

Egress Switch for Third Parties

The London Borough of Tower Hamlets is introducing a new more secure way of communicating with third parties. Third parties are:

- Individuals receiving a service from the council, assisting the council in delivering a service or delivering services on behalf of the Council e.g. independent reviewing officers, foster carers
- Companies receiving a service from the council or assisting the council in delivering a service e.g. care homes, charities.

Egress Switch is provided by a company called Egress and is a secure email solution which allows the local authority to send emails and file attachments securely and encrypted to third party recipients. Egress Switch enables third parties to communicate safely with the council.

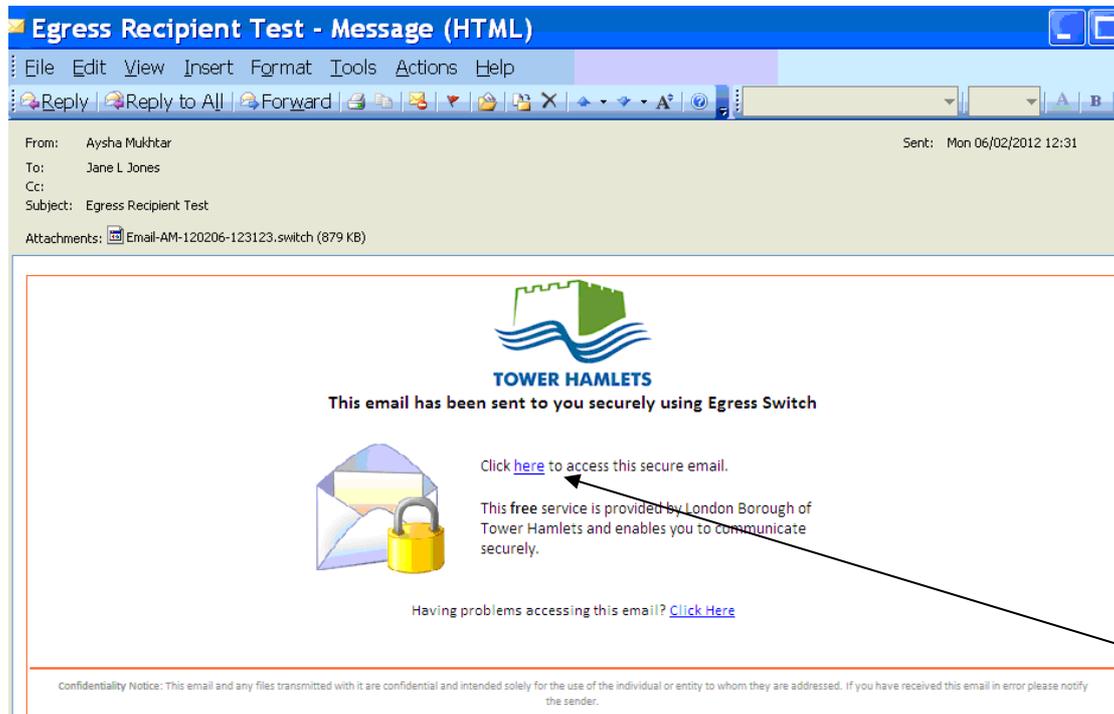
Third parties either use the product as web based email or download a small software file (Egress Switch "client") which will enable them to use extra features in the product.

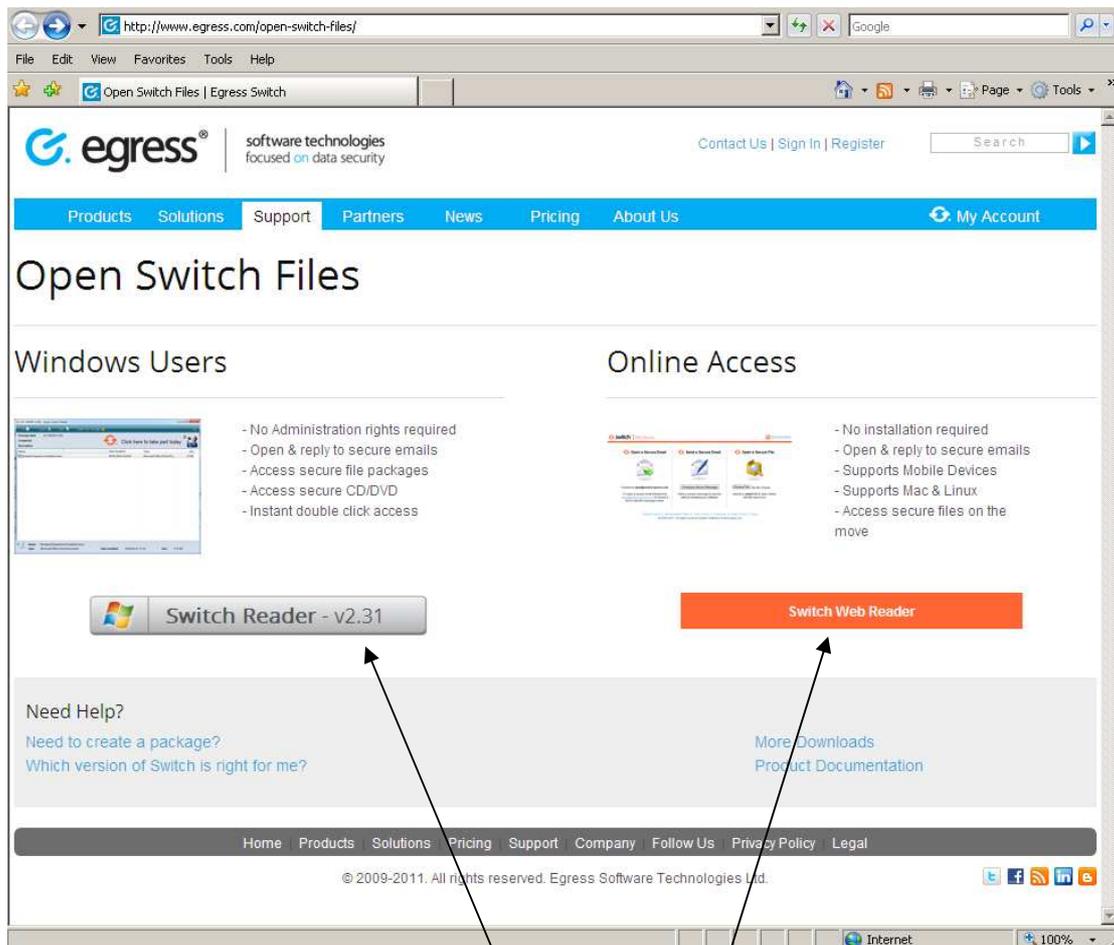
Third parties will be able to email local authority staff and to respond to emails received using either option. However third parties will not be able to use Egress Switch to send secure emails to another third party unless they purchase a full license.

Staff from the council will send emails as usual from Microsoft Outlook and the recipients will receive this in their normal email solution e.g. hotmail, gmail.

To open a secure/encrypted email you must be a registered user of "Egress Switch". When you first receive an email which is secure/encrypted you will be prompted to enrol as a user which is a one off process (see below).

You will receive an email that looks like this:



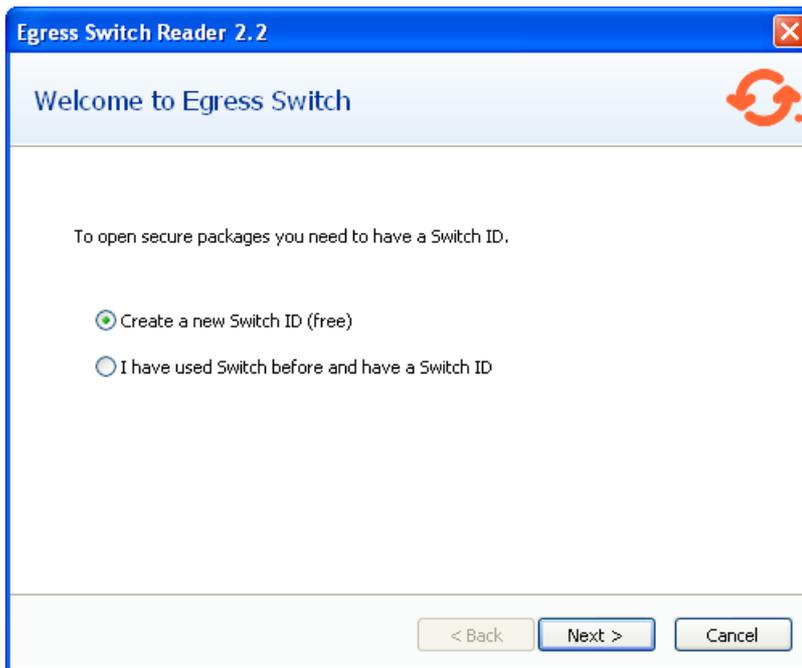


Click on **“Download Switch Reader”**

If you do not want to download the software you can use the **“Secure Web Reader”**. The registration steps are the same.

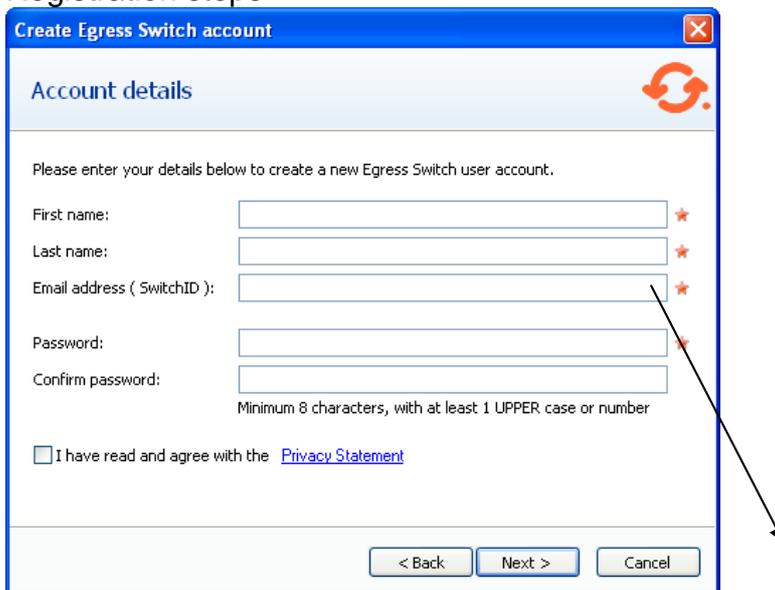


Click on Run and follow the installation instructions.



Make sure the radio button is clicked on the option “Create a new Switch ID (free)”, then click on next. This will enable you to enrol as a Switch user.

Registration steps



The email address is the one normally used e.g. foster.carer@hotmail.com.

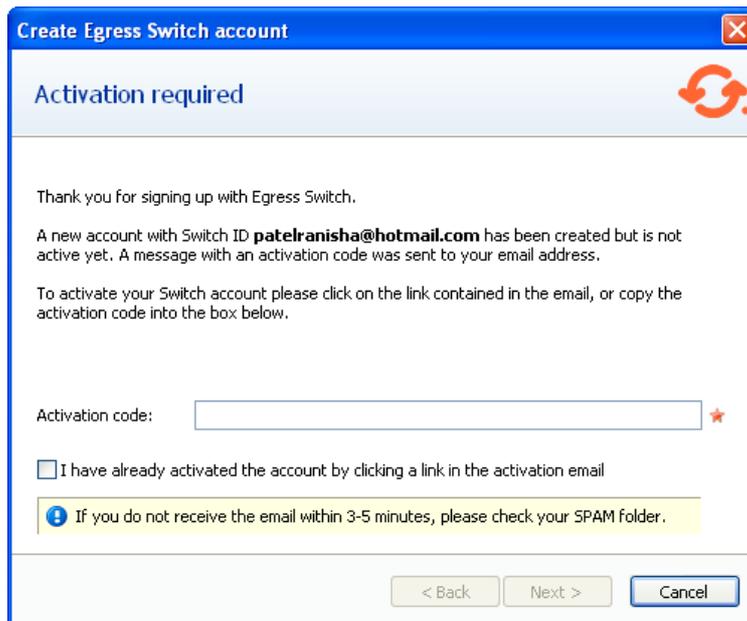
Enter all the required details, and click on “Next”.

The screenshot shows a window titled "Create Egress Switch account" with a sub-header "Security questions". Below the sub-header is a red circular refresh icon. The main text reads: "To enable password recovery for this account please select and answer the security questions below:". There are two question sets. The first set has "Question #1:" with a dropdown menu showing "In what city do you work?" and "Answer #1:" with an empty text box and a red star icon. The second set has "Question #2:" with a dropdown menu showing "On what street did you grow up?" and "Answer #2:" with an empty text box and a red star icon. At the bottom are three buttons: "< Back", "Next >", and "Cancel".

Choose your 2 security questions, with their answers then click on "Next". You have a choice of which security questions you want to use....

The screenshot shows a window titled "Create Egress Switch account" with a sub-header "Mailing lists and security code". Below the sub-header is a red circular refresh icon. The main text reads: "We want to stay in touch, but only in ways that you find helpful." followed by a checked checkbox "Email me about product updates and services from Egress". Below that, it says: "To complete the Egress Switch sign up process please enter the security code shown below." There is a security code image showing "GEDA62" on a noisy background. Below the image is a text box labeled "Code:" with a red star icon. A note below the text box says: "The code contains 6 characters and may contain digits and letters A-F". At the bottom are three buttons: "< Back", "Next >", and "Cancel".

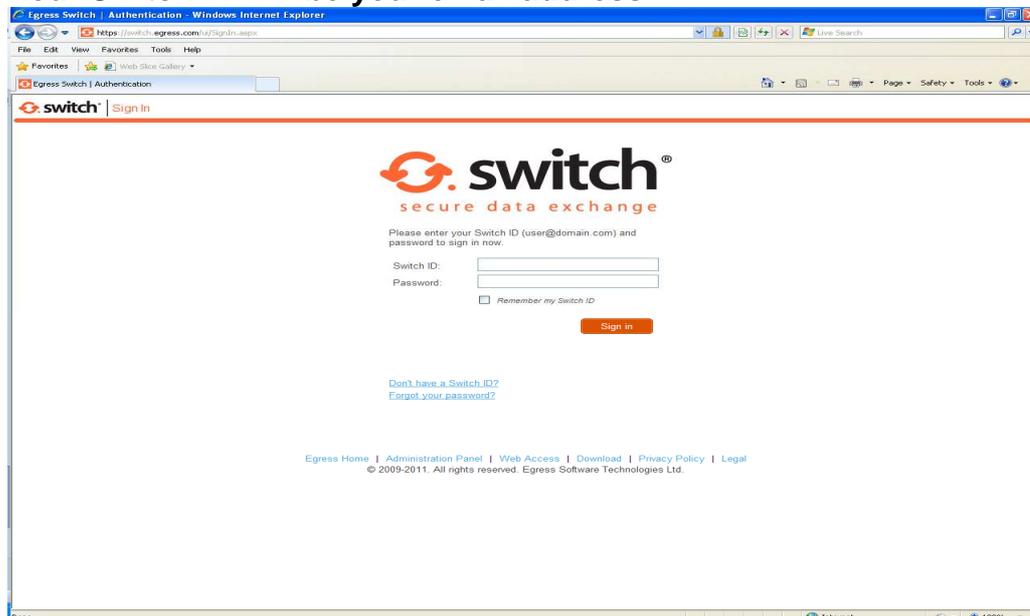
Enter the security code that you see and click on "Next".



You will be sent an email with your activation code.

Once you have done this you can go back to your email and double click on the attachment or click on web access. You will be prompted to signed in and be then able to read the email.

Your Switch ID will be your email address.

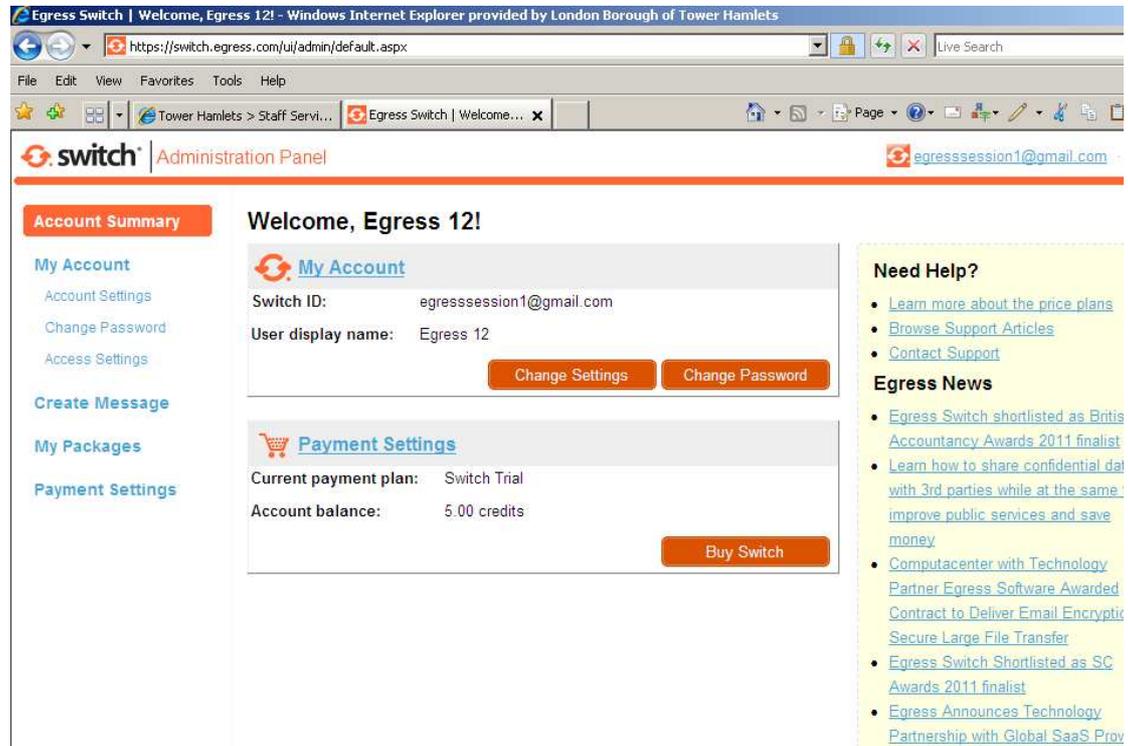


PLEASE NOTE: - Third parties will be able to use this service for free when replying back to employees at “London Borough of Tower Hamlets”. If third parties want to contact other people using secure email, they will have to buy their own licence. However, initially they will be given 5 free credits to use to email other third parties.

Accessing Egress Switch to send an email

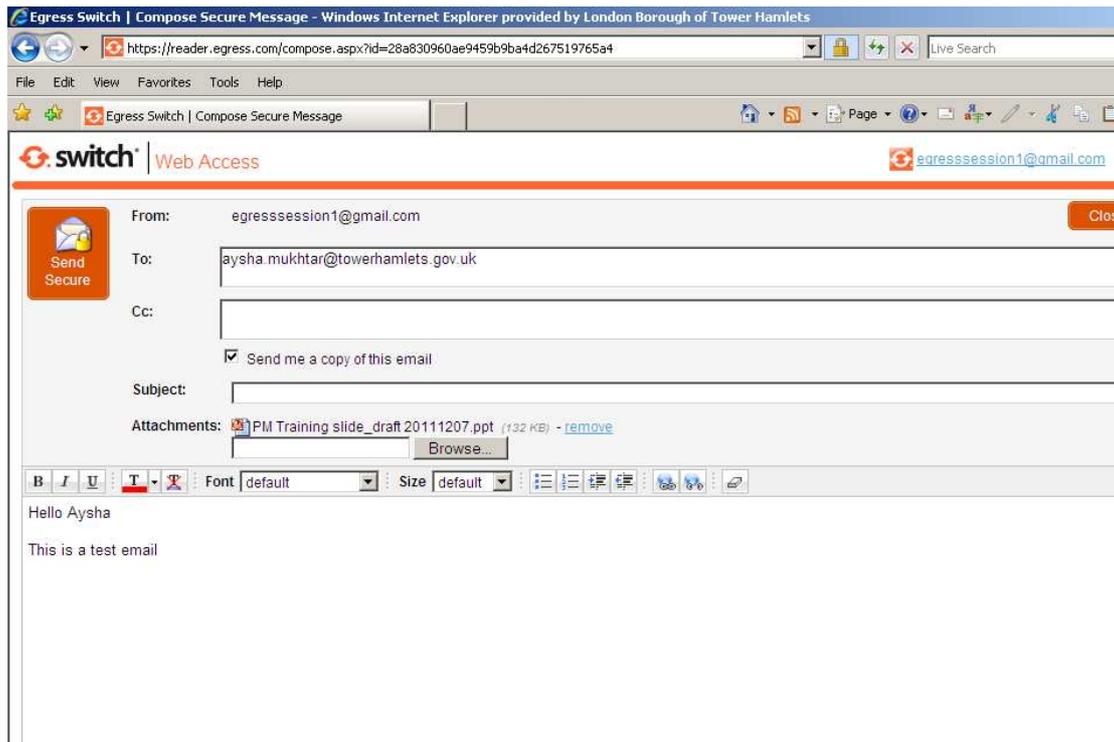
To compose an email you will need to log onto the web access: <http://reader.egress.com> or <https://switch.egress.com/> and sign in at the top right hand corner of the page.

Your home page will look like this:

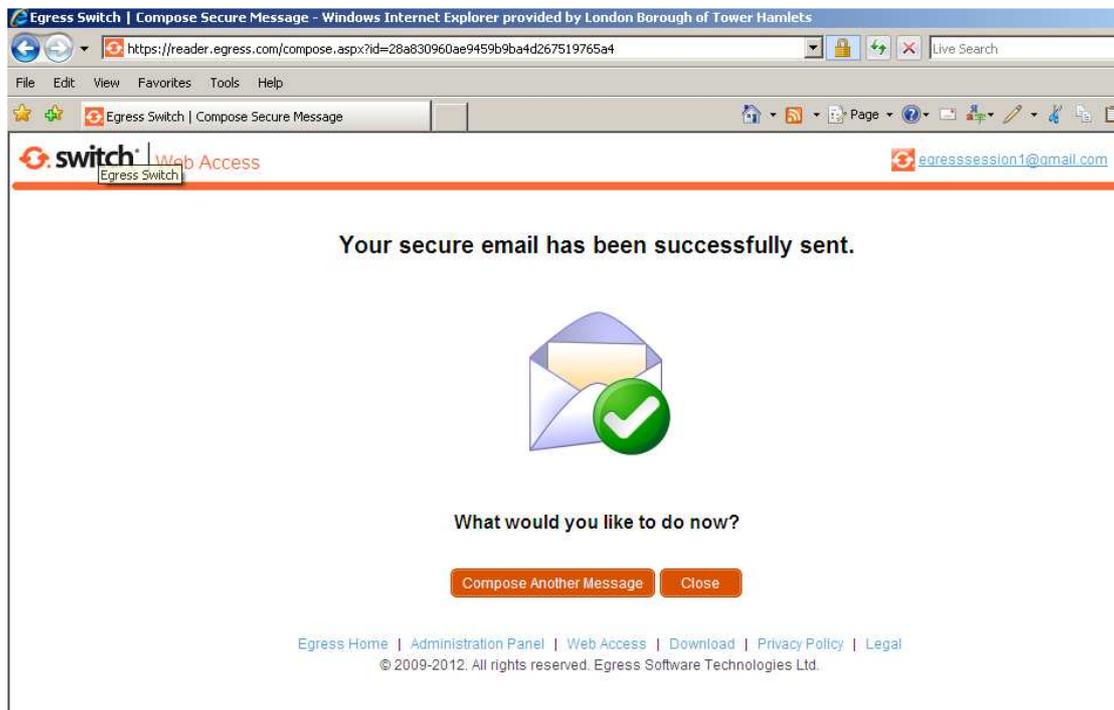


The screenshot shows a web browser window displaying the Egress Switch Administration Panel. The browser's address bar shows the URL <https://switch.egress.com/ui/admin/default.aspx>. The page title is "Egress Switch | Welcome, Egress 12! - Windows Internet Explorer provided by London Borough of Tower Hamlets". The browser's address bar also shows "Live Search". The page content includes a navigation menu on the left with options like "Account Summary", "My Account", "Create Message", "My Packages", and "Payment Settings". The main content area is titled "Welcome, Egress 12!" and contains two sections: "My Account" and "Payment Settings". The "My Account" section displays the user's Switch ID as "egresssession1@gmail.com" and the user display name as "Egress 12", with buttons for "Change Settings" and "Change Password". The "Payment Settings" section shows the current payment plan as "Switch Trial" and the account balance as "5.00 credits", with a "Buy Switch" button. A "Need Help?" section on the right provides links to "Learn more about the price plans", "Browse Support Articles", and "Contact Support". Below this, an "Egress News" section lists several news items, including "Egress Switch shortlisted as British Accountancy Awards 2011 finalist" and "Egress Announces Technology Partnership with Global SaaS Provider".

To send an email, click on Create Package and an email window will appear as below:



You simply type your email as usual, upload any attachments you want to add and click Send Secure. Egress Switch will then ensure this is delivered secure/encrypted to the recipient.



Controlling your email

If you want to you can choose the time period during which you email can be accessed. Click on **My Packages**:

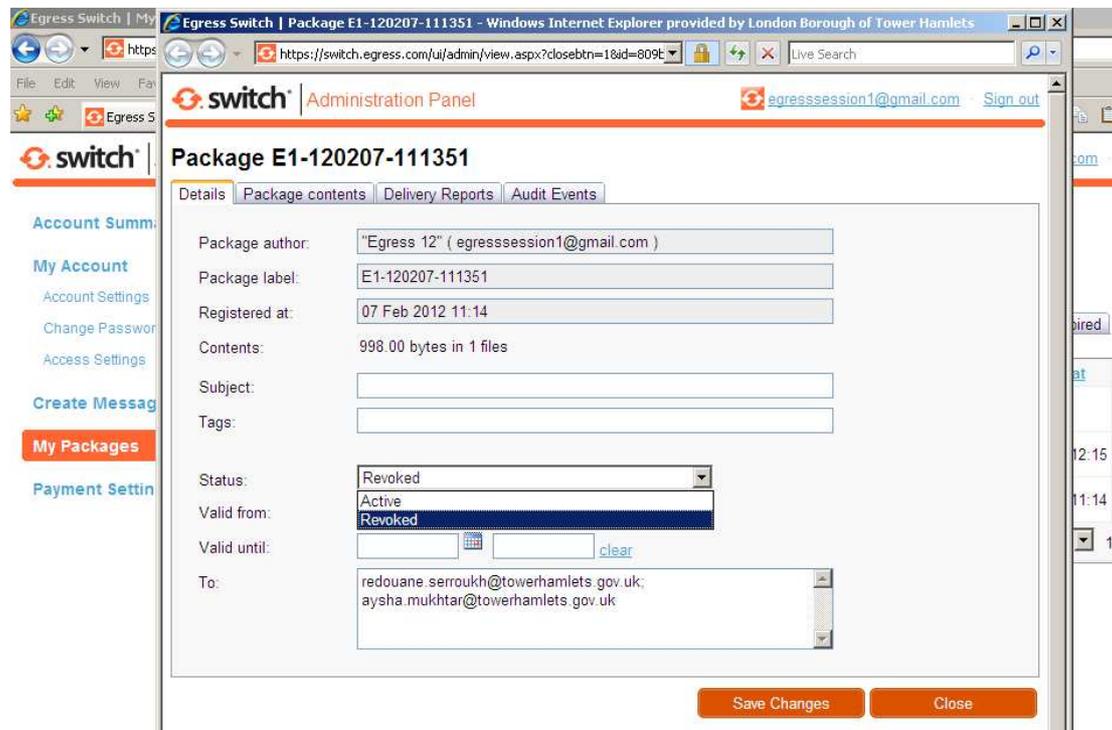
The screenshot shows the 'My Packages' section of the Egress Switch Administration Panel. The page title is 'Egress Switch | My Packages - Windows Internet Explorer provided by London Borough of Tower Hamlets'. The URL is 'https://switch.egress.com/ui/admin/browse.aspx'. The page features a navigation menu on the left with options like 'Account Summary', 'My Account', 'Create Message', 'My Packages', and 'Payment Settings'. The main content area is titled 'My Packages' and includes a sub-header: 'Manage, sort, filter, and track the information you share in real-time. You can also change security and access settings for the packages you share, even after it has left your physical control.' Below this, there are tabs for 'All packages', 'With pending requests', 'Today', 'This week', 'Last week', 'This month', 'Last month', 'Last 30 days', and 'Expired'. A table lists three packages with columns for '#', 'Package Label', 'Subject and Recipient List', 'Registered at', and 'Accessed at'. The packages are: 1. E1-120207-162811 (Subject: -- blank --, Recipient: aysha.mukhtar@towerhamlets.gov.uk, Registered: 07 Feb 2012 16:28, Accessed: 1); 2. E1-120207-111351 (Subject: -- blank --, Recipient: redouane.serroukh@towerhamlets.gov.uk; aysha.mukhtar@towerham..., Registered: 07 Feb 2012 11:14, Accessed: 07 Feb 2012 12:15); 3. E1-120207-111301 (Subject: Re: Egress Demo 1, Recipient: aysha.mukhtar@towerhamlets.gov.uk, Registered: 07 Feb 2012 11:13, Accessed: 07 Feb 2012 11:14). At the bottom, there are links for 'Egress Home', 'Administration Panel', 'Web Access', 'Download', 'Privacy Policy', and 'Legal', along with a copyright notice for 2009-2011.

Click on the package (email) you want to set restrictions for:

The screenshot shows the details for Package E1-120207-111351. The page title is 'Egress Switch | Package E1-120207-111351 - Windows Internet Explorer provided by London Borough of Tower Hamlets'. The URL is 'https://switch.egress.com/ui/admin/view.aspx?closebtn=1&id=809E...'. The page features a navigation menu on the left with options like 'Details', 'Package contents', 'Delivery Reports', and 'Audit Events'. The main content area is titled 'Package E1-120207-111351' and includes a sub-header: 'Details'. Below this, there are several fields for package information: 'Package author: "Egress 12" (egresssession1@gmail.com)', 'Package label: E1-120207-111351', 'Registered at: 07 Feb 2012 11:14', 'Contents: 998.00 bytes in 1 files', 'Subject:', 'Tags:', 'Status: Revoked', 'Valid from: 02/02/2012', 'Valid until:', and 'To:'. A calendar widget is open for February 2012, showing the date 15 February 2012 selected. At the bottom, there are buttons for 'Save Changes' and 'Close'.

Click on **Save Changes**. This email is now not accessible to Ruth's hotmail account (the recipient in the "To:" field) between 13-14th April 2011.

If you want to you can also revoke (recall) an email once sent. This prevents the recipient from accessing the email and even if they had already opened it, they would now no longer be able to open it:



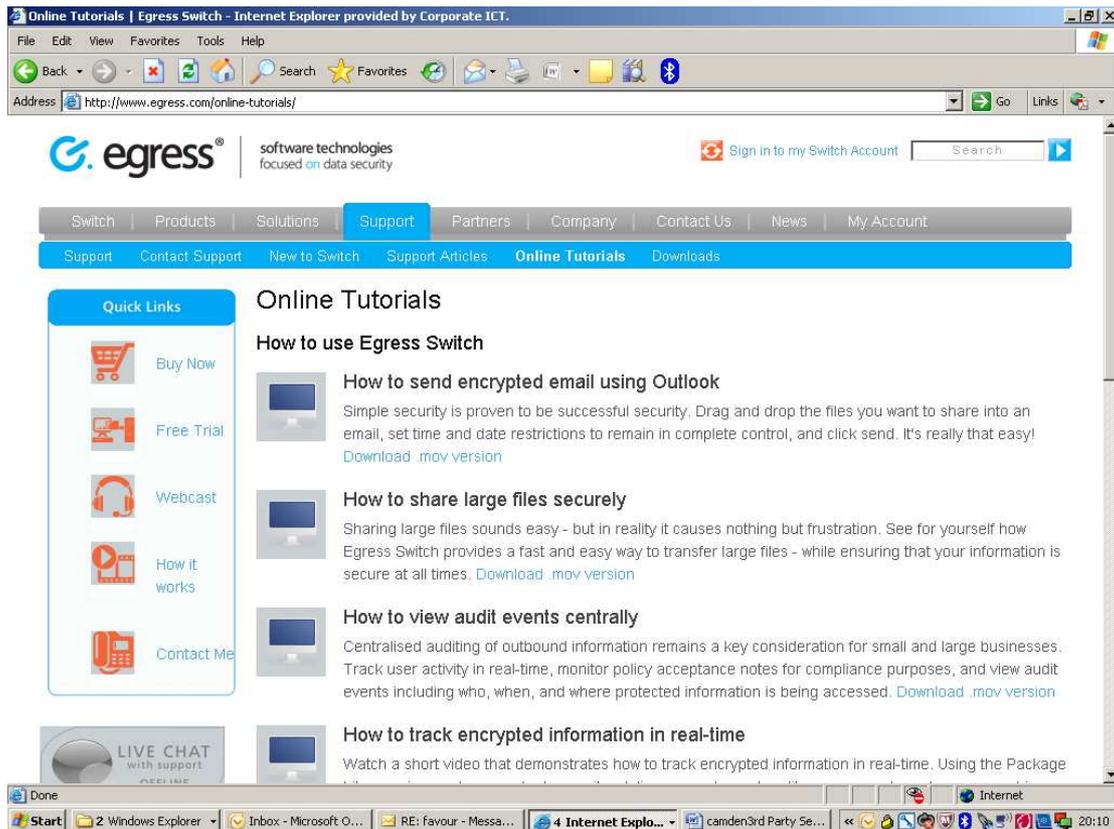
Hints and Tips in using Egress Switch

- a) If you set up Egress Switch account before receiving an email from a Local Authority user you will not be able to create a message/package until you have received and opened your first email from a LA user. Once you've done this the Create Message option should now be usable.
- b) Egress Switch allows you to forward an email received via Egress Switch but note unless the author of the original email has allowed the email to be forwarded to anyone the person receiving it will only be able to request access from the originator, they will not be able to open the content of the email or attachments.
- c) You can change your password at any point by clicking on **Change Password** (under **My Account** on the left hand side of the home page)
- d) If you forget your password you can click on "forgotten password" when signing in and you will be prompted through a password resetting process which only takes a couple of minutes.
- e) You can only view your secure emails by either clicking on "Mobile/Web access" or by double clicking on the attachment in your email (hotmail, gmail etc). You will not be able to see received emails by going to the website (www.egress.com, <http://reader.egress.com> or <https://switch.egress.com/>) directly and logging on
- f) You may notice you will receive Egress Switch emails in your normal email (e.g. hotmail, gmail) account. You can open emails here if you click on the "attachment" which is how the Egress Switch email appears. You will need to login. You will also notice that when you open the attachment/ Egress Switch email you have a reply button within this which you should use to send a secure response. ***Always use this, never response to a Switch email from your normal email account "reply" button, it will be sent insecurely!***
- g) Generally it is best if you send and receive all emails by logging into the Egress Switch reader at via the link in your email.

Getting Support

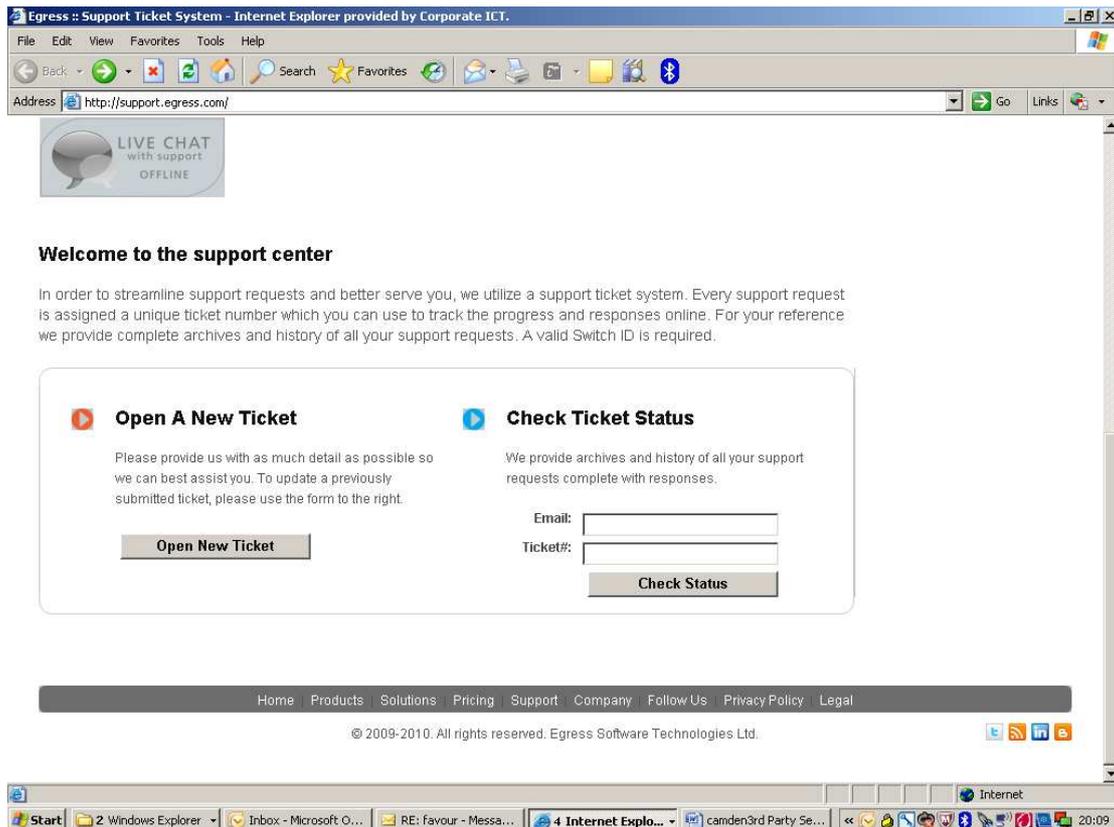
Egress Switch is easy to use but if you get into difficulties or have queries you can contact Egress. There are various ways of doing this. If you are logged into Egress Switch you can click on Contact Support on the right hand side of your home page, this takes you to <http://support.egress.com>

From here you can access various support documentation. If you click on "**New to Switch**" on the blue menu line then more options appear such as "**Online tutorials**":



You can access various videos here which tell you/show you how to do various functions in Egress Switch.

But if you can't find the answer there you can also log a helpdesk ticket:



Egress have committed to responding to users within 24 hours whenever possible.

More questions?

Please contact Tim Rodgers at Tower Hamlets 0207 364 4354, email- tim.rodgers@towerhamlets.gov.uk or Aysha Mukhtar 0207 364 4927, email- aysha.mukhtar@towerhamlets.gov.uk