Egress FAQ's

Q.   How do I reset my password?

A.   Please email 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 to send a new invitation.

Q. I have not received an invitation?

A. Please email 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. Just a reminder that when you send an email, you may get a message asking you to approve the sent message. Please can you ensure you all both **[Approve]** and then press **[Save]** functions. If issues persist please contact Egress at 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

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

A. Please contact Egress at support_ticket@egress.com

Q. The system hangs and locks up Outlook for hours

A. Please contact Egress at support_ticket@egress.com

Q. Attachments do not appear in my online Egress accounts

A. Please contact Egress at support_ticket@egress.com