# E-File for Enrollment Audit

Local education agencies (LEAs) may elect to complete their initial documentation review through a remote document review. A remote document review requires the creation and submission of e-files. For the 2021-22 school year, OSSE will continue to use Box as the platform for providing the e-files. The Enrollment Audit Child Count Application (EACCA) will have a link directly to the school folder in Box for uploading enrollment audit e-files. The e-files must contain the required documentation for all enrolled students. LEAs should confirm participation in remote document review by Monday, Aug. 2, 2021.

Prepare Student e-files for Remote Review
1. Organize the DCRV form and all applicable residency verification forms and supporting residency documentation (i.e., OPC Form) into 15 GB (max) .pdf files.
2. Files should be created and loaded into the Enrollment Audit Box folder in the following order:
    a. School and Non-Public (for entire LEA)
    b. Enrollment Audit Population (K-Adult, pre-K 3 and pre-K 4)
    c. Student last name, student first name
        i. Student names shall align with spellings as displayed in the EACCA
        ii. Include student date of birth if more than one student has the same first and last name

3. If a school's Enrollment Audit Population folder exceeds the file size limits, break the group in half, alphabetically by last name (Ex. A-M, N-Z).
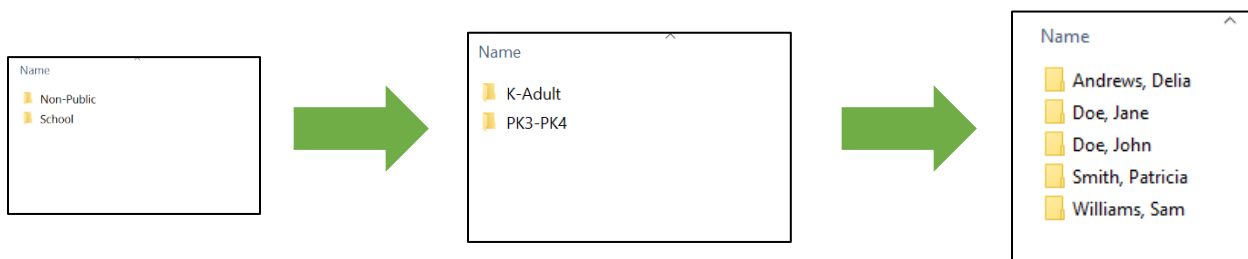
4. In each student folder, the supporting residency documentation should immediately follow the DCRV form for that student.
5. Submit final e-files by **"e-file due date" indicated in workflow schedule in EACCA** – LEAs will have access to the folders up through this date to change as needed.

While e-files are due on the e-file due date indicated in the EACCA, LEAs will still be assigned an initial documentation review date that initiates the phases of issue resolution. Details on these dates will be released in the workflow schedule in the EACCA.

File type constraints

Box Drive will not sync files that the program ignores or blocks. Ignored files include invisible in Windows Explorer or Finder, such as temporary or system files. Blocked files include file types that Box Sync or Box Drive does not recognize.

Box Sync still requires read permissions on these files in order to determine if the file should be blocked or ignored during the scanning process.

Preferred File Types:

- .pdf
- .jpeg
- .jpg
- .png

Box Drive ignores the following file types and shortcuts:

- Temporary files and folders (.tmp and files starting with the ~ character)
- Backup copies of files (.bak)
- System and hidden files (hidden folders are synced but hidden files are not synced: such as ._dstore, desktop.ini, thumbs.db).
- File names that start with a **dot "."** are considered hidden files.

Warning

- Hiding any file or folder in Sync also deletes that content.
- Shortcuts created via Windows Explorer or Finder
- Hard links (a file that has multiple directory entries associated with it will not be synced)
- Symbolic links
- Shortcuts created via Windows Explorer or Finder (.lnk)
- File names that are exactly 8 uppercase hexadecimal digits (0,1,2,3,4,5,6,7,8,9, A,B,C,D,E, or F) with no extension – for example: 1234AD38 or ABE32BD0.
- File names containing special characters
- Web based documents (such as .gdoc, .gsheet, and bookmarks) will not sync to the Box Drive folder.
- .qbi files

Box Drive **block**s the following file types:

- .pst
- .qbw
- .nd
- .qbw.tlg
- .tlg
- .des
- .qba
- .qba.tlg
- .qbr
- .qby
- .qdt
- .pdx

These file types can be uploaded and stored in Box via the Box website, but Box Sync will not recognize them. They will not be synced even if they are in a synced folder.

Microsoft Access database files (.accdb and .mdb):

Due to the saving behavior of Microsoft Access, it's likely that Box Drive will create duplicate copies of .accdb and .mdb files. Even one user working on a file can cause conflict copies due to how frequently Access makes changes to the database file.

Box Drive users can copy the file out of the Box folder and copy the file back into the Box folder after the changes are made to upload the changes to Box.

Mac Package Files

Box Drive does not support (.app) Mac package files. You will see an error from Finder if you attempt to copy a package file into Box Drive. Package files uploaded by Box Sync will appear as problem items in Box Drive.

Folder name constraints

Some operating systems do not support item names containing some special characters. If you attempt to sync files or folders names containing these characters, Box Sync prompts you to rename the item using the underscore character.

Box OS-independent restrictions:

- Box does not support '/' and '\' anywhere in a file or folder name or whitespaces at the beginning or end of a file or folder name.

Windows OS restrictions:

- < (less than)
- > (greater than)
- : (colon)
- " (double quote)
- / (forward slash)
- \ (backslash)
- | (vertical bar or pipe)
- ? (question mark)
- * (asterisk)
- If Windows does not support certain characters in file names, Box marks them as problem files. See the list of Windows file name restrictions. Windows file name restrictions also shown below:
- Windows does not support folder names that end with a . (period) character.

Mac OS restrictions:

- Box does not support opening spaces.
- Box does not recognize Mac's character conversion in file names (for example, Mac changes any occurrence of / to : in file names).
- If Mac does not support certain characters in file names, Box marks them as problem files. Contact Apple support for recommendations on renaming files, folders, or disks.

If the item on Box has an unsupported name, rename the item on Box and Box Drive will re-process the download. If the local file has an unsupported name, rename the file locally.

Source: https://support.box.com/hc/en-us/articles/360043697614-Miscellaneous-Box-Drive-Error-Notifications

File size constraints

The maximum file size limit for uploads to Box : **Enterprise - 15 GB**

To confirm the file size limit for your account, log into Box. In the upper-right-hand corner, click your account icon. From the menu that displays, click **Account Settings**. On the page that displays, scroll down to the **Account Details** section. Your **Max file size** is listed in this section.

*You will have an Enterprise file size, with respect to OSSEs BOX account, which is an Enterprise Account.

Troubleshooting Uploads to Box

If you are having trouble uploading files or folders, please try the following troubleshooting steps:

- Please ensure your web browser is the latest version of Internet Explorer, Safari, Firefox or Chrome.
- Try clearing your browser's cache. If this does not resolve your issue, please proceed to the next step.
- Verify that you are using one of our recommended operating systems.
- Verify that the file's name is valid. Box only supports file or folder names that are 255 characters or less. File names containing non-printable ascii, "/" or "\", names with leading or trailing spaces, and the special names "." and ".." are also unsupported. Box supports only Unicode Basic Multilingual Plane (BMP) characters in file and folder names.
- Verify that the file or folder's path on Windows machines under is the 255-character Windows limitation. Folder paths that exceed 255 characters may truncate the content's name before uploading to Box.
- Make sure you are uploading files smaller than the maximum for your account type. To determine your maximum, click on your initials in the top-right corner of the page and select **Account Settings**. Then, click on **Account** and your **Max file size** will be listed under **Account Details**.
- Try uploading using the **Upload Files** method instead of **Upload Folders**, or vice versa.
- Please note that Internet Explorer does not support Upload Folder, only Upload Files. If you need to upload folders, please use a different web browser.
- Check your network connection to Box. If connected to the internet with a wireless card, check to see if the connection to the internet drops intermittently. If this is the case, we recommend the **Upload Folders** method.
- Try temporarily disabling or configuring your firewall to allow Box as a trusted site. You may find that your anti-virus software includes a built-in firewall. If you are attempting to access Box from an office setting and experience upload issues, then please contact your IT administrator or internal Help Desk.
- Proxy servers may sometimes cause failed uploads. If you see the error message: **An error occurred with the upload. Please refresh the page and try again**. Please contact your IT department or Help Desk and ask them to check your proxy configuration.

- Box Accelerator is a global data transfer network that improves the speed of your uploads. If you are having issues with uploads, try turning this off temporarily:
- Go to **Account Settings** and click the **Sharing** tab along the top. Select/deselect the **Enable Box Accelerator** option under **Uploading Content**. Click **Save**.
- We recommend leaving the **Enable Box Accelerator** option checked since slowness is usually a temporary network condition that will clear itself.

Potential Causes of Slow Uploads:

Slow upload speeds can have a variety of causes.

Note:

Box does not limit, throttle, cap, or shape upload bandwidth for individual files.

Box does perform processing on each file which can impact the total time it takes to complete an upload, particularly when uploading multiple files. But this does not limit the bits/second of your machine's connection to Box.

For more details please read our Fair Use Policy.

If you find that your upload is taking longer than it should, we have listed a few reasons that may affect upload speeds.

- **Firewalls:** Firewalls can slow down or block the upload process. If you use third-party software, try **temporarily** turning off firewalls such as ZoneAlarm, the built-in Windows or Mac firewall, or any others.
    - Simply configuring your firewall to allow the Box domains will likely solve this issue.
- **Business network restrictions:** Users accessing Box from an office setting may find that their IT department has blocked or slowed down connections to Box.
    - Try consulting your IT department on restrictions they may have placed on uploads or unapproved websites.
    - You can determine this by leaving your company network (e.g., try a coffee shop with Wi-Fi) and seeing if the issue persists.
    - VPNs may cause your IP address to be misplaced and inadvertently place your computer in another geographic location other than your actual location. This can affect your upload speeds. Ask your network / IT department if a VPN could be changing your actual location on the internet.
- **Browser Specific Issues:** Try a different browser or computer. Users may find that their upload speeds increase on alternative browsers.

- **Device Specific Issues:** If your upload speed has not improved after you have tried updating and/or switching internet browsers, please try a different computer to help isolate the issue.
    - If your upload speed increases on another computer, then you will know that the first computer itself was causing the slower speed.
    - If your speed does not increase, then this is most likely an issue with your internet connection.
- **Internet Service Provider:** Sometimes slow upload speeds are the fault of your Internet Service Provider.
    - We recommend a high speed internet connection with high upload speeds.
    - Often with Cable and DSL, the upload speed is significantly slower than the download speed. This will result in fast loading times for most websites and file downloads, but slow uploads.

A Note on Kilobytes vs. Kilobits:

There is a difference between "Kb" (kilobit) and "KB" (kilobyte). One kilobyte is equal to eight kilobits. Internet service providers (ISP) often calculate and advertise upload and download speeds in terms of "**Kbps**" (kilobits per second) while Box uploads are calculated in terms of "**KBps**" (kilobytes per second). Therefore, if you are seeing browser upload speeds of 30 KBps this would be interpreted as 240 Kbps by your ISP.

Bandwidth:

Upload speed depends on your network connection and a component of this is **bandwidth**.

- Bandwidth allowance determines the amount of data that can pass from the Internet to your web browser in a given amount of time.
- A smaller bandwidth results in a longer time that it takes Internet data to transfer on your web browser.

Source: https://support.box.com/hc/en-us/articles/360044196773-Troubleshooting-Uploads-to-