Egress – External Recipient Frequently Asked Questions (revised: October 2016)

What is Egress?

Egress is the name of a third-party secure email service that Essex County Council (ECC) has integrated into its email system. Egress allows employees at ECC to email Official-Sensitive information and/or large file attachments securely to their external contacts. Egress is also the name of [the company](#) that provide this secure email facility to ECC.

Why are ECC using Egress secure email?

Under the Data Protection Act 1998, ECC has a duty to protect the information it handles and processes. Allowing unprotected data to flow freely via email outside of ECC's secure network could pose a significant risk to both the authority and the individual(s) the email relates to.

Egress provides ECC with this required level of protection when sending Official-Sensitive information outside of ECC's email infrastructure.

Do I have to pay a subscription to access any secure emails or large file attachments that ECC send to me?

No. It's free to register with Egress. You will be provided with a link in the first secure email you receive to allow you to register. Once registered, you will be able to reply to and initiate some new secure correspondence with ECC employees and other paying Egress subscribers – all free of charge.

How do we know that emails and files sent via Egress are secure?

As a company, Egress has been awarded both UK and International certificates that demonstrate their ability to protect the data that they hold and process on behalf of their vast number of clients.

Will these secure emails I receive be any different to receiving normal emails from ECC?

Yes. Firstly you will need to login to Egress each time to allow you to access the emails. Any Official-Sensitive email that you receive will arrive in one of two formats, depending on the sender's choice.

An Official-Sensitive (read-only) email can be read by you but you will be unable to forward, copy or print that information, whereas a normal secure email can be

copied and printed. However, if you forward a secure email you receive on to another contact, they will be prompted to request access from the email originator. The originator can then choose whether to grant access or not.

Can I ask ECC to send me a password protected attachments instead of using Egress?

Under normal circumstances, no. ECC policy is not to use password protected attachments for Official-Sensitive information as such attachments can be easily hacked by those in the know. Only if Egress was unavailable to ECC employees would a password protected file attachment be allowed to be sent.

How long will I be able to access a secure email that's sent to me?

Unless the originator sets an expiry date on the email, or revokes access, all ECC emails and file attachments sent via Egress will remain available for 45 days. Should you try to access an email after the 45 days has elapsed, you will be prompted to request that Egress grants you further access to that email. Once granted, the email will be available to you for a further 45 days.

Are there any support materials available to help me get to grips with using Egress?

Yes. In addition to these Frequently Asked Questions, Egress has produced a short Quick Reference Guide to help you with the first secure email that you receive; they also have a helpful 2 minute video that shows step-by-step instructions on how to register for free, and open and reply to an Official-Sensitive secure email.

More information about using *Egress* secure email is available on the Egress website.

If I have problems accessing Egress emails, where should I go for help?

If an email has been sent to you but not received, please check your Junk and Spam folders. Also please contact your own IT department to get them to check if the email has been quarantined for whatever reason.

If you need any technical help when using *Egress*, you will need to contact Egress Software Technologies Customer Service team or email them at support@egress.com.