

Accessing Encrypted Emails Guide for non-NHSmal users

May 2020

Version 6

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Introduction

This document provides guidance for recipients of encrypted emails which have been sent from an NHSmal account. It explains how to register for the service, open and read encrypted emails and send an encrypted reply. It also provides important guidance about information governance and ensuring sensitive information that has been received remains secure.

NHSmal is a national secure collaboration service for health and social care, designed to enable the secure exchange of information. The Egress encryption service supports NHSmal users to send secure, encrypted emails to any free global hosted email services such as Gmail / Hotmail and other privately-run email services.

Please note it is not possible for anyone other than an NHSmal user to initiate an encrypted email exchange using the NHSmal encryption feature.

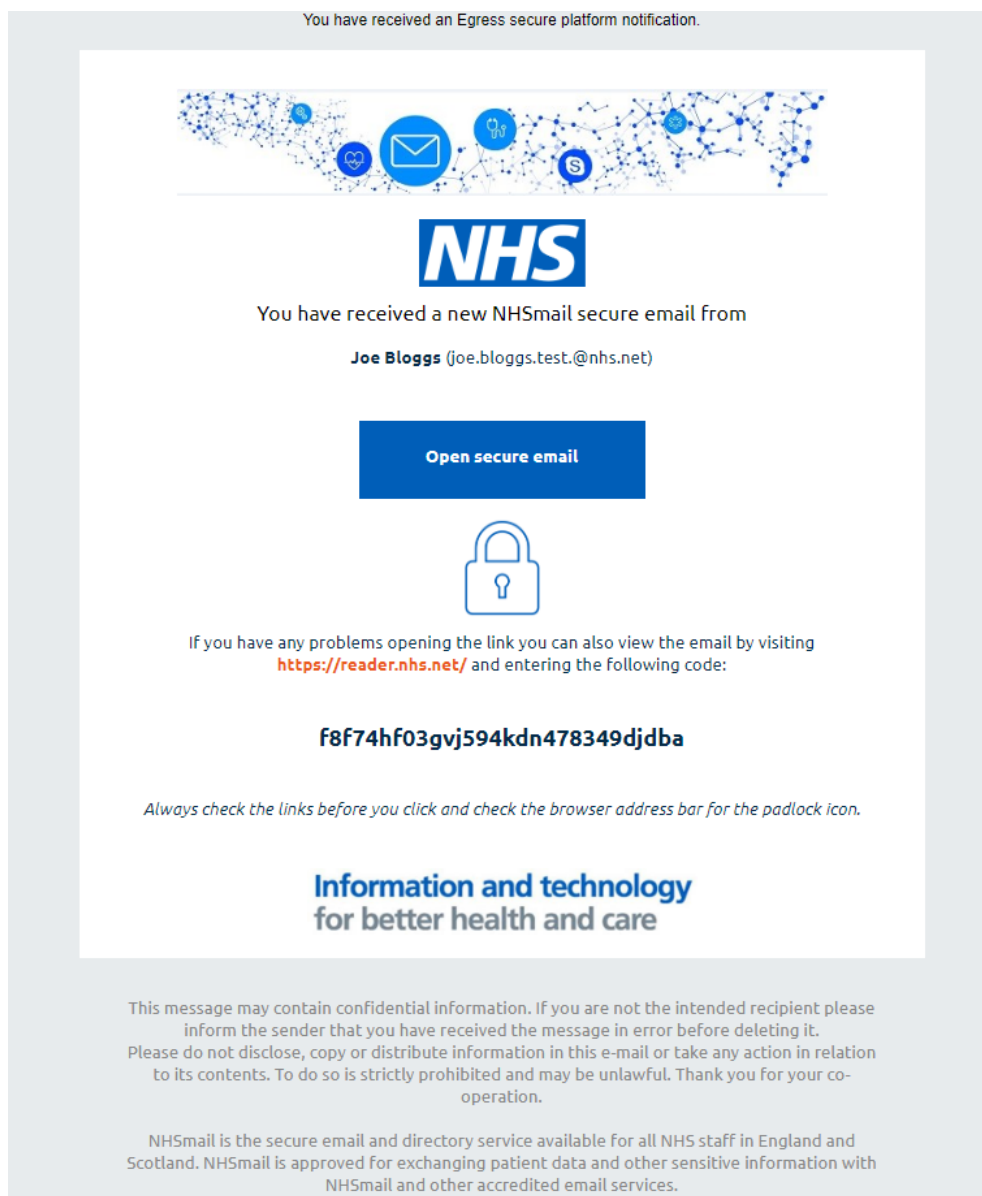
If you are a non-NHSmal user and wish to exchange information securely with a member of health or social care staff who uses NHSmal, please direct them to the [Encryption Guide for NHSmal](#).

Note: While encryption guidelines for NHSmal users in Scotland may differ, encryption is recommended as best practice for anyone exchanging sensitive information.

Receiving an encrypted email

An encrypted email sent from an NHSmal address (ending @nhs.net) will contain a link to access the encrypted message.

Example - Notification of an encrypted NHSmal email



1. Your browser should allow you to open the attached switch file directly or download and then open the file (as shown below).



Alternatively, select **Open secure email** to view the secure email in your browser.

2. Once you select **Open secure email** the Egress Authentication screen will appear.
 - If you have not previously received an encrypted NHSmal email you will be required to register for an account with the NHSmal encryption provider, Egress.
 - You will be redirected to an external website which will guide you through the registration process to create an account - this should only take a few minutes.

More guidance on [creating an account](#) is available in this document.

Note: Registered recipients do not need to re-register to read subsequent encrypted email messages sent from any NHSmal user - registration is a one-off process.

- If you have previously registered with the NHSmal encryption provider, the system should display the **Egress Authentication** screen.
3. Enter your **Egress ID** - this will be your email address that you registered with.
 4. Enter your **Password** or click **Forgot Your Password?**
 5. Click **Sign In**.

Egress Authentication screen

egress Authentication

egress
Previously **switch**

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

Egress ID:

Password:

☐ Remember my Egress ID

Sign In

New User?
Create an Egress account. It's free.

Forgot Your Password?
Reset your Egress password.

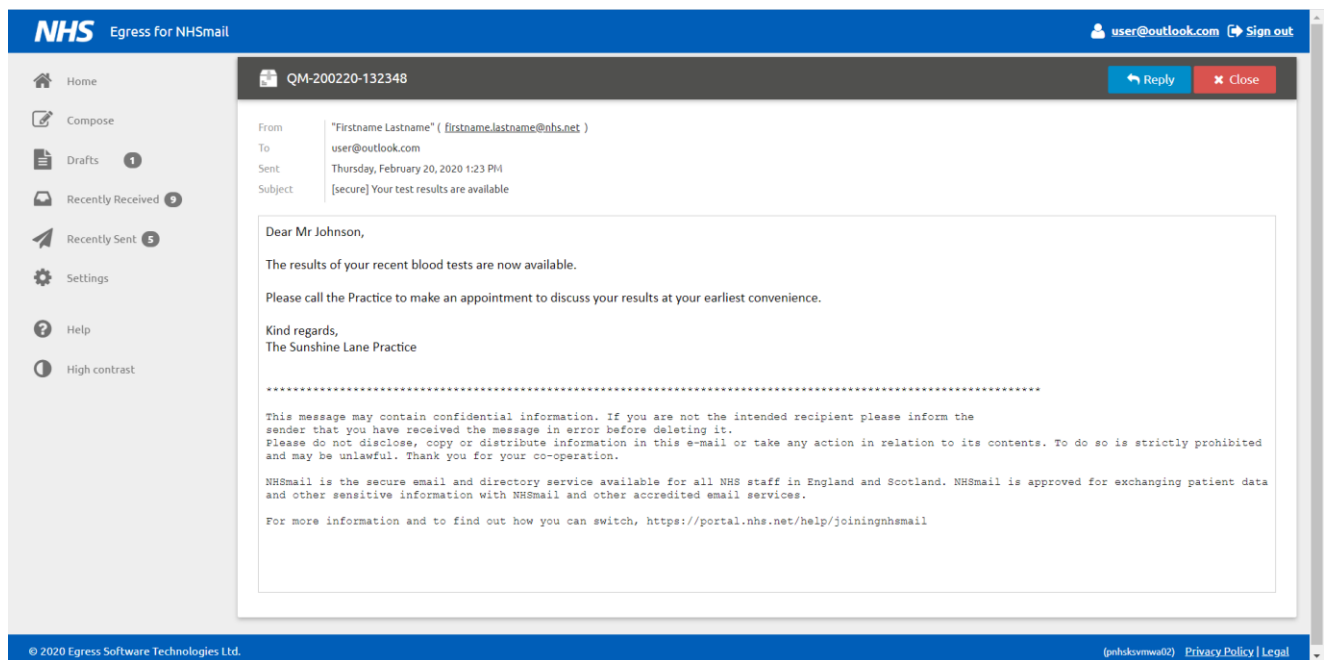
What Is Egress?
Learn more about Egress.

Why Change To Egress?
Find out what it means for you.

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The system will display the encrypted message sent to you from NHSmal.

Example - Encrypted email



You will be able to:

- read the **From**, **To**, **Sent** and **Subject** information
- read the email message
- reply to the sender
- reply to all recipients
- download attachments.

Replying to and forwarding encrypted emails

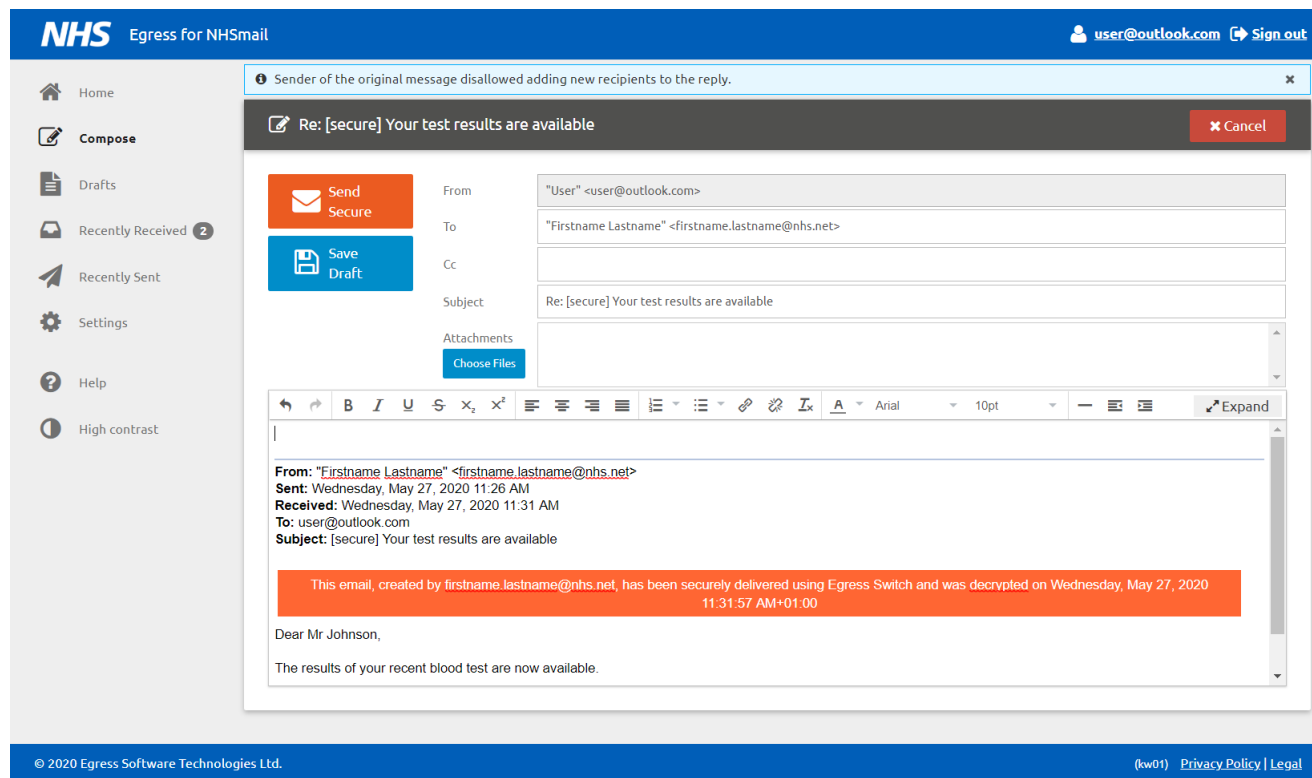
You can reply to encrypted emails within the [Egress Web Portal](#). Your emails will be automatically encrypted, and you can include attachments if required, which will also be encrypted.

Step by step guidance to reply to encrypted emails:

1. Open the encrypted NHSmal email.
2. Enter your password if prompted.
3. Select **Reply** or **Reply All**.
4. Edit the **Subject** field.
5. Add attachments (as required).
6. Type a message.
7. Select **Send Secure**.

Note: If you add additional recipients, the Egress Web Portal will not allow you to send the reply as you can only reply to the original sender or email addresses that were included in the original email.

Example - Decrypted email



To forward an email

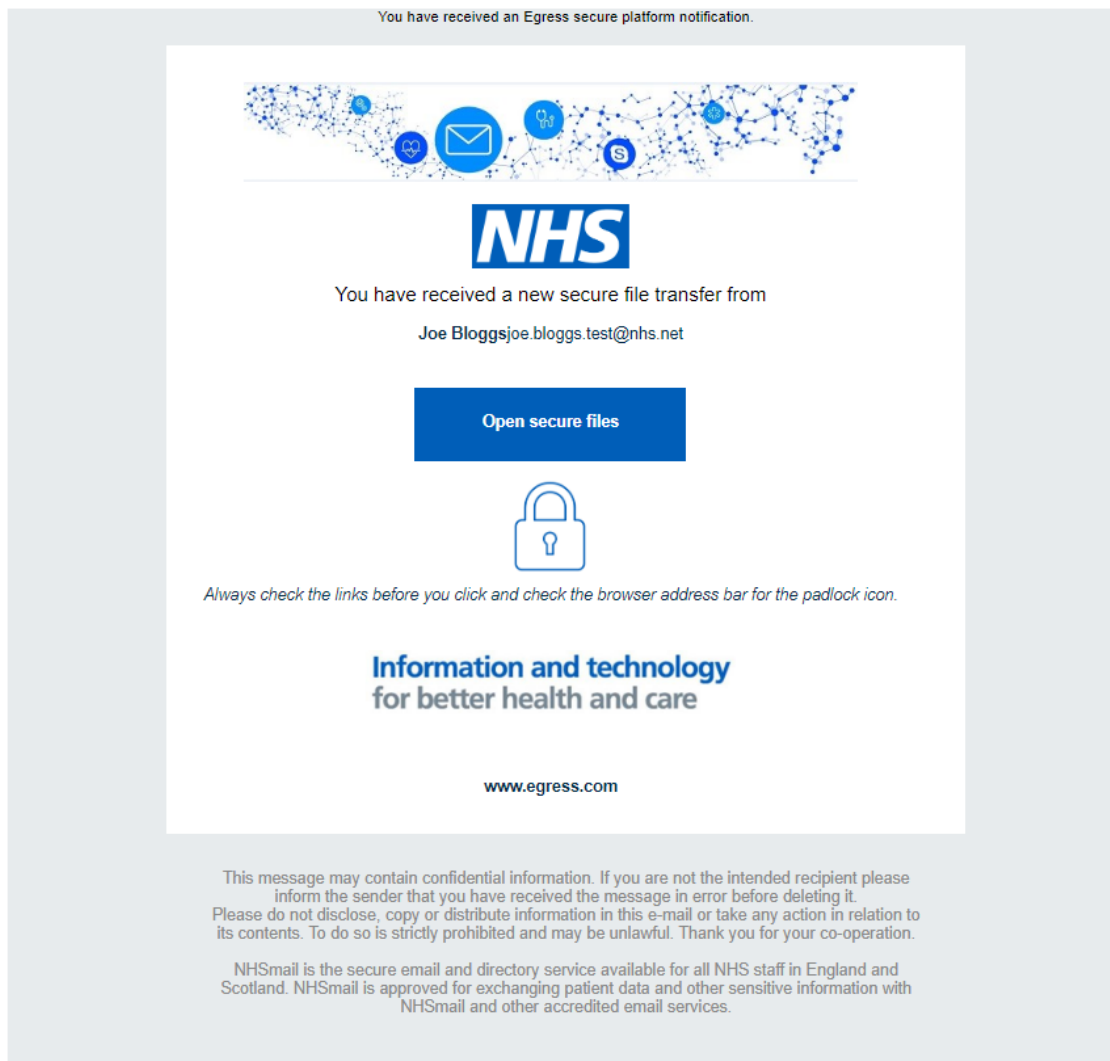
You can only forward an [encryption notification email](#) from your normal email account, it is not possible to forward an email from the Egress Web Portal.

Note: If you forward an encrypted email or encrypted attachment to someone who was not included in the initial secure encrypted email, they will need to request access to the email from the original sender. Further information on [requesting access to an encrypted email](#) is available in this document.

Receiving a secure large file transfer

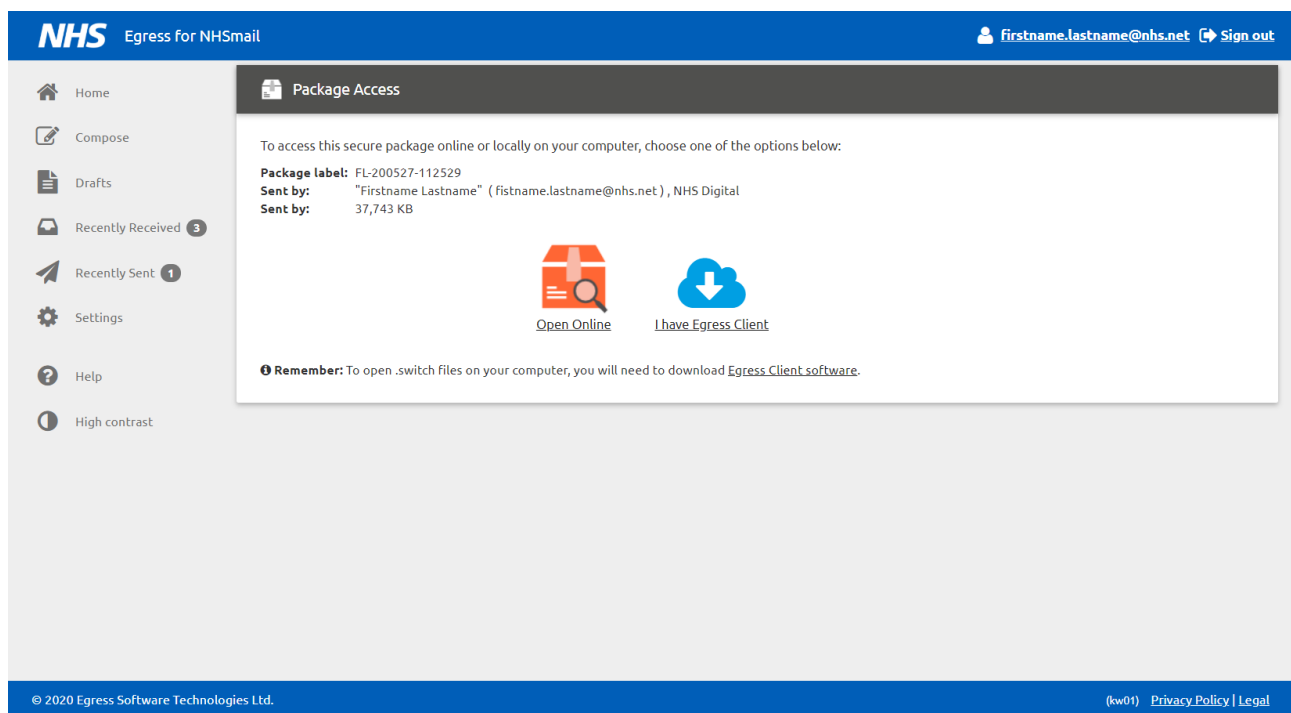
A large file transfer sent from an NHSmal address (ending @nhs.net) will contain a link to access the secure files.

Example - Notification of a large file transfer NHSmal email



1. Select **Open secure files** to access the files - the **Egress for NHSmal, Package Access** screen will appear.

Example - Package Access screen when a large file transfer is received



2. Select **Open Online** to access the files - the Egress Authentication screen will appear.

- If you have not previously received an encrypted NHSmal email or secure large file transfer you will be required to register for an account with the NHSmal encryption provider, Egress.
- You will be redirected to an external website which will guide you through the registration process to create an account - this should only take a few minutes and is a one-off process.

More guidance on [creating an account](#) is available in this document.

- If you have previously registered with the NHSmal encryption provider, you do not need to re-register - you can continue by completing your Egress ID and password in the **Egress Authentication** screen.

3. Enter your **Egress ID** - this will be your email address that you registered with.

4. Enter your **Password** or click **Forgot Your Password?**

5. Select **Sign In**.

Egress Authentication screen

egress Authentication

egress

Previously **switch**

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

Egress ID:

Password:

☐ Remember my Egress ID

[Sign In](#)

[New User?](#)
Create an Egress account. It's free.

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

[What Is Egress?](#)
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The encrypted message sent to you from NHSmal will be displayed and the secure files will be attached.

You will be able to view the files in your browser and download the files onto your computer.

Example - Large file and email once opened

NHS Egress for NHSmal

user@outlook.com [Sign out](#)

[Home](#) [Compose](#) [Drafts](#) [Recently Received](#) (2) [Recently Sent](#) [Settings](#) [Help](#) [High contrast](#)

QM-200527-112529 [Reply](#) [Close](#)

From: "Firstname Lastname" (firstname.lastname@nhs.net)
To: user@outlook.com
Sent: Wednesday, May 27, 2020 11:26 AM
Subject: [secure] Your test results are available
Attachments: [Blood Test Results.pdf \(38,721 KB\)](#)

Dear Mr Johnson,

The results of your recent blood test are now available.

Kind regards,
Firstname Lastname

Creating an account to use encrypted email

1. Registration

egress[®] Authentication



Previously 

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

Egress ID:

Password:

☐ Remember my Egress ID

Sign In

[New User?](#)

Create an Egress account. It's free.

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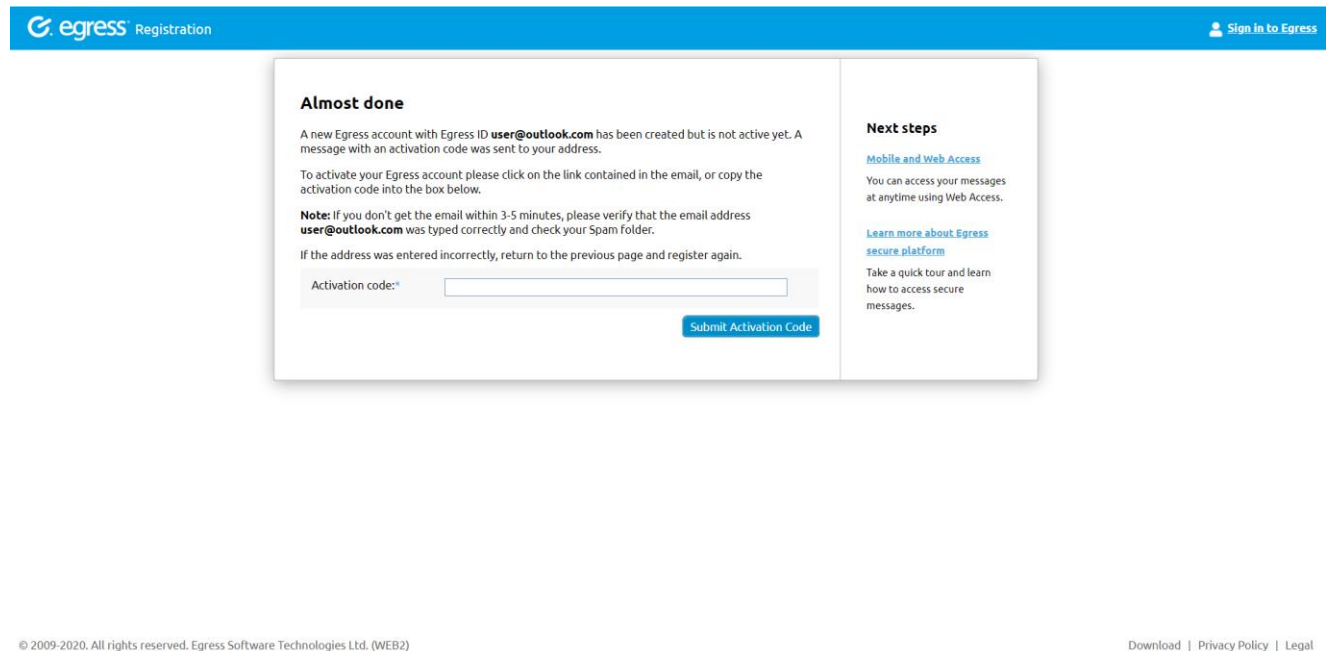
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1.1 Select **New User?**

The **Egress Registration** screen will be displayed.

- 1.6 Tick the box to confirm agreement to the Privacy Statement and free user terms.
- 1.7 Once you have completed all the fields, select **Create Account**. The **Almost Done** screen will be displayed.

Egress Registration page



The screenshot shows the Egress Registration page. At the top, there is a blue header with the Egress logo and the word 'Registration' on the left, and a 'Sign in to Egress' link on the right. The main content area is divided into two columns. The left column is titled 'Almost done' and contains the following text: 'A new Egress account with Egress ID **user@outlook.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 **user@outlook.com** was typed correctly and check your Spam folder. If the address was entered incorrectly, return to the previous page and register again.' Below this text is a form with the label 'Activation code:' followed by a text input field and a 'Submit Activation Code' button. The right column is titled 'Next steps' and contains the following text: '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.'

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A message prompts you to check your inbox for a registration confirmation email. Follow the instructions in the email to confirm your encryption account (see [Activating your account](#) for more details).

2. Activating your account

2.1 Open the registration confirmation email message in your inbox.

Note: If you do not receive a registration confirmation email in your inbox, check your spam folder.

Example - Registration confirmation email



Please activate your Egress account

Hi Test User,

Welcome to Egress!

Please enter the following code to activate your account:

8CQS-H2QU-PJP8-F22T-Z3W0

Alternatively, click on the following button or copy and paste this link into your web browser:

<https://switch.egress.com/ui/registration/activation.aspx?code=8CQS-H2QU-PJP8-F22T-Z3W0>



Always check the links before you click and check the browser address bar for the padlock icon.

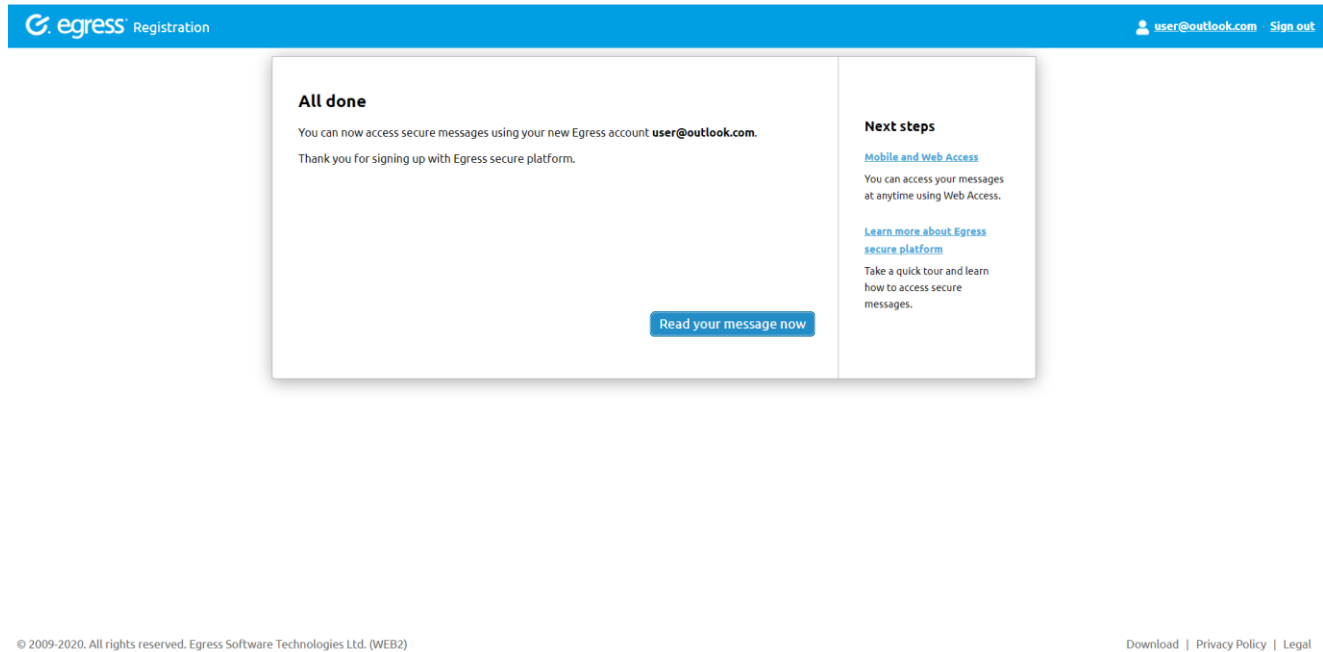
Please note that this code is only valid for 24 hours. If you do not activate your account within 24 hours of receiving this email then you will need to complete the sign up process again.

Regards,

Egress

2.2 You can either copy the activation code into the **Almost Done** registration page or alternatively click the **Activate account** link in the registration confirmation email message. The **All done** message will be displayed.

Example - Authentication successful message



2.3 Select **Read your message now**

This has completed your registration and you will now be able to open, read and download any attachments in encrypted NHSmal emails.

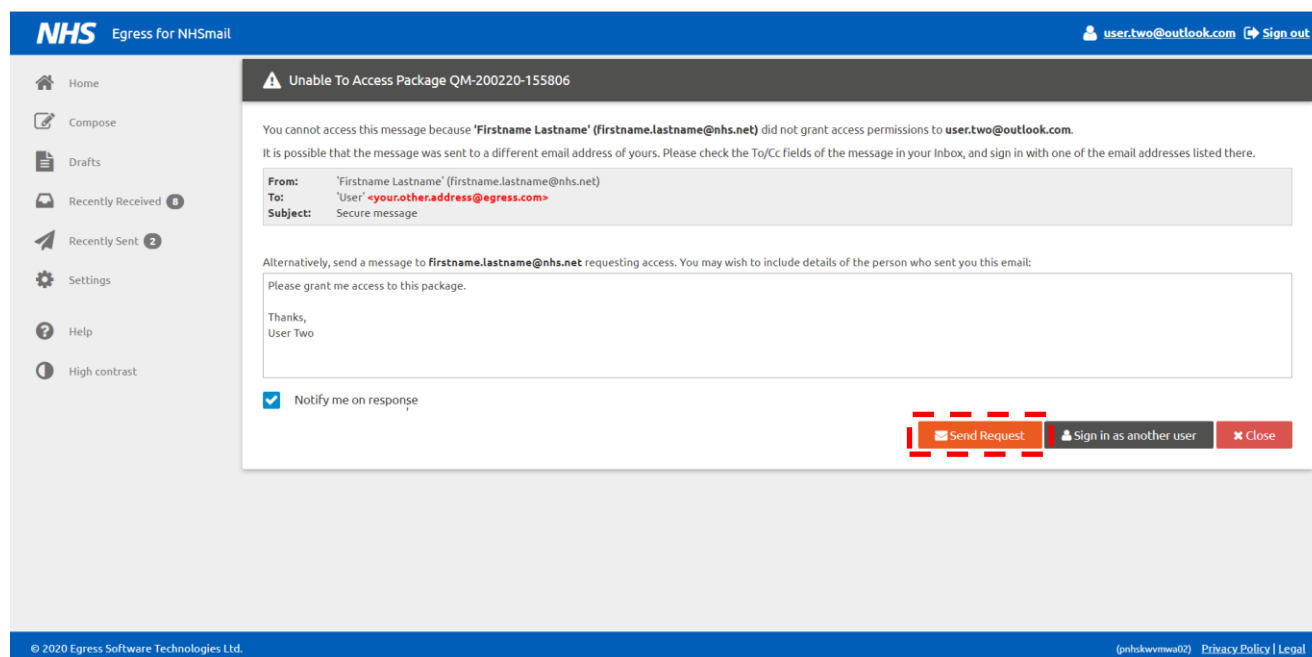
After registration, you can receive encrypted emails from any NHSmal user and do not need to register again if another NHSmal user sends you an encrypted email.

To read and reply to another encrypted message you just need to verify your identity using the username and password you registered with when you first signed up to the service. If you forget your password, the system includes a self-service password reset feature.

Requesting access to an encrypted email

If you receive an email that is forwarded or you are copied into an email and you were not the original recipient of the encrypted email, you will need to request access from the original sender as outlined below.

1. [Create an Egress account.](#)
2. Attempt to access the encrypted email, at which point you will receive the below message.



3. Select **Send Request** to ask for permission to view the email.

Keeping encrypted emails secure

Encrypted emails remain within the Egress system for 90 days. Should you need to keep or access the email or any encrypted attached files for longer than this, we recommend you download and store them safely as required.

Although all attachments sent or received through the NHSmal encryption service will be virus checked we do recommend your organisation runs its own anti-virus software.

Third-party / commissioned provider organisations

It is your responsibility, on behalf of your employing organisation, to safeguard any data received in line with data protection and information governance requirements agreed between your organisation and the sending organisation.

If required, you should retain unencrypted copies of any encrypted email received in your local information repositories as per your local information governance policies and processes.

Patients

If you are a patient and are receiving information from health or social care staff using the NHSmal service, you should have given consent to the organisation to exchange information with you before they send it. Once received, it is your responsibility to look after any sensitive information sent to you.

You should consider whether the computer on which you access the information is shared with other people – if so, they may be able to view any information you receive. We advise you to confirm this before using any publicly available computers and before downloading any information relating to you.

Help and further guidance

Help	Contact
Support for encrypted emails and Egress.	Egress support desk: 0844 800 0172 http://www.egress.com/support
Other NHSmal queries	NHSmal helpdesk: 0333 200 1133 helpdesk@nhs.net https://support.nhs.net/

Frequently asked questions

If I want to forward an encrypted email that I have received to someone else, will the email remain encrypted?

Yes. You can forward the notification email that you received in your email inbox. Any recipient will receive the notification email and will then need to [request access](#) from the original sender to view the message securely (encrypted). They will have to [register for an Egress account](#) or log in to an existing account.

What is the maximum number of email addresses that can be included on a reply to an encrypted email or when the email is forwarded?

There is no difference to the maximum number of recipients in an email sent using Egress.

Note: You will not be able to add any additional email addresses or forward within the Egress Web Portal.

Is message tracking (for example, delivery or read receipts) available on encrypted emails?

Yes. Secure emails are encrypted with a full audit tracking log, which shows when recipients have accessed the email.

What is the maximum attachment size I can send on encrypted email replies / forwards?

The maximum attachment size users can send using the Egress Web Portal to reply to an NHSmal email address is 60MB.

What types of attachments can be included on encrypted email replies / forwards?

Certain file types are blocked by the NHSmal service and cannot be sent or received. The list of blocked attachments can be found in the [attachments guide](#).