



## Egress Switch Quick Start Guide

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

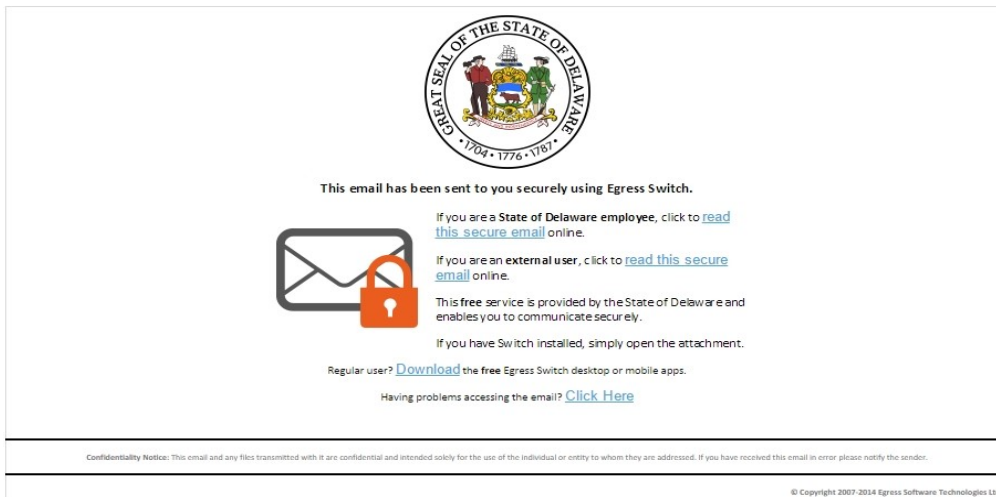
As an Egress Switch Secure Email recipient, you can access encrypted files quickly and easily. You can also communicate securely with paying customers absolutely free of charge - both when you are initiating communication with them and when you are replying to an encrypted email.

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

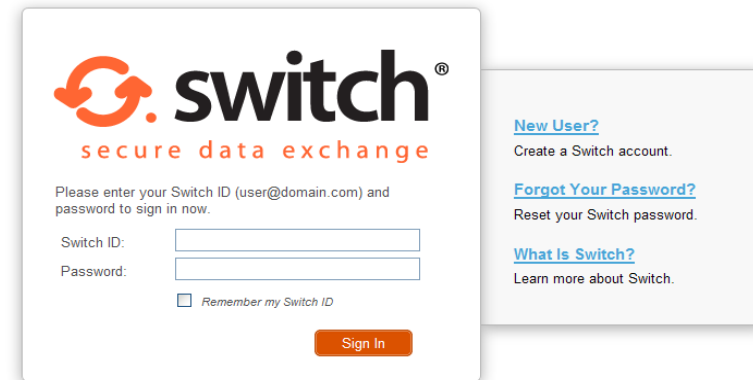
## 1 Opening a Switch Secure Email - New user

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 mail you received.



In the web browser that opens, select the 'New User?' link.



**switch**  
secure data exchange

Please enter your Switch ID (user@domain.com) and password to sign in now.

Switch ID:

Password:

Remember my Switch ID

**Sign In**

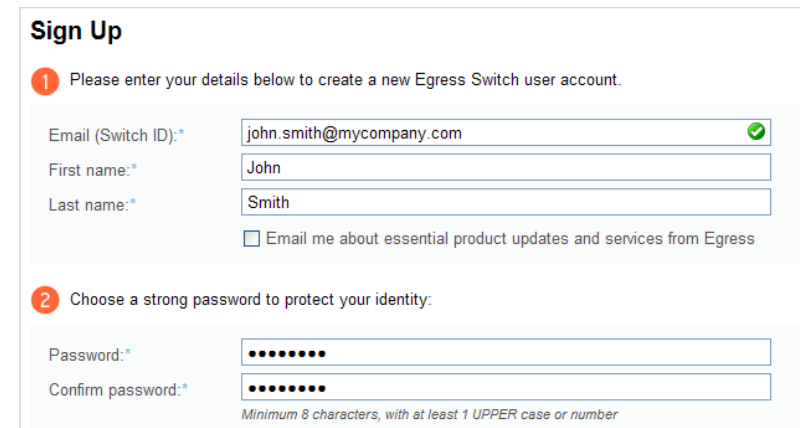
[New User?](#)  
Create a Switch account.

[Forgot Your Password?](#)  
Reset your Switch password.

[What Is Switch?](#)  
Learn more about Switch.

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. 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 re-set your password.



### Sign Up

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

Email (Switch ID)\*:

First name\*:

Last name\*:

Email me about essential 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

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'.

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

**Almost Done**

A new Egress Switch account with Switch ID **john.smith@mycompany.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](#)

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:


**john.smith@mycompany.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.



This email has been sent to you securely using Egress Switch.

If you are a State of Delaware employee, click to [read this secure email](#) online.

If you are an external user, click to [read this secure email](#) online.

This free service is provided by the State of Delaware and enables you to communicate securely.

If you have Switch installed, simply open the attachment.

Regular user? [Download](#) the free Egress Switch 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.

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Enter your credentials into the web browser that opens and select 'Sign In'.

Please note, the email you use as your Switch ID must match the email address that the Switch Secure Email was sent to in order to open the message.

 **switch**<sup>®</sup>  
secure data exchange

Please enter your Switch ID (user@domain.com) and password to sign in now.

Switch ID:

Password:

Remember my Switch ID

[Sign In](#)

[New User?](#)  
Create a Switch account.

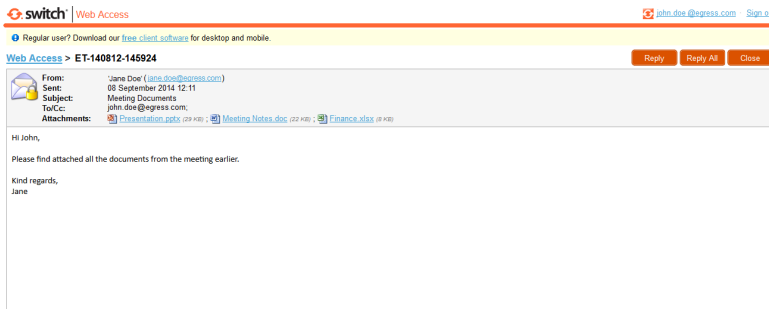
[Forgot Your Password?](#)  
Reset your Switch password.

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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.



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](http://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](http://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](http://www.egress.com/support).