

Egress Workspace support

Your Egress registration

What if I already have an Egress account?

If you already have an account and your email address is the same, you will not need to re-register.

How long will the registration link be valid for?

There is no expiry period on the link.

I didn't receive a link to register, and I need to submit a form to Capita. What do I do?

In the first instance, you should try and re-register. If you don't receive the link, then please contact the [knowbe4 Support Team](#).

User Management

I am part of a large organisation, how can I manage the work for all my teams in one environment?

One of the benefits of Egress Workspace is the ability to create folders within your workspace, so you'll be able to create a folder for DR1's or Request for services. You can create folders that will enable you to manage your workload based on how your teams operate.

How can I add users to Egress Workspace?

The super user (referred to as business account admin) will assign a specific user role when registering them or inviting them to a shared zone.

There are two types of roles:

- System Roles: Define the core system permissions a user has, such as whether they have access to administration and auditing tools.
- Zone Roles: Zone roles define the capabilities a user has on a per-zone basis

For more details on the role permissions please refer to the user guide.

What notifications will I receive?

Please refer to 3.4 of the [Egress Workspace User Guide](#).

I sent the email to the wrong person, how can I retract the access?

From your workspace, you'll be able to locate the email address and delete it from your access list.

I have a team member leaving my organisation, how do I remove their access?

Please refer to section 8.2 Revoking access to a zone within the [Egress Workspace User Guide](#).

Security

Do Egress hold security certifications?

Egress Security Certifications are ISO27001 (and their SOA) plus CE+ certification.

Should I password protect my interface file or documents?

There's no requirement for you to password protect your interface file or any form you share containing personal identification information.

The Egress Workspace runs a security scan once it's uploaded, so the file/document will be rejected if its password protected as the scan will be unable to complete.

How will any Security Operations Centre (SOC) integration or monitoring activity be achieved by Egress or Capita?

Information on monitoring and security measures can be found on the [knowbe4 website](#).