

# How to open a secure email sent to you using the Egress Secure Web Access portal

This article will take you through opening a secure email you have received from J W Hughes & Co using the Egress Web Access portal.

## Before you start

Before you can open a secure email, you will need an Egress account. If you haven't yet created an account, you will need to do so before continuing. Please see [How to create an Egress account](#) for more guidance.

## Opening the secure email

1. Whenever you are sent a secure email, you will receive a notification email similar to below in your normal email inbox. To access the message click the **Open secure email** button.



You have received a new **secure email**

from User ([user@egress.com](mailto:user@egress.com))

Open secure email

If you have **Egress software installed** just double click the email or attachment.

Alternatively, visit <https://reader.egress.com/> and insert the following code:

**2a4c1d2bdc51e716bcf696f72936825b8**

**Always check the links before you click** and check the browser address bar for the padlock icon.

**[www.egress.com](http://www.egress.com)**

**Need support?** Visit our support center at [www.egress.com/support](http://www.egress.com/support) for more information.

Confidentiality Notice: This e-mail and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom it is addressed. If you have received this e-mail in error, please notify the sender.

2. This will then open a webpage asking you to sign in or register with Egress. Enter your Egress ID (Email Address) and Password, then **Sign In**.

3. Once you have successfully logged in, your secure email will then display within your web browser. You can then reply to the email by clicking the **Reply** button at the top of the message.