

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

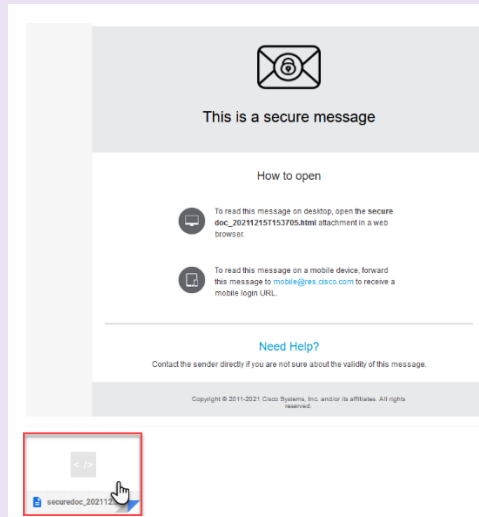
Registration

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:

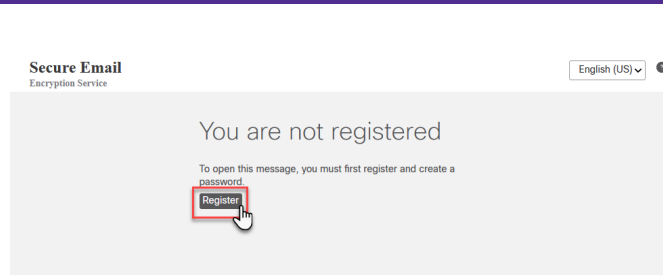
1. **Open up** the secure email that was sent to your inbox.
2. **Click** the attached document in the bottom left hand corner.



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.

The screenshot shows the 'New User Registration' form. It is divided into two main sections: 'Enter Personal Information' and 'Create a Password'. Under 'Enter Personal Information', there are fields for 'Email Address' (containing 'youremail@domain.com'), 'First Name*' (containing 'Dustin'), and 'Last Name*' (containing 'Elken'). Under 'Create a Password', there are fields for 'Password*' and 'Confirm Password*', both containing masked characters. Below these fields is a checkbox labeled 'I agree to Cisco Secure Email Encryption Service's Terms of Service'. At the bottom left, there is a red-bordered button labeled 'Register' with a mouse cursor hovering over it.

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

The screenshot shows the 'Final Step: Account Activation' page. The title is 'Final Step: Account Activation'. Below the title, it says 'Your Cisco Secure Email Encryption Service account was successfully created.' There is a section titled 'Instructions to activate your account have been emailed to aprouat@gmail.com.' Below that, it says '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.

The screenshot shows an email from 'CRES Do Not Reply' with the subject 'Account Activation'. The email content includes a checkmark icon, the text 'Account Activation', and 'Dear Dustin Elken,'. Below that, it says 'Thank you for registering with Cisco Secure Email Encryption Service.' There is a blue button labeled 'Activate Account' which is highlighted with a red box. Below the button, there is a section titled 'IMPORTANT' with the text 'To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.' At the bottom, there are links for 'About Secure Email Encryption Service', 'Terms of Service', 'Privacy Policy', and 'Customer support'.

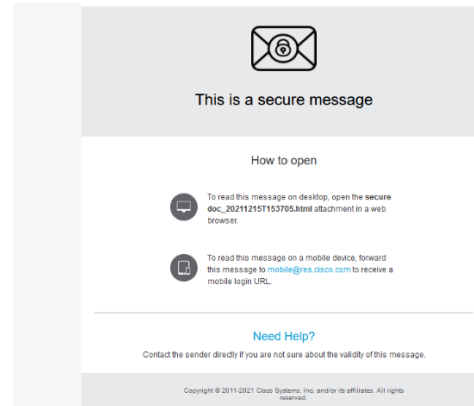
11. Wait for a **Email address confirmed** screen to populate. You have successfully activated your Cisco account.

The screenshot shows the 'Email address confirmed' screen. The title is 'Email address confirmed'. Below the title, it says '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

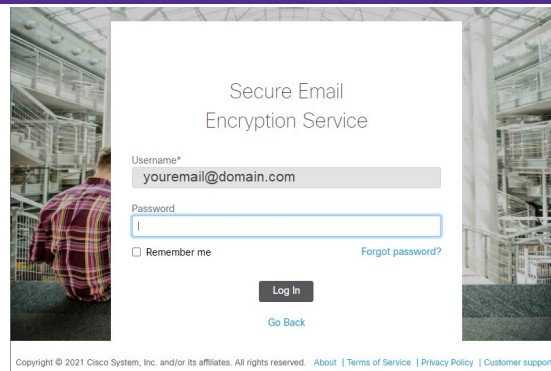
After fully activating your account:

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

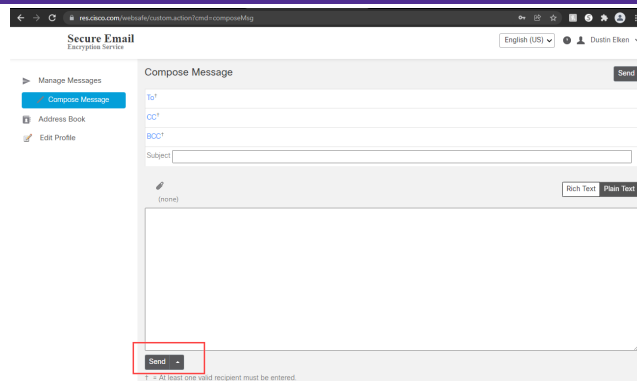


2. **Log in** with the email and password you set during registration to read the email.

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



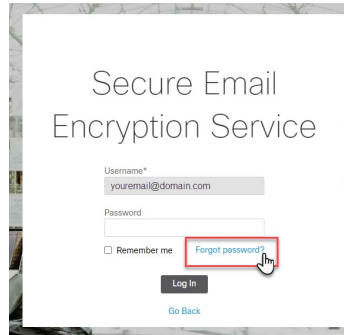
3. *If you want to respond to the email,* click **Reply** and type your message.
4. Click **Send** when complete.



Resetting Your Password

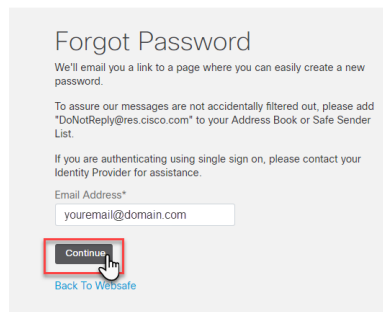
If you are trying to open an email and can't remember your password:

1. Click **Forgot Password**.

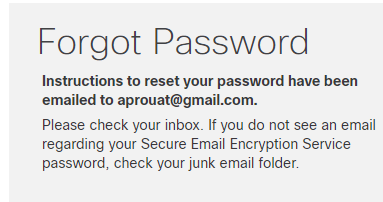


2. Review your email and change (if necessary) on the **Forgot Password** screen.

3. Click **Continue**.

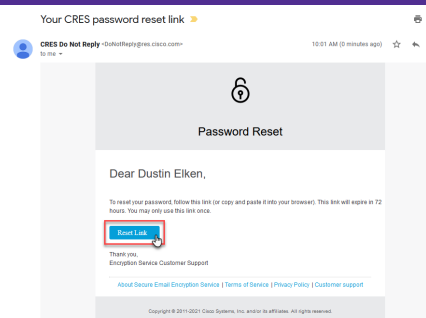


4. Wait for the *Forgot Password* screen to appear. Instructions on how to reset your password will be sent to your email.



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

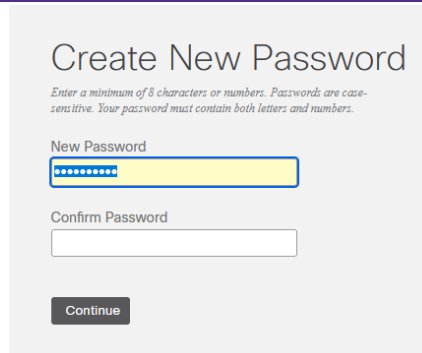
6. Click the **Reset Link** button.



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.

