



CHESTERFIELD

BOROUGH COUNCIL

User guide for sending and receiving files securely via Egress secure web form

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Introduction

Egress secure web Form provides users the ability to send and receive file attachments securely with officers of Chesterfield Borough Council.

The solution is the council's approved method for manually transferring electronic files between two parties.

File transfers must be agreed by communicating with council officers before using the system.

Instructions

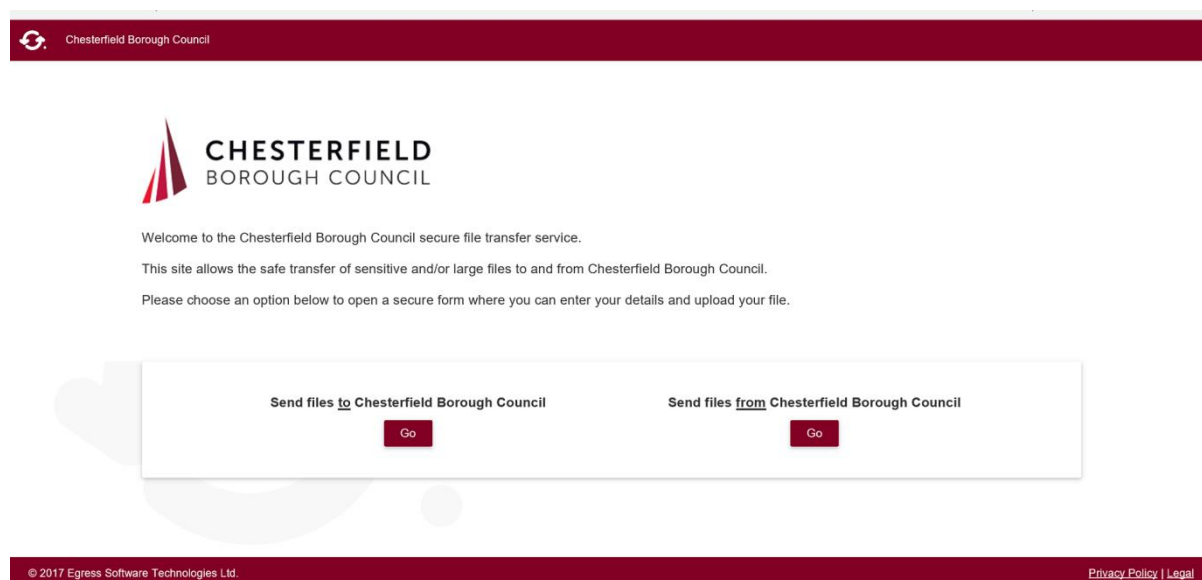
Sending files to council officers

NOTE: Please ensure that you have agreed in advance with the relevant council officer before uploading file(s) to the secure web form.

- Type the following address into a web browser

<https://chesterfield.egressforms.com/>

- The following form will be displayed:



The screenshot shows the Chesterfield Borough Council secure file transfer service interface. At the top, there is a dark red header with the Chesterfield Borough Council logo and name. Below the header, the Chesterfield Borough Council logo is displayed on the left, and the text "CHESTERFIELD BOROUGH COUNCIL" is on the right. The main content area contains the following text: "Welcome to the Chesterfield Borough Council secure file transfer service. This site allows the safe transfer of sensitive and/or large files to and from Chesterfield Borough Council. Please choose an option below to open a secure form where you can enter your details and upload your file." Below this text, there are two buttons: "Send files to Chesterfield Borough Council" and "Send files from Chesterfield Borough Council". Each button has a red "Go" button below it. At the bottom of the page, there is a dark red footer with the text "© 2017 Egress Software Technologies Ltd." on the left and "Privacy Policy | Legal" on the right.

- To send files to Chesterfield Borough Council choose the option

Send files to Chesterfield Borough Council

Go

- The following form will be displayed:

CHESTERFIELD
BOROUGH COUNCIL

Use this form to send files TO Chesterfield Borough Council.
You can only send files to email addresses ending in chesterfield.gov.uk.

Sender details

Please enter your details

Name * Email *

Recipient details

Please enter the details of your recipient

Recipient name * Recipient email *

Additional details

Please provide any additional information you'd like to submit with your files

Select some files

You can add some files to your submission here

File Upload


add files here
or click the button below to select a file

Captcha

Please enter the answer to the sum in the box below

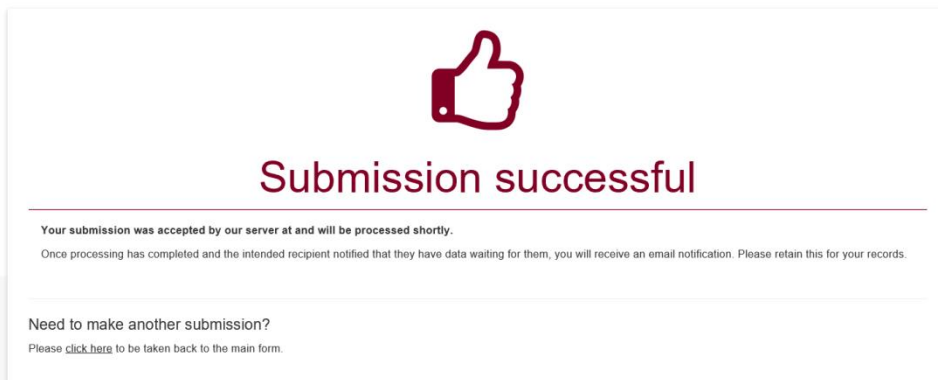
- Please complete the form as follows:
 - Sender details
 - Name - Enter your name in the format first name and surname
 - Email - Enter your email address
 - Recipient details
 - Recipient name - Enter the name of the person you are sending the file(s) to in the format first name and surname
 - Recipient email - Enter the email address of the person you are sending the file(s) to (must be an email address ending in @chesterfield.gov.uk)
 - Additional details
 - Enter any (non-confidential) information to help the recipient recognise the file transfer as unsolicited i.e. "As per conversation on [date] with reference to [reference number or summary] please find attached the requested information"
 - Select some files (File Upload)
 - Press the "Add Files" button (a dialogue should appear allowing you to search and select a file (or multiple files) that you wish to upload)

- Repeat to add additional files
- If you wish to remove an individual file that has been selected for upload press the trash can icon next to the file name you wish to delete
- If you wish to remove all files that have been selected for upload press the “Remove All” button
- Captcha
 - As a security measure to help prevent the web form from being misused by automated computers a picture will be displayed displaying a maths sum
 - You will need to complete the maths sum by entering the answer in the blank box below the picture

NOTE: If you do not know the answer to the particular maths sum press the “” icon to display another maths sum and follow the steps above. If you are unable to answer any maths sum please contact the council officer who you are sending files to and they will be able to answer the maths sum with you

- Press the “Submit” button when you are ready to upload the file(s)

- If the file transfer was successful you should receive the following web page:



- You should also receive an email from no-reply@egressforms.com with a subject of “Submission Confirmation”

NOTE: If you do not receive an email please check your “junk” or “spam” folders as your email provider may have marked the email as unsolicited.

- The council officer will receive an email with instructions for downloading the file.

Receiving files from council officers

- After a council officer has sent you one or more files you will receive an email from no-reply@egressforms.com with a subject of “submission Notification”
- If you are expecting an email from a council officer please check the details in the email are correct and proceed with the instructions below to download the file(s) otherwise please delete the email
 - The details in the email that you can use to verify if the email is genuine are:
 - Author’s name
 - Author’s email address
 - Additional message

NOTE: If you are expecting an email from a council officer but haven’t received it please check your “junk” or “spam” folders as your email provider may have marked the email as unsolicited.

- Within the email from the council officer there should be a link entitled:

Click here to access the secure files online

- Clicking the link will take you to the website:

<https://reader.egress.com/>

NOTE: You will need a Switch ID to access the file(s). See steps below for creating a Switch ID otherwise enter your Switch ID details to access the file(s)

- At the “Welcome to Switch Web Access” screen choose “Sign in” if you already have a Switch ID otherwise choose the option “Register for free”
- Select “Received” from the left hand pane to view or download the file(s)

NOTE: You may be requested to verify your identity when selecting “Received”. In which case you will be sent an email containing a verification code.

The email will be from the address open@switch.egress.com with a subject of “Switch Web Access: Verify your email address”.

You have two options within the email to verify your email address:

1. Click on the link within the email OR
2. Make a note of the code in the email and enter that code manually onto the Egress website web form “Verification Required” form

Viewing file(s)

You also have the option to view a file online if the file type is recognised. You then also have the facility to download the file.


Downloading file(s)

It is important to download file(s) that you have been sent as they will be automatically deleted after 90 days.


Choose the “  ” button to download a file and repeat for each file.

Deleting files manually

You have the option to delete files that are no longer required. To delete files choose


the option “  ” from the “Received” menu item.

Logging out of the system

Once you have finished using the secure file transfer system choose the option “  ” to log out.

Creating a Switch ID (one-off procedure)

- Select “If you do not have a Switch ID, create it for free link
- The following form will be displayed:

 **Registration**

Sign Up

1 Please enter your details below to create a new Egress Switch user account.

Email (Switch ID):*

First name:*

Last name:*

Phone number:

We will not contact you unless you forget your password and security questions

Email me about product updates and services from Egress

2 Choose a strong password to protect your identity.

Password:*

Confirm password:*

Minimum 8 characters, with at least 1 lower case and either 1 upper case / number

Question #1:

Answer #1:*

Question #2:

Answer #2:*

I have read and agree with the [Egress Privacy Statement](#)

- Follow the instructions on the form and complete the registration

NOTES:

- Unselect the option “Email me about product updates and services from Egress” if you do not wish to receive emails from Egress
- Please create a password that is unique and not used elsewhere

Help

- There is a “Help” button on the Egress Switch Web Access site (<https://reader.egress.com/>)
- Egress can also offer technical support. Please review the options on the following website: <https://www.egress.com/support/contact-support>
- If you are having problems with sending or receiving files to a particular council officer please contact the council officer with the contact details they have provided. The council officer will also liaise with the council’s ICT department where necessary