



# How to request access to a secure package

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

- You are using a different email address as your Switch 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 package author.**

## 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 Switch 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 Switch Secure Email

Visit [www.egress.com/online-tutorials](http://www.egress.com/online-tutorials) for video tutorials on using Switch Secure Email, 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 Switch Secure Email 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).

