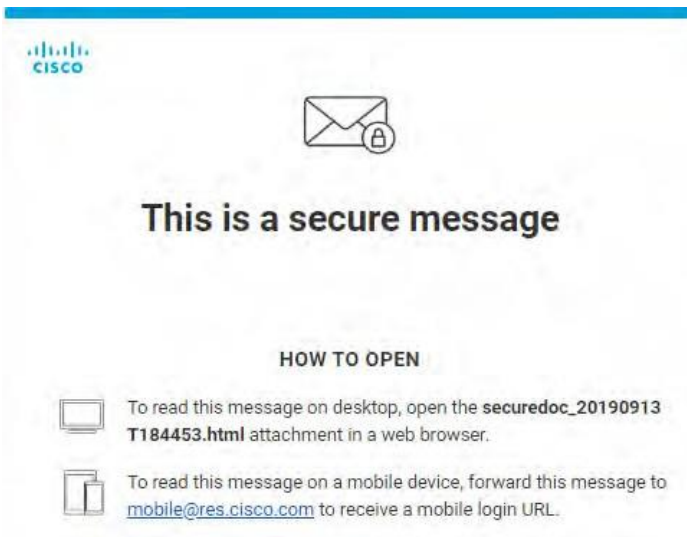


This document covers opening, creating, or replying to encrypted emails, and where to go if you have questions. These instructions can be shared externally. For a complete walkthrough, refer to [Cisco's Secure Email Recipient Guide](#).

Opening an Encrypted Email

NOTE: If you've never logged into Cisco's Secure Email Encryption Service before, you'll need to [register](#) and activate your account.

1. Open the encrypted email that you received.
2. Save the attachment named **securedoc.html** then open it in a web browser.
 - a. Alternatively, if you're on your phone or having issues opening the attachment, forward the email to mobile@res.cisco.com. You'll receive an email in return that contains a link that you can use to log in.



3. Login to Cisco's Secure Email Encryption Service.
4. After logging in with your account password, Cisco will take you to the email that was sent to you.

[Send Secure] t



Sender <sender.email@wisconsin.gov>
03/07/2024 12:34:51 PM CST
To: Recipient <your.email@test.com>

test

CONFIDENTIALITY NOTICE: This electronic mail transmission and any accompanying documents contain information belonging to the sender which may be confidential and legally privileged. This information is only for the use of the individual or entity to whom this electronic mail transmission was intended. If you are not the intended recipient, any disclosure, copying, distribution, or action taken in reliance on the contents of the information contained in this transmission is strictly prohibited. If you have received this transmission in error, please immediately contact the sender and delete the message. Thank you.

Replying to an Encrypted Email

1. Open the encrypted email that you received.
2. Click the **Reply**, **Reply All**, or **Forward** arrows (on the right) to respond using the secure system.
3. If you click **Reply** or **Reply All**, you cannot edit the **To:** field. If you click **Forward**, you will be able to edit the **To:** field. The **From:** address cannot be changed no matter how you respond.
4. Your message defaults to **Plain Text**, which does not allow formatting. If you want to add formatting (like lists, underlined text, etc.) click the **Rich Text** button. **Note:** If you want to change to Rich Text, do so before composing your message because switching later will erase any changes you've made.
5. If you need to add an attachment, click the **paperclip icon**.
6. When you've finished composing your message click **Send**. Additionally, click the **arrow** next to Send if you want to **automatically BCC yourself** or **receive a "read receipt"** when a recipient opens the email.

Creating an Encrypted Email (Instructions for external users)

NOTE: If you've never logged into Cisco's Secure Email Encryption Service before, you'll need to [register](#) and activate your account.

1. Go to <https://res.cisco.com/websafe/>, type in your email address, and click **Log in**.
2. Type in your password and click **Log in** again.
3. You'll be sent to the *Compose Message* page, where you can create your encrypted email.
Note: If you want to change to Rich Text, do so before composing your message because switching later will erase any changes you've made.
4. Fill out all the fields you need, and when you're done composing your email click **Send**. Additionally, click the **arrow** next to Send if you want to **automatically BCC yourself** or **receive a "read receipt"** when a recipient opens the email.

Where do I go for help?

1. Cisco's Secure Email Encryption Recipient Guide:
https://www.cisco.com/c/en/us/td/docs/security/email_encryption/CRES/recipient_guide/b_Recipient/b_Recipient_chapter_011.html
2. Cisco's 24/7 Email and Web Chat Support: <https://res.cisco.com/websafe/help?topic=ContactSupport>