

# How to access encrypted emails using Egress Switch Secure Email

As an Egress Switch Secure Email recipient, you can read secure messages sent to you by Brighton & Hove City Council. You are not required to download or install any software to read a Switch Secure Email.

## Stage One: Opening a Switch Secure Email – New user

As a first-time user, you will need to create a Switch account. This is a one-time process that only takes a few minutes to complete. If you already have a Switch account, you can progress to Stage Two.

1. Click on the read this secure email link within the notification email you received.



**Brighton & Hove  
City Council**

**This email has been sent to you securely using Egress Switch**



Click to [read this secure email](#) online.

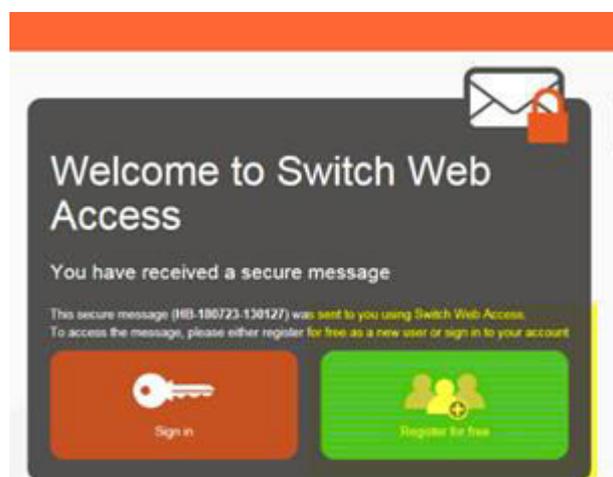
This **free** service is provided by Brighton and Hove City Council and enables you to communicate securely.

If you have Switch installed, simply open the attachment.

Regular user? [Download](#) our **free** desktop or mobile apps.

Having problems accessing the email? [Click Here](#)

2. In the web browser that opens, select the New User? link to create your Switch account.



3. Enter your details in the window that opens. You must use the email address that the Switch Secure Email was sent to in order to open the message.
4. Create a password to access the Switch account. Use the dropdown menus to select suitable security questions and specify answers to them. Please note, the answers to your security questions will be used in the event that you need to reset your password.
5. An activation code will be sent to the email address you used to register for your Switch account. If you do not receive your activation code within 5 minutes, please check your Junk or Spam folder. Copy the code into the Activation code field and select Submit Activation Code.
6. A new window will open once you have completed the sign-up process. Select Read your message now to view the secure message.

#### Stage Two –signing in to your Switch account

1. Once you have registered for a Switch account, you can access Switch Secure Emails by selecting the read this secure email link displayed in the notification email.
2. Enter your credentials into the web browser that opens and select Sign in.



3. Once registered or signed in, you can access the secure email and any attachments. In addition to the message body and attachments, you will also be able to see:

- The sender's details
- The date and time the secure email was sent
- The subject line

**IMPORTANT NOTE: if the Switch account is for a shared or group mailbox, everyone with access to that shard or group mailbox will need to know the Switch password in order to access Egress Switch secure emails sent by Brighton & Hove City Council.**

4. To reply to a secure email, click Reply or Reply All as appropriate. Compose your response, add attachments and other recipients if required, and select Send.

If you need any help when using Switch, please contact Egress Software Technologies Customer Service: [www.egress.com/support](http://www.egress.com/support)