Egress User Guide for External Users

A. In order for non-State of Delaware users to send secure emails to State of Delaware users/employees they need to create an account with Egress. To create an Egress account go to https://switch.egress.com/ui/registration/accountcreate.aspx

Things to note:
1. You only need to create an account with Egress once and be able to email to anyone within the State of Delaware.
2. The email address you register with Egress will be the email address to which you will receive notifications from State of Delaware users.
3. The email address you register could be your Gmail, Yahoo, Outlook, private or corporate, etc. email account.
B. Once you’ve registered an account with Egress, you may begin creating and sending secure
emails. To login to Egress go to https://switch.egress.com/ui/SignIn.aspx

Things to note:
1. Your Switch ID is the email address you’ve registered with Egress.
2. Never share your password to anyone.
C. Switch Egress Portal
This is how the portal looks like. This portal allows you to manage your account and get to your secure emails.

Things to note:
1. On the left panel,
   a. Use “Web Access” to view emails you’ve sent and received.
   b. Use “New Secure Email” to quickly compose and send a secure email.
2. When someone from the State of Delaware sends you an email, you will receive a notification in the email address that you’ve registered with Egress.
D. Email Notification (You’ve got mail!)

A State of Delaware employee may respond to your email. Below is an example of an email notification you can expect to receive in your inbox.

Things to note:

1. In this example, the non-State of Delaware user registered his/her personal Gmail account with Egress. Hence, the notification is in his/her Gmail mailbox.
2. To open the secure email, follow the directions for “If you are an external user...”
3. Alternatively, simply go to https://switch.egress.com to login and access your secure emails.

E. End.