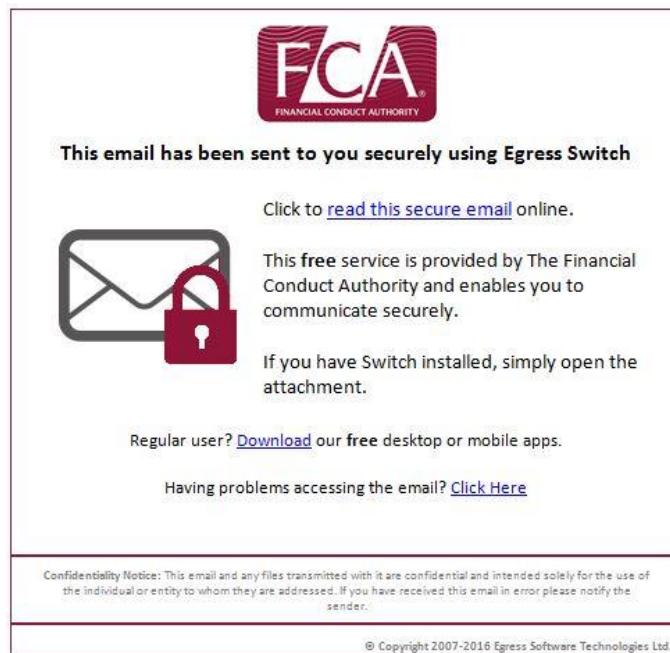# How to access encrypted emails or files using Egress Switch Secure Email

As an Egress Switch Secure Email recipient, you can read secure messages and access encrypted files quickly and easily. 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 www.egress.com.

Stage One: Opening a Switch Secure Email – New user

As a first-time user, you will need to create an Switch account. This is a one-time process that only takes a few minutes to complete. If you already have a Switch account, you can progress to Stage Two.

1. Click on the **read this secure email** link within the notification email you received.

2. In the web browser that opens, select the New User? link to create your Switch account.

4. Enter your details in the window that opens. You must use the email address that the Switch Secure Email was sent to in order to open the message.

Sign Up

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

Email (Switch ID):* | user@domain.com

First name:* | First na...
If you have received a secure message, use the email address where you received it as your ID.

Last name:* | Last name

Phone number: | +44 55 5555 5555

We will not contact you unless you forget your password and security questions

☑ Email me about product updates and services from Egress

5. 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 reset your password.

② Choose a strong password to protect your identity.

Password:* | Password

Confirm password:* | Confirm password

Minimum 8 characters, with at least 1 lower case and either 1 upper case / number

Question #1: | What is the name of your eldest cousin?

Answer #1:* | Answer #1

Question #2: | What make was your first car?

Answer #2:* | Answer #2

☐ I have read and agree with the Egress Privacy Statement   Create Account

An activation code will be sent to the email address you used to register for your Switch account. If you do not receive your activation code within 5 minutes, please check your Junk or Spam folder.

6. Copy the code into the Activation code field and select Submit Activation Code.
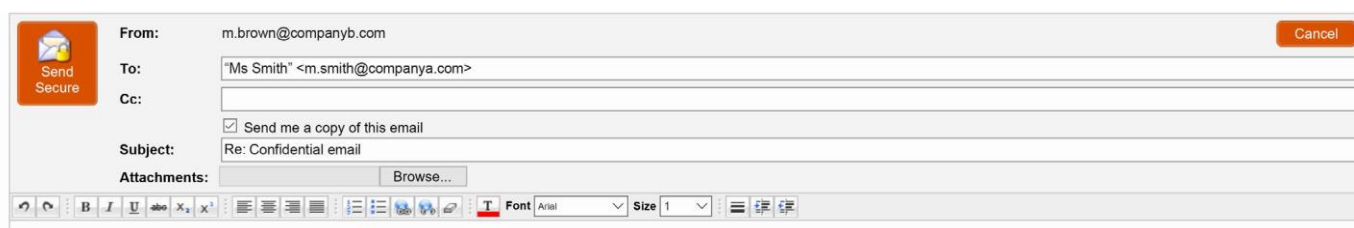
Activation code:* |

Submit Activation Code

7. A new window will open once you have completed the sign-up process. Select Read your message now to view the secure message.

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.

Stage Two: Reading and replying to a Switch Secure Email

1. 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 email.

2. Enter your credentials into the web browser that opens and select Sign in.

3. Once registered or signed in, you can 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

4. 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.

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Stage Three: Accessing large files

You can use Switch Secure Email to send and receive large files securely. There is a 500MB limit for large files sent or received to/from the FCA. With any other accounts, this limit might be of only up to 50 MB. If you receive a Switch Secure Email containing file attachments:

1. Select the link in the notification email.

2. Enter your credentials into your web browser and select Sign In.

3. In the opened Switch Secure Package you will see two buttons:
- Open Online: This opens the package in Switch Web Reader. You will see the attached files listed beneath the sender's details.
- Download: This downloads the encrypted '.switch' message (you need to download the Switch Client software to use this option). Select an attachment and then select the download button to download it to your computer.

Learn more about Switch Secure Email

Visit www.egress.com/online-tutorials for video tutorials on using Switch Secure Email, including how to:

- Access a secure message
- Manage your messages and control access to them in real time
- Send large files securely
- Approve or deny access requests to secure messages

Technical support

Should you encounter any problems using Switch Secure Email or have any technical questions, please contact Egress Support at www.egress.com/support.

If you would rather speak to a member of the support team, please call, Egress Europe (UK): +44 (0)844 8000 173 where someone will be able to assist you.

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