MIGRATION PLAYBOOK · FILES AND COLLABORATION

How to migrate Dropbox or Box to Google Drive

Google's Admin console now imports Dropbox business accounts directly, with folders and permissions. Box needs Google Workspace Migrate or a third-party tool. Map people and team folders, copy in advance, run a top-up copy, then switch users over.

Updated 4 Nov 2026 5 phases 8 detailed steps 6 official sources

START HERE

How do you migrate Dropbox or Box to Google Drive?

SHORT ANSWER

This moves company files from Dropbox or Box into Google Drive. For Dropbox, Google's own data import tool in the Admin console copies each person's folder into their My Drive and each team folder into a shared drive, with sharing permissions.

- **Recommended route:** Dropbox: Google Admin console data import. Box: Google Workspace Migrate, or a third-party tool where Workspace Migrate does not fit
- **Order:** Map who and what goes where, create shared drives first, copy in advance, and top up just before users switch.
- **5 phases:** Inventory and map, Prepare Google Workspace, Pilot, Full copy and switch and Close the old service.
- **You're done when:** Every personal and team folder is in My Drive or a shared drive, with reports showing no unexplained failures.

For Box, Google Workspace Migrate does the same for larger organisations on Box Enterprise; smaller ones use a third-party tool. You copy in advance, run a top-up copy just before switching, then make the old service read-only.

RECOMMENDED ROUTE

Dropbox: Google Admin console data import. Box: Google Workspace Migrate, or a third-party tool where Workspace Migrate does not fit

Both are Google's own tools, they copy folders and permissions, and they support a top-up run after the first copy.

▼ **Other options and when to use them**

- **Third-party migration tool (for example CloudM Migrate)**
  : Box for Business or Enterprise without Google Workspace Migrate, or you want one tool for several sources.
- **Users copy their own files with Drive for desktop**
  : A handful of people with small amounts of data and no shared folders.

TOOLS FOR THIS PLAN

Not sure which route?
Answer 5 quick questions

Are you ready?
22-question readiness check

Plan your dates
Dated countdown you can add to your calendar

Compare options
Compare Microsoft 365 migration tools

New to the jargon?
Plain-English migration glossary

ORDER TO MIGRATE IN, AND WHY

Map who and what goes where, create shared drives first, copy in advance, and top up just before users switch. Keep the old service read-only for a fallback period.

1. **Inventory of users, personal folders, team folders and sizes**
   Mapping decides each item's destination, and team folders need a shared drive to exist first.
2. **Google accounts and shared drives created**
   The import fills existing users and shared drives; it does not create them.
3. **Folder and identity map CSV files prepared**
   The Dropbox import uses a folder list and an identity map to send each item to the right place.
4. **Pilot import of a few folders**
   Shows permission mapping, naming issues and speed before the full run.
5. **Full import in batches, then a delta (top-up) import**
   Each Dropbox import takes up to 150 folders, and the delta run picks up files changed since.

6 **Old service read-only, then closed**

Stops people working in two places, while keeping a fallback.

SETTINGS CHECKLIST: DECIDE THESE BEFORE YOU COPY

Built-in and third-party tools treat these differently. Tick each one off once you have decided.

Download this checklist (Excel)

☐ **Dropbox: what the import copies**

What users need beyond files and folders.

▼ How each tool handles it

Built-in method Google data import for Dropbox: copies files, folders and associated permissions from a Dropbox business account. Personal folders go to the matching Workspace user, team folders to a shared drive you name by ID.

Tip: Test a folder with Dropbox Paper documents and shared links in the pilot; Google's page does not mention them.

Google Workspace Admin Help: Import files from a Dropbox account

☐ **Dropbox: limits per import**

How to batch the folders.

▼ How each tool handles it

Built-in method Google data import for Dropbox: up to 150 personal or team folders per import; folder and identity map CSV files under 10 MB; up to 500,000 items to a single target user. Exiting an import deletes its configuration and reports.

Tip: Batch by department, export each batch's report before exiting, and spread very large team folders across shared drives.

Google Workspace Admin Help: Import files from a Dropbox account

☐ **Box: which Google tool**

Google Workspace Migrate or a third-party tool.

▼ How each tool handles it

Built-in method Google Workspace Migrate: for Box Enterprise, with an admin account that has full access and can grant API access. Google targets it at enterprise customers on

	Business Standard, Business Plus, Enterprise and Education Standard or Plus editions.
CloudM Migrate	Migrates Box for Business and Enterprise to Google Drive and shared drives: files, folders, permissions and modified dates. Not Box Notes, bookmarks, tags, version history or sharing links.

Tip: Check your Workspace edition and Box plan before choosing; Workspace Migrate also needs servers you install it on.

Google Workspace Migrate Help: Is Google Workspace Migrate right for my organization?

- [ ] **Box: what moves**

What users will lose from Box.

▼ **How each tool handles it**

Built-in method	Google Workspace Migrate for Box: folders and files with created and modified times, versions as Drive revisions, collaborations as Drive sharing, groups as Google Groups. Not all collaborator levels are migrated. Box Notes are not migrated.
CloudM Migrate	Moves the latest version only; version history, Box Notes and sharing links are not migrated.

Tip: Ask users to export important Box Notes before the move, and recreate shared links afterwards.

Google Workspace Migrate Help: Supported and unsupported features for Box

- [ ] **Top-up copy**

When to run the delta import.

▼ **How each tool handles it**

Built-in method	Google data import for Dropbox: run delta imports until you exit. Do not run a delta after changing destination emails in the identity map; run a full migration instead.

Tip: Run the delta the evening before switching users, after making Dropbox read-only.

Google Workspace Admin Help: Import files from a Dropbox account

THE PLAN, PHASE BY PHASE

1 Inventory and map

Week 1

- Export the list of users and team folders with sizes from Dropbox or Box admin.
- Decide which team folders become which shared drives.
- Prepare the identity map of old accounts to Google accounts.

> **Watch out:** Dropbox imports take up to 150 folders each.
>
> **WAYS AROUND IT**
>
> - Plan batches of up to 150 folders.

Show the detailed steps (1) →

2 Prepare Google Workspace

Week 1 to 2

Create users and groups in Google Workspace.

Create shared drives and add their members.

For Box with Google Workspace Migrate, install and set it up.

> **Watch out:** Google Workspace Migrate needs a supported edition and Box Enterprise.
>
> **WAYS AROUND IT**
>
> - Use a third-party tool for Box for Business or other editions.
>
> **TOOLS THAT CAN DO IT**
>
> **CloudM Migrate**
> Box for Business and Enterprise to Google Drive and shared drives.

Show the detailed steps (2) →

3 Pilot

Week 2

Import a few personal folders and one team folder.

Check files, folder structure and sharing with the owners.

Read the report for skipped items.

> ⓘ **Watch out:** Box Notes and some collaborator levels do not migrate.
>
> **WAYS AROUND IT**
>
> - Ask users to export important Box Notes to Word or PDF first.

Show the detailed steps (3) →

4 Full copy and switch Weeks 3 to 4

Run the full import in batches and export

each report.

Make the old service read-only, then run the delta import.

Switch users to Google Drive and remove the old desktop sync app.

> **Watch out:** Changing destination emails after the first run breaks delta imports.
>
> **WAYS AROUND IT**
>
> - Fix the identity map before the first full run.

Turn this phase into dated tasks with the cutover planner

Show the detailed steps (2) →

5 Close the old service

After a fallback period

Check nothing new has

been saved to the old service.

Export anything you must keep for records.

Cancel the Dropbox or Box subscription.

> **Watch out:** Cancelling deletes the old data on the provider's schedule.
>
> **WAYS AROUND IT**
>
> - Keep it read-only until every team has signed off.

Show the detailed steps (2) →

You are finished when

- Every personal and team folder is in My Drive or a shared drive, with reports showing no unexplained failures.
- Sharing works as before for a sample of folders.
- Users work in Google Drive and the old sync app is removed.
- The old service is read-only or cancelled after sign-off.

Tools named in this plan are independent third-party products, not endorsed by the platform vendor and not paid placements. Check the tool's own documentation and run a pilot first.

CLICK BY CLICK

What does each step involve?

Open a part when you reach it in the plan. Each step says where to go, what to do and what you should see.

About this migration

What it covers, limits at a glance

Since January 2026, Google's data import tool in the Admin console can copy files, folders and their permissions from a Dropbox business account into Google Drive. Personal folders go to each user's My Drive and team folders to shared drives. Box is not in that tool: Google covers it with Google Workspace Migrate, which needs Box Enterprise and a supported Workspace edition, and third-party tools fill the gap for others.

This playbook covers both, from mapping users and folders to the final top-up copy. Moving to Microsoft 365 instead? See Dropbox or Box to SharePoint.

DROPBOX TOOL
Data import in the Google Admin console, for Dropbox business accounts

DROPBOX: WHAT MOVES
Files, folders and associated permissions

DROPBOX: PER IMPORT
Up to 150 personal or team folders

BOX TOOL
Google Workspace Migrate (Box Enterprise), or a third-party tool

BOX: NOT MOVED
Box Notes

DESTINATION
Personal folders to My Drive, team folders to shared drives

1 What do you need before you migrate Dropbox or Box to Google Drive?

Need	Details	Where to get it
Google Workspace super administrator	Required to run the Dropbox import; resellers cannot import for customers.	Google Admin console
Dropbox team administrator	Signs in to connect Dropbox to the import.	Dropbox admin console

Need	Details	Where to get it
Box Enterprise admin (for Workspace Migrate)	Full access to the Box environment, able to grant API access.	Box Admin Console
Google users, groups and shared drives	Created before the import.	Google Admin console and Drive
Folder list and identity map CSVs	Under 10 MB each for the Dropbox import.	Your inventory spreadsheet

2 Inventory and map

1 step

1 Export users and team folders

Where: Dropbox admin console (Members and Team folders), or Box Admin Console (Users and Groups, Content)

Export each user and team folder with its size. Add a destination column: the Google user for personal folders, and a shared drive for each team folder. Use the identity mapping template.

✓ **You should see:** A complete map of source to destination.

3 Prepare Google Workspace

2 steps

1

Create shared drives

Where: Google Drive > Shared drives > + New

Create a shared drive for each team folder, add members with the right access, and copy each shared drive's ID from its address bar for the folder list.

✓ **You should see:** A shared drive and ID for every team folder.

2

Build the CSV files

Where: A spreadsheet, saved as CSV

For Dropbox, list the folders to import (Dropbox user email for personal folders, path for team folders, with the target shared drive ID) and an identity map from Dropbox sources to Workspace emails. Keep each file under 10 MB.

✓ **You should see:** A folder list and an identity map ready to upload.

4 Run the import

3 steps

1

Connect Dropbox

Where: Google Admin console > Data > Data import & export > Data import > Dropbox > Import

Click **Connect** and sign in as the Dropbox team administrator. Upload the folder list and the identity map.

✓ **You should see:** The connection shows as connected and both files are accepted.

2

Set options and start

Where: Data import > Dropbox > Edit settings

Set any date filters or file exclusions, select **Save**, then **Start data import**. Watch the logs, and export the summary report to Google Sheets when it finishes.

✓ **You should see:** Files appear in My Drive and shared drives, and an email report arrives at the end.

3

For Box, follow Google Workspace Migrate

Where: Google Workspace Migrate console

Add a Box connection, scan, create a Google Workspace target, map data and identities, then run the migration, as set out in Google's Box topic. Or use your third-party tool's Box connector.

✓ **You should see:** Box folders and files appear in Drive with sharing applied.

5 Top up and switch users

2 steps

1

Make the old service read-only and run a delta

Where: Dropbox or Box admin console, then Data import > Dropbox

Stop users editing in the old service, then run the delta import. Do not change destination emails in the identity map before it.

✓ **You should see:** The delta report lists the changed files and no failures.

2

Switch users to Google Drive

Where: Users' computers and phones

Remove the Dropbox or Box sync app, install Google Drive for desktop, and send the switch-over email.

✓ **You should see:** Users open and save files in Google Drive.

WORTH KNOWING

What can go wrong, and how do you avoid it?

The detail behind the plan: options compared, and what experienced engineers check first. Tap any item.

Compare all the ways to do this — 3 options

Google data import for Dropbox — LOW EFFORT

Best for: Dropbox business accounts moving to any supported Workspace edition

- + Built into the Admin console
- + Copies folders and permissions
- + Delta imports until you exit
- – Up to 150 folders per import
- – Reports deleted when you exit

Read more →

Google Workspace Migrate for Box — HIGH EFFORT

Best for: Larger organisations on Box Enterprise and a supported Workspace edition

- + Versions become Drive revisions
- + Collaborations become Drive sharing
- + Groups become Google Groups
- – Aimed at enterprise customers
- – Needs servers to install it on
- – Box Notes not migrated

Read more →

Third-party migration tool

MEDIUM EFFORT

Best for: Box for Business, or organisations without Google Workspace Migrate

- + No servers to install
- + Shared drives supported
- – Not a Google tool
- – May move only the latest version

Read more →

OUR ADVICE

Use Google's built-in import for Dropbox. For Box, use Google Workspace Migrate if you are on Box Enterprise and an eligible edition with the scale to justify it; otherwise compare third-party tools on what they move.

Dropbox is now built in

COST LEVER –

Google made Dropbox import generally available in January 2026, copying files, folders and permissions for Business, Enterprise, Essentials, Education and Nonprofits editions.

WHAT TO DO

Use the built-in import for Dropbox before paying for a third-party tool.

Google Workspace Updates: Migrate files from Dropbox to Google Drive

Box needs a different tool

COST LEVER –

The Admin console data import does not cover Box. Google Workspace Migrate does, for Box Enterprise and certain Workspace editions, and it is aimed at enterprise customers.

WHAT TO DO

Check your Box plan and Workspace edition, and plan for a third-party tool if Workspace Migrate does not fit.

Google Workspace Migrate Help: Box requirements

Box Notes do not migrate

USER IMPACT

Google lists Box Notes as unsupported, and third-party tools such as CloudM do not move them either.

WHAT TO DO

Ask users to export important Box Notes to Word or PDF before the move.

Google Workspace Migrate Help: Supported and unsupported features for Box

Reports disappear when you exit

COMPLIANCE

Exiting a Dropbox import deletes its configuration and reports.

WHAT TO DO

Export each batch's report and logs before you exit.

Google Workspace Admin Help: Import files from a Dropbox account

Fix the identity map before the first run

REDUCES RISK

Google warns not to run a delta after changing destination emails, because it will not copy data to the new addresses.

WHAT TO DO

Check every mapping in the pilot and freeze the identity map before the full run.

Google Workspace Admin Help: Import files from a Dropbox account

FINISH SAFELY

How do you check it worked, or roll back?

Full validation checklist

5 checks

Run these before you declare the migration complete. Record the results in the data validation report.

Check	How to check	What good looks like
Every folder imported	Compare each batch's summary report with your folder list.	Every folder shows completed, or failures are explained and fixed.
File counts match	Compare item counts and sizes for a sample of folders in the old service and in Drive.	Counts match, allowing for excluded items.
Sharing works	Ask owners of shared folders to check who can open and edit.	Access matches the old service.
Delta caught recent changes	Open files edited in the last day before cutover.	The latest versions are in Drive.
Nothing new in the old service	Check the old admin console for recent activity after the switch.	No new files since cutover.

Rollback plan

If it goes wrong

ROLL BACK IF

- Large numbers of files or folders are missing in Drive
- Sharing is wrong for important team folders
- Users cannot work in Drive on switch day

POINT OF NO RETURN

The import copies data and leaves Dropbox or Box in place. Until you cancel the old service, rollback is making it writable again. After cancelling, the provider deletes the data on its own schedule.

1

Reopen the old service

Where: Dropbox or Box admin console

Restore edit access for the affected teams.

✓ **You should see:** Users can edit in the old service again.

2

Copy back new work

Where: Google Drive and the old service

Ask users to move files created in Drive since the switch back into the old service.

✓ **You should see:** No new work is left only in Drive.

Agree the triggers and who decides before the go / no-go meeting. Use the rollback plan template.

Common problems and fixes

5 errors

`Dropbox import will not connect`

Cause: The account signing in is not a Dropbox team administrator.

Fix: Sign in with a team admin account.

`Folder list or identity map rejected`

Cause: The CSV is over 10 MB or headers do not match.

Fix: Split the file and copy headers exactly from Google's template.

`Delta import did not copy to a user`

Cause: The destination email was changed after the first run.

Fix: Run a full migration for that user instead of a delta.

`Box Notes missing in Drive`

Cause: Box Notes are not supported for migration.

Fix: Export them from Box to Word or PDF and upload.

`Some Box sharing levels look different`

Cause: Not all Box collaborator levels map to Drive access levels.

Fix: Check shared folders after the pilot and adjust access in Drive.

Search the full error library →

FAQ

Frequently asked questions

Can Google Workspace import Dropbox directly? –

Yes. The data import tool in the Admin console copies files, folders and permissions from a Dropbox business account.

Can the same tool import Box? –

No. Box is covered by Google Workspace Migrate, or by third-party tools.

Where do Dropbox team folders end up? –

In a shared drive you specify by ID in the folder list.

How many folders can one Dropbox import handle? –

Up to 150 personal or team folders. Start another import for more.

Do Box version histories move?

With Google Workspace Migrate, versions become Drive revisions. Some third-party tools move only the latest version.

SOURCES

Official sources

6 official pages this guide is based on

Vendors change limits and features, so confirm details on the source before you rely on them. Last checked 4 Nov 2026.

- Google Workspace Admin Help: Import files from a Dropbox account
- Google Workspace Updates: Migrate files from Dropbox to Google Drive
- Google Workspace Migrate Help: Migrate data from Box
- Google Workspace Migrate Help: Box requirements
- Google Workspace Migrate Help: Supported and unsupported features for Box
- Google Workspace Migrate Help: Is Google Workspace Migrate right for my organiz...