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

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

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

From: "Christianson, William J - DOR"<WilliamJ.Christianson@wisconsin.gov>
To: test@test.com
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.

My address is not listed
STEP 3:
Click On Open and then Register

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

Go to 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@tes.cisco.com.

YOU ARE NOT REGISTERED

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

Register
STEP 4: Complete Registration Form

NEW USER REGISTRATION

Enter Personal Information
- Email Address
- First Name
- Last Name

Create a Password
- Password
- Confirm Password

* = required field

I agree to CRES’s Terms of Service

Register

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

NEW USER REGISTRATION

Thanks! You've created a Cisco Registered Envelope Service account. To complete your registration, please activate your account.

How to Activate Your Account

Check Your Email

You will soon receive an email message at:

test@test.com

Follow the instructions in the email to activate your account.

To exit this page, close your browser window.
STEP 6: Click on “Click here to activate this account”

Activation

Dear Bill Christiansen,

Thank you for registering with Cisco Registered Envelope Service.

Click here to activate this account.

To stop the registration process you can cancel this account.

IMPORTANT
To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

To know more about Cisco Registered Envelope Service, see https://res.cisco.com/websafe/about
Terms of Service: https://res.cisco.com/websafe/terms#Service
Customer support: https://res.cisco.com/websafe/help/topic=contactSupport

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

If you forgot your password, click on Open and Forgot Password?
STEP 8: Open the Email Message

Opening Secure Email Message
Click, Reply or Forward to respond using secure send.
REPLYING TO AN ENCRYPTED MESSAGE:

1. Open the encrypted message.
2. Click the Reply button to compose a response.
REPLYING TO AN ENCRYPTED MESSAGE:
the sender will receive a secure reply

Your reply will be sent through the Cisco encryption system when you hit send.
CREATING A ENCRYPTED MESSAGE:
To create a new secure encrypted email through Cisco portal: https://res.cisco.com/websafe
Click “Send” when you are done writing your email and adding any attachments.

Note: attachments will also be sent securely.

CREATING AN ENCRYPTED MESSAGE:
You are now ready to compose an email to a state email address.
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
Thank You!