



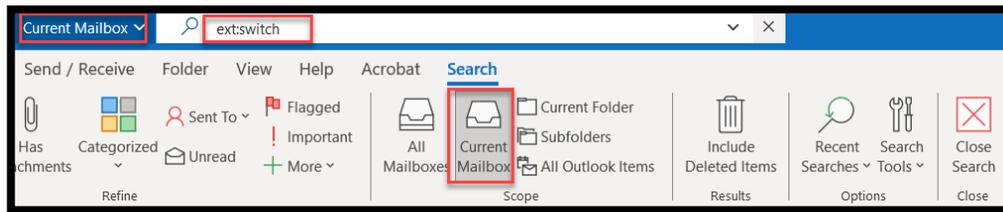
Overview: On April 5th, 2024, Egress, the State’s secure email service used to exchange encrypted emails, transitioned to a cloud solution. If you need to keep encrypted emails dated prior to April 5th, 2024, you must decrypt them by August 30th, 2024, at 10:00 a.m., or you will lose access to them. The decryption instructions are included in this reference guide.

1. Log in to your Outlook desktop client on your State Windows computer. (Note: The Egress add-in must be installed.)

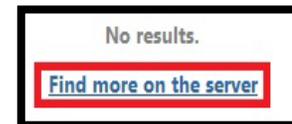
- ❖ To confirm if you have the Egress add-in, click “File” on the top left menu in Outlook, Egress will be listed under the “Info” section on the left menu as shown here. If you do not see Egress listed, contact your helpdesk [listed here](#).



2. Go to the Outlook search window, select the drop down to “Current Mailbox”, type in **ext:switch** and press “Enter”. Outlook will attempt to locate any encrypted emails in the current mailbox.



3. Depending on the search results, you might see a link that says "More" or "Find more on the server." Click the link to continue.



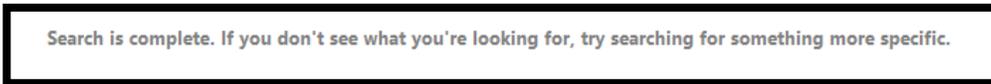
- ❖ If you have multiple mailboxes, you will need to click into each one separately and repeat steps 2 and 3.

4. When encrypted emails are found, the process will begin auto decrypting emails one by one, and it will take a few minutes depending on how many are found. As soon as the email at the top of the list is decrypted, it will disappear from the list (while remaining in its original location) then the next email decrypts and so forth.

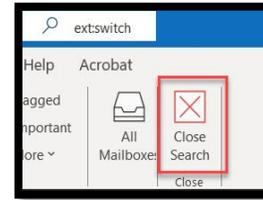
Refer to [this section](#) of the guide if the process pauses or stops.



5. The following message appears when the search is complete:



6. Click "Close search" to exit the auto-decrypt process when you're finished:

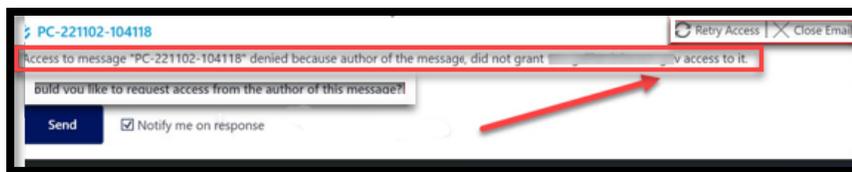


If the Process Pauses or Stops:

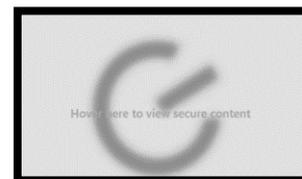
If the auto-decrypt process pauses or appears to have stopped working, it may have encountered an email to which you were not granted access, had access revoked, or had been sent in "read only encrypt mode," in which case the auto-decrypt process will not decrypt the email and it cannot be saved.

To resume the auto-decrypt process after a pause, arrow down to the next email in the list. It may be necessary to return to Outlook's search box, type **ext:switch**, and hit "Enter" again. To avoid the auto-decrypt process stopping on the same email again, it is advised that any no longer needed emails be deleted completely.

An example of an email not granted access to or revoked from:



An example of a 'read only encrypt mode' email:



If you experience any technical issues, contact the DTI Service Desk at 302-739-9560.