



Cisco Registered Envelope Recipient Guide

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Cisco Registered Envelope Recipient Guide

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CHAPTER 1

Opening Your First Registered Envelope

Revised: February 14, 2012

The *Cisco Registered Envelope Recipient Guide* provides step-by-step instructions for first-time recipients of password-protected Registered Envelopes. It explains how to enroll with Cisco Registered Envelope Service and open Registered Envelopes.

This chapter discusses the following topics:

- [Overview of Registered Envelopes](#)
- [Steps to Opening Your First Password-Protected Envelope](#)

Overview of Registered Envelopes

A Registered Envelope is a type of encrypted email message. Some Registered Envelopes are password-protected, while others are encrypted but do not require a password.

If you receive a password-protected Registered Envelope, you need to set up a free user account with Cisco Registered Envelope Service to open your encrypted message.

After you enroll with the service, you can use your account password to open all Registered Envelopes that you receive — from any sender. You can also use the service to send your own Registered Envelopes, and you can manage the Registered Envelopes that you send.

Why Use Registered Envelopes?

Registered Envelopes enable you to easily send and receive encrypted email. Typically, senders encrypt messages to prevent important or confidential information from getting into the wrong hands. Encryption protects against accidental breaches of security, as well as intentional illegal and malicious security breaches.

Often, when individuals or organizations send Registered Envelopes, they want to protect confidential information for the benefit of the recipient. In some cases, senders are required to maintain confidentiality because of government regulations or statutes. For example, a health care provider might use a Registered Envelope to convey confidential information about a patient's medical history, and a financial institution might send protected information about a personal bank account.

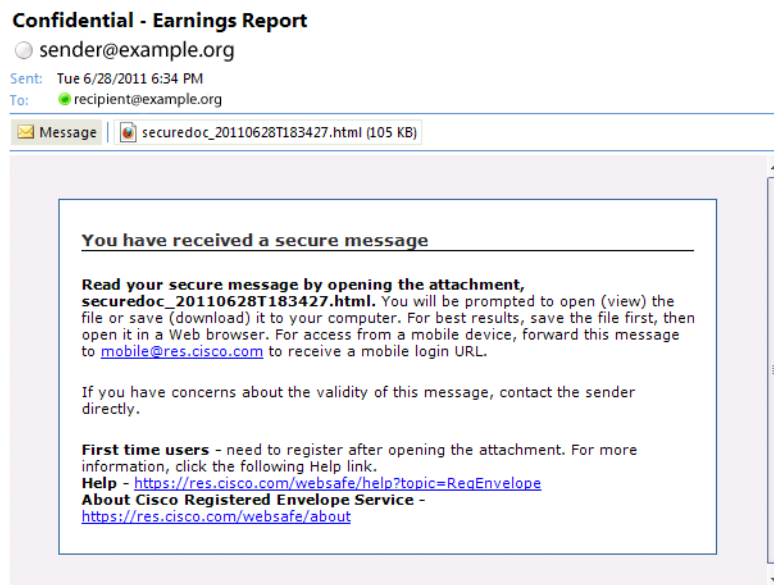
Registered Envelope Notification Message

When someone sends you a Registered Envelope, you receive the following files:

- **Notification email message.** The notification message indicates that someone has sent you a secure, encrypted message in the form of a Registered Envelope. The notification also includes links to information about Registered Envelopes and Cisco Registered Envelope Service.
- **Encrypted message file attachment.** The notification message includes an encrypted message file attachment. The file attachment uses the naming convention of `securedoc_$(date)T$(time).html` where date and time are represented as a numerical date and time stamp that are added to the file. For example, you might receive a file called `securedoc20100615193043`, where the year, month, day, and time are represented as 20100615193043. This file contains both the Registered Envelope and the encrypted content. To view the Registered Envelope, save the file attachment to your hard drive. Then, double-click the file to display the Registered Envelope in a web browser. Typically, a computer must have an Internet connection to properly display the Registered Envelope and decrypt the message.

Figure 1-1 shows a typical notification email message.

Figure 1-1 Notification Email Message with Encrypted Message File Attachment



The notification email message includes the file attachment, which contains both the Registered Envelope and the encrypted content.



Note

The file attachment includes software to decrypt the encrypted message when you enter the password for your user account. In some cases, the included software cannot decrypt the message, and you must use one of the alternative decryption methods. For more information about alternative methods for opening envelopes, see [Chapter 3, “Troubleshooting Registered Envelope Issues.”](#)

Components of a Registered Envelope

When you display a Registered Envelope in a web browser, it looks similar to the envelope shown in Figure 1-2.

Figure 1-2 Example of a Registered Envelope

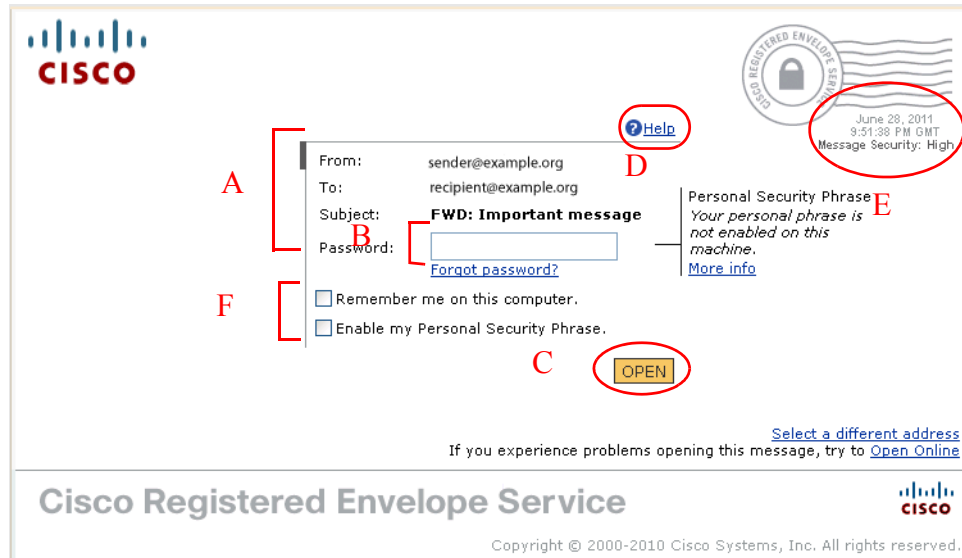



Figure 1-2 highlights important features of a Registered Envelope. The following table describes these features.

Feature	Description
A	Address fields and subject line The address fields identify the sender in the From: field and intended recipient in the To: field. If there are multiple recipients, the To: field displays a drop-down list with the recipients' email addresses.
B	Password field If the message is password-protected, enter your user account password here to open the envelope. If you have not enrolled with the service, you will be directed to enroll before you can enter your password.
C	Open button If you receive a password-protected message and you have already enrolled with the service, the Open button appears. Click the Open button to decrypt the content and view your message. The Open button appears only after you enroll with the service and create a user account. If your email address is not associated with a user account, the envelope may display a Register button in place of the Open button. In that case, click the Register button to enroll with the service. If the Registered Envelope was sent to you with low security, you will see an Acknowledge button instead of an Open button
	<p> Note Your company may have configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service. In this case, a pop-up will appear that allows you to log in using your company's credentials.</p>

	Feature	Description
D	Help link	Click the Help link to access the online help for Registered Envelopes. The online help describes the standard and alternative methods for opening Registered Envelopes. It also provides a link to frequently asked questions (FAQs).
E	Date-time stamp and message security level	The date-time stamp shows when the message was sent. The time appears in Greenwich Mean Time (GMT). The message security level can be low, medium, or high. The default is medium. When a message is sent with low security, you do not need to enter a password to open it. Medium security enables standard password features. When a message is sent with high security, you must always enter a password to open it, even if you previously selected the “Remember me on this computer” option.
F	Remember Me and Personal Security Phrase Checkboxes	Mark the “Remember me on this computer” checkbox to have your settings remembered on your computer. These settings vary depending on the encryption profile. For example, when receiving a medium security message you may not have to enter a password to open it, but when receiving a high security message you will always have to enter your password. Mark the “Enable my Personal Security Phrase” to have your phrase displayed. A Personal Security Phrase is a short phrase that is meaningful to you. When you register with an organization's secure email system, you create a Personal Security Phrase that will be known only to you and to the organization. The Personal Security Phrase helps you to ensure that the Registered Envelope is from the organization, and not a fraudulent ‘password phishing’ attempt.

For information about other Registered Envelope features, see the frequently asked questions (FAQs) about Registered Envelopes at the following URL:

<https://res.cisco.com/websafe/help?topic=FAQ>

Many Registered Envelope components vary from envelope to envelope, depending on several factors. These factors include:

- The sender’s account configuration.
- The software available on the recipient’s computer.
- Modifications that email gateways sometimes make to the encrypted message file attachment.
- The status of the recipient as either enrolled or unenrolled with the service.

Registered Envelopes are dynamic, and the components of a particular envelope can vary over time.

Steps to Opening Your First Password-Protected Envelope

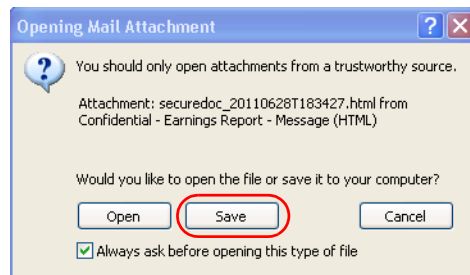
This section provides step-by-step instructions for opening a password-protected Registered Envelope for the first time. The steps demonstrate a typical scenario for a first-time recipient. Some of the steps may vary, depending on the particular circumstances.

**Note**

These steps apply to first-time recipients opening a password-protected message only. After you enroll with Cisco Registered Envelope Service, you can use your password to open envelopes from any sender. If you receive a Registered Envelope that isn't password-protected, you don't need to register to open the message.

Step One: Save the Encrypted Message File Attachment to Your Hard Drive

When you receive a Registered Envelope notification message, you need to open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (*securedoc_date_time.html* where *date* and *time* represent the time stamp appended at the time the mail is sent) and save it to your hard drive before opening it, as shown here.

**Note**

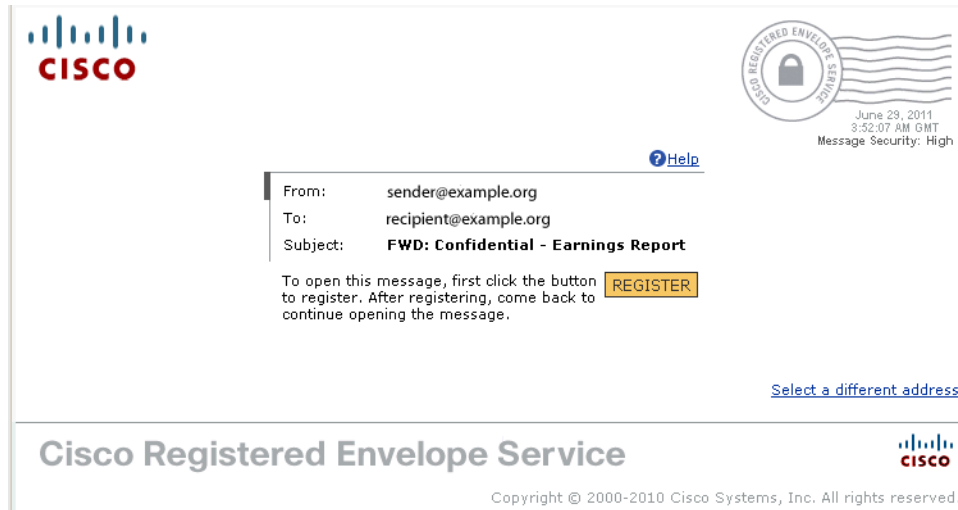
The dialog box for saving an attachment may look different, depending on your email program, or if you use a web mail site, such as Yahoo! Mail, gmail, or Hotmail.

For more information about the notification message, see the [“Registered Envelope Notification Message”](#) section on page 1-2.

Step Two: Open the Attached File in a Web Browser

Open the attached file (*securedoc_date_time.html* where *date* and *time* represent the time stamp appended at the time the mail is sent) file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

The Registered Envelope is displayed.



Step Three: Click the Register Button to Enroll with the Service

Click the **Register** button on the Registered Envelope to enroll with Cisco Registered Envelope Service.

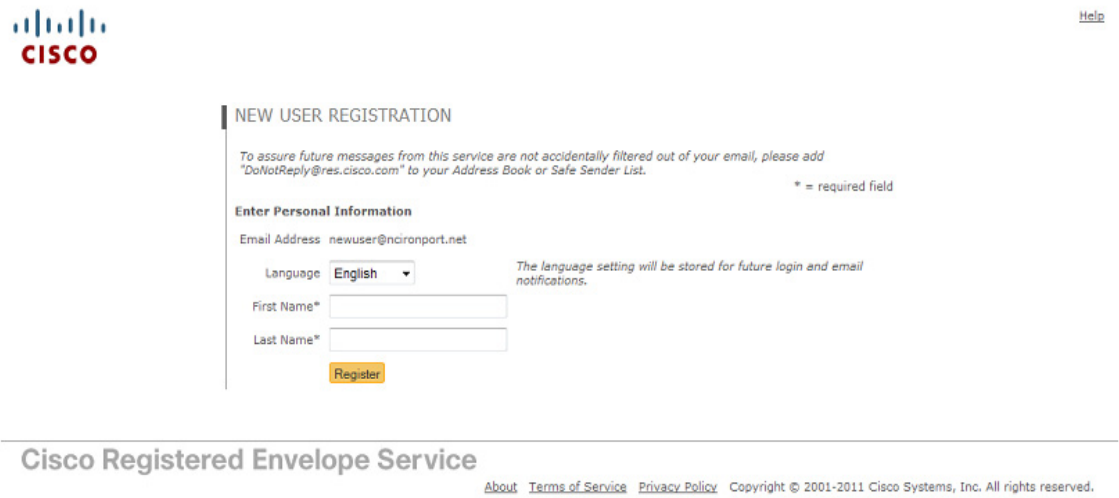


Note

Your company may have configured single-sign-on (SAML) authentication for you to use with the Cisco Registered Envelope Service. In this case, the new user registration is a shortened registration and only requests that you enter portal Language, First Name, and Last Name. Personal security phrases are not required for SAML authentication. See [Figure 1-3 on page 1-7](#).

The New User Registration page is displayed.

Figure 1-3 *New User Registration with SAML Authentication*



CISCO [Help](#)

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

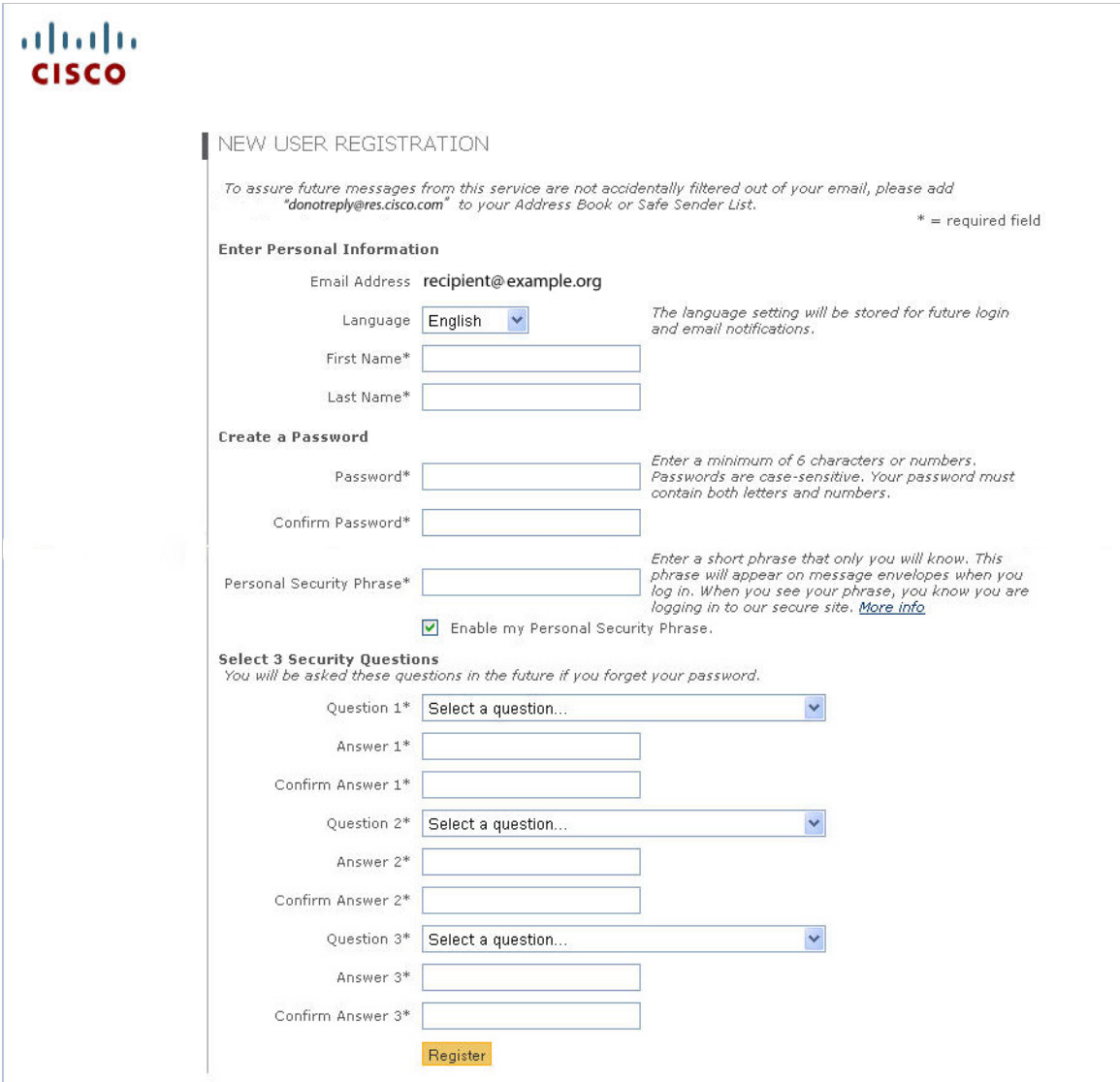
Language The language setting will be stored for future login and email notifications.

First Name*

Last Name*

Cisco Registered Envelope Service [About](#) [Terms of Service](#) [Privacy Policy](#) Copyright © 2001-2011 Cisco Systems, Inc. All rights reserved.

Figure 1-4 New User Registration with CRES Authentication



CISCO

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

Language 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*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*

Confirm Answer 2*



Question 3*

Answer 3*

Confirm Answer 3*

Enter the information in the following fields:

CRES Registration Page

Field	Value
Language	Optional. Select a language for your CRES account from the dropdown menu. By default the registration page may appear in English, but you can choose from English, French, German, Spanish, Portuguese, or Japanese.
First Name	Required. Enter the first name of the CRES user account.
Last Name	Required. Enter the last name of the CRES user account.
Password	<p>Required. Enter a password for the account. (The password should be at least six characters long, and it should contain both numbers and letters).</p> <p> Note If you forget your password, you can reset it by providing correct answers to the security questions. If your company has configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service, you will need to contact your company's support group to obtain or reset your password.</p>
Personal Security Phrase	<p>Required. Enter a personal security phrase. A Personal Security Phrase helps protect you from password phishing threats. During registration, you can specify a short Personal Security Phrase that is known only to you and the service. The Personal Security Phrase appears when you click the password field on Registered Envelopes that you receive. If you do not see your Personal Security Phrase, click the link for more information.</p> <p> Note If you have not selected “Remember me on this computer,” then the Personal Security Phrase will not be displayed.</p>
Enable Personal Security Phrase	Optional. Select this checkbox to enable your personal security phrase.
Security Questions	Required. Select three security questions, and you must enter and confirm answers to the questions. These security questions are used to reset your password if you forget it.

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.

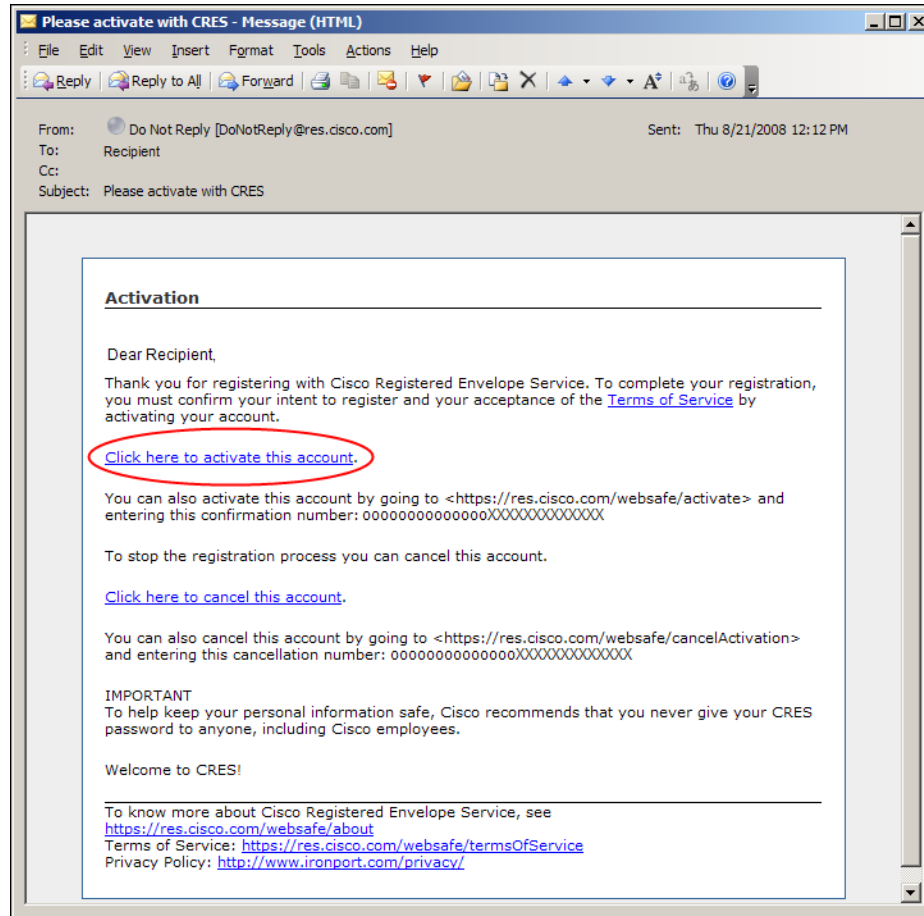
After you complete the form and click **Register**, the following confirmation page is displayed.

**Note**

You may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each address.

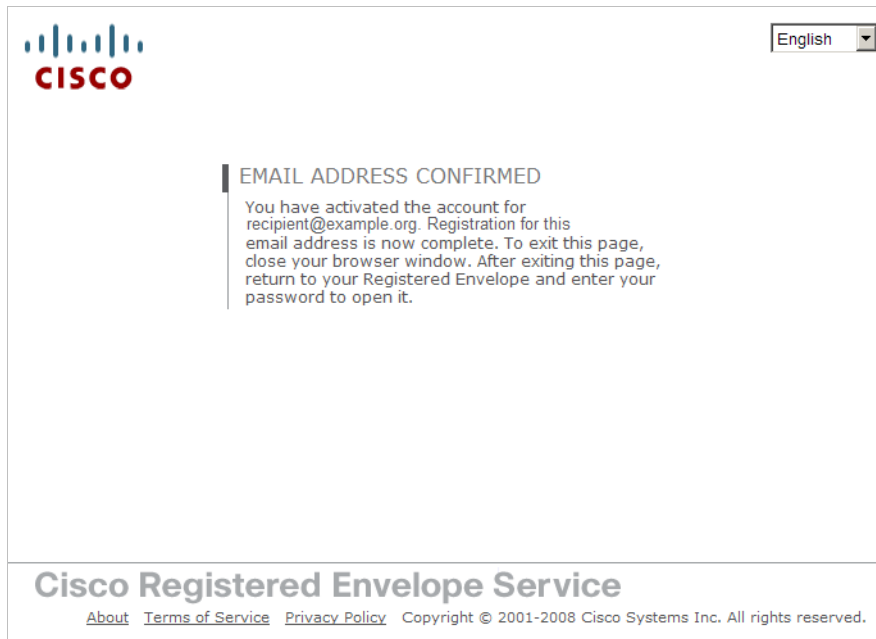
Step Four: Activate Your Cisco Registered Envelope Service Account

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.



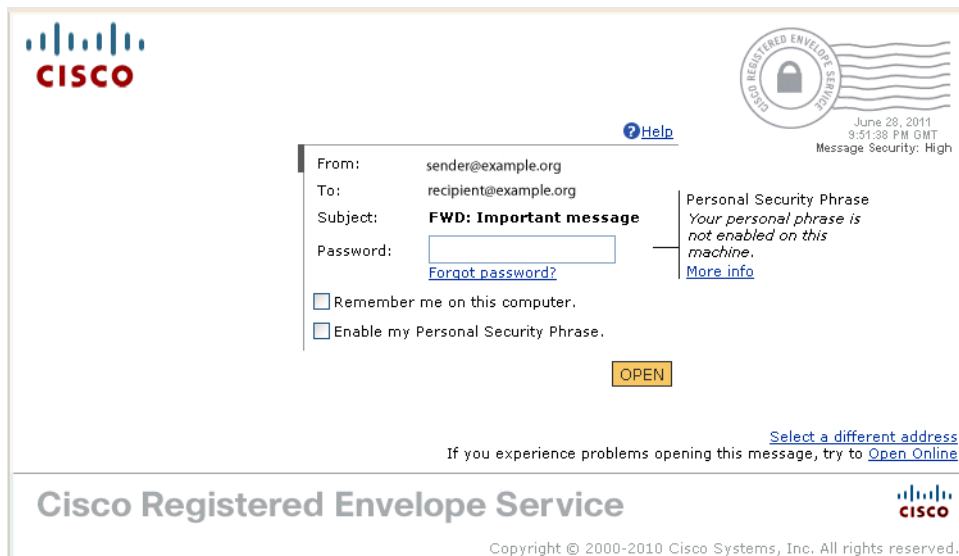
In the activation email message, click the link to activate your user account.

The following confirmation page is displayed.



Step Five: View the Registered Envelope Again and Enter Your Password

Return to the Registered Envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place, as shown here.

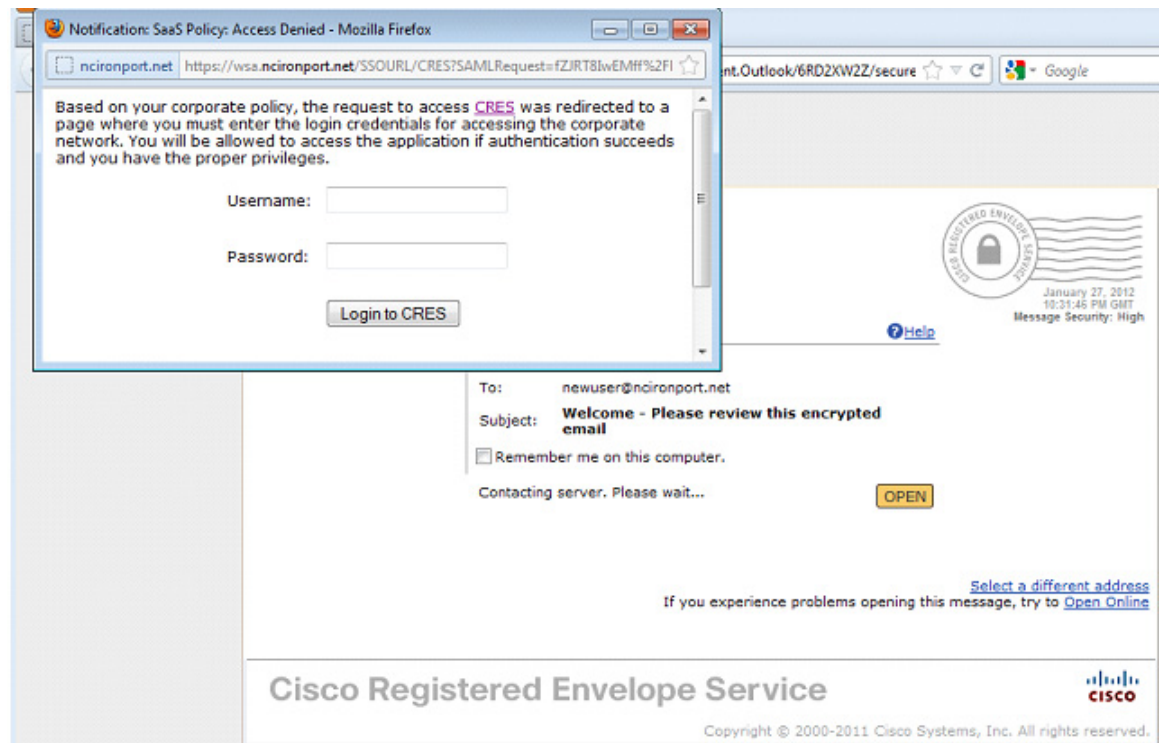


Enter the password for your Cisco Registered Envelope Service user account, and click **Open**.

**Note**

Your company might have configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service. In this case, a pop-up will appear that allows you to log in using your company's credentials (username and password) to authenticate and open the encrypted email. See [Figure 1-5 on page 1-13](#).

Figure 1-5 SAML Login



The decrypted message is displayed in the browser window.



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

**Note**

Depending on the original sender's preferences, some features may not be available. For example, it might not be possible to send a Secure Reply or Secure Forward message.



CHAPTER 2

Sending Email

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The *Cisco Registered Envelope Recipient Guide* provides step-by-step instructions for sending emails via the Cisco Registered Envelope Service.

This chapter discusses the following topics:

- [Overview of Sending Email, page 2-1](#)
- [Composing an Email, page 2-2](#)
- [Using the Address Book, page 2-3](#)

Overview of Sending Email

You can send encrypted email from your CRES account. When you sign up for a CRES account, you can not only receive encrypted email, but you can send encrypted email from your account. When you send encrypted email from CRES, the Encryption server encrypt the outbound email and route it to it's intended destination. If you frequently send encrypted email to certain recipients, you can store the email addresses in the CRES address book, and select from those addresses when you compose emails.

Composing an Email

To compose an email, you can select Compose Message in the left-hand navigation menu to send a secure message from the CRES website.

When you send a secure message from CRES, the recipient receives a Registered Envelope containing the encrypted content of your message. If the recipient does not already have a CRES user account, the recipient needs to enroll with the service and set up a free user account to open the envelope.

To send a secure message:

-
- Step 1** You can begin composing a message from the Compose Message page. You can enter an email address, or you can click the To: field or click the Address Book icon in the left pane to open the address book.
For more information about using the address book, see Using the Address Book.
 - Step 2** Complete the appropriate address fields (To, CC, and BCC) on the Compose Message page.
 - Step 3** Optionally, complete the Subject field.
 - Step 4** Optionally, click the Attachments button to include file attachments.
The maximum file size of all attachments is 10MB.
 - Step 5** Enter the body of your encrypted message in the Message field.
 - Step 6** Optionally, select the check box to send yourself a copy of the message as a BCC recipient.
 - Step 7** Optionally, select the check box to receive a read receipt the first time each recipient opens the message.
For more information about read receipts, see Requesting Read Receipts.
 - Step 8** Click Send.
A notice appears at the top of the Compose Message page indicating that the message has been sent.
-

**Note**

While you are composing a secure message, your web browser session might expire if you stop typing for a period of 20 minutes or longer. If the browser session times out, an error is displayed when you click Send. To send your message, you must log into the CRES website again.

Requesting Read Receipts

When you send a secure message, you can select a check box to request a read receipt. A read receipt is a notification email message that alerts you when a recipient first opens a secure message that you have sent.

**Note**

Because the configuration of some recipients' email systems can prevent read receipts from reaching you, read receipts are not guaranteed. To verify the date and time when a recipient first opened your message, use the Manage Message feature of the CRES website to view the message details.

Using the Address Book

When you send a secure message, you may want to store frequently used email addresses in your address book so you can easily access them.

To add an address to the address book:

- Step 1** Click the Address Book icon in the left pane to open the address book.
- Step 2** Click Add Contact.

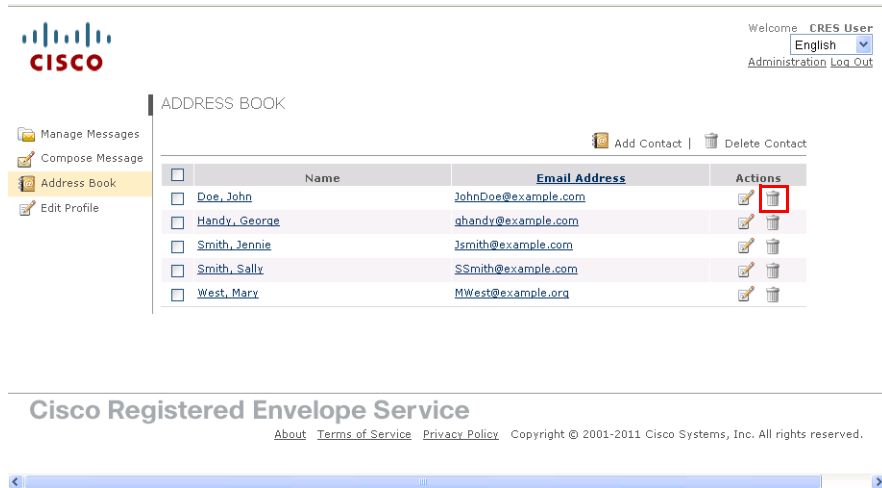
The screenshot shows the CRES web interface. In the top right corner, it says "Welcome, CRES User" with a language dropdown set to "English" and links for "Administration" and "Log Out". The main content area is titled "ADDRESS BOOK" and contains a table with columns for "Name" and "Email Address", and an "Actions" column. The "Add Contact" button is highlighted with a red box. Below the table, there is a footer for "Cisco Registered Envelope Service" with links for "About", "Terms of Service", and "Privacy Policy", and a copyright notice for 2001-2011 Cisco Systems, Inc.

	Name	Email Address	Actions
<input type="checkbox"/>	Doe, John	JohnDoe@example.com	
<input type="checkbox"/>	Handy, George	gbandy@example.com	
<input type="checkbox"/>	Smith, Jennie	Jsmith@example.com	
<input type="checkbox"/>	Smith, Sally	SSmith@example.com	
<input type="checkbox"/>	West, Mary	MWest@example.org	

- Step 3** Enter a first name, last name, and email address for the contact.
- Step 4** Click Save.
- Step 5** The new address is added to your address book.

To delete an address from the address book:

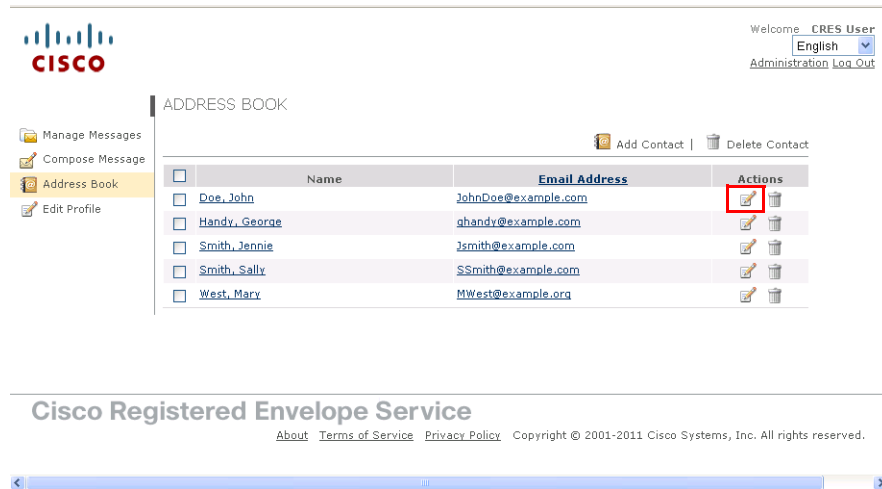
- Step 1** Click the Address Book icon in the left pane to open the address book.
- Step 2** Click the trash icon next to the address you want to remove.



- Step 3** Or, click the checkbox next to the address you want to remove and click Delete Contact.

To edit an address:

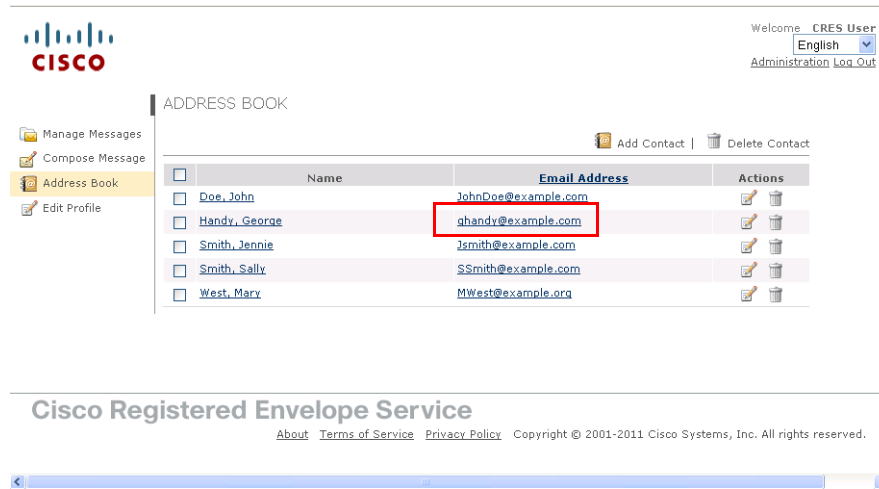
- Step 1** Click the Address Book icon in the left pane to open the address book.
- Step 2** Click the Edit Address icon next to the address you want to edit.



- Step 3** Modify the first name, last name, or email address of the contact, and click Save.

To add an email address to a message from the address book:

- Step 1** Click the To: field or click the Address Book icon in the left pane to open the address book.
- Step 2** Click the email address for the contact you want to send an email. The compose message page opens and populates the To: field with your selected address.



- Step 3** Enter your message (and complete any other desired fields), and click Send.



CHAPTER 3

Troubleshooting Registered Envelope Issues

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This chapter discusses the following topics:

- [Troubleshooting Tips](#)
- [Additional Resources](#)

Troubleshooting Tips

This section provides troubleshooting tips for issues that you might encounter when opening Registered Envelopes.

Issue: Open Button Is Missing from Envelope or Does Not Work

The Open button might be missing or inoperable for several reasons. For example, if your email address is not associated with a Cisco Registered Envelope Service user account, the envelope might display a Register button instead of an Open button. Also, the Open button might not function properly if your computer is not configured to run Java or JavaScript or if the envelope was modified during transmission.



Tip

If a Register button is displayed on the envelope, click **Register** and create a new user account for the email address where you received the envelope.



Tip

If you have already created a user account for the email address, enter your password and click the **Open Online** link to use an alternative method to open the envelope.



Tip

If the Open Online method does not work, forward the envelope to mobile@res.cisco.com. The service will send you an email message with a temporary link that you can click to securely retrieve the message by using a web browser on your computer or personal digital assistant (PDA). For more information about using the Open Online method and the Open by Forwarding method, see the Registered Envelope online help at the following URL:

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

Issue: Email Address Does Not Appear in To: Field

If the Registered Envelope was sent to multiple recipients, your email address might not immediately appear in the To: field.

**Tip**

Click the arrow in the To: field, and select your email address in the drop-down menu.

**Tip**

If you received the envelope as a BCC recipient, your email address does not appear in the drop-down menu for the To: field. In that case, select the “Address not listed” option. Then, enter your email address and click **Submit** to include your email address in the To: field.

Issue: Envelope Is Not Displayed Properly

Occasionally, the Registered Envelope may not be displayed properly when you open the attached encrypted file. For example, the file might contain garbage text or HTML markup (such as <!-- or -->).

**Tip**

If you have a problem viewing the Registered Envelope, forward the envelope to mobile@res.cisco.com. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

Issue: Envelope Processing Slows Down or Stops

When you view or open a Registered Envelope, the envelope processing might be interrupted because of connection problems or other issues. In that case, a message below the envelope might indicate that the envelope tools are loading or that the message decryption is in progress. If a message does not open within several minutes, it is possible that the processing has slowed down or stopped, or that the message contains an unusually large attachment.

**Tip**

If the envelope processing slows down or stops, re-enter your password and click **Open** again.

**Tip**

If clicking **Open** again does not work, forward the envelope to mobile@res.cisco.com. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

Issue: Password Is Forgotten or Does Not Work

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.



Tip

If you forget your password, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account. Note that if your company has configured a single-sign-on (SAML) login, and you forget or lose your password, you will need to contact your company's support group to obtain or reset your password.



Tip

Cisco Registered Envelope Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

Issue: Microsoft OWA 2007 Compatibility

Microsoft Patch for OWA 2007 CRES Secure Mail Recipients:

CRES Secure Envelope Recipients attempting to open the CRES Secure Envelope through Microsoft OWA 2007 will need to enable the server side administrative option to disable the HTML/XML filter. Though this HTML filter option will be officially released in the yet-to-be-released Microsoft Exchange 2007 SP1 Rollup 8, Microsoft customers can request an interim patch from Microsoft. How and when to contact Microsoft Customer Service and Support: <http://support.microsoft.com/kb/295539>

Additional Resources

For more information about Cisco Registered Envelope Service and Registered Envelopes, you can refer to the following additional resources.

Registered Envelope Help

For an overview of the service and the various methods of opening Registered Envelopes, access the Registered Envelope help page at the following URL:

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

Frequently Asked Questions

For answers to common questions about opening encrypted email, enrolling with Cisco Registered Envelope Service, and configuring optimal browser settings, view the frequently asked questions (FAQs) at the following URL:

<https://res.cisco.com/websafe/help?topic=FAQ>

Customer Support

To contact Customer Support for Cisco Registered Envelope Service, you can send an email message to the following address:

support@res.cisco.com



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