

Updating Your Email Address on box.com

Purpose

The purpose of this documentation is to illustrate the steps taken to update your email address on box.com. The original email address is **example@sbcfire.com** and the new email address is **example@countyofsb.org**.

Requirements

Microsoft Edge is the only browser to be used for updating your email address on box.com

Audience

All County Employees who have access to Box.com

Resources

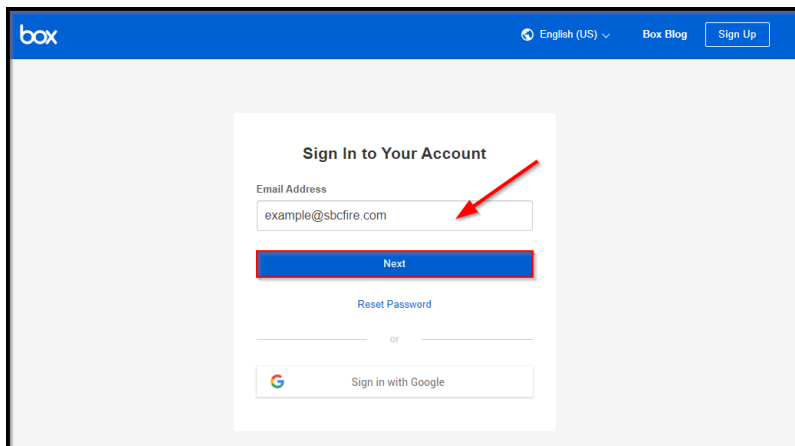
 [Box | Login](#)

Navigation Map

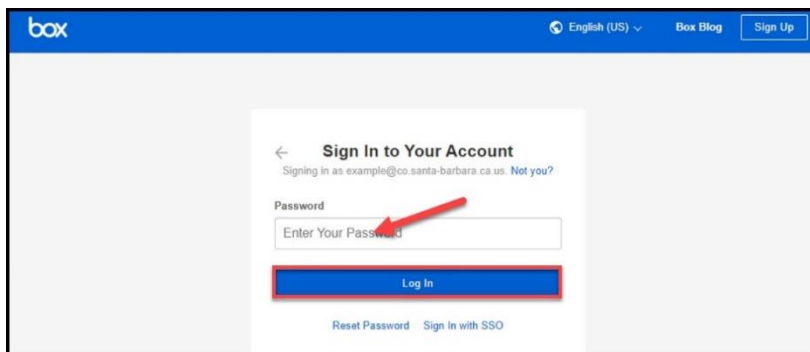
1. Navigate to <https://cosantabarbara.app.box.com> and click **Not a part of County of Santa Barbara**



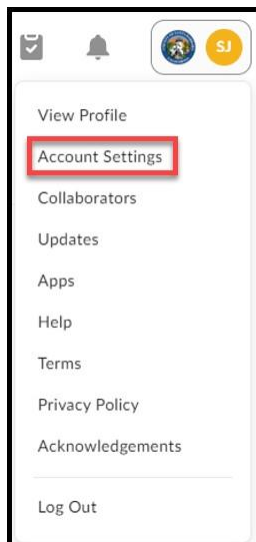
2. Enter in your email address (example@sbcfire.com) and click **Next**



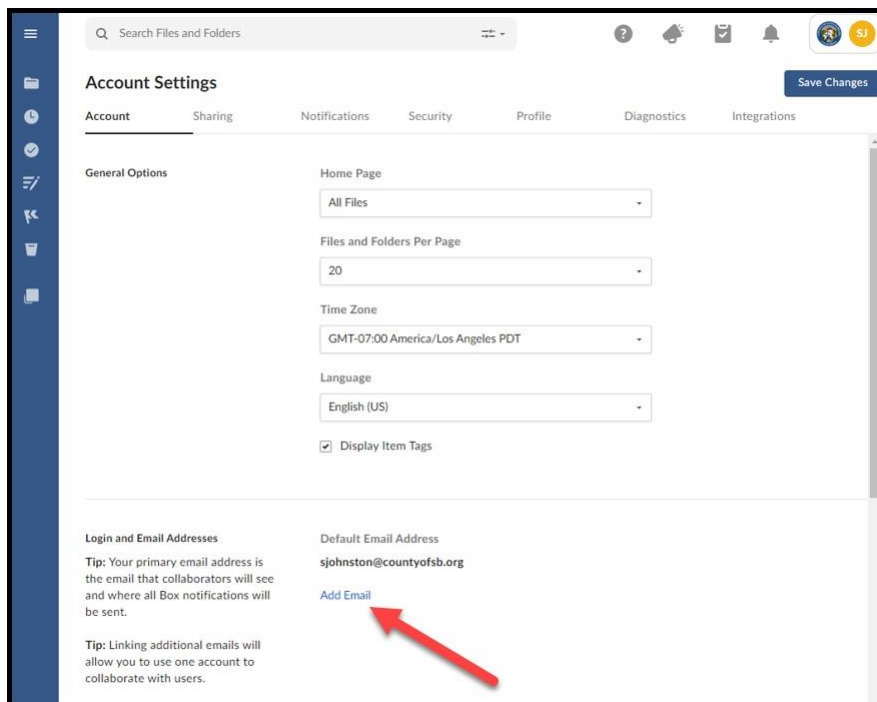
3. Enter in your Password and click **Log In**



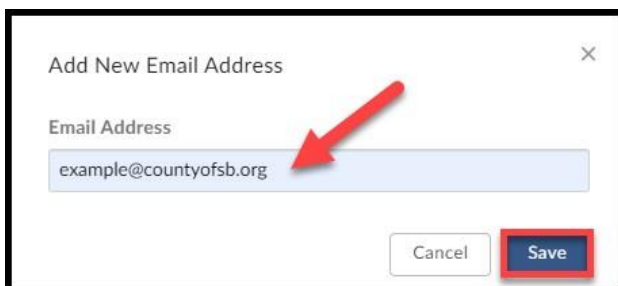
4. Click the circle in the top right corner with initials or image, and select **Account Settings**



5. Click **Add Email** below the Default Email Address toward the bottom of the page



6. Enter your email address with the updated domain: example@countyofsb.org and click **Save**. This will link the new email address to your login and may trigger a verification email to be sent to you.

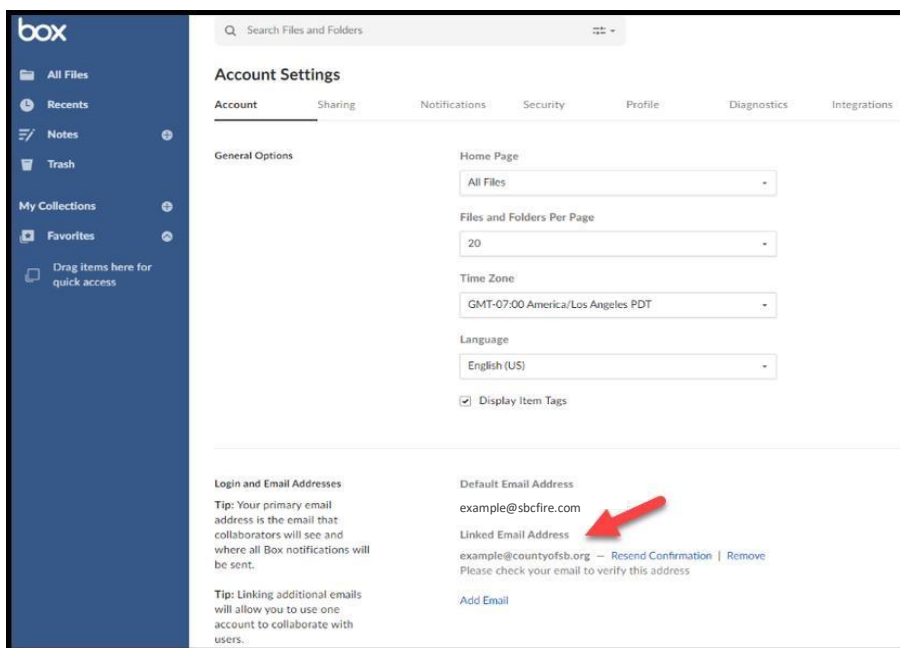


Add New Email Address

Email Address

example@countyofsb.org

Cancel Save



box

Search Files and Folders

Account Settings

Account | Sharing | Notifications | Security | Profile | Diagnostics | Integrations

General Options

Home Page: All Files

Files and Folders Per Page: 20

Time Zone: GMT-07:00 America/Los Angeles PDT

Language: English (US)

☒ Display Item Tags

Login and Email Addresses

Tip: Your primary email address is the email that collaborators will see and where all Box notifications will be sent.

Tip: Linking additional emails will allow you to use one account to collaborate with users.

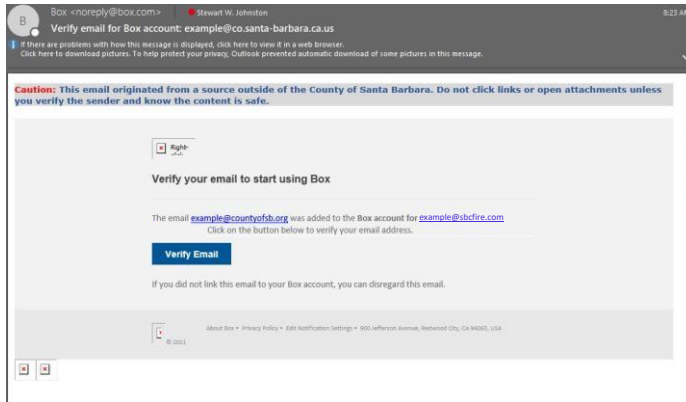
Default Email Address: example@sbcfire.com

Linked Email Address: example@countyofsb.org — [Resend Confirmation](#) | [Remove](#)

Please check your email to verify this address.

[Add Email](#)

7. Navigate to your email for a verification email. If received, click the link and follow the prompts. You may be sent to a page that the email address is verified without requiring login.



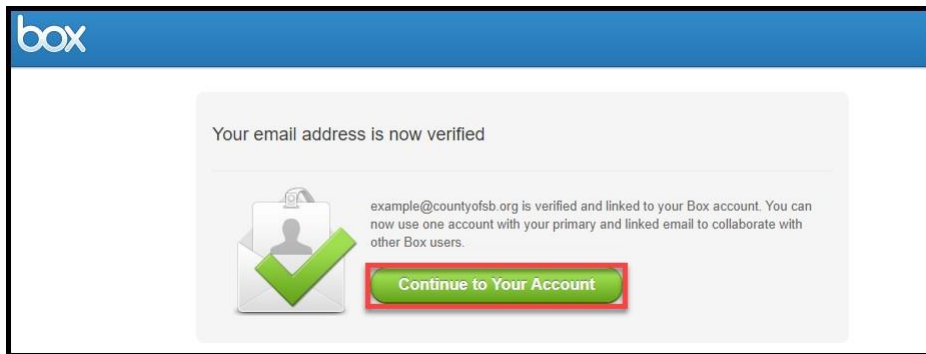
If you do NOT receive the above email, proceed to step 10

Note: You should stay logged in and open URL from email in new tab to re-use authentication. Clicking the above link opens a page that includes your old email address and a log out button. **If you see the old email address populated, DO NOT log out!** This will trigger a bug in the box.com account that blocks the admin from initiating the email address change for you.

8. Enter a **NEW** box.com password per the screenshot below and click **Create**

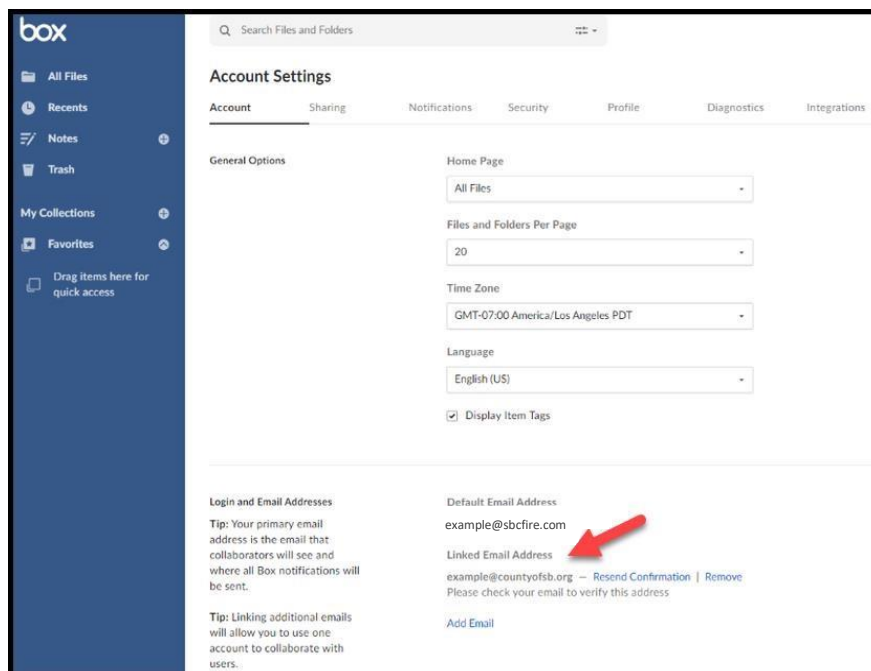
Important: The OLD email address will appear in this step of 'Create a Password.' This is normal. Proceed to enter in a NEW password. DO NOT use any prior passwords and DO NOT log out.

9. Click **Continue to Your Account** if you receive the below screenshot. Navigate to Step 12 and proceed if your new email address was added successfully to your Box account.

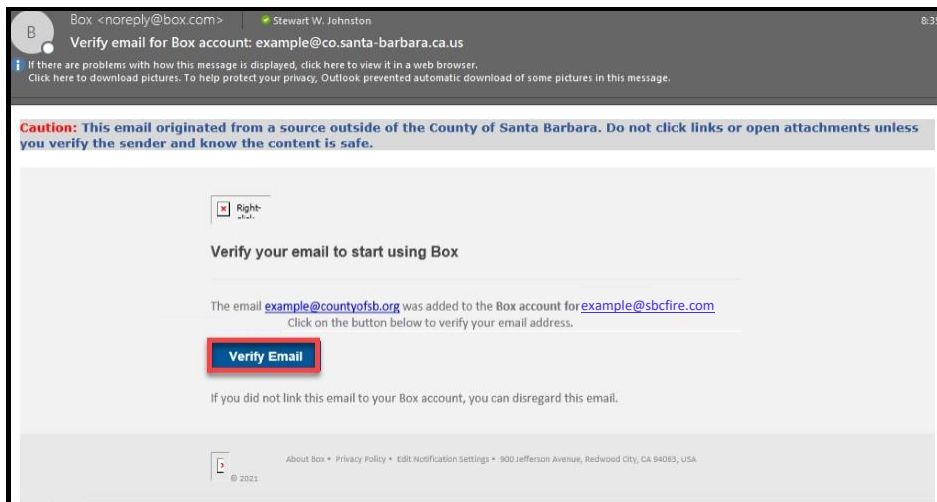


The you may be asked to login to box.com using example@sbcfire.com and the box.com password. If no verification email is received after 30 minutes, login using the same steps as the beginning of this process and click resend confirmation (see next steps if there is an issue).

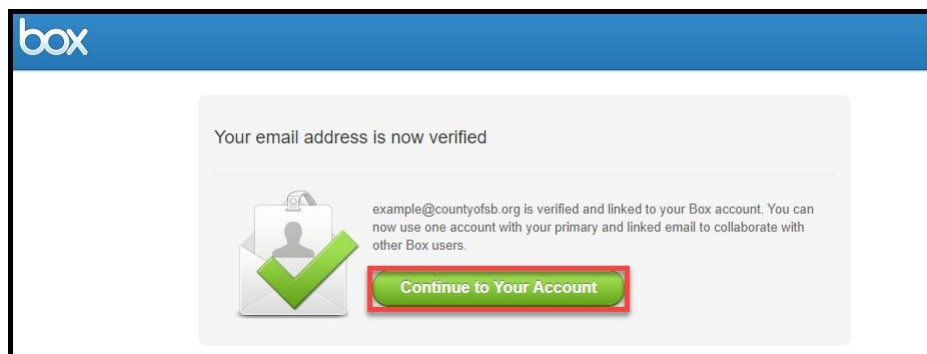
10. Click **Resend Confirmation**



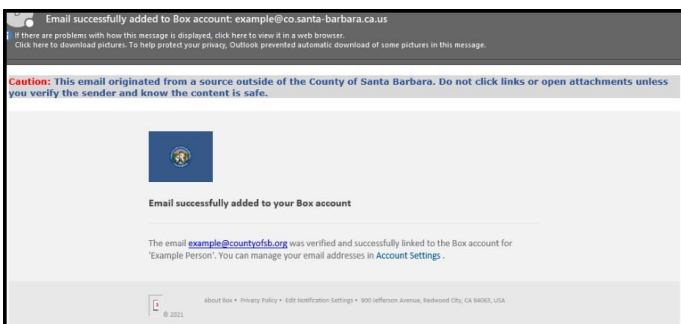
11. Click Verify Email



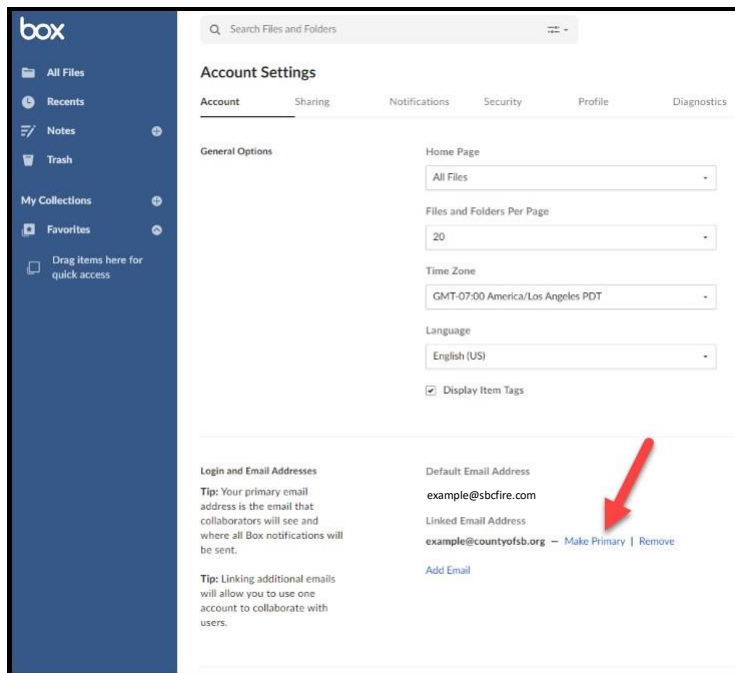
12. Click Continue to Your Account



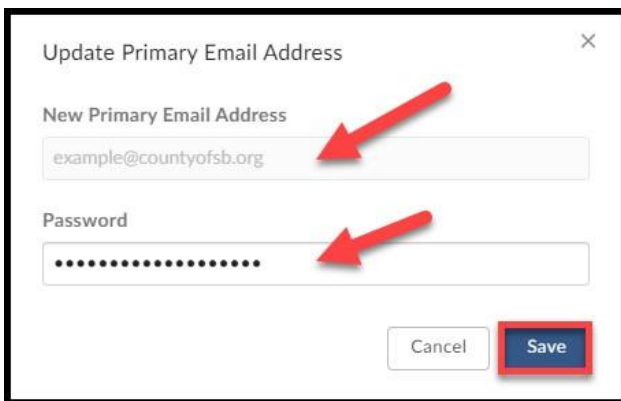
Email showing your new email address was added successfully to your Box account:



13. Click **Make Primary**

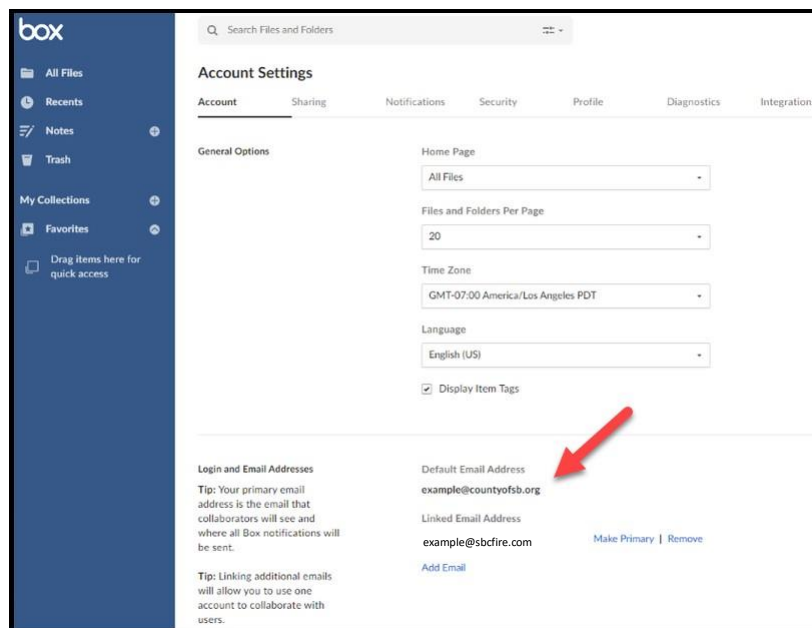


14. Enter in your **Password** and click **Save**

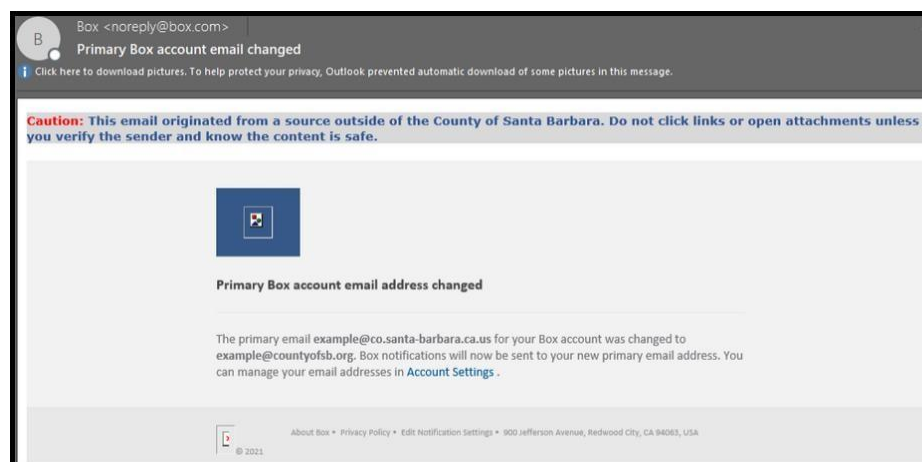


Note: Email address will be pre-populated

Confirmation that your Default Email Address has been updated to *countyofsb.org*:



Email confirmation of primary email change:



You may now logout and log back in using the "Continue" button on login screen which is using Single Sign On.