# Sending secure email to North Wales Fire and Rescue Service

North Wales Fire and Rescue Service make use of the Egress Secure Email software to send and receive sensitive emails securely over the internet. We actively encourage anyone who wishes to send us an email that contains confidential, sensitive or private information to use Egress to guarantee the security of the content of their email as it travels through the internet.

Using Egress to send secure emails to NWFRS is free of charge

1. Sign up for a free Egress account by visiting <https://switch.egress.com> and clicking “new user”.
2. Fill in the registration details, and activate your account using the key will be emailed to you by Egress.
3. Log into <https://switch.egress.com> and click “Create Message”

If you send secure emails to us regularly and use Microsoft Outlook, you may like to download the Egress plugin at <http://www.egress.com/downloads>

# Need help?

The NWFRS ICT Service Desk will be pleased to help you. They can be contacted on 01492 564949 or [ict.servicedesk@nwales-fireservice.org.uk](mailto:ict.servicedesk@nwales-fireservice.org.uk).

Alternatively, Egress technical support can be contacted by phone, email or live chat at <http://www.egress.com/contact-us>.

Egress also provide online tutorial videos at <http://www.egress.com/online-tutorials>. The “Reading a secure email for the first time” video also describes the registration process