



Government FAQs

Why should you use Egress Switch?

Benefits of Egress Switch

- Protect and control sensitive information**
 Control who can access information and how it is used – no matter where it goes or how it gets there.
- Real time revocation**
 Revoke access to shared information in real-time even after it has left your physical control.
- Full audit trail**
 Compliance and reporting needs are satisfied for every authorised or unauthorised access attempt.
- No infrastructure needed**
 Software as a Service makes it easy for you to enroll and deploy - with no additional server infrastructures required.
- Free for recipients to use**
 As a Switch subscriber your recipients are entitled to use the product completely free of charge when sending confidential data to you and other paying subscribers.
- Access data on the move**
 Access secure data anywhere on any device with the zero footprint web access client or dedicated apps for iPhone, iPad & Blackberry devices.
- Additional security layers**
 Multi-layered authentication maximises data security and stops information being accessed by the wrong recipient.

1) Are password protected files secure?

Password protected files offer a very low level of security and do not allow the sender of the sensitive information to retain control or track and audit what happens to that information once it has left the recipient. Tools are available on the internet that would enable you to break password protected files in a matter of minutes. Password protected files are therefore deemed as not fit for purpose when sharing sensitive data with third parties.

2) Why do I need to set up a single Egress Switch account/ID?

By creating a single Egress Switch ID you can communicate with anyone securely, whether they are another Local Authority or other third party organisation. With your single ID you can communicate with as many organisations as you want, and do not require additional passwords, accounts, etc. In addition recipients can respond back to you securely at no cost.

3) When is it recommended that I use Egress Switch?

Egress Switch enables you to communicate securely with anyone at any time and thus solves a major challenge for Local Authorities and other Public Sector organisations; namely how they share information with third parties outside existing Government Accredited networks such as GCSX, GSI, GCmail, NHSmail and CJSM.

Where two Local Authorities are communicating with one another and both have for example a GCSX account it may be preferable to use this system rather than Egress Switch.

This diagram provides an example of where Egress Switch sits within Government secure systems;



Please note. PSN is the planned replacement for GCSX. Government secure networks allow Government departments to share information securely with one another. To share information securely outside these networks you can use Egress Switch.

4) Do I need to download and install software?

The default way to open an Egress Switch secure email or file is via a web browser which requires no download or installation. However, it is free for anyone to download and install the Egress client apps. <http://www.egress.com/integrated-access/> If you are a regular user it is recommended that you download and install the client apps to simplify your user experience.

5) I receive Egress Switch secure emails regularly and I would like to open emails directly in my email client. Is this possible?

It is free to download and install the Egress Switch client apps which allow seamless integration with your existing email client <http://www.egress.com/integrated-access/>.

6) I have created an Egress Switch account but have not received my activation email and code. What should I do next?

Activation emails can take a few minutes to arrive. Please check your spam and junk mail folder and also confirm your email address is correct.

If you have not received the activation email within 30 minutes please contact the Egress Support Department on support@egress.com or 0207 624 8500.

7) Will Egress Switch create more work for me?

Once you have created an Egress Switch account and ID which should take no more than 3 minutes, accessing a secure email should be quick and easy. This can be further simplified by installing the Egress client apps.

8) I cannot open the Egress Switch attachment. What should I do?

There are two easy ways to access an Egress Switch secure mail. Either click the link entitled 'Read this secure email' in the email body to use the web based client or download one of the client apps to access locally.



9) Why do I need to answer security questions?

Your Egress Switch ID and account enables you to communicate and share information securely with anyone. These security questions will be required to perform a password reset in the event that you forget your login details. To keep your Egress Switch identity secure you may be required to provide answers to these questions in order to validate your details and continue using the system securely.

10) Who else is using Egress Switch?

Egress Switch is now actively used by over 100 Local Authorities in England, Scotland and Wales when communicating with third parties outside of GCSX and other Government secure networks. In addition Egress Switch is used by a variety of third sector and commercial organisations including healthcare providers, legal entities, care providers and blue light organisations.

