



## Recipient Experience


As a recipient of a secure email, the user will see an email in their inbox that comes from the sender having the same subject as the original message sent.

When opening the message, the recipient will see a message containing instructions for what to do. The message contains an HTML attachment with the actual encrypted content.

**Second Low Test** Friday, July 11, 2008 1:36 PM

**From:**  "Eraina Phillips" <erphilli@ironport.com> 

**To:** rainaip4@yahoo.com

 [securedoc.html \(111KB\)](#)

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

Following the instructions, the recipient will download the attachment and then open it in a browser. This will display an envelope; assuming that this is the recipient's first encrypted email message, the envelope will recognize that the user is new and will prompt them to register.

Note: The single most common source of trouble is that recipient's open/view the attachment rather than downloading it. If the recipient experiences any problems from opening the attachment on, the first thing to verify is that they downloaded the attachment.



On clicking “Register”, the recipient will be taken to a registration screen like this:



## NEW USER REGISTRATION

\* = required field

Email Address rainaip4@yahoo.com

First Name\*

Last Name\*

Password\*

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

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.*

Remember me on this computer

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Following enrollment, the recipient will be sent an email asking them to confirm the email address and activate their secure email account.

#### Activation

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Dear Eraina Phillips,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#) by activating your account.

[Click here to activate this account.](#)

You can also activate this account by going to <<https://res.cisco.com/websafe/activate>> and entering this confirmation number: 53e5a17e012ae0137f000001085c70ea

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)

You can also cancel this account by going to <<https://res.cisco.com/websafe/cancelActivation>> and entering this cancellation number: 53e5a17e012ae0137f000001085c70ea

#### IMPORTANT

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

Welcome to CRES!

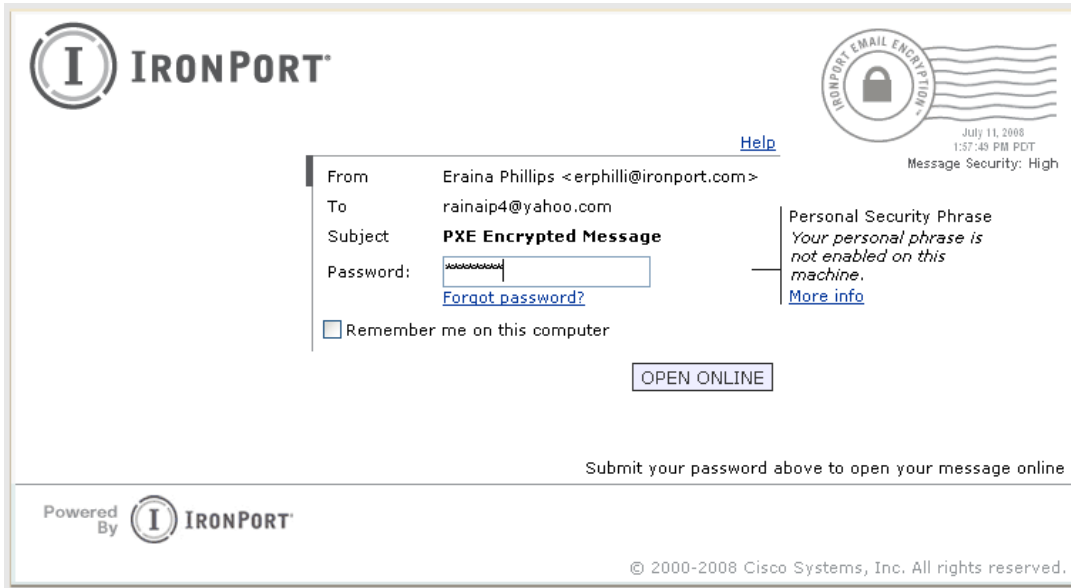
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To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>

Terms of Service: <https://res.cisco.com/websafe/termsOfService>

Privacy Policy: <http://www.ironport.com/privacy/>

Once registration is complete, the recipient can return to the envelope and enter their newly created password to open the message.



The screenshot displays an email interface with the IronPort logo at the top left. The email header includes the sender 'Eraina Phillips <erphilli@ironport.com>', the recipient 'rainaip4@yahoo.com', and the subject 'PXE Encrypted Message'. A password field is present with a 'Forgot password?' link below it. A checkbox labeled 'Remember me on this computer' is also visible. On the right side, there is a 'Personal Security Phrase' section with the text 'Your personal phrase is not enabled on this machine.' and a 'More info' link. A 'Help' link is located at the top right. A circular 'IRONPORT EMAIL ENCRYPTION' logo with a padlock icon is positioned in the upper right corner, accompanied by the date 'July 11, 2008', the time '1:57:49 PM PDT', and the message security level 'Message Security: High'. An 'OPEN ONLINE' button is centered below the password field. At the bottom, the text 'Submit your password above to open your message online' is displayed, followed by the 'Powered By IronPort' logo and the copyright notice '© 2000-2008 Cisco Systems, Inc. All rights reserved.'

**IRONPORT**

[Help](#)

From: Eraina Phillips <erphilli@ironport.com>  
To: rainaip4@yahoo.com  
Subject: **PXE Encrypted Message**  
Password:   
[Forgot password?](#)

Remember me on this computer

[OPEN ONLINE](#)

Personal Security Phrase  
*Your personal phrase is not enabled on this machine.*  
[More info](#)

Message Security: High

July 11, 2008  
1:57:49 PM PDT

Submit your password above to open your message online

Powered By **IRONPORT**

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Assuming the password is correctly entered, the message will open in the browser:

