



Creating a Box.com Account

Effective Monday, November 3, 2025

Important: The email address associated with your Box.com account **must match** the **primary email address** you use in **CM/ECF**. This ensures documents can be shared correctly with your account.

1. Go to www.box.com/login.
2. To Create Your Account:
 - a. Click **Sign Up** in the top-right corner of the Box login page or go directly to the sign-up page: [Signup Page | Powered by Box](#).
 - b. Enter the same email address you use for CM/ECF when creating your Box account.
3. To include secondary emails for support staff:
 - a. Click on your initials in the top right and select Account Settings.
 - b. You may add additional email access to your account by clicking the Link Personal Email option and adding support staff emails. Remember to save any changes in the upper right corner.
 - i. Once emails are added, you will be prompted by box to send a confirmation email to those addresses to confirm the additional accounts and login to box. **(They will need the shared password to the main account login).**

Accessing Sealed Documents via Box.com

1. After completing box registration:

- a. When sealed documents are shared to your box account by the Court/USPO, you will receive two emails:
 - i. NEF (**Notice** of Electronic Filing).
 - ii. Box.com (**Access** document(s)).

Case Number: 3:25cr123
Document Number: [1](#)

This link expires on November 03, 2025 08:04 PM.

Please DO NOT RESPOND to this e-mail because the mail box is unattended.

United States District Court
Western District of North Carolina

WARNING - CONFIDENTIAL

The document attached to this email is a restricted and/or sealed court document and is intended only for the recipient noted above. If you are not the intended recipient, do not read, copy, use, forward or disclose this communication or the attached document to anyone. If you are the intended recipient, do not forward or disclose this communication or the attached document to anyone outside your agency or organization. Unauthorized disclosure of restricted and/or sealed court documents is not permitted and may result in court action.

- iii. Click the **Document Number** link in the email. You will be prompted to **log in to Box.com** to view the sealed file.
 - iv. Please retrieve the document(s) and save in another location as they are automatically deleted after 14 days.
- b. When you file a sealed document:
 - i. You will receive a file-stamped copy to your box account.
 - ii. Because sealed documents filed in CM/ECF are longer accessible or viewable electronically, service cannot be accomplished through the NEF. It is simply *notice* that a document has been filed, not service of the sealed document-the filing party is responsible for service outside of ECF.

Note: Our Court is unable to troubleshoot many of the issues that may arise when using box. Please refer to [Troubleshooting & FAQs – Box Support](#) for additional information and assistance.