Encrypted Email Recipient’s Guide

Los Angeles County

Department of Mental Health

CIOB – Information Security

06/21/2012 – version 2.5
You Will Learn About...

- Registration process for first time users
- Steps to follow when you receive an encrypted email
- Creating or replying to an encrypted email
- Who to contact if you have questions
Why Encrypt Email Messages?

☐ Regular email is sent as clear text that could potentially be compromise if intercepted

☐ Encrypted email is secure and only authorized and enrolled users to 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 Have Received an Encrypted Email – What Next?

An encrypted message will look like the example below

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You have received a secure message from the County of Los Angeles.

If you have concerns about the validity of this message, contact the sender directly.

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.

**First time users** – need to register after opening the attachment. For more information, click the following Help link. **Help** – https://res.cisco.com/websafe/help?topic=ReqEnvelope

**Use** – for communication of confidential information and/or personal information solely between the County of Los Angeles and the intended recipient.

**Cisco Register Envelope Service (CRES)** – is used by the County of Los Angeles, but is a commercial service owned and operated by Cisco Systems, Inc. **About Cisco Registered Envelope Service** – https://res.cisco.com/websafe/about

**Disclaimer:** This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please immediately contact the sender and permanently delete this email.

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STEP 2: Open The Attachment

Open the attachment named “securedoc.html” to go to a site with instructions for opening the message.
STEP 3: Click On REGISTER

Click on “REGISTER” to create your account
STEP 4: Complete Registration Form

Create password and three security questions
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: 

.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”
STEP 7: Enter Your Password

If you forgot your password, click on the link.
STEP 8: Open the Email Message

For future emails, you will only need to click on securedoc.html, the attachment or View… and then enter your password.
REPLYING TO AN ENCRYPTED MESSAGE:

Click on “Reply”
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.
CREATE AN ENCRYPTED MESSAGE:

You can create a secure encrypted email through the Cisco system.

STEP 1: Go to the Cisco system website: res.cisco.com/websafe

STEP 2: Enter your email address and password
CREATE AN ENCRYPTED MESSAGE:

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

Click “Send” when you have completed composing your email and attached any pertaining documents.

Note: Attachments will also be sent securely.
WHERE TO GO FOR HELP

- Forgot your password? Answer your secret questions at the LOGIN screen (https://res.cisco.com/websafe). Your password will be sent to you by email.

- For Support - please email your question to (support@res.cisco.com). You should expect to receive a response within 24 business hours of submitting your question.

- For Urgent Support Only- call CISCO at: (866) 412 - 6113.