

'Egress Switch' is the service which provides secure mail for EBRD, and it's intended to be as simple as 1-2-3!

As an EBRD client, customer or partner, you can access sensitive information sent to you by EBRD quickly and easily. You can also communicate securely with EBRD absolutely free of charge – both when you are initiating communication with the EBRD and when you are replying to a secure email.

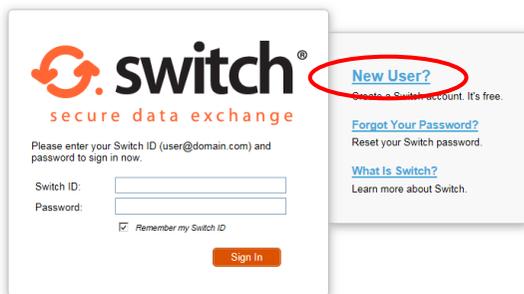
You are not required to download or install any software to read a secure email, although desktop and mobile apps can be downloaded free of charge from [www.egress.com](http://www.egress.com).

## 1 Opening a Switch Secure Mail – New User

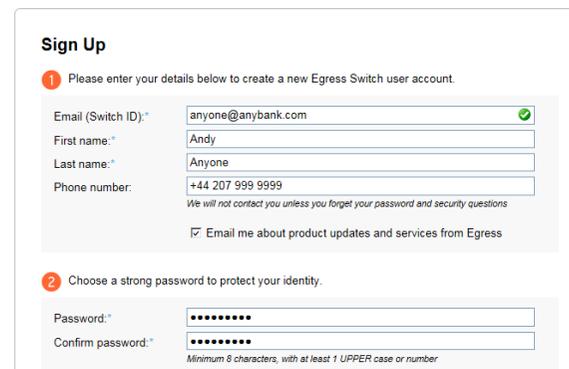
- As a first time user, you will need to create an Egress Switch account. This is a **one-time** process that only takes a few minutes to complete. Note, if you already have a Switch account, you can proceed straight to 'Step 2'.
- Click on the 'read this secure email' link within the notification email that you received.



- In the web browser that opens, select the 'New User?' link



- Enter your details into the window that opens. **You must use the email address that the Switch Secure email was sent to in-order to open the message.** Create a password to access the account. Use the dropdown menus to select suitable security questions and specify answers to them. Please note the answers to your security questions will be used in the event that you need to re-set your password.



- Once you have registered an activation code will be sent to the email address you used to register for your Egress Switch account. Click on the link in the email or copy the code into the 'Activation code' field on the web form and select 'Submit Activation Code'. If you do not receive your activation code within 5 minutes please check your spam folder.

### Almost Done

A new Egress Switch account with Switch ID **anyone@anybank.com** has been created but is not active yet. A message with an activation code was sent to your address. To activate your Switch 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 check your Spam folder.

Activation code:

[Submit Activation Code](#)

- Once you have completed the sign-in process, a new window will open.

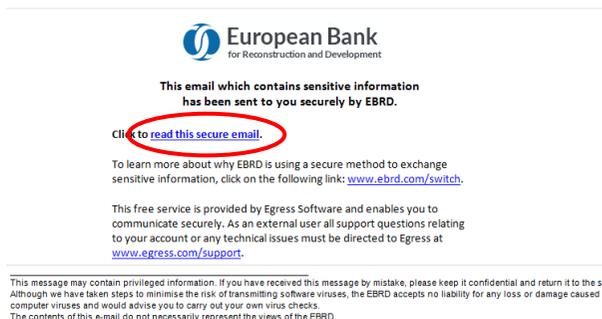
### All Done

You can now access Switch secure messages using your new Switch account:  
**anyone@anybank.com**  
Thank you for signing up with Egress Switch.

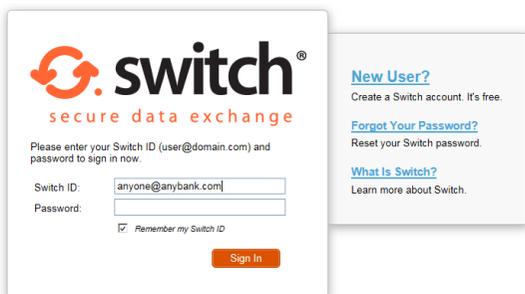
- Select 'Read your message now' to view the secure message. (If you end up at the Switch Administration Panel, just click on the 'read this secure email' in the original notification email again.)

## 2 Opening a Switch Secure Mail – Registered User

- a. Once you have registered for a Switch account, you can access secure emails by selecting the 'read this secure email' link displayed in the notification email sent to you.



- b. Enter your credentials into the web browser that opens and select 'Sign In'. Note that the email you use as your Switch ID must match the email address that the secure email was sent to in order to open the message.

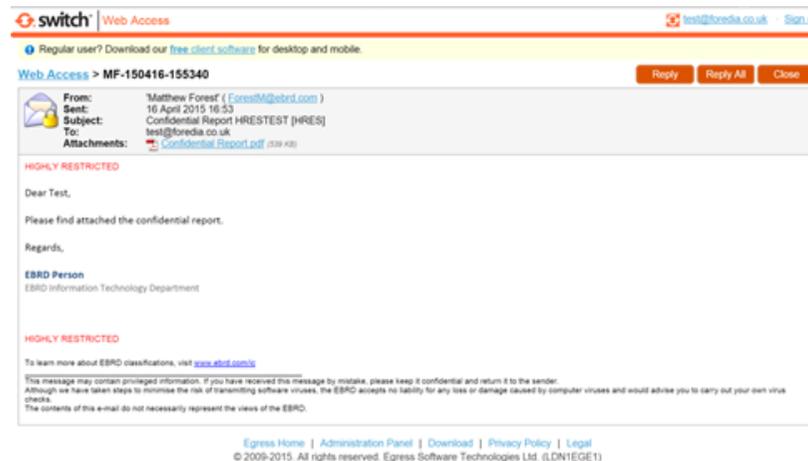


[Egress Home](#) | [Administration Panel](#) | [Web Access](#) | [Download](#) | [Privacy Policy](#) | [Legal](#)  
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- c. You should now be able to read your secure email.

## 3 Reading and Replying to a Switch Secure Mail

- a. Once registered or signed in, you will be able to access the secure email and any attachments.



- b. In addition to the message body and attachments, you will also be able to see:

- Sender's details
- Date and time the secure email was sent
- Subject line
- Any other recipients in the 'To' or 'Cc' fields

- c. To reply to a secure email, click 'Reply' or 'Reply All' as appropriate. Compose your response, add attachments and other recipients if required, and select 'Send'.

## Technical Support

The Switch service is provided by Egress Software Technologies Ltd. If you, as a recipient of secure emails from EBRD, have any questions relating to your Switch account or any other technical enquiry please contact [Egress Technical Support](#). Support questions **should not** be directed to the EBRD or individual EBRD users.

## Disclaimers

Please refer to the Egress web site at <https://switch.egress.com/ui/signin.aspx> for their Privacy and Legal policies.

EBRD, July 2015