

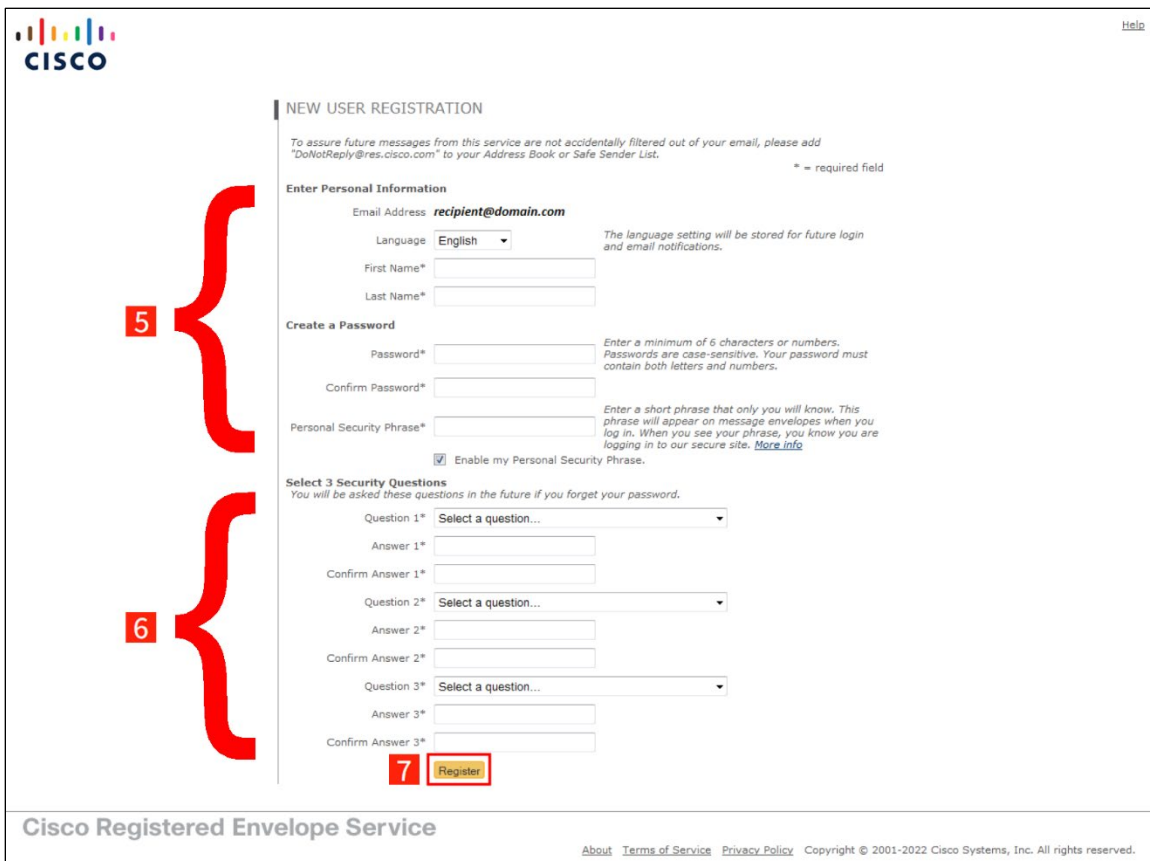
# Secure email messages from Mayo Clinic

Secure email service is provided by Cisco. If you encounter issues with registration or passwords, see Cisco's Secure Message Help troubleshooting links. For additional assistance, contact [Customer Support for Cisco Secure Email Encryption Service](#).

## Opening a secure email message

After receiving an encrypted email from a Mayo Clinic employee:

1. Save the "securedoc.html" file attachment from the email message to your desktop.
2. Double-click the file attachment.  
The secure envelope opens.
3. In the envelope, click the **REGISTER** button.
4. The Cisco Secure Email Encryption Service (CRES) registration form opens in your browser.



The screenshot shows the Cisco New User Registration form. The Cisco logo is in the top left. The title is "NEW USER REGISTRATION". Below the title is a note: "To assure future messages from this service are not accidentally filtered out of your email, please add 'DoNotReply@res.cisco.com' to your Address Book or Safe Sender List." and a small asterisk note "\* = required field".

The form is divided into sections:

- Enter Personal Information:** Includes fields for Email Address (pre-filled with "recipient@domain.com"), Language (dropdown menu set to "English"), First Name\*, and Last Name\*. A red bracket labeled "5" groups the First Name and Last Name fields.
- Create a Password:** Includes fields for Password\* and Confirm Password\*. A red bracket labeled "6" groups these two fields. A note states: "Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers."
- Personal Security Phrase:** Includes a field for a Personal Security Phrase\* and a checkbox for "Enable my Personal Security Phrase". A note states: "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. [More info](#)".
- Select 3 Security Questions:** Includes three sets of dropdown menus for questions and text input fields for answers. A red bracket labeled "6" groups the first question and answer fields. A red box labeled "7" highlights the "Register" button at the bottom of the form.

At the bottom of the form, it says "Cisco Registered Envelope Service" and "About Terms of Service Privacy Policy Copyright © 2001-2022 Cisco Systems, Inc. All rights reserved."


5. In the **Enter Personal Information** section, complete the following required fields:
  - **First Name**
  - **Last Name**
  - **Password:** Enter a minimum of six (6) characters, using both letters and numbers.

**Note:** Passwords are case sensitive.

- **Confirm Password:** Re-enter your password.
- **Personal Security Phrase:** Enter a short phrase that only you will know. This phrase will appear on message envelopes when you login, indicating that you have received a valid secure message from Mayo Clinic.

6. In the next section, **Select 3 Security Questions**. If in the future you forget your password, you will be asked to answer these questions. For each of the three:
  - a. Select a question from the **Question** drop-down menu.
  - b. In the **Answer** text field, enter the answer.
  - c. In the **Confirm Answer** text field, re-enter the answer.

**Note:** Answers are case sensitive. For a future password reset, they must be provided exactly as you initially entered them.

7. At the bottom of the form, click the yellow **Register** button. 

**Note:** You must complete the CRES registration form only once. Going forward, you will be able to open any secure messages sent to you by Mayo Clinic using the password you set.

8. Check your email, open the new message from Cisco, and click the first link in the body of the email to confirm.
9. Return to the secure envelope.

The **Register** button has changed to the **OPEN** button.

10. In the **Password** field, enter your password.
11. Click the **OPEN** button.

You should now be able to view the contents of the secure message.

**Notes:**

- If there is an attachment, right-click the attachment link and save the attachment to your desktop with the correct file extension.
- If you experience problems opening the secure message, click the **Open Online** link.  
The **OPEN** button changes to the **OPEN ONLINE** button.  
Click this button to view the message online.

## Responding to a secure email message

---

To respond to an email message from Mayo Clinic with a secure encrypted email message:

1. In your email application, click **Reply**.
2. Type your email, adding any attachments if necessary.
3. Click the **Send** button.

A confirmation message appears in the browser window, indicating that your reply email was successfully sent.

The Mayo Clinic employee will receive the secure reply notification in their email inbox.

## Important notes

---

- Mayo Clinic does not share email information.
  - Both Java and JavaScript must be enabled on your computer.
1. Your password is administered by Cisco/IronPort. If you are locked out of your account or cannot provide the answers to any of your security questions, please contact Support by emailing [cres-support@ironport.com](mailto:cres-support@ironport.com). For any other questions, please contact [Customer Service](#).