



Cisco Registered Envelope Service 5.3 Recipient Guide

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CHAPTER 1

Opening Your First Registered Envelope

Revised: May 20, 2017

This chapter provides step-by-step instructions for first-time recipients of password-protected Registered Envelopes. It explains how to enroll with Cisco Registered Envelope Service (CRES) and open Registered Envelopes.

This chapter discusses the following topics:

- [Overview of Registered Envelopes](#)
- [Steps to Opening Your First Secure Message](#)
- [Opening Registered Envelopes After You Activate Your CRES Account](#)
- [Opening Secure Messages Through Google Sign-in](#)



Note

The latest version of this guide and other CRES documentation is available on this [product page](#).

Overview of Registered Envelopes

A Registered Envelope is a type of encrypted email message. Some Registered Envelopes are password-protected, whereas others are encrypted but do not require a password.

If you receive a password-protected Registered Envelope, you need to set up a free user account with Cisco Registered Envelope Service to open your encrypted message.

After you enroll with the service, you can use your account password to open all Registered Envelopes that you receive—from any sender. You can also use the service to send and manage your own Registered Envelopes.

Why Use Registered Envelopes?

Registered Envelopes enable you to easily send and receive encrypted email. Typically, senders encrypt messages to prevent important or confidential information from getting into the wrong hands. Encryption protects against accidental breaches of security, as well as intentional illegal and malicious security breaches.

Often, when individuals or organizations send Registered Envelopes, they want to protect confidential information for the benefit of the recipient. In some cases, senders are required to maintain confidentiality because of government regulations or statutes. For example, a health care provider might use a Registered Envelope to convey confidential information about a patient's medical history, and a financial institution might send protected information about a personal bank account.

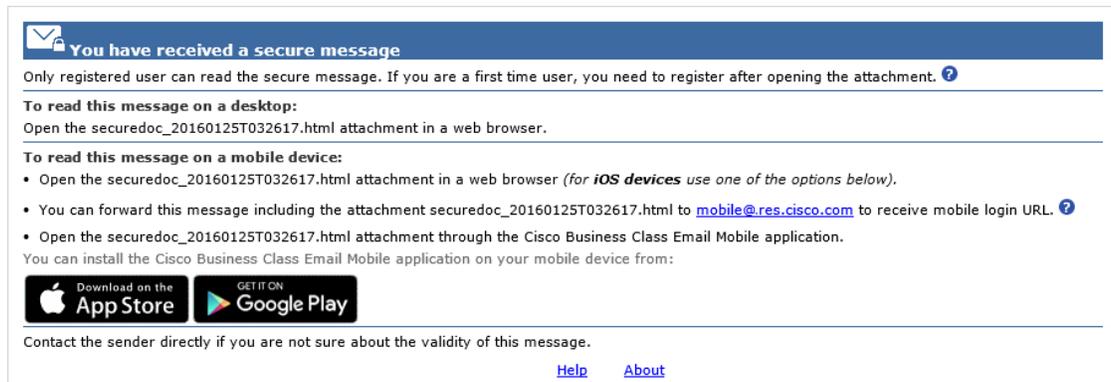
Registered Envelope Notification Message

When someone sends you a Registered Envelope, you receive the following files:

- **Notification email message.** The notification message indicates that someone has sent you a secure, encrypted message in the form of a Registered Envelope. The notification also includes links to information about Registered Envelopes and CRES.
- **Encrypted message file attachment.** The notification message includes an encrypted message file attachment. The file attachment uses the naming convention of `securedoc_dateTime.html` where *date* and *time* are represented as a numerical date and time stamp that are added to the file. For example, you might receive a file called `securedoc_20100615T193043.html`, where the year, month, and day are represented as 20100615 and time is represented as 193043. This file contains both the Registered Envelope and the encrypted content. To view the Registered Envelope, save the file attachment to your hard drive. Then, double-click the file to display the Registered Envelope in a web browser. Typically, a computer must have an Internet connection to properly display the Registered Envelope and decrypt the message.

Figure 1-1 shows a typical notification email message.

Figure 1-1 Notification Email Message with Encrypted Message File Attachment



The notification email message includes the file attachment, which contains both the Registered Envelope and the encrypted content.



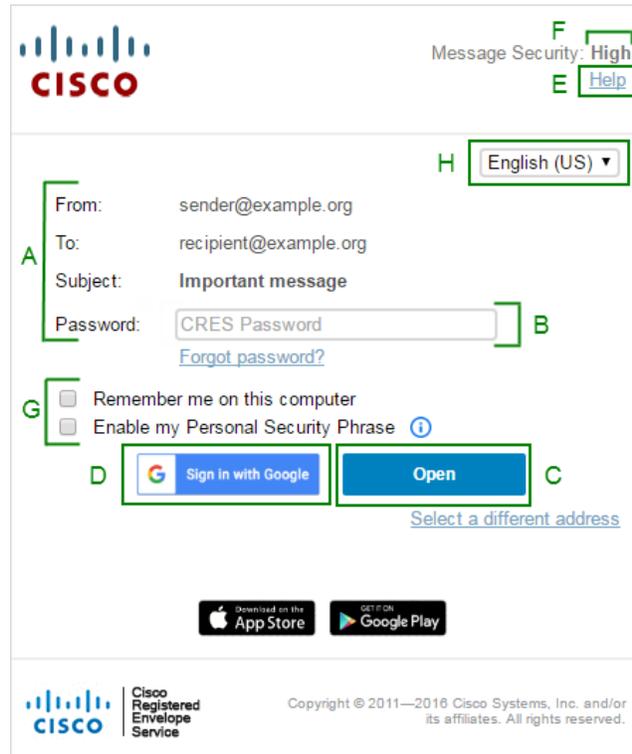
Note

The file attachment includes software to decrypt the encrypted message when you enter the password for your user account. In some cases, the included software cannot decrypt the message, and you must use one of the alternative decryption methods. For more information about alternative methods for opening envelopes, see [Chapter 3, "Troubleshooting Registered Envelope Issues."](#)

Components of a Registered Envelope

When you display a Registered Envelope in a web browser, it looks similar to the envelope shown in [Figure 1-2](#).

Figure 1-2 Example of a Registered Envelope



The following table describes the important features of a Registered Envelope highlighted in [Figure 1-2](#).

	Feature	Description
A	Address fields and subject line	The address fields identify the sender in the From: field and intended recipient in the To: field. If there are multiple recipients, the To: field displays a drop-down list with the recipients' email addresses.
B	Password field	If the message is password-protected, enter your CRES password to open the envelope. If you have not enrolled with the service, you will be directed to enroll before you can enter your password.

	Feature	Description
C	Open button	<p>If you receive a password-protected message and you have already enrolled with the service, the Open button appears. Click the Open button to decrypt the content and view your message. The Open button appears only after you enroll with the service and create a user account. If your email address is not associated with a user account, the envelope may display a Register button in place of the Open button. In that case, click the Register button to enroll with the service.</p> <p>If the Registered Envelope was sent to you with low security, you will see an Acknowledge button instead of an Open button.</p> <p> Note Your company may have configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service. In this case, a pop-up will appear that allows you to log in using your company's credentials.</p>
D	Sign in with Google button	If you have a Google account, you need to register by clicking the Google Sign-up button. After registering, you can sign in with Google and read your secure messages. In this case, you do not have to enroll with CRES or enter the CRES password.
E	Help link	Click the Help link to access the online help for Registered Envelopes. The online help describes the standard and alternative methods for opening Registered Envelopes. It also provides a link to frequently asked questions (FAQs).
F	Message security level	The message security level can be low, medium, or high. The default is medium. When a message is sent with low security, you do not need to enter a password to open it. Medium security enables standard password features. When a message is sent with high security, you must always enter a password to open it, even if you previously chose the "Remember me on this computer" option.
G	Remember Me and Personal Security Phrase check boxes	<p>Select the "Remember me on this computer" check box to have your settings remembered on your computer. These settings vary depending on the encryption profile. For example, when receiving a medium security message, you may not have to enter a password to open it, but when receiving a high security message, you will always have to enter your password.</p> <p>Select the "Enable my Personal Security Phrase" check box to have your phrase displayed. A personal security phrase is a short phrase that is meaningful to you. When you register with an organization's secure email system, you create a personal security phrase that will be known only to you and to the organization. The personal security phrase helps you to ensure that the Registered Envelope is from the organization, and not a fraudulent "password phishing" attempt.</p>
H	Language	Select the language that will be used to translate incoming Registered Envelopes. This selection will override the language that is determined by the System Default Locale set in the BCE configuration file.

For information about other Registered Envelope features, see the frequently asked questions (FAQs) at: <https://res.cisco.com/websafe/help?topic=FAQ>

Many Registered Envelope components vary from envelope to envelope, depending on several factors, including:

- The sender's account configuration.
- The software available on the recipient's computer.
- Modifications that email gateways sometimes make to the encrypted message file attachment.
- The status of the recipient as either enrolled or unenrolled with the service.

Registered Envelopes are dynamic, and the components of a particular envelope can vary over time.

Steps to Opening Your First Secure Message

This section provides step-by-step instructions for opening a password-protected Registered Envelope for the first time. The steps demonstrate a typical scenario for a first-time recipient. Some of the steps may vary, depending on the particular circumstances. If you have a Google account, you can open the secure messages using Google authentication. For more information, see the “[Opening Secure Messages Through Google Sign-in](#)” section on page 1-13.

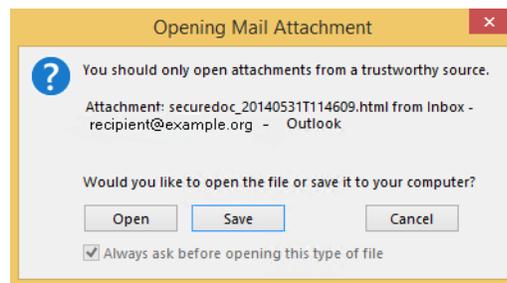


Note

These steps apply to first-time recipients opening a password-protected message only. After you enroll with CRES and activate your account, you can use your password to open envelopes from any sender. If you receive a Registered Envelope that is not password-protected, you do not need to register to open the message. For more information, see the “[Opening Registered Envelopes After You Activate Your CRES Account](#)” section on page 1-13.

Step One: Save the Encrypted Message File Attachment to Your Hard Drive

When you receive a Registered Envelope notification message, you need to open the file attachment to view the Registered Envelope. For best results, double-click the file attachment (securedoc_*date**Time*.html where *date* and *time* represent the time stamp appended at the time the mail is sent), and save it to your hard drive before opening it, as shown here.



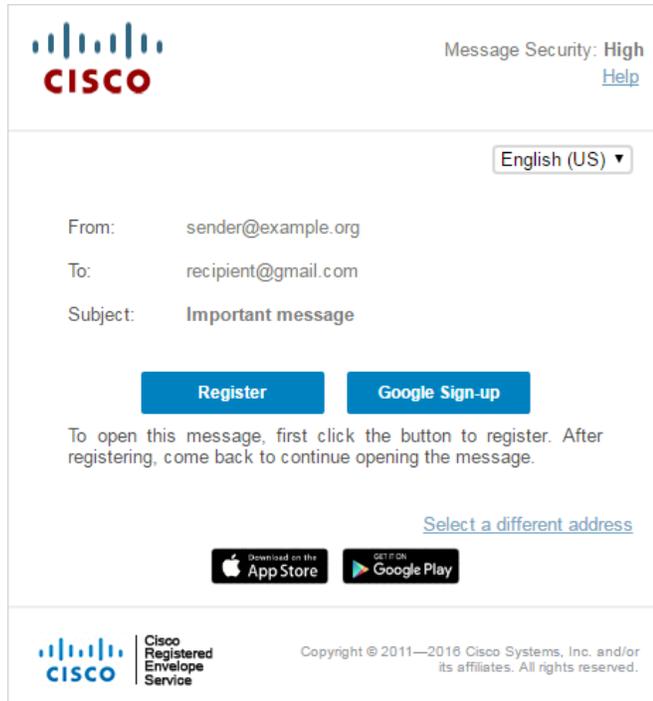
Note

The dialog box for saving an attachment may look different, depending on your email program, and whether you use a web mail site, such as Yahoo! Mail, Gmail, or Hotmail.

For more information about the notification message, see the “[Registered Envelope Notification Message](#)” section on page 1-2.

Step Two: Open the Attached File in a Web Browser

Open the attached file `securedoc_dateTime.html` file in a web browser.
The Registered Envelope is displayed.



Step Three: Click the Register Button to Enroll with the Service

Click the **Register** button on the Registered Envelope to enroll with Cisco Registered Envelope Service.



Note

Your company may have configured single-sign-on (SAML) authentication for you to use with CRES. In this case, the new user registration is a shortened registration and only requests that you enter the portal language and the name for the CRES user account. Personal security phrases are not required for SAML authentication. [Figure 1-4 on page 1-8](#) shows the new user registration with SAML authentication. [Figure 1-3 on page 1-7](#) shows the new user registration with CRES authentication.

The New User Registration page is displayed.

Figure 1-3 New User Registration with CRES Authentication

English (US) [Help](#)

CISCO

NEW USER REGISTRATION

* = required field

Enter Personal Information

Email Address recipient@example.org

First Name*

Last Name*

Create a Password

Password*

Confirm Password*

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

[Advanced Settings](#) [Register](#) [?](#)

By registering, you agree to CRES's [Terms of Service](#)

Cisco Registered Envelope Service

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Figure 1-4 New User Registration (Advanced Settings)

English (US) [Help](#)

CISCO

NEW USER REGISTRATION

Personal Security Phrase [?](#)

Enable my Personal Security Phrase.

Select 3 Security Questions [?](#)

[Show](#)

Select a question or enter your own question...

Answer 1

Confirm Answer 1

Select a question or enter your own question...

Answer 2

Confirm Answer 2

Select a question or enter your own question...

Answer 3

Confirm Answer 3

[Back](#) [Register](#)

By registering, you agree to CRES's [Terms of Service](#)

Cisco Registered Envelope Service

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Enter the information in the following fields:

Table 1-1 Fields on the CRES Registration Page

Field	Value
Language	Optional. Choose a language for your CRES account from the drop-down menu. By default, the registration page may appear in English, but you can choose from English, French, German, Spanish, Portuguese, or Japanese.
First Name	Required. Enter the first name of the CRES user account.
Last Name	Required. Enter the last name of the CRES user account.
Password	<p>Required. Enter and confirm a password for the account. Password must be alphanumeric and case-sensitive.</p> <p>The following password requirements can be additionally set by your Account Administrator:</p> <ul style="list-style-type: none"> • Password must contain characters from at least three of the available character types: lowercase letters, uppercase letters, digits, and special characters. • Password must not contain a character repeated more than three times consecutively. • Password must not contain the username or the reversed username. • Password must not be “Cisco”, “oesic” or any similar words by changing the capitalization of letters, or replacing “i” with “1”, “ ”, “!”, “o” with “0”, or “s” with “\$”. <p> Note If you forget your password, you can reset it by providing correct answers to the security questions. If your company has configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service, you will need to contact your company’s support group to obtain or reset your password.</p>
Time Zone	The time zone is set automatically based on your current location. If you set the time zone previously, the autodetection is not enabled. You can also change it by choosing the preferred time zone from the Time Zone drop-down menu.

Field	Value
Personal Security Phrase	<p>Required. Enter a personal security phrase. A personal security phrase helps protect you from password phishing threats. During registration, you can specify a short personal security phrase that is known only to you and the service. The personal security phrase appears when you click the password field on Registered Envelopes that you receive. If you do not see your personal security phrase, click the link for more information.</p> <p> Note To enable your Personal Security Phrase, select the Remember me on this computer or Enable me Personal Security Phrase check boxes.</p>
Enable my Personal Security Phrase	Select this check box to enable your personal security phrase.
Security Questions	<p>Required. Choose three security questions; enter and confirm the answers to the questions. These questions are used to reset your password if you forget it.</p> <p> Note Account Administrator manages the security questions. If your Account Administrator changed the security questions you need to edit your profile with the answers to the updated questions.</p>

Complete the online registration form and click the **Register** button at the bottom of the page to create a user account. There is no charge to enroll with and use the service.

After you complete the form and click **Register**, the following confirmation page is displayed.


English (US) ▾

FINAL STEP: ACCOUNT ACTIVATION

Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to recipient@example.com

Please check your inbox. If you do not see an account activation email, check your junk email folder.

Cisco Registered Envelope Service

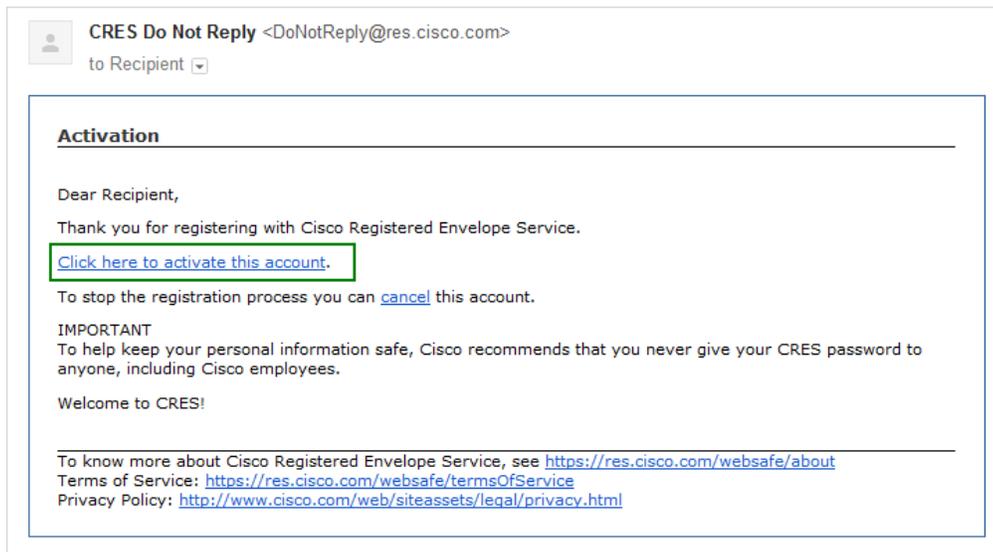
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**Note**

You may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each email address.

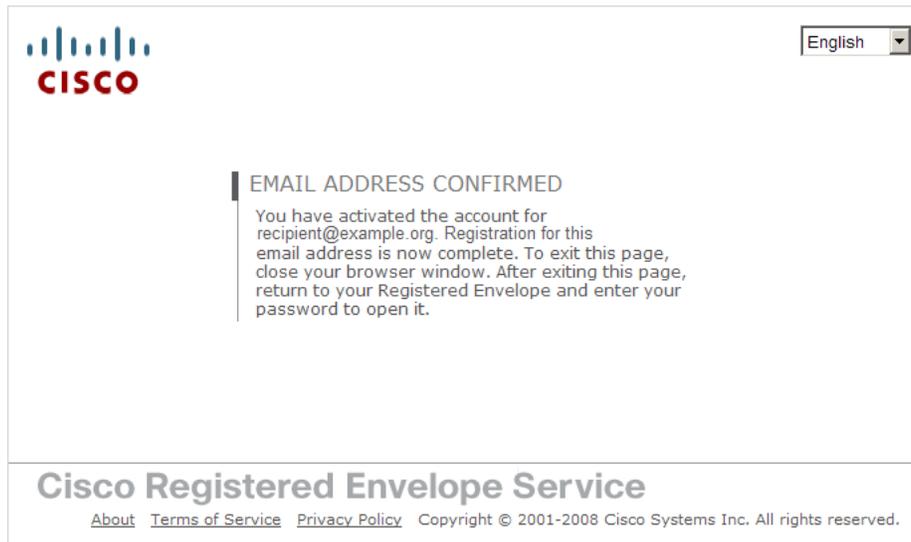
Step Four: Activate Your CRES Account

Check your email inbox for an activation message from the service. If the email is not in your inbox, check the spam or junk email folder in case the activation message was filtered. The following example shows a typical activation message.



In the activation email message, click the link to activate your user account.

The following confirmation page is displayed.



Step Five: View the Registered Envelope Again and Enter Your Password

Return to the Registered Envelope. The **Register** button is no longer displayed on the envelope. The **Open** button appears in its place, as shown below.

Message Security: **High**
[Help](#)

English (US) ▾

From: sender@example.org
To: recipient@example.org
Subject: FWD: Confidential - Earnings report
Password:
[Forgot password?](#)

Remember me on this computer
 Enable my Personal Security Phrase ⓘ

[Select a different address](#)

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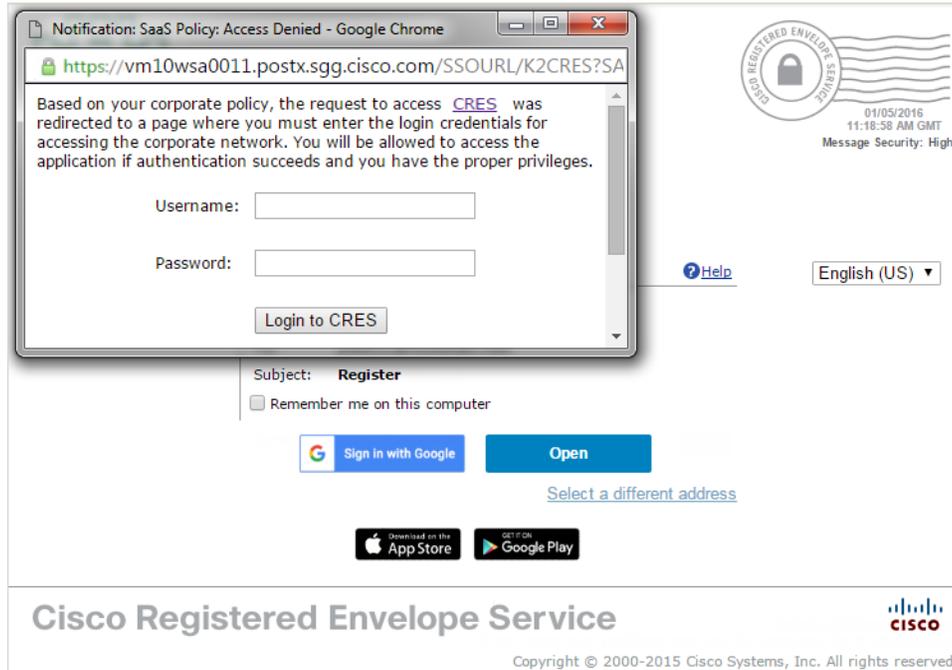
Enter the password for your Cisco Registered Envelope Service user account, and click **Open**.



Note

Your company might have configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service. In this case, a pop-up will appear that allows you to log in using your company's credentials (username and password) to authenticate and open the encrypted email. See [Figure 1-5 on page 1-12](#). If you sign in through your Google account, then you do not need to enter your CRES username and password to read the secure message.

Figure 1-5 SAML Login



The decrypted message is displayed in the browser window.



After you open a Registered Envelope, you can click **Reply** to send a Secure Reply message or click **Forward** to send a Secure Forward message. When you send a Secure Reply or Secure Forward message, the recipient receives a Registered Envelope containing the encrypted message.



Note

Depending on the original sender's preferences, some features may not be available. For example, it might not be possible to send a Secure Reply or Secure Forward message.

Opening Registered Envelopes After You Activate Your CRES Account

After you enroll with the Cisco Registered Envelope Service and activate your account, you can use your password to open envelopes from any sender.



Tip

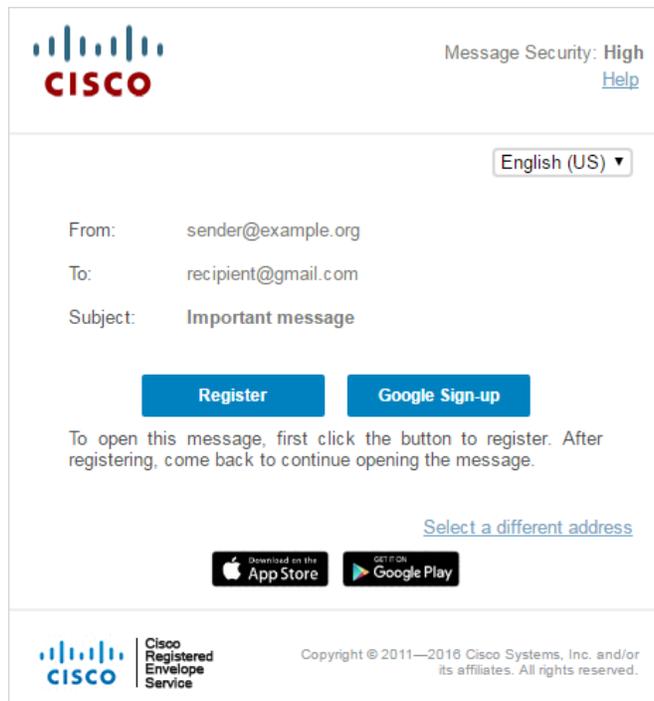
When you open the attached HTML file on a mobile device, an HTML viewer such as Quick Look is launched, which will render the envelope, the attached HTML file, inoperable. To successfully open the envelope, download the Cisco Business Class Email application from [iTunes](#) or [Google Play](#). After downloading the application, go back to the original message and touch and hold the HTML file included with the message body, then touch “Open in Cisco BCE.”

Opening Secure Messages Through Google Sign-in

If you have a Google account, you can open the secure messages using Google authentication. In this case, you do not need enroll with CRES or enter CRES password to open secure messages.

To open your first secure message through Google authentication:

- Step 1** Open the attached **securedoc.html** file in a web browser.
- Step 2** Click the **Google Sign-up** button to register.



- Step 3** Choose your Google account.

Step 4 In the **New Google User Registration** page, enter your first name and last name, and then click **Register**.

The screenshot shows the Cisco Registered Envelope Service registration page. At the top left is the Cisco logo. At the top right, there is a language dropdown menu set to "English (US)" and a "Help" link. The main heading is "NEW GOOGLE USER REGISTRATION". Below this, there is a form with the following fields: "Email Address" (pre-filled with "recipient@gmail.com"), "First Name*" (empty), and "Last Name*" (empty). A blue "Register" button is positioned below the name fields. Below the form, a line of text reads: "By registering, you agree to CRES's [Terms of Service](#)". At the bottom of the page, there is a footer section with the heading "Cisco Registered Envelope Service" and a line of text: "About [Terms of Service](#) [Privacy Policy](#) Copyright © 2011-2016 Cisco Systems, Inc. and/or its affiliates. All rights reserved."

The following confirmation message appears. You will receive the confirmation letter on your email.

The screenshot shows the confirmation message page. At the top left is the Cisco logo. At the top right, there is a language dropdown menu set to "English (US)". The main heading is "YOU ARE REGISTERED". Below this, the text reads: "Your Cisco Registered Envelope Service account was successfully created." This is followed by a bolded section: "Confirmation was emailed to recipient@gmail.com." Below this, the text reads: "You can log in and read the secure messages only using your Google account." At the bottom of this section, there is a link: "To log in with CRES password, use the [forgot password](#) link and follow the procedure on creating a CRES password." At the bottom of the page, there is a footer section with the heading "Cisco Registered Envelope Service" and a line of text: "About [Terms of Service](#) [Privacy Policy](#) Copyright © 2011-2016 Cisco Systems, Inc. and/or its affiliates. All rights reserved."

Step 5 Return to the Registered Envelope and click the **Sign in with Google** button and read your secure message.

**Note**

The **Password** field is required only with CRES authentication. If you open the secure message through Google Sign-in, the **Password** field is not applicable. Skip this field and click **Sign in with Google**.

The screenshot shows the Cisco Registered Envelope Service login page. At the top left is the Cisco logo. At the top right, it says "Message Security: High" with a "Help" link. Below this is a language selector set to "English (US)". The main content area contains the following fields and options:

- From:** sender@example.org
- To:** recipient@example.org
- Subject:** FWD: Confidential - Earnings report
- Password:** A text input field containing "CRES Password" and a "Forgot password?" link below it.
- Two checkboxes: "Remember me on this computer" and "Enable my Personal Security Phrase" (with an information icon).
- Two buttons: "Sign in with Google" and "Open".
- A link: "Select a different address".
- Two app store download buttons: "Download on the App Store" and "GET IT ON Google Play".

At the bottom left is the Cisco Registered Envelope Service logo. At the bottom right is the copyright notice: "Copyright © 2011—2016 Cisco Systems, Inc. and/or its affiliates. All rights reserved."



CHAPTER 2

Sending Email

Revised: May 20, 2017

This chapter provides step-by-step instructions for sending email using CRES and discusses the following topics:

- [Overview of Sending Email, page 2-1](#)
- [Composing and Sending an Email, page 2-2](#)
- [Using the Address Book, page 2-4](#)
- [Disabling the Security Questions, page 2-6](#)

Overview of Sending Email

You can send encrypted email from your CRES account. When you sign up for a CRES account, you cannot only receive encrypted email, but you can send encrypted email from your account. When you send encrypted email from CRES, the encryption server encrypts the outbound email and routes it to its intended destination. If you frequently send encrypted email to certain recipients, you can store the email addresses in the CRES address book, and choose from those addresses when you compose emails.



Note

Account administrators can disable access to Secure Compose. If your account administrator has disabled this functionality, you will not see the Compose Message link in the left-hand navigation menu and will not be able to send a secure message from the CRES website.

Composing and Sending an Email

To compose and send a secure message from the CRES website, click **Compose Message** in the left-hand navigation menu.

When you send a secure message from CRES, the recipient receives a Registered Envelope containing the encrypted content of your message. If the recipient does not already have a CRES user account, the recipient needs to enroll with the service and set up a free user account to open the envelope.

-
- Step 1** Begin creating a message from the **Compose Message** page. Enter an email address, click the **To:** field, or click the **Address Book** icon in the left pane to open the Address Book.
- For more information about using the Address Book, see the [“Using the Address Book” section on page 2-4](#).
- Step 2** Complete the appropriate address fields (To, CC, and BCC) on the Compose Message page.
- For more information about the BCC option, see the [“Using the Automatically BCC me on this email option” section on page 2-3](#).
- Step 3** Optionally, complete the **Subject** field.
- Step 4** Optionally, click the **Attachments** button to include file attachments.
- The maximum file size of all attachments is 10 MB.
- Step 5** Enter the body of your encrypted message in the **Message** field. To format your message, click the **Rich Text** link. Use the formatting options to format your text as needed. For more information on the formatting options, see the [“Formatting options description” table](#).
- Step 6** Optionally, select the check box to send yourself a copy of the message as a BCC recipient.

Step 7 Optionally, select the check box to receive a read receipt the first time each recipient opens the message. For more information about read receipts, see the “[Requesting Read Receipts](#)” section on page 2-3.

Step 8 Click **Send**.

A notice appears at the top of the **Compose Message** page indicating that the message has been sent.



Note

While you are composing a secure message, your web browser session might expire if you stop typing for a period of 20 minutes or longer. If the browser session times out, an error is displayed when you click Send. To send your message, you must log in to the CRES website again.

Table 2-1 *Formatting options description*

Icon	Description
	Clear all formatting of the selected text.
	Insert the horizontal line to separate sections of a long message.
	Attach file to your message.
	Insert a hyperlink in your message.
	Remove the hyperlink from your message.
	Align your text left, right, or center or increase indent between paragraphs.
	Maximize the text box. To minimize the text box, click this icon again after maximizing.

Using the Automatically BCC me on this email option

When you send a secure message, you can select the **Automatically BCC me on this email** check box to receive a copy of this message on your email account.



Note

You can set the default value for this option by selecting the **Bcc me on messages that I send** check box on the **Edit Profile** page in the **Preferences** section.

Requesting Read Receipts

When you send a secure message, you can select a check box to request a read receipt. A read receipt is a notification email message that alerts you when a recipient first opens a secure message that you have sent.

**Note**

Because the configuration of some recipients' email systems can prevent read receipts from reaching you, read receipts are not guaranteed. To verify the date and time when a recipient first opened your message, use the Manage Messages feature of the CRES website to view the message details.

Using the Address Book

When you send a secure message, you may want to store frequently used email addresses in your address book so that you can access them easily.

Adding an Address to the Address Book

Step 1 Click the Address Book icon in the left pane to open the address book.

Step 2 Click **Add Contact**.

The screenshot shows the CRES web interface. At the top right, it says 'Welcome Mary Adams' with a language dropdown set to 'English (US)' and links for 'Help' and 'Log Out'. The main content area is titled 'ADDRESS BOOK'. On the left, there is a navigation menu with options: 'Manage Messages', 'Compose Message', 'Address Book' (which is selected), and 'Edit Profile'. In the main area, there is a table of contacts and an 'Add Contact' button highlighted with a green box. The table has columns for 'Name' and 'Email Address', and 'Actions' (edit and delete icons). Below the table, there is a footer for 'Cisco Registered Envelope Service' with links for 'About', 'Terms of Service', 'Privacy Policy', and a copyright notice for 2011-2016 Cisco Systems, Inc. and/or its affiliates.

	Name	Email Address	Actions
<input type="checkbox"/>	Doe, John	j.doe@example.com	
<input type="checkbox"/>	Smith, Janny	smith.j@example.org	
<input type="checkbox"/>	West, Mary	mwest@example.com	

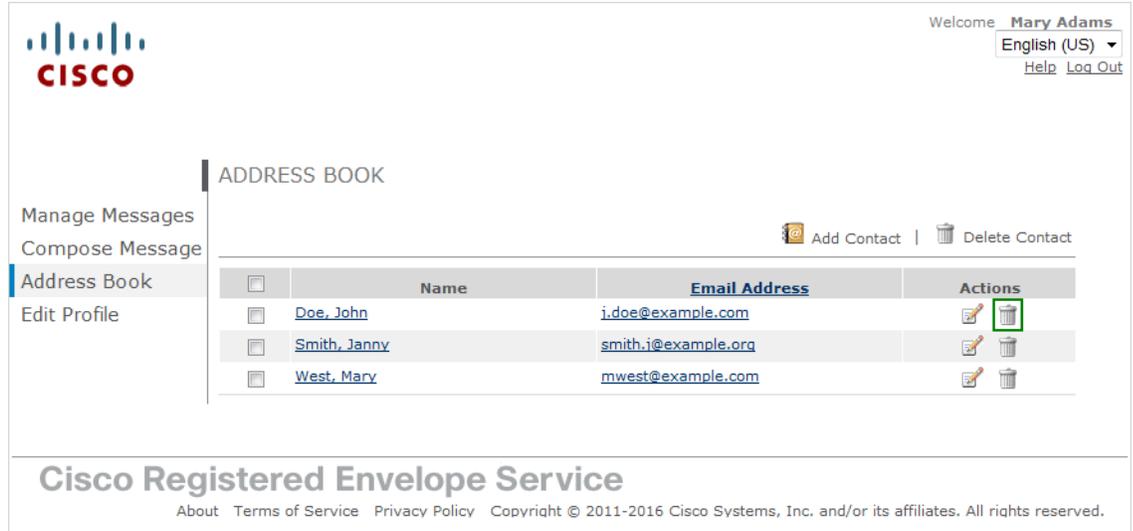
Step 3 Enter a first name, last name, and email address for the contact.

Step 4 Click **Save**.

Step 5 The new address is added to your address book.

Deleting an Address from the Address Book

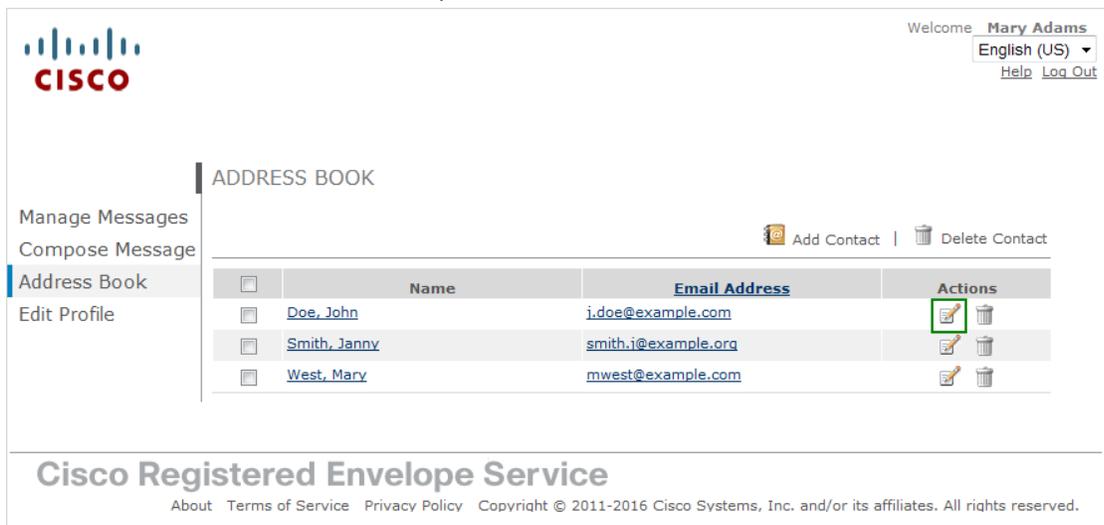
- Step 1** Click the **Address Book** icon in the left pane to open the address book.
- Step 2** Click the trash icon next to the address that you want to remove.



- Step 3** Or, select the check box next to the address that you want to remove and click **Delete Contact**.

Editing an Address

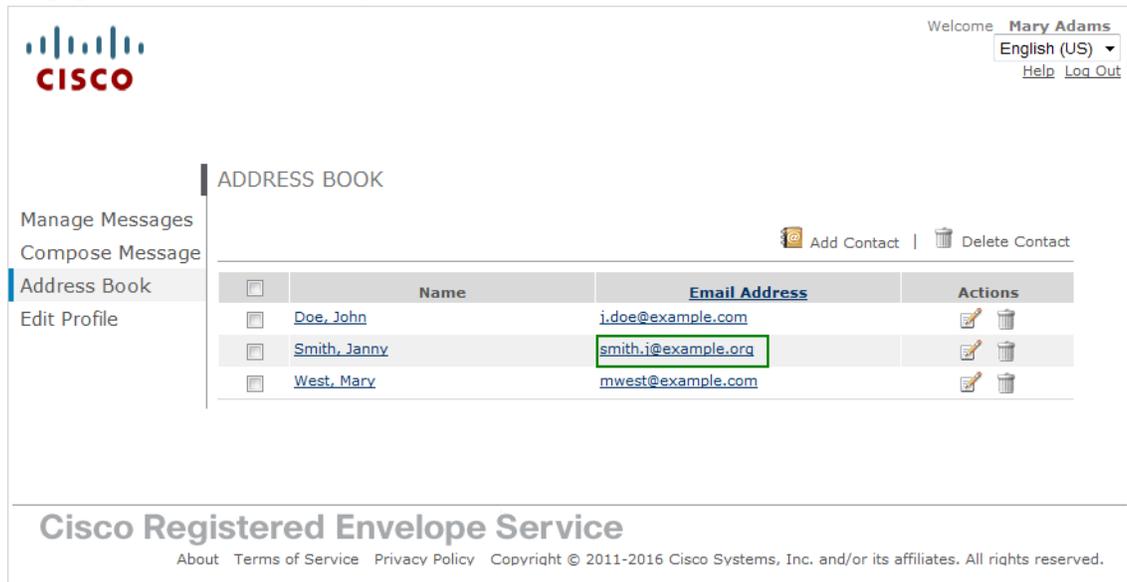
- Step 1** Click the **Address Book** icon in the left pane to open the address book.
- Step 2** Click the **Edit** icon next to the address you want to edit.



- Step 3** Modify the first name, last name, or email address of the contact, and click **Save**.

Adding an Email Address to a Message from the Address Book

- Step 1** Click the To: field or click the **Address Book** icon in the left pane to open the address book.
- Step 2** Click the email address for the contact you want to send an email. The **Compose Message** page opens and populates the To: field with your selected address.



- Step 3** Enter your message (and complete any other desired fields), and click **Send**.

Disabling the Security Questions

Depending on what type of registration you have completed, you can or cannot disable the Security Questions. Account Administrator manages the registration process and Security Questions.

- **Simple registration.** During simple registration, you can register without answering the Security Questions. Or, you can complete the **Advanced Settings** form and answer the Security Questions. If you do not want to answer the Security Questions when restoring your password, you can disable them on the **Edit Profile** page.



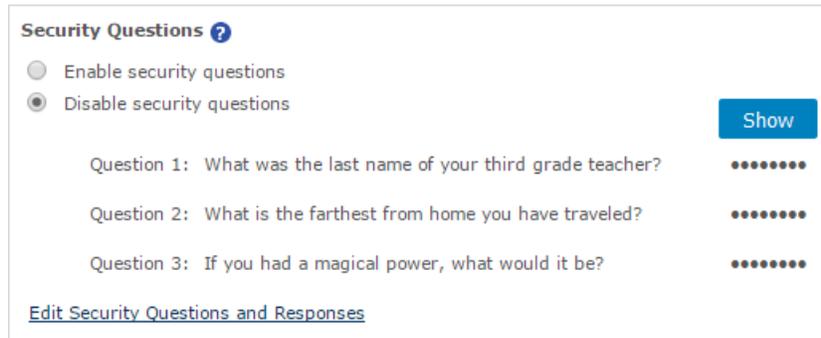
Note The **Disable security questions** option is available for all users except for those who belong to the administrators group.

- **Advanced registration.** During advanced registration, you have to answer to the Security Questions and enter your Personal Security Phrase. In this case, the **Disable security questions** option is not available.

To disable the Security Questions:

- Step 1** Click the **Edit Profile** icon in the left pane. The **Edit Profile** page opens.

Step 2 Click the **Disable security questions** radio button.



Security Questions ?

Enable security questions

Disable security questions Show

Question 1: What was the last name of your third grade teacher?

Question 2: What is the farthest from home you have traveled?

Question 3: If you had a magical power, what would it be?

[Edit Security Questions and Responses](#)

Step 3 Enter your password to confirm changes.

Step 4 Click **Save Profile**.

Setting Your Local Time Zone

The time zone is set automatically based on your current location. If you set the time zone previously, the autodetection is not enabled. You can also change it by choosing the preferred time zone from the **Time Zone** drop-down menu.

You can set the time stamp to your local time zone and to your desired format (12 hours or 24 hours) for all messages that you send.

To set your local time zone:

Step 1 Click the **Edit Profile** icon in the left pane. The **Edit Profile** page opens.

Step 2 Choose the appropriate value from the **Time Zone** drop-down menu.

Step 3 Choose 12 hours or 24 hours from the **Time Format** drop-down menu.

Step 4 Enter your password to confirm changes.

Step 5 Click **Save Profile**.



CHAPTER 3

Troubleshooting Registered Envelope Issues

Revised: May 20, 2017

This chapter discusses the following topics:

- [Troubleshooting Tips](#)
- [Additional Resources](#)

Troubleshooting Tips

This section provides troubleshooting tips for issues that you might encounter when opening Registered Envelopes.

Issue: Open Button Is Missing from the Envelope or Does Not Work

The Open button might be missing or inoperable for several reasons. For example, if your email address is not associated with a Cisco Registered Envelope Service user account, the envelope might display a Register button instead of an Open button. Also, the Open button might not function properly if your computer is not configured to run Java or JavaScript or if the envelope was modified during transmission.



Tip

If a Register button is displayed on the envelope, click **Register** and create a new user account for the email address where you received the envelope.



Tip

If you have already created a user account for the email address, enter your password and click the **Open Online** link to use an alternative method to open the envelope.



Tip

If the Open Online method does not work, forward the envelope to mobile@res.cisco.com. The service will send you an email message with a temporary link that you can click to securely retrieve the message by using a web browser on your computer or personal digital assistant (PDA). For more information

about using the Open Online method and the Open by Forwarding method, see the Registered Envelope online help at the following URL:

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

Issue: Email Address Does Not Appear in the To: Field

If the Registered Envelope was sent to multiple recipients, your email address might not immediately appear in the To: field.



Tip

Click the arrow in the To: field, and choose your email address in the drop-down menu.



Tip

If you received the envelope as a BCC recipient, your email address does not appear in the drop-down menu for the To: field. In that case, choose the “Address not listed” option. Then, enter your email address and click **Submit** to include your email address in the To: field.

Issue: Envelope Is Not Displayed Properly

Occasionally, the Registered Envelope may not be displayed properly when you open the attached encrypted file. For example, the file might contain garbage text or HTML markup (such as `<!--` or `-->`).



Tip

If you have a problem viewing the Registered Envelope, forward the envelope to mobile@res.cisco.com. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

Issue: Envelope Processing Slows Down or Stops

When you view or open a Registered Envelope, the envelope processing might be interrupted because of connection problems or other issues. In that case, a message below the envelope might indicate that the envelope tools are loading or that the message decryption is in progress. If a message does not open within several minutes, it is possible that the processing has slowed down or stopped, or that the message contains an unusually large attachment.



Tip

If the envelope processing slows down or stops, re-enter your password and click **Open** again.



Tip

If clicking **Open** again does not work, forward the envelope to mobile@res.cisco.com. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

Issue: Password Is Forgotten or Does Not Work

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.



Tip

If you forget your password, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account. Note that if your company has configured a single-sign-on (SAML) login, and you forget or lose your password, you will need to contact your company's support group to obtain or reset your password.



Tip

Cisco Registered Envelope Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the **Forgot Password** link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

Issue: Microsoft OWA 2007 Compatibility

To ensure compatibility, install the Microsoft Patch for OWA 2007 CRES Secure Mail Recipients.

CRES Secure Envelope Recipients attempting to open the CRES Secure Envelope through Microsoft OWA 2007 will need to enable the server side administrative option to disable the HTML/XML filter. Though this HTML filter option will be officially released in the yet-to-be-released Microsoft Exchange 2007 SP1 Rollup 8, Microsoft customers can request an interim patch from Microsoft. How and when to contact Microsoft Customer Service and Support:

<http://support.microsoft.com/kb/295539>

Issue: Compose Message Link is Not Visible in the Left-Hand Navigation Menu

Account administrators can disable access to Secure Compose. If your account administrator has disabled this functionality, you will not see the Compose Message link in the left-hand navigation menu and will not be able to send a secure message from the CRES website.

Additional Resources

For more information about Cisco Registered Envelope Service and Registered Envelopes, you can refer to the following additional resources.

Registered Envelope Help

For an overview of the service and the various methods of opening Registered Envelopes, access the Registered Envelope help page at the following URL:

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

Frequently Asked Questions

For answers to common questions about opening encrypted email, enrolling with Cisco Registered Envelope Service, and configuring optimal browser settings, view the frequently asked questions (FAQs) at the following URL:

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

Customer Support

To contact Customer Support for Cisco Registered Envelope Service, send an email message to the following address:

support@res.cisco.com



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