies](#)
  - b. [Edge - Cache and cookies](#)
  - c. [Firefox - Cache and cookies](#)
3. Your web browser might be out of date. Check if there is an update available.
  - a. [Update Chrome](#)
  - b. [Update Edge](#)
  - c. [Update Firefox](#)
4. Contact your campus IT support. If none of the above steps help to resolve your issue, you'll need to contact your campus IT support for further troubleshooting.

