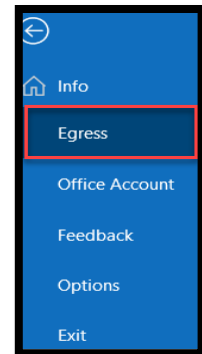


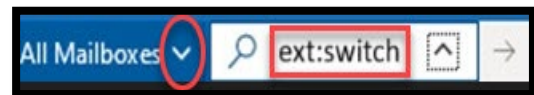
Overview: On April 5th, 2024, Egress, the State’s secure email service used to exchange encrypted emails, transitioned to a cloud solution. If you need to keep encrypted emails dated prior to April 5th, 2024, you must decrypt them by July 8th, 2024, or you will lose access to them. The decryption instructions 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.



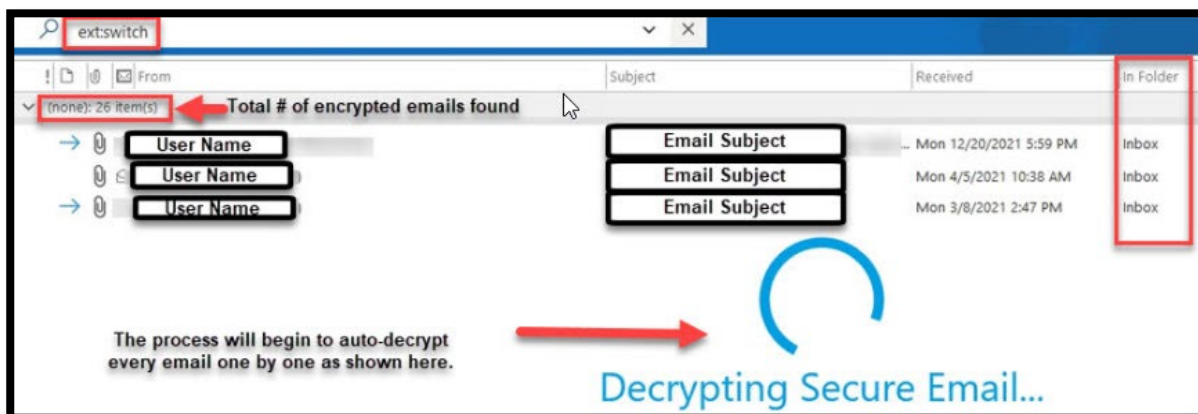
2. To find your encrypted emails in Outlook, go to the search window, select the drop down to select “All Mailboxes”, type in **ext:switch** and press “Enter”.



- ❖ Note - If no results are found, select “Find more on the server”.



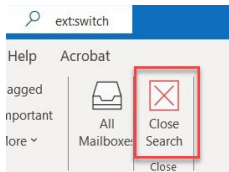
3. Outlook will attempt to locate all encrypted emails in all mailboxes, including shared and archived mailboxes.
4. When located, the emails will begin auto decrypting one by one as shown below. The auto-decrypt process will take a few minutes, depending on how many emails are found. As soon as the 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.



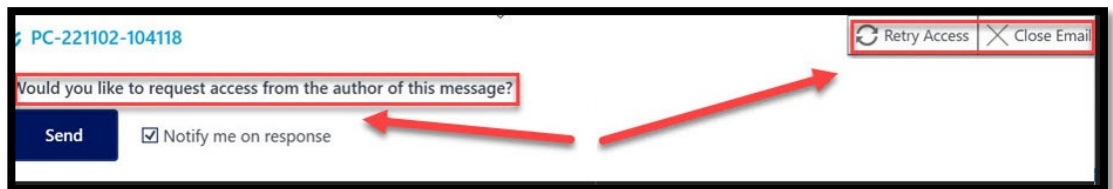
- ❖ A message will appear in the body of each email as confirmation of decryption:

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. Once all emails are decrypted, click "Close search" to exit:



- ❖ Note - If the auto-decrypt process appears to be paused at any time, it may have come across an email that you were not granted access to, or it was revoked. Click into the email to "retry" or "request access" again. If you do not need access, select close email.



- ❖ To continue the auto-decrypt 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.

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