

We're moving our application to app.box.com

As part of our ongoing commitment to stability, performance and security, we'd like to notify you that we are moving our web application from box.com to app.box.com on Wednesday, July 10. Don't worry — all existing links will continue to link to your files and folders seamlessly through an automatic redirect. However, there are a few important changes we would like to share.

First, if your organization uses a custom subdomain to access Box, that custom subdomain will be included before app.box.com, i.e.: your custom URL would be <https://yourcustomsubdomain.app.box.com>.

Additionally, if you include box.com as a whitelisted domain, or have specifically whitelisted your custom subdomain, we recommend updating your whitelisted URLs before July 10 to reflect the change to app.box.com.

Please continue reading for a list of answers to potential questions you or your users may have. If you have any further questions or concerns, please do not hesitate to reach out to your Box representative or the team at business-support@box.com.

Users in my organization are unable to access Box. What should I do?

Check to see that your users are not being blocked by an internal firewall. If they are, make sure that you have whitelisted your new Box URL. Your new Box URL will include ***app.box.com**. However, you should make sure to retain the originally whitelisted URL with just ***box.com**. For example, if your custom subdomain is **mycompany**, your new whitelisted URL should be <https://mycompany.app.box.com> (and your originally whitelisted URL would be <https://mycompany.box.com>). If you have whitelisted the new URL, but are still unable to access Box, please contact Box Support at business-support@box.com.

How do I configure my firewall to allow Box and Box Sync as a trusted source?

Please see [Configuring a Firewall for Box or Box Sync](#) in our Box Customer Success Knowledgebase for detailed instructions.

Why am I being logged out and asked to log in to Box again?

When you are logged in, we create a session cookie for secure access to Box. You are likely being logged out because your session cookie is still set to box.com. When you log in again, your new session cookie should be set to app.box.com. If you are still having issues, please contact Box Support at business-support@box.com.

I was logged out and tried to log back in, but wasn't able to log back in. What should I do?

Your browser may have cached an incorrect cookie. Please clear your browser cookies according to your browser manufacturer's instructions and try again. If you are still having trouble logging in, please contact Box Support at business-support@box.com.

Why am I being asked to verify my device again?

When you verify a device, we create a cookie for secure access to Box. The cookie tied to your device is likely still set to box.com instead of app.box.com. When you verify your device, a new cookie will be created with the correct domain. If you are still having issues, please contact Box Support at business-support@box.com.

Will my organization's Single Sign-On (SSO) continue to work?

Yes, your organization's SSO applications should continue to work seamlessly.

Will I still be able to reach the mobile and accessible versions of Box (m.box.com and a.box.com)?

Yes, both a.box.com and m.box.com will redirect automatically to a.app.box.com and m.app.box.com, respectively.

Will I still be able to access Box from other apps?

Yes, you will still be able to access Box from any of our partner applications, as usual. All applications that use the Box API (Application Programming Interface) will continue to function normally.

Will my shared links need to be updated?

No. All shared links created prior to the change will still link to the correct file or folder. If you have a custom subdomain, your shared links will still include <https://yourcustomsubdomain.box.com> in the shared link URL. If your custom links are typically generated with <https://www.box.com> in the shared link URL, they will now be generated as <http://app.box.com> links. However, all earlier links will still be properly redirected to the correct content.

When will the change happen? Can I have early access to test my configurations?

We will be moving our application to app.box.com on Wednesday, July 10, 2013. If you would like your organization to be moved before July 10, please contact Box Support at business-support@box.com.