

EBRD Secure Mail (Switch) Quick Reference Guide

'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 <u>not</u> required to download or install any software to read a secure email, although desktop and mobile apps can be downloaded free of charge from <u>www.egress.com</u>.

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Opening a Switch Secure Mail – New User

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



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

G	switch	New User?
S C C U Please enter ye password to sig	re data exchange our Switch ID (user@domain.com) and gn in now.	Seele a SuiteHactount. It's free Forgot Your Password? Reset your Switch password.
Switch ID: Password:		Learn more about Switch.
	Remember my Switch ID Sign In	

Egress Home | Administration Panel | Web Access | Download | Privacy Policy | Legal © 2009-2015. All rights reserved. Egress Software Technologies Ltd. (WEB1) d. 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.

Email (Switch ID):*	anyone@anybank.com		
First name:*	Andy		
Last name:*	Anyone		
Phone number:	+44 207 999 9999		
	₩ with not contact you unless you rouger your password and security questions ✓ Email me about product updates and services from Egress		
Choose a strong pa	ssword to protect your identity.		
Password:*	•••••		

e. 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.

created but is not active yet. A message w	D anyone@anybank.com has been th an activation code was sent to your address.
To activate your Switch account please clic code into the box below.	k on the link contained in the email, or copy the activation
	ninutes, please check your Snam folder
Note: If you don't get the email within 3-5 r	minutes, please check your opain loider.

f. 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.

g. 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.)

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.



This message may contain privileged information. If you have received this message by mistake, please keep it confidential and return it to the sender. Although we have taken steps to minimise the risk of transmitting software viruses, the EBRD accepts no liability for any loss or damage caused by computer viruses and would advise you to carry out your own virus checks. The contents of this e-mail do not necessarily represent the views of the EBRD.

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.



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c. You should now be able to read your secure email.



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.

O: switch' Web Access		🔁 test@foredia.co.uk — Sign	
Regular user? Downic	ad our free client software for desktop and mobile.		
Web.Access > MF-150416-155340		Reply Reply All Close	
From: Sent: Subject: To: Attachments:	Matthew Forest (ErrestMillebrid.com) 16 April 2015 1633 Confidential Report HRESTEST (HRES) tera[gforedia.co.uk © confidential Erroport (of (2014 Att)		
HIGHLY RESTRICTED			
Dear Test,			
Please find attached the	confidential report.		
Regards,			
EBRD Person EBRD Information Technolo	gy Department		
HIGHLY RESTRICTED			
To learn more about EBRD clar	affeations, visit <u>www.ebrd.com/ic</u>		
This message may contain priv Athough we have taken steps t checks. The contents of this e-mail do n	egid information. If you have received this message by initiate, please keep it confidential and return it to the sender, minimume the nat of transmitting software visces, the EBPC accepts no tability for any loss or damage caused by computer visces of nonessarily represent the views of the EBPC.	is and would advise you to carry out your own virus	

- 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 <u>https://switch.egress.com/ui/signin.aspx</u> for their Privacy and Legal policies.

EBRD, July 2015