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IT User Instructions – Opening Cisco Secure Email Encryption Service emails

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Before you Begin:

Below you will find instructions for opening a secure email sent to you by someone at Sunflower Bank.

Secure emails contain sensitive information, as such, you are required to log in to the Cisco Secure Email Encryption Service to view, and reply to, these messages.

Please note:

- These steps apply to first-time recipients opening a secure email. After you enroll with the service and activate your account for the first time, you can use your password to open secure emails from any sender at Sunflower Bank.
- Some of the steps below may vary slightly, depending on individual circumstances.
- This is a condensed guide, full details on the use of the Cisco Secure Email Encryption Service are available [here](#).
- Not all emails containing sensitive information are sent his way, emails can be sent encrypted using the secure TLS email encryption protocol, if your email provider supports this, but appear as normal emails to the sender and recipient.

Steps to Opening Your First Cisco Secure Email Encryption Serve Message

1. When you receive a Secure Email notification message (first screenshot below), it will have an attachment that you need to download and save to your computer, then open, to access your Secure Email Encryption Service account:
 - a. The dialog box for saving an attachment may look different, depending on your email program, and whether you use a web mail site, such as Yahoo! Mail, Gmail, or Hotmail. The example below right is from Gmail.



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You have received a secure message

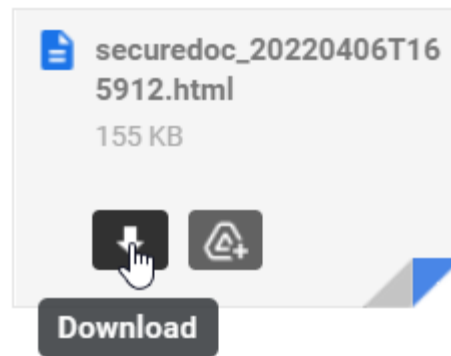
Read your secure message by opening the attachment, `securedoc_20220406T165912.html`. You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.

If you have concerns about the validity of this message, contact the sender directly.

First time users - will need to register after opening the attachment. For more information, click the following Help link.

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

About Cisco Secure Email Service - <https://res.cisco.com/websafe/about>



2. Open the attachment once downloaded, and the file will launch in a web browser. click the Register button.

Message Security
● High

Secure Email Encryption Service

To

@gmail.com

Register

OR

 Sign in with Google

To open this message, first click the button to register. After registering, come back to continue opening the message.

[Select a different address](#)

3. The New User Registration is displayed. 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.



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New User Registration

Enter Personal Information

Email Address

First Name* Last Name*

Create a Password

Password*

Confirm Password*

I agree to Cisco Secure Email Encryption Service's [Terms of Service](#)

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

Final Step: Account Activation

Your Cisco Secure Email Encryption Service account was successfully created.

Instructions to activate your account have been emailed to @gmail.com.

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

- 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.

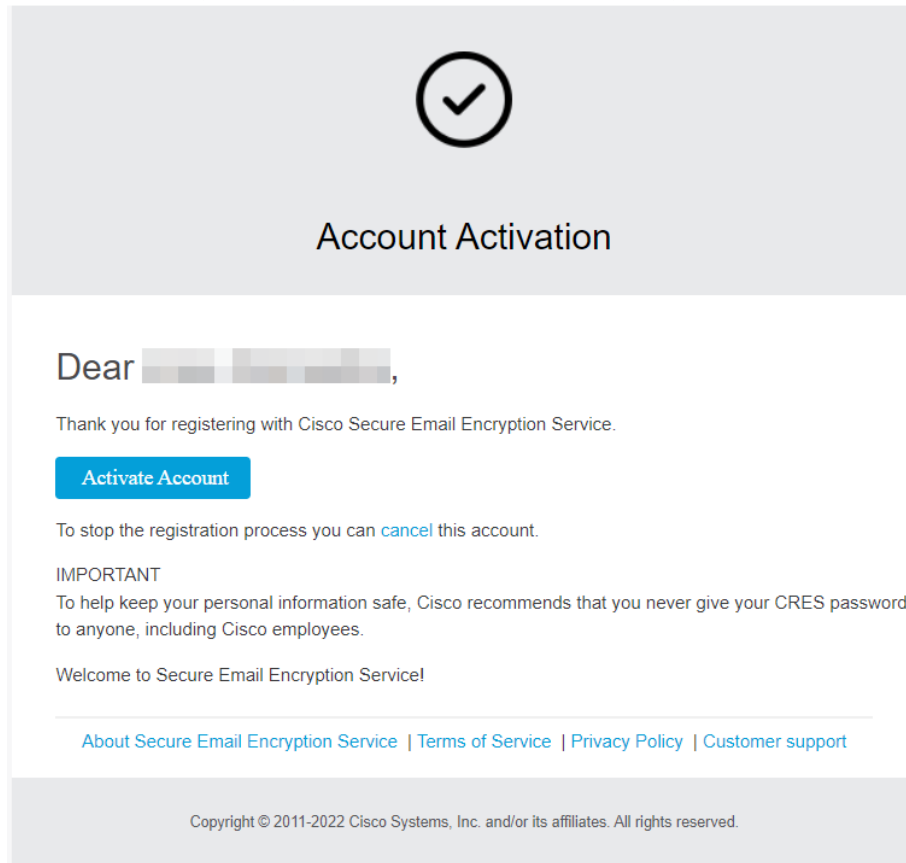


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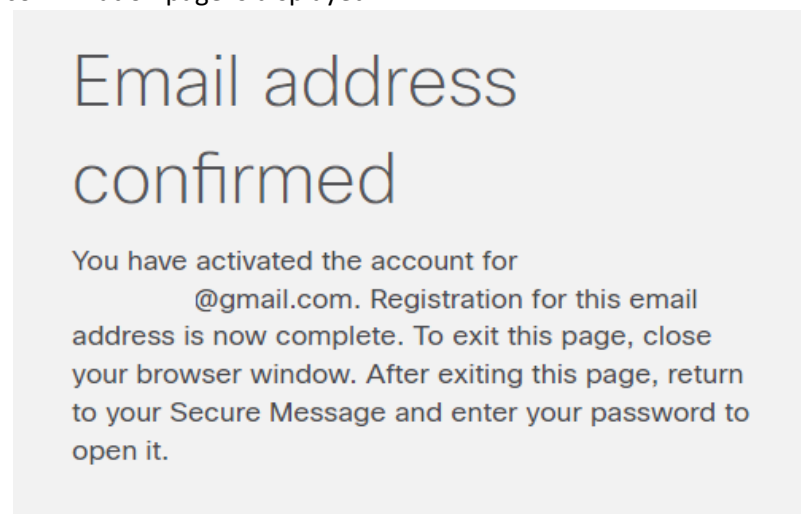


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6. In the activation email message, click the Activate Account button to activate your user account. The following confirmation page is displayed.



7. Return to the log in screen. You will see the screen below, click Continue.



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Message Security
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Secure Email Encryption Service

To

@gmail.com

Continue

After you've registered, click the button to continue.

[Select a different address](#)

8. You will notice the screen has changed slightly from the first time you opened the envelope; enter the password you created for your account and click Open Online.

Message Security
● High

Secure Email Encryption Service

To

@gmail.com

Password

Secure Email Encryption Service Password

Remember me

[Forgot password?](#)

Open Online



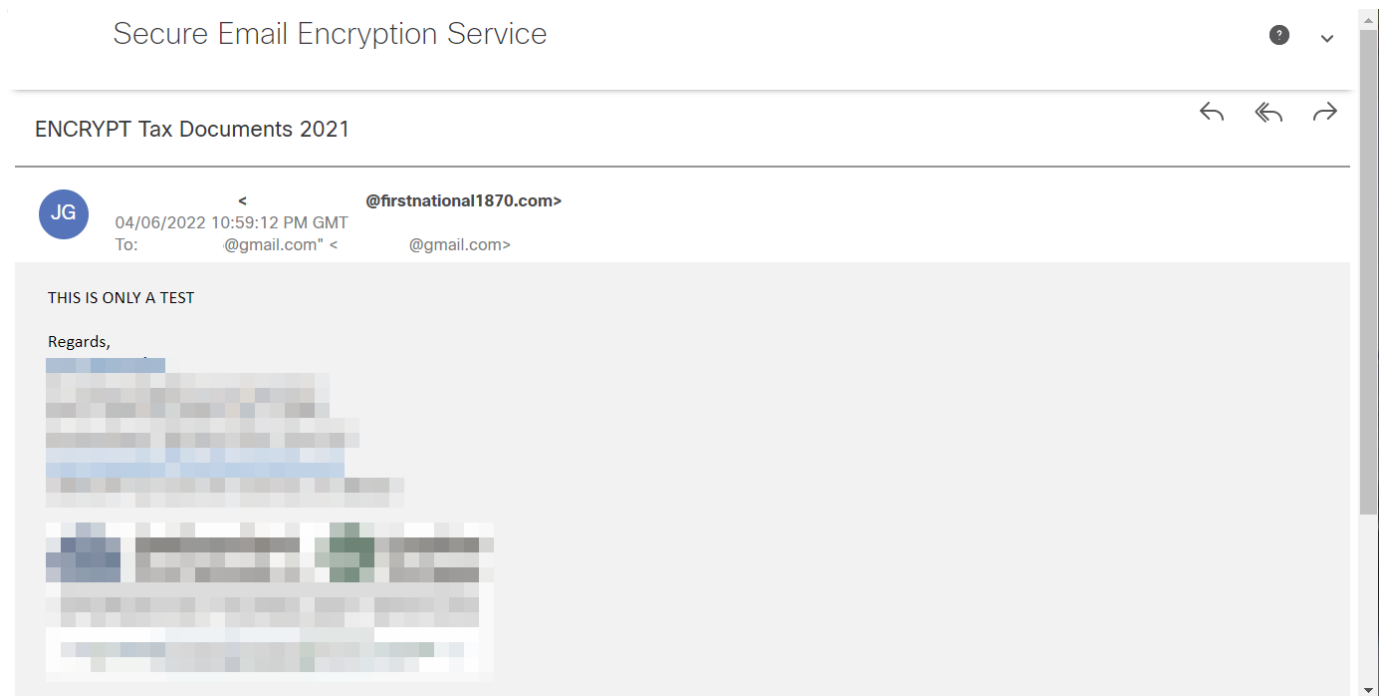
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9. The decrypted message is now displayed in the browser window, as seen below.



Post Setup:

10. Click Reply to send a Secure Reply message, or Forward to send a Secure Forward message. You can do this from any Secure Email. When you send a Secure Reply or Secure Forward message, the recipient receives a Secure Email containing the encrypted message (and will need to enroll with the service to view the message, if they haven't already).
11. After you enroll with the Cisco Secure Email Encryption Service and activate your account, you can use your password to open envelopes from any sender. Logging in to open any Secure Envelopes after setup will work the same as in Step 8 above.