

Use the following steps to open, read, and respond to secure emails from Maximus:

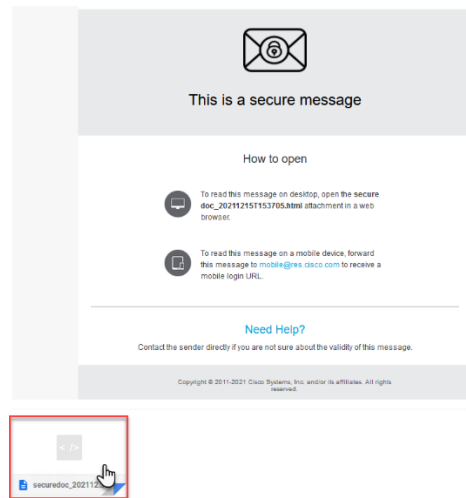
### Registration

Before you can use secure email through Cisco, you will have to register. After receiving a secure email from Maximus, you will then register (only need to register once).

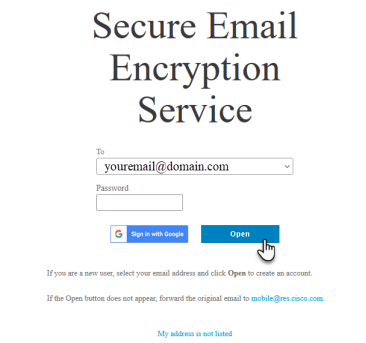
***You only need to create an account if this is your first secure email response.***

To register:

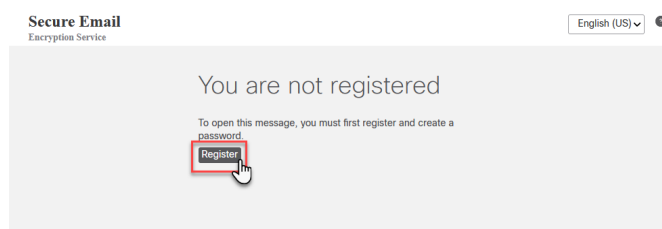
1. **Open up** the secure email that was sent to your inbox.
2. **Click** the attached document in the bottom left hand corner.



3. Type in your email in the log-in screen. This should populate in the drop-down menu.
4. Click **Open** once complete.



5. Click **Register** at the at the bottom of the registration screen.



6. Fill out the **New User Registration** information.

7. Click **Register** once complete.

### New User Registration

**Enter Personal Information**

Email Address  
youremail@domain.com

First Name\*  
Dustin

Last Name\*  
Elken

**Create a Password**

Password\*  
\*\*\*\*\*

Confirm Password\*  
\*\*\*\*\*

☒ I agree to Cisco Secure Email Encryption Service's [Terms of Service](#)

**Register**

8. Wait for the **Final Step: Account Activation** page. Activation instructions will be sent to your corresponding email.

### Secure Email Encryption Service

## Final Step: Account Activation

Your Cisco Secure Email Encryption Service account was successfully created.

**Instructions to activate your account have been emailed to aprouat@gmail.com.**

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

9. Open the email from sender **CRES Do Not Reply**.

10. Click on the **Activate Account** button.

**CRES Do Not Reply** <doNotReply@cres.cisco.com> 9:47 AM (3 minutes ago)

to me

## Account Activation

Dear Dustin Elken,

Thank you for registering with Cisco Secure Email Encryption Service.

**Activate Account**

To stop the registration process you can [cancel](#) this account.

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

Welcome to Secure Email Encryption Service!

[About Secure Email Encryption Service](#) | [Terms of Service](#) | [Privacy Policy](#) | [Customer support](#)

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11. Wait for a **Email address confirmed** screen to populate. You have successfully activated your Cisco account.

### Secure Email Encryption Service

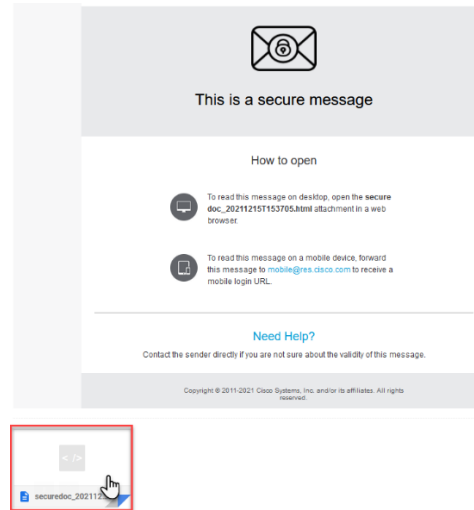
## Email address confirmed

You have activated the account for aprouat@gmail.com. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Secure Message and enter your password to open it.

### Reading and Responding to a Secure Email Using CISCO

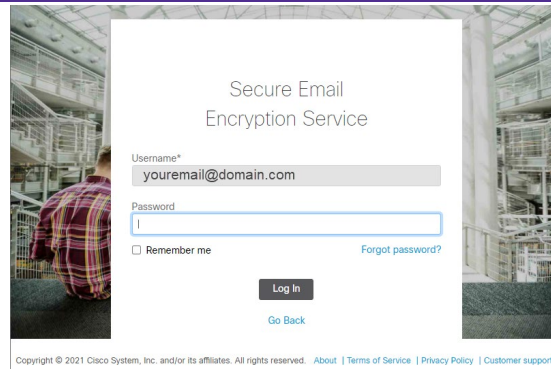
After fully activating your account:

1. Click the **secure email attachment** inside of the email.

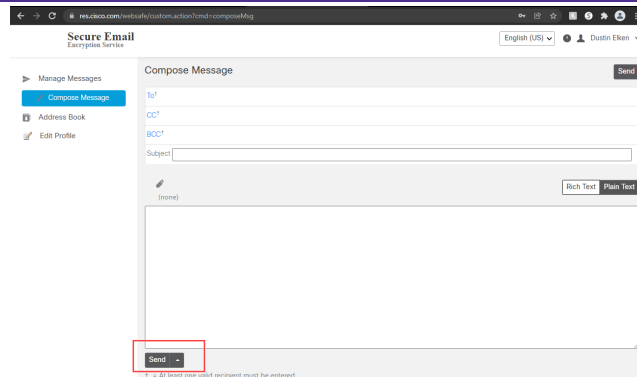


2. **Log in** with the email and password you set during registration to read the email.

- Once logged in, you will be directed to the email.
- Website:  
<https://res.cisco.com/websafe/root>



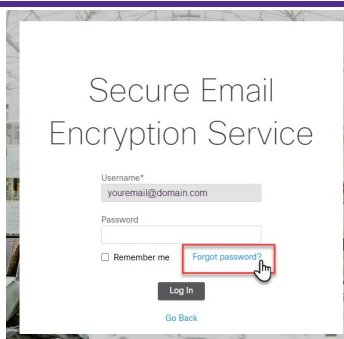
3. *If you want to respond to the email, click **Reply** and type your message.*
4. Click **Send** when complete.



### Resetting Your Password

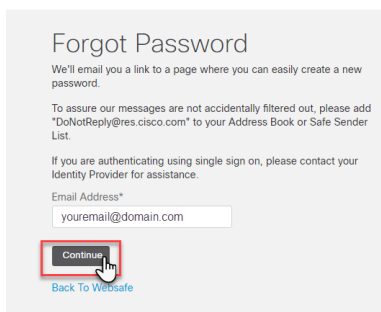
If you are trying to open an email and can't remember your password:

1. Click **Forgot Password**.

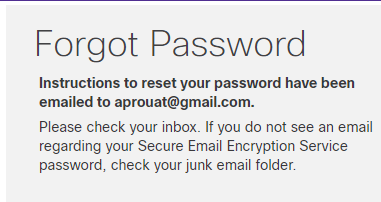


2. Review your email and change (if necessary) on the **Forgot Password** screen.

3. Click **Continue**.

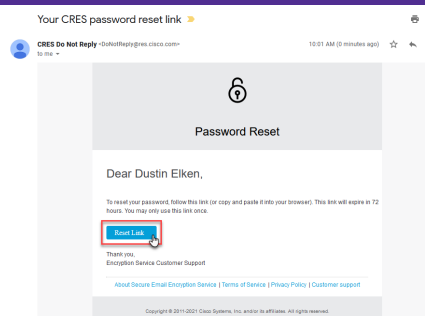


4. Wait for the *Forgot Password* screen to appear. Instructions on how to reset your password will be sent to your email.



5. Open the email from **CRES Do Not Reply**.

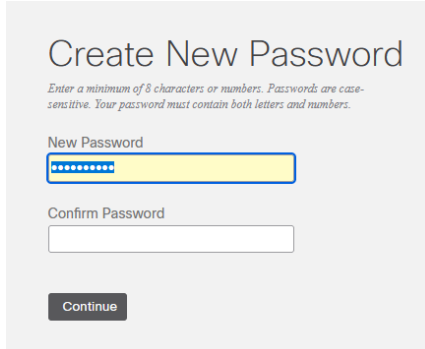
6. Click the **Reset Link** button.



7. Create your **new password**.

8. Re-type your new password in the **confirm password** box.

9. Click **Continue**.



10. Log into your account with the new password you created.

