

## Egress FAQ's

Q. How do I reset my password?

A. Please email [egress@slough.gov.uk](mailto:egress@slough.gov.uk) to reset your password.

Q. My activation link does not work, what should I do?

A. The link may have expired, please email [egress@slough.gov.uk](mailto:egress@slough.gov.uk) to send a new invitation.

Q. I have not received an invitation?

A. Please email [egress@slough.gov.uk](mailto:egress@slough.gov.uk)

Q. I need help on how to use Egress

A. Please refer to the attached guides for information.

Q. I am unable to send secure items and have trouble receiving documents.

A. Please contact Egress at [support\\_ticket@egress.com](mailto:support_ticket@egress.com)

Q. I can receive one secure email from a sender and reply to it, but if a second response comes back from the original sender, I can not access it?

A. Please contact Egress at [support\\_ticket@egress.com](mailto:support_ticket@egress.com)

Q. I can not access attachments when I am forwarded emails

A. Please contact Egress at [support\\_ticket@egress.com](mailto:support_ticket@egress.com)

Q. The system hangs and locks up Outlook for hours

A. Please contact Egress at [support\\_ticket@egress.com](mailto:support_ticket@egress.com)

Q. Attachments do not appear in my online Egress accounts

A. Please contact Egress at [support\\_ticket@egress.com](mailto:support_ticket@egress.com)