

# **Wisconsin Department of Revenue:** **Opening a Secure Encrypted Email**



# You Will Learn About...

- Steps to follow when you receive an encrypted email – including what to do if you are a first time user
- Creating or replying to encrypted email
- Where to go if you have questions

# Why Encrypt Email Messages?

- Regular email is sent as clear text that could potentially compromise privacy if intercepted
- Encrypted email is secure and only users on the system can send and receive secure messages and attachments
- Sender and recipient can communicate about private information while following state and federal privacy laws

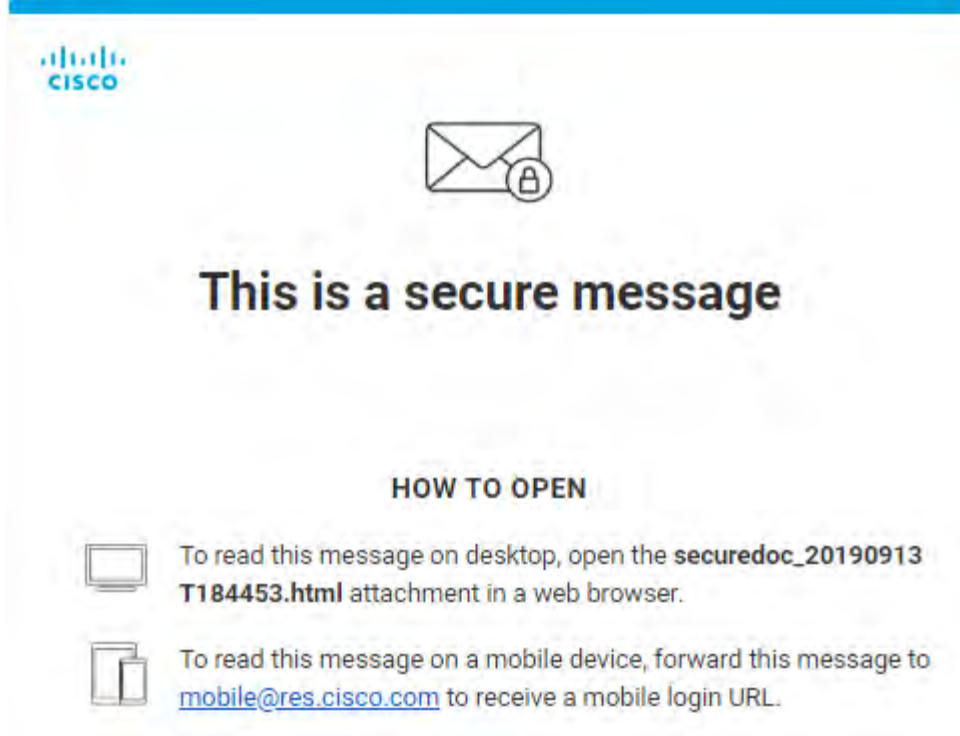
# STEP 1:

## You Receive Encrypted Email

*An encrypted message will look like the example below*

*The Encrypted email will be coming from Wisconsin.gov or Revenue.wi.gov*

*To Open Encrypted Message click on the Attachment*



# STEP 2:

## Open The Attachment

Sender will have “wisconsin.gov” or “revenue.wi.gov” address

Open the attachment named “securedoc.html” to go to a site with instructions for opening the message

5

[Help](#)

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From: "Christianson, William J - DOR" <[WilliamJ.Christianson@wisconsin.gov](mailto:WilliamJ.Christianson@wisconsin.gov)>

To:

To:

Subject: [SEND SECURE]Send Secure Email

Password:

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

If the Open button does not appear, forward the original email to [mobile@res.cisco.com](mailto:mobile@res.cisco.com).

[My address is not listed](#)

# STEP 3:

## Click On Open and then Register

[Help](#)

From: "Christianson, William J - DOR"  
<[WilliamJ.Christianson@wisconsin.gov](mailto:WilliamJ.Christianson@wisconsin.gov)>  
To:   
To:  
Subject: [SEND SECURE]Send Secure Email  
Password:



Open

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

If the Open button does not appear, forward the original email to [mobile@res.cisco.com](mailto:mobile@res.cisco.com).

[not listed](#)

YOU ARE NOT [REGISTERED](#)

To open this [message](#), you must first [register](#) and [create](#) a [password](#).

Register

# STEP 4:

## Complete Registration Form

res.cisco.com/websafe/register?uuid=8c3c485c0000016d2c3965310a089e87f20b6dee

### NEW USER [REGISTRATION](#)

\* = required field

#### Enter Personal Information

Email Address **test@test.com**  
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.

☐ [I agree to CRES's Terms of Service](#)

**Register**

res.cisco.com/websafe/custom.action?cmd=enrollstatus

### FINAL STEP: ACCOUNT [ACTIVATION](#)

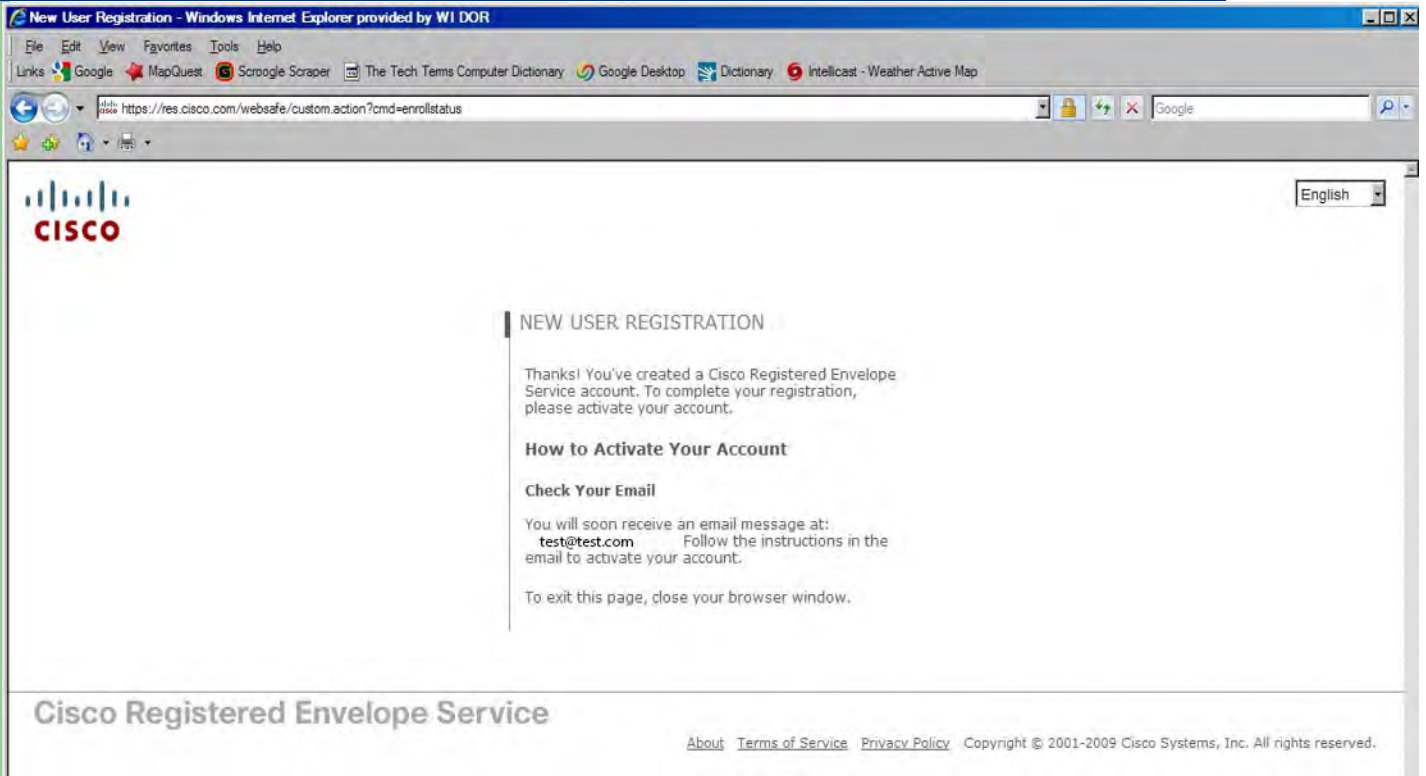
Your Cisco [Registered](#) Envelope Service [account](#) was  
successfully created.

**Instructions to activate [your account](#) have  
been emailed to  
test@test.com**

Please check your inbox. If you do not see an account  
[activation](#) email, check your junk email folder.

# STEP 5:

## You Receive Registration Confirmation



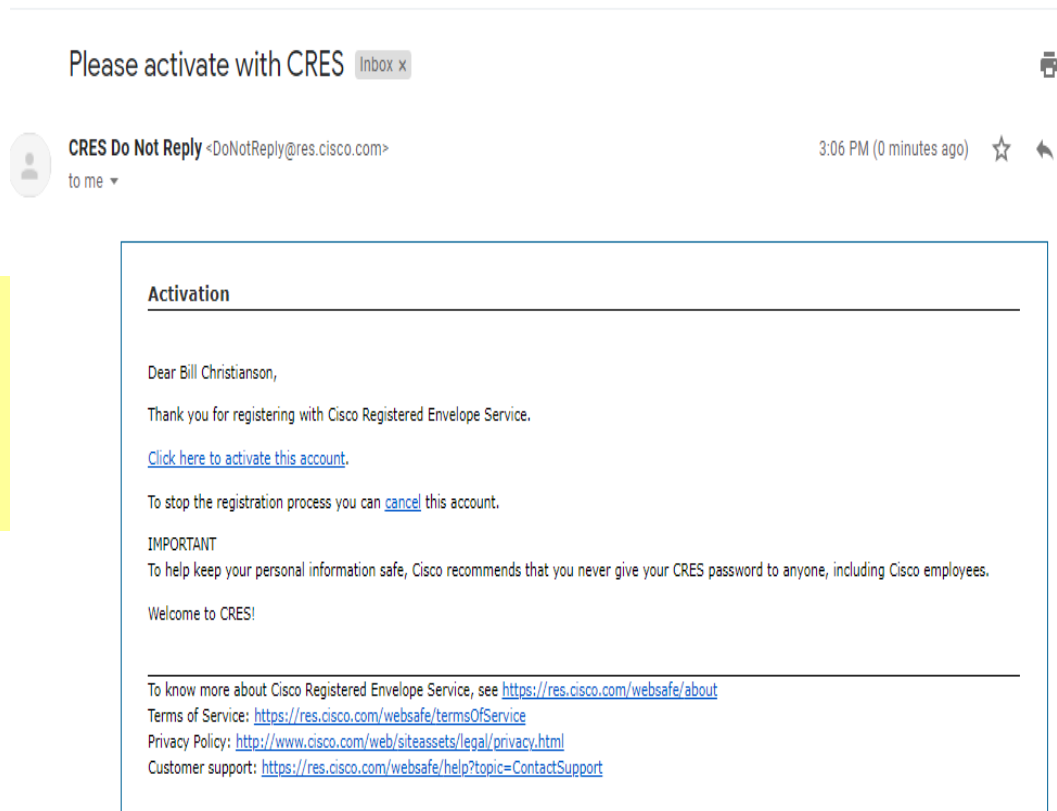


# STEP 6:

## Click on

### *“Click here to activate this account”*

Click on  
“[Click here to activate this account](#)”



res.cisco.com/websafe/activate?uuid=232bd8c30000016d2c3c0ea00a089e87f20b6dee

#### EMAIL ADDRESS CONFIRMED

You have activated the [account](#) for **test@test.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.

# STEP 7:

Enter your new password to open the secure email attachment

[Help](#)

From: "Christianson, William J - DOR"  
<[WilliamJ.Christianson@wisconsin.gov](mailto:WilliamJ.Christianson@wisconsin.gov)>  
To:   
To:  
Subject: [SEND SECURE]test  
Password:



Sign in with Google

Open

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

If the Open button does not appear, forward the original email to [mobile@res.cisco.com](mailto:mobile@res.cisco.com).

[My address is not listed](#)

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If you forgot your password, click on  
**Open and Forgot Password?**

← → ↻ res.cisco.com/envelopeopener/MDSOpen.action?mds=9829ED8E0000016D2BD926E3A58D3835FE8D0DE0&recipient=bill.christianson%40gmail.com&localeUI=en

**CRES Envelope Opener**

Password:

[Forgot password?](#)

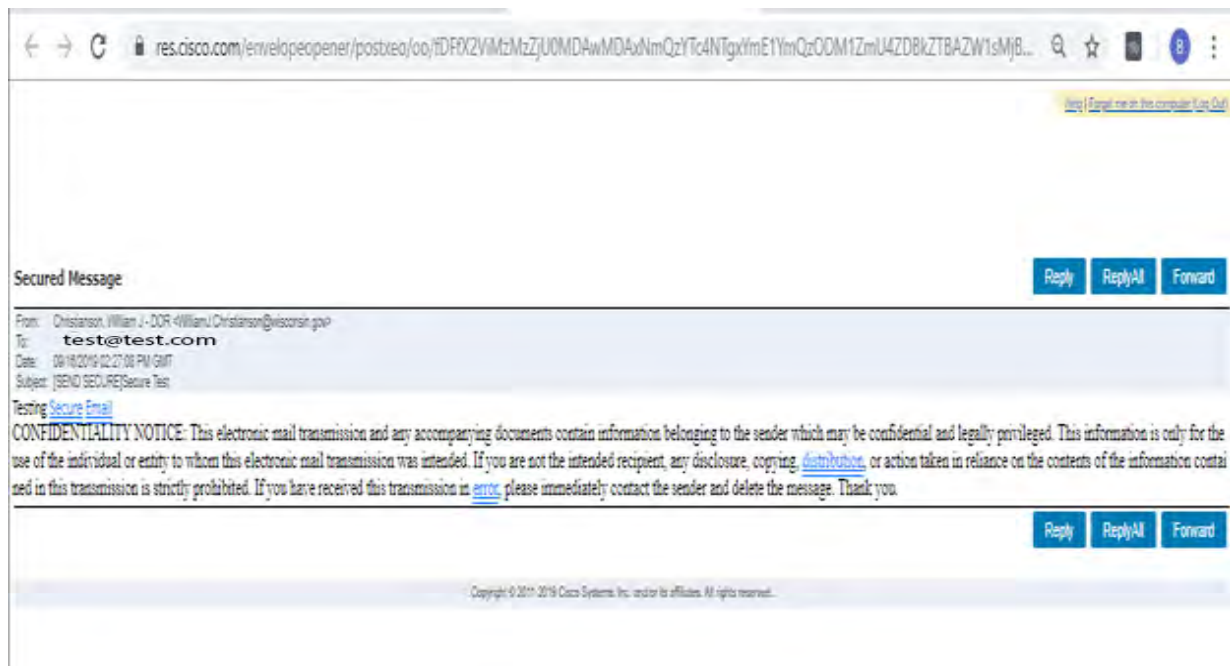
Open

# STEP 8:

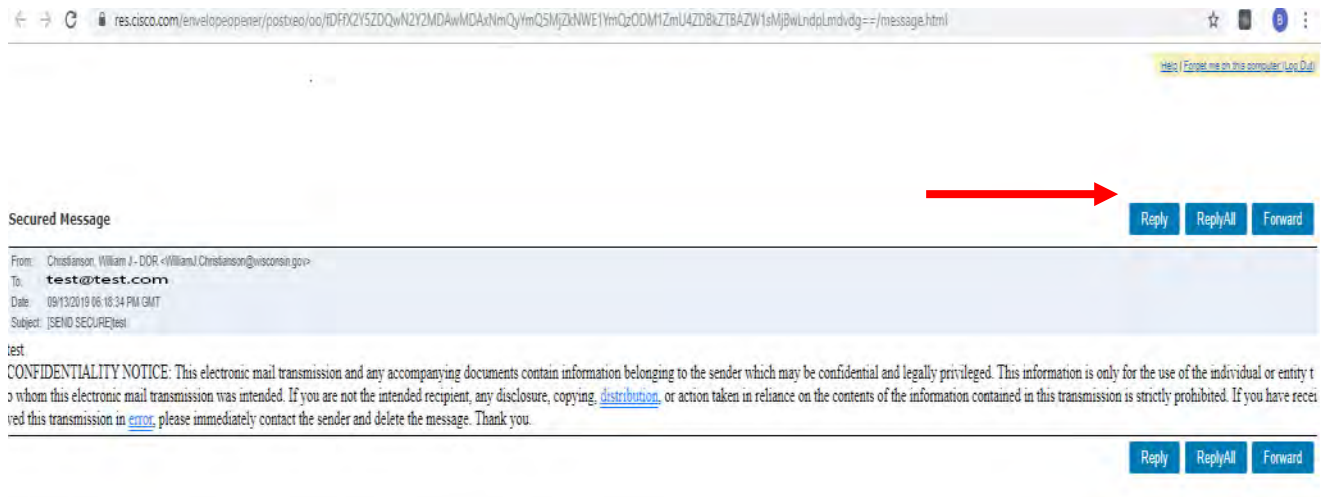
## Open the Email Message

### Opening Secure Email Message

Click, Reply or Forward to respond using secure send.



# REPLYING TO AN ENCRYPTED MESSAGE:



# REPLYING TO AN ENCRYPTED MESSAGE: the sender will receive a secure reply

The screenshot shows a web browser window with the URL <https://res.cisco.com/web/safe/securereply>. The page title is "Reply to Sender". The Cisco logo is in the top left. A yellow callout box on the left contains the text: "Your reply will be sent through the Cisco encryption system when you hit send". An arrow points from this text to the "Send" button in the "REPLY TO SENDER" form. The form fields are: "From: 'ju'", "To: 'D...'", "Subject: RE: [SEND SECURE]Test message", and "Attachments: (none)". The "Message:" field contains a quoted email header: "FROM: 'Do:'", "TO: 'julesraes@verizon.net' <julesraes@verizon.net>". Below the message field are two checkboxes: "Automatically BCC me on this email." and "Send me a read receipt when a recipient has opened this email.". A disclaimer states: "This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests." At the bottom of the form are "Send", "Reset", and "Cancel" buttons. The footer of the page includes "Cisco Registered Envelope Service", links for "About", "Terms of Service", and "Privacy Policy", and a copyright notice: "Copyright © 2001-2009 Cisco Systems, Inc. All rights reserved."

13

# CREATING A ENCRYPTED MESSAGE:

To create a new secure encrypted email through Cisco portal: <https://res.cisco.com/websafe>

[ACCOUNT](#) [LOGIN](#)

Login

OR



Sign in with Google

# CREATING AN ENCRYPTED MESSAGE:

## You are now ready to compose an email to a state email address.

Compose Message - Windows Internet Explorer provided by WI DOR

File Edit View Favorites Tools Help

https://res.cisco.com/websafe/custom.action?cmd=composeMsg&blankMsg=yes

Compose Message

Manage Messages  
Compose Message  
Edit Profile

CISCO

COMPOSE MESSAGE

To:

CC:

BCC:

Subject:

Attachments (none)

To add or remove attachments, click on Attachments. In the popup window, select the file(s) to attach or select and remove attachments you have already added.

Message:

☐ Automatically BCC me on this email.

☐ Send me a read receipt when a recipient has opened this email.

This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests.

Send

Send

Click "Send" when you are done writing your email and adding any attachments.

**Note: attachments will also be sent securely.**

Cisco Registered Envelope Service

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# WHERE TO GO FOR HELP

- Forgot your password?
  - Answer your secret questions at the LOGIN screen. Your password will be sent to you by email.
- For additional help:
  - Go to Cisco's website at [res.cisco.com/websafe](https://res.cisco.com/websafe)





# Thank You!