



1. These instructions are for users who reside outside the University of Colorado Denver that receive encrypted emails from faculty or staff of UC Denver.

As a part of our HIPAA compliance initiatives, a system is now available that allows you to communicate securely via email with doctors and other professionals at The University of Colorado Denver.

You must use this system if you wish to send private or Protected Health Information (PHI) to any individual at UC Denver. In order to use the system, you must first receive a message marked as secure communication from an individual within the UC Denver network. If there is a need to communicate PHI information with someone within the UC Denver system, please ask your contact to send you a secure message.

Once you have received a secure message, you can reply or initiate new conversations with individuals at UC Denver in a secure manner. You will not have an account on our secure email servers until you have received a secure message from someone within the UC Denver network.


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>

How to receive or reply to secure messages

- 1) The following screen shot is the way the initial secure message is formatted.
 - This is the message that you will receive from someone at UC Denver.

Encrypted message

From: **Test, Cortez** (test.cortez@ucdenver.edu)

 You may not know this sender. [Mark as safe](#) | [Mark as unsafe](#)

Sent: Mon 8/25/08 2:55 PM

To: [test.cortez@ucdenver.edu](#) | [test.cortez@ucdenver.edu](#)

 [securedoc...html](#) (75.9 KB)

If you're having problems downloading attachments, please sign in again and select "Remember me on this computer".
[Sign in again](#)

You have received a secure message

Read your secure message by opening the attachment, securedoc.html. You will be prompted first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com

If you have concerns about the validity of this message, contact the sender directly.

First time users - will need to register after opening the attachment.

Help - <https://res.cisco.com/websafe/help?topic=RegEnvelope>

About Cisco Registered Email Service - <https://res.cisco.com/websafe/about>

--Forwarded Message Attachment--

Reasons you may be seeing this text:

1. You are seeing this text in your preview pane. Please open the attachment to read your secure message.
2. You have opened the attachment and
 - a. you do not yet have an account. Please select your email address and click the Open button to create an account.
 - b. you have an account. Once the Open button appears, enter your password and click Open.

If the Open button does not appear, please forward the original email to: mobile@res.cisco.com

- 2) You will notice that the message has an attached file called securedoc.html. Double-click it and you will be prompted to open (view) the file or save (download) it to your computer. **For best results, save the file first, then open it in a web browser by double-clicking the saved file.**

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- 3) After you open the “securedoc.html” file, you will see the following screen.



- 4) Please click the “Register” button which will initiate the creation of your account on the secure mail server. This happens the first time you are sent a secure message. Once you register, you will not see this screen on messages that you receive after this.

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- 5) After clicking “Register” you will be asked to input user information as pictured below. Once you have filled out the page, click the “Register” button.

NEW USER REGISTRATION

* = required field

Enter Personal Information

Email Address

Language The language setting will be stored for future login and email notifications.

First Name*

Last Name*

Create a Password

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

Confirm Password*

Personal Security Phrase Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.

Select 3 Security Questions
You will be asked these questions in the future if you forget your password.

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*

Confirm Answer 2*

Question 3*

Answer 3*

Confirm Answer 3*

Remember me on this computer

- Once filled out, you will see that your account has been created.

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NEW USER REGISTRATION

Thanks! You've created a Cisco Registered Envelope Service account. To complete your registration, please activate your account.

How to Activate Your Account

Check Your Email

You will soon receive an email message at: dan@hugoboss.com. Follow the instructions in the email to activate your account.

To exit this page, close your browser window.

- Please follow the instructions and check your email account to activate. You will see the following message in your inbox.

Please activate with CRES

From: **Do Not Reply** (DoNotReply@res.cisco.com)
You may not know this sender. [Mark as safe](#) | [Mark as unsafe](#)
Sent: Tue 8/26/08 12:30 PM
To: dan@hugoboss.com

Activation

Dear Dan Hotmail,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#).

[Click here to activate this account.](#)

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering this confirmation number: e3efe63dd00848007f000001e02c21e5

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)

You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number: e3efe63dd00848007f000001e02c21e5

IMPORTANT

To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

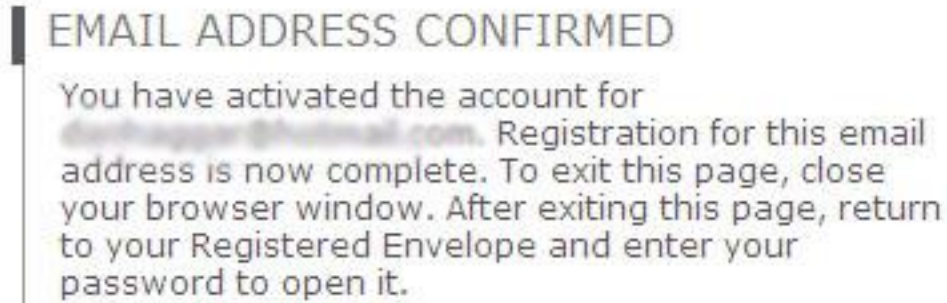
To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>
Terms of Service: <https://res.cisco.com/websafe/termsOfService>
Privacy Policy: <http://www.ironport.com/privacy/>

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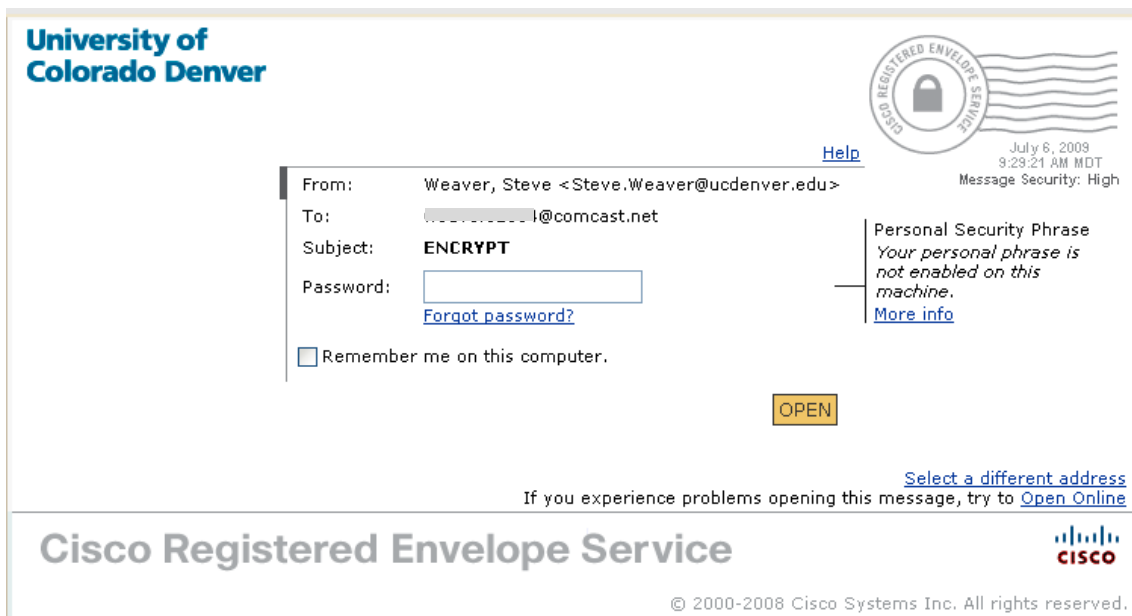
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- Click the link “click here to activate this account.” You will see the following screen:



- 6) Once your account is created and registered, you can view your secure message. Go back to the original message (the first one you received) and open it. Save the file “securedocument.html” to your hard drive and then open it. You will see the following screen:



- Enter your password to retrieve the message
 - If you do not see the open button, please make sure that you are saving the file “securedocument.html” to your hard drive. If you open the file directly from the email without saving it first, you may not see the open button.

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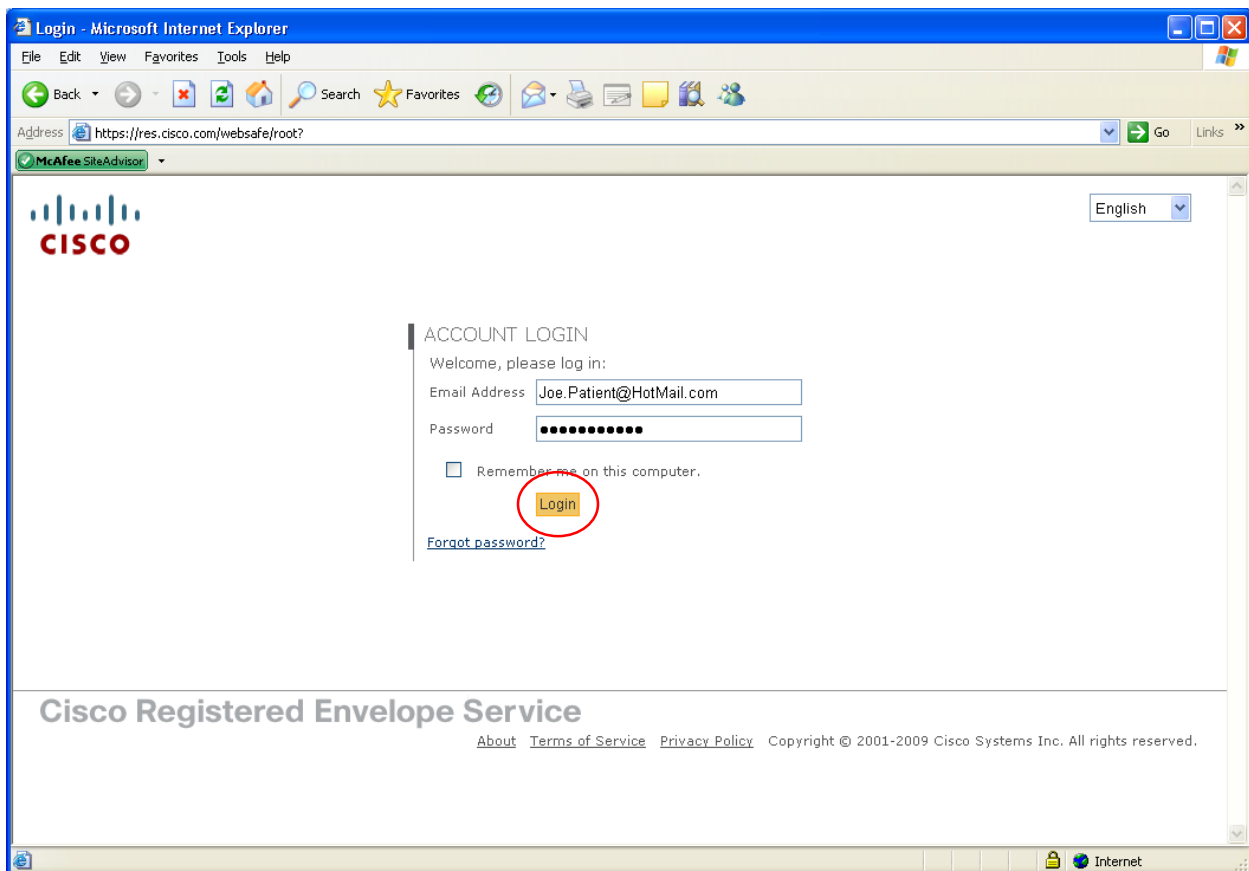
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Note: The “Remember me on this computer” functionality for accessing secure messages has been disabled.

How to send secure messages

- 1) Open your internet browser
- 2) Enter the URL: <https://res.cisco.com/websafe/root>
- 3) Login to your Cisco Secure Mail account
 - Enter your email address and Cisco Secure Mail password
 - Click the “Login” button



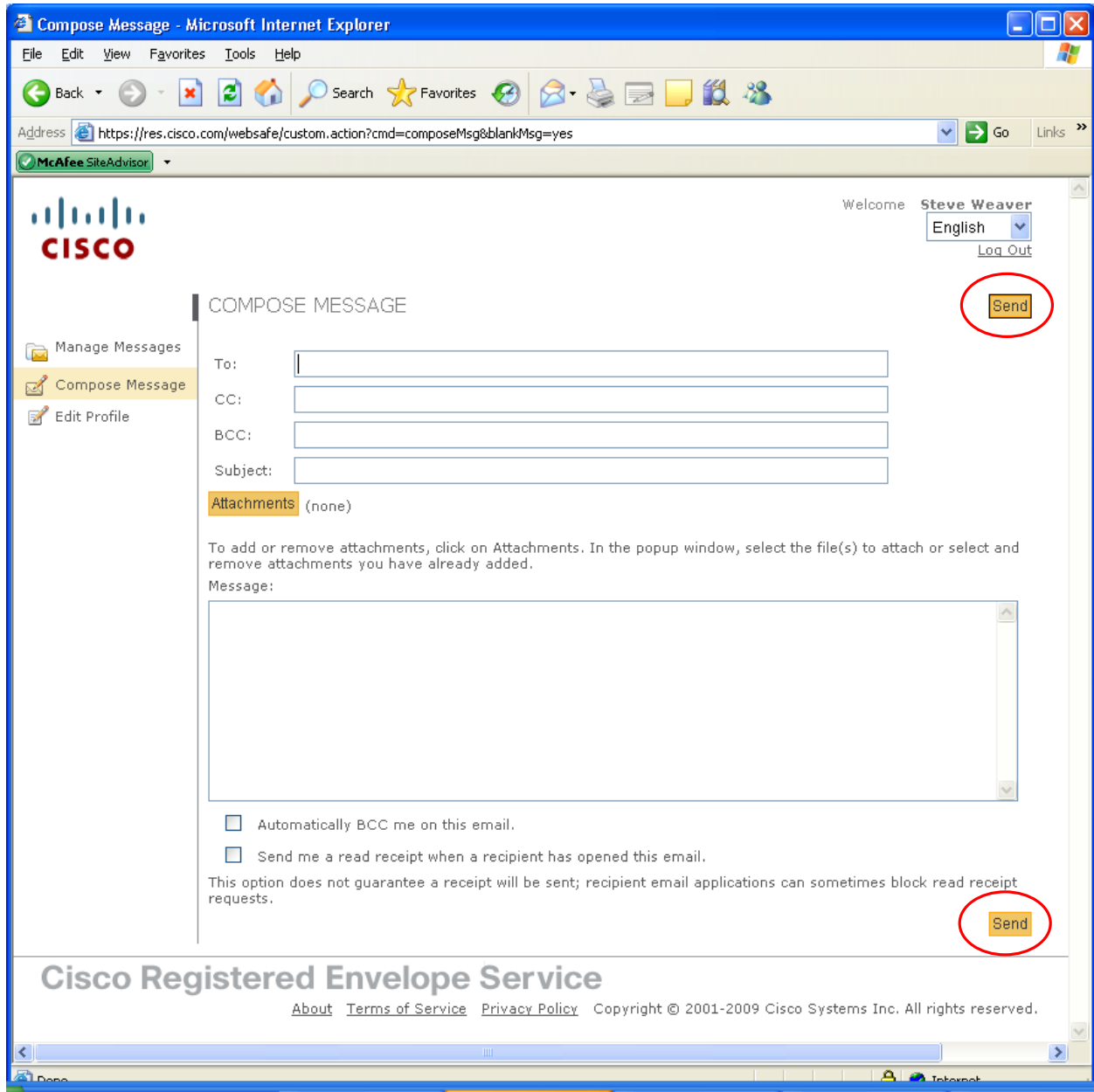
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4) Compose your email and click "Send"

Note: *There is no local address book for this account so you will need to know the recipient's email address.*

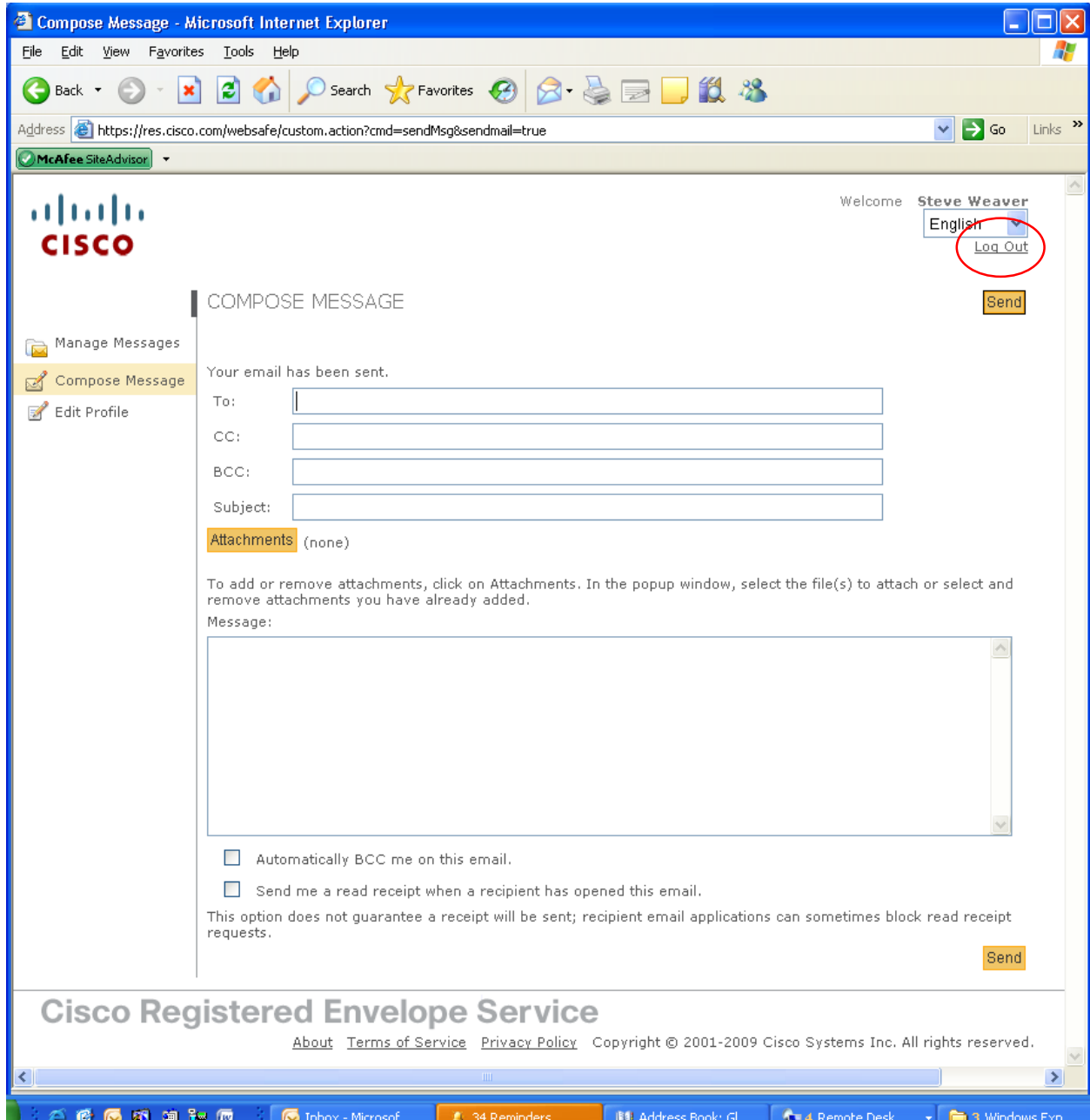


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- 5) Your email is now sent to the recipient's mailbox in a safe and secure manner.
- 6) After you have completed sending all of your emails, please "log out" of your Cisco Secure Mail account.



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