Using Egress Switch

A Guide for Third Parties

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OXFORDSHIRE COUNTY COUNCIL
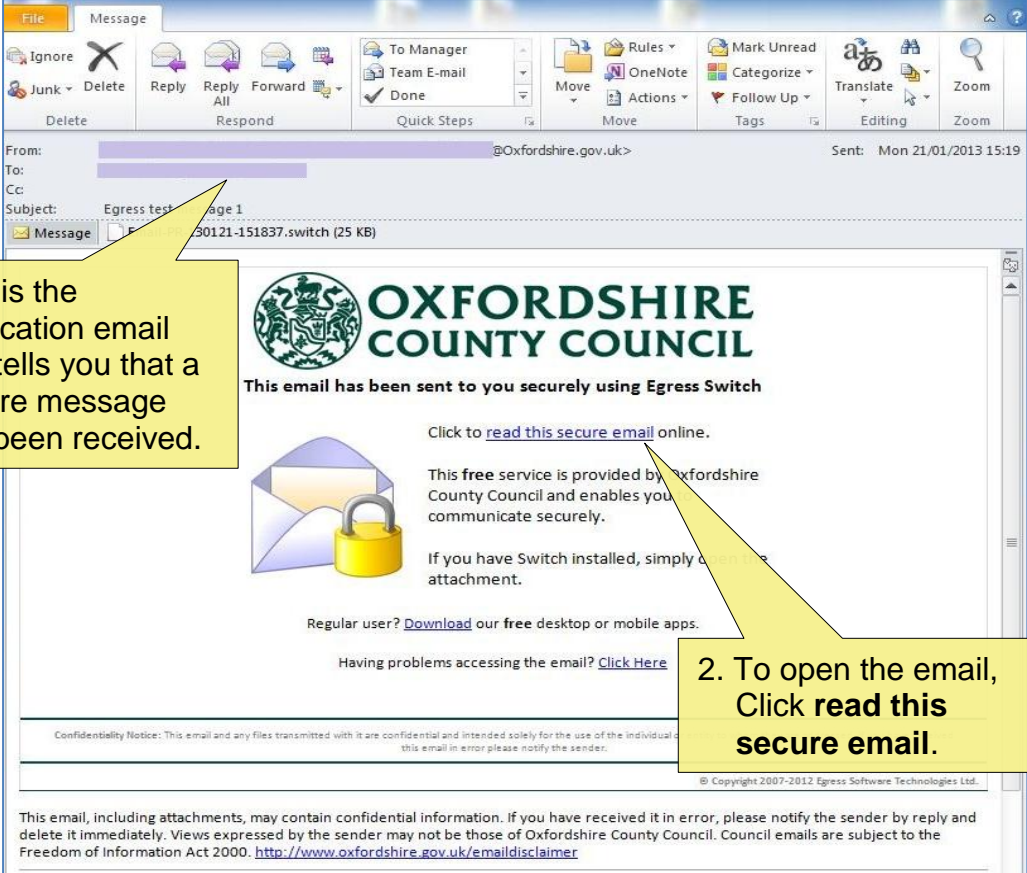
1. Introduction

Oxfordshire County Council uses Egress' Switch as its secure email solution.

Switch allows the council to send encrypted, secure emails and file attachments. Switch also enables you to communicate securely back with the council through the same interface.

This Guide explains how Third Parties can use Switch and how they can access the secure email and any attachments from OCC via the Switch Web Reader, or optionally download and install a small application called Switch Reader to their own machine. There is **no charge** to Third Parties for accessing this service, and they can interact with OCC as often as is required.

Please be aware that OCC Staff may continue to send emails that do not include sensitive or personal data from their usual email address.
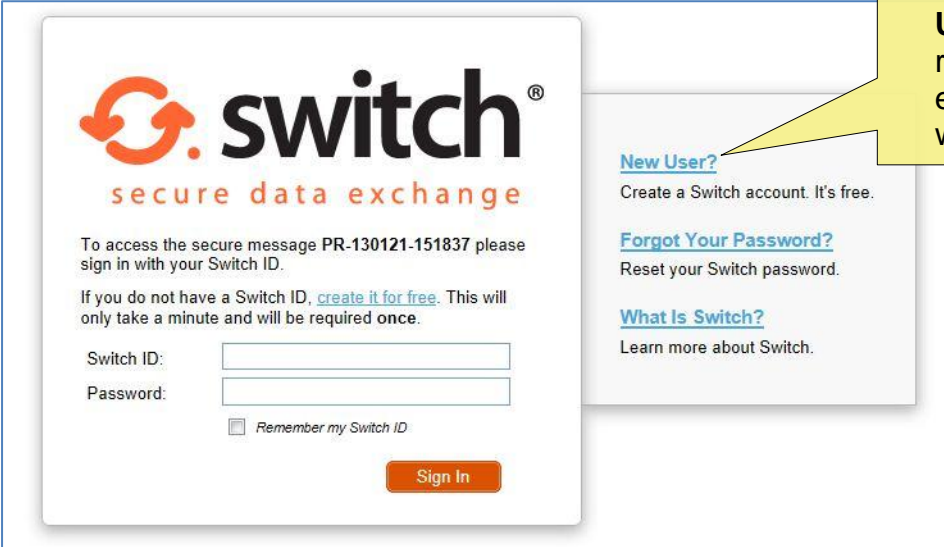
2. Reading Switch Emails

1. This is the notification email that tells you that a secure message has been received.

2. To open the email, Click **read this secure email**.

OXFORDSHIRE COUNTY COUNCIL

This email has been sent to you securely using Egress Switch

Click to read this secure email online.

This **free** service is provided by Oxfordshire County Council and enables you communicate securely.

If you have Switch installed, simply attachment.

Regular user? Download our **free** desktop or mobile apps.

Having problems accessing the email? Click Here

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Confidentiality Notice: This email and any files transmitted with it are confidential and intended solely for the use of the individual this email in error please notify the sender.

This email, including attachments, may contain confidential information. If you have received it in error, please notify the sender by reply and delete it immediately. Views expressed by the sender may not be those of Oxfordshire County Council. Council emails are subject to the Freedom of Information Act 2000. http://www.oxfordshire.gov.uk/emaildisclaimer

If this is the first time that you have used Switch, you will need to register before you can open an email.

3. Click on **New User?** and register your email address with Egress.

switch®
secure data exchange

To access the secure message PR-130121-151837 please sign in with your Switch ID.

If you do not have a Switch ID, create it for free. This will only take a minute and will be required **once**.

Switch ID:
Password:
☐ Remember my Switch ID

Sign In

New User?
Create a Switch account. It's free.

Forgot Your Password?
Reset your Switch password.

What Is Switch?
Learn more about Switch.

Sign Up

1 Please enter your details below to create a new Egress Switch user account.

Email (Switch ID):*

> If you have received a secure message, use this email address as your ID.

First name:*

Last name:*

Phone number:

We will not contact you unless you forget your password and security questions

☑ Email me about product updates and services from Egress

2 Choose a strong password to protect your identity.

Password:*

Confirm password:*

Minimum 8 characters, with at least 1 UPPER case or number

Question #1:   Where were you born?

Answer #1:*

Question #2:   What was the name of your first friend?

Answer #2:*

☐ I have read and agree with the Egress Privacy Statement   Create Account

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4. When you register you will be prompted to enter your email address which will become your Switch ID.

   Make sure the email address is the same address that received the secure email

5. Complete the other details including your preferred security question. You will also need to read and agree with the Egress Policy Statement. When you have done this, click on **Create Account**.

Almost Done

A new Egress Switch account with Switch ID [   ] has been created but is not active yet. A message with an activation code was sent to your address.

To activate your Switch account please click on the link contained in the email, or copy the activation code into the box below.

Note: If you don't get the email within 3-5 minutes, please check your Spam folder.

Activation code:*   [   ]

Submit Activation Code

6. This message will appear on your screen explaining that an email from Egress has been sent to you and this contains your **Activation code**.

7. Enter your Activation Code in the box and then click the **Submit Activation Code** button.

Once you have done this you go back to your original email and click on **read this secure email.**

Note: Your 'Switch ID' will always be your registered email address. It is advisable to use only one email address to communicate with the Council.

8. Enter your **Switch ID** (your email address) your chosen **Password**, then Click on the **Sign In** button and proceed to view the message.

9. Your incoming message will look similar to this.

Switch®
secure data exchange

To access the secure message PR-130121-151837 please sign in with your Switch ID.

If you do not have a Switch ID, create it for free. This will only take a minute and will be required **once**.

Switch ID: [_____]
Password: [_____]

☐ *Remember my Switch ID*

Sign In

New User?
Create a Switch account. It's free.

Forgot Your Password?
Reset your Switch password.

What Is Switch?
Learn more about Switch.

Switch® | Web Access   mail.com · Sign out

Package Label: PR-130122-125336
Created by: [   ]@oxfordshire.gov.uk)
Subject: Test with attachment
To: [   ]mail.com)
Attachments: TravelClaimApril11.doc *(180 KB)*

Reply   Close

Pete Reimann
ICT Liaison Manager.

ICT Business Services, Oxfordshire Customer Services
3rd Floor Clarendon House
52 Cornmarket Street
Oxford, OX1 3HJ

www.oxfordshire.gov.uk

3. Responding to a secure message

To send a response to a Switch email click on the **Reply** button in the Switch email and shown in the screen shot.

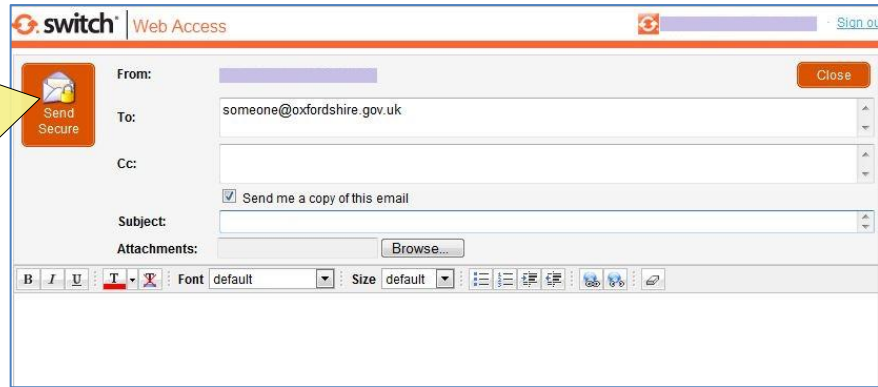10. To send a response click on the **Reply** button.

Reply ✗

Do not respond to a Switch email from your normal email account using the "Reply" button, **as this will not be sent securely**

There may be legal and/or financial penalties as a result of such action

4. Sending a secure message

Go to www.egress.com, select **My Account**, sign in, then select **Create Message.**

Fill in the addressee(s), add any attachments and when you are ready to send the message click **Send secure**.

5. Forwarding an Email

Switch does not allow you to forward emails but you can reply back and add a recipient in the CC field. Please note that the email will need to be authorised by the original sender to allow the new recipient to read the email.

Do not forward a Switch email from your normal email account using the "Forward" button, **as this will not be sent securely.**

There may be legal and/or financial penalties as a result of such action

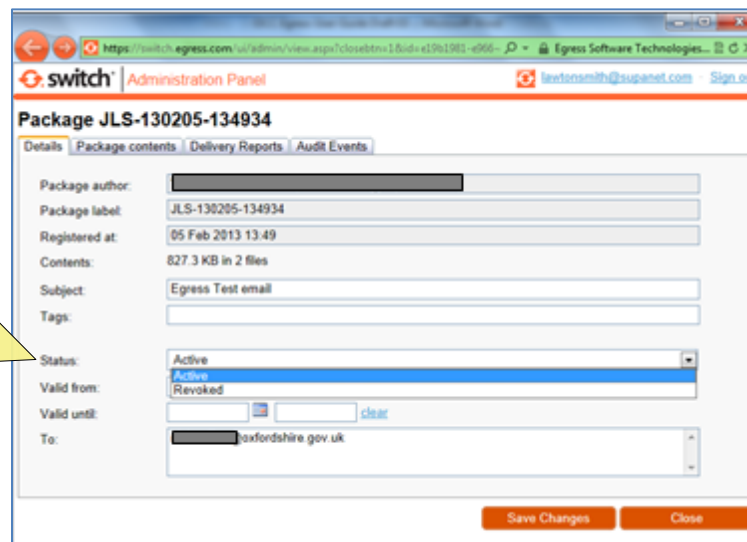## 6. Cancelling access to an Email (Revoking a Package)

You will notice that emails and their attachments in Switch are referred to as packages. When you have sent a message this package becomes *active*, and the recipient of the email can begin the process to access the email.

If you make a mistake and send an email to a wrong address or you want to stop access to the email for any reason, you can do this by *revoking a package*

If you decide that you do not want the addressee to see the email for whatever reason you have to change the status of the package from *active* to *revoked*.

Go to www.egress.com, select **My Account** and sign in, then select **My Packages**. **Double click** on the package you wish to revoke.

Click on **Status** and change the selection from *Active* to *Revoked*. The recipient will no longer be able to access the message.

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7. Automatic Log Outs

To maintain the integrity and security of the service, Switch screens have time-outs, so you may be required to repeat your login after periods of extended inactivity.

8. Inbox Functionality

There is no inbox function in Egress as all the links to the Egress email will be into your own email inbox. This is why you have to be cautious over replying or forwarding secure emails.

You can only view your secure emails by either clicking on "Mobile/Web access" or by double clicking on the attachment in your email. You will not be able to view received emails by going to the Switch website and logging on.

9. Passwords

You can change your password at any point by clicking on **Change Password which** you will find under **My Account** on the left hand side of the home page.

If you forget your password you can click on **Forgot Your password** at the Switch log in screen.

10. Limits on Use of Switch

Switch is free to use when you reply to a fully licensed Egress Switch user like the County Council.

You will be charged for the use of Switch if you include unlicensed individuals when you compose new emails or 'CC' them into a response.

For this reason it is not recommended to **Reply All** as not all the recipients will be full license holders.

11. Support

If you have any issues with a Switch email, please contact the sender of the email at OCC. **Do not contact the OCC ICT Service Desk** as they cannot assist.

If the sender of the Switch email is unable to help you can contact Egress.
If you are logged into Switch you can click on Contact Support on your account home page, this takes you to http://support.egress.com.

You can access various support documentation. If you click on "New to Switch" on the blue menu line then more options appear such as "Online tutorials".

If you can't find the answer here, you can also log an **Egress helpdesk call** here. Egress have committed to responding to users within 24 hours whenever possible.

12. Optional Add-Ins

Frequent users of the Egress Switch system may benefit from using the free download software available from Egress. More details can be obtained at
http://www.egress.com/switch-client-apps/