

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

The screenshot shows the top of an email interface. In the top left is the University of Utah logo. In the top right is a circular logo for 'CISCO REGISTERED ENVELOPE SERVICE' with a padlock icon. Below the logos, the email header information is displayed: 'From: Jennifer Noll <Jennifer.Noll@hsc.utah.edu>', 'To: Your email address will be here', 'Subject: test PHI', and 'Password: [input field]'. To the right of the header is a 'Security Phrase' section with the text 'Your personal phrase is not enabled on this computer.' and a 'More info' link. Below the header, there is a paragraph of instructions: 'If you are a new user, select your email address and click **Open** to create an account.' followed by 'Click Open. If the Open button does not appear, forward the original email to mobile@res.cisco.com.' A blue 'Open' button is highlighted with a red oval and a black arrow points to it from the right. At the bottom right, there is a 'My address is not listed' link and the text 'Submit your password above to open your message online'. At the bottom left, there is a note: 'Use on mobile: install application for [iOS](#) or [Android](#)'.

Screen 2: Click Forgot Password

CRES Envelope Opener

The screenshot shows a 'Password:' label followed by an input field. Below the input field is a blue 'Open' button. A red oval highlights the text 'Forgot password?' which is a link located below the password input field. A black arrow points to this link from the right.

Screen 3: Enter email address, click continue

FORGOT PASSWORD

We'll email you a link to a page where you can easily create a new password.

To assure our messages are not accidentally filtered out, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

If you are authenticating using single sign on, please contact your Identity Provider for assistance.

Email Address

[Continue](#)

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

Screen 1: Click on the link

New Password

Dear Ralph McClish,

To reset your password, follow this link (or copy and paste it into your browser). This link will expire in 72 hours. You may only use this link once.

<https://res.cisco.com/websafe/passwordReset?&id=ralph%40monstully.com&password=f19YmhQPCA36F>

Thank you,
CRES Customer Support

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.cisco.com/web/siteassets/legal/privacy.html>


Screen 2: Enter new password

CREATE NEW PASSWORD

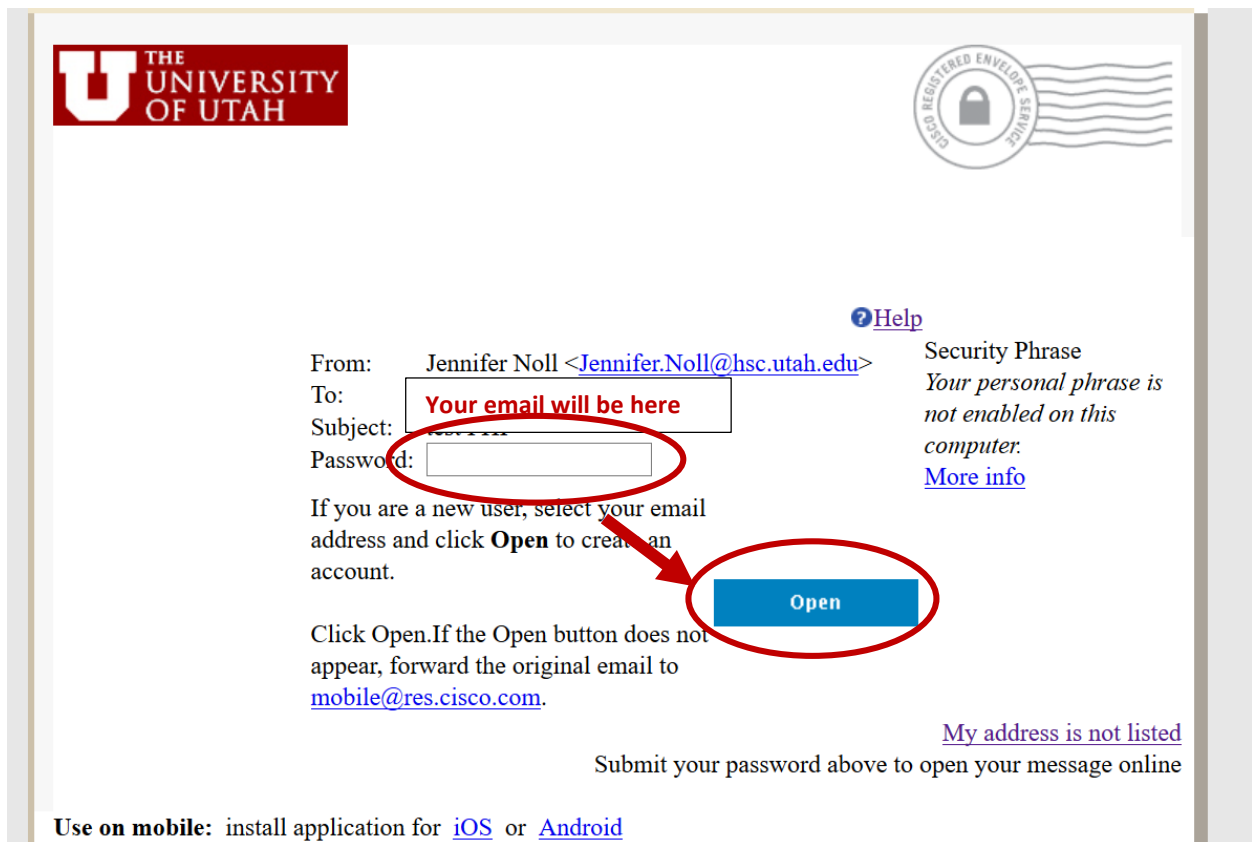
Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.



New Password

Confirm Password



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



[? Help](#)

From: Jennifer Noll <Jennifer.Noll@hsc.utah.edu>

To: Your email will be here

Subject: [REDACTED]

Password:

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.

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

[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