



# Encrypted E-mail Quick Start Guide

## For External Recipients

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E-mail is so convenient to use that it has become a backbone of SACU business communication. However, because of its inherent security risks, e-mail is not suitable for exchanging sensitive information, such as account numbers, social security numbers, and other personal information. Current security practices warn, “Don’t put anything into an e-mail that you wouldn’t post on the company bulletin board.”

A screenshot of the Cisco Change Password web page. The page features the Cisco logo in the top left corner and a "Welcome" message in the top right. The main content area is titled "CHANGE PASSWORD" and includes three input fields: "Current Password\*", "New Password\*", and "Confirm New Password\*". Each field contains masked text (asterisks). A "Change" button is located below the "Confirm New Password\*" field. To the right of the "New Password\*" field, there is a note: "Enter a minimum of 6 characters or numbers. Passwords are case sensitive." Below the input fields, there is a link for "Forgot Password?". At the bottom of the page, there is a section for "Cisco Registered Envelope Service" with links for "About", "Terms of Service", and "Privacy Policy", followed by a copyright notice: "© 2004-2007 Cisco Systems, Inc. All rights reserved."

SACU is using an encrypted e-mail system called *IronPort PXE (A Cisco product)*. IronPort PXE allows SACU employees to send and receive encrypted e-mail without having the recipient install special software or manage encryption keys. *When you receive an encrypted e-mail from a SACU employee, you can be assured that it is secure.*

Not all e-mail from SACU will be encrypted; most of our e-mail communication will be delivered as it always has. *Only those e-mails that contain sensitive information will need to be encrypted.*

## What is encryption and how does it work?

Encryption is the process of transforming information (referred to as plaintext) using a scrambling process (algorithm) to make it unreadable to anyone except those possessing special knowledge, usually referred to as a key. When a SACU employee marks an e-mail as “Confidential,” the content of the e-mail is encrypted using the AES encryption algorithm and a randomly generated encryption key

(i.e. each e-mail is encrypted using its own separate key). The encryption key is sent to the Cisco Registered Envelope Service (CRES) server along with your e-mail address and other details of the e-mail. The encrypted content is then embedded in an HTML envelope, which is attached to the e-mail that is delivered to you.

The envelope contains a program to decrypt the e-mail, but not the encryption key. Once you enter your password and it is verified by the CRES server, the program retrieves the encryption key from the CRES server and decrypts the contents of the original e-mail.

These instructions describe what to do when you receive an encrypted e-mail from SACU and explain the basics of how the e-mail encryption mechanism works.

## Getting Help

SACU is providing this free service to allow you to exchange encrypted e-mail with SACU employees. *The service is provided by IronPort, a Cisco Systems, Inc. business unit.* The service is the Cisco Registered Envelope Service (CRES). The CRES team will provide support should you experience any technical difficulties. They can be reached by email at: [support@res.cisco.com](mailto:support@res.cisco.com). Telephone support is provided in most areas at: 1-866-412-6113. The CRES team has compiled a list of frequently asked questions at: <https://res.cisco.com/websafe/help?topic=FAQ>

The e-mail messages and attachments sent through IronPort PXE are scanned for viruses before they are encrypted. However, you should treat the encrypted e-mail with the same care you would any other e-mail. Be wary of attachments you are not expecting.

## Receiving an Encrypted E-mail

An encrypted e-mail looks much like a normal e-mail at first glance. The difference is in the attachment. The attachment contains the encrypted content. Please save it to your computer for viewing.

### **You have received a secure message**

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**Read your secure message by opening the attachment, securedoc.html.** 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. To access from a mobile device, forward this message to [mobile@res.cisco.com](mailto:mobile@res.cisco.com) to receive a mobile login URL.

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

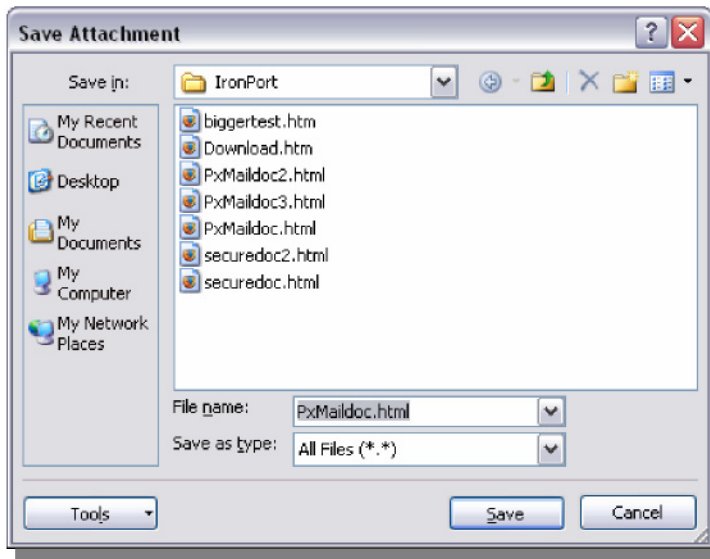
**First time users** - will need to register after opening the attachment.

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

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

The instructions that follow explain how to save the document to your computer. They assume that you are using Microsoft Outlook for e-mail and Microsoft Internet Explorer as your Web browser, but the instructions are very similar for other programs. To save the encrypted e-mail from Outlook, right-click on the attachment and pick "Save as..." from the pop-up menu. Alternatively, you can click "File | Save

Attachments” from the menu bar.



Choose a memorable location on your computer. You may rename the file at this time if you wish, but please leave the extension as “html.”

Open the file using Internet Explorer. This is the encrypted e-mail envelope.



## Registering Your E-mail Address

First time users will be asked to register to receive encrypted e-mail by clicking the “Register” button. When you click on the “Register” button, your browser will be directed to the CRES Service Web site.



The screenshot shows the Cisco Registered Envelope Service (CRES) New User Registration form. The form is titled "NEW USER REGISTRATION" and includes the Cisco logo in the top left corner. The registration fields are as follows:

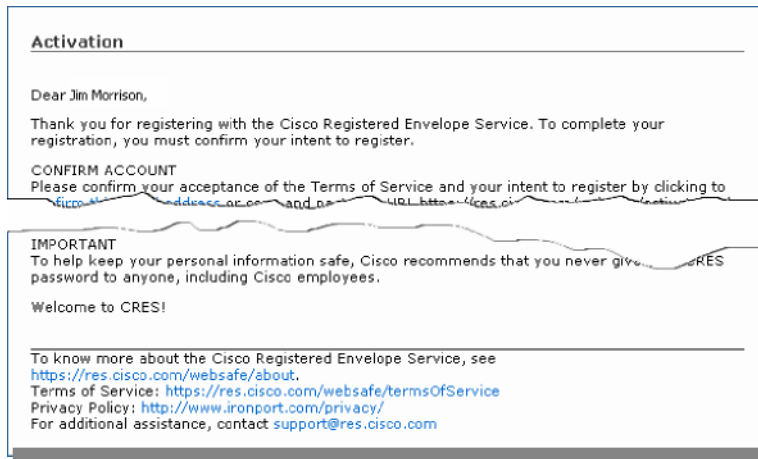
- Email Address:** jim.morrison@example.com
- First Name\*:** [Empty text box]
- Last Name\*:** [Empty text box]
- Password\*:** [Empty text box] with a note: "Enter a minimum of 6 characters or numbers. Passwords are case-sensitive."
- Confirm Password\*:** [Empty text box]
- Personal Security Phrase:** [Empty text box] with a note: "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."

There is a checkbox labeled "Remember me on this computer." which is checked. Below the form is a yellow "Register" button. At the bottom of the page, it says "Cisco Registered Envelope Service" and "About Terms of Service Privacy Policy © 2001-2007 Cisco Systems Inc. All rights reserved."

Enter your information and click the “Register” button on this page.

- Your first and last name will be used on replies sent to encrypted e-mails through the CRES system.
- The password that you create will be used to view the contents of the encrypted e-mail you were sent, as well as future encrypted e-mails from SACU.
- The “Personal Security Phrase” is an anti-phishing measure. When the “Remember me on this computer” checkbox is checked, every encrypted e-mail you receive will display this passphrase on the envelope.

Once you have registered, CRES will e-mail you an activation e-mail. The purpose of this e-mail is to prevent the fraudulent use of your e-mail address.



Follow the instructions in the e-mail to activate your e-mail address. Once you have activated your e-mail address, the envelope will have changed so that it prompts you for your password.



Enter your password and click the “Open” button. Once you click the “Open” button the contents of the encrypted e-mail will be displayed. Depending on your browser settings, you may see a security dialog box as the contents are being decrypted. *As long as the dialog box says that it is signed content from Cisco Registered Envelope Service, it is safe to trust this content.*



**Secured Message** Reply

From: Bob Service <Bob.Service@SACU.com>  
To: Jim.Morrison@example.com  
Date: Tue, 21 Aug 2007 14:05:36 -0500  
Subject: Encrypted E-mail  
Attachments: [IronPortAttachment.txt](#)

Mr. Morrison,

Attached you will find the file we discussed on the phone earlier today.

Best regards,  
Bob Service

NOTICE: This electronic mail message and any files transmitted with it are intended for the individual or entity to which it is addressed. The message, together with information. Any unauthorized review, use, printing, saving, copying, disclosure, or distribution is strictly prohibited. If you have received this message in error, advise the sender by reply email and delete all copies.

Reply

[Help](#) Copyright © 2001-2006 PostX Corporation. All rights reserved. [Forget me on this computer](#)

To view attachments, simply click on them. To send a secure reply to the e-mail, click the “Reply” button.

## Replying to Encrypted E-mail

If you wish to send an encrypted response to an encrypted e-mail you have received, click the “Reply” button in the body of the message. When you click the “Reply” button, your browser will be directed to the CRES Web site.

Welcome

**REPLY TO SENDER** Send Reset Cancel

From: Jim.Morrison@example.com  
To: Bob.Service@SACU.com

CC:

BCC:

Subject:

Attachments (none)

Message:

Automatically BCC me on this email.  
 Send me a read receipt when a recipient has opened this email.  
This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt requests.

Send Reset Cancel

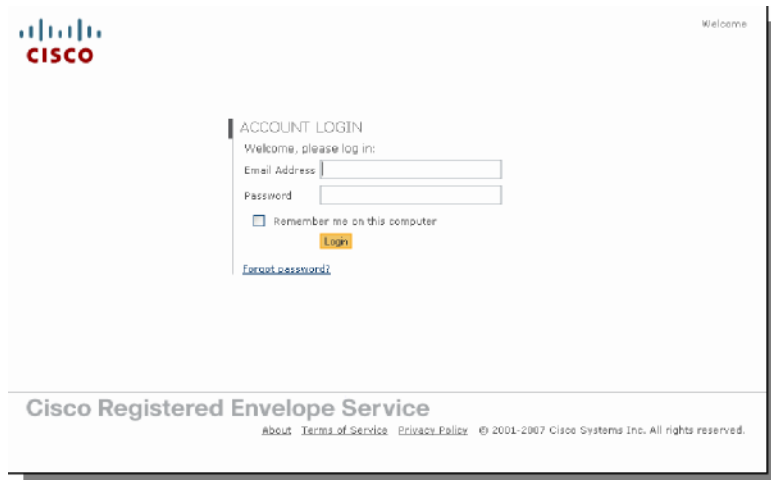
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**Cisco Registered Envelope Service**  
[About](#) [Terms of Service](#) [Privacy Policy](#) © 2001-2007 Cisco Systems Inc. All rights reserved.

Enter your message and attach files if you wish. When you are done, click the “Send” button. The contents of your e-mail will be encrypted and sent to the addressee inside an encrypted envelope.


## Sending Encrypted E-mail of Your Own

To send your own encrypted e-mail, point your browser to <https://res.cisco.com/websafe/>.



The screenshot shows the Cisco Registered Envelope Service (CRES) login page. At the top left is the Cisco logo. The page title is "ACCOUNT LOGIN". Below the title, it says "Welcome, please log in:". There are two input fields: "Email Address" and "Password". Below the "Password" field is a checkbox labeled "Remember me on this computer" and a yellow "Login" button. A link for "Forgot password?" is located below the "Login" button. At the bottom of the page, it says "Cisco Registered Envelope Service" and includes links for "About", "Terms of Service", and "Privacy Policy", along with the copyright notice "© 2001-2007 Cisco Systems Inc. All rights reserved."

Enter your e-mail address and password, and then click the “Login” button.



The screenshot shows the Cisco Registered Envelope Service (CRES) "EDIT PROFILE" page. At the top left is the Cisco logo. The page title is "EDIT PROFILE". Below the title, it says "Welcome Jim Morrison" and a "Log Out" link. On the left side, there is a navigation menu with "Manage Messages", "Compose Message", and "Edit Profile" (highlighted). The main content area is divided into sections: "Personal Details" with fields for "First Name" (Jim), "Last Name" (Morrison), and "Email Address" (Jim.Morrison@example.com); "Password" with fields for "New Password" and "Confirm Password", and a note "Enter a minimum of 6 characters or numbers. Passwords are case-sensitive."; "Personal Security Phrase" with a field containing "colorless green ideas sleep" and a note "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."; "Preferences" with checkboxes for "Auto-open message envelopes.", "BCC me on messages I send.", and "Request Read Receipt: Let me know when recipients open their messages."; and a "Please enter your existing password to confirm profile changes." section with a "Password" field and a yellow "Save Profile" button. At the bottom of the page, it says "Cisco Registered Envelope Service" and includes links for "About", "Terms of Service", and "Privacy Policy", along with the copyright notice "© 2001-2007 Cisco Systems Inc. All rights reserved."

The main CRES Web page is displayed with “Edit Profile” highlighted. Click the “Compose Message” link to begin composing an e-mail.

Composing an encrypted e-mail is much the same as composing a regular e-mail in Outlook. Enter a “To:” address, a subject, and the body of your message. When you click the “Send” button, your e-mail will be encrypted and delivered to the recipient inside an encrypted envelope.

## Additional Functionality

### Edit Profile

Use the “Edit Profile” feature to edit your personal details, change your password or security phrase.

Welcome **Jim Morrison** [Log Out](#)

**CISCO**

EDIT PROFILE

**Personal Details**

First Name

Last Name

Email Address

**Password**

New Password

Confirm Password

*Enter a minimum of 6 characters or numbers. Passwords are case-sensitive.*

**Personal Security Phrase**

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.*

**Preferences**

Auto-open message envelopes.

BCC me on messages I send.

Request Read Receipt: Let me know when recipients open their messages.

Please enter your existing password to confirm profile changes.

Password  [Save Profile](#)

**Cisco Registered Envelope Service**

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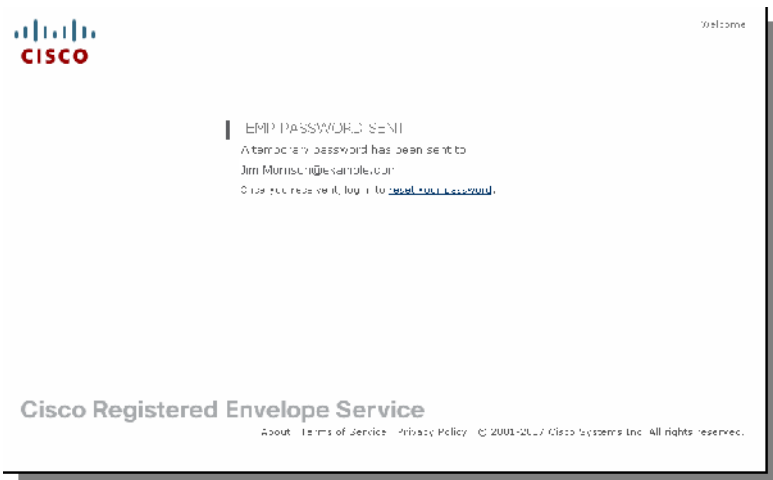
## Forgotten password

If you have forgotten your password, you can obtain a temporary one by clicking the “Forgot Password” link on the log in page. When you click on the link, your browser will be directed to the page depicted below.



The screenshot shows the Cisco Registered Envelope Service interface. At the top left is the Cisco logo. In the top right corner, the word "Welcome" is displayed. The main heading is "FORGOT PASSWORD". Below this, the text reads "Please enter your e-mail address below". There is a text input field labeled "E-mail Address" containing the text "jim.morris@sample.com". Below the input field is a yellow button labeled "Continue". At the bottom of the page, there is a footer section with the heading "Cisco Registered Envelope Service" and a line of small text: "About Terms of Service Privacy Policy © 2003-2017 Cisco Systems Inc. All rights reserved."

To obtain a temporary password, enter your e-mail address and click the “Continue” button.



The screenshot shows the Cisco Registered Envelope Service interface after a password reset request. At the top left is the Cisco logo. In the top right corner, the word "Welcome" is displayed. The main heading is "TEMP PASSWORD SENT". Below this, the text reads "A temporary password has been sent to Jim.Morris@sample.com". There is a link that says "Click here to view, log in to [Reset Your Password](#)". At the bottom of the page, there is a footer section with the heading "Cisco Registered Envelope Service" and a line of small text: "About Terms of Service Privacy Policy © 2003-2017 Cisco Systems Inc. All rights reserved."

A temporary password will be assigned to you and sent via e-mail.

### Temporary Password

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Dear Jim Morrison,

You recently requested a temporary password for your Cisco Registered Envelope Service account. If you did not request this temporary password, you can disregard this message. Your current password will continue to work as usual.

Your temporary password is "EDJ+BxiXSr?5V" (without the quotes). This temporary password will expire in 3 hours.

You can use this temporary password to log in to the Cisco Registered Envelope Service and create a new password that only you know by going to <https://res.cisco.com/websafe/custom.action?cmd=changeExpiredPassword>.

**IMPORTANT**

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

Thank you,  
CRES Customer Support

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To know more about the 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/>

For additional assistance, contact [support@res.cisco.com](mailto:support@res.cisco.com)

Note the temporary password sent to you via e-mail, and enter it on the login page. You will be prompted to change it when you log in.

## Conclusion

Conventional e-mail is convenient but not secure. E-mail from SACU is secure when encrypted by IronPort PXE. IronPort PXE will not require you to install any special software or manage encryption keys. It is simple to enroll and simple to use.