Forgot your Cisco Secure Mail Password
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

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](http://4help.oit.ucdenver.edu)
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4) Enter your email address and click the “Continue” button.

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

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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.

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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CU Denver | Office of Information Technology

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

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 your password has been successfully updated and to click the “click here to log in” link.