

How to Open an Email Encrypted by Cisco's Registered Envelope Service

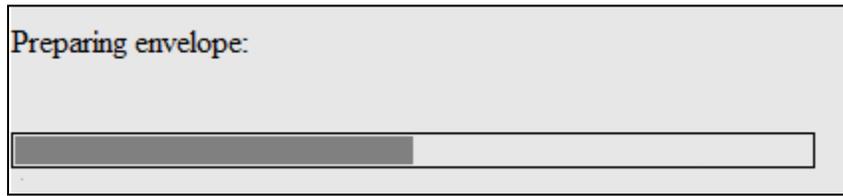
If you receive an email with a subject that starts with **[Send Secure]**, then the email has been encrypted by Cisco's Registered Envelope Service (CRES) and you will have to authenticate yourself before the message can be viewed.



When you open the email you will receive the following message with an attachment. It explains that you have received a secure encrypted email and to access it you will need to follow the instructions in the attachment to view the encrypted email. To view the instructions, you will need to either **view** or **download and open** this attachment, depending on the mail client (Hotmail, Gmail, Yahoo!, etc.) that you are using.



When you view or open the attachment, you will get the following message:



You will then see the image below. If you are already registered with CRES, you simply need to choose your email address from the menu in the "To:" field, enter your password, and click the "Open" button to view the message. **If you have not registered with CRES, please follow the instructions titled "How to Register for CRES" to set up your account.**

A screenshot of the Cisco Registered Envelope Service (CRES) interface. The interface features a header with the UTEP logo on the left and a circular "CISCO REGISTERED ENVELOPE SERVICE" logo with a padlock icon on the right. Below the header, the email details are displayed: "From: <sender@domain.com >", "To: recipient@domain.com" (with a dropdown arrow), "Subject: [Send Secure] Demonstrating the Encrypted Email System", and "Password:" (with a text input field). A "Forgot password?" link is provided below the password field. To the right of the email details, a "Personal Security Phrase" section states "Your personal phrase is not enabled on this computer." with a "More info" link. A "Help" link is located above the "From:" field. Below the email details, instructions are provided: "Enter your password and click Open. If the Open button does not appear, forward the original email to mobile@res.cisco.com ." and "New users, select your email address and click Open to create an account." A red box highlights the "Open" button, with a red arrow pointing to it and the text "Click here to open the email or start the registration process." Below the instructions, there is a "My address is not listed" link and the text "Submit your password above to open your message online." The footer contains the "Cisco Registered Envelope Service" logo and name, the Cisco logo, and the copyright notice "Copyright © 2000-2010 Cisco Systems, Inc. All rights reserved."

Once you have entered your password and clicked “Open”, the email will be displayed. From this screen you can view the email, open or download any attachments, and reply to or forward the message. When you are finished, you can click the “Forget me on this computer” link in the top right corner to log out and remove any saved log in information from the PC.

The screenshot displays a web-based email interface. At the top left is the UTEP logo. In the top right corner, there is a link labeled "Forget me on this computer" with a red arrow pointing to it, and a smaller "Help" link. Below the logo, a red text prompt reads "Click here to log out once you are finished viewing the email." The main content area is titled "Secured Message" and includes a header with "Reply", "ReplyAll", and "Forward" buttons. The email header shows: From: sender@domain.com, To: recipient@domain.com, Date: March 17, 2011 10:13:07 PM GMT, Subject: [Send Secure] Demonstrating the Encrypted Email System, and Attachments: Customize Safelist-Blocklist.docx. The body text states: "This is a demonstration of IronPort's encrypted email system." Below this is the contact information for The University of Texas at El Paso: 500 W. University Ave., El Paso, Texas 79968-0706. A legal notice follows: "NOTICE: This e-mail transmission contains information which may be confidential and/or privileged. This information is intended for use only by the addressee indicated above. If you are not the intended recipient, please be advised that any disclosure, copying, distribution, or use of the contents of this information is strictly prohibited, and that any misdirected or improperly received information must be returned to this department immediately. Your cooperation in notifying me of erroneous receipt is requested." At the bottom of the email content area, there are "Reply", "ReplyAll", and "Forward" buttons. The footer of the interface contains the copyright notice: "© 2000-2010 Cisco Systems Inc. All rights reserved."