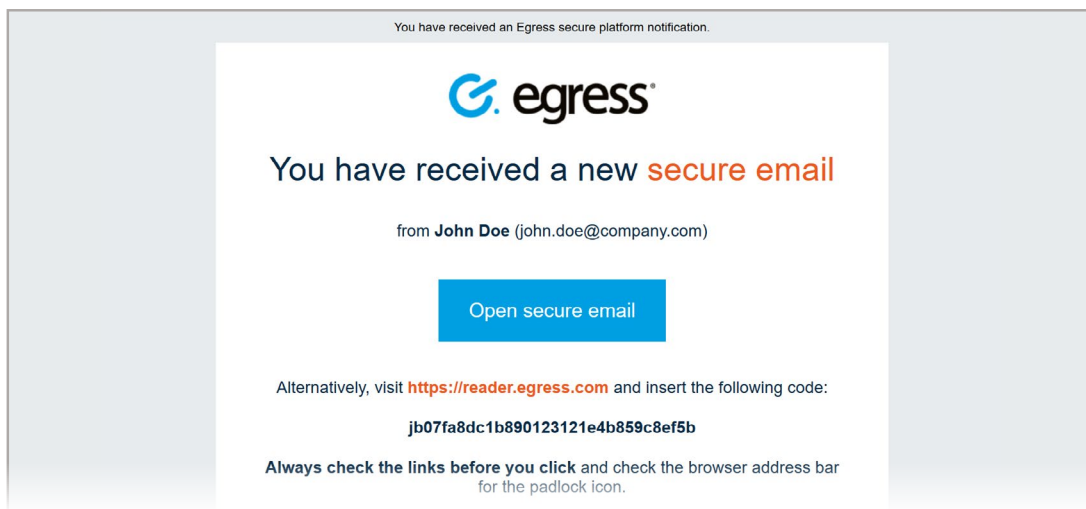# How to open an encrypted email through Egress Web Access
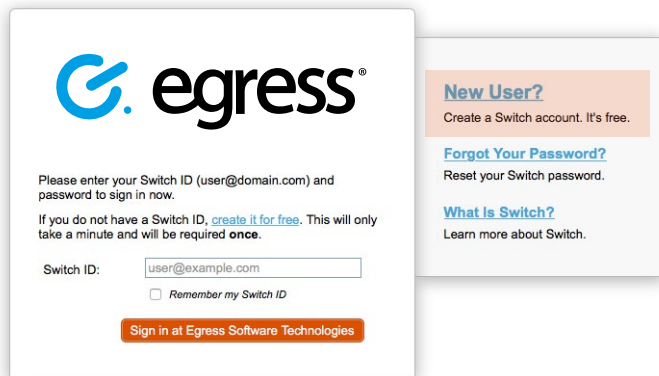
Egress customers and free recipients can open secure emails directly through Egress Web Access. The steps required for this are outlined in the user guide below.

1. To open an encrypted email sent via Egress, simply click the link provided within the message.

2. If you already have an Egress account then sign in.

Alternatively, if this is your first time then select **New User** to create a free Egress account. You will then be able to access your encrypted email.

Please note - provided you are sent an email by an Egress paying subscriber, you will be able to reply to any encrypted email for free.

Learn more about Egress

Visit www.egress.com/online-tutorials for video tutorials on using Egress Protect, 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 Egress Protect 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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