Secure Mail (Egress Switch)
User Guide for Non-Bank Users

Version 0.4
29 July 2015
1 Introduction

This short guide is intended to provide you with guidance on EBRD’s new method for exchanging sensitive information via email; a solution called ‘Switch’.

When communicating by email with external parties (e.g. Bank clients and business partners/suppliers), especially when sensitive information is involved, EBRD has identified that there is a need to ensure that this communication is secure and the information being sent or exchanged is only accessible to the intended recipient.

Switch is a service provided by Egress Software Technologies Ltd (Egress) which helps people to send and receive sensitive data securely. We have chosen to use Switch when sending sensitive information via email in order to help mitigate the ever-increasing risks to our sensitive data by ensuring that when this information needs to be shared with third parties via email, it is done so securely.

2 Using Switch

2.1 Notification of Secure Mail

When an EBRD user wants to send you sensitive information they will send the email as normal and EBRD systems will then notify you that a sensitive email has been sent. You will see the following email in your inbox.

2.2 Accessing the Secure Email

Click on the ‘read this secure email’ link and you will be taken to the Switch secure portal which will prompt you to log-in, as per the figure below.
As the recipient, if you do not have an existing ‘Switch ID’ click on the ‘create it for free’ link and register for an account. **Important note:** The email that you used to register **MUST** be the same email address which received the notification above. If you already have an account then simply log-in.

Note: As this is an Egress system rather than an EBRD system, there is a box ticked on the registration screen that will send you marketing mails unless it is unclicked – it is up to the recipient whether they wish to do this or not.

Once you have logged-in you will be directed to a secure portal here at EBRD and will be able to read the email that the EBRD user has sent to you as follows:

Remember that the URL for accessing secure emails will always be securemail.ebrd.com. If you choose to reply to that message you will be automatically directed to reader.egress.com. Therefore, accessing a secure email (once you have registered as described above) will always be securemail.ebrd.com whereas all replies or new messages that you create will be via reader.egress.com.

### 2.3 What Else Can I Use Switch For?

As with other email services you can reply and initiate new email conversations, with the primary advantage being that you are doing so in a secure manner.

All **external** users of EBRD’s Switch service can log in directly to securemail.ebrd.com and view all secure messages sent to them from EBRD. Or you can simply follow the link in the email, as described above.

When you compose a secure message, simply click ‘reply’ and a new message will be composed as follows:
You can also initiate a conversation by clicking on ‘Compose Secure Message’ using Switch and you will be automatically taken from our secure portal (securemail.ebrd.com) to the free to use secure portal at reader.egress.com to compose a new message.

Once you have composed a message simply click ‘send’ and you will be informed that your secure email has been sent.
The EBRD user will be able to access your sent secure email as they would any other email in their EBRD inbox.

3 Anti-Phishing

Phishing is a form of IT fraud which attempts to acquire information such as usernames, passwords, and credit card details by masquerading as a trustworthy entity in an electronic communication, e.g. using a ‘fake’ email or web site. You can gain assurance that any secure email notification that you receive is not a phishing email by quickly checking that any URL links in the email notification conform to the following:

- The link in the EBRD email will always take you to the following URL (unless you already have an Egress Switch account):

  https://switch.egress.com/

- The page will always be as follows, note the URL is the same as above.
Once you have logged in, you can read the secure email sent to you. **Note** that the URL once you have logged in will always be: [https://securemail.ebrd.com](https://securemail.ebrd.com)

### 4 Using Mobile Devices

You should be able to access the Switch service using a normal web browser on a mobile device, as you would on a desktop/laptop computer.

Egress have also provided additional Switch software apps for Android, Windows Phone and iPhone devices (see [www.egress.com](http://www.egress.com)), though these may need to be further configured, depending on your local email architecture. Note also that these Switch mobile apps are only designed to work with secure emails located on Egress's own infrastructure, so whilst you will be able to send secure emails using the app, you will not be able to read any secure emails sent to you from the Bank (as these are stored on Bank IT infrastructure).

### 5 Troubleshooting/Support

Guidance on the Switch solution is available at [www.egress.com](http://www.egress.com). The Bank has also created other on-line guidance for external recipients which they can access by going to [www.ebrd.com/switch](http://www.ebrd.com/switch).

All support questions relating to your user account or any technical issues should be directed to Egress at [www.egress.com/support](http://www.egress.com/support), **the EBRD has purchased this support for our external clients so please feel free to contact Egress for any questions that you might have.** The EBRD IT Helpdesk will not be able to help you as all non-EBRD accounts are managed by Egress.

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