

Our Ref: SK/EC
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To: Suffolk Headteachers

**LMS Document
No. 2016/15**

Dear Colleagues

Egress Switch

You will have noticed that in recent months we have been sending official and official-sensitive information to you via something called Egress Switch.

Egress Switch is an encryption service that ensures any sensitive, personal information can be sent to you securely – and which you can respond to securely using a free Egress Switch service.

As you may know, sending emails via GCSx mailboxes is only secure if the email is being sent **between** GCSx (or equivalent) mailboxes and as the only organisations that have such mailboxes are government organisations such as (some) central government departments, police, health, etc., Suffolk County Council decided to use the much safer option of Egress, where official and official-sensitive emails can be sent and received in a secure way.

We do still use GCSx mailboxes when we are communicating directly with the organisations described above. However, for everything else we use Egress Switch, including communications to schools.

It may be that you have not received an encrypted email from us yet and I am also enclosing the Recipient Guidance Notes to enable you to register with the free Egress Service (as described above) when you need to.

I am sure you will agree that the security of our young people's personal, sensitive data is of paramount importance and would appreciate your continued co-operation in assisting us to keep that data safe and secure.

If you have any queries please do not hesitate to contact me - email address stephanie.kistruck@suffolk.gov.uk

Yours sincerely

A handwritten signature in black ink that reads "S M Kistruck".

Steph Kistruck
Business and Information Manager
Children and Young People's Service

How to access and reply to an Egress Switch Secure Email free of charge

As an Egress Switch Secure Email recipient, you can access encrypted files quickly and easily. You can also communicate securely with paying customers absolutely free of charge – both when you are initiating communication with them and when you are replying to an encrypted email.

You are not required to download or install any software to read a Switch Secure Email, although desktop and mobile apps can be downloaded free of charge from www.egress.com.

1

Opening a Switch Secure Email – New User

As a first-time user, you will need to create an Egress Switch account. This is a one-time process that only takes a few minutes to complete. Please note, if you already have a Switch account you can progress straight to ‘Step 2’.

Click on the link within the notification email you received:



 **Suffolk**
County Council

This email has been sent by Suffolk County Council via a secure email system.

Please note and comply with the protective marking and handling instructions contained in the email and / or any document(s) attached to it. If you have any questions about the content or how to protect the email and / or any attachment(s), please reply to the sender of this email.



Click to [read this secure email](#) online (valid for 28 days from the day this email was sent out).

This free service is provided by Egress Software and enables you to communicate securely.

If you have Switch installed, simply open the attachment.

Regular user? [Download](#) our free desktop or mobile apps.

Having problems accessing the email? [Click Here](#)

Confidentiality Notice: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error please notify the sender.

© Copyright 2007-2014 Egress Software Technologies Ltd.

Emails sent to and from this organisation will be monitored in accordance with the law to ensure compliance with policies and to minimise any security risks.

The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.

In the web browser that opens select the **'Register for free'** link:

Welcome to Switch Web Access

'Joe Smith' (joe.smith@suffolk.gov.uk) sent you a secure message JS-150731-122919 using Egress Switch. To access the message, please either register for free as a new user or sign in to your account:



[Register for free](#)



[Sign in](#)

What's this?

Egress Switch provides a secure way to share confidential information. [Learn more about Switch.](#)

Having trouble? Contact [Egress support](#) for help.

Enter your details into the window that opens. **You must use the email address that the Switch Secure Email was sent to in order to open the message.**

Create a password to access the account and use the dropdown menus to select suitable security questions and specify answers to them. Please note, the answers to your security questions will be used in the event that you need to reset your password.

Sign Up

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

Email (Switch ID):*	<input type="text"/>
First name:*	<input type="text"/>
Last name:*	<input type="text"/>
Phone number:	<input type="text"/>
<small>We will not contact you unless you forget your password and security questions</small>	
<input checked="" type="checkbox"/> Email me about product updates and services from Egress	

2 Choose a strong password to protect your identity.

Password:*	<input type="password"/>
Confirm password:*	<input type="password"/>
<small>Minimum 8 characters, with at least 1 UPPER case or number</small>	
Question #1:	<input type="text" value="What high school did you attend?"/>
Answer #1:*	<input type="text"/>
Question #2:	<input type="text" value="What is your favourite vacation spot?"/>
Answer #2:*	<input type="text"/>
<input type="checkbox"/> I have read and agree with the Egress Privacy Statement	
<input type="button" value="Create Account"/>	

An activation code will be sent to the email address you used to register for your Switch account.

Copy the code into the '[Activation code](#)' field and select '[Submit Activation Code](#)'.

Almost Done

A new Egress Switch account with Switch ID **jane.bloggs@hotmail.com** 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](#)

If you do not receive your activation code within five minutes, please check your Junk or Spam folder.

Once you have completed the sign-up process, a new window will open. Select '[Read your message now](#)' to view the secure message.

All Done

You can now access Switch secure messages using your new Switch account:

jane.bloggs@hotmail.com

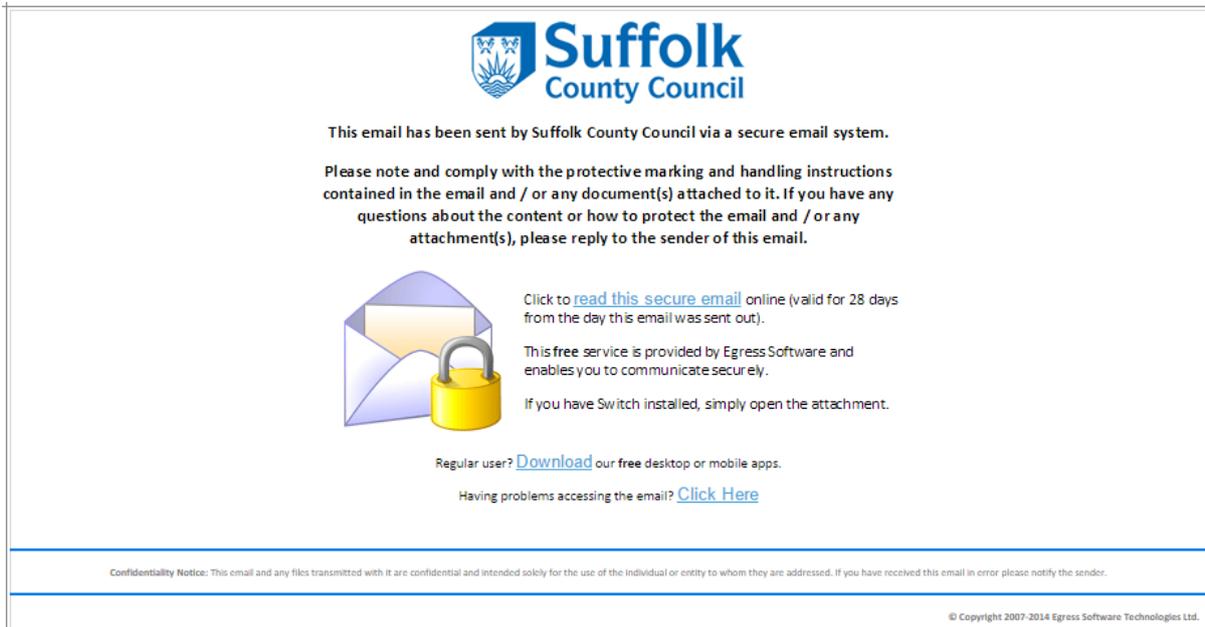
Thank you for signing up with Egress Switch.

[Read your message now](#)

2

Opening a Switch Secure Email – Registered User

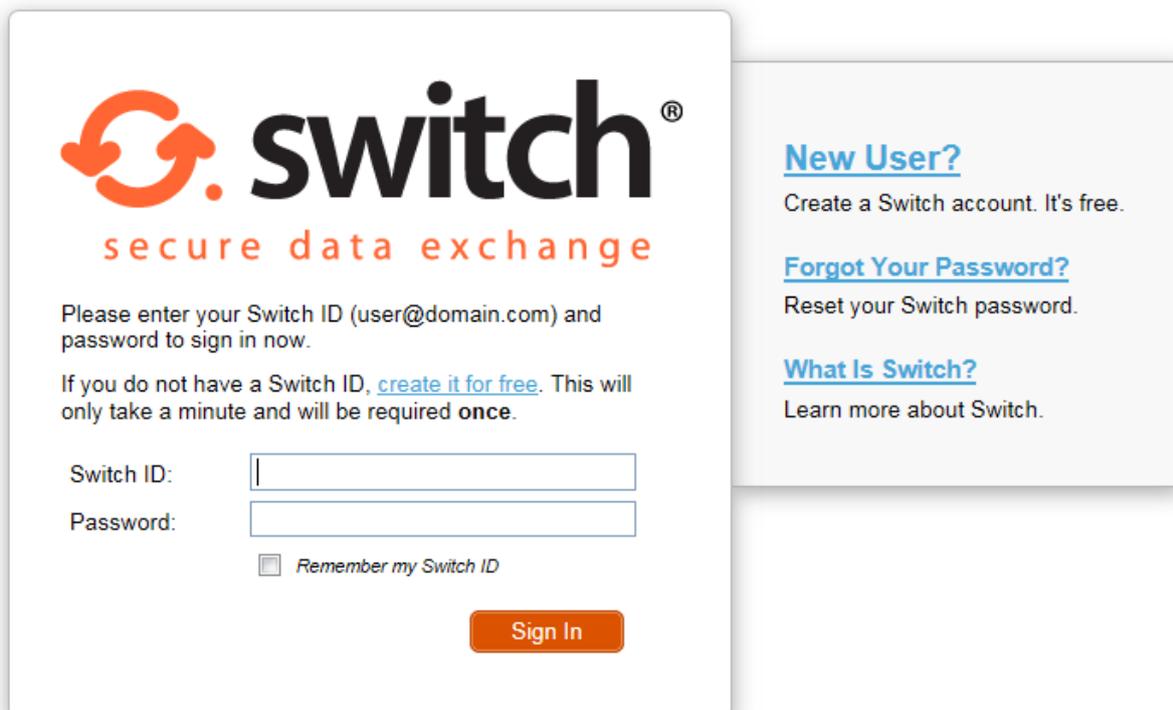
Once you have registered for a Switch account, you can access Switch Secure Emails by selecting the [‘read this secure email’](#) link displayed in the notification mail.



Emails sent to and from this organisation will be monitored in accordance with the law to ensure compliance with policies and to minimise any security risks.

The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.

Enter your credentials into the web browser that opens and select [‘Sign In’](#).



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Reading and replying to a Switch Secure Email

Once registered or signed in, you will be able to access the secure email and any attachments.

The screenshot shows the 'Web Access' interface. At the top left is the 'switch' logo and 'Web Access' text. At the top right is the user's email 'joanne.bloggs@suffolk.gov.uk' and a 'Sign out' link. Below this is a yellow banner with the text: 'Regular user? Download our free client software for desktop and mobile.' The main content area shows an email header with the following details: 'From: Joanne Bloggs (joanne.bloggs@suffolk.gov.uk)', 'Sent: 31 July 2015 14:34', 'Subject: [OFFICIAL-SENSITIVE]: Notes from Meeting', 'To: jane.black@btinternet.com', and 'Attachments: Notes.docx (820 KB)'. To the right of the header are three buttons: 'Reply', 'Reply All', and 'Close'. The email body contains the following text: 'Hi Jane, Please see attached the minutes from our meeting. Kind regards Joanne'. Below the body is a disclaimer: 'Emails sent to and from this organisation will be monitored in accordance with the law to ensure compliance with policies and to minimise any security risks. The information contained in this email or any of its attachments may be privileged or confidential and is intended for the exclusive use of the addressee. Any unauthorised use may be unlawful. If you receive this email by mistake, please advise the sender immediately by using the reply facility in your email software.' At the bottom of the interface are links for 'Egress Home', 'Administration Panel', 'Download', 'Privacy Policy', and 'Legal', along with the copyright notice '© 2009-2015. All rights reserved. Egress Software Technologies Ltd. WEB1'.

In addition to the message body and attachments, you will also be able to see:

- The sender's details
- The date and time the secure email was sent
- The subject line
- Any other recipients in the 'To' or 'Cc' fields

To reply to a secure email, click '**Reply**' or '**Reply All**' as appropriate. Compose your response, add attachments and other recipients if required and select '**Send**'.

Important Note: Egress Switch is an information security product. While every precaution has been taken to ensure the highest level of security and integrity of data at all times, you should be extra vigilant for suspicious activity and never write down or share your Switch Account credentials with anyone.

Learn more about Egress Switch

Visit www.egress.com/online-tutorials for video tutorials on using Egress Switch, including how to:

- Access a secure package
- Manage your packages and control access to them in real time
- Send large files securely
- Approve or deny access requests to secure packages

Activating advanced features

Egress Switch offers many more features that are not currently activated for free accounts, such as:

- Full email message body encryption
- Automatic email content inspection
- Customisable security policies
- Centralised auditing and user management
- Integration into existing FTP(s) / HTTP(s) / Cloud servers
- Hosted Cloud storage
- Customisable email headers

To activate these features, please visit www.egress.com/contact-us-form

Technical support

Should you encounter any problems with Egress Switch or have any technical questions, please get in touch with your Egress Technical Engineer or contact Egress Support at www.egress.com/support