



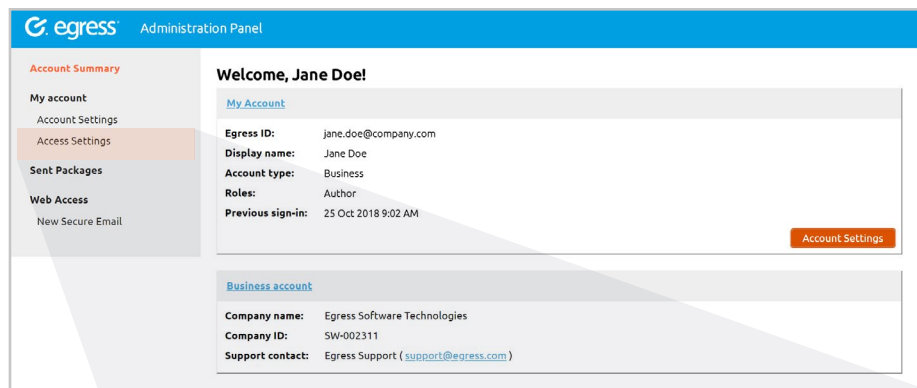
# Changing access settings in Egress

You may need to change your access settings for one of the following reasons:

- You have an Egress ID set up under a group email address that a number of different people have access to. Using access settings, you can authorise additional users to access packages sent to the group email
- You are repeatedly receiving an Access Denied message when trying to access a message

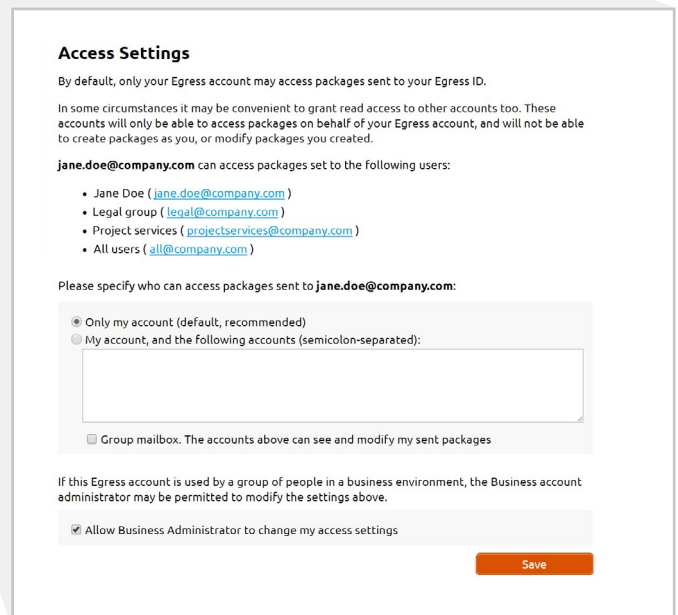
## 1. Viewing your access settings

Go to [switch.egress.com](https://switch.egress.com) and sign in to the Egress Administration panel using your Egress ID and password. **Access Settings** is located on the left-hand side under the **My Account** heading.



## 2. Granting access to secure packages

In the Access Settings window, select the second option (**My account, and the following accounts**) and in the box provided, enter the email addresses of the user(s) you want to grant access to, separated by a semicolon. Click **Save**.



## Learn more about Egress Protect

Visit [www.egress.com/online-tutorials](https://www.egress.com/online-tutorials) for video tutorials on using Egress Protect, 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 Protect or have any technical questions, please contact Egress Support at [www.egress.com/support](https://www.egress.com/support).