

Using the Egress Application



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Egress – An Introduction

Egress is an email encryption service that enables your school to send confidential and sensitive information safely and securely. The recipient of your information sent by Egress has to register with Egress in order to view the information.

Egress consists of two parts:

- A module that connects to your Microsoft Outlook email system that allows you to securely send confidential information or personal data via email.
- A standalone web application that you log into online and are then able to send emails with sensitive data securely.

Note: Outlook also enables you to send very large files and complete folders using Egress Package Creator.

When sending emails, you can choose one of three different security levels.

These three security levels are;

- Unprotected - Emails and attachments that are sent as **Unprotected** will not be encrypted. This option is **not suitable for sending personal data** or confidential information.

Examples might include sending a newsletter for the school to all parents who have signed up to receive the newsletter.

- Official - Emails and attachments that are sent as **Official** will be encrypted; the recipient can copy, forward and print the content. This option **must be used when sending personal data** or confidential information.

Examples may include sending a list of childrens names and addresses to a third party.

- Official Sensitive - Emails and attachments that are sent as **Official Sensitive** will be encrypted; the recipient cannot copy, forward or print the content. This option **must be used when sending sensitive personal data** or confidential information where access to this information must be restricted.

Examples may include sending a letter about a specific pupil to a general practitioner.

If you are unsure which security level to choose you should speak to your IT Service Provider.

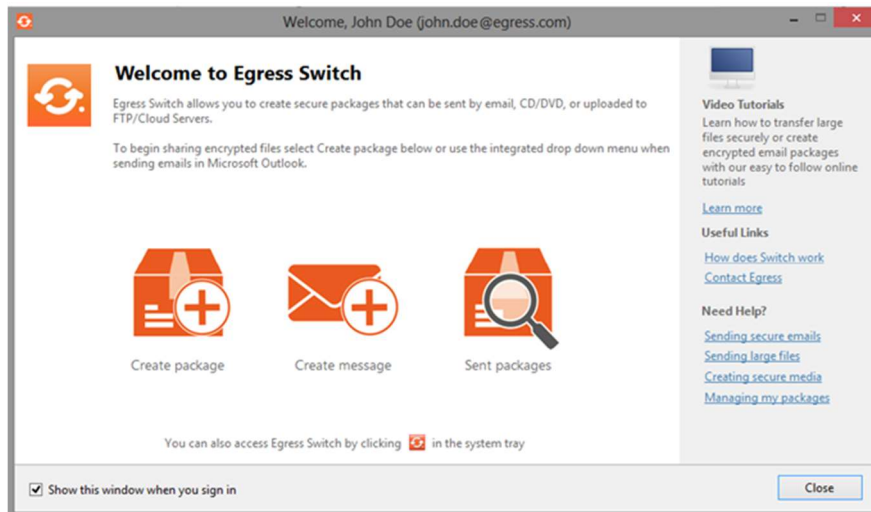
Your responsibilities when using Egress

- Ensure you **don't include sensitive personal data in the subject line of emails** sent via Egress because the subject line of emails sent securely via Egress Switch is not encrypted.
- Check you have typed the correct recipient email address because Egress Switch will not know if the email recipient's details are correct.
- Check that the email recipient is legally entitled to the information included in the email or any attachments because Egress Switch will not know this.
- Check that you have included or attached the correct information because Egress Switch will not know this.

Further information about Egress can be found [here](#)

Getting Started with Egress using Outlook

Once you have logged onto your PC, after a few seconds you see the Egress welcome screen:



You can perform all the actions of sending emails through Egress here such as;

- **Create Package** – Select this option if the file you wish to send is a large file.
- **Create Message** – Select this to create an email in Outlook using Egress.
- **Sent Packages** – You can select this to view emails sent through Outlook and Egress.


On the bottom of the Egress welcome screen, you can unclick the tick box Show this window when you sign in and this welcome screen will be turned off.

This is entirely up to you the individual.

To remove the welcome screen;

- Click **Close**.

The welcome screen will close however you will still have the full functionality of Egress.

From now onwards, you will see the Egress icon  in the system tray either at the side of your screen or at the bottom of your screen:

To open your system tray click the up arrow either at the side or bottom of your screen.



Once the up arrow is clicked, you will see the Egress icon in your system tray.

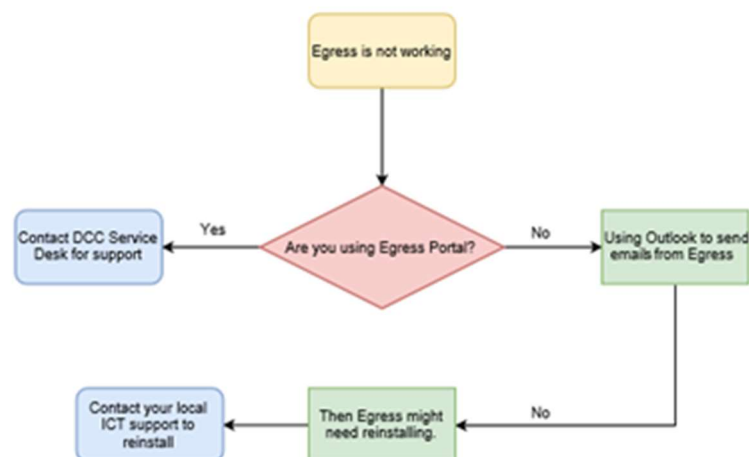


Sending an Email using Egress through Outlook

When you open Microsoft Outlook, you will see a new Egress Switch icon called Sent Packages in the menu bar at the top:



Note: If you do not see the Egress Switch icon, or Egress is not working, please refer to the flow diagram below.




To send an email:

There are two very **important** aspects of sending an email using Egress.

- The subject header must not contain any person identifiable information as the subject header is not encrypted.
- If you are sending emails to multiple recipients use the Blind Carbon Copy (**Bcc**) so that recipients cannot see any emails to other people.

From the main Outlook window;

- Click New E-mail.
- Select a level of security by clicking on the? **Unselected** icon  in the top left of the new email box.

A drop-down box will open:



- Click the appropriate security level required from the available options: **Unprotected**, **Official**, or **Official Sensitive**.
- If there are any time restrictions to be added to the email, click the **Message Restrictions** icon next to the? **Unselected** icon.



Setting Message Restrictions

An advantage of sending an email through Outlook using the Egress module is that you can specify how long the recipient will have access to the information contained within the email.

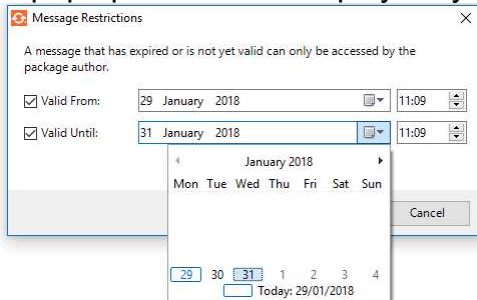
For example: You may only wish the information to be available to the recipient for two days.

To set Message Restrictions:

- Click the Message Restriction Icon.



A pop up screen will display for you to set the restriction.



- Valid From: Select the date you wish access to start from by clicking the down arrow which will open the calendar. Click the date you require.
- Valid Until: Select the date you wish access to be valid until by clicking the down arrow which will open the calendar. Click the date you require.
- Click **OK**.

Now that you have selected the level of security and set any message restrictions you can now;

- Type the subject and body of the email.
- Click **Send**.

*Note: It is **essential** that you think about the recipient **before typing** any of the content of your email. Select your level of encryption before clicking send. You may not notice Egress has failed to load if there is a glitch. If you rely on the Egress encryption “pop-up” box it is **possible you could send sensitive information without encryption**.*

Revoking an Email through Outlook

If you send sensitive information or an email to the wrong person, you can revoke emails that have been sent with the security level of official or official sensitive.

It is recommended that you revoke the email as soon as you realise a potential data breach. You can resend the email after but by revoking access first may prevent sensitive data being leaked.

*Note: It is **not possible** to revoke mails sent with the security level of **Unprotected**.*

Revoking emails sent from a personal mailbox

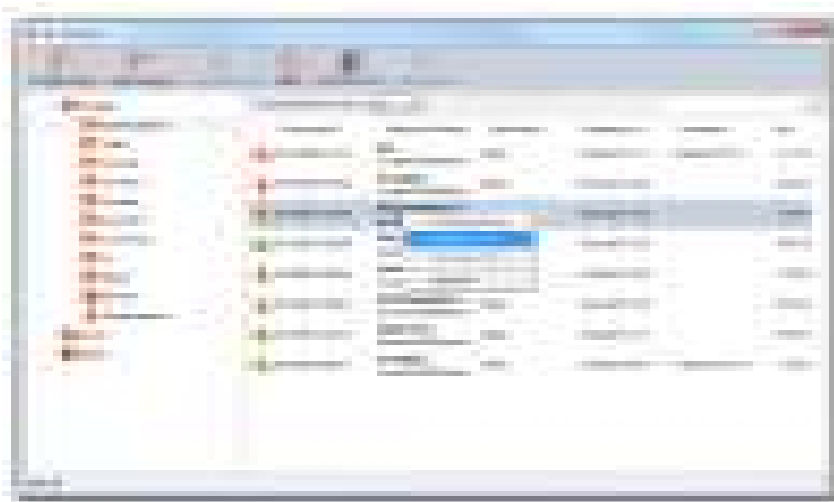
- From the Outlook main window, click the **Sent Packages** icon.



- Right click on the email you want to revoke from the displayed list.

Note: Items sent will have a green tick next to the email Package Label.

- Select **Revoke Access**.



Your recipients can no longer access this email. The icon will change to a locked version as below;

#	Package Label
1	 GM-150617-124306

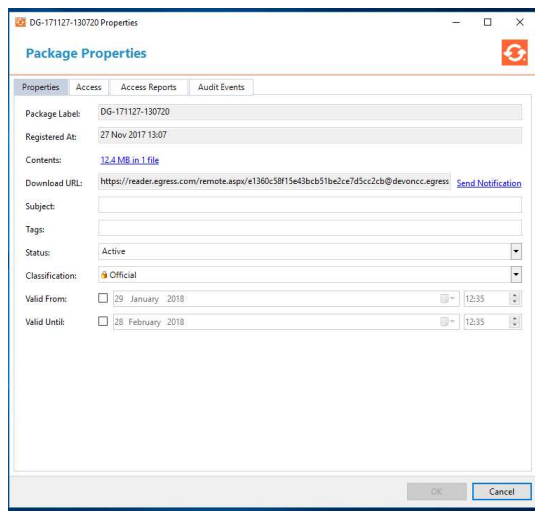
Revoking emails sent from a shared mailbox

If you send messages from a Shared Mailbox, it is not possible for an individual user to revoke email from a shared mailbox, although this can still be done by a mailbox administrator (usually a manager) by using the Egress web portal.

Contact your IT Service provider if you require shared mailbox set up.

- Log into the **Egress web portal**, via the link [here](#)
- Click on **Sent Packages**.
- Find the email you want to revoke access to and Double- click it's **Package Label**.

This will open a pop-up window containing details about the email.

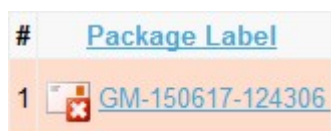


- Click Status and change it to **Revoked**.
- Click **Save Changes**.

A message will appear at the top of the screen to indicate the package has been updated successfully.

- Click **Close**.

Your recipients can no longer access this email. The icon will change to a locked version as below;



Access Reports

It is possible to see whether or not someone has opened the email and viewed the content using **Access Reports**.

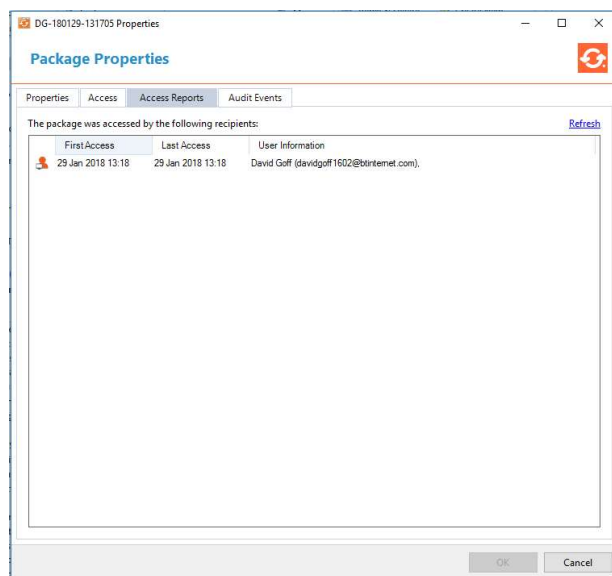
This is especially important if you have realised that you have sent the email to the wrong recipient and want to check if they have accessed the information.

To check Access Reports:

From the Outlook main page:

- Click **Sent Packages**.
- Double Click the **Package Label** of the email you wish to check.
- Click **Access Reports**.

The delivery report window shows the dates and times of any accesses as well as the email address it was read from.



Replying to an Email through Outlook

When replying to an email you will be asked to select a security level. It is best practice you select the security level before you send the email.

To reply to an email:

- Select your email you wish to reply to and highlight it.
- Click **Reply** from the top of your Outlook page.
- Select a level of security by clicking on the? **Unselected** icon in the top left of the email box.



A drop-down box will open:



- Click the **appropriate security level** required from the available options.
- If there are any time restrictions to be added to the mail, click the **Message Restrictions** icon.

Message Restrictions are described in the section **Setting Message Restrictions**.

- Type the subject and body of the email.
- Click **Send**.

*Note: It is **essential** that you think about the recipient **before typing** any of the reply. You may not notice Egress has failed to load if there is a glitch. If you rely on the Egress encryption “pop-up” box it is **possible you could send sensitive information without encryption**.*


Package Creator

You may have large documents or a folder of documents that you wish to send by email. Unfortunately, Outlook only has a small amount of size to send documents (about 10 Mb).

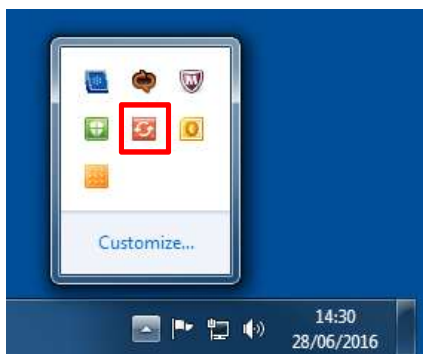
In Outlook, you can use Package Creator to send any email with an attachment that is larger than 10 Mb.

Note: If you are sending information using Package Creator, you are not able to ‘blind carbon copy’ (bcc) so recipients will be able to see who else has received the email.

To access Package Creator:

Click the up arrow on the right side of the task bar. 

A panel will open (see below).

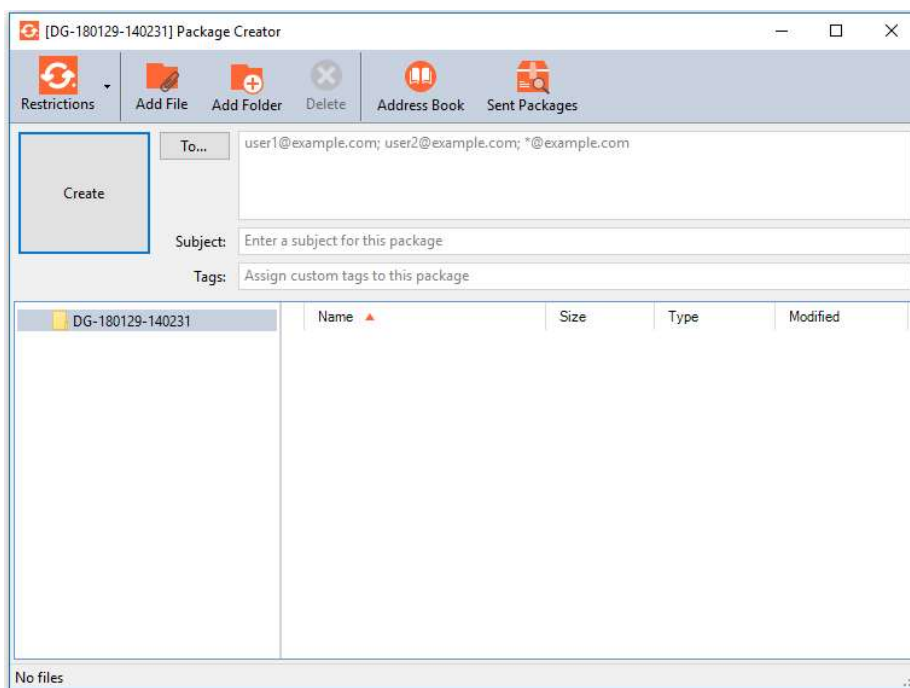


- Click the Egress Switch icon. 

- The Egress panel will open (see below).

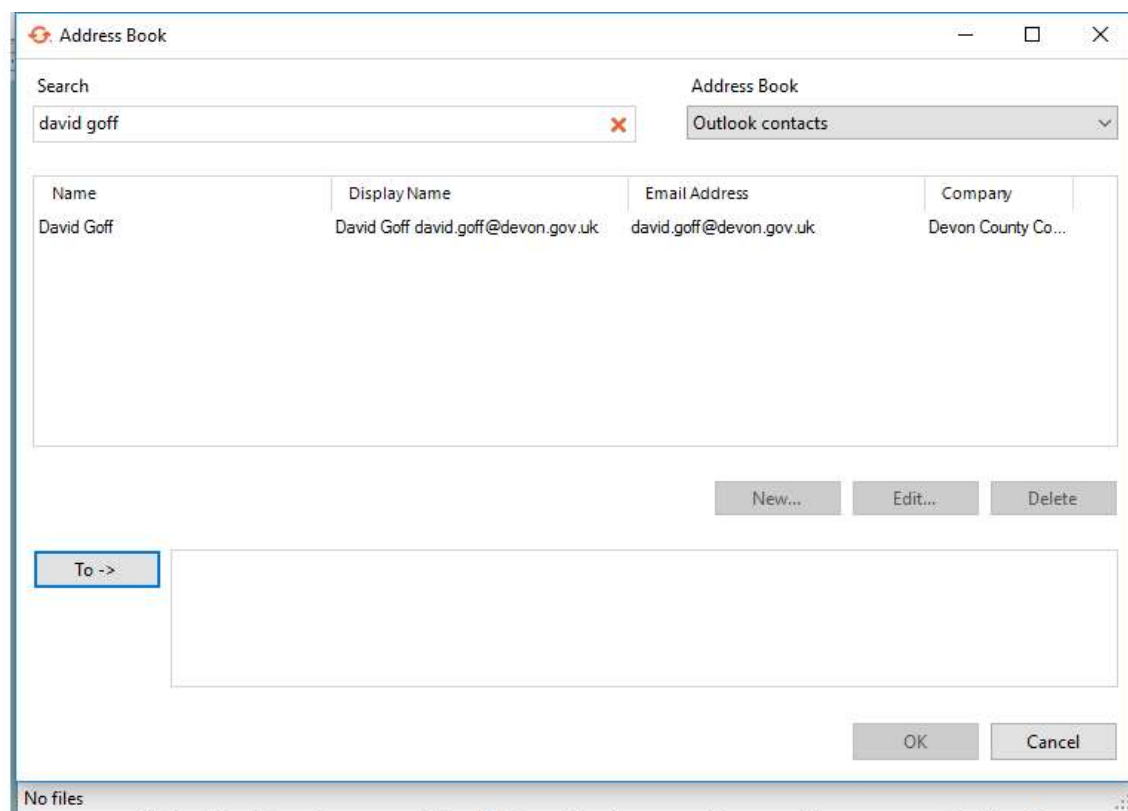


- Select "Create Package". The package creator window will open (see below).



To compose your email:

- Click **To**.



Note: The Search area and the Address Book may not be used in your organisation so typing a name may not bring up any results.

- Click **To**.
- Type the email address of your recipient in the text field.

If you wish to send the Package to other recipients, put a ; after each typed email address.

Once you have typed all the email addresses of your recipients;

Subject: **Enter details of your email.**

Note: Do not enter any personal details as the Subject header isn't encrypted.

- Click **Ok**.

To Add a Folder to your Package

- Click **Add Folder**.
- Select the folder you wish to send.
- Click **Ok**.

To Add Files to your Package

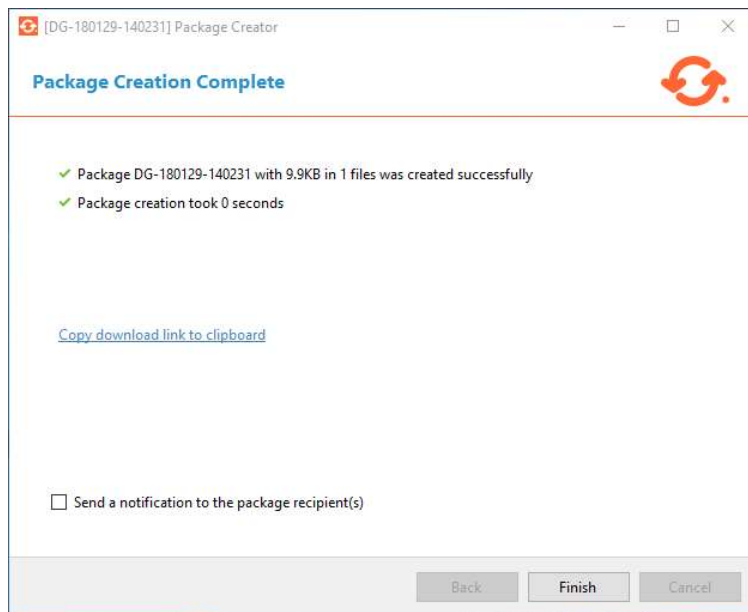
- Click **Add File**.
- Select the file you wish to add.
- Click **Ok**.

Once you have added the folders and files you wish to send;

- Click **Create**.

You will receive notification that the Package Creation is complete.

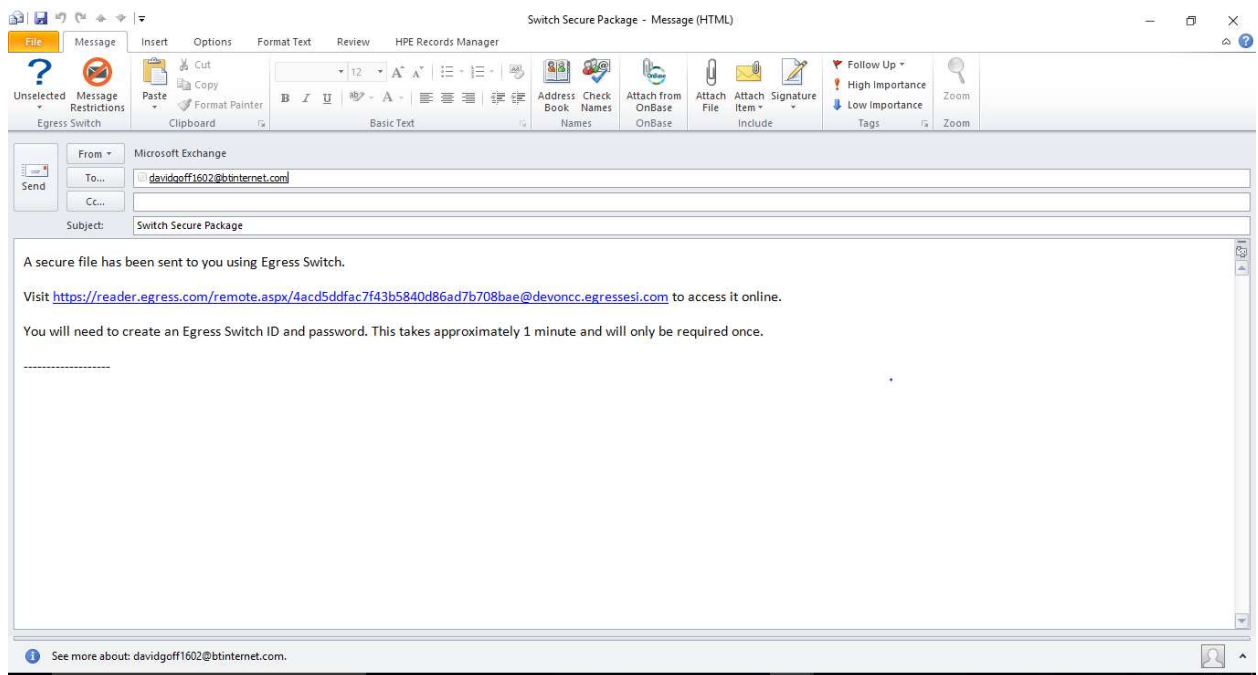
- Send a notification to the Package recipients – **Tick**.



- Click **Finish**.

An Outlook Email Template will be created for you to add a message etc. in the usual way to send an email.

Note: You should still select your level of security by clicking ?Unselected first before composing your email.



Using the Egress Web Portal

Egress can also be used online using the dedicated Egress Secure Data Exchange web portal.

You will need to register with Egress first by clicking on the link found on the Login pop up dialogue.

If your customers need to register with Egress they can sign up [here](#)

The page is very simple.

Once completed you can then access the Egress Web Portal [here](#)

From here you can log into the Egress Portal.

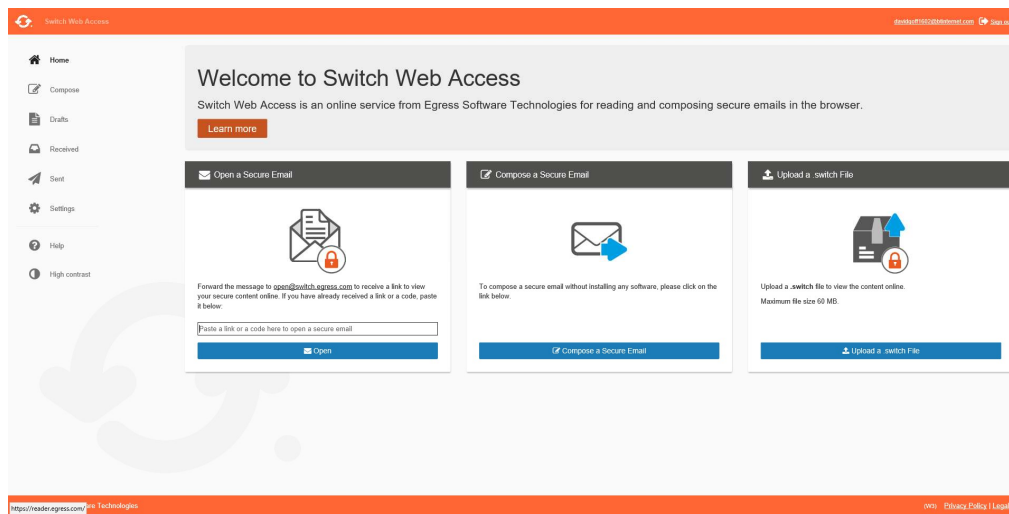
From the Sign in page enter the following:

- Switch ID: Enter your **Switch ID** in the text field. This is usually your email address.
- Password: Enter your **Password** in the text field.
- Click **Sign In**.

Once you have signed in:

- Click **Web Access**.

You will be presented with the Egress Home Page.



The Egress Home Page consists of several links on the right hand side of the page,

Home	Home: Whenever you click Home, you will be navigated to this page.
Compose	Compose: If you wish to compose and email, Click Compose.
Drafts	Drafts: Any Composed emails not sent but with the intention of being sent later will be stored here.
Received 1	Received: Any emails you have received will be stored here and available to read.
Sent	Sent: Any emails that you have sent will be stored here.
Settings	Settings: Here you can delete your message history. You can also prevent access to your internet history from your browser.
Help	
High contrast	

You can save this page by bookmarking it on your internet browser if you wish to do so.

Sending a New Secure Email using the Egress Web Portal

- Click **New Secure Email**.
- From: Your email address will be pre-populated.
- To: Enter the recipients email address.

Note: Ensure you type the email address correctly and make sure it is the correct email address for the person you are sending it too.

- CC: Enter the email addresses of people you wish to copy into the email.

Note: Any recipients that aren't registered with Egress can register with Egress free when they receive notification of email received.

- Subject: Enter details of your subject matter in the **Subject header**.

Note: The Subject header is not encrypted. Do not enter person identifying information in the subject header.

- Attachments: Click **Choose Files** and add any files you wish to send.

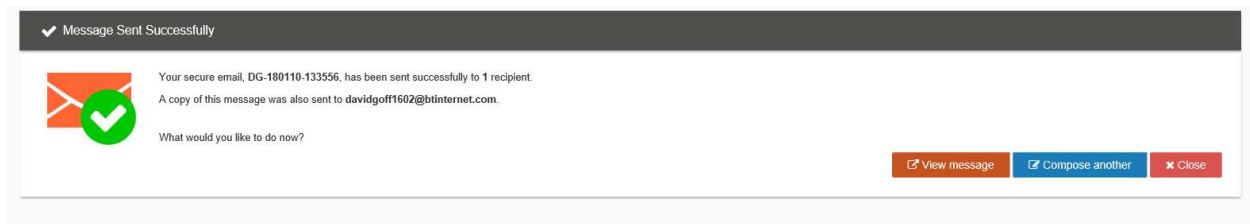
Note: If you wish to receive a copy of the email you can click Send me a copy.

You can then add details of your email in the large text field. You can also edit font size, italics, and format your message from the message header.

Once you have composed your email:

- Click **Send Secure**.

A message will display on screen advising you the message was sent successfully.



You then have the option to view message, compose another email or close.

Note: Clicking Close will take you to your sent email folder.

Non Delivery Reports

The Egress Web Portal essentially sends emails on your behalf.

If you have;

- entered the recipient email address incorrectly or;
- the recipient email does not exist,

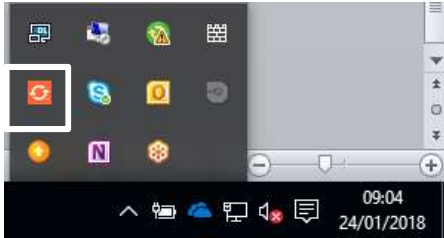
Egress will not send you a Non-Delivery Report to advise you that the email has not been sent.

Important: Ensure that you have typed the email address correctly or confirmed the email address is correct for your recipient(s).

Sending Large Files

If you wish to send large files or complete folders, you are unable to do so through the Egress Web Portal.

The Package Creator facility is only available through Egress when used through Outlook or using the icon on your PC's system tray by clicking the up arrow and clicking the Egress icon.



If you have any issues with Egress, please contact your IT Services provider.