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 July 8th, 2024, or you will lose access to them. The decryption instructions are included in this reference guide.

- 1. You must log in to your Outlook desktop client application 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.
- To find your encrypted emails in Outlook, go to the search window, select the drop down to select "All Mailboxes", type in **ext:switch** and press "Enter".

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- Note If no results are found, select "Find more on the server".
- 3. Outlook will attempt to locate all encrypted emails in all mailboxes, including shared and archived mailboxes.
- 4. When located, the emails will begin auto decrypting one by one as shown below. The auto-decrypt process will take a few minutes, depending on how many emails are found. As soon as the message at the top of the list gets decrypted, it will disappear from the list and the next message gets decrypted. The decrypted emails will remain in the folder they were found in. If the process pauses, reference the "Note" section on page 2.

S	ubject	Received	In Folder
6			
. (Email Subject	Mon 12/20/2021 5:59 PM	Inbox
C	Email Subject	Mon 4/5/2021 10:38 AM	Inbox
— Г	Email Subject	Mon 3/8/2021 2:47 PM	Inbox
	→ (
		Subject Email Subject Email Subject Email Subject	Subject Received Email Subject - Mon 12/20/2021 5:59 PM Email Subject Mon 4/5/2021 10:38 AM Mon 3/8/2021 2:47 PM





Find more on the server



Egress Decrypt Reference Guide

A message will appear in the body of each email as confirmation of decryption:

This email, created by UserName@delaware.gov, has been securely delivered using Egress Switch and was decrypted on Tuesday, March 26, 2024 2:41:43 PM-04:00.

5. Click "Close search" to exit the auto-decrypt process:

Note - If the auto-decrypt pauses at any time, it may have come across an email that you were either not granted access to, revoked access from or it was sent to you in read only encrypt mode, and the auto-decrypt process will not decrypt those emails.

For emails you weren't granted access to, click in the email to request access to the email again or close the email as shown in the image here. The email can not be decrypted unless access is granted.

7 PC-221102-104118

Vould you like to request access from the author of this message?

Send
☑ Notify me on response

Acrobat

If an email was sent 'read only encrypted', it will be obscured in view as shown here. These emails cannot be decrypted and saved.



To continue the auto-decrypt process after a pause,

arrow down to the next email in the list. It may be necessary to go back to the search window in Outlook, type **ext:switch** and press "Enter" again. It is recommended to completely delete any emails that are no longer needed to prevent the auto-decrypt process from pausing on the same email again.

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