Accessing Encrypted Emails Guide for non-NHSmail users

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Introduction

This document provides guidance for recipients of encrypted emails which have been sent from an NHSmail 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.

NHSmail is a national secure collaboration service for health and social care, designed to enable the secure exchange of information. The Egress encryption service supports NHSmail 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 NHSmail user to initiate an encrypted email exchange using the NHSmail encryption feature.

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

Note: While encryption guidelines for NHSmail 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 NHSmail address (ending @nhs.net) will contain a link to access the encrypted message.

Example - Notification of an encrypted NHSmail email

You have received an Egress secure platform notification.	
NHS	
You have received a new NHSmail secure email from	
Joe Bloggs (joe.bloggs.test.@nhs.net)	
Open secure email	
R	
If you have any problems opening the link you can also view the email by visiting https://reader.nhs.net/ and entering the following code:	
f8f74hf03gvj594kdn478349djdba	
Always check the links before you click and check the browser address bar for the padlock icon.	
Information and technology for better health and care	
This message may contain confidential information. If you are not the intended recipient please inform the sender that you have received the message in error before deleting it. Please do not disclose, copy or distribute information in this e-mail or take any action in relation to its contents. To do so is strictly prohibited and may be unlawful. Thank you for your co- operation.	
NHSmail is the secure email and directory service available for all NHS staff in England and Scotland. NHSmail is approved for exchanging patient data and other sensitive information with NHSmail and other accredited email services.	

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 NHSmail email you will be required to register for an account with the NHSmail 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 NHSmail user - registration is a one-off process.

- If you have previously registered with the NHSmail 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

C. egress' Authentication	Correlation Correlation Correlation Correlation	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 NHSmail.

Example - Encrypted email

NHS Egress for NHSmail	🔮 user@outlook.com 🖨 Sigr
Home	CM-200220-132348 Cose
Compose	From "Firstname Lastname"(firstname.lastname@nhs.net) To user@outlook.com To Turuder Extension 20.00.0.00.000 MA
Recently Received 💿	Senc Inutsday, February 20, 2020 123 PM Subject [secure] Your test results are available
Recently Sent 5	Dear Mr Johnson,
Settings	The results of your recent blood tests are now available. Please call the Practice to make an appointment to discuss your results at your earliest convenience.
🕜 Help	Kind regards, The Sunshine Lane Practice
High contrast	This message may contain confidential information. If you are not the intended recipient please inform the sender that you have received the message in error before deleting it. Please do not discise, copy or distribute information in this e-mail or take any action in relation to its contents. To do so is strictly prohibited and may be unlawful. Thank you for or co-operation. NMSmail is the secure email and directory service available for all NHS staff in England and Scotland. NHSmail is approved for exchanging patient data and other sensitive information with NHSmail and other accredited email services. For more information and to find out how you can switch, https://portal.nhs.net/help/joiningnhsmail
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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 NHSmail 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

NHS Egress for NHS	nail	🐣 user@outlook.com 🕩 Sign_out
🕋 Home	• Sender of the original message disallowed adding new recipients to the reply.	×
Compose	♂ Re: [secure] Your test results are available	≭ Cancel
Drafts	Send From "User" <user@outlook.com></user@outlook.com>	
Recently Received 2	To "Firstname Lastname" <firstname.lastname@nhs.net></firstname.lastname@nhs.net>	
Recently Sent	Save Draft Cc	
Settings	Subject Re: [secure] Your test results are available	
Help		-
High contrast		r = ≥ ≥ r Expand
	From: "Eirstname Lastname" ≺firstname.lastname@nhs.net> Sent: Wednesday, May 27, 2020 11:26 AM Received: Wednesday, May 27, 2020 11:31 AM To: user@outlook.com Subject: [secure] Your test results are available This email, created by firstname.lastname@nhs.net, has been securely delivered using Egress Switch and was decrypted on N 11:31:57 AM+01:00 Dear Mr Johnson, The results of your recent blood test are now available.	Wednesday, May 27, 2020
© 2020 Egress Software Technolog	ies Ltd.	(kw01) <u>Privacy Policy Legal</u>

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 NHSmail address (ending @nhs.net) will contain a link to access the secure files.

Example - Notification of a large file transfer NHSmail email



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

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

NHS Egress for NHSm	nail	💄 firstname.lastname@nhs.net 🕩 Sign out
🖌 Home	Package Access	
 Compose Drafts Recently Received (3) Recently Sent (1) Settings 	To access this secure package online or locally on your computer, choose one of the options below: Package label: FL-200527-112529 Sent by: "Firstname Lastname" (fistname.lastname@nhs.net), NHS Digital Sent by: 37,743 KB	
 Help High contrast 	C Remember. To open switch mes on your compoler, you with need to dowintoad <u>Egress curein sortware</u> .	
© 2020 Egress Software Technologie	rs Ltd.	(kw01) <u>Privacy Policy Legal</u>

- 2. Select **Open Online** to access the files the Egress Authentication screen will appear.
 - If you have not previously received an encrypted NHSmail email or secure large file transfer you will be required to register for an account with the NHSmail 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 NHSmail 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



The encrypted message sent to you from NHSmail 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 NHS	mail	🐣 user@outlook.com 🕩 Sign.ou
A Home	QM-200527-112529	Areply X Close
Compose Compose Drafts Recently Received 2	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 Attachments	
Recently Sent Settings Help	Dear Mr Johnson, The results of your recent blood test are now available. Kind regards, Firstname Lastname	
• High contrast		

Creating an account to use encrypted email

1. Registration

C. egress Authentication



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1.1 Select New User?

The Egress Registration screen will be displayed.

Egress Registration screen

Sign Up		
1 To sign up for a free	e user account, please complete each part below:	The Service
Email (Egress ID):*	user@domain.example	Egress products and services enable millions of users (both paying and free to protect the sensitive data they need
First name:* Last name:*	First name	to share. For more information on our customers, visit <u>case studies</u> .
Phone number:	+44 55 5555 5555	Service Benefits
	We will not contact you unless you forget your password and security questions	 Your Switch ID/Egress ID is a secure identity. This allows you to read and
Choose a strong pa	ssword to protect your identity:	reply to encrypted emails as well as access large files that have been sent to you securely.
Password:*	Password	Free users can send and reply to
Confirm password:*	Password Minimum & characteric with at least 1 lower care and either 1 woor care (even for	paying subscribers an unlimited amount, totally free of charge.
Question #1:	What is the name of your eldest cousin?	 Free users are automatically provided with 25 credits to
Answer #1:*	Answer #1	communicate with non-registered users.
Question #2:	What was the name of your first pet?	 Enhance the service experience by downloading our desktop, Outlook
Answer #2:*	Answer #2	and mobile apps, totally free of
We'll store the informati clicking "Create Account	ion you give us in accordance with <u>Privacy Statement</u> . Please read it before " below.	http://www.egress.com/downloads Track in real-time when your secure
If the email address you share the existence of yo	use is owned or controlled by an organisation (like your employer) we may our account registration with them.	emails or files are opened. • Revoke access to a sent email or fil
I accept the <u>free us</u>	er terms and have read the Privacy Statement	in real-time.

- 1.2 Complete your details in section 1.
- 1.3 Type and confirm your password you will need to use this password to open encrypted emails sent to you.
- 1.4 Select two security questions and type your answers.
- 1.5 Type in the code displayed in the "CAPTCHA" image (the obscured code at the bottom of the screen designed to prevent spam and fake registrations).

Example - CAPTCHA image

3 To complete the Security code:*	sign up process please enter the security code shown below.	 http://www.egress.com/download Track in real-time when your secur emails or files are opened. Revoke access to a sent email or fi in real-time.
We'll store the inform clicking "Create Accou If the email address yo share the existence of	ation you give us in accordance with <u>Privacy Statement</u> . Please read it before nt" below. ou use is owned or controlled by an organisation (like your employer) we may your account registration with them.	
I accept the <u>free</u>	user terms and have read the <u>Privacy Statement</u> Create Account	

- 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

C. egress' Registration			💄 Sign in to Egress
© 2009-2020. All rights reserved. Egress Software	Almost done Aver 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. Message with an activation of the link contained in the email, or copy the strength your don't get the email within 3-5 minutes, please verify that the email address user 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 caces your messages at anytime using Web Access. Learn more about Egress secure platform Take a quick tour and learn how to access secure messages.	Download Privacy Policy Legal
s cost cocorranges reserved egress soremule	neurona Bran mean frances.		bounded i much foncy i begut

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.

C. egress' Registration			💄 user@outlook.com - Sign out
	All done You can now access secure messages using your new Egress account user@outlook.com . Thank you for signing up with Egress secure platform. Read your message now	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.	
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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 NHSmail emails.

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

NHS Egress for NHSmail	📥 user:two@outlook.com 🕩 Sign.out
🖀 Home	A Unable To Access Package QM-200220-155806
Compose Drafts	You cannot access this message because 'Firstname Lastname' (Firstname.lastname@nhs.net) did not grant access permissions to user.two@outlook.com. It is possible that the message was sent to a different email address of yours. Please check the To/Cc fields of the message in your Inbox, and sign in with one of the email addresses listed there. From: 'Firstname Lastname' (firstname.lastname@nhs.net) To: 'User' *your.other.address@egress.com> Subject: Secure message
Recently Sent 2	Alternatively, send a message to firstname.lastname@nhs.net requesting access. You may wish to include details of the person who sent you this email:
Settings Help Hinh constrast	Please grant me access to this package. Thanks, User Two
	✓ Notify me on response ✓ Send Request Sign in as another user Close
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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 NHSmail 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 NHSmail 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 NHSmail queries	NHSmail 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 NHSmail email address is 60MB.

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

Certain file types are blocked by the NHSmail service and cannot be sent or received. The list of blocked attachments can be found in the attachments guide.