Warwickshire County Council

What is Egress?

Egress is an additional service, that plugs-in to the Chrome Browser, that allows you to send secure email to ANY external email address, business or personal, from your Google Email - there are **no restrictions** as to which email address you can send to.

Note: If you need to send to other Local Authorities, Government Departments, Police and NHS.net accounts, please see the section below regarding 'GCSX Mail' as you need to use that system instead. Egress is for every other email address.

Is it secure?

Egress uses AES 256 encryption (which is currently the highest that is commercially available) so uses the best and most secure.

I'm a GSCX/Gov Connect user - do I need to use this instead?

No, this is not a replacement for your @warwickshire.gcsx.gov.uk address that you currently use through Lotus Notes, as that is a dedicated network for you to communicate with the Police, Local Authorities and Central Government. If you are already using that, then you should continue with it as Egress will just cause your recipient some confusion.

How does it work?

It integrates seamlessly with your Google Mail account, adding a small drop down box to any email you compose, that gives you two choices: Not Encrypted and Encrypted

New Message
Recipients
Subject
Message Security   Not Encrypted ▼
Not Encrypted
Encrypted

The default will always be '**Not Encrypted**' as you should leave it like this for normal, everyday mail. You do not need to encrypt anything you're sending to another WCC user on Google, as our WCC Google environment is already secure.

Encrypted – Only use this if you're sending an email to an external email address that contains information that needs to be secured (sensitive and/or personal data) - the whole mail, *including body text and all attachments*, will now be encrypted and will be protected to ANY external email address you wish to send it to.

What is the cost?

A single user licence for Egress costs £40 per year.

There is NO cost to the recipient, whether you send to 10 or 1000 users – as the licence holder you can choose to use it as many times as is needed and it would always be free to the recipient.

Is just one way?

No, *the recipient can send back to you securely*, as the licence holder, to your email address through Egress with exactly the same high level of encryption applied so you will have a 2-way secure email solution.

However, as the recipient will only have a free licence, they can't then use that licence to create a new email to anyone else but you. For example, they couldn't create a secure email to another email address as Egress will then need a full licence and will inform them of that when they tried to send.

Can I send to multiple addresses at once?

Yes, but be aware that everyone on that list will get a request to set up Egress and will have to set up an account to read your Egress email.

Can they send back to me and new recipients?

Yes, this will work between a group and stay secure via an existing email, generated from the WCC licence holder; however, a free licence (recipient) does not allow you to create a new Egress email to anyone else but the licence holder (i.e, the licensed WCC Egress user that sent them the original mail), so that is something to be aware of.

How do I get it?

Firstly, you need to contact the ICT Service Desk who will log your request for a licence and then pass to Procurement to purchase one then, once that is done, adding you to the database, letting the system know that you are authorised to use Egress.

I use Outlook, can I still use it?

Yes, you will need an additional application installed that works with Outlook. When you contact the Service Desk, to request your licence, inform them that you require it to work with Outlook and they will deploy the software and also create you an account that you need to login to the software on your device.

Can I use it with a shared mailbox?

Yes, the shared mailbox is set-up to use Egress and **not your own Google account**. You will need to procure a licence for the mailbox as well as a licence for each person accessing the mailbox and have delegated access set-up on the shared account and you will have to switch to it. **However you will have to install the chrome add-in yourself manually.**

Installing & Using Egress

So, now you have the licence and have had notification that you've been added to the list of authorised users, here's how to enable it:

Using the Google Chrome Browser (it will only work in Chrome), the easiest way to get the plug in is to:
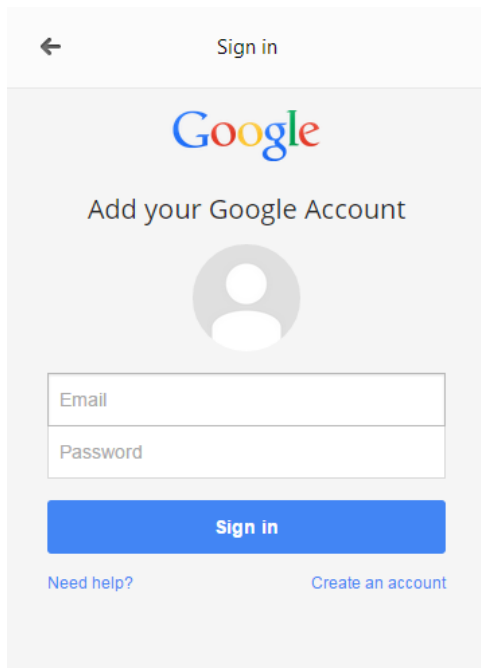
1. In the top right hand corner where you have the buttons to minimise, maximise and shut down chrome, you should have an extra button that has a person on it, click on this additional button. For example:

2. You will be asked to sign into Chrome. Can you please press the blue "Sign in to Chrome" button:
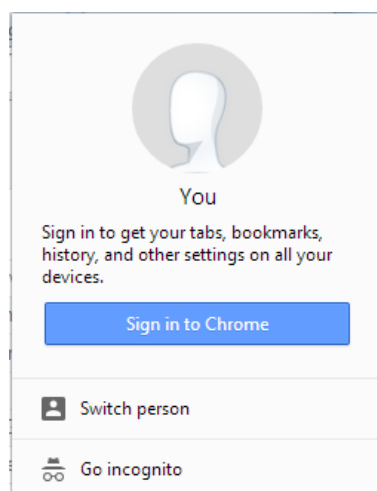
3. You will now have a chrome sign page:

4. Please sign in with your WCC email address and the password you use to sign into the network. As you have 2 factor on your Google accounts you will then be asked for your verification code.

5. You may now be asked to link your account to the current Chrome profile or create a new profile. Click on the Link button, for example:
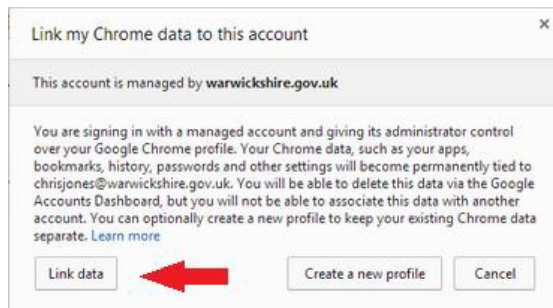
6. Once this is done, if you go back to your Gmail inbox and press the F5 key to reload it. You should see new icon to the left of the 3 horizontal lines and if you press compose in Gmail, you will get the option to encrypt an email. The icon to look for is:
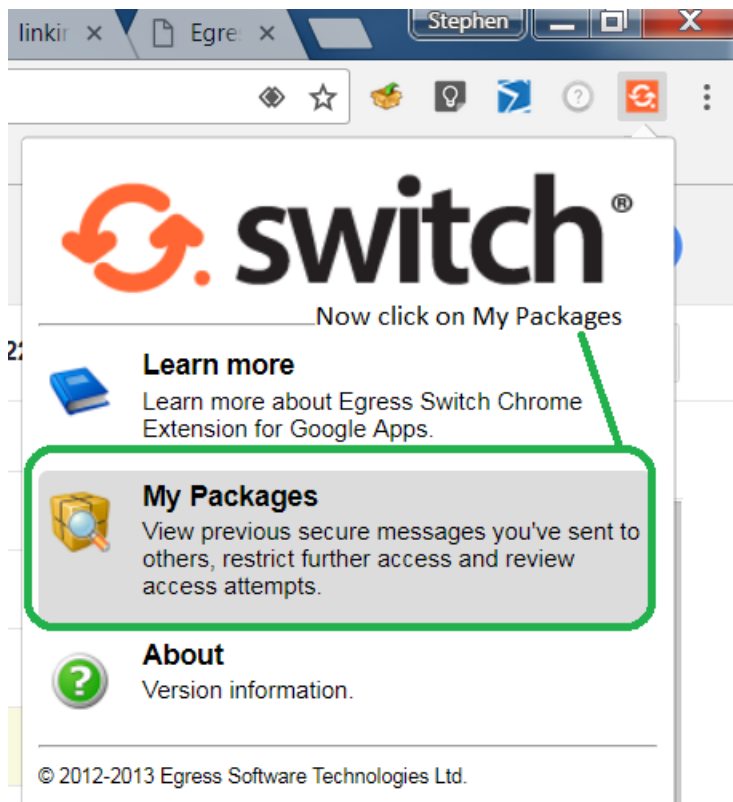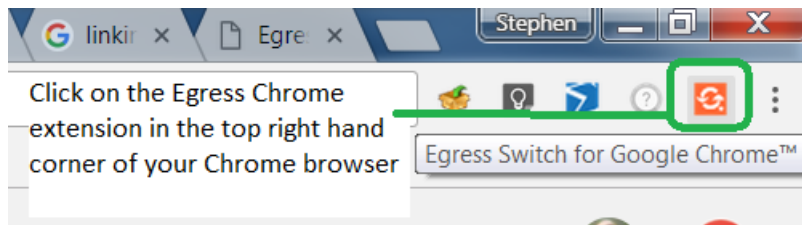

Once you have re-started, when you now compose any email, it will now have the extra bar installed, under the Subject Line:

Your choices are: **Not Encrypted** and **Encrypted**

Can I revoke\recall an email if it has been sent incorrectly?

Yes follow the instructions below:

Click on the Egress Chrome extension in the top right hand corner of your Chrome browser

Egress Switch for Google Chrome™

Now click on My Packages

Learn more
Learn more about Egress Switch Chrome Extension for Google Apps.

My Packages
View previous secure messages you've sent to others, restrict further access and review access attempts.

About
Version information.

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Secure | https://switch.egress.com/ui/admin/browse.aspx?tab=all

Mine | WCC | Workaway.info the si

switch | Administration Panel

Account Summary

My account

Account Settings

Change Password

Access Settings

Sent Packages

Web Access

New Secure Email

Sent Packages

Manage, sort, filter, and track the information you share in real-time. You can also change security and access settings for the packages you sh
control.

Click on the All packages tab and find the email
you want to revoke/recall

User: Stephen Such (stephensuch@warwickshire.gov.uk)

| Today | With pending requests | This week | Last week | Last 30 days | This month | Last month | Expired | Revoked | All packages |

#	Package Label	Subject and Recipient List	Classification	
1	SS-180625-131453	Test stephen_such@yahoo.co.uk	Default	25

Download As CSV

Egress Switch | Package SS-180625-131453 - Google Chrome

Secure | https://switch.egress.com/ui/admin/view.aspx?closebtn=1&id=e133506f-3c23-4f13-a310-0d5791028d11

switch | Administration Panel   stephensuch@warwickshire.gov.uk · Sign out

Package SS-180625-131453

In the Status field is a drop down menu choose
Revoked and save the changes

| Delivery reports | Package contents | Delivery reports | Audit Events |

Package author:	"Stephen Such" (stephensuch@warwickshire.gov.uk)
Package label:	SS-180625-131453
Registed at:	25 Jun 2018 2:14 PM
Contents:	15.4 KB in 2 files
Subject:	Test
Classification:	Default (*)
Tags:	
Status:	Active
	Active
Valid from:	Revoked
Valid until:	clear
To:	stephen_such@yahoo.co.uk

Save Changes   Close

Egress Switch | Package SS-180625-131453 - Google Chrome

Secure | https://switch.egress.com/ui/admin/view.aspx?closebtn=1&id=e133506f-3c23-4f13-a310-0d5791028d11&succe...

switch | Administration Panel   stephensuch@warwickshire.gov.uk · Sign out

Package SS-180625-131453

Once you save the changes a blue bar will
appear saying the the package was updated
successfully.

The package was updated successfully.

| Delivery reports | Package contents | Delivery reports | Audit Events |

Package author:	"Stephen Such" (stephensuch@warwickshire.gov.uk)
Package label:	SS-180625-131453
Registed at:	25 Jun 2018 2:14 PM
Contents:	15.4 KB in 2 files

Recap

- **WCC Google Addresses do not need any encryption between them as Google is already a Secure Environment**
- **Only use Egress when you need to send data securely to an external recipient**
- **If you're a GCSX Mail user, carry on using that as it is not a substitute for that existing service**

Once you've sent your mail, the receiving party will, if it's the first time, be asked to set up an Egress account of their own; if they already have an account, then they will just access it as normal and be able to send secure email back to you, as the account holder.