

Dear Council Partner

The completion and submission of monitoring reports along with associated evidence by both your organisation and the Local Labour & Business Scheme will require the exchange of personal and sensitive data.

While we always store information received by us securely and confidentially on protected Council systems; the security of data being transferred by email between non-governmental organisations and the Council doesn't have the same degree of protection.

As part of our legal responsibility to ensure that we're protecting personal and confidential information, we have implemented a secure email system - known as **Egress Switch**.

Many councils both in London and elsewhere are starting to use Egress Switch, and if you exchange sensitive information with other authorities, you may find they're sending you emails using this new system too.

As an **Egress Switch** message recipient, the following instructions should allow you to start exchanging confidential information with us. You will also be able to reply to the Council using Egress Switch, without charge.

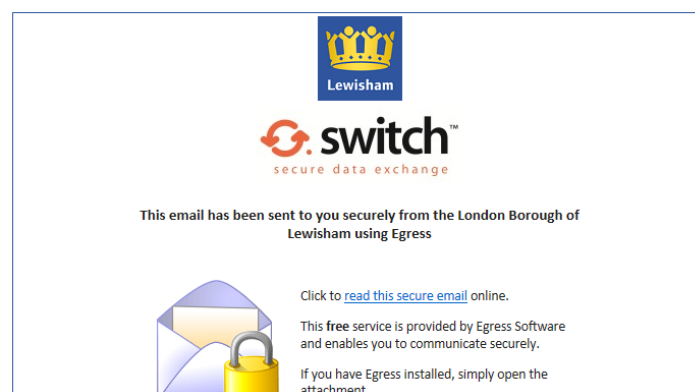
The adoption of this service is part of Lewisham Council's review of existing and implementation of new security & data protection measures in order to comply with data protection regulations.

In addition you will begin to notice other security procedures such as the password-protection of confidential files and classification of emails; going forward it is intended that these procedures will be used long-term by the Council.

If you have any queries regarding the above please do not hesitate in contacting a member of the Local Labour and Business Scheme project team. In the first instance, email LLBS@lewisham.gov.uk.

Receiving and Replying to Secure Emails Using Egress Switch

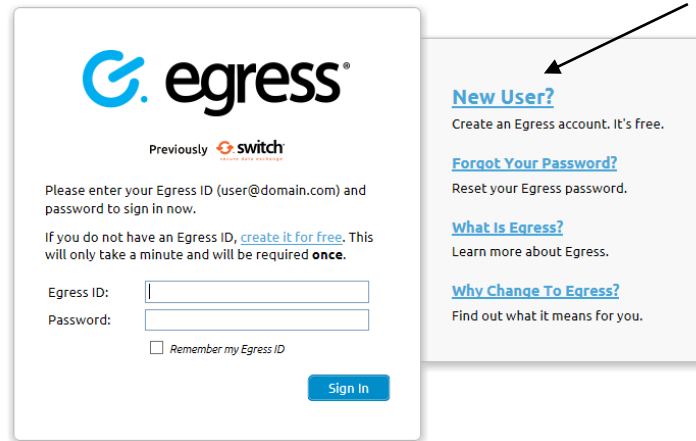
When you receive and open an Egress Switch email from us, you will see the following screen.



Click the 'read this secure email' link, then sign in to access using your login details.

If this is the first time you have used Egress Switch, you will need to create an account in order to read the message. You can create an Egress Switch account at the following web address:
<https://switch.egress.com/ui/signin.aspx?ReturnUrl=%2fui%2fadmin%2fdefault.aspx>

This will only take a minute, and you only need to do it once.
You will see the following screen:



Click on the 'New User' link, which will take you to this page:

The image shows the registration page. The header has the Egress logo and "Registration" text, and a "Sign in to Egress" link. The main content is divided into two columns. The left column is titled "Sign Up" and contains two steps: 1. "To sign up for a free user account, please complete each part below:" with fields for Email (Egress ID)*, First name*, Last name*, and Phone number: (+44 55 5555 5555). A red callout box points to the First name field with the text: "If you have received a secure message, use the email address where you received it as your ID." Below the phone number field is a checkbox for "Email me about product updates and services from Egress". 2. "Choose a strong password to protect your identity:" with fields for Password* and Confirm password*, and a dropdown for Question #1 (selected: "What was the surname of your first boss?"). The right column contains "The Service" and "Service Benefits" sections.

Complete the Sign Up details by entering your personal details and choosing a password. Be sure to store your username and password for future reference. **The email address you use to create your Switch ID should be the one that has received the message that you want to read. Don't forget to agree to the Privacy Statement by ticking the box and complete the CAPTCHA. Then click the 'Create Account' button.** You will see the following screen:

Almost done

A new Egress account with Egress ID **XXXXXXXXXXXX** and email address **XXXXXXXXXXXX@hotmail.com** has been created but is not active yet. A message with an activation code was sent to your address.

To activate your Egress 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 verify that the email address **XXXXXXXXXXXX@hotmail.com** was typed correctly and check your Spam folder.

If the address was entered incorrectly, return to the previous page and register again.

Activation code:

[Submit Activation Code](#)

Next steps

[Mobile and Web Access](#)

You can access your messages at anytime using Web Access.

[Learn more about Egress secure platform](#)

Take a quick tour and learn how to access secure messages.

Check your email account for the activation code and enter it here:

All done

You can now access secure messages using your new Egress account **XXXXXXXXXXXX** and email address **XXXXXXXXXXXX@hotmail.com**.

Thank you for signing up with Egress secure platform.

Next steps

[Mobile and Web Access](#)

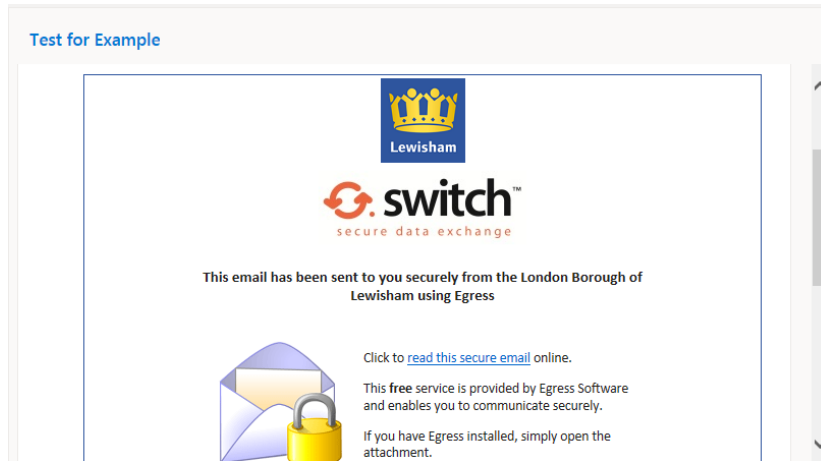
You can access your messages at anytime using Web Access.

[Learn more about Egress secure platform](#)

Take a quick tour and learn how to access secure messages.

You have now successfully signed up to Egress Switch!

Next time you receive a secure Egress Switch email, click the 'read this secure email' button...



...and read your secure message. **Don't forget you can reply securely to the sender by clicking the 'Reply' button.**

Now you have created your Egress switch account and read your first secure message, the next time you receive a message from us or anyone else using Egress Switch, you will only need to log on using the email address and password you've just supplied.

FYI...

You may have to log in once more in order to access your secure message, but you can click in the 'remember my Egress ID' box in order to prevent this in future instances.

A screenshot of the Egress Authentication login page. The header is blue with the "egress Authentication" logo. The main content area is white and features the "egress" logo and the text "Previously switch". Below this, it says: "Please enter your Egress ID (user@domain.com) and password to sign in now. If you do not have an Egress ID, [create it for free](#). This will only take a minute and will be required **once**." There are two input fields: "Egress ID:" and "Password:". Below the "Password:" field is a checkbox labeled "Remember my Egress ID" with an arrow pointing to it. A blue "Sign In" button is at the bottom right. To the right of the main form is a grey sidebar with links: "New User? Create an Egress account. It's free.", "Forgot Your Password? Reset your Egress password.", "What Is Egress? Learn more about Egress.", and "Why Change To Egress? Find out what it means for you." At the bottom left, it says "© 2009-2019. All rights reserved. Egress Software Technologies Ltd. (WEB2)". At the bottom right, it says "Download | Privacy Policy | Legal".