

Egress secure email and large file transfer

FAQs for external parties

What is Egress and why is Haringey Council using it?

Egress is a system that ensures that emails or large files containing sensitive and/or confidential information can be sent to external parties in a secure manner. The Council uses Egress so that emails or large files containing sensitive and/or confidential information are not open to the risks associated with standard email transfer.

What do I need to do if I receive an Egress email or large file from Haringey Council?

If you receive an Egress email or large file from the council you will need to log in to your Egress account to access the. If you don't already have an Egress account you will first need to create one. This is a free of charge one-off process and will not take long. You do not need to download any software to your computer. Once you have created your account you can access messages and reply securely for free.

How do I know if it is a legitimate email?

If Haringey Council has sent you a secure email or large file using Egress you will receive a notification email from Egress informing you that you have an email to view. The notification email will be branded with the Haringey Council logo.

Is Egress a secure solution?

Yes. Egress is a secure method of emailing information and has been certified by the relevant government department for this purpose. Egress is widely used by local authorities for emailing information securely.

How do I know what to do?

Follow the instructions on screen. There are further instructions available on the Haringey [website](#). It is free to set up an account, which is a one-off process that only takes a few minutes.

How much does it cost?

There is no cost to recipients in using Egress, and you do not need to download any software on to your computer. It is free for you to reply to us through Egress, thereby enabling you to send confidential data securely.

I received an Egress email from you a while back, but when I clicked on the link it said that it had been revoked? What's happened?

Egress gives the sender the power to revoke or time limit the message so it is likely that they don't want you to see the contents of that message anymore.

I can see the header of the message without logging in. Is that right?

Egress encrypts the message and attachments, the header does not get encrypted. You should consider that when replying through Egress.

Will every email I received from Haringey Council come through Egress?

No, it will depend on the content of the as only emails containing sensitive or confidential information will be sent using Egress. If they do not contain sensitive or confidential information they will be sent using 'standard' email.