

## Accessing Encrypted Emails – a Guide for non NHSmail users



This document, based on NHS Digital guidance, provides information for recipients of encrypted emails which have been sent from an NHSmail account. It explains how to register for the service, open and read encrypted emails and send a reply. It also provides important guidance about information governance and ensuring sensitive information that has been received remains secure.

NHSmail is a national secure collaboration service for health and social care, designed to enable the secure exchange of information. The Egress encryption service supports NHSmail users to send secure, encrypted emails to any free global hosted email services such as Gmail / Hotmail and other privately-run email services.

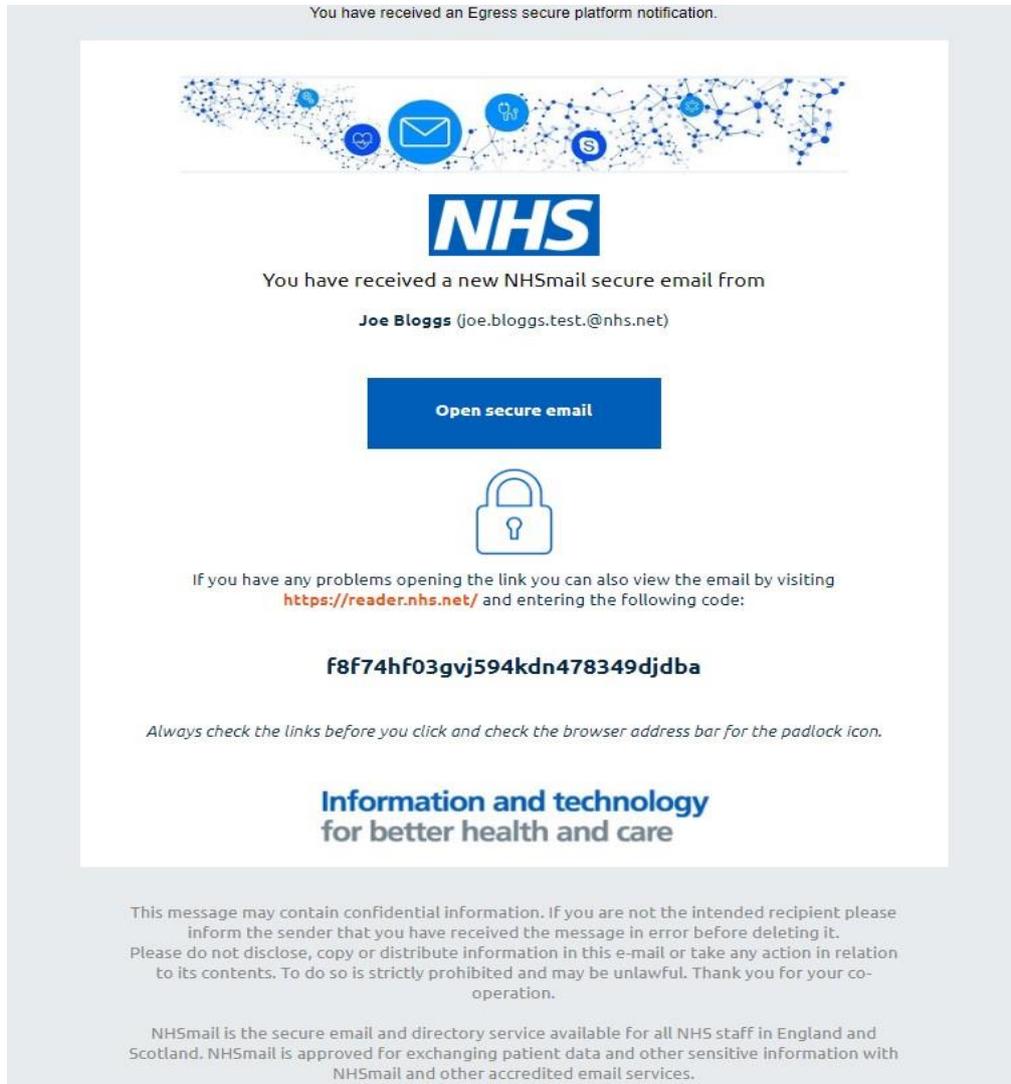
This document contains information on:

1. Receiving an encrypted email
2. Replying to encrypted emails
3. Creating an account to use encrypted email
4. Keeping encrypted emails secure

# 1. Receiving an encrypted email

An encrypted email sent from an NHSmail address (ending @nhs.net) will contain a link to access the encrypted message.

## Example - Notification of an encrypted NHSmail email



1. Your browser should allow you to open the attached switch file directly or download and then open the file (as shown below).



Alternatively, select **Open secure email** to view the secure email in your browser.

2. Once you select **Open secure email** the Egress Authentication screen will appear.

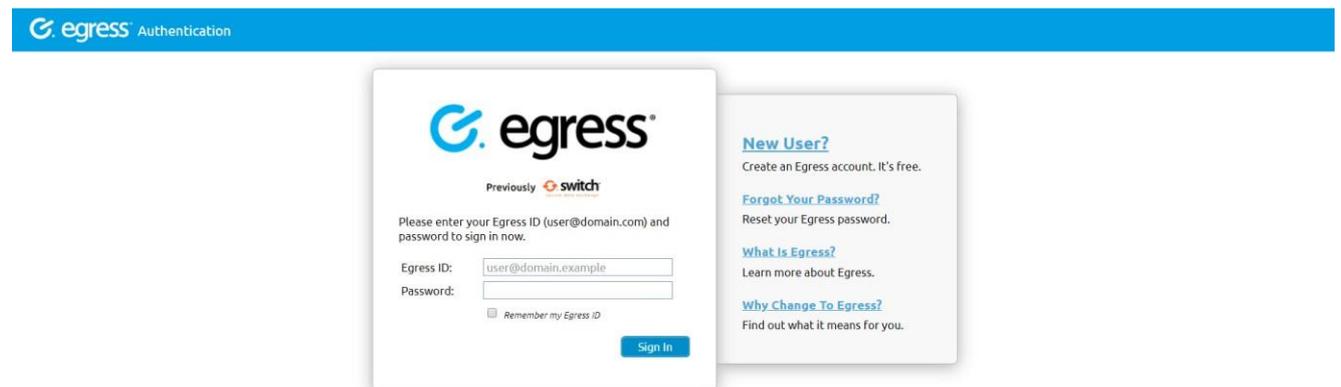
- If you have not previously received an encrypted NHSmail email you will be required to register for an account with the NHSmail encryption provider, Egress.
- You will be redirected to an external website which will guide you through the registration process to create an account - this should only take a few minutes.

More guidance on creating an account is available later in this document.

**Note:** Registered recipients do not need to re-register to read subsequent encrypted email messages sent from any NHSmail user - registration is a one-off process.

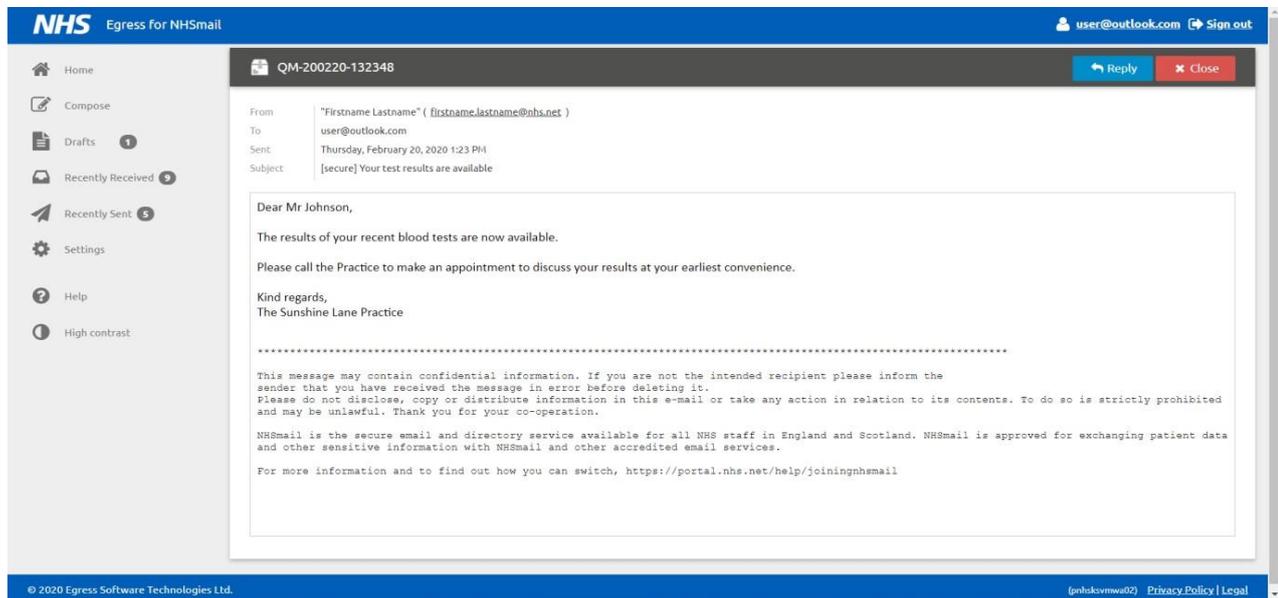
- If you have previously registered with the NHSmail encryption provider, the system should display the **Egress Authentication** screen.
3. Enter your **Egress ID** - this will be your email address that you registered with.
  4. Enter your **Password** or click **Forgot Your Password?**
  5. Click **Sign In**.

### Egress Authentication screen



The system will display the encrypted message sent to you from NHSmail.

### Example - Encrypted email



You will be able to:

- read the **From, To, Sent** and **Subject** information
- read the email message
- reply to the sender
- download attachments.

## 2. Replying to encrypted emails

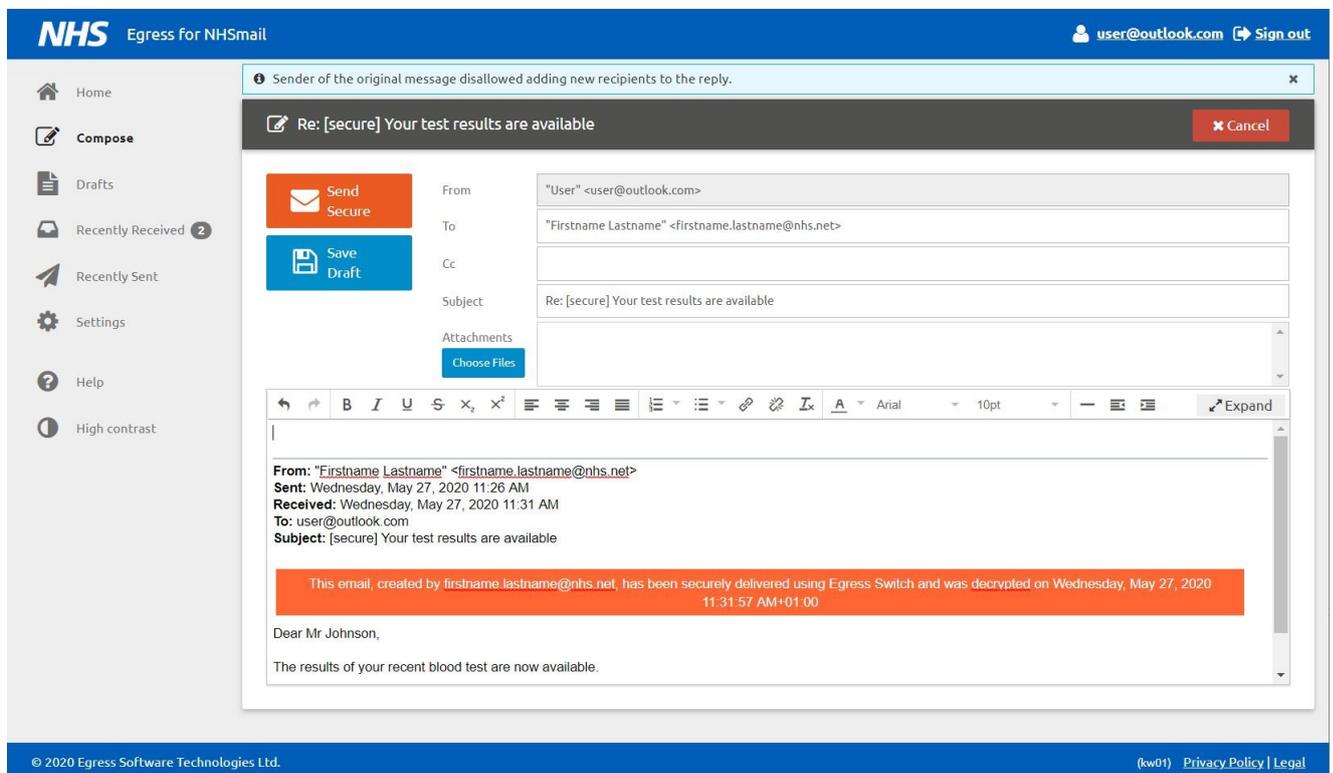
You can reply to encrypted emails within the [Egress Web Portal](#). Your emails will be automatically encrypted, and you can include attachments if required, which will also be encrypted.

Step by step guidance to reply to encrypted emails:

1. Open the encrypted NHSmail email.
2. Enter your password if prompted.
3. Select **Reply** or **Reply All**.
4. Edit the **Subject** field.
5. Add attachments (as required).
6. Type a message.
7. Select **Send Secure**.

**Note:** If you add additional recipients, the Egress Web Portal will not allow you to send the reply as you can only reply to the original sender or email addresses that were included in the original email.

### Example - Decrypted email



The screenshot displays the NHS Egress for NHSmail web portal interface. The top navigation bar includes the NHS logo, the text "Egress for NHSmail", and a user profile for "user@outlook.com" with a "Sign out" link. A left-hand sidebar contains navigation options: Home, Compose, Drafts, Recently Received (with a notification badge of 2), Recently Sent, Settings, Help, and High contrast.

The main content area shows a composition window for a reply to an encrypted email. The subject line is "Re: [secure] Your test results are available". A warning message at the top of the composition area states: "Sender of the original message disallowed adding new recipients to the reply." Below this, there are buttons for "Send Secure" (orange) and "Save Draft" (blue). The "From" field is populated with "User" <user@outlook.com>. The "To" field is "Firstname Lastname" <firstname.lastname@nhs.net>. The "Subject" field is "Re: [secure] Your test results are available". There is an "Attachments" section with a "Choose Files" button.

Below the composition fields is a rich text editor with a toolbar containing various formatting options (bold, italic, underline, strikethrough, text color, background color, bulleted list, numbered list, link, unlink, indent, outdent, undo, redo) and a font style dropdown set to "Arial" and "10pt".

The email body content is as follows:

**From:** "Firstname Lastname" <firstname.lastname@nhs.net>  
**Sent:** Wednesday, May 27, 2020 11:26 AM  
**Received:** Wednesday, May 27, 2020 11:31 AM  
**To:** user@outlook.com  
**Subject:** [secure] Your test results are available

An orange banner in the email body states: "This email, created by [firstname.lastname@nhs.net](#), has been securely delivered using Egress Switch and was decrypted on Wednesday, May 27, 2020 11:31:57 AM+01:00".

The email body text continues: "Dear Mr Johnson,  
The results of your recent blood test are now available."

The footer of the page contains the copyright notice "© 2020 Egress Software Technologies Ltd." and a link to the "Privacy Policy | Legal" page.

# 3. Creating an account to use an encrypted email

## 1. Registration

egress Authentication

**egress**  
Previously **switch**

Please enter your Egress ID (user@domain.com) and password to sign in now.

Egress ID:

Password:

Remember my Egress ID

**Sign In**

**New User?**  
Create an Egress account. It's free.

**Forgot Your Password?**  
Reset your Egress password.

**What is Egress?**  
Learn more about Egress.

**Why Change To Egress?**  
Find out what it means for you.

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### 1.1 Select **New User?**

The **Egress Registration** screen will be displayed.

#### Egress Registration screen

egress Registration

### Sign Up

1 To sign up for a free user account, please complete each part below:

Email (Egress ID):\*

First name:\*

Last name:\*

Phone number:

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

Email me about product updates and services from Egress

2 Choose a strong password to protect your identity:

Password:\*

Confirm password:\*

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

Question #1:

Answer #1:\*

Question #2:

Answer #2:\*

We'll store the information you give us in accordance with [Privacy Statement](#). Please read it before clicking "Create Account" below.

If the email address you use is owned or controlled by an organisation (like your employer) we may share the existence of your account registration with them.

I accept the [free user terms](#) and have read the [Privacy Statement](#)

### The Service

Egress products and services enable millions of users (both paying and free) to protect the sensitive data they need to share. For more information on our customers, visit [case studies](#).

### Service Benefits

- Your Switch ID/Egress ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.
- Free users can send and reply to paying subscribers an unlimited amount, totally free of charge.
- Free users are automatically provided with 25 credits to communicate with non-registered users.
- Enhance the service experience by downloading our desktop, Outlook and mobile apps, totally free of charge: <http://www.egress.com/downloads>.
- Track in real-time when your secure emails or files are opened.
- Revoke access to a sent email or file in real-time.

1.2 Complete your details in section 1.

1.3 Type and confirm your password – you will need to use this password to open encrypted emails sent to you.

1.4 Select two security questions and type your answers.

1.5 Type in the code displayed in the “CAPTCHA” image (the obscured code at the bottom of the screen designed to prevent spam and fake registrations).

### Example - CAPTCHA image

3 To complete the sign up process please enter the security code shown below.



Security code:\*

*The code contains 6 characters and may contain digits and letters A-F*

We'll store the information you give us in accordance with [Privacy Statement](#). Please read it before clicking "Create Account" below.

If the email address you use is owned or controlled by an organisation (like your employer) we may share the existence of your account registration with them.

I accept the [free user terms](#) and have read the [Privacy Statement](#)

Create Account

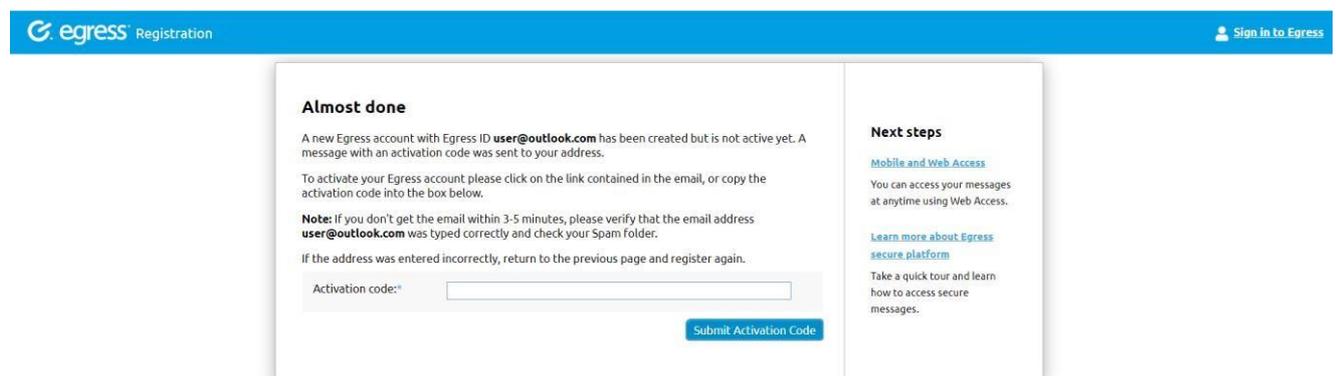
<http://www.egress.com/download>

- Track in real-time when your secure emails or files are opened.
- Revoke access to a sent email or file in real-time.

1.6 Tick the box to confirm agreement to the Privacy Statement and free user terms.

1.7 Once you have completed all the fields, select **Create Account**. The **Almost Done** screen will be displayed.

### Egress Registration page



**egress** Registration Sign In to Egress

#### Almost done

A new Egress account with Egress ID **user@outlook.com** has been created but is not active yet. A message with an activation code was sent to your address.

To activate your Egress account please click on the link contained in the email, or copy the activation code into the box below.

**Note:** If you don't get the email within 3-5 minutes, please verify that the email address **user@outlook.com** was typed correctly and check your Spam Folder.

If the address was entered incorrectly, return to the previous page and register again.

Activation code:\*

[Submit Activation Code](#)

#### Next steps

[Mobile and Web Access](#)  
You can access your messages at anytime using Web Access.

[Learn more about Egress secure platform](#)  
Take a quick tour and learn how to access secure messages.

A message prompts you to check your inbox for a registration confirmation email. Follow the instructions in the email to confirm your encryption account (see [Activating your account](#) for more details).

## 2. Activating your account

2.1 Open the registration confirmation email message in your inbox.

**Note:** If you do not receive a registration confirmation email in your inbox, check your spam folder.

### Example - Registration confirmation email



## Please activate your Egress account

Hi Test User,

**Welcome to Egress!**

Please enter the following code to activate your account:

**8CQS-H2QU-PJP8-F22T-Z3W0**

Alternatively, click on the following button or copy and paste this link into your web browser:

<https://switch.egress.com/ui/registration/activation.aspx?code=8CQS-H2QU-PJP8-F22T-Z3W0>



Always check the links before you click and check the browser address bar for the padlock icon.

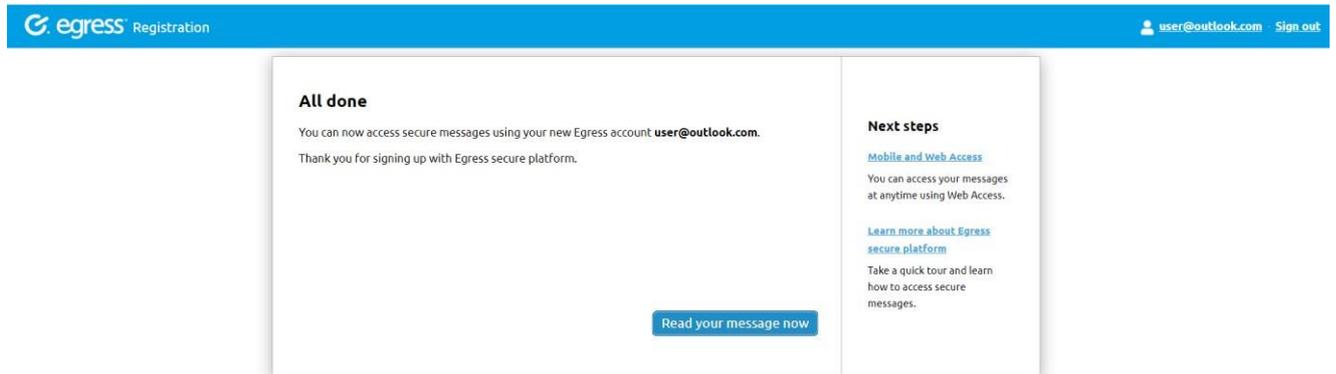
**Please note that this code is only valid for 24 hours. If you do not activate your account within 24 hours of receiving this email then you will need to complete the sign up process again.**

Regards,

Egress

2.2 You can either copy the activation code into the [Almost Done registration page](#) or alternatively click the **Activate account** link in the registration confirmation email message. The **All done** message will be displayed.

## Example - Authentication successful message



### 2.3 Select **Read your message now**

This has completed your registration and you will now be able to open, read and download any attachments in encrypted NHSmail emails.

After registration, you can receive encrypted emails from any NHSmail user and do not need to register again if another NHSmail user sends you an encrypted email.

To read and reply to another encrypted message you just need to verify your identity using the username and password you registered with when you first signed up to the service. If you forget your password, the system includes a self-service password reset feature.

## 4. Keeping encrypted emails secure

Encrypted emails remain within the Egress system for 90 days. Should you need to keep or access the email or any encrypted attached files for longer than this, we recommend you download and store them safely as required.

Although all attachments sent or received through the NHSmail encryption service will be virus checked we do recommend you run your own anti-virus software.

If you are a patient and are receiving information from health or social care staff using the NHSmail service, you will have given consent to the organisation to exchange information with you before they send it. Once received, it is your responsibility to look after any sensitive information sent to you.

You should consider whether the computer on which you access the information is shared with other people – if so, they may be able to view any information you receive. We advise you to confirm this before using any publicly available computers and before downloading any information relating to you.