



# How to request access to a secure package sent using Egress Email and File Protection

You might receive an **Access Denied** message for one of the following reasons:

- You are using a different email address as your Egress ID than the one that the secure package was sent to
- The secure package was forwarded to your email address, meaning that you were not an original recipient

**Access can only be granted by the person who sent the original email.**

## 1. Requesting access

To gain access to a secure package, click **Send request** on the **Unable to access package** window. Alternatively, press the **Sign in as another user** button to use a different Egress ID.

Note: You can add an optional message to the package author.

⚠
Unable To Access Package NW-160310-114512

You cannot access this message because 'John Doe' (john.doe@company.com) did not grant access permissions to jane.smith@company.com.

It is possible that the message was sent to a different email address of yours. Please check the To/Cc fields of the message in your Inbox, and sign in with one of the email addresses listed there.

**From:** 'John Doe' (john.doe@company.com)

**To:** 'Jane Smith' <your.other.address@egress.com>

**Subject:** Secure message

Alternatively, send a message to john.doe@company.com requesting access:

Please grant me access to this package.

Thanks,  
Jane Doe

Notify me on response

Send Request
Sign in as another user
Close

## 2. Gaining access to a secure package

You will receive an email notification when the author of the secure package grants or denies you access. If denied access, you can click **Retry access** in the **Access request** window.

✓
Access Request Sent

You have successfully sent a package access request for package **NW-160310-114512** to john.doe@company.com.

If you chose to be notified on response, you will receive a notification email once your request has been processed.

You can also click the 'Retry Access' button below to try to access the package again.

Retry Access

## Learn more about Egress Email and File Protection

Visit [www.egress.com/online-tutorials](http://www.egress.com/online-tutorials) for video tutorials on using Egress Email and File Protection, 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 Email and File Protection or have any technical questions, please get in touch with your Egress Technical Engineer or contact Egress Support at [www.egress.com/support](http://www.egress.com/support).

