

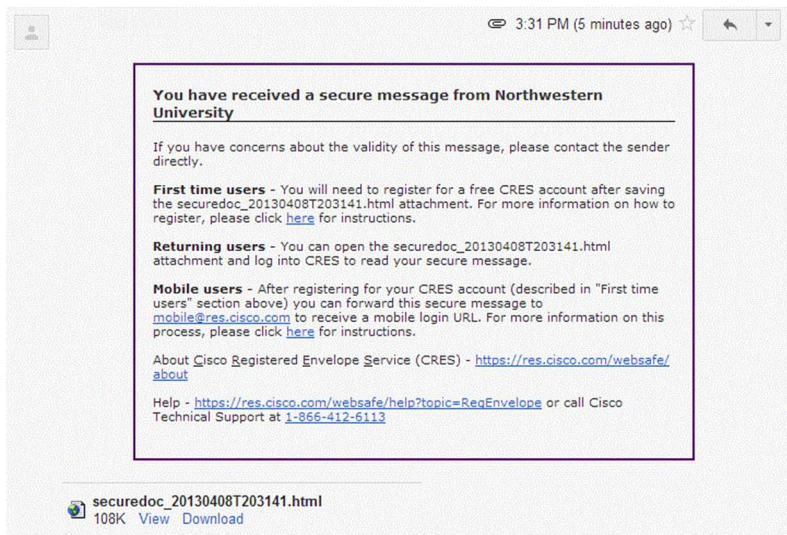
Cisco Registered Envelope Services (CRES)

Purpose:

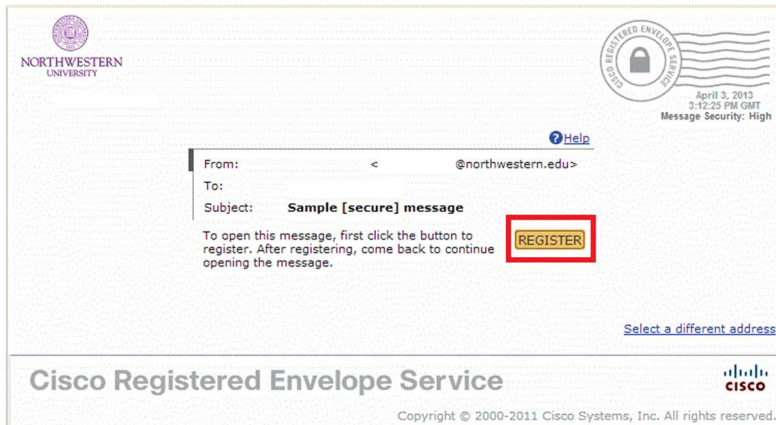
Upon receiving an encrypted e-mail message from the Feinberg School of Medicine for the first time, you must go through a one-time registration process. If you require technical support please call Cisco CRES support at 1-866-412-6113. The steps for first time registration are:

Procedure:

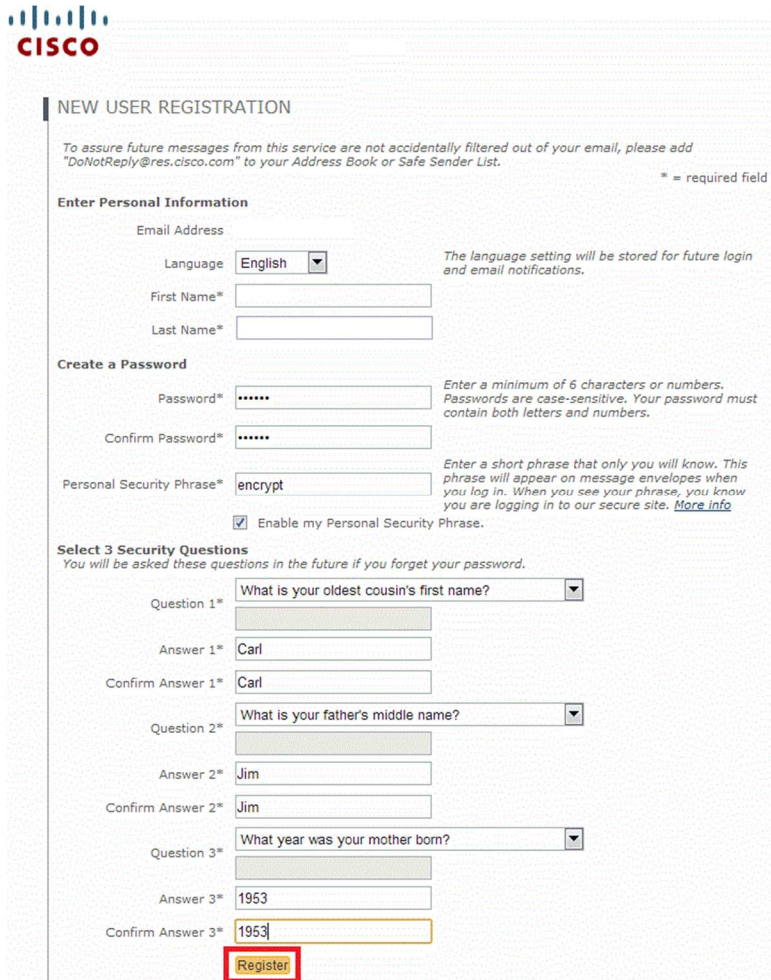
1. Within the secure message you received, click to download the “**securedoc_XXXX.html**” attachment and save it to a location you desire (keeping the file name as is). *Note: If you have a “Pop-Up Blocker” enabled on your browser, you will likely have to press and hold the <CTRL> key and click to download the file.*



2. Once the download is complete, click on the **Open** button when prompted or go to the file location you selected and double click to open the “**securedoc_XXXX.html**” file.
3. From the following screen below, click on the “**REGISTER**” button:



4. Complete the New User Registration and then click on **“Register”** at the bottom of the page.



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: **English** 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*: **encrypt** 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.

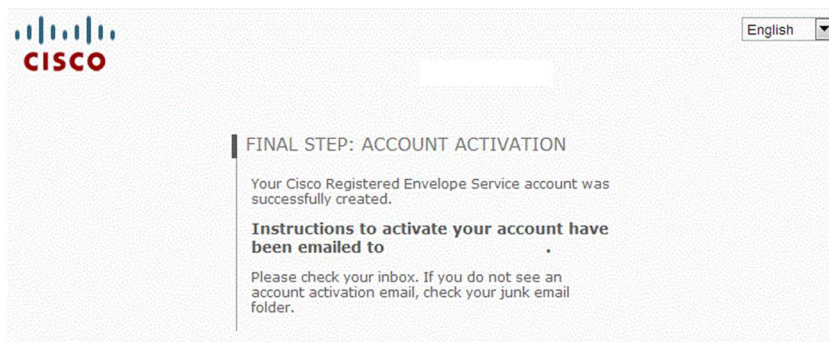
Question 1*: **What is your oldest cousin's first name?**
Answer 1*: **Carl**
Confirm Answer 1*: **Carl**

Question 2*: **What is your father's middle name?**
Answer 2*: **Jim**
Confirm Answer 2*: **Jim**

Question 3*: **What year was your mother born?**
Answer 3*: **1953**
Confirm Answer 3*: **1953**

Register

5. You will be brought to a **“Final Step”** page, which states the following:



CISCO English

FINAL STEP: ACCOUNT ACTIVATION

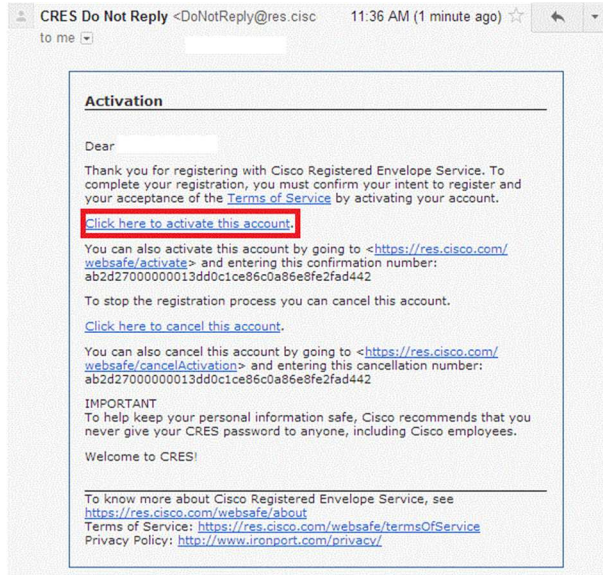
Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to .

Please check your inbox. If you do not see an account activation email, check your junk email folder.

6. Close the Final Step Browser window and return to your e-mail inbox.
7. Open the new e-mail with the subject **“Please activate with CRES”** in your Inbox.

8. Click on the “**Click here to activate this account**” link, within that e-mail.



9. Once you click on the above link, you will be brought to a page stating the following:

EMAIL ADDRESS CONFIRMED

You have activated the account for [redacted]. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.

10. Navigate to the saved “**securedoc_XXXX.html**” file and double-click to open or you may go back to the original secure e-mail that was sent to you and click to open the attachment.
11. Enter your password then click on the “**Open**” button to view the encrypted e-mail.

