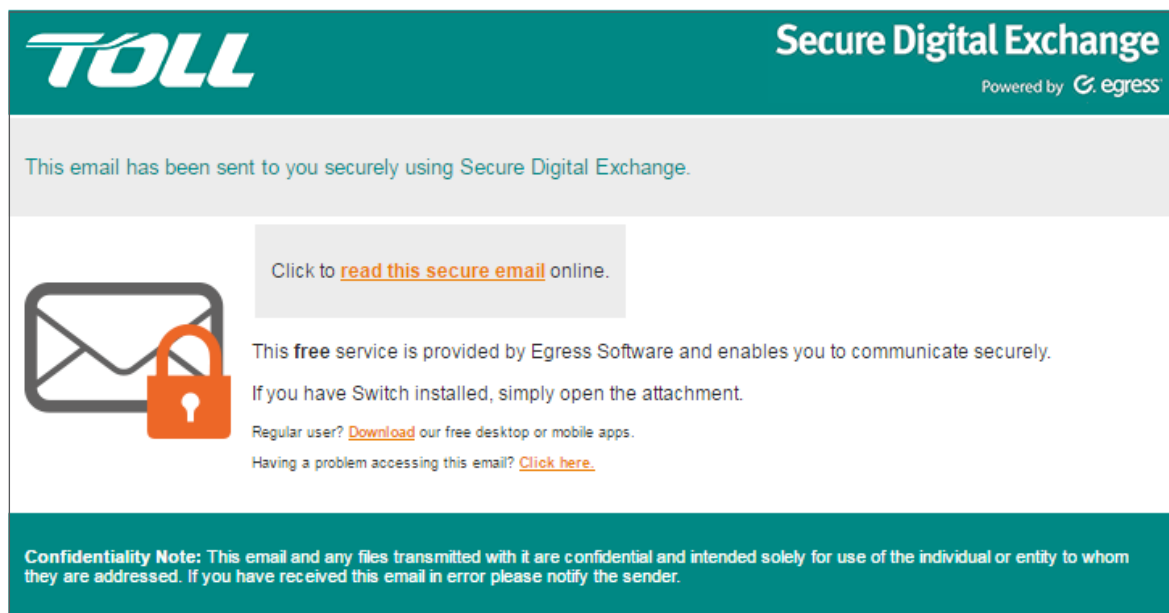


# How to access encrypted emails or files using SDX Switch Secure Email

SDX Switch customers can compose and reply to secure emails directly from a web panel – there is absolutely no obligation to download or install any software. SDX Switch Web Access also means you can exchange secure information on the move by signing in from a mobile device.

## Stage one: Signing in to SDX Web Access

When receiving an encrypted email using Switch, it will appear in your inbox as shown below:

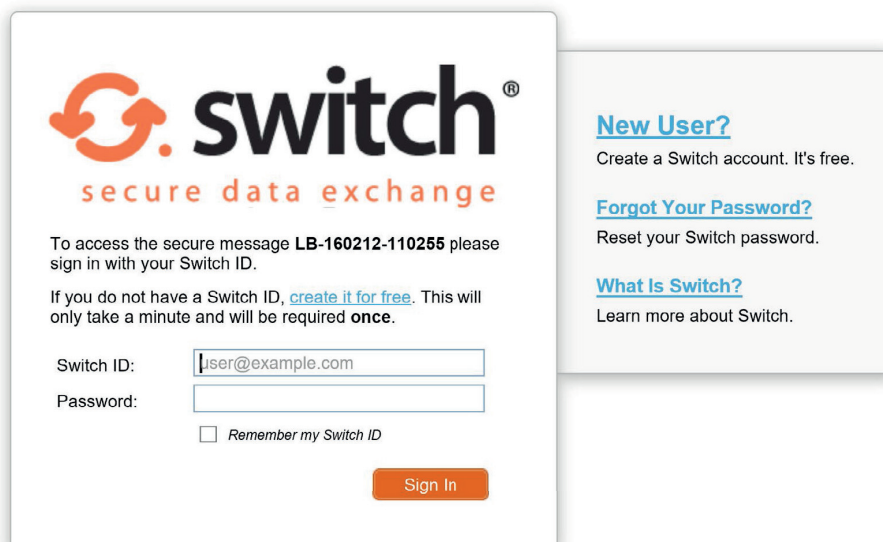


1.

To open the secure email, simply click the link. If you already have a Switch ID, just sign in when prompted and you will be able to read the secure email.

2.

First time users will be prompted to create a Switch ID. If this is your first time opening a SDX Switch Secure email, select **New User** on the sign-in screen.

The screenshot shows the Switch sign-in interface. At the top is the 'switch secure data exchange' logo. Below it, text instructs the user to sign in with their Switch ID to access a secure message. It provides a link to 'create it for free' for new users. The form includes fields for 'Switch ID' (with 'user@example.com' entered) and 'Password'. There is a 'Remember my Switch ID' checkbox and a 'Sign In' button. To the right, a sidebar offers links for 'New User?' (Create a Switch account), 'Forgot Your Password?' (Reset your Switch password), and 'What Is Switch?' (Learn more about Switch).

3.

Fill in the required details to set up your Switch account. **Make sure to use the same email address as the one which received the secure email.**

## 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"/>

*We will not contact you unless you forget your password and security questions*

☒ Email me about product updates and services from Egress

**If you have received a secure message, use the email address where you received it as your ID.**

4.

An activation code will be sent to the email address. Enter the activation code into the web sign-in form when prompted. Your Switch ID will be activated and you can now access your secure email.

Secure Digital Exchange

Sign In
Secure Digital Exchange
Powered by egress

Home
Compose
Help

## Welcome to Secure Digital Exchange

Secure Digital Exchange is an online service from Toll Group for reading and composing secure emails in browser.

[Learn More](#)

**Open a Secure Email**

To open a secure email, simply forward it to [open@securedigitalexchange.com](mailto:open@securedigitalexchange.com). You will then receive a link via email to view your secure content online.

**Compose a Secure Email**

To compose a secure email without installing any software, please click on the link below.

[Compose a Secure Email](#)

**Upload a .switch File**

Upload a **.switch** file to view the content online. (Maximum file size 60MB)

[Upload a .switch File](#)

Note: you can also open a secure email in Switch Web Access by uploading a **.switch** file from your computer. Press the **Upload a .switch file** button to do this.

**Upload a .switch File**

Upload a **.switch** file to view the content online. (Maximum file size 60MB)

[Upload a .switch File](#)

## Stage two: Creating a secure email

1.

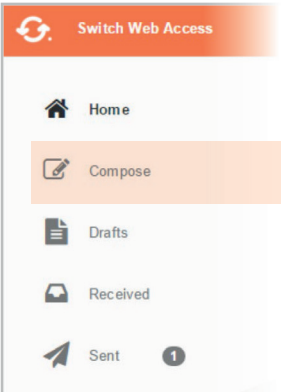
Sign in to SDX Switch Web Access using your Switch ID.

2.

On the home page, select the **Compose a Secure Email** button or **Compose** in the side menu. This opens a new secure email.

3.

Compose the email as normal, including the **To**, **Cc**, **Subject** and **Message** body fields. Add any attachments you wish to send securely.



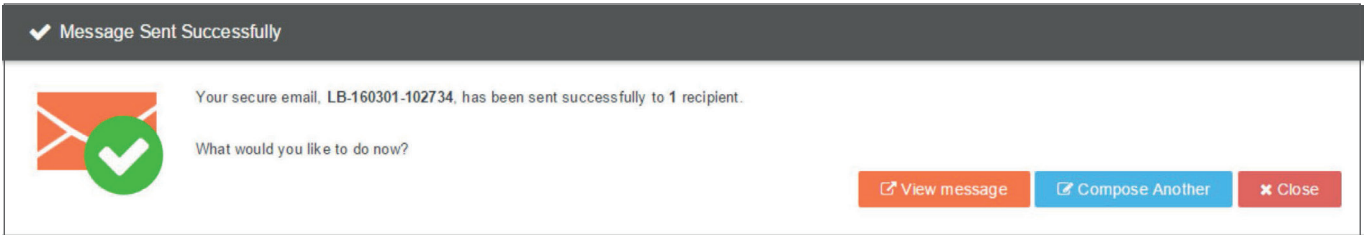
4.

While composing an email, SDX Switch Web Access periodically saves drafts automatically, or alternatively you can press the **Save Draft** button. Access saved drafts by going to **Drafts** in the side menu to continue working on saved drafts or delete them outright.



5.

Press **Send Secure** to send the message securely. Check the Send me a copy checkbox if you wish to also get the email in your inbox.



## Stage three: Message auditing

SDX Switch Web Access provides real-time auditing and control of the desktop client.

To view audit logs of secure emails you have sent:

Sign in to SDX Switch Web Access and select **Sent** in the side menu.

A list of previously sent secure emails is displayed. Select the email you wish to audit. The email is displayed, giving options to **Reply**, **Close** and **Download** the decrypted email message. To view audit logs, select **Properties**.

1. Sign in to SDX Switch Web Access and select **Sent** in the side menu.

2. A list of previously sent secure emails is displayed. Select the email you wish to audit. The email is displayed, giving options to **Reply**, **Close** and **Download** the decrypted email message. To view audit logs, select **Properties**.

3. The Administration Panel opens in a new window. Various tabs are displayed letting you view and amend the secure email's details.

Press the **Audit Events** tab to view a list of events that helps you track information after you have sent it. When a recipient accesses your secure email, their email address and IP address is logged as well as the date and time.

#	Time	Access	Location
1	01 Mar 2016 10:51	Access granted to user john.doe@company.com	213.106.58.66 (GB)
2	01 Mar 2016 10:50	Access granted to user jane.doe@company.com	213.106.58.66 (GB)
3	01 Mar 2016 10:30	Access granted to user jane.doe@company.com	213.106.58.66 (GB)
4	01 Mar 2016 10:27	Registered by user support@egress.com	213.106.58.66 (GB)

## Stage four: Managing access requests

If a non-authorised recipient tries to view your message, they have the ability to request access. You will be notified of any access requests via email.

To grant or deny access to a secure package, click on the web link in the email notification. This opens the Administration Panel.

Click the access request notification at the bottom of the panel. Click on the user's name to access their request.

Press **Approve Request** or **Deny Request**.

## Learn more about SDX Switch Secure Email

Visit [www.mysdx.com/support](http://www.mysdx.com/support) for video tutorials on using SDX Switch Secure Email, including how to:

- Access a secure message
- Manage your messages and control access to them in real time
- Send large files securely
- Approve or deny access requests to secure messages

## Technical support

Should you encounter any problems using SDX Switch Secure Email or have any technical questions, please get in touch with your SDX Technical Engineer or contact our Customer Support team at 1800 768 043 or [sdx@tollgroup.com](mailto:sdx@tollgroup.com)