

CISCO SECURE MAIL

Forgot your Cisco Secure Mail Password



Office of Information Technology
UNIVERSITY OF COLORADO
DENVER | ANSCHUTZ MEDICAL CAMPUS

1/15/15
Samson V.

1. How to update your password

- 1) Open your internet browser.
- 2) Enter the URL: <https://res.cisco.com/websafe/root>
- 3) Click the “Forgot password?” link



English ▼

ACCOUNT LOGIN

Welcome, please log in:

Email Address

Password

Remember me on this computer.

[Forgot password?](#)

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

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- 4) Enter your email address and click the "Continue" button.



English ▼

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.

Email Address

- 5) You will receive an email providing you with instructions to click the link in the body of the email.



English ▼

FORGOT PASSWORD

Instructions to reset your password have been emailed to Justin.Time@ucdenver.edu.

Please check your inbox. If you do not see an email regarding your CRES password, check your junk email folder.

If you have any questions, please contact the University of Colorado Denver | Anschutz Medical Campus OIT Help Desk at 303-724-4357 (4-HELP) between the hours of 7:30 a.m. and 5:00 p.m., Monday through Friday. You can also open a ticket at the self-service portal: <http://4help.oit.ucdenver.edu>

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- 6) The link will open your browser and take you the Security Question page where you will answer the security questions you provided when you opened your account with Cisco Secure Mail. Then click the "Continue" button.



Welcome

SECURITY QUESTION

Please answer the following security questions to reset your password.

What is your father's middle name?

What is your maternal grandmother's first name?

What year did you graduate from high school?

[Continue](#)

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- 7) Enter your new password and click “Continue”.



Welcome 

CREATE NEW PASSWORD

Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

New Password

Confirm Password

Continue

- 8) You will be notified that you password has been successfully updated and to click the “click here to log in” link.

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