

Image not found

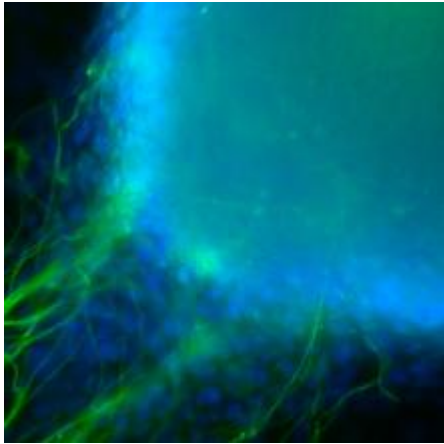
[https://it.ucsf.edu/sites/it.ucsf.edu/themes/custom/it\\_new/logo.png](https://it.ucsf.edu/sites/it.ucsf.edu/themes/custom/it_new/logo.png)

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Home > "This shared file or folder link has been removed or is unavailable to you."

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## "This shared file or folder link has been removed or is unavailable to you."



Dejon Lewis on February 14, 2020



**This shared file or folder link has been removed or is unavailable to you.**

Think it's a mistake? No worries: Just email the owner or get in touch with Box support. We're here to help.

[Get Help](#)

## Error Message:

"This shared file or folder link has been removed or is unavailable to you."

## Reason(s):

- Either the shared link <sup>[1]</sup> for the file or folder has expired,
- the file or folder has been deleted,
- or you have been removed as a collaborator to the shared folder <sup>[1]</sup> and the access type <sup>[1]</sup> setting is set to only be visible to collaborators.

## Resolution:

1. You will need to contact the folder's owner for access to the link. If the link has expired, the folder owner will need to create a new link and send you the new link.
2. If the link has not expired, the folder's owner will need to check the shared link's access type <sup>[1]</sup> setting. Depending on whether you are a UCSF employee or a non-UCSF employee, the folder's owner will need to set the access type <sup>[1]</sup> to
  - **People in your company** for UCSF employees or
  - **People with the link** for non-UCSF employees.

## Required Service Information

UCSF Box <sup>[2]</sup>

## Images



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**GET IT HELP.** Contact the Service Desk online, or phone 415.514.4100

## Site Login Site Index

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**Source URL:** <https://it.ucsf.edu/services/ucsf-box/additional/shared-file-or-folder-link-has-been-removed-or-unavailable-you>

### Links

[1] <https://it.ucsf.edu/services/ucsf-box/additional/shared-links>

[2] <https://it.ucsf.edu/services/ucsf-box>