How to Open an Encrypted Email

New users

The following steps are for users that are opening an encrypted email for the first time.

There are two steps (but several screens) involved to open a secure message.

1. You must create an account and a password
2. You must enter the password you created to open the secure message

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

If you forget your password or need help specifically trouble shooting while opening your encrypted message, contact the Cisco recipient support team via email at support@res.cisco.com.

STEP 1: CREATE AN ACCOUNT AND PASSWORD
You will receive an email alert you have a secure message.
Screen 1: Click on the attachment
Screen 2: Click Open

Screen 3: Click Register

YOU ARE NOT REGISTERED

To open this message, you must first register and create a password.

Register
Screen 4: **New User Registration (Note: All fields are required)**

Enter information into all fields and click continue

![NEW USER REGISTRATION](image)

Screen 5: **New User Registration (continued)**

Complete all fields and click register
Screen 6: **Final Step**

**FINAL STEP: ACCOUNT ACTIVATION**

Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to ralph@monstully.com.

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

Screen 7: **Open email “CRES Do Not Reply” in your inbox**

Click link to activate account

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Screen 8: **Email Address Confirmed**

**EMAIL ADDRESS CONFIRMED**

You have activated the account for ralph@monstully.com. 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.

Once you have received this confirmation screen, return to your email inbox and click on the encrypted email.
STEP 2: ENTER ACCOUNT INFORMATION TO OPEN SECURE EMAIL

Screen 1: Open original email and click on attachment

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

Screen 2: Enter password, click open