Accessing Encrypted Emails Guide for non-NHSmail users

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Contents

Introduction

This document provides guidance for recipients of encrypted emails which have been sent from an NHSmail account. It explains how to register for the service, open and read encrypted emails and send an encrypted reply. It also provides important guidance about information governance and ensuring sensitive information that has been received remains secure.

NHSmail is a national secure collaboration service for health and social care, designed to enable the secure exchange of information. The Egress encryption service supports NHSmail users to send secure, encrypted emails to any free global hosted email services such as Gmail / Hotmail and other privately-run email services.

Please note it is not possible for anyone other than an NHSmail user to initiate an encrypted email exchange using the NHSmail encryption feature.

If you are a non-NHSmail user and wish to exchange information securely with a member of health or social care staff who uses NHSmail, please direct them to the Encryption Guide for NHSmail.

Note: While encryption guidelines for NHSmail users in Scotland may differ, encryption is recommended as best practice for anyone exchanging sensitive information.

Receiving an encrypted email

An encrypted email sent from an NHSmail address (ending @nhs.net) will contain a link to access the encrypted message.

Example - Notification of an encrypted NHSmail email
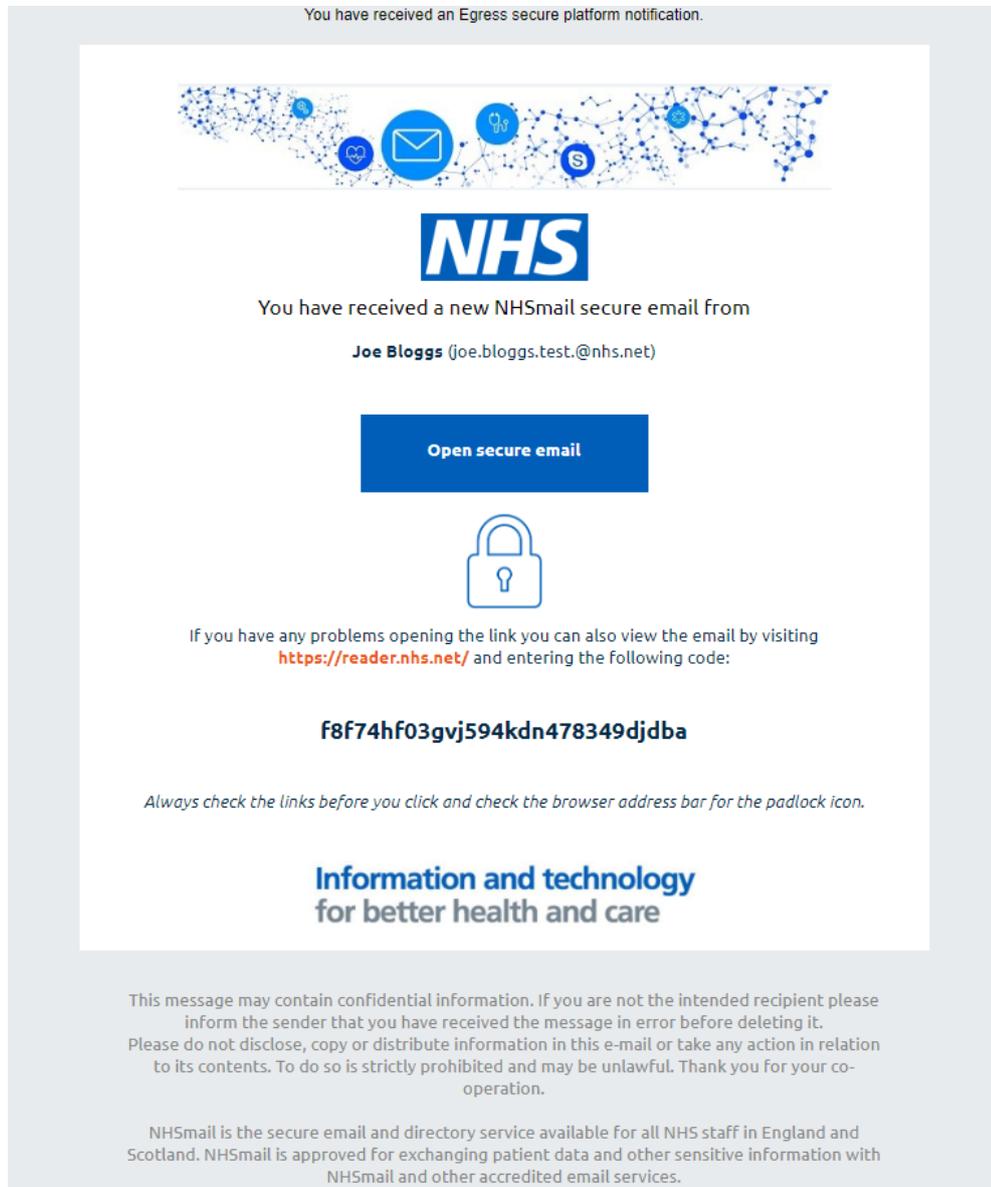
1. Your browser should allow you to open the attached switch file directly or download and then open the file (as shown below).

Alternatively, select **Open secure email** to view the secure email in your browser.

2.   Once you select **Open secure email** the Egress Authentication screen will appear.

- If you have not previously received an encrypted NHSmail email you will be required to register for an account with the NHSmail encryption provider, Egress.

- You will be redirected to an external website which will guide you through the registration process to create an account - this should only take a few minutes.

More guidance on creating an account is available in this document.

Note: Registered recipients do not need to re-register to read subsequent encrypted email messages sent from any NHSmail user - registration is a one-off process.

- If you have previously registered with the NHSmail encryption provider, the system should display the **Egress Authentication** screen.

3.   Enter your **Egress ID** - this will be your email address that you registered with.

4.   Enter your **Password** or click **Forgot Your Password?**

5.   Click **Sign In.**

Egress Authentication screen
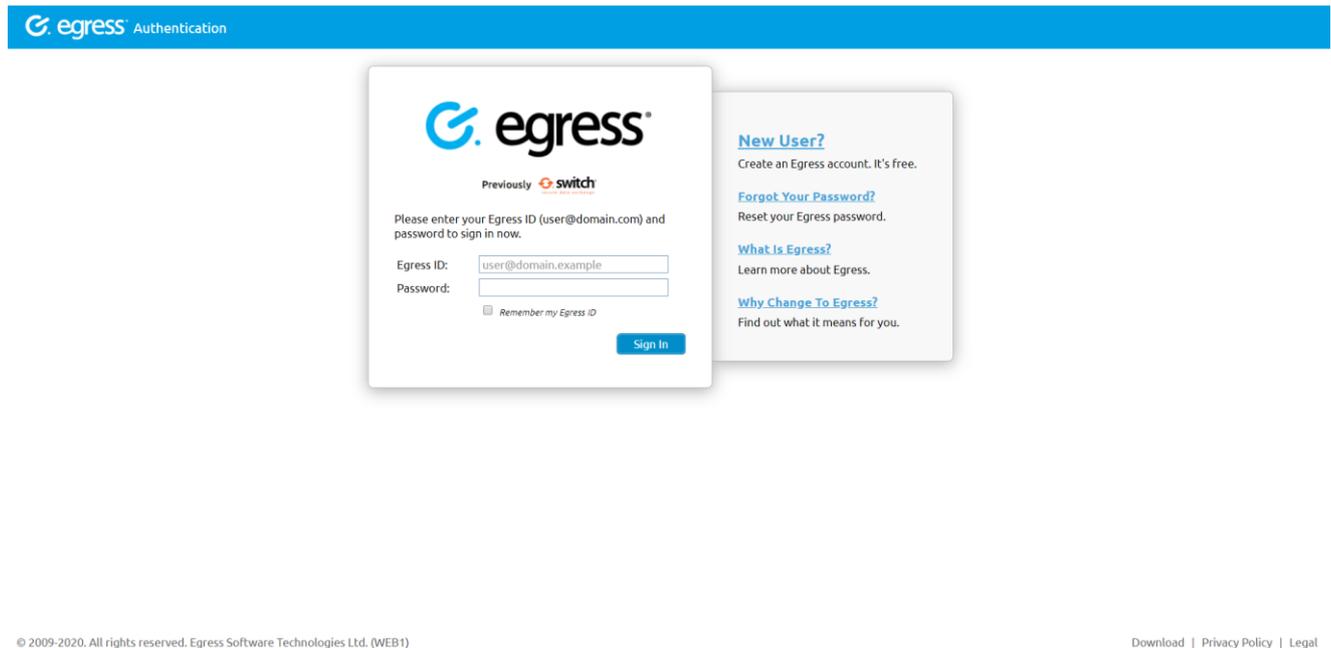
The system will display the encrypted message sent to you from NHSmail.

Example - Encrypted email
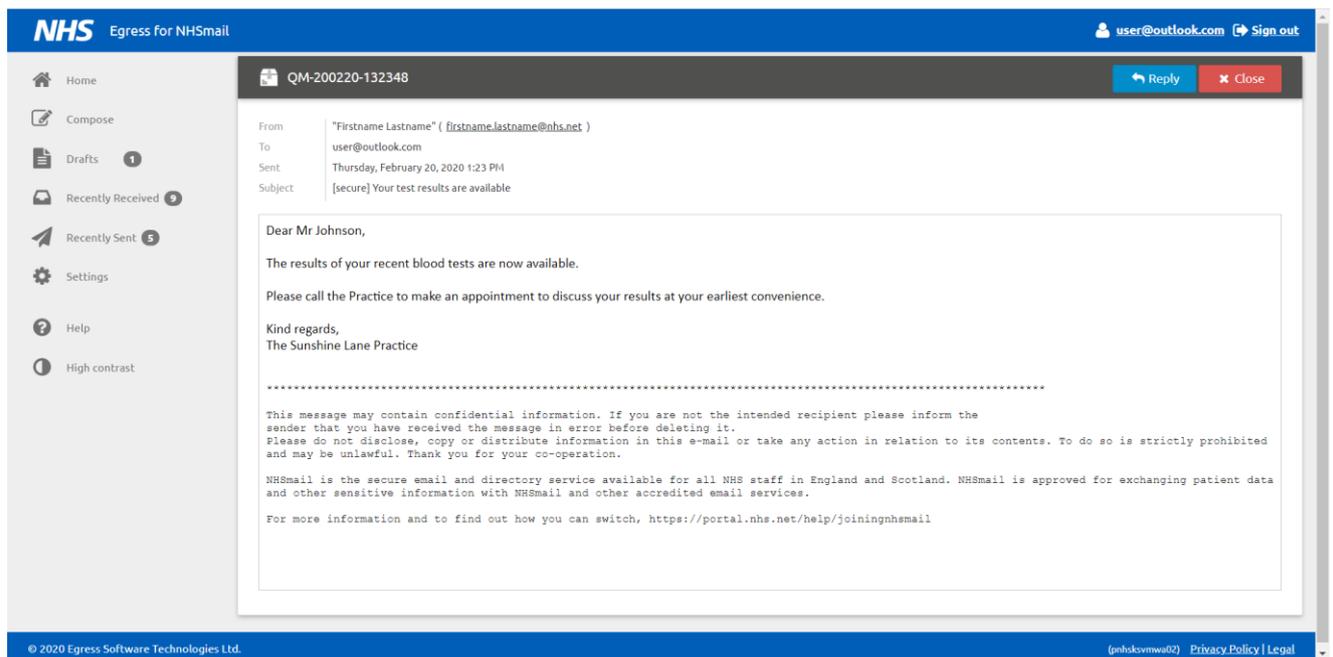
You will be able to:

- read the **From**, **To**, **Sent** and **Subject** information
- read the email message
- reply to the sender
- reply to all recipients
- download attachments.

Replying to and forwarding encrypted emails

You can reply to encrypted emails within the Egress Web Portal. Your emails will be automatically encrypted, and you can include attachments if required, which will also be encrypted.

Step by step guidance to reply to encrypted emails:

1. Open the encrypted NHSmail email.
2. Enter your password if prompted.
3. Select **Reply** or **Reply All**.
4. Edit the **Subject** field.
5. Add attachments (as required).
6. Type a message.
7. Select **Send Secure.**

Note: If you add additional recipients, the Egress Web Portal will not allow you to send the reply as you can only reply to the original sender or email addresses that were included in the original email.

Example - Decrypted email
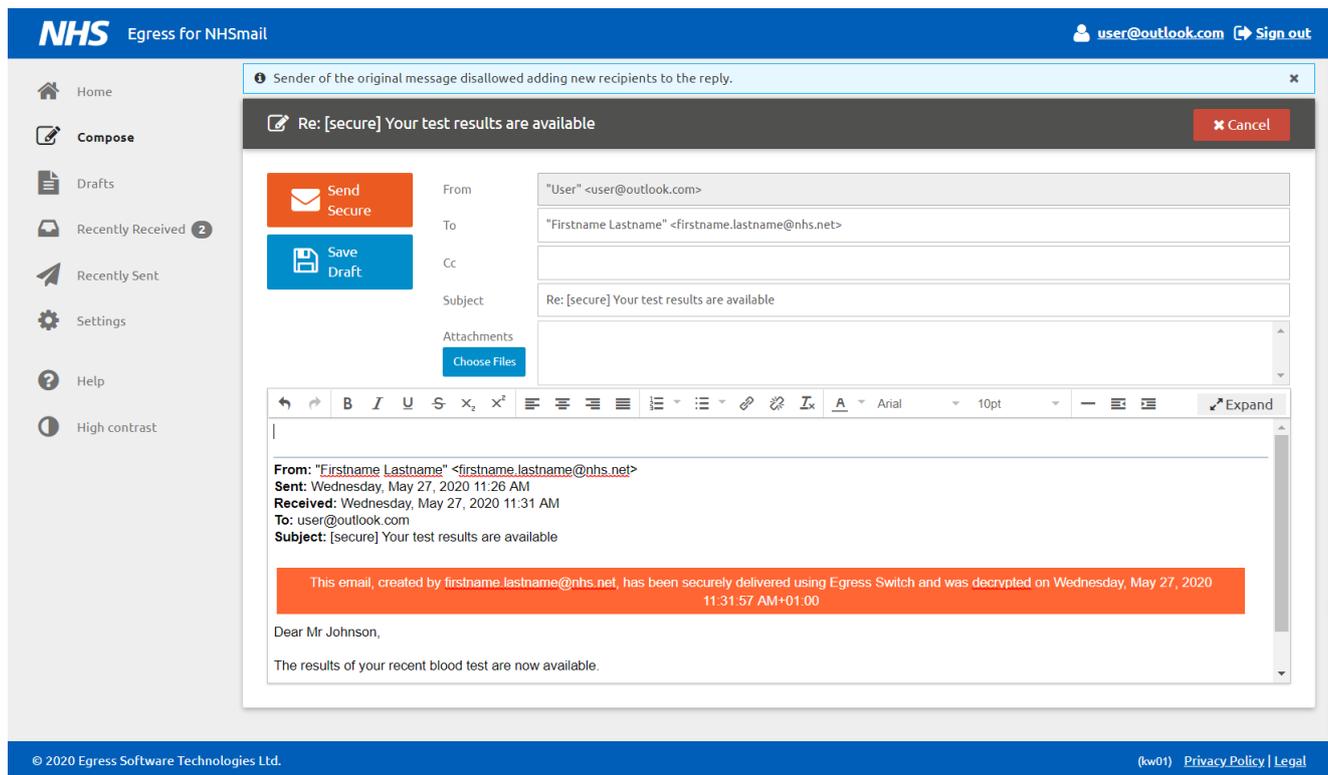
To forward an email

You can only forward an encryption notification email from your normal email account, it is not possible to forward an email from the Egress Web Portal.

Note: If you forward an encrypted email or encrypted attachment to someone who was not included in the initial secure encrypted email, they will need to request access to the email from the original sender. Further information on requesting access to an encrypted email is available in this document.

Receiving a secure large file transfer

A large file transfer sent from an NHSmail address (ending @nhs.net) will contain a link to access the secure files.

Example - Notification of a large file transfer NHSmail email
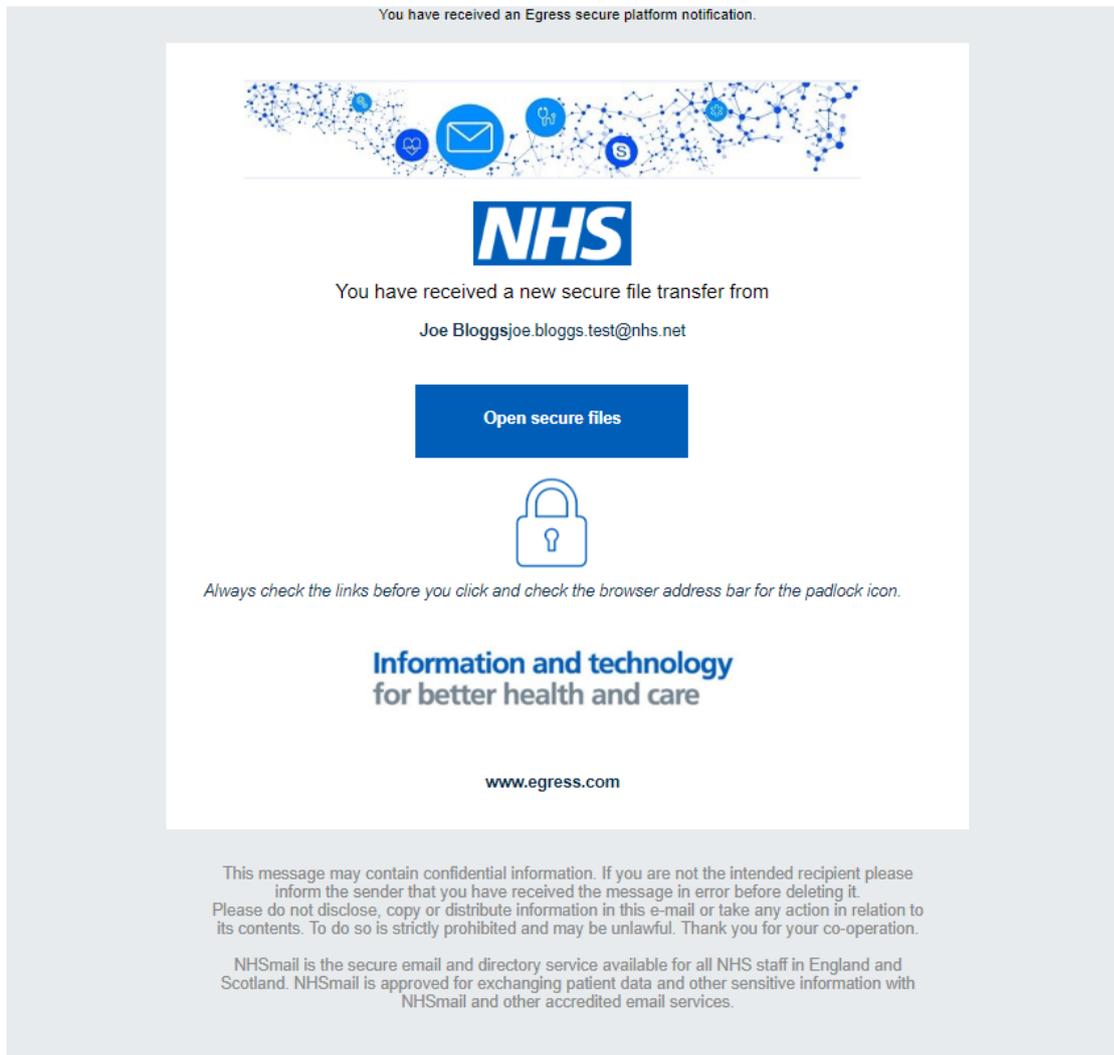
1. Select **Open secure files** to access the files - the **Egress for NHSmail, Package Access** screen will appear.

Example - Package Access screen when a large file transfer is received
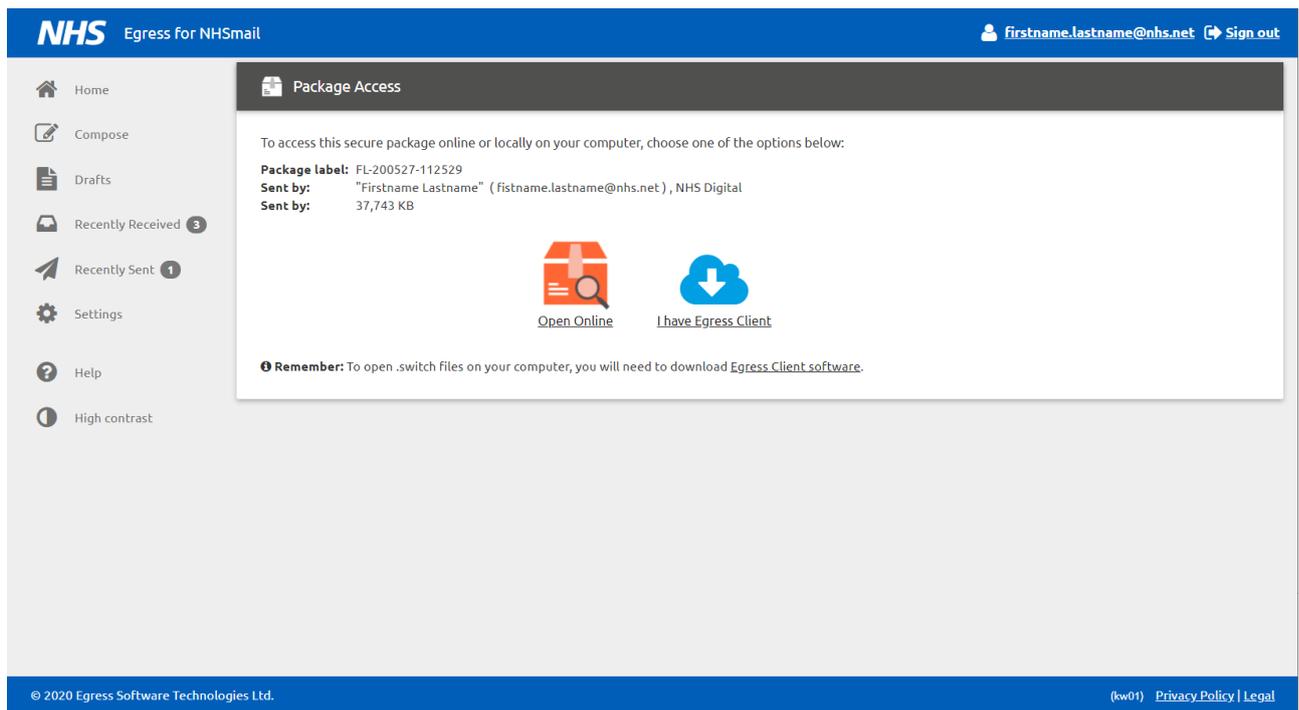
2. Select **Open Online** to access the files - the Egress Authentication screen will appear.

- If you have not previously received an encrypted NHSmail email or secure large file transfer you will be required to register for an account with the NHSmail encryption provider, Egress.

- You will be redirected to an external website which will guide you through the registration process to create an account - this should only take a few minutes and is a one-off process.

  More guidance on creating an account is available in this document.

- If you have previously registered with the NHSmail encryption provider, you do not need to re-register - you can continue by completing your Egress ID and password in the **Egress Authentication** screen.

3. Enter your **Egress ID** - this will be your email address that you registered with.

4. Enter your **Password** or click **Forgot Your Password?**
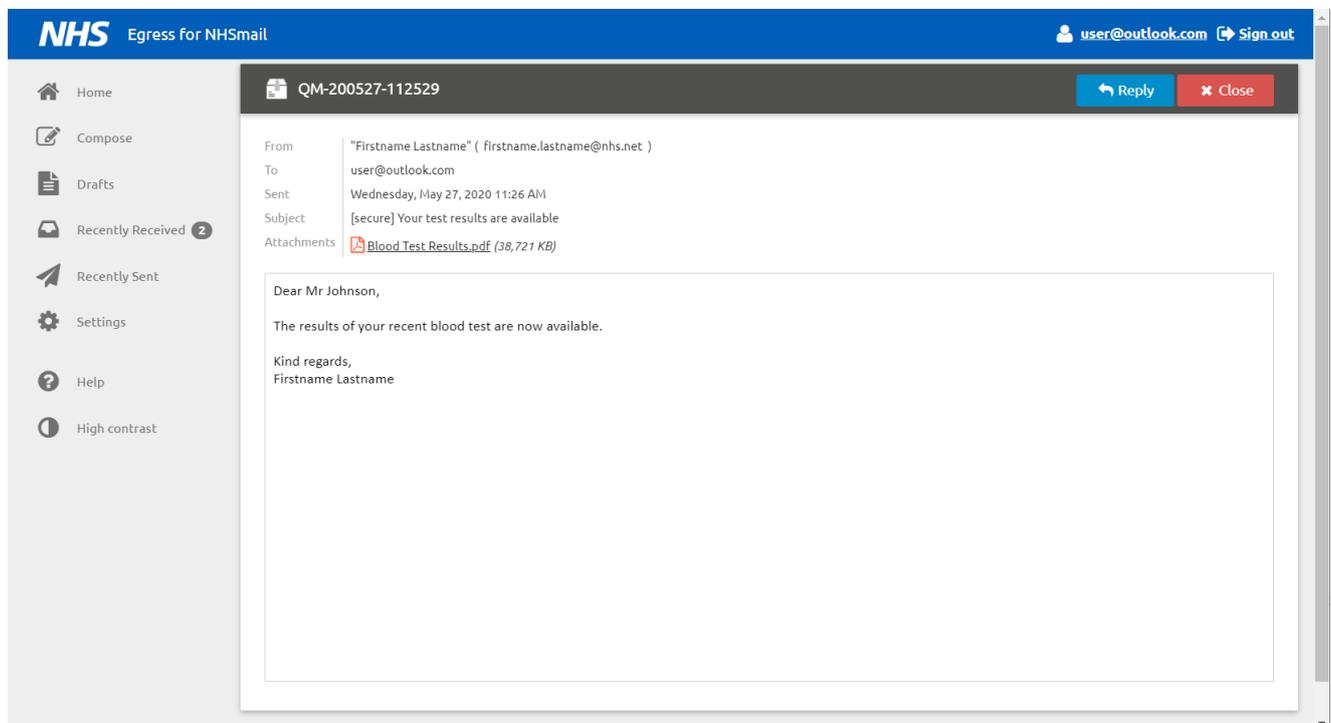
5. Select **Sign In.**

Egress Authentication screen
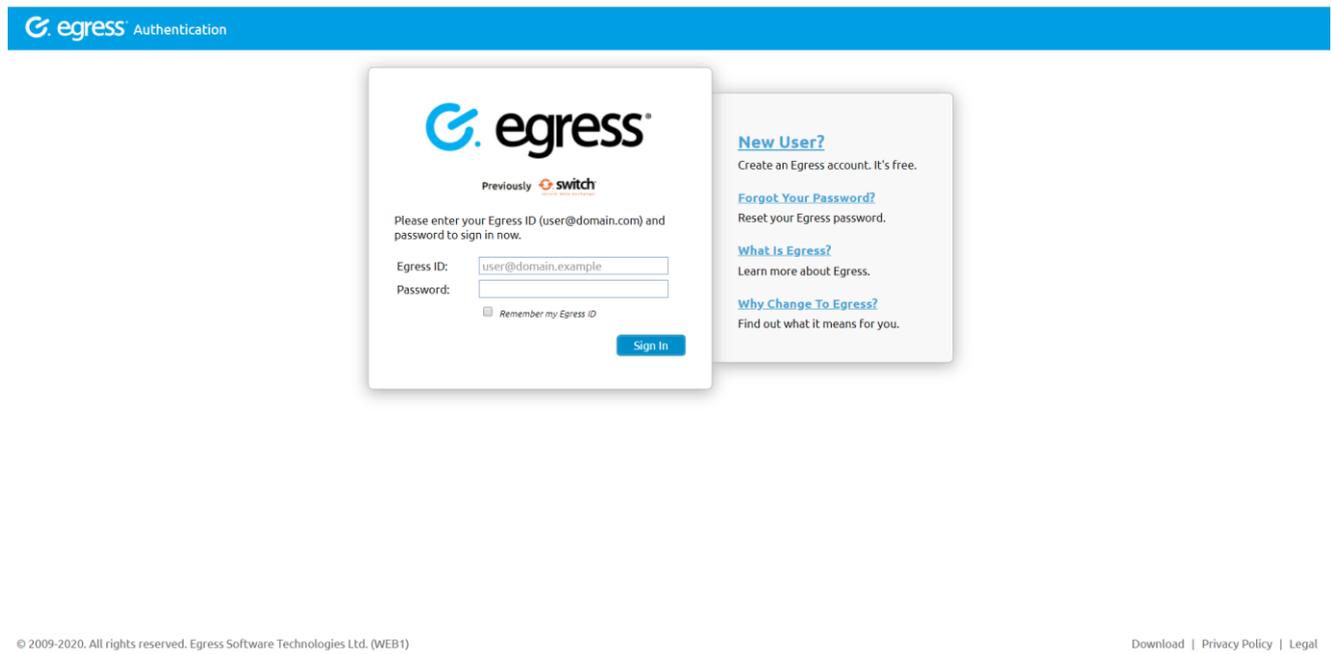
The encrypted message sent to you from NHSmail will be displayed and the secure files will be attached.
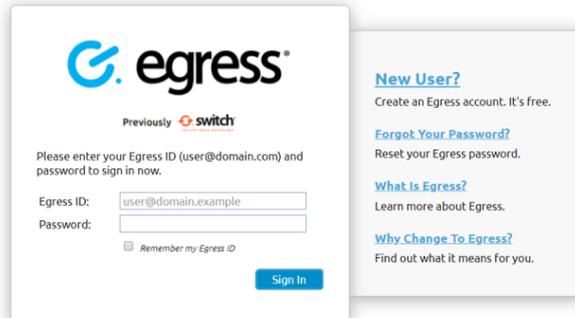
You will be able to view the files in your browser and download the files onto your computer.

Example - Large file and email once opened

Creating an account to use encrypted email

1. Registration

1.1   Select **New User?**

The **Egress Registration** screen will be displayed.

Egress Registration screen

1.2 Complete your details in section 1.

1.3 Type and confirm your password – you will need to use this password to open encrypted emails sent to you.

1.4 Select two security questions and type your answers.

1.5 Type in the code displayed in the "CAPTCHA" image (the obscured code at the bottom of the screen designed to prevent spam and fake registrations).

Example - CAPTCHA image

1.6 Tick the box to confirm agreement to the Privacy Statement and free user terms.

1.7 Once you have completed all the fields, select **Create Account.** The **Almost Done** screen will be displayed.

<u>Egress Registration page</u>
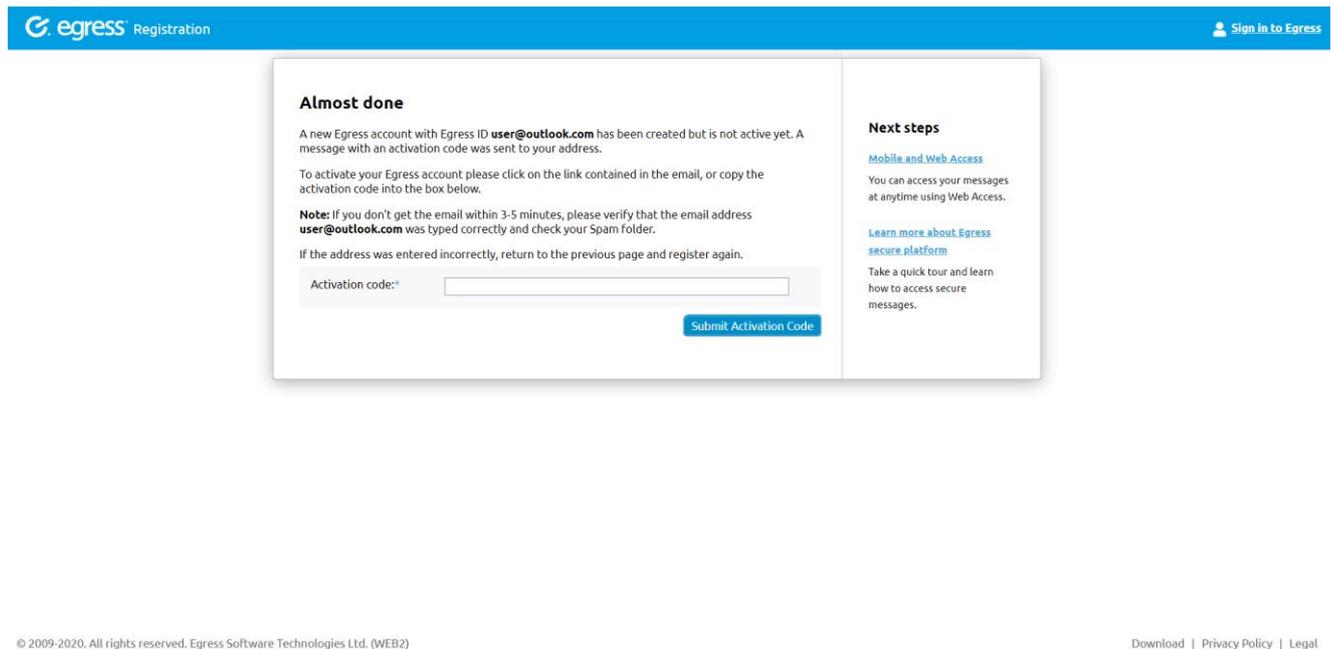
A message prompts you to check your inbox for a registration confirmation email. Follow the instructions in the email to confirm your encryption account (see Activating your account for more details).

2. Activating your account

2.1   Open the registration confirmation email message in your inbox.

Note: If you do not receive a registration confirmation email in your inbox, check your spam folder.

Example - Registration confirmation email

2.2   You can either copy the activation code into the **Almost Done** registration page or alternatively click the **Activate account** link in the registration confirmation email message. The **All done** message will be displayed.

Example - Authentication successful message
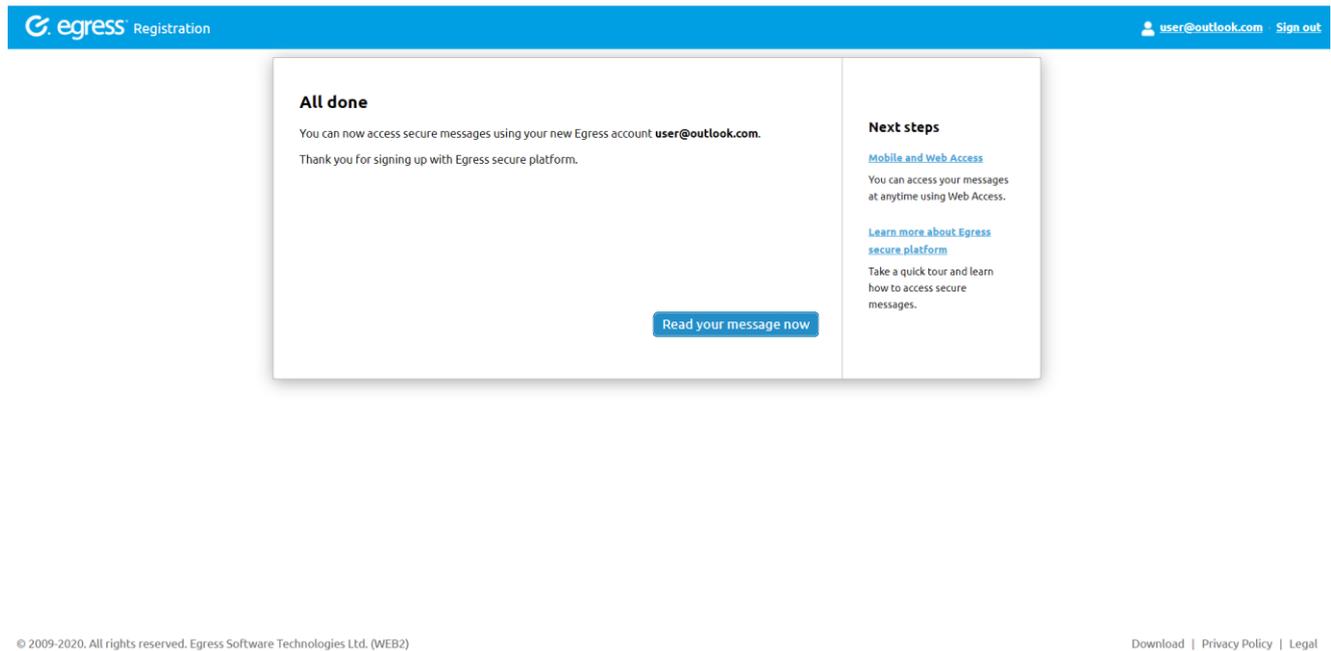
2.3 Select **Read your message now**

This has completed your registration and you will now be able to open, read and download any attachments in encrypted NHSmail emails.

After registration, you can receive encrypted emails from any NHSmail user and do not need to register again if another NHSmail user sends you an encrypted email.

To read and reply to another encrypted message you just need to verify your identity using the username and password you registered with when you first signed up to the service. If you forget your password, the system includes a self-service password reset feature.

Requesting access to an encrypted email

If you receive an email that is forwarded or you are copied into an email and you were not the original recipient of the encrypted email, you will need to request access from the original sender as outlined below.

1. Create an Egress account.
2. Attempt to access the encrypted email, at which point you will receive the below message.
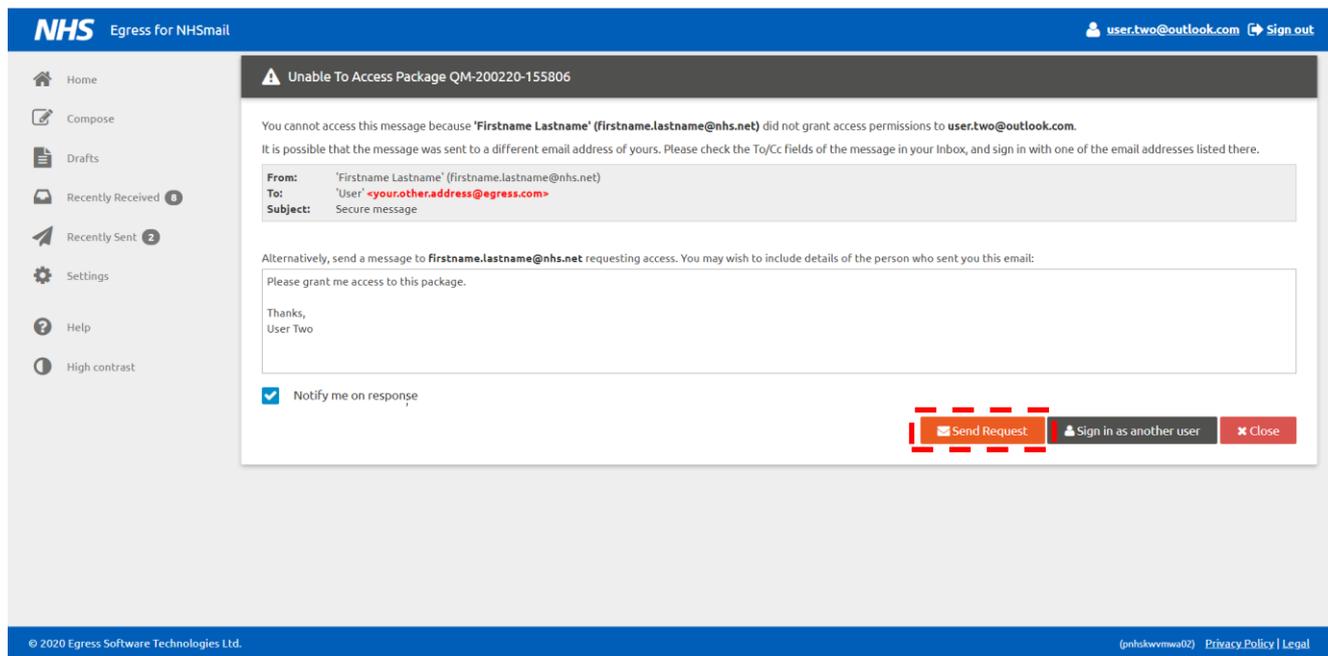
3. Select **Send Request** to ask for permission to view the email.

Keeping encrypted emails secure

Encrypted emails remain within the Egress system for 90 days. Should you need to keep or access the email or any encrypted attached files for longer than this, we recommend you download and store them safely as required.

Although all attachments sent or received through the NHSmail encryption service will be virus checked we do recommend your organisation runs its own anti-virus software.

Third-party / commissioned provider organisations
It is your responsibility, on behalf of your employing organisation, to safeguard any data received in line with data protection and information governance requirements agreed between your organisation and the sending organisation.
If required, you should retain unencrypted copies of any encrypted email received in your local information repositories as per your local information governance policies and processes.

Patients
If you are a patient and are receiving information from health or social care staff using the NHSmail service, you should have given consent to the organisation to exchange information with you before they send it. Once received, it is your responsibility to look after any sensitive information sent to you.

You should consider whether the computer on which you access the information is shared with other people – if so, they may be able to view any information you receive. We advise you to confirm this before using any publicly available computers and before downloading any information relating to you.

Help and further guidance

Help	Contact
Support for encrypted emails and Egress.	Egress support desk: 0844 800 0172 http://www.egress.com/support
Other NHSmail queries	NHSmail helpdesk: 0333 200 1133 helpdesk@nhs.net https://support.nhs.net/

Frequently asked questions

If I want to forward an encrypted email that I have received to someone else, will the email remain encrypted?
Yes. You can forward the notification email that you received in your email inbox. Any recipient will receive the notification email and will then need to request access from the original sender to view the message securely (encrypted). They will have to register for an Egress account or log in to an existing account.

What is the maximum number of email addresses that can be included on a reply to an encrypted email or when the email is forwarded?
There is no difference to the maximum number of recipients in an email sent using Egress.

Note: You will not be able to add any additional email addresses or forward within the Egress Web Portal.

Is message tracking (for example, delivery or read receipts) available on encrypted emails?
Yes. Secure emails are encrypted with a full audit tracking log, which shows when recipients have accessed the email.

What is the maximum attachment size I can send on encrypted email replies / forwards?
The maximum attachment size users can send using the Egress Web Portal to reply to an NHSmail email address is 60MB.

What types of attachments can be included on encrypted email replies / forwards?
Certain file types are blocked by the NHSmail service and cannot be sent or received. The list of blocked attachments can be found in the attachments guide.