Virtual Fitness to Practise events:
A guide to Egress and GoToMeeting

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Virtual Fitness to Practise Events: A guide to Egress and GoToMeeting

Our guide introduces you to Egress and GoToMeeting. You'll need to use Egress if you want to send and receive information and documents from us that may be private or sensitive. If you're attending a virtual event, we'll ask you to join it by using GoToMeeting.

In this guide you'll learn how to set up and send and receive emails using Egress. You'll also learn how to join a virtual event using GoToMeeting.

We recommend that you read this guide and our other guides about virtual events before you attend your first virtual hearing or meeting.

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Receiving paperwork for a virtual event

Sending you the documents you need
For every hearing or meeting there's going to be documents you'll need. This could be case papers, on table papers, hearing administration documents, the final determination when the event has finished, etc.

We want to make sure that you're able to send and receive the documents that you need so you fully participate in the event.

Members of our team can securely share documents and emails internally using our email system. For everyone else we'll ask you to use a secure system called Egress to share documents and emails with us.

Using egress to send and receive documents and private emails
Protection of our hearings and meetings documents is important to us. We want to ensure that you have all the documents you need while protecting the private and sensitive information that might be in those documents or emails. If you're sending and receiving documents or emails we'll need you to use Egress to ensure they're protected at all times.

## How to open a protected email we've sent to you
If we've sent you a protected email it's probably because it contains private or sensitive information or documents. If you don't have an Egress account you'll need to set one up to open and read what we've sent you.

Let's look at the steps to setting up your Egress account:

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Click on the link in the email. If you're a first time user you'll be prompted to create a Switch ID.

Create your Switch ID by selecting New User. This will be a one-time process.
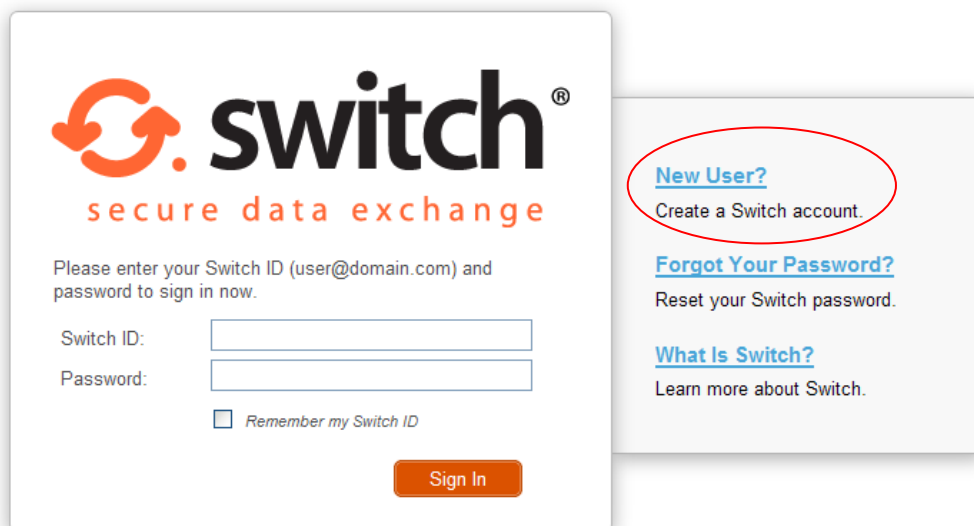
Enter your email address and select a password. If you've received a secure message, use this email address as your Switch ID.

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Sign Up

1 Please enter your details below to create a new Egress Switch user account.

Email (Switch ID):*	john.smith@mycompany.com ✓
First name:*	John
Last name:*	Smith
	☐ Email me about essential product updates and services from Egress

2 Choose a strong password to protect your identity:

Password:*	••••••••
Confirm password:*	••••••••
	Minimum 8 characters, with at least 1 UPPER case or number

Check your mail-box for an activation code. Don't forget to check your Spam folder.

Almost Done

A new Egress Switch account with Switch ID **john.smith@mycompany.com** has been created but is not active yet. A message with an activation code was sent to your address.

To activate your Switch account please click on the link contained in the email, or copy the activation code into the box below.

Note: If you don't get the email within 3-5 minutes, please check your Spam folder.

Activation code:*	

Submit Activation Code

Access your secure email by selecting Read your message now. Don't forget that you can reply securely.

All Done

You can now access Switch secure messages using your new Switch account:

john.smith@mycompany.com

Thank you for signing up with Egress Switch.

Read your message now

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How to send a protected email using Outlook

If you need to send us any documents or private information in an email, you should do this using Egress. That way it'll be protect. Let's look at how to send a secure email.

Open a new message in Outlook, completing the To, Cc and Subject fields. Compose your message and attach any files as normal. Outlook messages are Unclassified as default (this default can be changed where required). To send the email securely, click on the Egress dropdown menu and select Encrypt message and attachments. Then, once your message is complete select send as usual.

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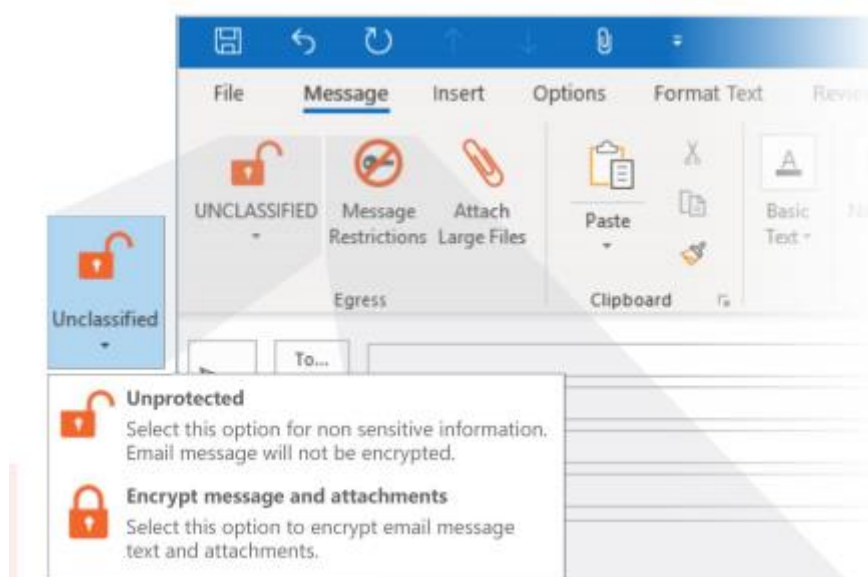
Sending us larger documents

We know that there might be times when you need to send us a large bundle of documents or media, such as audio clips or video clips. Let look at how you can send us larger files:

Often, email accounts limit the maximum file size of attachments. Egress Large File Transfer (LFT) lets you send large files securely by uploading them to hosted Cloud storage. You can use the integrated sidebar in Outlook or the downloadable Egress Client.

If LFT is enabled, attachments greater than 10MB will be added to LFT by default and the **Attach large files** icon is displayed in the Outlook toolbar of your email:
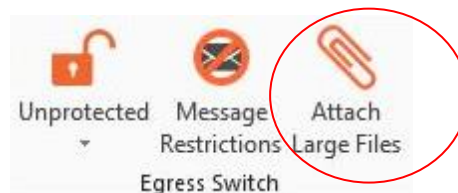
Open a new email in Outlook and select Attach Large Files to open the LFT sidebar.

Select files to attach by dragging and dropping them into the sidebar or manually select them by pressing Browse.

To send the email with the large files attached, simply press Send as normal.
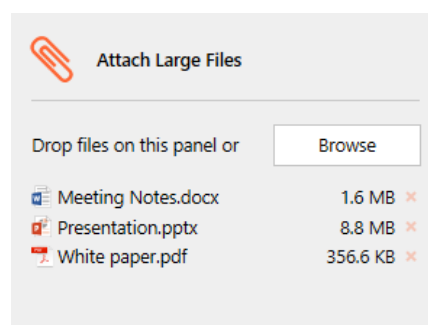
Note: Once the LFT sidebar is opened, any files attached to the email will be sent via large file transfer regardless of size.

To remove any files attached to the sidebar, either press the **X** button next to the specific file or select the file and press the **Delete** button on your keyboard.

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How to send protected email using Egress Webmail

You can also send emails to us using the browser version of Egress. Go to www.egress.com and click My Account

Login with the username and password you used when you first signed up for an Egress account

When your Egress administration panel web page is displayed, click New Secure Email from the pane on the left-hand side of the webpage

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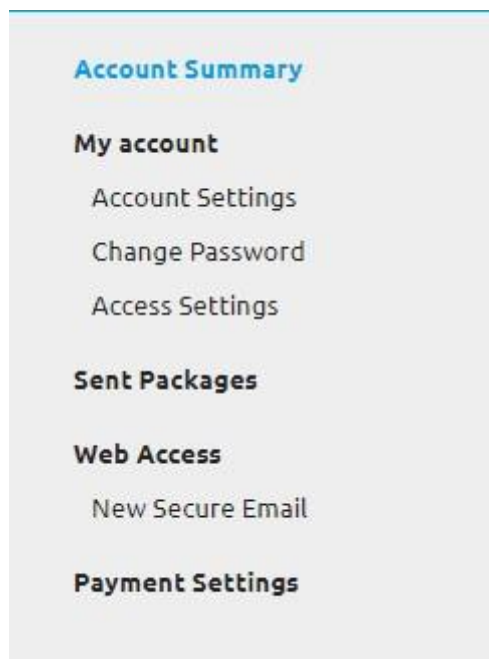
Enter the email address in the To box and the subject in the Subject box.
If you need to send any files, click Choose Files. You'll see the Windows explorer dialog box so you can find the files to attach to the email.
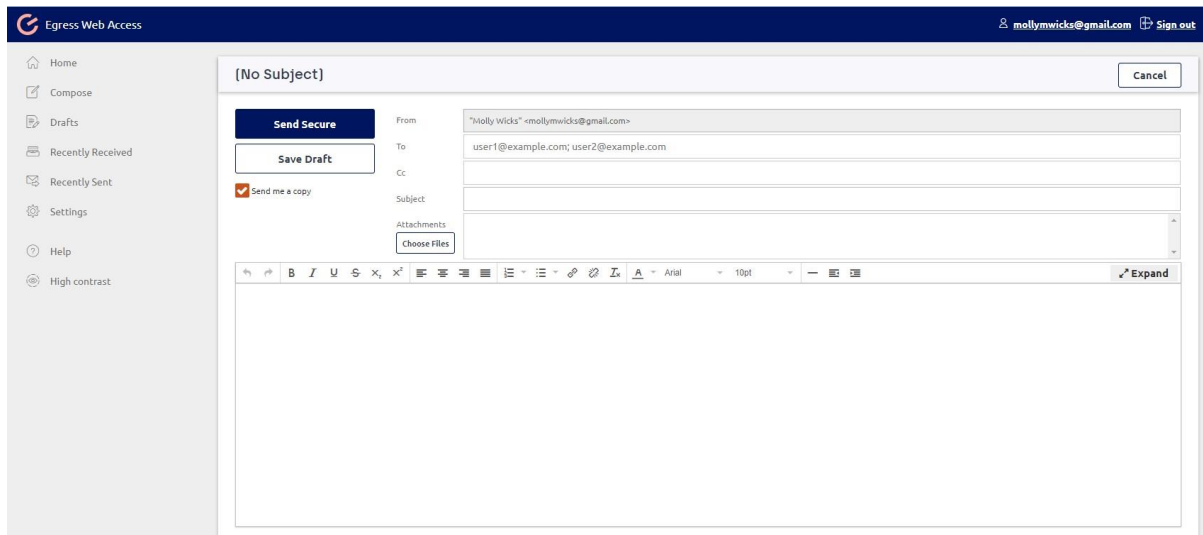
Add your message in the message pane.

When you're ready, click Send Secure
If you want a copy sent to your email address, leave 'Send me a copy' ticked. It will still be protected, so you'll need to log back into Egress to view the email.

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More information about Egress

 In our guide we've provided you with the basics to get started to with Egress. You should now be able to send and receive secure emails. If you want to find out more about Egress please click here.

We can also share a more detailed guide with you about how Egress works. If you would like a more in-depth guide or if you have any questions please ask us.

Egress tips

Here's some tips from us about the type of information and documents that we think you should protect.

- Information that might identify people
  - Their name
  - Their age or date of birth
  - Information about their address or contact details
  - Identifiable information such a patient number, case reference number or NMC PIN

- Information about health
  - Medical records and diagnoses about the nurse, midwife or nursing associate
  - Medical records and diagnoses about the nurse, midwife or nursing associate's family and/or friends
  - Medical records and diagnoses about patients who have not been anonymised

- Hearings documents
  - Case papers
  - Witness statements
  - Medical records
  - Copies of the determination

- Information about court and police matters
  - Police witness statements
  - Transcripts of police interviews
  - Transcripts of court proceeds
  - Written judgments, certificates of convictions and cautions
  - Evidence gathered by the police and/or used in court

- Information about children
  - Their name
  - Their age or date of birth

- o Information about their address or contact details
- o Identifiable information
- o Information about child protection and social services

If you're ever unsure if you need to protect an email or any attached documents, we recommend protecting it.

Joining a virtual event: Guide to GoToMeeting using a web browser

Joining a virtual event

This section of our guide is for anyone who has been asked to join a virtual event and is using a web browser to join. If you're joining via an application, otherwise known as an App, please go to the next section of the guide.

When we invite you to attend a virtual event we'll ask you to use GoToMeeting. We won't need you to download any additional apps or software as our events can take place online or over the telephone.

You may receive an invite to a virtual hearing via an email from us. You may also receive an invite to a virtual hearing in your notice of hearing. No matter how you receive an invite to a virtual event, please make sure you read the instructions carefully, including the start date and time.

You'll receive an email notification inviting you to participate in a virtual event. Remember, the details of this may be in the email you receive and/or the notice of hearing you receive (in accordance with our Rules we can send notices of hearings electronically or physically).

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To enter a virtual event please click on the link enclosed in the invitation (you can also copy and paste the link in to your browser).

It is also possible to join the virtual event by telephone. Dial in details and an access code are also enclosed within the invitation.
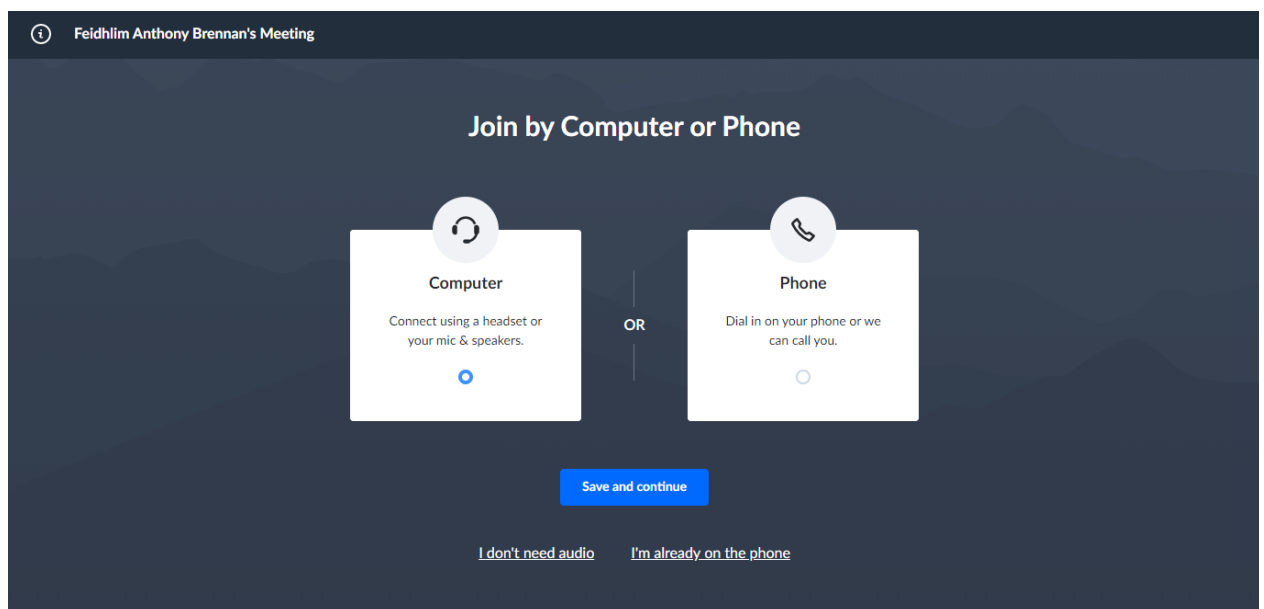
When you click on the link you will be presented with the following screen in your internet browser:

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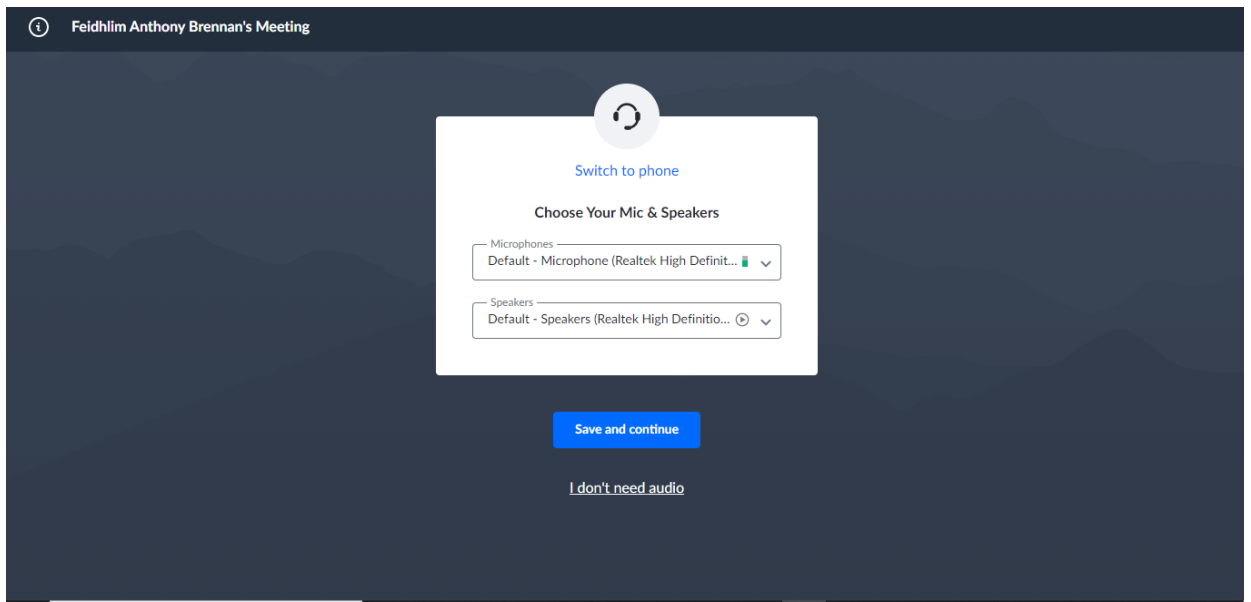
You will be promoted to choose from your available video and audio equipment from the drop down boxes.

When you have made your choices you will be presented with the following screen:

You will then be asked if you would like to enter the event either via your computer or your phone. We recommend using a computer if you have access to one.

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Once you've made your selection you'll be presented with the next screen:
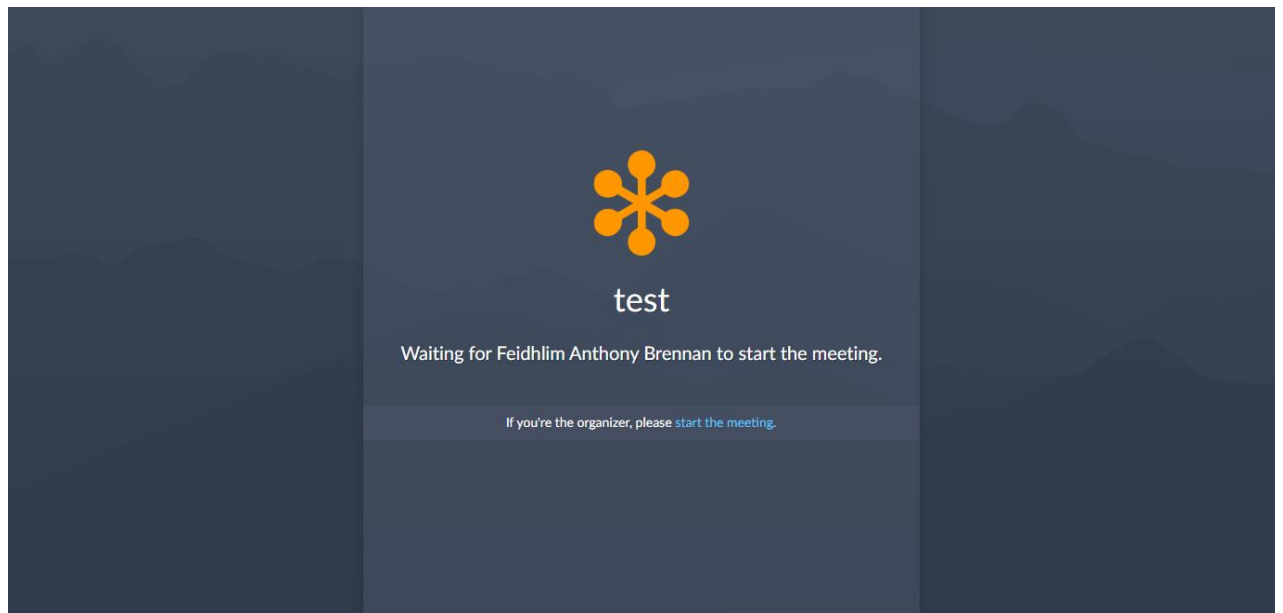
The name of the event will show in the middle of the screen, in this case 'test' and you will remain in this virtual waiting room until the event begins.

Once the organiser has started the event you'll be prompted to add your name as shown below. This is the name that'll be seen by the other participants in the event. You do not need to add your email address:
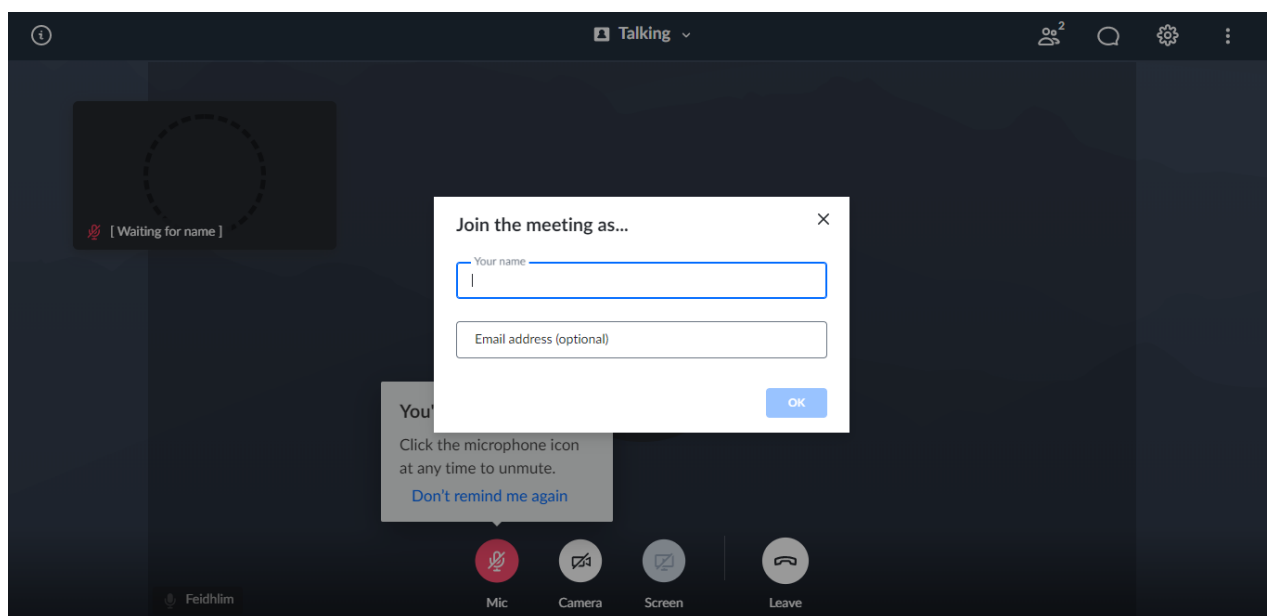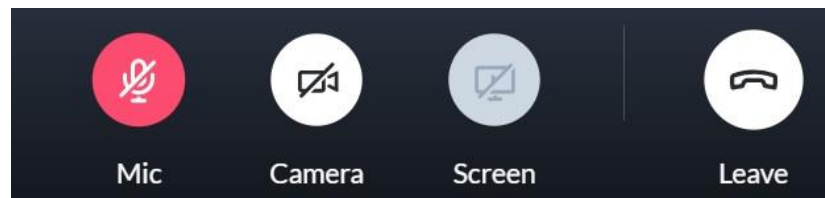

Once you've added your name you'll enter the event:

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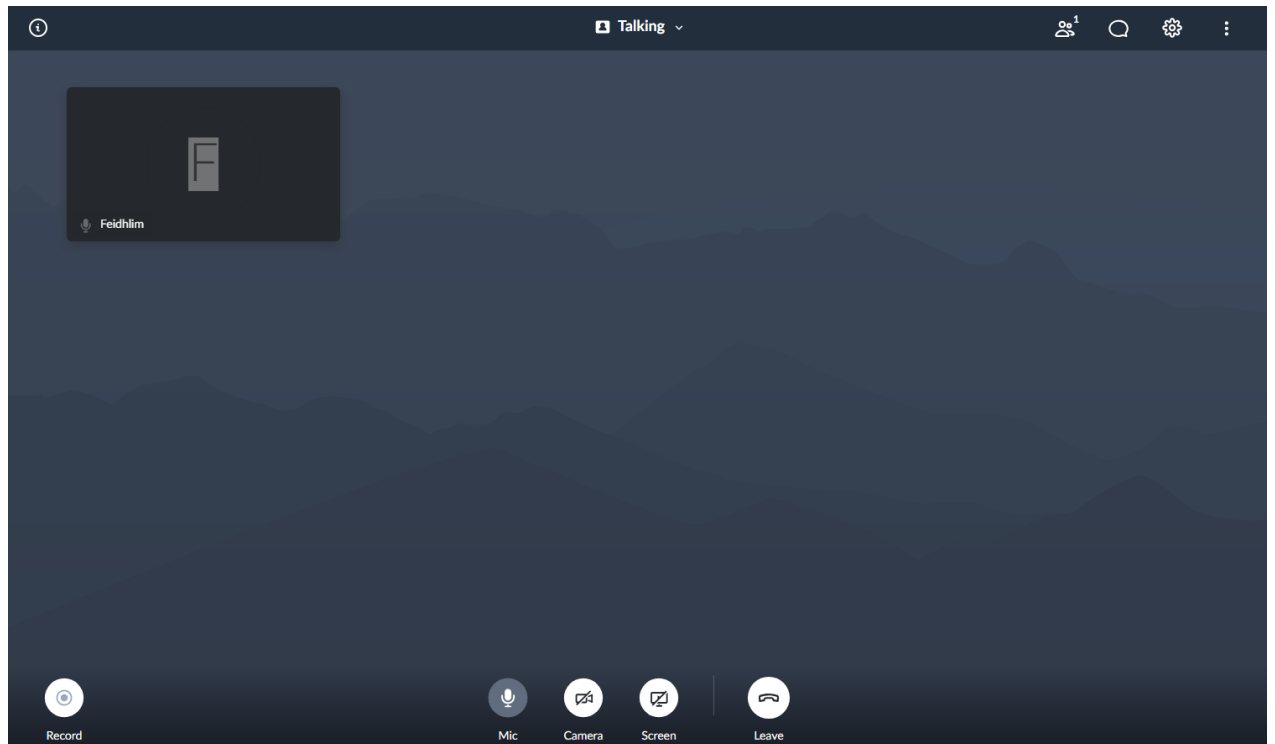
Participants will appear across the top of the screen.

The icons in the bottom middle of the screen, allow you to adjust your video and audio settings, to share your screen or leave the virtual event:

The icons on the top left allow you to:

See how many people are in the room

Enable a typed chat function with all, a group or just one of the other participants

Adjust your settings

When you've finished the virtual event, click the leave icon which is the symbol of the phone hanging up on the far right of the middle bottom.

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How we use your data

When you use GoTo Meeting or Egress your personal data is processed by the suppliers which provide these systems. Some suppliers we use process data on our behalf in a country outside the UK. Where your data is transferred to countries other than the UK, we have policies and procedures in place to ensure that your data is adequately protected. For more information about how your data is processed, refer to our privacy notice https://www.nmc.org.uk/contact-us/data-protection/privacy-notice/.

Version log

If we make changes to our guide we'll put them here. We'll let you know what section or sections of the guide changed and what date we made that change. This will help you find any new information.

Just so you know, we first published this guide on 4 May 2020.

What's changed?	What pages is that on?	What date did we make that change?
We've added information about how to use the GoToMeeting application	9 & 10	2 November 2020
We've added instructions for sending email using Egress from a web browser	10 & 11	2 November 2020
We've added a privacy notice	17	29 January 2021

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