

Steps to Opening Your First Cisco Registered Envelope Secure Message

This section provides step-by-step instructions for opening a password-protected Registered Envelope for the first time. The steps demonstrate a typical scenario for a first-time recipient. Some of the steps may vary, depending on the particular circumstances. If you have a Google account, you can open the secure messages using Google authentication. For more information, see the [Opening Secure Messages Through Google Sign-in](#).



Note

These steps apply to first-time recipients opening a password-protected message only. After you enroll with CRES and activate your account, you can use your password to open envelopes from any sender. If you receive a Registered Envelope that is not password-protected, you do not need to register to open the message. For more information, see the [Opening Registered Envelopes After You Activate Your CRES Account](#).

To open your first secure message, you must:

Procedure

Step 1 [Save the Encrypted Message File Attachment to Your Hard Drive](#)

Step 2 [Open the Attached File in a Web Browser](#)

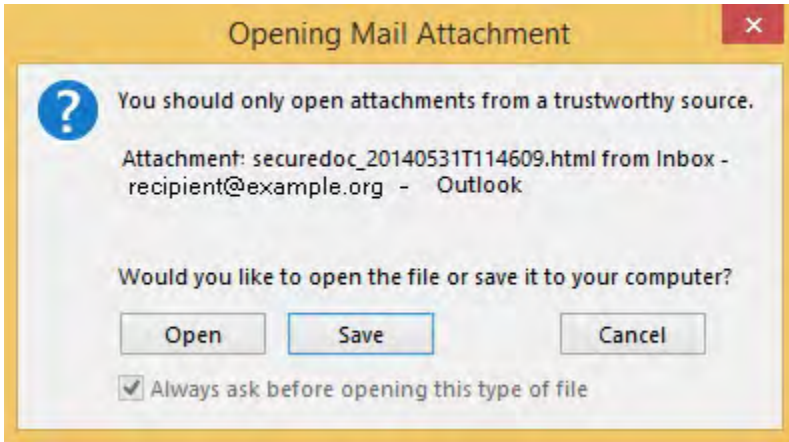
Step 3 [Click the Register Button to Enroll with the Service](#)


Step 4 [Activate Your CRES Account](#)

Step 5 [View the Registered Envelope Again and Enter Your Password](#)

Save the Encrypted Message File Attachment to Your Hard Drive

When you receive a Registered Envelope notification message, you need to open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (`securedoc_date Ttime .html` where *date* and *time* represent the time stamp appended at the time the mail is sent), and save it to your hard drive before opening it, as shown here.



 The dialog box for saving an attachment may look different, depending on your email program, and Note whether you use a web mail site, such as Yahoo! Mail, Gmail, or Hotmail.

For more information about the notification message, see the [Registered Envelope Notification Message](#).

Open the Attached File in a Web Browser

Open the attached `securedoc_date Time .html` file in a web browser.

The Registered Envelope displays



Click the Register Button to Enroll with the Service

Click the Register button on the Registered Envelope to enroll with Cisco Registered Envelope Service.



Your company may have configured single-sign-on (SAML) authentication for you to use with CRES. In this case, the new user registration is a shortened registration and only requests that you enter the portal language and the name for the CRES user account. Personal security phrases are not required for SAML authentication. Figure 1 shows the new user registration with SAML authentication. Figure 2 shows the new user registration with CRES authentication.

The New User Registration page is displayed.

English (US) ▾
[Help](#)

NEW USER REGISTRATION

* = required field

Enter Personal Information

Email Address: recipient@example.org

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.*

[Advanced Settings](#) [Register](#) [?](#)

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

Cisco Registered Envelope Service

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English (US) ▾
[Help](#)

NEW USER REGISTRATION

Personal Security Phrase [?](#)

Enable my Personal Security Phrase.

Select 3 Security Questions [?](#)

[Show](#)

Select a question or enter your own question... ▾

Your own security question:

Answer 1:

Confirm Answer 1:

Select a question or enter your own question... ▾

Your own security question:

Answer 2:

Confirm Answer 2:

Select a question or enter your own question... ▾

Your own security question:

Answer 3:

Confirm Answer 3:

[Back](#) [Register](#)


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

Cisco Registered Envelope Service


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Complete the online registration form and click the Register button at the bottom of the page to create a user account. There is no charge to enroll with and use the service.

After you complete the form and click Register, the following confirmation page is displayed.

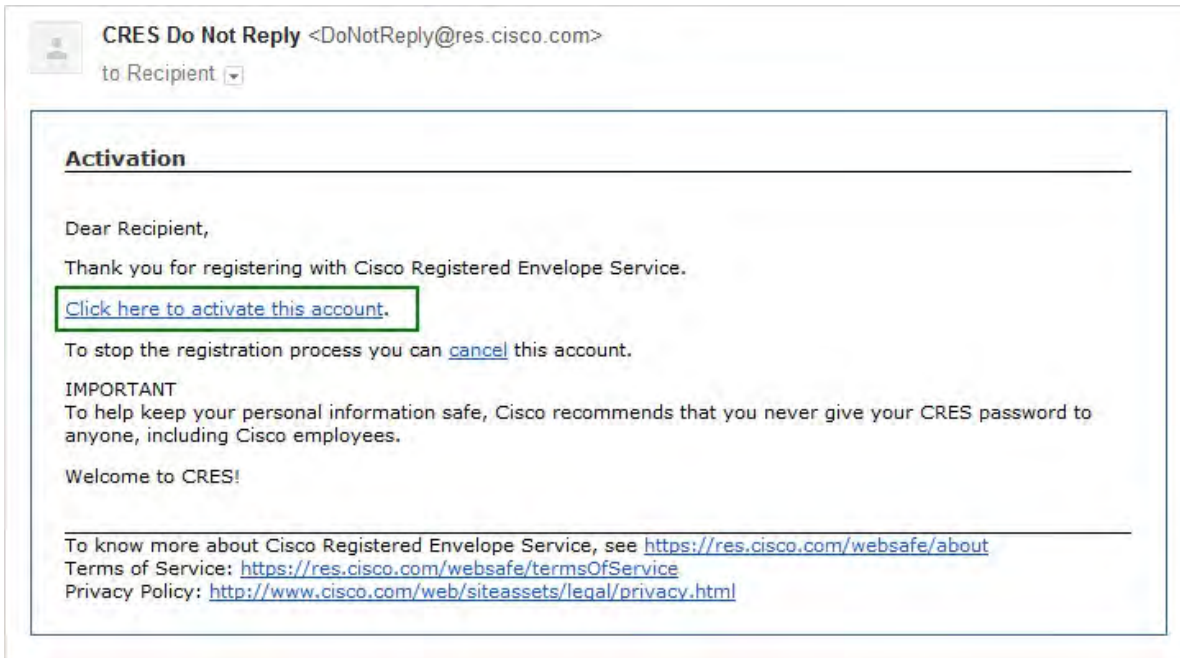


The screenshot shows a confirmation page for the Cisco Registered Envelope Service. In the top right corner, there is a language selection dropdown menu set to "English (US)". The main content area is titled "FINAL STEP: ACCOUNT ACTIVATION" and contains the following text: "Your Cisco Registered Envelope Service account was successfully created." Below this, it states: "Instructions to activate your account have been emailed to recipient@example.com". A final instruction reads: "Please check your inbox. If you do not see an account activation email, check your junk email folder." At the bottom of the page, the "Cisco Registered Envelope Service" logo is displayed, followed by a footer containing links for "About", "Terms of Service", and "Privacy Policy", along with the copyright notice: "Copyright © 2011-2016 Cisco Systems, Inc. and/or its affiliates. All rights reserved."

 You may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each email address.

Activate Your CRES Account

Check your email inbox for an activation message from the service. If the email is not in your inbox, check the spam or junk email folder in case the activation message was filtered. The following example shows a typical activation message.



In the activation email message, click the link to activate your user account.

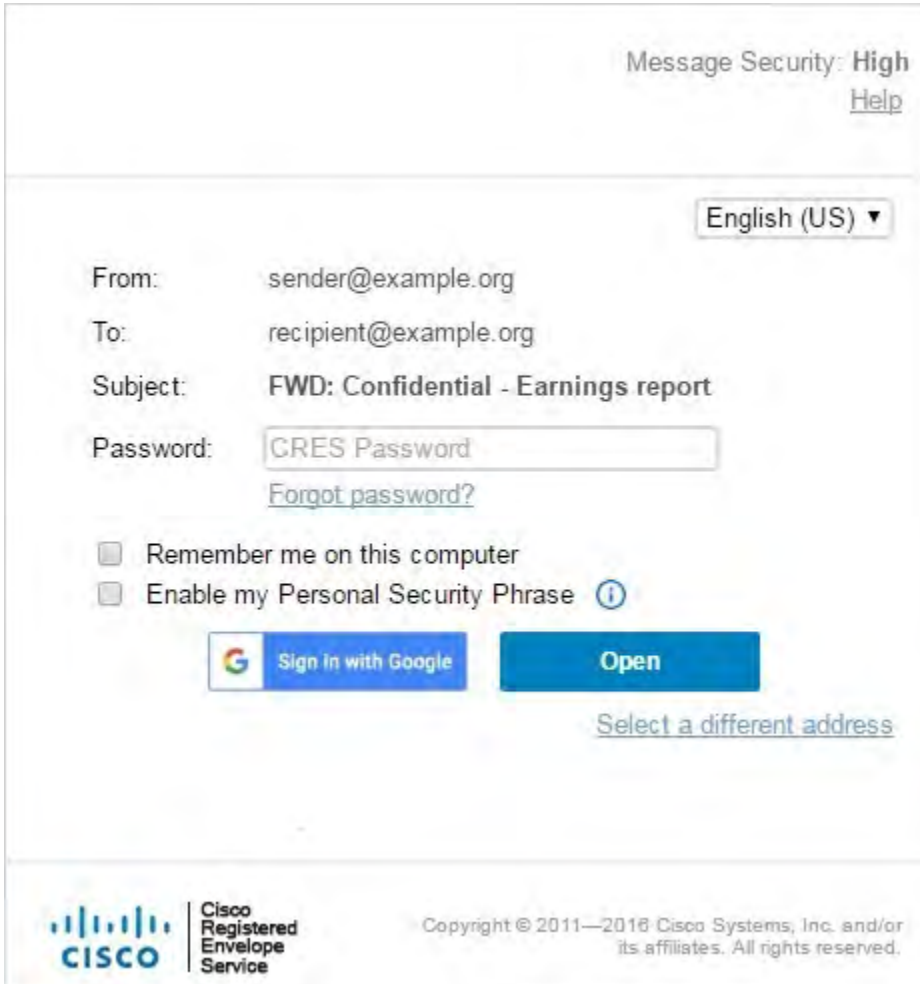
The following confirmation page is displayed.



View the Registered Envelope Again and Enter Your Password

Procedure

- Step 1 Return to the Registered Envelope. The Register button is no longer displayed on the envelope. The Open button appears in its place, as shown below.



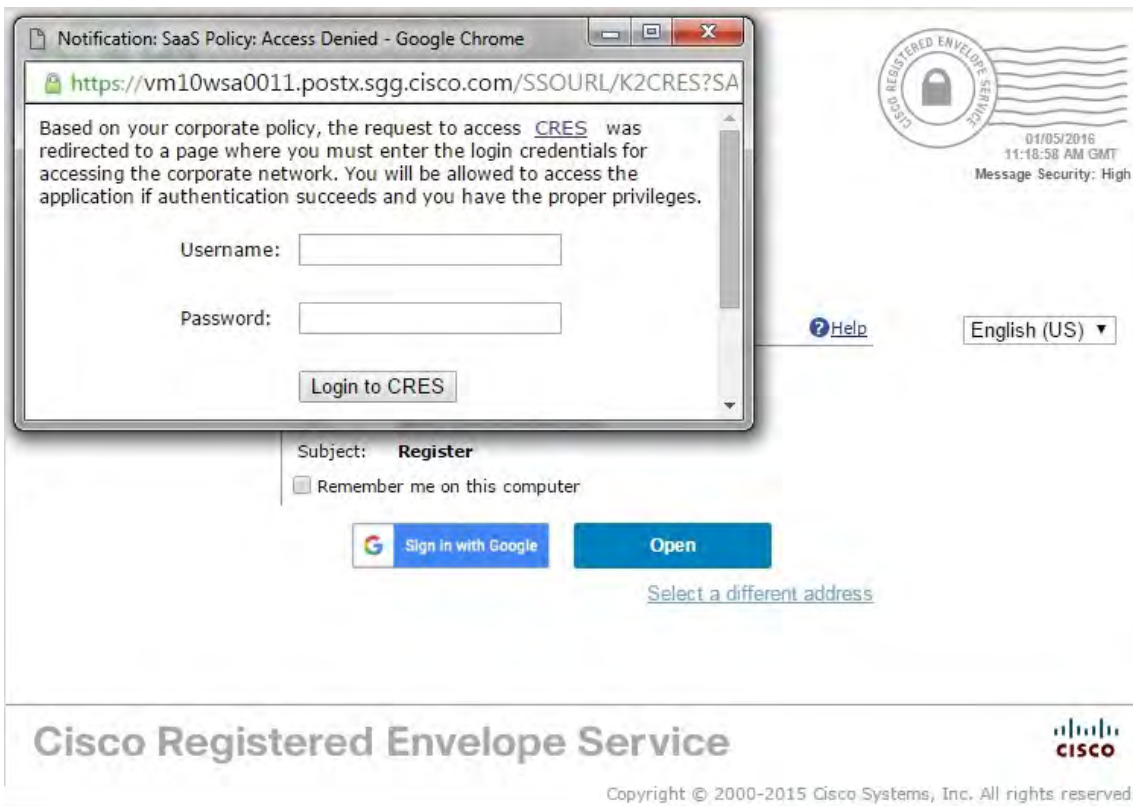
The screenshot shows the Cisco Registered Envelope Service login page. At the top right, it displays "Message Security: High" with a "Help" link. Below this is a language dropdown menu set to "English (US)". The main content area contains the following fields and options:

- From:** sender@example.org
- To:** recipient@example.org
- Subject:** FWD: Confidential - Earnings report
- Password:** A text input field containing "GRES Password" and a "Forgot password?" link below it.
- Two checkboxes: "Remember me on this computer" and "Enable my Personal Security Phrase" (with an information icon).
- Two buttons: "Sign In with Google" (with the Google logo) and "Open" (in a blue box).
- A link: "Select a different address" below the "Open" button.

At the bottom left is the Cisco logo and "Cisco Registered Envelope Service". At the bottom right is the copyright notice: "Copyright © 2011—2016 Cisco Systems, Inc. and/or its affiliates. All rights reserved."

- Step 2 Enter the password for your Cisco Registered Envelope Service user account, and click Open.

Note: Your company might have configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service. In this case, a pop-up will appear that allows you to log in using your company's credentials (username and password) to authenticate and open the encrypted email. If you sign in through your Google account, then you do not need to enter your CRES username and password to read the secure message.



The decrypted message is displayed in the browser window.



Step 3 Click Reply to send a Secure Reply message or click Forward to send a Secure Forward message, after you open a Registered Envelope. When you send a Secure Reply or Secure Forward message, the recipient receives a Registered Envelope containing the encrypted message.

Note: Depending on the original sender's preferences, some features may not be available. For example, it might not be possible to send a Secure Reply or Secure Forward message.

Opening Registered Envelopes After You Activate Your CRES Account

After you enroll with the Cisco Registered Envelope Service and activate your account, you can use your password to open envelopes from any sender.

Opening Secure Messages Through Google Sign-in

If you have a Google account, you can open the secure messages using Google authentication. In this case, you do not need enroll with CRES or enter CRES password to open secure messages.

To open your first secure message through Google authentication:

Procedure

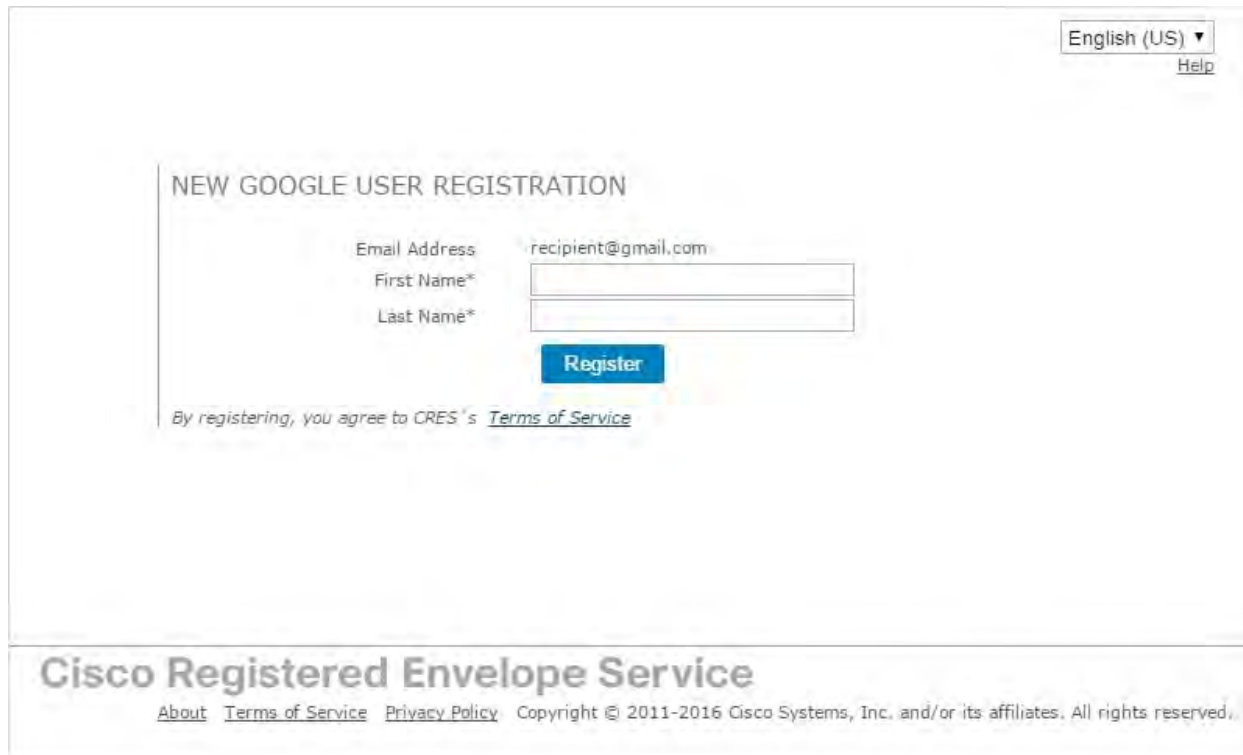
Step 1 Open the attached securedoc.html file in a web browser.

Step 2 Click the Google Sign-up button to register.



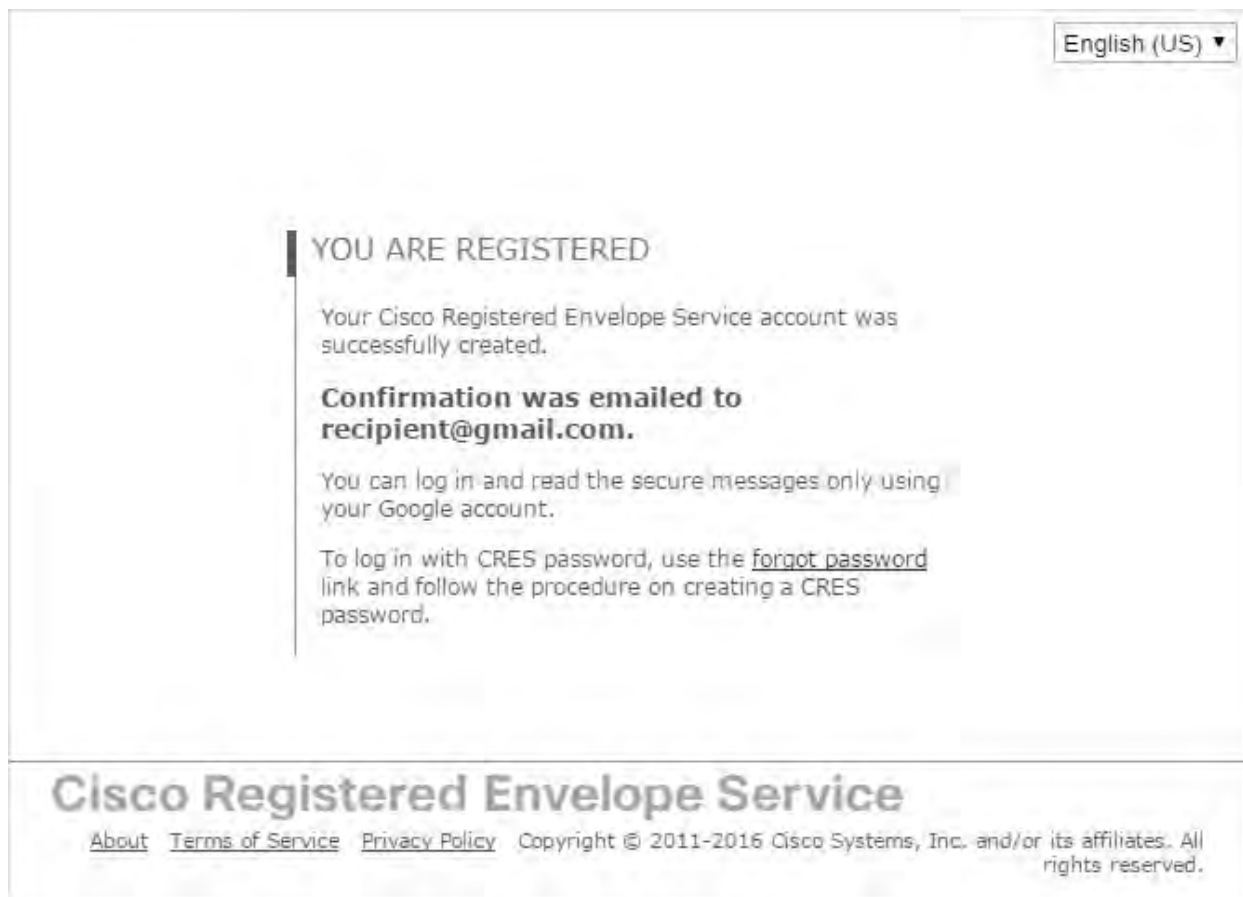
Step 3 Choose your Google account.

Step 4 In the New Google User Registration page, enter your first name and last name, and then click Register.



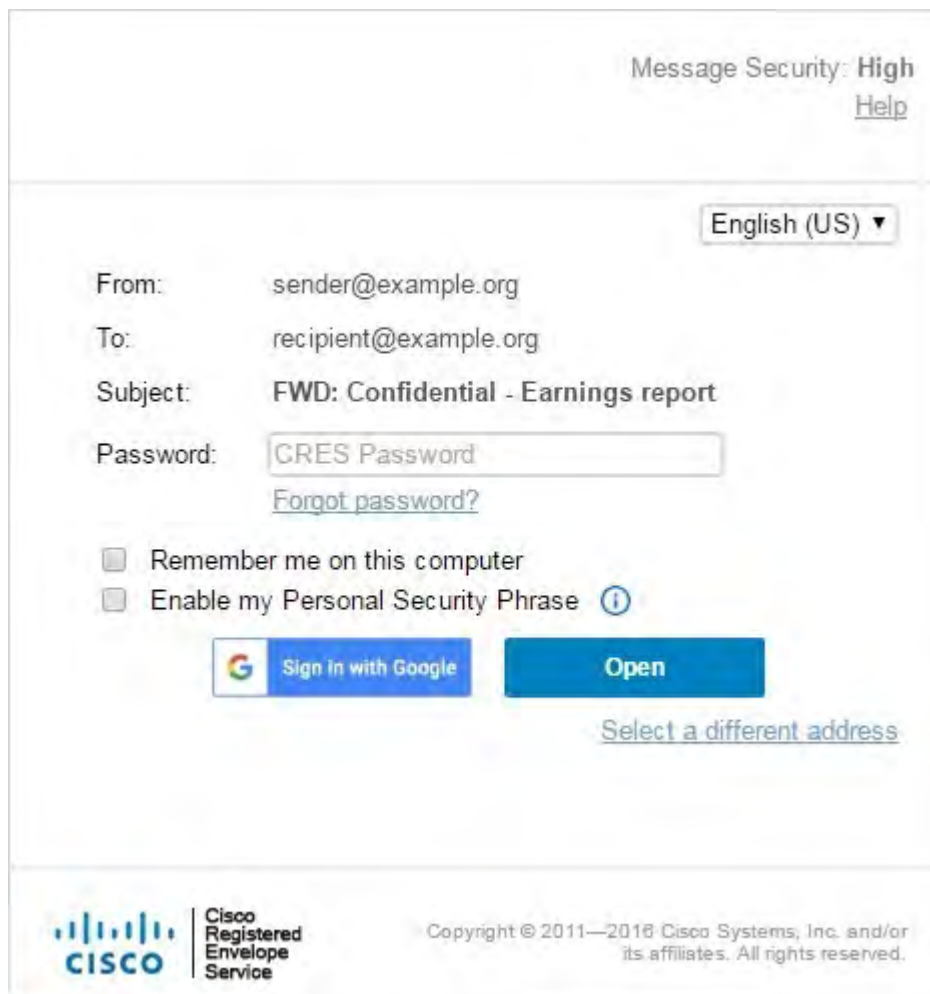
The screenshot shows a registration form titled "NEW GOOGLE USER REGISTRATION". In the top right corner, there is a language dropdown menu set to "English (US)" and a "Help" link. The form fields are: "Email Address" with the value "recipient@gmail.com", "First Name*" (empty), and "Last Name*" (empty). A blue "Register" button is positioned below the name fields. Below the button, a line of text reads: "By registering, you agree to CRES's [Terms of Service](#)". At the bottom of the page, the "Cisco Registered Envelope Service" logo is displayed, followed by a footer containing links for "About", "Terms of Service", and "Privacy Policy", along with the copyright notice: "Copyright © 2011-2016 Cisco Systems, Inc. and/or its affiliates. All rights reserved."

The following confirmation message appears. You will receive the confirmation letter on your email.




Step 5 Return to the Registered Envelope and click the Sign in with Google button and read your secure message.

The Password field is required only with CRES authentication. If you open the secure message Note through Google Sign-in, the Password field is not applicable. Skip this field and click Sign in with Google.



Issue: Password Is Forgotten or Does Not Work

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.


 Tip If you forget your password, click the Forgot Password link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account. Note that if your company has configured a single-sign-on (SAML) login, and you forget or lose your password, you will need to contact your company's support group to obtain or reset your password.


 Tip


Cisco Registered Envelope Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the Forgot Password link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

Issue: Open Button Is Missing from the Envelope or Does Not Work

The Open button might be missing or inoperable for several reasons. For example, if your email address is not associated with a Cisco Registered Envelope Service user account, the envelope might display a Register button instead of an Open button. Also, the Open button might not function properly if your computer is not configured to run Java or JavaScript or if the envelope was modified during transmission.

 If a Register button is displayed on the envelope, click Register and create a new user account for the email address where you received the envelope.

 If you have already created a user account for the email address, enter your password and click the Open Online link to use an alternative method to open the envelope.

 If the Open Online method does not work, forward the envelope to mobile@res.cisco.com. The service will send you an email message with a temporary link that you can click to securely retrieve the message by using a web browser on your computer or personal digital assistant (PDA). For more information about using the Open Online method and the Open by Forwarding method, see the Registered Envelope online help at the following URL:
<https://res.cisco.com/websafe/help?topic=RegEnvelope>

Customer Support

To contact Customer Support for Cisco Registered Envelope Service, send an email message to the following address:

support@res.cisco.com