

GENERAL OVERVIEW

This document provides instructions for external email recipients who receive encrypted emails sent from UnitedHealthcare **StudentResources**.

Upon receiving an encrypted email, the recipient is required to register with Cisco Registered Envelope Services (CRES). Registration is a onetime requirement and is detailed later in this document.

If you need assistance please contact:

Cisco Customer Support:

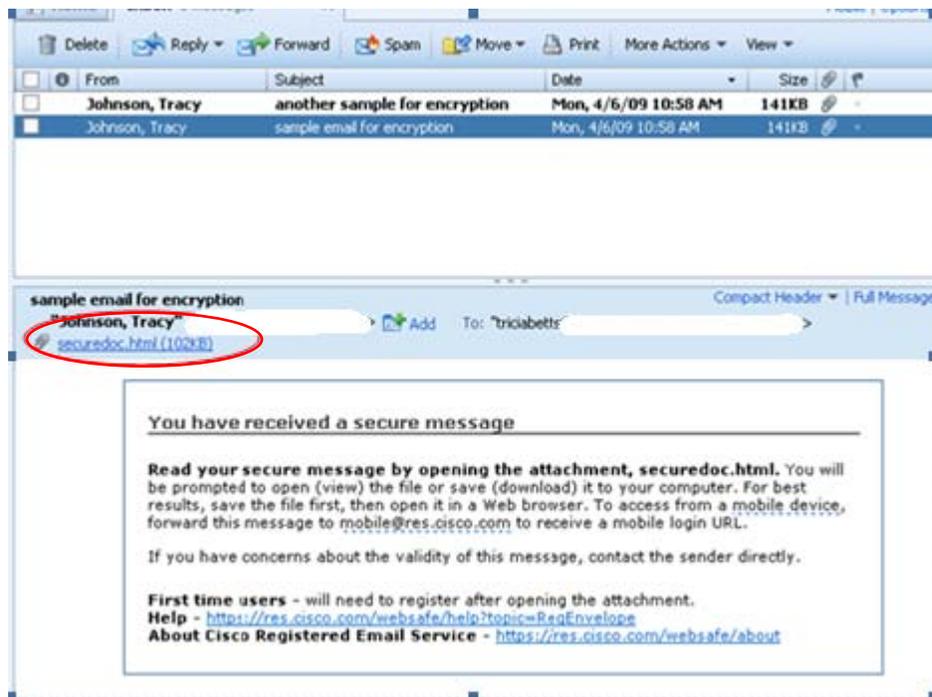
support@Res.Cisco.com

<https://res.cisco.com/websafe/help?topic=ContactSupport>

<https://res.cisco.com/websafe/help>

REGISTRATION INSTRUCTIONS

You will receive an encrypted email in a secured format such as displayed below:



1. Click on the securedoc.html link attachment.
2. Depending on the email client used, you may be presented with a Download Attachment dialog box. If so, click the <Download Attachment> button.
3. When the File Download dialog box appears, click the <Open> button.
4. First time users are required to click the <Register> button to continue the registration process.



5. If you have used CRES before, it will prompt for a password. If the password has been forgotten, click the Forgot Password link to have the password reset.
6. New users should complete the New User Registration form including a personal password and security phrase and click <Register>



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

ACTIVATE YOUR ACCOUNT

You will see a "How to Activate Your Account" information screen, and will receive email instructions from DoNotReply@res.cisco.com to complete the registration process.

To activate the account, click the [Click here to activate this account](#) link specified in the email message. You will see an on-screen confirmation that your account has been activated.

VIEW YOUR SECURE EMAIL

Return to the secure email message in your email client and click the [securedoc.html](#) attachment link.

1. Click <Download Attachment> on the Download Attachment dialog box if it appears
2. Click <Open> on the File Download dialog box.
3. Enter your password and then click on the “Open” button.



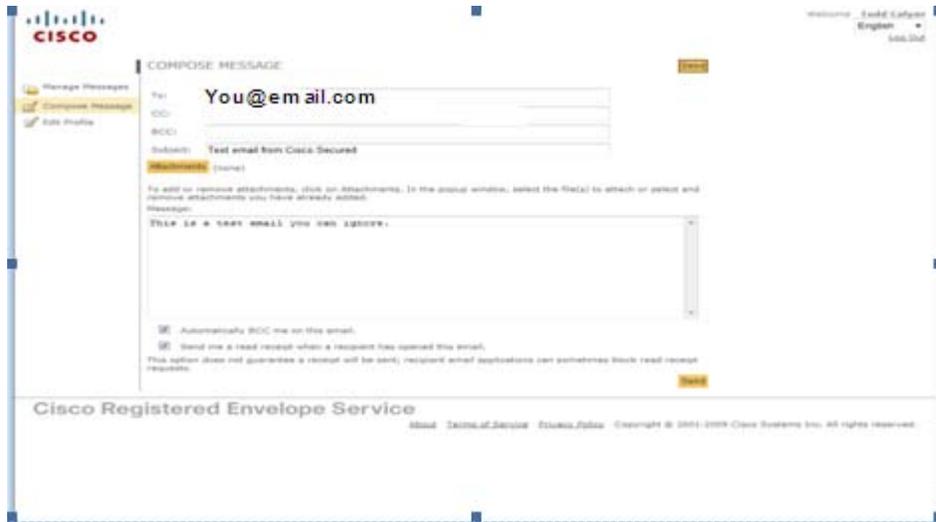
You may also place a check in the “Remember me on the computer.” checkbox. By checking this box, you will not be prompted to enter a password on future encrypted emails.

Once you have access the secure email message you may reply, forward or save the email message in the same manner you would any other email message you receive.

SEND A NEW SECURE EMAIL TO UHCSR

To send a new secure email to UHCSR, simply log on to <http://res.cisco.com> using your email address and password.

1. Click <Compose Message> and compose your email message



2. To attach a document to the message:

a. Click <Attachments>



b. Click <Browse> and select the document from its storage location

c. Click <Add> to attach the document to the email message

d. Repeat steps b. and c. for each document to be added

e. When finished adding documents, click <Done>

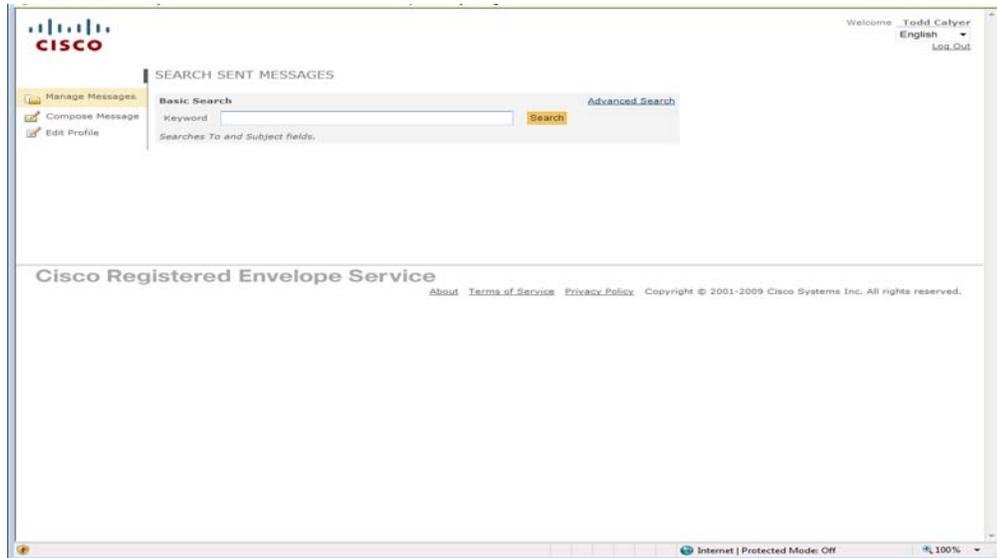
3. Complete the email message and click <Send>

a. **To keep a record of the email sent, click the "Automatically BCC me on this email" check box before sending.**

i. Click Edit Profile and select this option to make it the default for all messages sent.

MANAGE MESSAGES

To view messages that have been previously sent, click <Manage Messages>



Enter the search criteria and click <Search>

There is no In Box or Sent Mail folder. Email history is displayed and indicates if the message has been opened, but the message cannot be opened and read.

To keep a record of the message sent, click the “Automatically BCC me on this email” box when composing the email message.

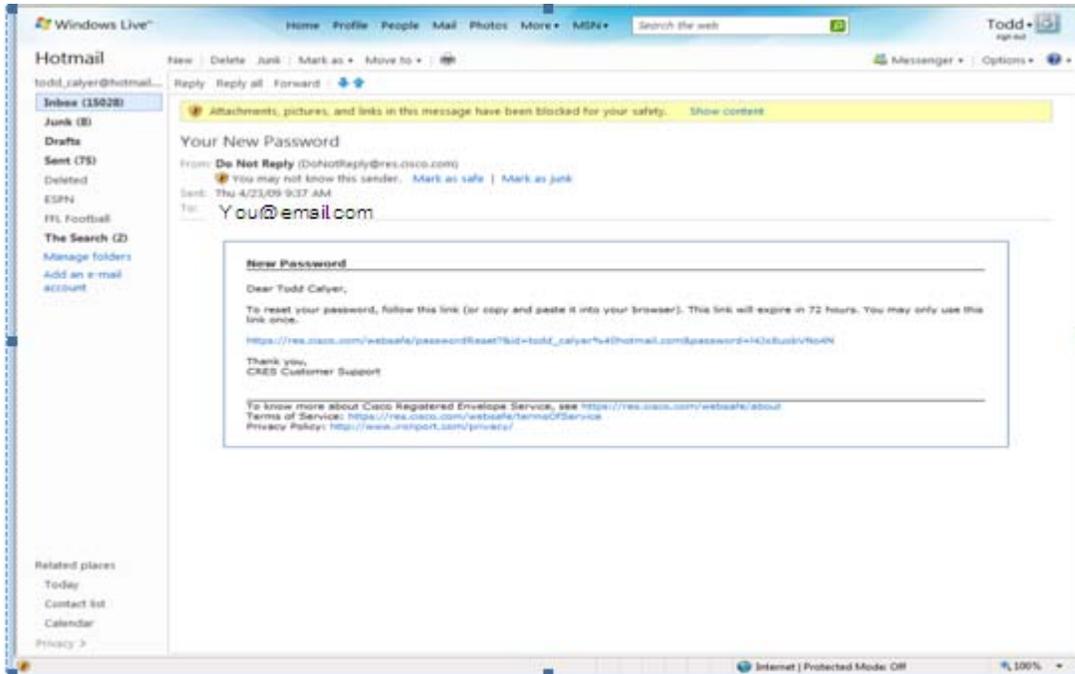
All messages to UHCSR will **not** be found in this search. Messages between Cisco and UHCSR.com are encrypted using TLS (Transport Layer Security) between the servers.

FORGOT PASSWORD

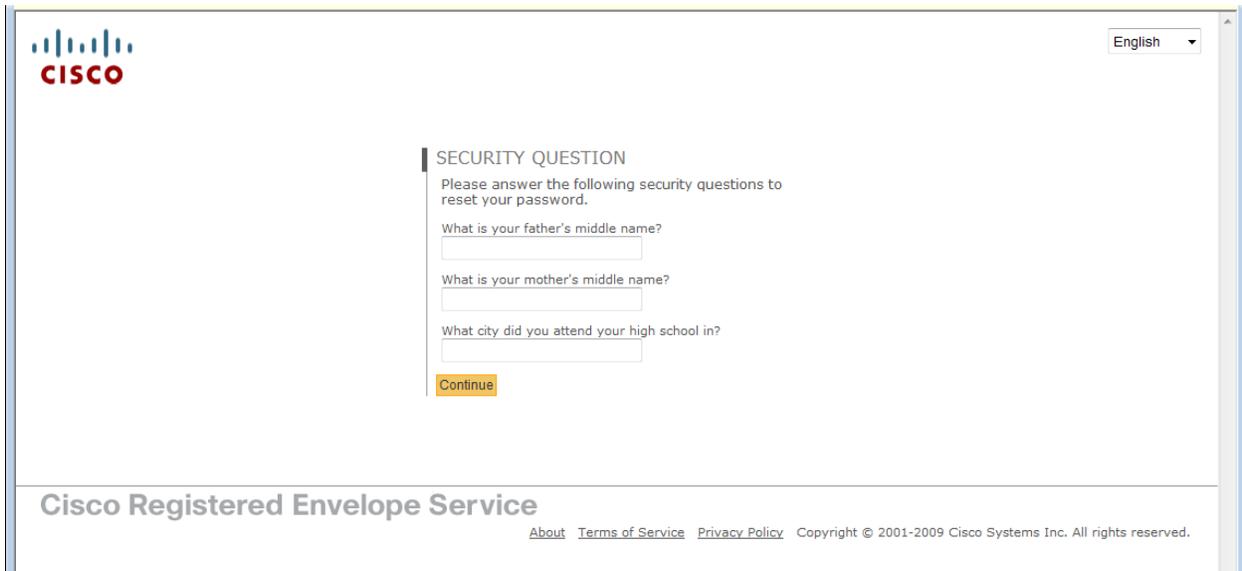
To reset the password, go to <http://res.cisco.com> and click <Forgot Password>.



The system will request the email address and will send a link to allow the user to reset their own password.



The user will be required to provide the Security Question answers that were established when the account was initially set up.



The user will then create a new password.

The screenshot shows a web interface for creating a new password. In the top left corner is the Cisco logo. In the top right corner, there is a language dropdown menu set to "English". The main heading is "CREATE NEW PASSWORD". Below this heading are two input fields: "New Password" and "Confirm Password", both containing masked characters (dots). A "Continue" button is positioned below the "Confirm Password" field. At the bottom of the page, the text "Cisco Registered Envelope Service" is displayed, followed by a footer containing links for "About", "Terms of Service", and "Privacy Policy", along with a copyright notice: "Copyright © 2001-2009 Cisco Systems Inc. All rights reserved."

Once the new password is created, the user may sign into the system.