

# Changing access settings in Egress Switch

### You may need to change your access settings for one of the following reasons:

- You have a Switch ID set up under a group email address that a number of different people have access to. Using access settings, you can authorise additional users to access packages sent to the group email
- You are repeatedly receiving an Access Denied message when trying to access a package

# Viewing your access settings

Go to switch.egress.com and sign in to the Switch Administration panel using your Switch ID and password. Access Settings is located on the left-hand side under the My Account heading.

# Switch Administration Panel Account Summary My Account My Account This Switch Business account enables you to take advantage of our additional business services available to help centralise billing and user administration. Account Settings This Switch Business account enables you to take advantage of our additional business services available to help centralise billing and user administration. Sectorn Settings Create your own security questions, define custom user privileges, and track audit information centrally to ensure you have complete visibility of what information is leaving your business. Sent Packages Account Settings Web Access New Secure Email New Secure Email Access Settings Change who can access packages encrypted for your account

# Granting access to secure packages

2.

In the Access Settings window, select the second option (My account, and the following accounts) and in the box provided, enter the email addresses of the user(s) you want to grant access to, separated by a semicolon. Click Save.



# Learn more about Switch Secure Email

Visit www.egress.com/online-tutorials for video tutorials on using 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 Switch Secure Email or have any technical questions, please get in touch with your Egress Technical Engineer or contact Egress Support at www.egress.com/support.



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