Encrypted Email Recipient's Guide

Los Angeles County

Department of Mental Health

CIOB – Information Security

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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 <u>only</u> 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.

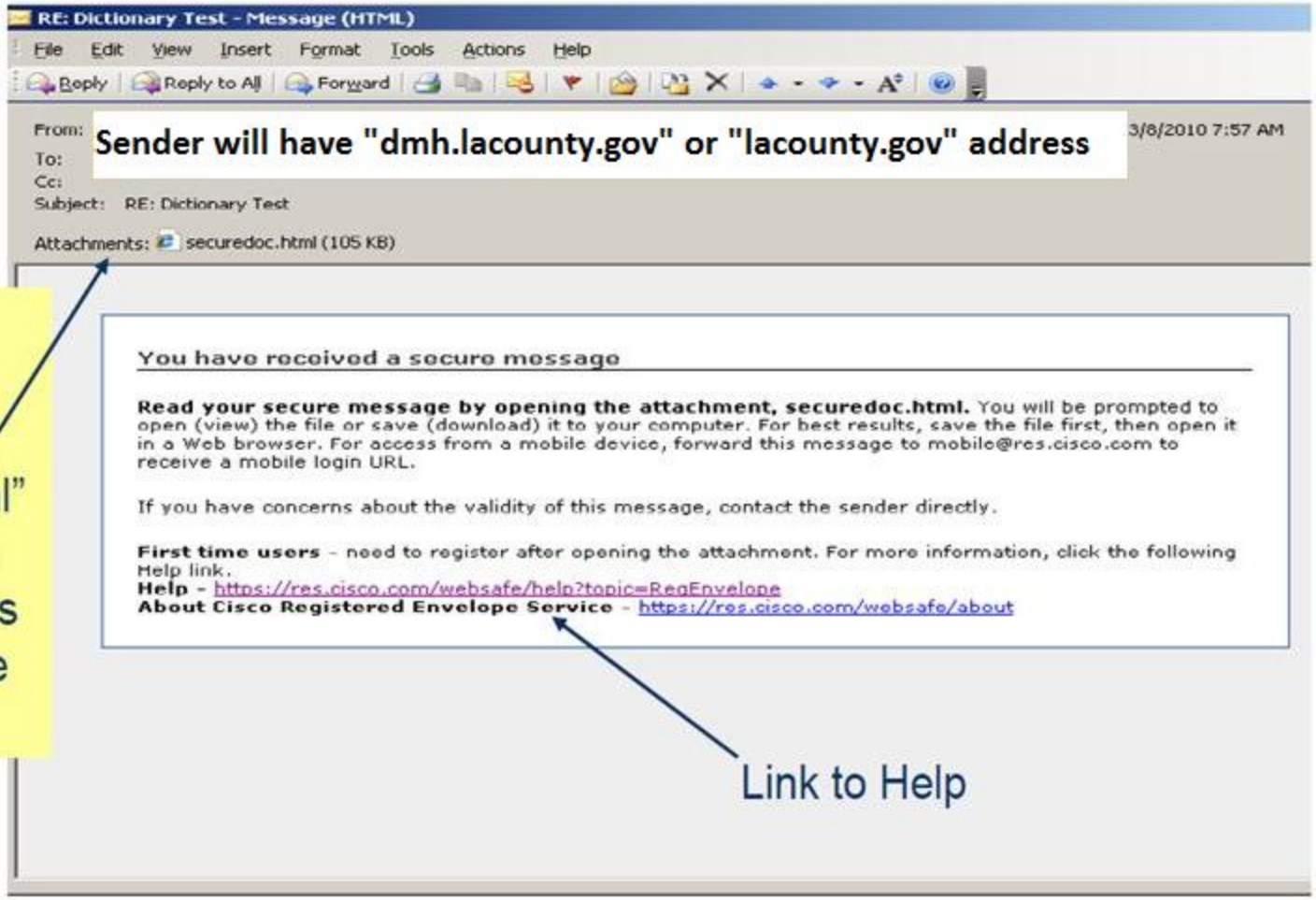
First time users – need to register after opening the attachment. For more information, click the following Help link. **Help** – https://res.cisco.com/websafe/help?topic=RegEnvelope

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

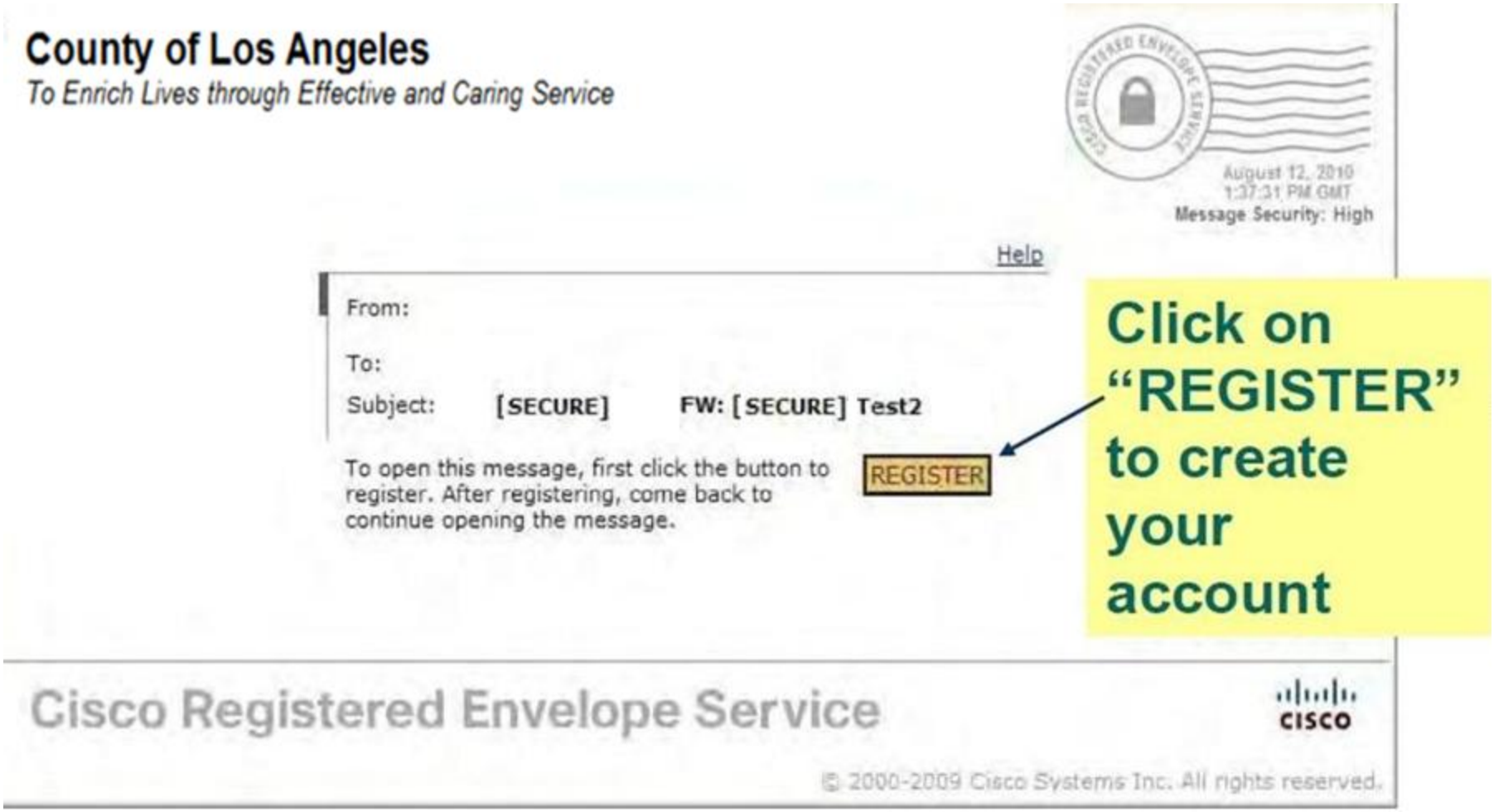
Disclaimer: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please immediately contact the sender and permanently delete this email.

STEP 2: Open The Attachment

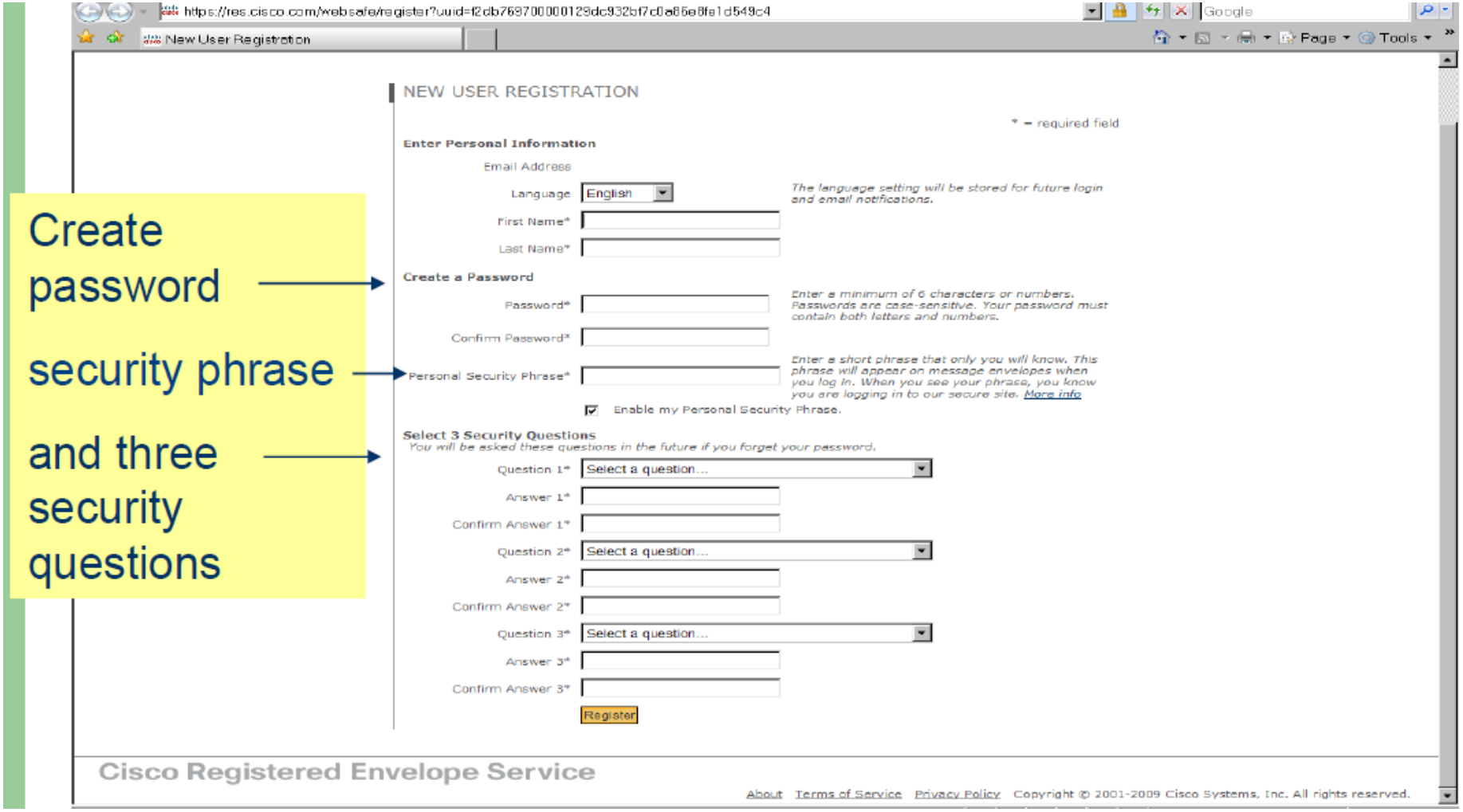


Open the attachment named "securedoc.html" to go to a site with instructions for opening the message

STEP 3: Click On REGISTER



STEP 4: Complete Registration Form

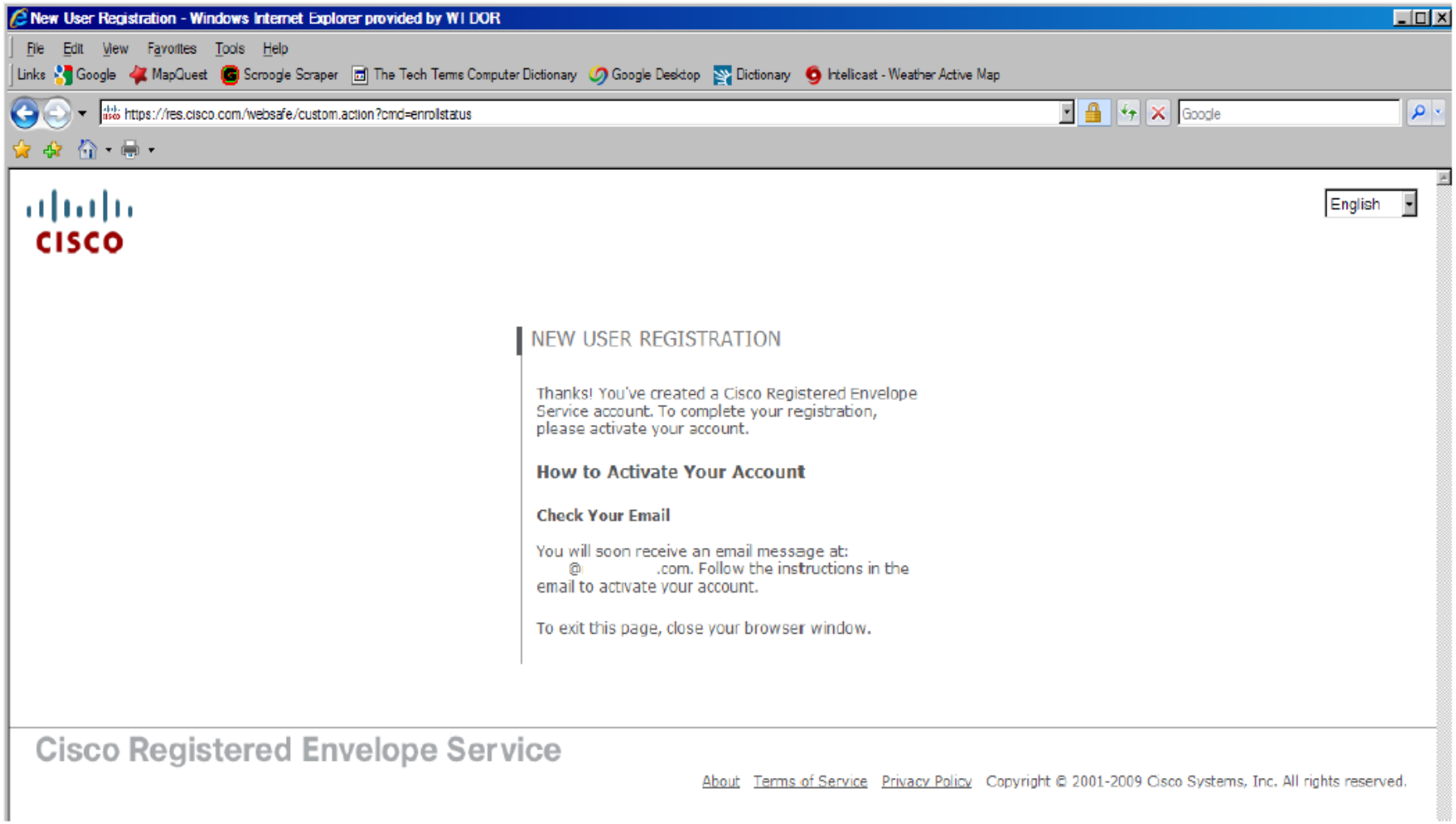


Create password

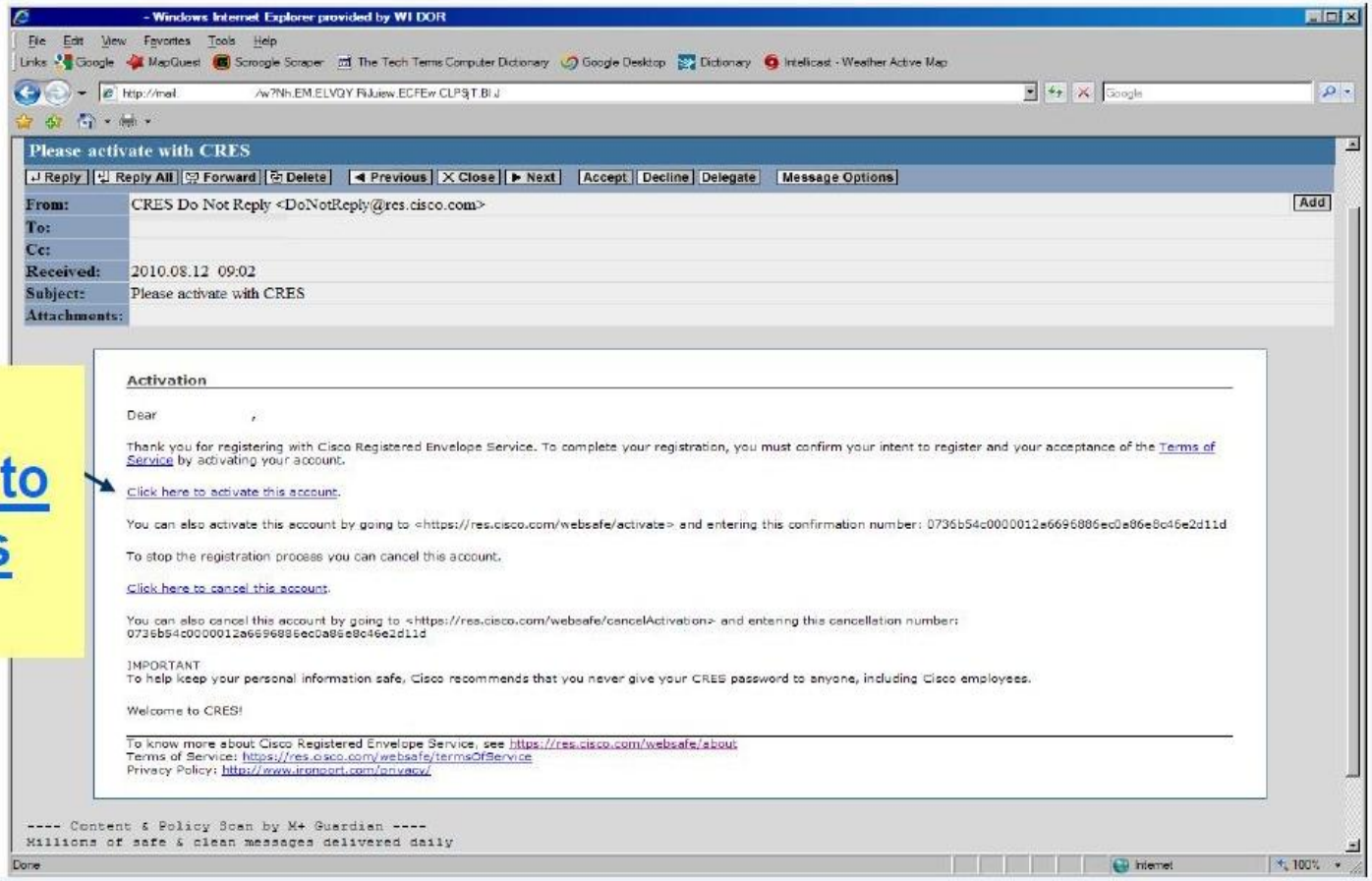
security phrase

and three security questions

STEP 5: You Receive Registration Confirmation



STEP 6: Click on "*Click here to activate this account*"

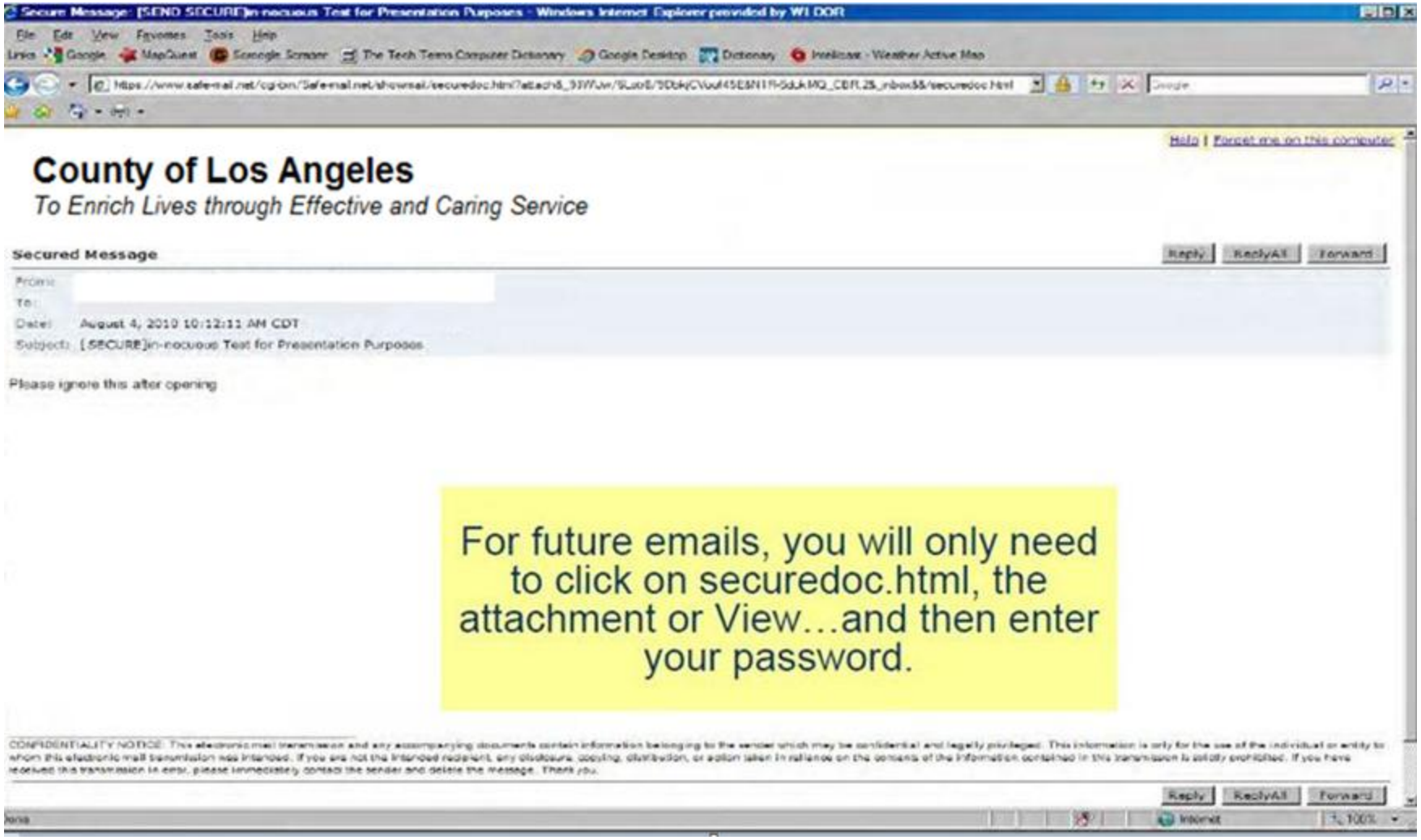


Click on "Click here to activate this account"

STEP 7: Enter Your Password

If you forgot your password, click on the link

STEP 8: Open the Email Message



REPLYING TO AN ENCRYPTED MESSAGE:

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

Help | Forget me on this computer

County of Los Angeles

To Enrich Lives through Effective and Caring Service

Secured Message

Reply | ReplyAll | Forward

From:

To:

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

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

Please ignore this after opening

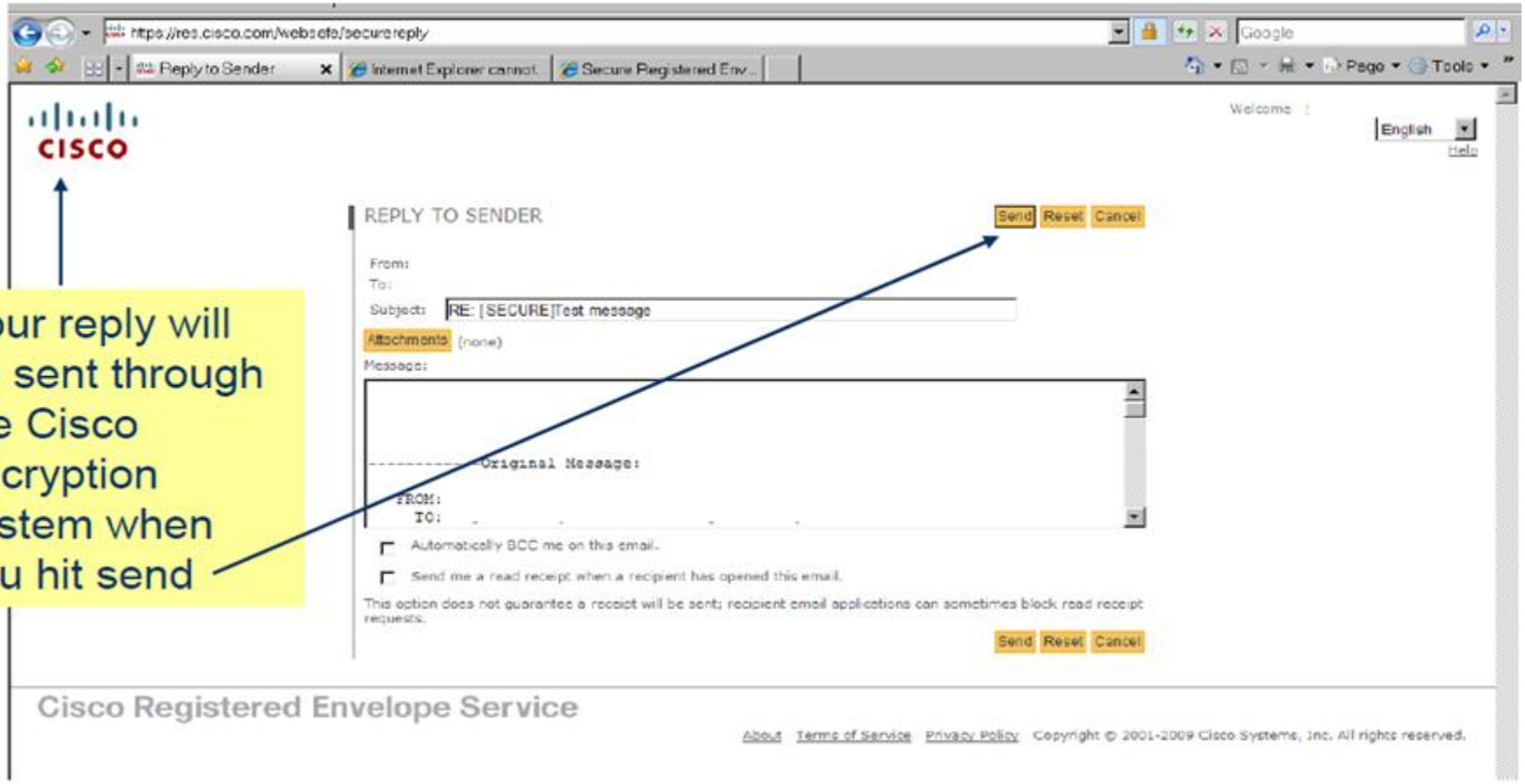
Click on "Reply"

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

REPLYING TO AN ENCRYPTED MESSAGE:

The sender will receive a secure reply



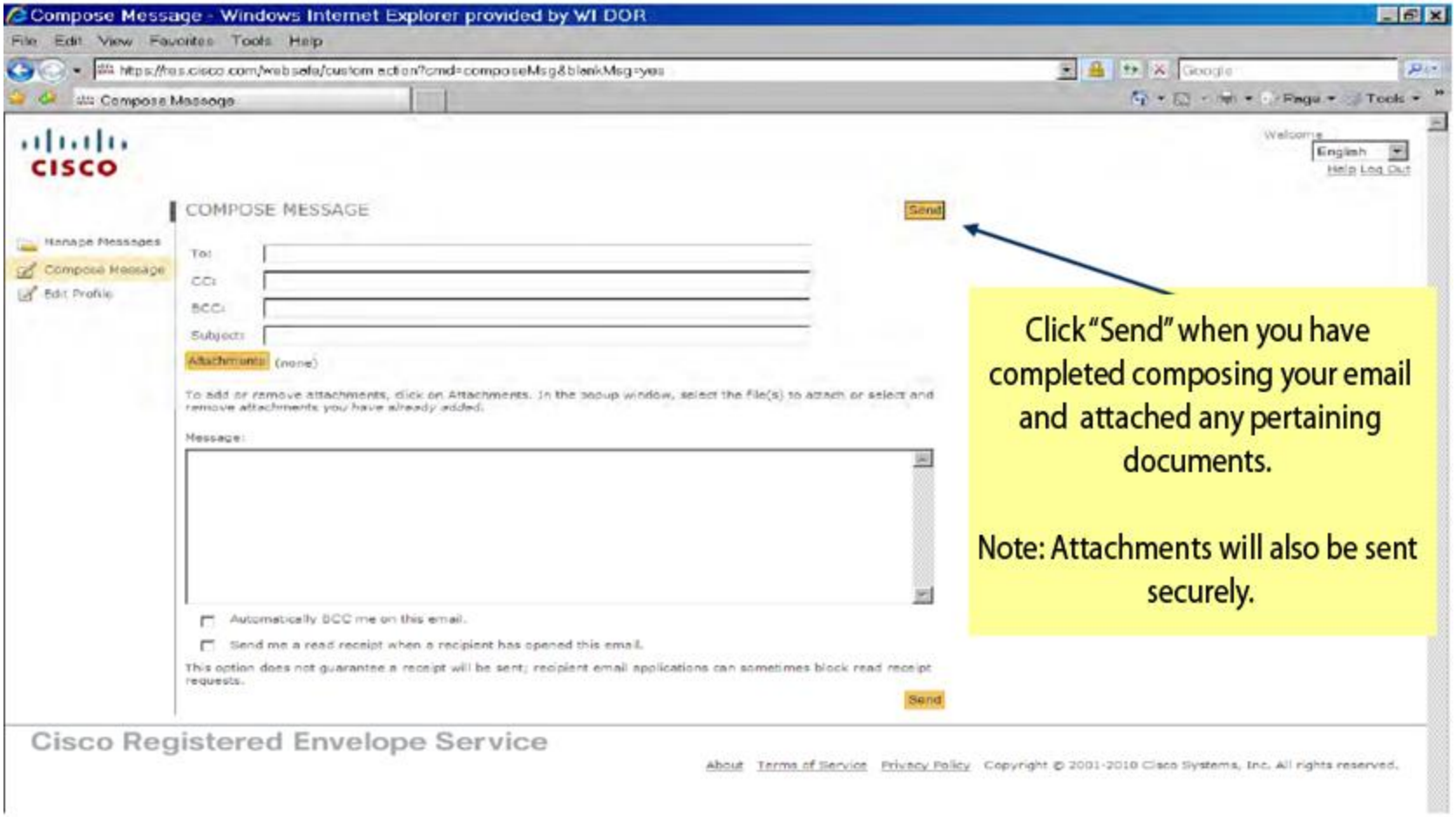
Your reply will be sent through the Cisco encryption system when you hit send

CREATE AN ENCRYPTED MESSAGE:

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

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.