

How to Open an Encrypted E-mail

Users that have an existing account

The following steps are for users that have an existing account

If you need help with initial setup and opening of your secure message, contact the Hospital Help Desk at 801-587-6000.

If you have forgotten your password, please see the instructions on "Forgotten Password"

You will receive an email alert you have a secure message.

Screen 1: Open the email and click on the attachment

You have received a secure message from University Of Utah Health Care.

The University of Utah Hospitals and Clinics takes the protection of your health information very seriously. To avoid having our email communications opened by unauthorized recipients, and to conform with Federal law, email messages from our institution are encrypted.

As an alternative, your provider may also offer messaging through MyChart. Please ask your provider for more information, or visit <https://mychart.med.utah.edu>.

For additional information regarding the encryption please visit <http://privacy.utah.edu/>

To open your message:

1. Open the attachment that was provided in the email.
2. When the attachment opens, click the "Register" button in the attachment.
3. Fill out the required information to register (name, password, security questions, etc.)
4. After filling out this information, you will receive an email prompting you to activate your account.
5. After selecting the activation option, you will then need to reopen the attachment from Step 1, and instead of having a "Register" button, you will get a login screen, allowing you to log in to your secure message credentials that you just created.
 - Please avoid forwarding this message to another email account. You will not be able to open a forwarded secure message.
 - To view this on a mobile device, you may forward this message to mobile@res.cisco.com, and receive a mobile login link.

If you need additional help, please click your choice of links below:

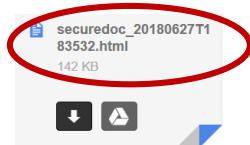
Cisco Registered Email Service Help Link:

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

University Of Utah IT Registration Instructions:


<http://privacy.utah.edu/>

Thank you for choosing University of Utah Health Care.



Screen 2: Enter password, click open

THE UNIVERSITY OF UTAH



[Help](#)

From: Jennifer Noll <Jennifer.Noll@hsc.utah.edu>
To: **Your email address will be here**
Subject: test PII
Password:

Security Phrase
Your personal phrase is not enabled on this computer.
[More info](#)

If you are a new user, select your email address and click **Open** to create an account.

Click Open. If the Open button does not appear, forward the original email to mobile@res.cisco.com.

[My address is not listed](#)

Submit your password above to open your message online

Use on mobile: install application for [iOS](#) or [Android](#)

Once you enter your password and click open, the email message will open