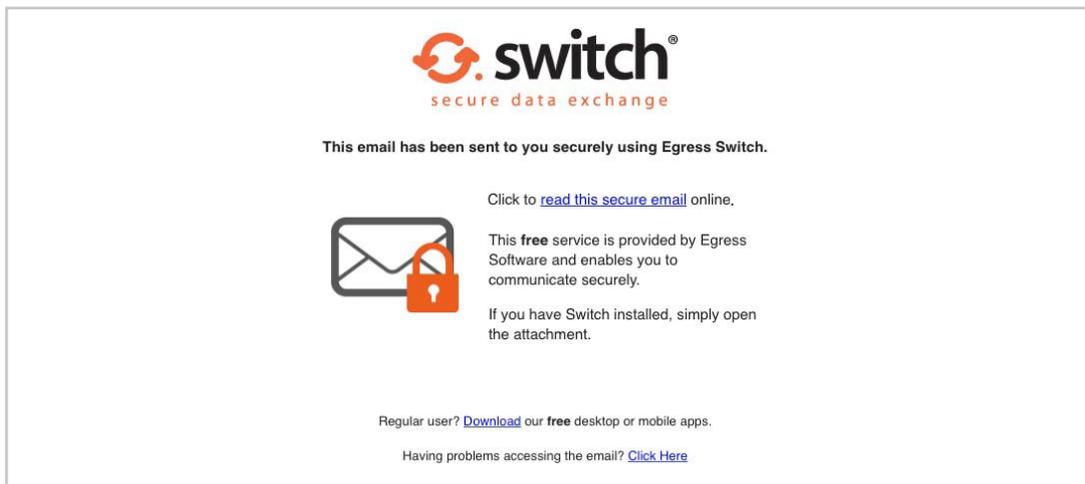# How to open an encrypted email through Egress Switch Web Access

Egress Switch customers can open secure emails directly through Switch Web Access. The steps required for this are outlined in the user guide below.

1. To open an encrypted email sent via Switch, simply click the link provided within the message.

2.

If you already have a Switch ID then sign in with your Switch credentials.

Alternatively, if this is your first time then select **'New User'** to create a free Switch account. You will then be able to access your encrypted email.

Please note – provided you are sent an email by an Egress Switch paying subscriber, you will be able to reply to any encrypted email for free.

Learn more about Egress Switch

Visit www.egress.com/online-tutorials for video tutorials on using Switch Secure Email and File Transfer, 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 and File Transfer or have any technical questions, please contact Egress Support at www.egress.com/support.

info@egress.com   www.egress.com   0844 800 0172   @EgressSwitch