



Overview

The purpose of this job aid is to provide instructions for external e-mail recipients, outside our network, who need to open a Secure e-mail message they have received from a CHE Trinity Health colleague. The instructions are for e-mail recipients who open Secure e-mails while not logged into our network. (The recipient may or may not be a CHE Trinity Health colleague; however when they open a Secure e-mail while not logged on to our e-mail system through a personal e-mail client like Yahoo or Gmail, they must follow these instructions.)

Important Note: When a CHE Trinity Health colleague sends an e-mail outside our network which has any confidential information in it, including Private Health Information (PHI), they must take important precautions to send it in **Secure** status. For instructions on sending a **Secure** e-mail, see one of these job aids: [Sending Secure Messages in Outlook Desktop](#) or [Sending Secure Messages in Outlook Web App](#).

Receiving a Secure E-mail

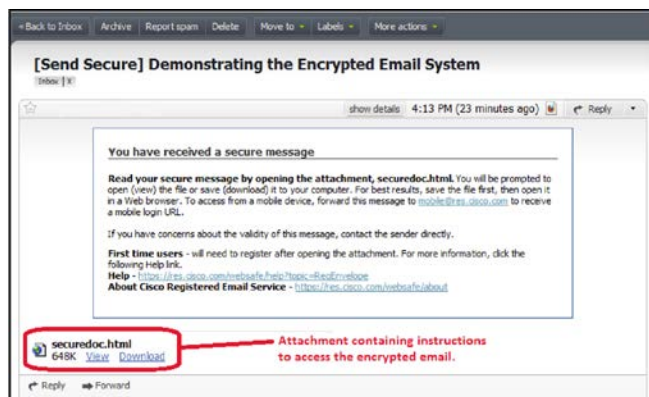
There are two procedures involved in opening a Secure message outside our e-mail system. You must complete a required **one-time account registration** with **Cisco's Registered Envelope Service (CRES)** to open a Secure message. Once you are registered, type your **CRES** password to open the e-mail. Steps for opening the attachment and for reading the e-mail are provided below.

Download and Open the Attachment

As the recipient, when you first open a Secure e-mail from CHE Trinity Health, you will receive a notice that says "You have received a Secure message" shown in the screen shot below, with an attachment. It explains that you have received a secure encrypted e-mail. To access the encrypted e-mail, you will need to follow the instructions in the attachment.

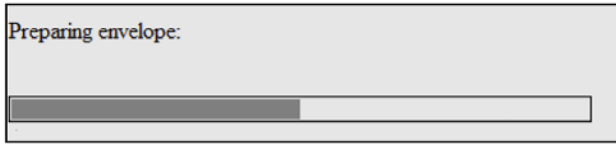
1. In the attachment area, click either the **View** or **Download** link to open the instructions.

Note: This screen shot represents how the attachment displays in one e-mail client. Depending on the e-mail client you use (Hotmail, Gmail, Yahoo, etc.) the message may look different than this example.



Download and Open the Attachment (continued)

2. You will see the progress bar indicating the download is taking place. The attachment, an informational message, will display.



Open the Secure Message

1. If you are already registered with **CRES**, select your registered e-mail address in the **To** field. Of the attachment. Continue with step 2.
<OR>
If you are not registered with **CRES**, skip to the next section, **Register with CRES**, directly below.
2. Type your password in the **Password** field.
3. Click **Open** to view the message.

Secure Message Attachment

From: <sender@domain.com > [? Help](#)

To: Personal Security Phrase
Your personal phrase is not enabled on this computer.

Subject: [Send Secure] Demonstrating the Encrypted Email System [More info](#)

Password: [Forgot password?](#)

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.

Open Click here to open the email or start the registration process.

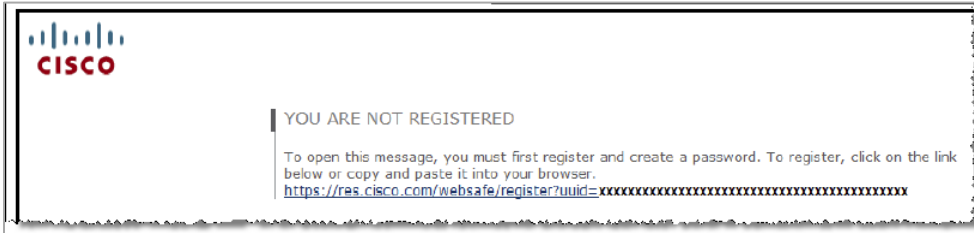
Register with Cisco Registered Envelope Service (CRES)

If you are a first-time Secure e-mail recipient, you will need to register your **CRES** account. This will be a one-time only process. You will be able to enter your password and open Secure e-mails using this e-mail client from this point forward without re-registering.

1. To start the registration process from the attachment (screen shot shown above), select your e-mail address in the **To** field.
2. Click **Open**. A message will display indicating you are not registered with **CRES**.
3. Click the link provided. The **New User Registration** form will open.

Register with Cisco Registered Envelope Service (CRES) (continued)

New User Registration



4. On the **New User Registration** form, type your information in the required* fields.
 - **First Name**
 - **Last Name**
 - **Password**
 - Select three **Security Questions** and type in the answers.

5. Click the yellow **Register** button at the bottom. A **Final Step** message will display, verifying the **CRES** account was created and must be activated.

NEW USER REGISTRATION

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

* = required field

Enter Personal Information

Email Address **recipient@domain.com**

Language **English** The language setting will be stored for future login and email notifications.

First Name*

Last Name*

Create a Password

Password* Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

Confirm Password*

Personal Security Phrase* Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site. [More info](#)

Enable my Personal Security Phrase.

Select 3 Security Questions
You will be asked these questions in the future if you forget your password.

Question 1* **Select a question...**

Answer 1*

Confirm Answer 1*

Question 2* **Select a question...**

Answer 2*

Confirm Answer 2*

Question 3* **Select a question...**

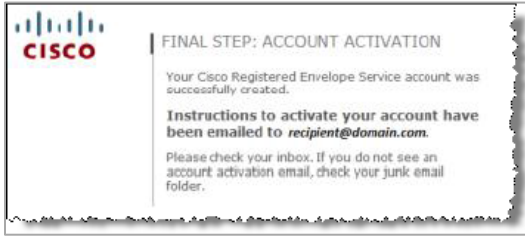
Answer 3*

Confirm Answer 3*

Register

Register with Cisco Registered Envelope Service (CRES) (continued)

Final Step: Account Activation

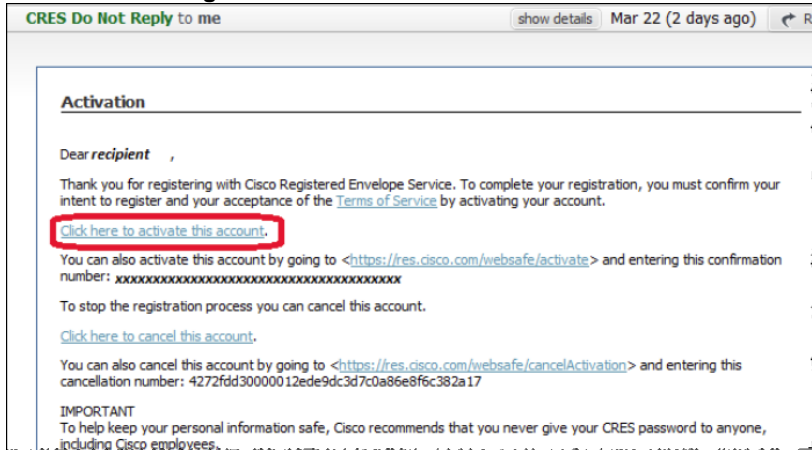


6. If your personal e-mail client is not currently open, log on to it again. You will see a new instructional e-mail from “CRES Do Not Reply.”
7. Open the e-mail.



8. The activation message will be similar to the one shown below. Read the instructions.
9. To activate the **CRES** account, click the link highlighted in the screen shot. A confirmation message will display.

Activation Message



Open Secure Message

10. Return to steps 1-3 on the second page of this job aid to open and work with the original Secure e-mail you received.
11. When done reading the Secure e-mail, click the **Forget me on this computer** link in the top right corner to protect your secure **CRES** account.

