



First Time  
User  
Registration



Opening a  
Secure  
Encrypted  
Email



Where to go  
for Help



Frequently  
Asked  
Questions

Information Technology

# Encrypted Email

*Opening and Replying to a Secure Message*



## Encrypted Email - Opening and Replying to a Secure Message

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### First Time User Registration

Step 1: Receive Secure Encrypted Email

Step 2: Open (view) or save (download) the attachment titled: "securedoc.html"

It will open a site with instructions for opening the secure message

From: **Sender will be from "@ryder.com"**

To: **securedoc.html (102KB)** ← **Open (view) or save (download) the attachment**

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**You have received a secure message**

**Read your secure message by opening the attachment, securedoc.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.  
**Help** - <https://res.cisco.com/websafe/help?topic=ReqEnvelope> ← **Link to Help**  
**About Cisco Registered Email Service** - <https://res.cisco.com/websafe/about>

Step 3:

  
**↑**  
**Mail from Ryder will always have the Ryder logo**

  
June 30, 2011  
8:34:59 PM GMT  
Message Security: High

From: sender@example.org  
To: recipient@example.org  
Subject: **Confidential -- Earnings Report**

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

**REGISTER** ← **Click on "REGISTER" to create your account**

[Select a different address](#)

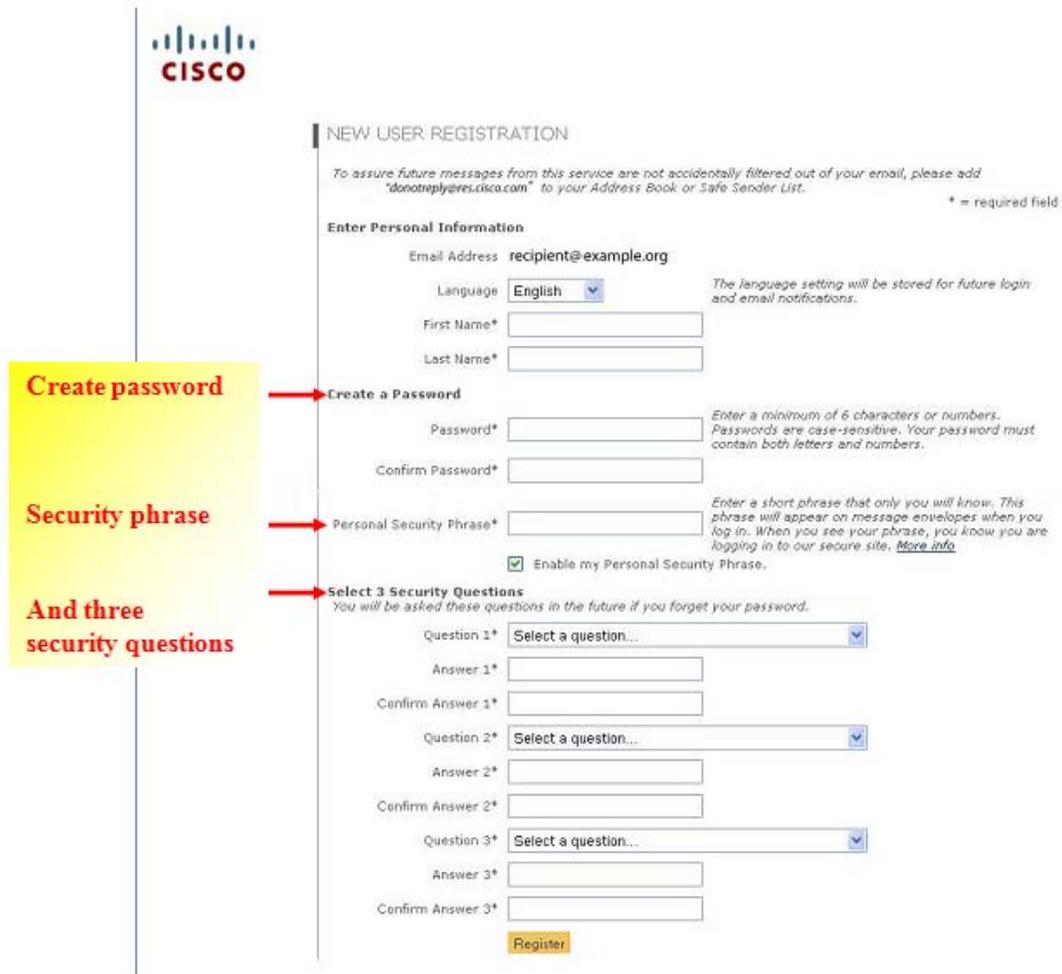
**Cisco Registered Envelope Service**



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## Encrypted Email - Opening and Replying to a Secure Message

### Step 4: Complete Registration Form



The screenshot shows the Cisco New User Registration form. On the left, a yellow box contains three red annotations with arrows pointing to specific form sections: "Create password" points to the "Create a Password" section, "Security phrase" points to the "Personal Security Phrase" section, and "And three security questions" points to the "Select 3 Security Questions" section. The form itself includes the Cisco logo, the title "NEW USER REGISTRATION", a disclaimer about email filtering, and a legend for required fields. The registration steps are: 1. Enter Personal Information (Email Address: recipient@example.org, Language: English, First Name, Last Name). 2. Create a Password (Password, Confirm Password). 3. Personal Security Phrase (Personal Security Phrase, checkbox for "Enable my Personal Security Phrase"). 4. Select 3 Security Questions (three sets of Question, Answer, and Confirm Answer). A "Register" button is at the bottom.

### Step 5: You will receive Registration Confirmation of Account Activation



The screenshot shows the Cisco Registration Confirmation of Account Activation page. It features the Cisco logo and a language dropdown set to "English". The main heading is "FINAL STEP: ACCOUNT ACTIVATION". The text states: "Your Cisco Registered Envelope Service account was successfully created. Instructions to activate your account have been emailed to recipient@example.org. Please check your inbox. If you do not see an account activation email, check your junk email folder." At the bottom, there is a footer for "Cisco Registered Envelope Service" with links for "About", "Terms of Service", "Privacy Policy", and "Copyright © 2001-2010 Cisco Systems, Inc. All rights reserved."

## Encrypted Email - Opening and Replying to a Secure Message

### Step 6: Click Link to Activate the Account

Click on link  
to activate  
account



**Activation**

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Dear Recipient,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#) by activating your account.

[Click here to activate this account.](#)

You can also activate this account by going to <<https://res.cisco.com/websafe/activate>> and entering this confirmation number: 000000000000XXXXXXXXXXXX

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)

You can also cancel this account by going to <<https://res.cisco.com/websafe/cancelActivation>> and entering this cancellation number: 000000000000XXXXXXXXXXXX

**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!

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To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>  
Terms of Service: <https://res.cisco.com/websafe/termsOfService>  
Privacy Policy: <http://www.ironport.com/privacy/>

## Encrypted Email - Opening and Replying to a Secure Message

### Opening Encrypted Messages

**Step 1:** You Receive a Secure Encrypted Email

**Ryder**

REGISTERED ENVELOPE SERVICE

June 30, 2011  
8:34:55 PM GMT  
Message Security: High

From: @ryder.com  
To:  
Subject:  
Password:   
[Forgot password?](#)

Remember me on this computer.  
 Enable my Personal Security Phrase.

Personal Security Phrase  
Your personal phrase is not enabled on this machine.  
[More info](#)

**Enter your password and click OPEN**

**OPEN**

[Select a different address](#)  
If you experience problems opening this message, try to [Open Online](#)

**Cisco Registered Envelope Service**

**CISCO**

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**Step 2:** Open (view) or save (download) the attachment titled: "securedoc.html"

**Step 3:** Log in to read the Secure Message

**Step 4:** The decrypted message will be displayed in the browser window

### Replying to an Encrypted Message

1. After opening a Registered Envelope, you can click Reply to send a Secure Reply message or click Forward to send a Secure Forward message.
2. When you send a Secure Reply or Secure Forward message, the recipient receives a Registered Envelope containing the encrypted message.

**Note:** Subject lines cannot be encrypted. **DO NOT** include sensitive information on the subject line of a secure email.

**Ryder**

Help | [Forget me on this computer](#)

**Secured Message**

**Click on "Reply"**

**Reply**

**Click on this link to remove information when using a public computer**

From: sender@ryder.com  
To: recipient@example.org  
Date: August 21, 2008 6:57:12 PM GMT  
Subject: Confidential -- Earnings Report  
Attachments: [Earnings\\_Report.xls](#)

Here is an encrypted message with a spreadsheet attached.

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## Encrypted Email - Opening and Replying to a Secure Message

### Where to go for Help

- **Forgot your password?**
  - Go to Cisco's website at: <https://res.cisco.com/websafe> and answer your secret questions at the Login screen. You will be sent a temporary password that will allow you to log into the system, reset your password, and get to the encrypted email. Note: Ryder cannot access your account to change your password.
- **Cisco Registered Envelope Online Help:**
  - Go to Cisco's website at <https://res.cisco.com/websafe/help>

### Frequently Asked Questions

- **Why Encrypt Email Messages?**
  - Regular email is sent as clear text potentially compromising privacy and sensitive information if intercepted.
  - Registered Envelopes enable you to send and receive encrypted email to prevent confidential information from getting into the wrong hands.
  - Encryption protects against accidental breaches of security as well as intentional illegal and malicious security breaches.
  - A Registered Envelope is a type of encrypted email message with password protection
  - Sender and recipient can communicate about confidential information while following state and federal privacy laws or statutes.
- **What is a secure encrypted email message?**
  - An encrypted email is a secure message that allows only the sender and receiver to read the message and attachments in the message. Direct replies to encrypted messages are also encrypted.
  - How it works: The receiver gets a secure email message along with instructions on how to open the encrypted email. The receiver uses their login and password to open and read the email.
- **What should I do if I have never received an encrypted email before?**
  - The first time you receive an encrypted message, follow the instructions in your email and you will:
    - A. Register on the Cisco system by creating a User ID, password, security phrase and several security questions. Your "Registration ID" will be your email address.
    - B. Receive a registration confirmation and you will click on "*Click here to activate this account.*"
    - C. Enter your password and click on "securedoc.html".
  - For future emails, you will only need to click on "securedoc.html", the attachment, or "View" and then enter your password.
- **What steps do I follow when I receive an encrypted email?**
  - Follow the instructions in the message you receive. By clicking on the attachment "securedoc.html" or the link at the bottom of the message, you will be taken through the steps to open your encrypted email.
  - If you want to save your email after opening, save it as you do any email and attachments. The process depends on your system.
- **How do I verify the encrypted email I received is legitimate?**
  - Initially you will have to either rely on the fact that you are expecting a message from the person who sent the email to you, or call the sender to verify an encrypted email was sent to you. Once you have registered and created an account on the Cisco Registered Envelope Service site, any other encrypted emails you receive will have your "Personal Security Phrase," if you made one when you registered.