

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 email 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.

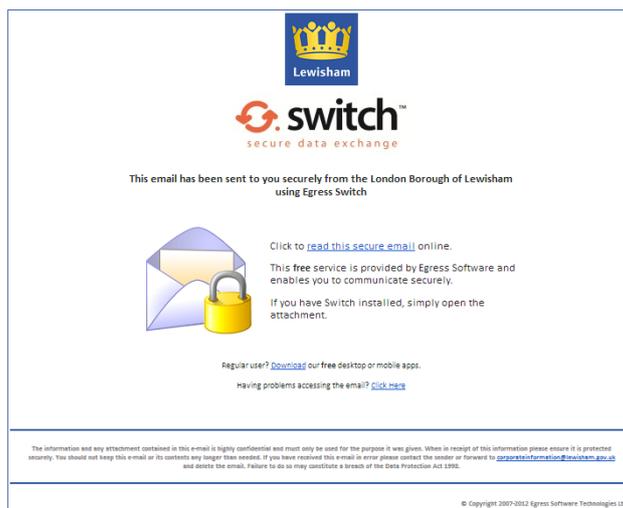
In addition you will begin to notice other security procedures such as the password-protection of confidential files and classification of emails; going forward it is intended that these procedures will be used long-term by the Council.

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](mailto:LLBS@lewisham.gov.uk).

## Receiving and Replying to Secure Email Messages with Egress Switch

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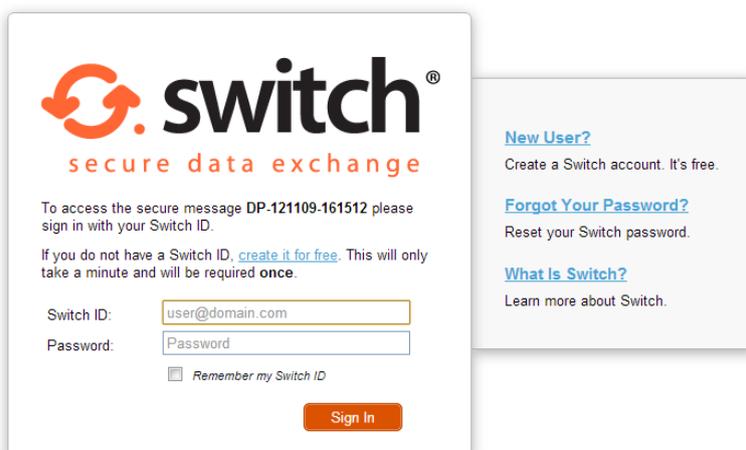
When you receive and open an Egress Switch email from us, you will see the following screen.



🔗 Click the 'read this secure email' link.

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

## Sign Up

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

Email (Switch ID):*	<input type="text" value="user@domain.com"/>
First name:*	<input type="text" value="First name"/>
Last name:*	<input type="text" value="Last name"/>
Phone number:	<input type="text" value="+44 55 5555 5555"/>
<small>We will not contact you unless you forget your password and security questions</small>	
<input checked="" type="checkbox"/> Email me about product updates and services from Egress	

2 Choose a strong password to protect your identity.

Password:*	<input type="password" value="Password"/>
Confirm password:*	<input type="password" value="Confirm password"/>
<small>Minimum 8 characters, with at least 1 UPPER case or number</small>	
Question #1:	<input type="text" value="Where were you born?"/>
Answer #1:*	<input type="text" value="Answer #1"/>
Question #2:	<input type="text" value="What is your mother's maiden name?"/>
Answer #2:*	<input type="text" value="Answer #2"/>
<input type="checkbox"/> I have read and agree with the <a href="#">Egress Privacy Statement</a>	
<input type="button" value="Create Account"/>	

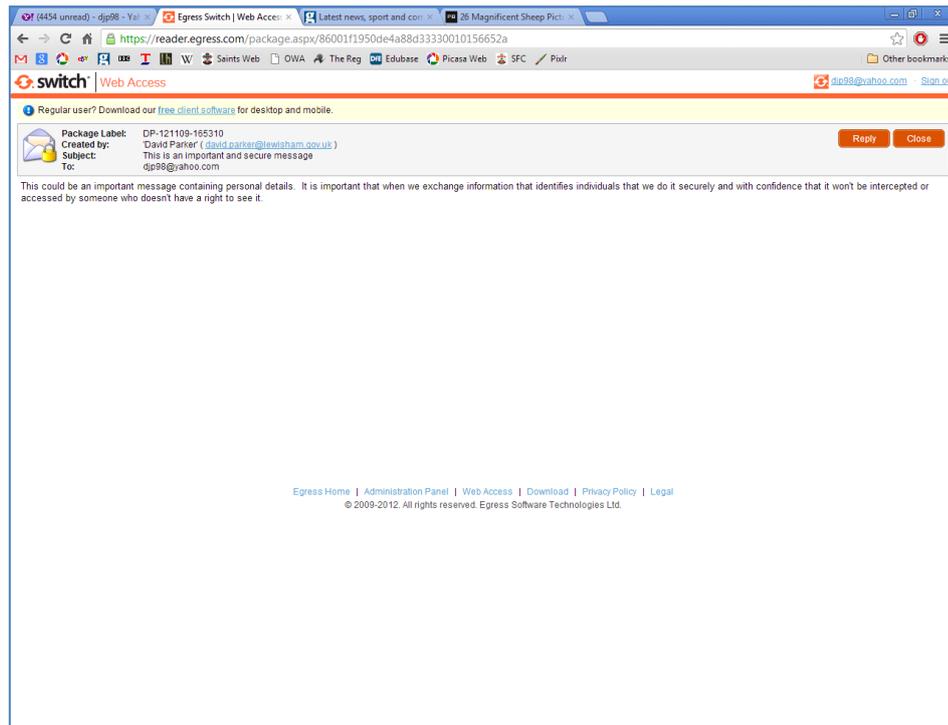
- 🔄 Complete the Sign Up details by entering your personal details and choosing a password. The email address you use to create your Switch ID should be the one that has received the message that you want to read. Don't forget to agree to the Privacy Statement by ticking the box and then click the 'Create Account' button. You will see the following screen:

<h3>Almost Done</h3> <p>A new Egress Switch account with Switch ID <b>djp98@yahoo.com</b> has been created but is not active yet. A message with an activation code was sent to your address.</p> <p>To activate your Switch account please click on the link contained in the email, or copy the activation code into the box below.</p> <p><b>Note:</b> If you don't get the email within 3-5 minutes, please check your Spam folder.</p> <p>Activation code:*</p> <input type="text"/> <input type="button" value="Submit Activation Code"/>	<h3>Account Benefits</h3> <p>Your Switch ID is a secure identity. This allows you to read and reply to encrypted emails as well as access large files that have been sent to you securely.</p> <ul style="list-style-type: none"><li>• Select your own password &amp; security questions.</li><li>• Read &amp; reply to encrypted emails for free.</li><li>• Track in real-time when your secure emails or files are opened.</li></ul>
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- 🔄 Check you email account for the activation code and enter it here.

<h3>All Done</h3> <p>You can now access Switch secure messages using your new Switch account:</p> <p><b>djp98@yahoo.com</b></p> <p>Thank you for signing up with Egress Switch.</p> <input type="button" value="Read your message now"/>	<h3>Next steps</h3> <p><a href="#">Get the most out of Switch</a> To get the most out of Switch install a Desktop or Mobile client.</p> <p><a href="#">Mobile and Web Access</a> You can access your messages at anytime using Web Access.</p> <p><a href="#">Learn more about Switch</a> Take a quick tour of Switch and learn how to access secure messages.</p>
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- 🔄 Click the 'Read your message now' 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.