How to Open an Encrypted E-mail

Forgotten Passwords

The following steps are for users that have an existing account, and have forgotten their password

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

Screen 1: Click open

Screen 2: Click Forgot Password

CRES Envelope Opener
Screen 3: Enter email address, click continue

Return to E-mail inbox and open e-mail “CRES Do Not Reply”

Screen 1: Click on the link
Screen 2: Enter new password

Screen 3: Return to message and enter new password and click open

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