

Secure Box (CipherCloud)

Information Sessions

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Secure Box: Background



1. Launched UCSF Box in February 2013
 - Many requests to allow UCSF PHI on Box
2. Box signed a UCSF BAA in June 2014
 - Technical solution required to protect UCSF PHI on Box
3. Technical solution: selected CipherCloud in December 2015
4. Secure Box architecture, build, internal testing in Spring 2016
5. Pilot Secure Box Summer 2016
6. Launch Secure Box **October 3, 2016**

Technical Solution: CipherCloud

What is CipherCloud?

- CipherCloud is a cloud security solution, which applies [UCSF's minimum security standards](#) (e.g., control access to and encrypt restricted data) to files on Box.
- CipherCloud works with UCSF's data loss prevention (DLP) tool, which is already used to keep UCSF PHI (PHI from APeX) from being emailed outside of UCSF.

How does CipherCloud work?

1. Files are added to or changed on UCSF Box
2. CipherCloud sends the file to DLP
3. DLP scans the file looking for UCSF PHI and tells CipherCloud the result
4. When UCSF PHI is found CipherCloud takes action

Secure Box: How It Works

There are two pieces to Secure Box...

1. Each user gets a **Secure folder** inside their UCSF Box folder
 - Folder named Secure-first.last@ucsf.edu
 - All files in this folder are encrypted; external collaborators are not allowed
2. Outside of the Secure folder, **all changes are scanned in real time**
 - CipherCloud sends new and changed files to DLP for scanning
 - If DLP detects UCSF PHI, CipherCloud encrypts the file in place, leaves a marker file, and removes public links and external collaborators
 - If UCSF PHI is removed, the file is unencrypted and the marker file is deleted
 - A UCSF Box login and CipherCloud agent required to open encrypted files

Secure Box Technology FAQs

- ***How does CipherCloud get access to my Box folder?***

The first time you attempt to open a .ccsecure file, CipherCloud will ask you to login to grant access to your Box folder. Our public keys are downloaded to your device, and last 30 days before you need to grant access again.

- ***Are you scanning old Box data?***

Yes, in November we will be scanning files created/modified before 10/3/16.

- ***Can CipherCloud lose a file during scanning and encryption?***

No. CipherCloud encrypts a copy of the file, then writes it back to Box *before* deleting the original.

- ***What kind and level of encryption does CipherCloud use?***

CipherCloud uses file-level AES 256-bit encryption.

Secure Box Administrative FAQs

- ***How can I share restricted data with an external collaborator?***
MyResearch supports multi-site studies that involve non-UCSF collaborators. Another option is to sponsor collaborators as affiliates.
- ***Does Secure Box work from outside the UCSF network?***
Yes, Secure Box works everywhere Box works. An internet connection and a MyAccess login are required every 30 days to open encrypted files.
- ***Does Secure Box move my files?***
No, Secure Box encrypts files in place, so they remain in their original folder on Box.
- ***How do I get the agent, app?***
We are pushing the agent to all computers managed by UCSF IT. You can also download the agent from software.ucsf.edu. The CipherCloud app for iOS is available on the [iTunes App Store](#), and for Android on [Google Play](#).

Secure Box Pilot Resources

People

- Service Managers: [Jill Cozen-Harel](#), [Erik Wieland](#)

Documentation

- [Secure Box Project website](#)
- [UCSF CipherCloud Agent Install and User Guide](#)

Downloads

- Mac and Windows agents: software.ucsf.edu
- iOS – Apple iTunes App Store
 - [Box app for iPhone and iPad](#)
 - [CipherCloud app](#)
- Android – Google Play Store
 - [Box app](#)
 - [CipherCloud for Box app](#)

...and while we have your attention...

Common Box Issues

“Box Sync is broken!” or “My folders won’t sync”

- Box Sync will *only* sync folders flagged in the web interface as “Sync to computer”
- “Sync to computer” can be disabled on subfolders (i.e., to save space on their hard drive), and sometimes people forget they’ve done this
- Box Sync will *always* sync folders created in the local Box Sync folder

“My collaborator can’t see the folder I created”

- Folders inherit the permissions of those above them, but if a folder is created at the top level of a user’s Box folder it is not shared with anyone by default
- Not everyone’s name is unique, so sometimes people share folders with the wrong person
- On rare occasions a person has two email accounts, and a duplicate account can be created

Common Box Issues

“My external collaborator is being asked to pay for Box”

- Please ask your collaborator to refer to our documentation [Accessing UCSF Box if you're not part of UCSF](#)

“I have a personal Box account, but I want to use UCSF Box”

- We can bring your personal Box account into UCSF Box. Please call the IT Service Desk or [open a ticket](#).



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