Secure Email using

egress

WHY USE EGRESS

As a Foster Carer it is your responsibility to ensure that all information relating to your child or young person is kept confidential. This includes storing all confidential information in a locked box which is provided for this purpose, and not storing confidential information on the hard drive of your computer but instead using the provided password protected memory stick which is kept secure.

When sending confidential information using email, Egress should be used. It is a secure email system that complies with data protection regulations and ensures that the data we send is encrypted and arrives only with the intended recipient as securely as possible.

WHEN TO USE EGRESS

Egress should be used for emails containing confidential information regarding your looked after child or young person, and yourself, to ensure that only the intended recipients receive that information. (e.g. Sending Diaries, Significant Incident Forms, etc to your social worker and for your own confidential information such as medical or bank records).

HOW TO USE EGRESS

The most common way to use Egress is via **Egress Web Access** on a web browser. This article will take you through using Egress Web Access to:

1. Create your free Egress Account
2. Access your Mailbox
3. Open a secure email
4. Sending a secure email
5. Checking who has read your secure email
6. How to reset your password

HOW LONG ARE EMAILS AVAILABLE?

Be aware that emails are only available for 90 calendar days from the date that the data is received by or last accessed on the Egress Web Access servers.

Note: this applies each time that the data is received (e.g. each time an email is forwarded or replied to this creates a new Secure Email package that is processed and retained for 90 days)

If you need to keep copies of emails or files that you have sent or received over Egress, then download them and save to your provided password protected memory stick which is kept secure.

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1.   CREATE YOUR FREE EGRESS ACCOUNT

Before you can open a secure email, you will need to sign up for a **free Egress Account**. If you have not yet created an account, then you will need to do so by following the steps below

1.   Go to https://switch.egress.com/ui/registration/accountcreate.aspx

2.   Fill in your personal details and then create a password and set security questions for your account.

3.   Once you have clicked **Create Account** you will need to wait for an activation email to arrive in your regular email inbox.
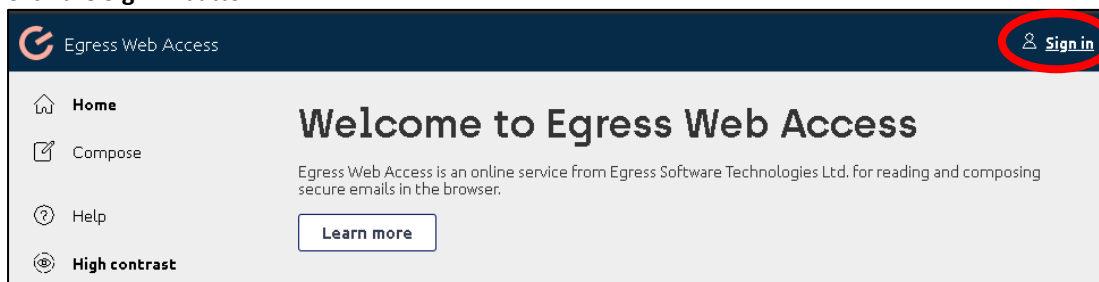

4.   Activate your account by clicking on the **Activate account** button in the email.

   Alternatively, you can copy and paste the activation code from the email into the required field on the registration page.
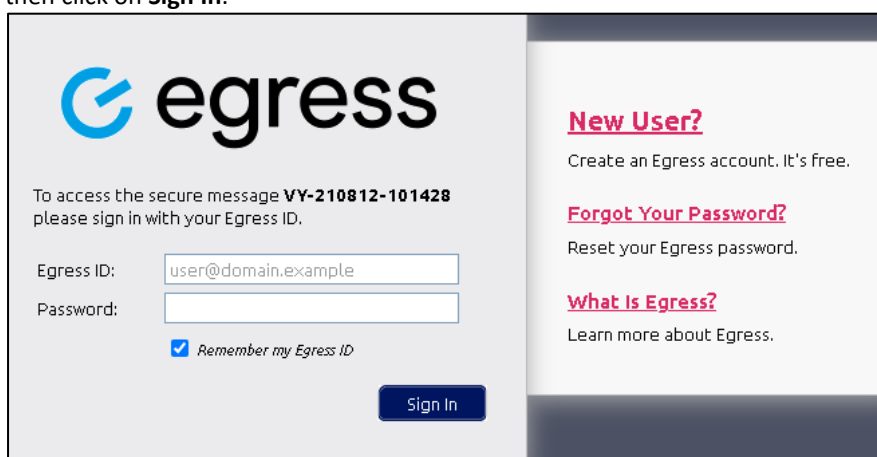
   Your account will now be fully activated and registered.

![Sefton Council logo]
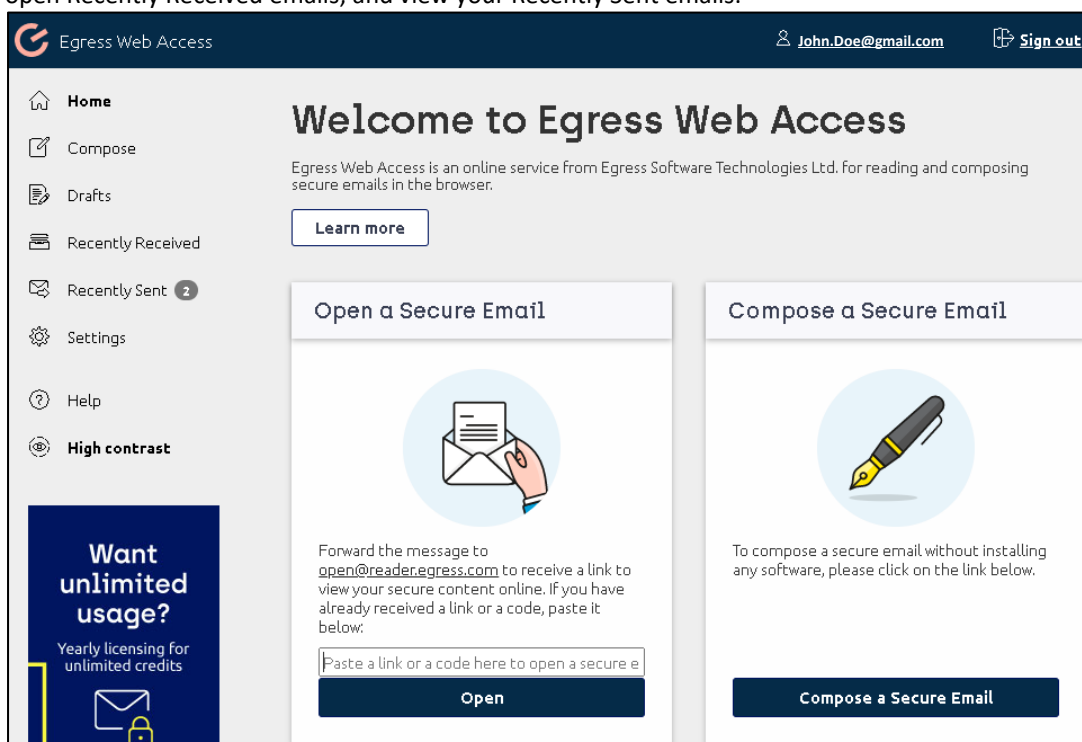
2. ACCESS YOUR MAILBOX

1. Log onto Egress at https://reader.egress.com/

2. Click the **Sign in** button

3. This will then ask you to sign in or register with Egress. Enter your Egress ID (Your Email Address) and Egress Password, then click on **Sign In**.

4. Once you have successfully logged in, the Egress Home Page will be displayed from where you can Compose new emails, open Recently Received emails, and view your Recently Sent emails.
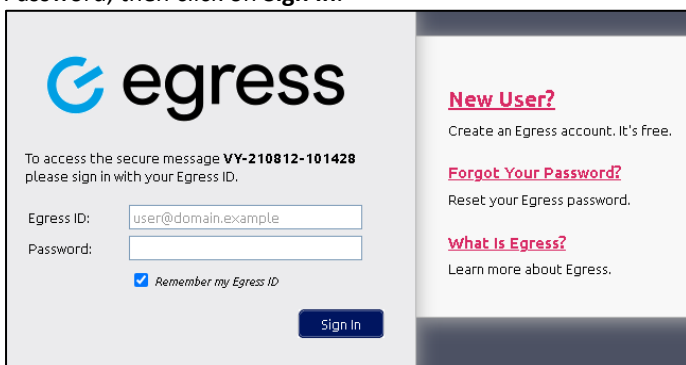
3. OPEN A SECURE EMAIL

Whenever you are sent a secure email, you will receive a notification email in your normal email inbox (e.g. Gmail) like the one below.

1. To access the message click on the **Open secure email** button.
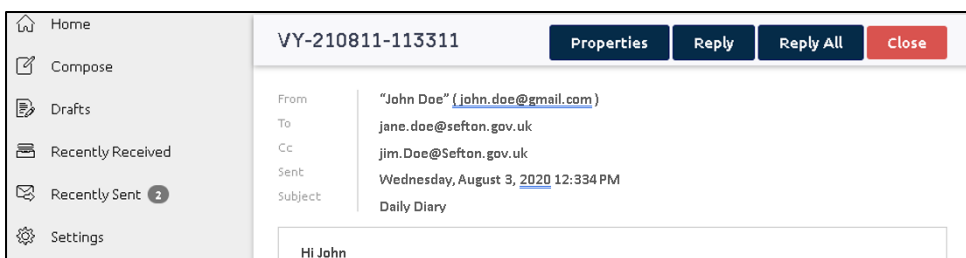

2. This will then open a webpage asking you to sign in with Egress. Enter your Egress ID (Your Email Address) and Egress Password, then click on **Sign In**.

Note: If you haven't already created an Egress Account, then clicking on **New User?** will take you to the registration page to create your free Egress account (See the section **1 Create Your Free Egress Account**).When your account has been created and activated, then restart this section.

3. Once you have successfully logged in, you will be signed into your Egress Mailbox and your secure email will then display within your web browser.
    You can then reply to the email by clicking the **Reply** or **Reply All** buttons at the top of the message.
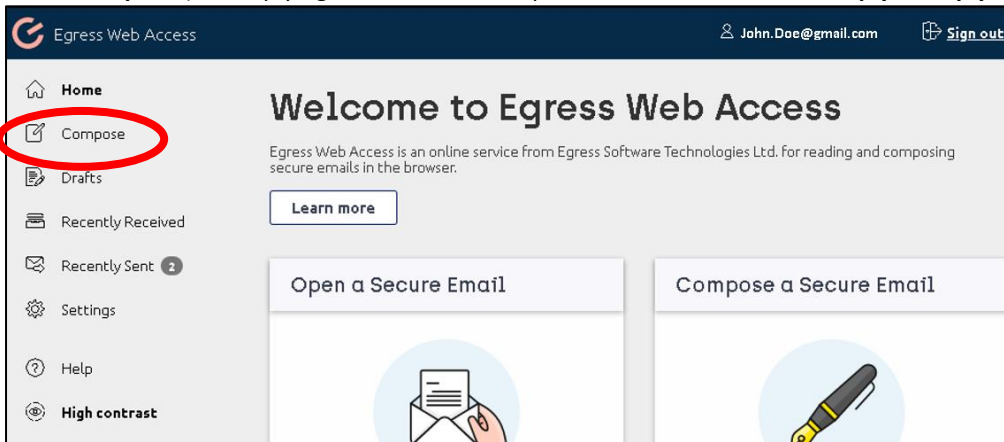

Note: Alternatively you can view the Secure emails sent to you by accessing your Egress Mailbox and clicking on **Recently Received**.
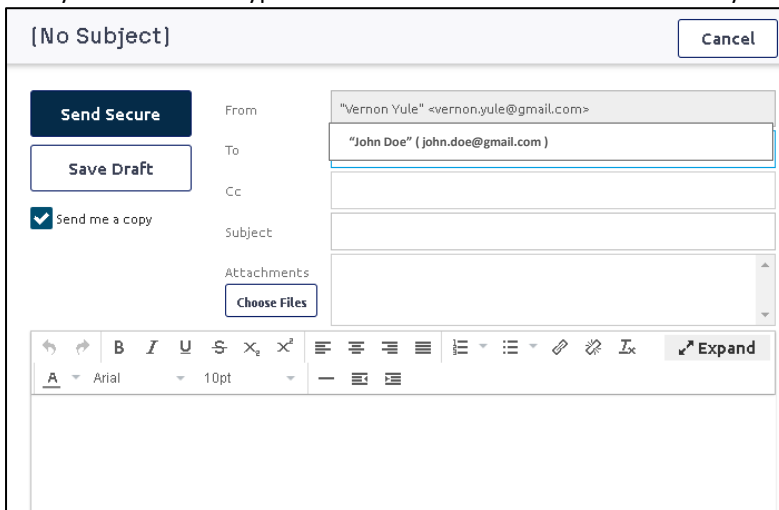
4. SEND A SECURE EMAIL

To send an email and files securely, first sign into your Egress Mailbox (See **2 Access your mailbox**).

1. Select **Compose** (or if replying to an email then open that email and click on **Reply** or **Reply All**).
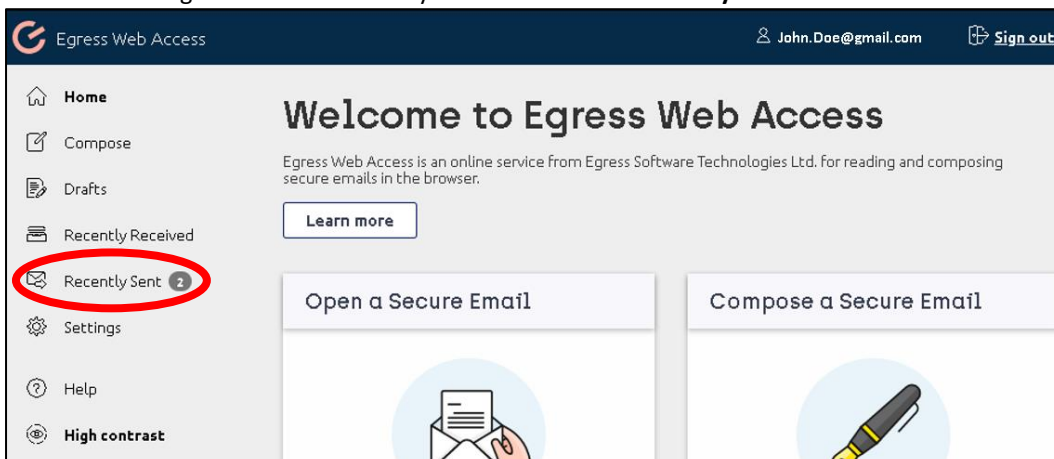

2. Create your email and add any files you want to attach. Note that there is no address book so if composing a new email then you will need to type in the full email addresses of those who you are emailing.

3. When complete, leave **Send me a copy** enabled so that you are also sent a link to your secure email and click on **Send Secure.**
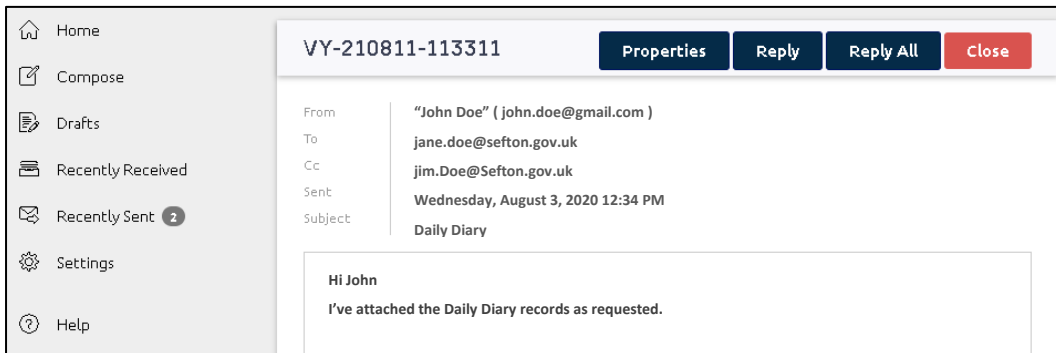
4. Your sent messages can be viewed on your mailbox under **Recently Sent**.
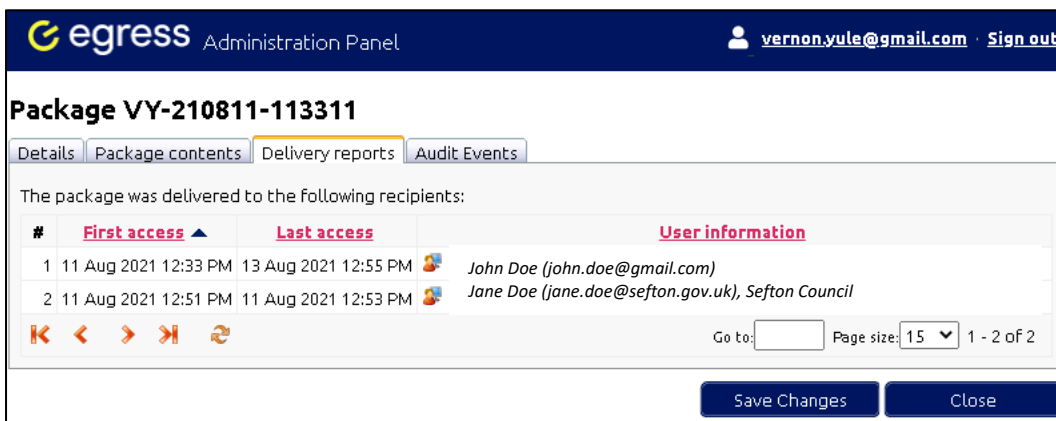
5. CHECK WHO HAS READ YOUR EMAIL

The auditing functions of Egress allow you to check who has read your email and when.

1. Open the email (**Recently Sent**) and click on **Properties** button

2. Select the **Delivery reports** tab to view the access history for your email.
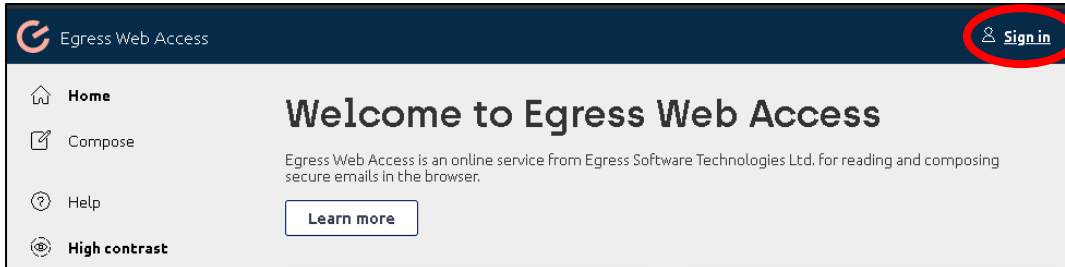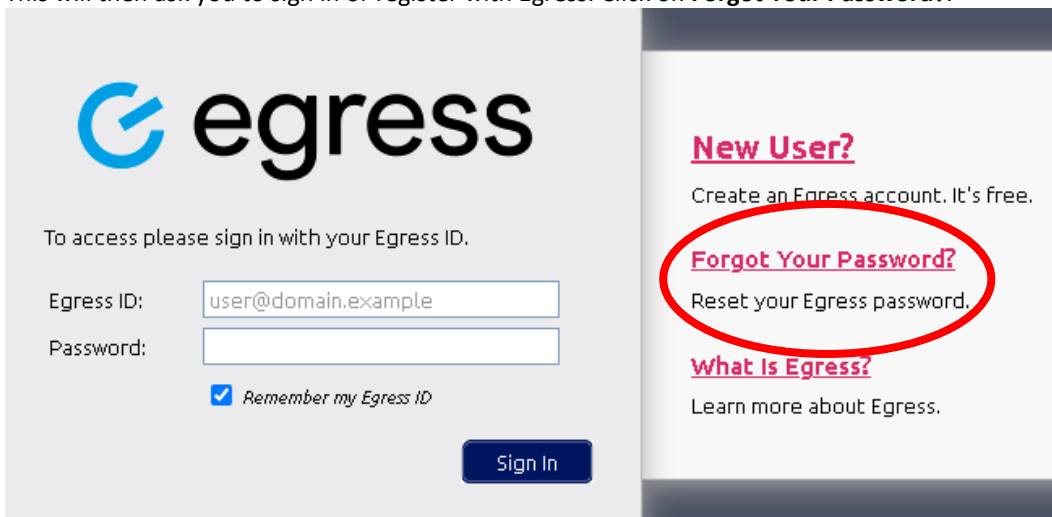
6. HOW TO RESET YOUR PASSWORD

If you are having trouble with your password for your Egress Account, you can reset your password online through their self-help reset process using the following steps:

1. Log onto Egress at https://reader.egress.com/
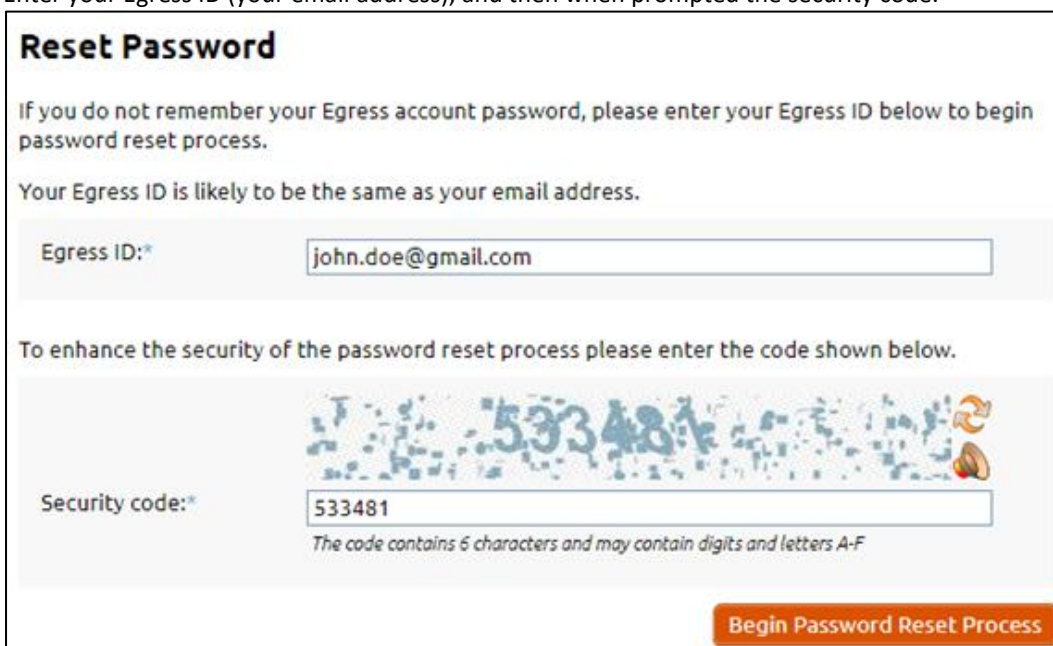
2. Click the **Sign in** button

3. This will then ask you to sign in or register with Egress. Click on **Forgot Your Password?**.

4. Enter your Egress ID (your email address), and then when prompted the security code.

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5. You will then be sent a password reset email to your email address. Click on the **Reset Password** button in this email.
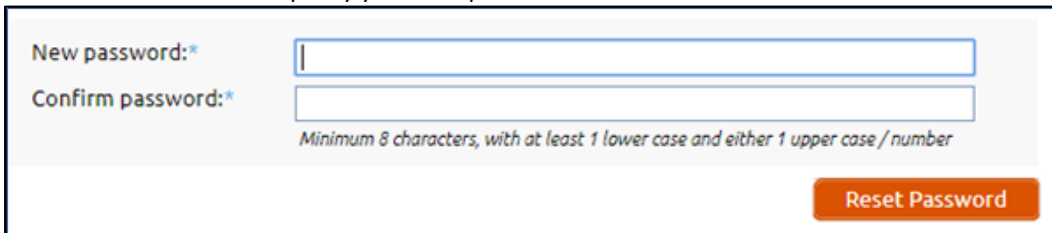

6. A new page will load where you will then be asking the security questions associated with your Egress Account, these answers are case sensitive and need to be entered as they were when you registered the account.

Answer these and click **Continue**.

7. You will then be asked to specify your new password. Click on the **Reset Password** button to save the changes.

This will then reset the password for your Egress Account.

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EGRESS SECURE EMAIL FOR MOBILE

When using a mobile device or tablet you may find it easier the Egress App to compose and view emails instead of the Web Access. These Apps are designed for the smaller touch screens on mobile phones and tablets.

Egress iOS app

Our iOS app gives you access to send and receive secure emails on your Apple iPhone or iPad

✔ Use Egress on iPhones and iPads
✔ Encrypt and decrypt secure emails on the go
✔ Revoke access to sent secure emails
✔ Choice of full mail client or reader modes

Compatibility:
- Requires iOS 11.0 or later
- Compatible with iPhone, iPad and iPod touch

Egress Android app

Use our Android app to send and receive secure emails on your Android phone or tablet

✔ Use Egress on Android devices
✔ Revoke access to sent secure emails
✔ Encrypt and decrypt secure emails on the go
✔ Choice of full mail client or reader modes

Compatibility:
- Requires Android 5.0 and up
- Compatible with Android phones and tablets

Download the Apps from https://www.egress.com/resources/downloads

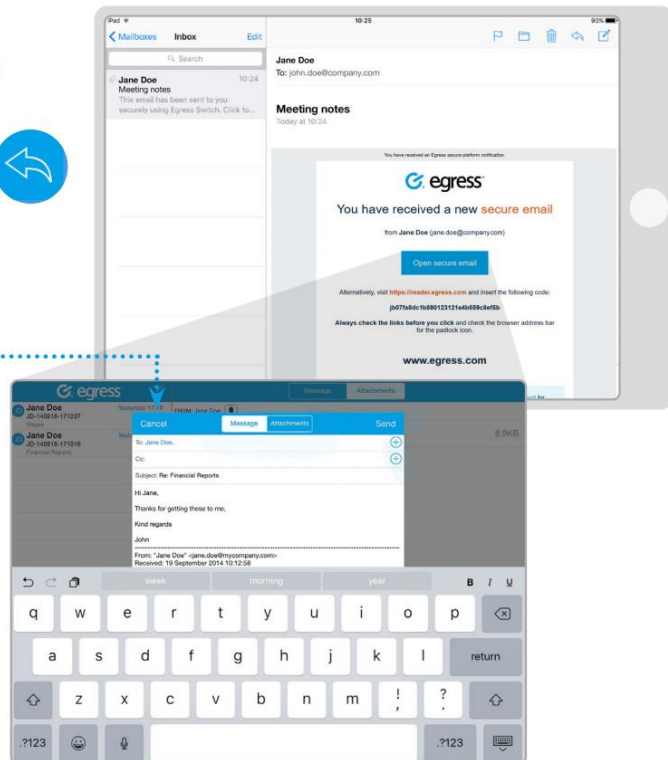Watch the Getting Started Video at https://youtu.be/Ct2LoodUMwA

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Accessing an encrypted email

1. Navigate to the encrypted email in your email app inbox and click the **Open secure email** button. The Egress iOS app will open automatically to display the secure email.

2. If required, select the **Reply** arrow button on the top right of the Egress app to reply securely to the email.
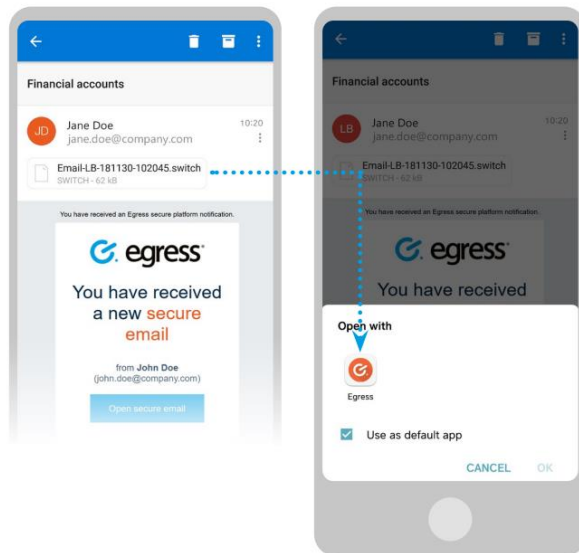
Sending an encrypted email

1. Open the Egress iOS app and select the **Create Message** icon to open a new blank email.

2. Complete the **To**, **Cc** and **Subject** fields as required, attaching any necessary files. Fill in the message body and select Send to send the email securely.
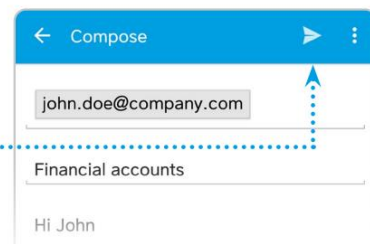
Accessing an encrypted email

1. Navigate to the encrypted message in your email app inbox and select the **.switch** attachment. The Egress Android app will open automatically to display the secure email.

2. You will be able to view any message attachments by selecting the **Attachments** tab.

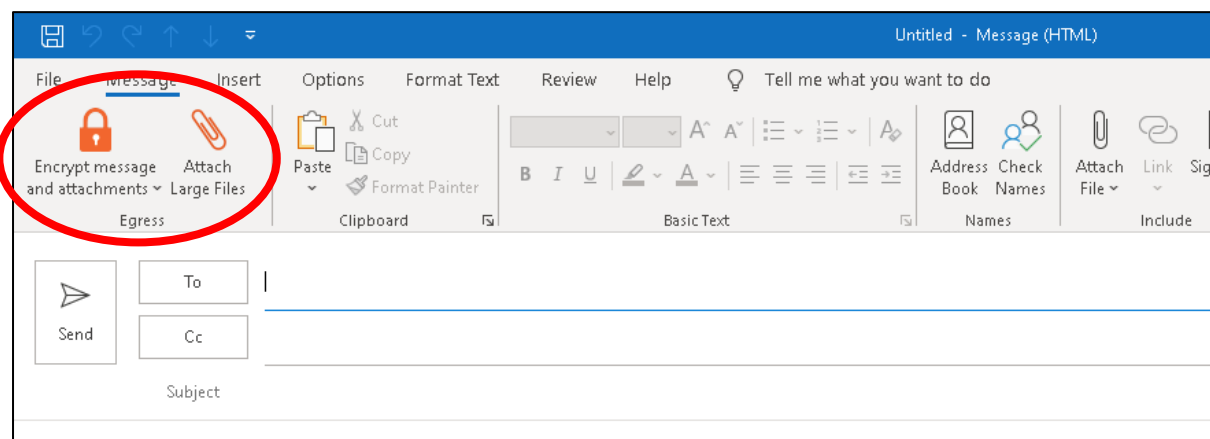**3.** If required, select the arrow button to reply securely to the email.

Sending an encrypted email

1. Open the Egress Android app and select the **Create Message** icon to open a new blank email.

2. Complete the **To**, **Cc** and **Subject** fields as required, attaching any necessary files. Fill in the message body and select **Send** to send the email securely.

EGRESS FOR WINDOWS PC (MICROSOFT OUTLOO0K)

If you use Microsoft Outlook on a Windows PC or laptop then Egress for Windows PC is an Outlook Add-In that appears in your Outlook ribbon that allows you to encrypt your email securely using Egress.

Download the Outlook Add-In from https://www.egress.com/resources/downloads

Watch a video on how to use at https://youtu.be/0wWubL4wBNk