

# Steps to Opening Your First Password-Protected Envelope

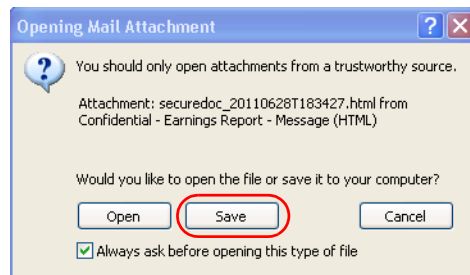
This section provides step-by-step instructions for opening a password-protected Registered Envelope for the first time. The steps demonstrate a typical scenario for a first-time recipient. Some of the steps may vary, depending on the particular circumstances.

**Note**

These steps apply to first-time recipients opening a password-protected message only. After you enroll with Cisco Registered Envelope Service, you can use your password to open envelopes from any sender. If you receive a Registered Envelope that isn't password-protected, you don't need to register to open the message.

## 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**

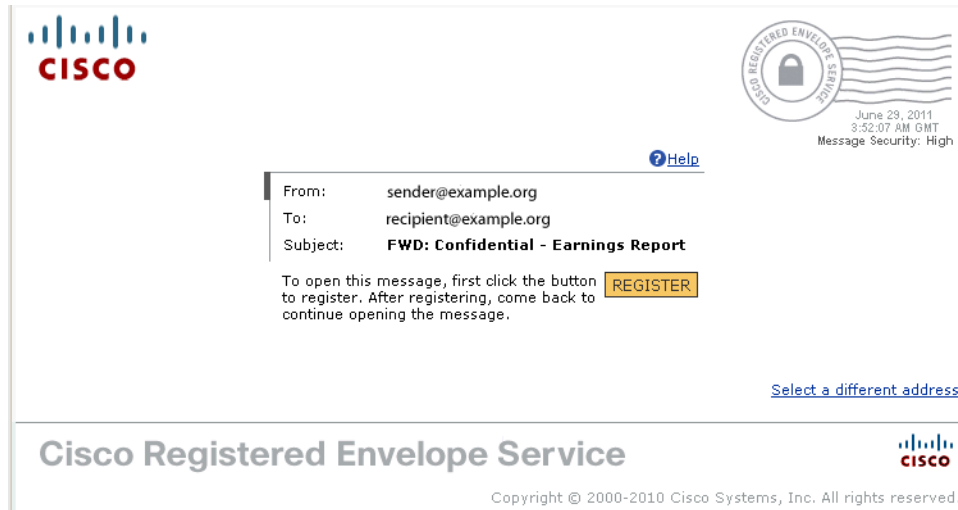
The dialog box for saving an attachment may look different, depending on your email program, or if you use a web mail site, such as Yahoo! Mail, gmail, or Hotmail.

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\_date\_time.html* where *date* and *time* represent the time stamp appended at the time the mail is sent) file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

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 the Cisco Registered Envelope Service. In this case, the new user registration is a shortened registration and only requests that you enter portal Language, First Name, and Last Name. Personal security phrases are not required for SAML authentication. See [Figure 1-3 on page 1-7](#).

The New User Registration page is displayed.

**Figure 1-3**      **New User Registration with SAML Authentication**

[Help](#)

**CISCO**

### NEW USER REGISTRATION

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. \* = required field

**Enter Personal Information**

Email Address

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

First Name\*

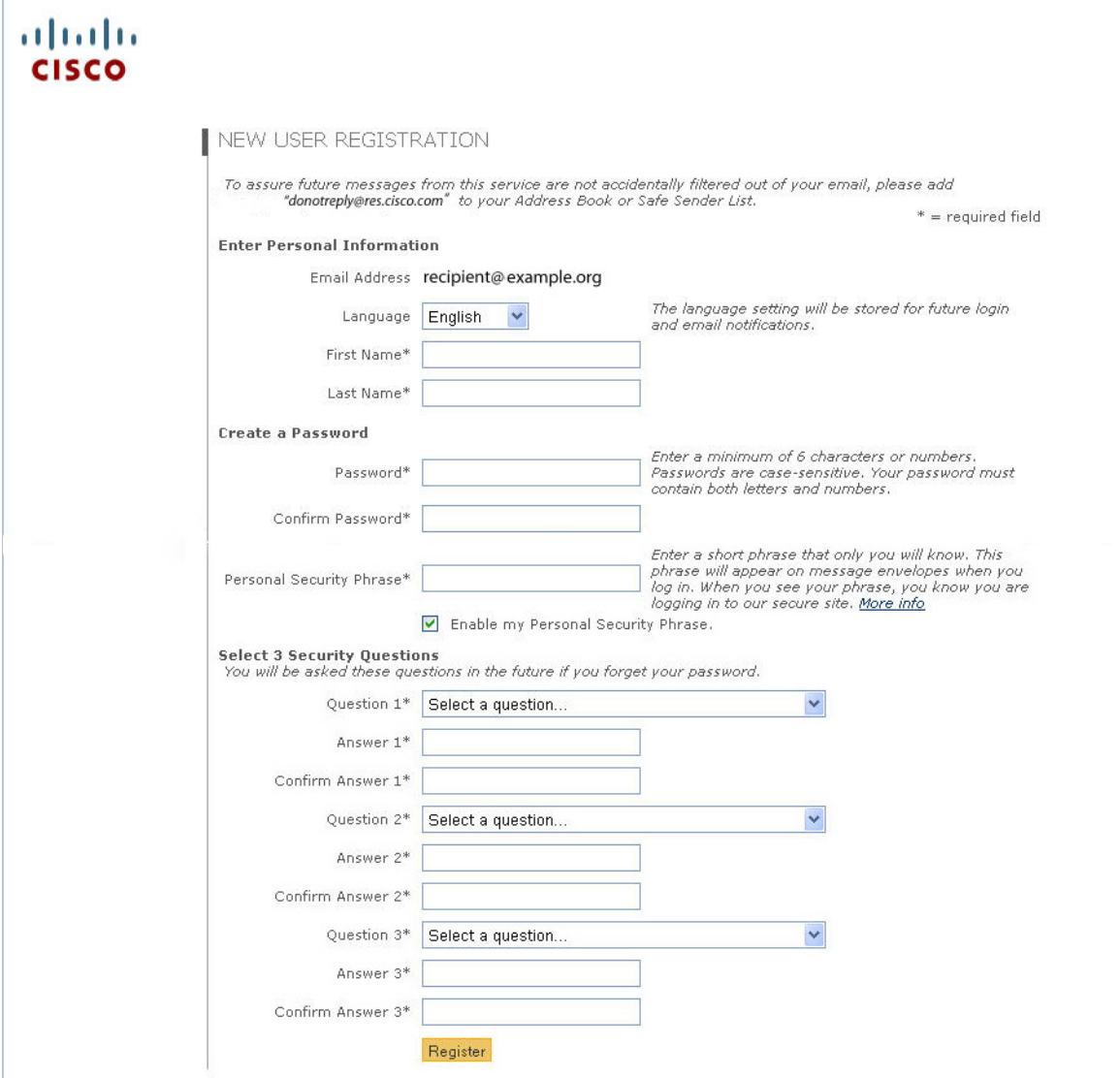
Last Name\*

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**Cisco Registered Envelope Service**

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Figure 1-4 New User Registration with CRES Authentication



**CISCO**

### NEW USER REGISTRATION

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. \* = 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. [More info](#)

Enable my Personal Security Phrase.

**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\*

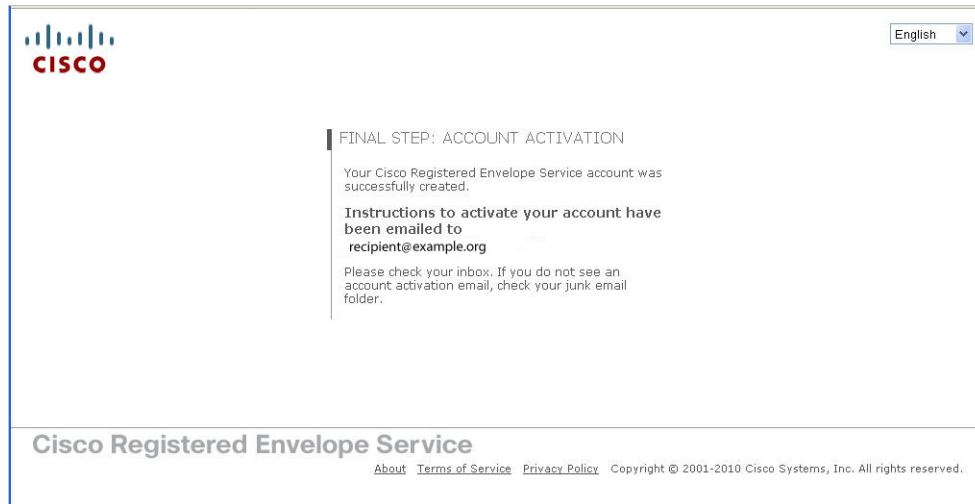
Confirm Answer 2\*

Question 3\*

Answer 3\*

Confirm Answer 3\*

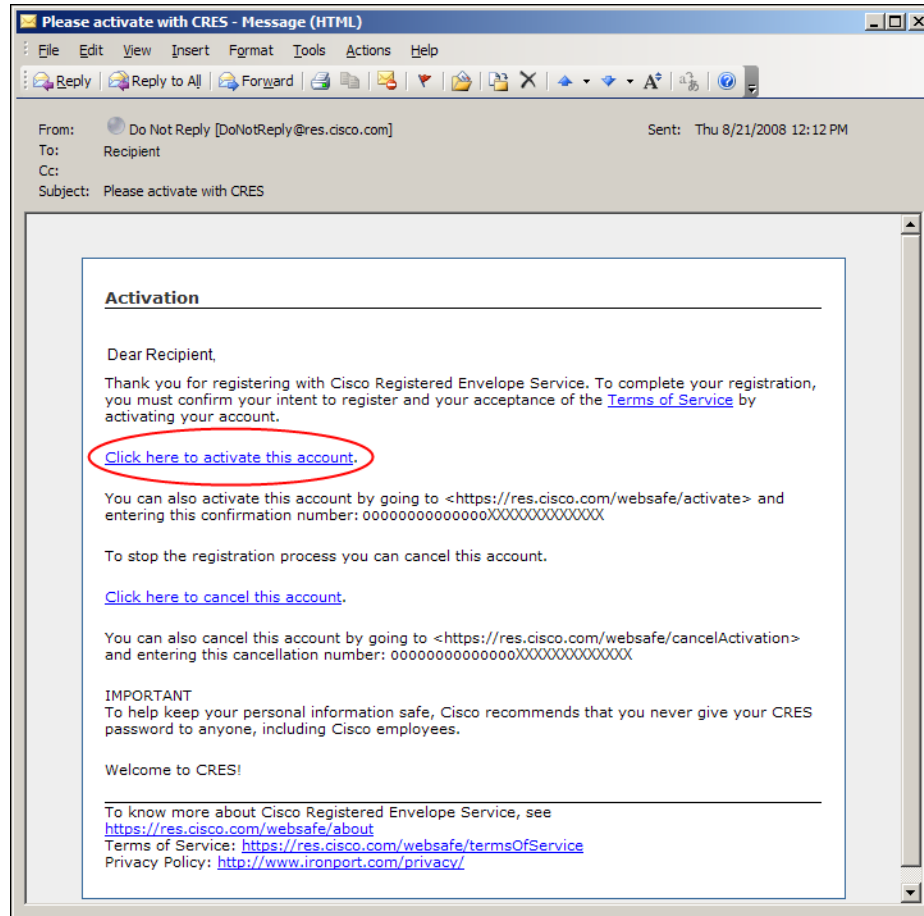
After you complete the form and click **Register**, the following confirmation page is displayed.

**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 address.

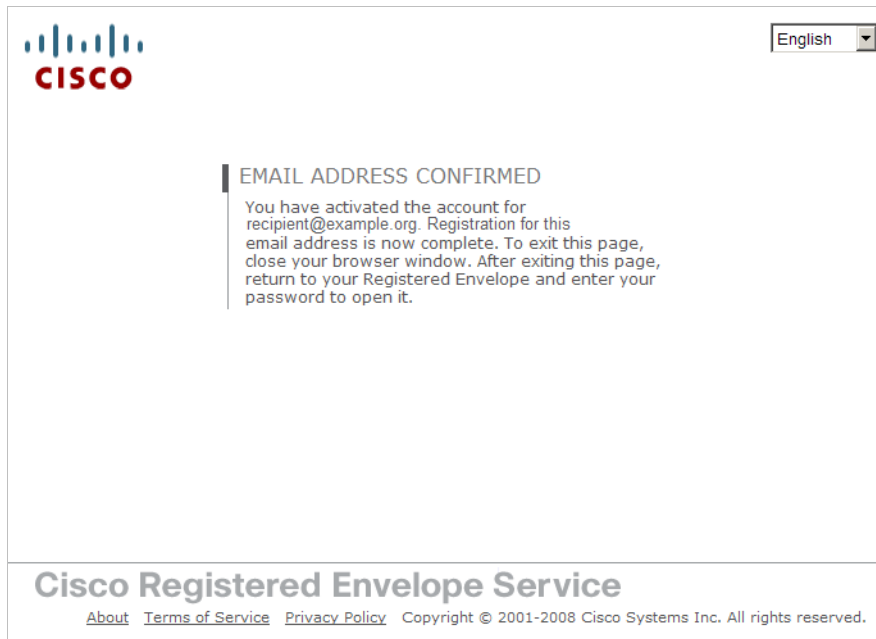
## Step Four: Activate Your Cisco Registered Envelope Service Account

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.



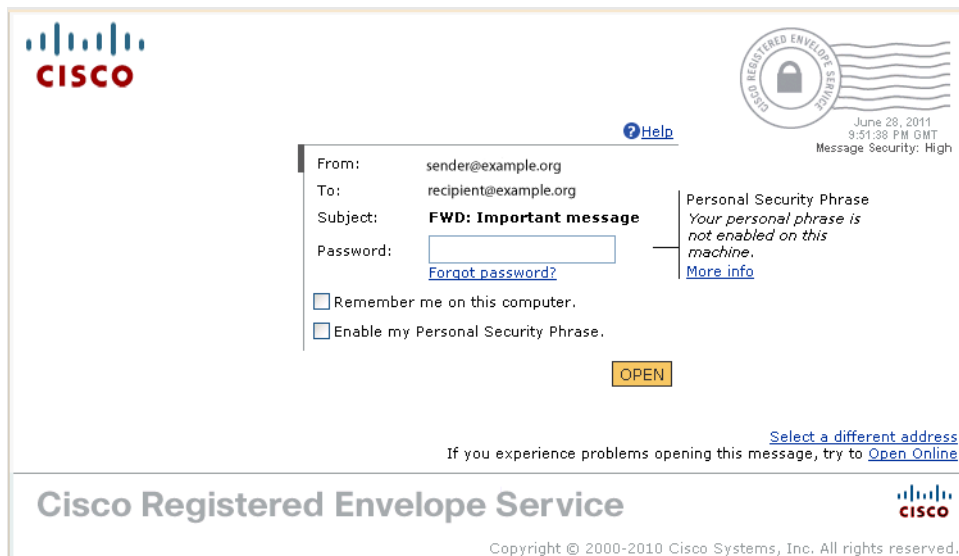
In the activation email message, click the link to activate your user account.

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. An Open button appears in its place, as shown here.



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