

Encrypted Email Recipient's Guide

Los Angeles County

Department of Mental Health

CIOB – Information Security

06/21/2012 – **version 2.5**



LAC
DMH
LOS ANGELES COUNTY
DEPARTMENT OF
MENTAL HEALTH

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

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.

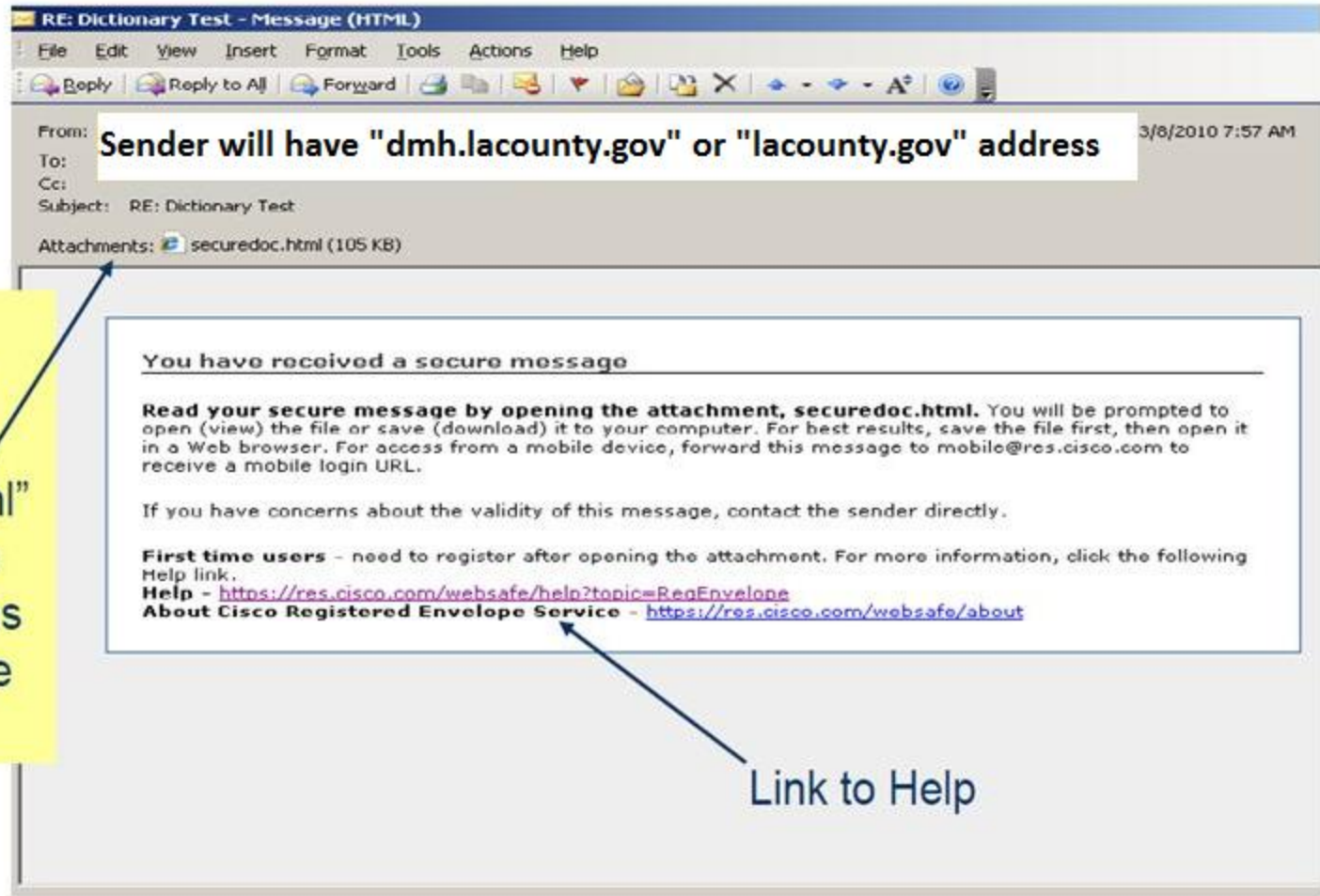
First time users - need to register after opening the attachment. For more information, click the following Help link. **Help** - <https://res.cisco.com/websafe/help?topic=ReqEnvelope>

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.

STEP 2: Open The Attachment



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

Link to Help

STEP 3: Click On REGISTER



County of Los Angeles

To Enrich Lives through Effective and Caring Service



August 12, 2010
1:37:31 PM GMT
Message Security: High

[Help](#)

From:

To:

Subject: [SECURE] FW: [SECURE] Test2

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**

Cisco Registered Envelope Service



© 2000-2009 Cisco Systems Inc. All rights reserved.

STEP 4: Complete Registration Form



Create password
security phrase
and three security questions

NEW USER REGISTRATION

* = 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*

Cisco Registered Envelope Service

About Terms of Service Privacy Policy Copyright © 2001-2009 Cisco Systems, Inc. All rights reserved.

STEP 5: You Receive Registration Confirmation



The screenshot shows a Windows Internet Explorer browser window titled "New User Registration - Windows Internet Explorer provided by WI DOR". The address bar displays the URL "https://res.cisco.com/websafe/custom.action?cmd=enrollstatus". The page content includes the Cisco logo, a language dropdown menu set to "English", and a section titled "NEW USER REGISTRATION".

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.

Cisco Registered Envelope Service

[About](#) [Terms of Service](#) [Privacy Policy](#) Copyright © 2001-2009 Cisco Systems, Inc. All rights reserved.

STEP 6: Click on “*Click here to activate this account*”



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

Windows Internet Explorer provided by WI DOR

File Edit View Favorites Tools Help

Links Google MapQuest Scroogle Scraper The Tech Terms Computer Dictionary Google Desktop Dictionary Intellicast - Weather Active Map

http://msl /w?Nh-EM.ELVQY FjJuew.ECFEr CLPqT.Bi J

Google

Please activate with CRES

Reply Reply All Forward Delete Previous Close Next Accept Decline Delegate Message Options

From: CRES Do Not Reply <DoNotReply@res.cisco.com> [Add]

To:

Cc:

Received: 2010.08.12 09:02

Subject: Please activate with CRES

Attachments:

Activation

Dear ,

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: 0736b54c0000012a6696886ec0a8e8c46e2d11d

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: 0736b54c0000012a6696886ec0a8e8c46e2d11d

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/termsOfService>
Privacy Policy: <http://www.inteliscart.com/privacy/>

----- Content & Policy Scan by M+ Guardian -----
Millions of safe & clean messages delivered daily

Done

Internet 100%

STEP 7: Enter Your Password



Enter your Password

County of Los Angeles
To Enrich Lives through Effective and Caring Service

Help

July 12, 2010
5:42:42 PM GMT
Message Security: High

From:

To:

Subject: [SECURE]FW: Please activate with CRES

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](#)

OPEN

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

Cisco Registered Envelope Service

cisco

© 2008-2009 Cisco Systems Inc. All rights reserved.

If you forgot your password, click on the link

STEP 8: Open the Email Message



Secure Message: [SEND SECURE]in-nocuous Test for Presentation Purposes - Windows Internet Explorer provided by WI DOF

File Edit View Favorites Tools Help

Links Google MapQuest Google Scholar The Tech Teens Computer Dictionary Google Desktop Dictionary InetLocal - Weather Active Map

https://www.safemail.net/cgi-bin/Safemail.net/showmail/securedoc.html?atadch8_9377Jw/5LuoE/7Ddk/CVwuf45EMH1R-5dLkMQ_CBF.2S_inbox55/securedoc.html

Help | Forget me on this computer

County of Los Angeles

To Enrich Lives through Effective and Caring Service

Secured Message Reply ReplyAll Forward

From: [REDACTED]

To: [REDACTED]

Date: August 4, 2010 10:12:11 AM CDT

Subject: [SECURE]in-nocuous Test for Presentation Purposes

Please ignore this after opening

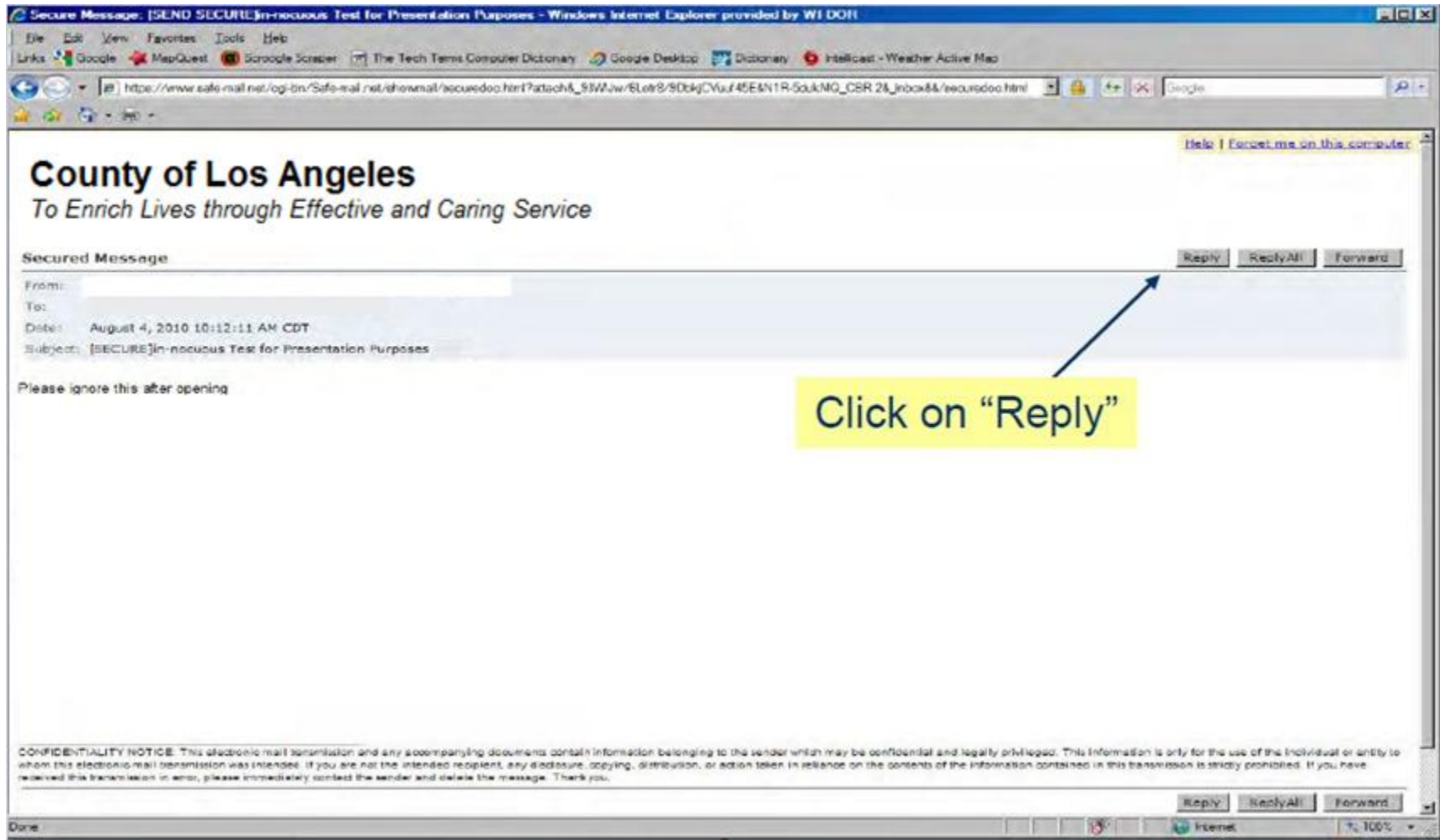
For future emails, you will only need to click on securedoc.html, the attachment or View...and then enter your password.

CONFIDENTIALITY NOTICE: This electronic mail transmission and any accompanying documents contain information belonging to the sender which may be confidential and legally privileged. This information is only for the use of the individual or entity to whom this electronic mail transmission was intended. If you are not the intended recipient, any disclosure, copying, distribution, or action taken in reliance on the contents of the information contained in this transmission is strictly prohibited. If you have received this transmission in error, please immediately contact the sender and delete the message. Thank you.

Reply ReplyAll Forward

100%

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/ets/secure-reply>. The page features the Cisco logo in the top left corner. The main content area is titled "REPLY TO SENDER" and contains a form for composing a reply. The form fields are: "From:" (empty), "To:" (empty), "Subject:" (containing "RE: [SECURE]Test message"), "Attachments:" (containing "(none)"), and "Message:" (a large text area). Below the "Message:" field, there is a section for "Original Message:" with a "FROM:" field containing "TO:". There are two checkboxes: "Automatically BCC me on this email." and "Send me a read receipt when a recipient has opened this email." Below these checkboxes is a note: "This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests." At the top right of the form, there are three buttons: "Send", "Reset", and "Cancel". At the bottom right of the form, there are also three buttons: "Send", "Reset", and "Cancel". A yellow callout box on the left side of the screenshot contains the text: "Your reply will be sent through the Cisco encryption system when you hit send". An arrow points from this callout box to the "Send" button at the top right of the form. Another arrow points from the "Send" button at the top right of the form to the Cisco logo in the top left corner. The footer of the page includes the text "Cisco Registered Envelope Service" and a copyright notice: "About Terms of Service Privacy Policy Copyright © 2001-2009 Cisco Systems, Inc. All rights reserved."

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

ACCOUNT LOGIN
Welcome, please log in:
Email Address
Password
 Remember me on this computer.

[Forgot password?](#)

Cisco Registered Envelope Service

[About](#) [Terms of Service](#) [Privacy Policy](#) Copyright © 2001-2010 Cisco Systems, Inc. All rights reserved.

CREATE 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://ras.cisco.com/web/safe/custom.action?cmd=composeMsg&blankMsg=yes

Composa Message

WELCOME

English Help Log Out

COMPOSE MESSAGE

Manage Messages
Compose Message
Edit Profile

To: _____
CC: _____
BCC: _____
Subject: _____
Attachments: (none)

To add or remove attachments, click on Attachments. In the setup 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

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

Note: Attachments will also be sent securely.

Cisco Registered Envelope Service

About Terms of Service Privacy Policy Copyright © 2001-2010 Cisco Systems, Inc. All rights reserved.

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.