

## Email security

We have introduced a new, more secure way to send personal or commercially sensitive information by email.

Devon & Somerset Fire & Rescue Service must comply with data protection regulations and make sure that when we share personal or commercially sensitive information, it is done so securely. Failure to do so can result in large fines and reputational damage.

If you receive an email that has been classified by us as personal or commercially sensitive you will now need to access it using Egress Switch.

- You can access the information for free by creating an Egress account and using the online 'reader' service which only takes a minute to do or you can download the Egress software.
- Steps on how to access and reply to a secure email are detailed [here](#).

**Please note:** Whilst you do not have to download any third party software to access the secure information that we send you, if you are a regular recipient of sensitive email from us you may find it easier. Downloading the software is free and will mean that you only have to login to Egress once rather than every time you receive an encrypted email.

- If you are unable to access the Egress website to register for an account you may need to adjust your security settings or speak to your IT department in the first instance about adjusting the security settings to allow access to the website.
- Egress Switch Secure Email has been certified by UK Government to enable Public and Private Sector customers to share official and official-sensitive data over the internet without the need to manage third party credentials.
- Egress Software Technologies is also certified to the ISO 27001:2013 standard, the international benchmark for information security management.
- Egress will never share your information with any third parties. For more details, please refer to their privacy statement: [www.egress.com/privacy-statement](http://www.egress.com/privacy-statement)
- If you need any help using Egress Switch please contact Egress Customer Service at [www.egress.com/support](http://www.egress.com/support) or phone 0871 376 0014 (Option 1). For more information, visit [www.egress.com](http://www.egress.com)

### Download the free Egress Switch desktop and mobile apps

The fully integrated applications are free to download and easy to install and use, allowing you to start securing information immediately. Please visit [www.egress.com/downloads](http://www.egress.com/downloads) to find out more.

## Example Email

Below is an example of a cover email you will receive from Egress Switch when Devon & Somerset Fire & Rescue Service send you a secure email.



This email contains sensitive data and has been sent to you securely by a member of staff from Devon & Somerset Fire & Rescue Service using our encrypted email system.

[Click here to open email](#)

This free service is provided by Devon & Somerset Fire & Rescue Service and enables you to communicate securely.

If you have Egress Switch installed, simply open the attachment. If you regularly receive emails from us, you can download the free desktop or mobile application from the Egress website.

If you have any concerns about the validity of this email or would like more information about Egress Switch, visit the Devon & Somerset Fire & Rescue website [www.dsfire.gov.uk/secureemail](http://www.dsfire.gov.uk/secureemail)

If you are having any problems opening the email, [click here](#).

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## How to access and reply to an Egress Switch Secure Email free of charge

As a recipient of a Devon & Somerset Fire & Rescue Service secure email sent via Egress Switch Secure Email, you can access encrypted files quickly and easily. You can also communicate securely with us absolutely free of charge - both when you are initiating communication with us and when you are replying to an encrypted email.

You are not required to download or install any software to read a Switch Secure Email, although desktop and mobile apps can be downloaded free of charge from [www.egress.com](http://www.egress.com).

### Step 1 - Opening a Switch Secure Email - New user

As a first-time user, you will need to create an Egress Switch account. This is a one-time process that only takes a few minutes to complete. Please note, if you already have a Switch account, you can progress straight to 'Step 2'.

Click on the link within the notification mail you received.



This email contains sensitive data and has been sent to you securely by a member of staff from Devon & Somerset Fire & Rescue Service using our encrypted email system.

[Click here to open email](#)

This free service is provided by Devon & Somerset Fire & Rescue Service and enables you to communicate securely.

If you have Egress Switch installed, simply open the attachment. If you regularly receive emails from us, you can download the free desktop or mobile application from the Egress website.

If you have any concerns about the validity of this email or would like more information about Egress Switch, visit the Devon & Somerset Fire & Rescue website [www.dsfire.gov.uk/secureemail](http://www.dsfire.gov.uk/secureemail)

If you are having any problems opening the email, [click here](#).

In the web browser that opens, select the 'New User?' link.

**switch**  
secure data exchange

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

Switch ID:

Password:

Remember my Switch ID

[Sign In](#)

[New User?](#)  
Create a Switch account.

[Forgot Your Password?](#)  
Reset your Switch password.


[What is Switch?](#)  
Learn more about Switch

Enter your details into the window that opens. You must use the email address that the Switch Secure Email was sent to in order to open the message.

Create a password to access the 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 re-set your password.

### Sign Up

1 Please enter your details below to create a new Egress Switch user account.

Email (Switch ID):\*  

First name:\*

Last name:\*

Email me about essential 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 UPPER case or number

An activation code will be sent to the email address you used to register for your Switch account.

Copy the code into the 'Activation code' field and select 'Submit Activation Code'.

If you do not receive your activation code within five minutes, please check your Junk or Spam folder.

### Almost Done

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

To activate your Switch 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 check your Spam folder.

Activation code:\*

[Submit Activation Code](#)

Once you have completed the sign-up process, a new window will open. Select 'Read your message now' to view the secure message.

### All Done

You can now access Switch secure messages using your new Switch account:

**john.smith@mycompany.com**

Thank you for signing up with Egress Switch.

[Read your message now](#)

## Step 2 - Opening a Switch Secure Email - Registered user

Once you have registered for a Switch account, you can access Switch Secure Emails by selecting the [Click here to open email](#) link displayed in the notification mail.

Enter your credentials into the web browser that opens and select 'Sign In'.

Please note, the email you use as your Switch ID must match the email address that the Switch Secure Email was sent to in order to open the message.



## Step 3 - Reading and replying to a Switch Secure Email

Once registered or signed in, you will be able to 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
- Any other recipients in the 'To' or 'Cc' fields

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'.

**Important Note:** Egress Switch is an information security product. While every precaution has been taken to ensure the highest level of security and integrity of data at all times, you should be extra vigilant for suspicious activity and never write down or share your Switch Account credentials with anyone.