

How to Open an Encrypted Email

New users

The following steps are for users that are opening an encrypted email for the first time.

There are **two steps (but several screens)** involved to open a secure message.

1. You must create an account and a password
2. You must enter the password you created to open the secure message

If you need help with initial setup and opening of your secure message, contact the Hospital Help Desk at 801-587-6000.

If you forget your password or need help specifically trouble shooting while opening your encrypted message, contact the Cisco recipient support team via email at support@res.cisco.com.

STEP 1: CREATE AN ACCOUNT AND PASSWORD

You will receive an email alert you have a secure message.

Screen 1: **Click on the attachment**

You have received a secure message from University Of Utah Health Care.

The University of Utah Hospitals and Clinics takes the protection of your health information very seriously. To avoid having our email communications opened by unauthorized recipients, and to conform with Federal law, email messages from our institution are encrypted.

As an alternative, your provider may also offer messaging through MyChart. Please ask your provider for more information, or visit <https://mychart.med.utah.edu>.

For additional information regarding the encryption please visit <http://privacy.utah.edu/>

To open your message:

1. Open the attachment that was provided in the email.
2. When the attachment opens, click the "Register" button in the attachment.
3. Fill out the required information to register (name, password, security questions, etc.)
4. After filling out this information, you will receive an email prompting you to activate your account.
5. After selecting the activation option, you will then need to reopen the attachment from Step 1, and instead of having a "Register" button, you will get a login screen, allowing you to log in to your secure message credentials that you just created.

- Please avoid forwarding this message to another email account. You will not be able to open a forwarded secure message.
- To view this on a mobile device, you may forward this message to mobile@res.cisco.com, and receive a mobile login link.

If you need additional help, please click your choice of links below:

Cisco Registered Email Service Help Link:

<https://res.cisco.com/websafe/help?topic=RegEnvelope>

University Of Utah IT Registration Instructions:

<http://privacy.utah.edu/>

Thank you for choosing University of Utah Health Care.



Screen 2: Click Open

THE UNIVERSITY OF UTAH

REGISTERED ENVELOPE SERVICE

[? Help](#)

From: Jennifer Noll <Jennifer.Noll@hsc.utah.edu>
To: Your Email address will be here
Subject: -----
Password:
[Forgot password?](#)

Personal Security Phrase
Your personal phrase is not enabled on this computer.
[More info](#)

Enter your password and click Open. If the Open button does not appear, forward the original email to mobile@res.cisco.com.

New users, select your email address and click Open to create an account.

[My address is not listed](#)

Submit your password above to open your message online.

Cisco Registered Envelope Service

cisco

Screen 3: Click Register

YOU ARE NOT REGISTERED

To open this message, you must first register and create a password.

[Register](#) ←

Screen 4: New User Registration (Note: All fields are required)

Enter information into all fields and click continue

NEW USER REGISTRATION

* = required field

Enter Personal Information

Email Address

First Name*


Last Name*

Create a Password

Password*

Confirm Password*

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.



Screen 5: New User Registration (continued)

Complete all fields and click register

NEW USER REGISTRATION

* = required field

Personal Security Phrase ?

Personal Security Phrase*

Enable my Personal Security Phrase.

Select 3 Security Questions ?

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*


Confirm Answer 2*

Question 3*

Answer 3*

Confirm Answer 3*

By registering, you agree to CRES' [Terms of Service](#)



Screen 6: Final Step

FINAL STEP: ACCOUNT ACTIVATION

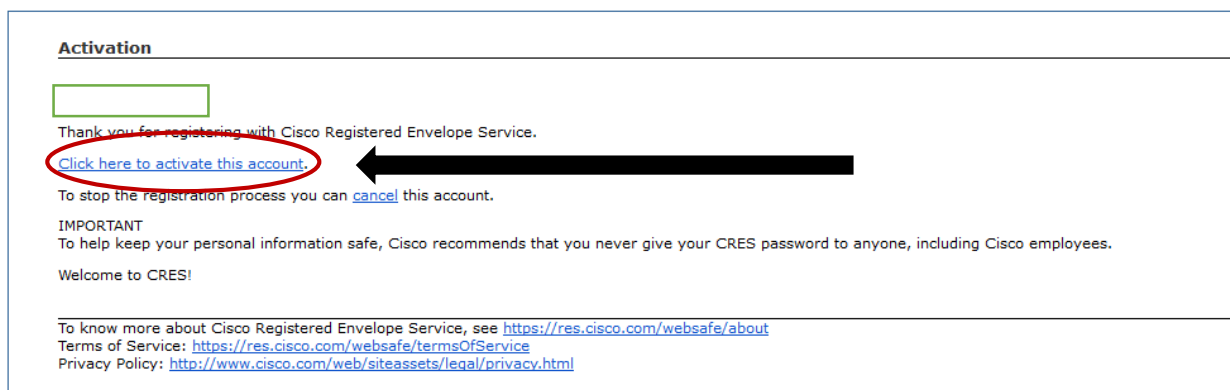
Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to ralph@monstully.com.

Please check your inbox. If you do not see an account activation email, check your junk email folder.

Screen 7: Open email “CRES Do Not Reply” in your inbox

Click link to activate account



Screen 8: Email Address Confirmed

EMAIL ADDRESS CONFIRMED

You have activated the account for ralph@monstully.com. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.

Once you have received this confirmation screen, return to your email inbox and click on the encrypted email.

STEP 2: ENTER ACCOUNT INFORMATION TO OPEN SECURE EMAIL

Screen 1: Open original email and click on attachment

You have received a secure message from University Of Utah Health Care.

The University of Utah Hospitals and Clinics takes the protection of your health information very seriously. To avoid having our email communications opened by unauthorized recipients, and to conform with Federal law, email messages from our institution are encrypted.

As an alternative, your provider may also offer messaging through MyChart. Please ask your provider for more information, or visit <https://mychart.med.utah.edu>. For additional information regarding the encryption please visit <http://privacy.utah.edu>.

To open your message:

1. Open the attachment that was provided in the email.
2. When the attachment opens, click the "Register" button in the attachment.
3. Fill out the required information to register (name, password, security questions, etc.)
4. After filling out this information, you will receive an email prompting you to activate your account.
5. After selecting the activation option, you will then need to reopen the attachment from Step 1, and instead of having a "Register" button, you will get a login screen, allowing you to log in to your secure message credentials that you just created.

- Please avoid forwarding this message to another email account. You will not be able to open a forwarded secure message.
- To view this on a mobile device, you may forward this message to mobile@res.cisco.com, and receive a mobile login link.

If you need additional help, please click your choice of links below:

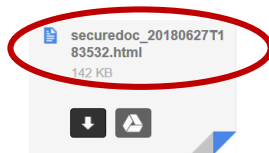
Cisco Registered Email Service Help Link:

<https://res.cisco.com/websafe/help?topic=RegEnvelope>

University Of Utah IT Registration Instructions:

<http://privacy.utah.edu/>

Thank you for choosing University of Utah Health Care.



Screen 2: Enter password, click open

THE UNIVERSITY OF UTAH

CISCO REGISTERED ENVELOPE SERVICE

[? Help](#)

From: Jennifer Noll <Jennifer.Noll@hsc.utah.edu> Security Phrase
Your personal phrase is not enabled on this computer.

To: Your email address will be here

Subject: Test PHI

Password:

[More info](#)

If you are a new user, select your email address and click **Open** to create an account.

Click **Open**. If the **Open** button does not appear, forward the original email to mobile@res.cisco.com.

[My address is not listed](#)

Submit your password above to open your message online

Use on mobile: install application for [iOS](#) or [Android](#)

Once you enter your password and click open, the email will open.