GENERAL OVERVIEW

This document provides instructions for external email recipients who receive encrypted emails sent from UnitedHealthcare *Student*Resources.

Upon receiving an encrypted email, the recipient is required to register with Cisco Registered Envelope Services (CRES). Registration is a onetime requirement and is detailed later in this document.

If you need assistance please contact:

Cisco Customer Support:

support@Res.Cisco.com https://res.cisco.com/websafe/help?topic=ContactSupport https://res.cisco.com/websafe/help

REGISTRATION INSTRUCTIONS

You will receive an encrypted email in a secured format such as displayed below:

From	Subject			Date			Size	191
Johnson, Tracy	another sa	ample for a	encryption	Mon, 4/	6/09 10:58 A	M 1	41KB	8
Johnson, Tracy	sample enva	for encryp	tion	Mon, 4/6	09 10:58 AM		14108	0
								_
email for encryption	n					Compact	Heade	r + []
nson, Tracy"		Ad the	d To: "tricial	sette			>	
redoc.html (102KB))		1.0000000					
redoc.html (1024B)		SCIECESIIII						
redoc.html (10268)		-Children Sectors						
redoc.html (102/B) You have	received a	secure i	message					_
You have	received a	secure i	message					_
You have Read your be promote	received a	secure i	message pening the or save (dow	attachmei nload) it to	nt, secured	oc.htm	I. You	will
You have Read your be prompte results, save	received a secure mess d to open (view e the file first, 1	secure i age by o v) the file then open	message pening the or save (dow it in a Web b	attachmen nload) it to rowser. To	nt, secured your compu	oc.htm ter. For a mobi	I. You best le dev	will rice,
You have Read your be prompte results, saw forward this	received a secure mess d to open (view e the file first, t message to m	secure i age by o v) the file then open iobile@res	message pening the or save (dow it in a Web b .cisco.com to	attachmei nload) it to rowser. To receive a	nt, secured your compu access from mobile login	oc.htm ter. For a mobi URL.	I. You best le dev	will rice,
You have Read your be prompte results, saw forward this If you have	received a secure mess d to open (view e the file first, message to m concerns about	secure i age by o v) the file then open iobile@res it the valid	message pening the or save (dow it in a Web b .cisco.com to fity of this me	attachmer nload) it to rowser. To receive a issage, con	nt, secured your compu access from mobile login stact the sen-	oc.htm ter. For a mobi URL. der dire	I. You best le dev ctiy.	will rice,
You have Read your be prompte results, saw forward this If you have	received a secure mess d to open (view e the file first, message to m concerns abou	secure i age by o v) the file then open obile@res it the valid	message pening the or save (dow it in a Web b cisco.com to lity of this me	attachmen nload) it to rowser. To receive a issage, con	nt, secured your compu access from mobile login itact the seni	oc.htm ter. For a mobi URL. der dire	I. You best le dev ctly.	will rice,
You have Read your be prompte- results, saw forward this If you have First time	received a secure mess d to open (view e the file first, message to m concerns about users - will ne	secure i age by o v) the file then open obile@res it the valid red to regi	message pening the or save (dow it in a web disco.com to lity of this me ster after ope	attachmen nload) it to rowser. To receive a ussage, con ming the at	nt, secured your compu- access from mobile login stact the sen- stact the sen- stachment.	oc.htm ter. For i a mobi URL. der direi	I. You best le dev ctiy.	will rice,

- 1. Click on the securedoc.html link attachment.
- Depending on the email client used, you may be presented with a Download Attachment dialog box. If so, click the <Download Attachment> button.
- 3. When the File Download dialog box appears, click the <Open> button.
- 4. First time users are required to click the <Register> button to continue the registration process.

UnitedHealthcare'		He	Agril 6, 200 History Metal Message Security: Medium
	From:	Johnson, Tracy	÷.
	To;	@ymail.com	
	Subject:	sample email for encryption	
	To open this register. Aft continue ope	message, first click the button to REGISTER er registering, come back to ening the message.	
			Select a different address
Cisco Regis	stered l	Envelope Service	cisco
		© 2000-2008 Cisco	Systems Inc. All rights reserved

- 5. If you have used CRES before, it will prompt for a password. If the password has been forgotten, click the Forgot Password link to have the password reset.
- 6. New users should complete the New User Registration form including a personal password and security phrase and click <Register>

cisco			
1	NEW USER REGISTI	RATION	
			* - required field
	Enter Personal Informat	tion	- roquirou nou
	Email Address	triciabetts@ymail.com	
	Language	English 💙	The language setting will be stored for future login and email notifications.
	First Name*	Tricia	
	Last Name*	Betts	
	Create a Password		
	Password*	•••••	Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.
	Confirm Password*		
	Personal Security Phrase	password reminder	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.
	Select 3 Security Questi You will be asked these qu	ons estions in the future if you forget	t your password.
	Question 1*	What is your maternal grandmo	ther's first name? 🛛 🔽
	Answer 1*	Name	
	Confirm Answer 1*	Name	
	Question 2*	What year did you graduate from	m high school? 🛛 👻
	Answer 2*	Year	
	Confirm Answer 2*	Year	
	Question 3*	What city did you attend your h	igh school in? 🛛 👻
	Answer 3*	City	
	Confirm Answer 3*	City	
	🗹 Remember me on th	is computer	
		Register	
	Answer 1* Confirm Answer 1* Question 2* Answer 2* Confirm Answer 2* Question 3* Answer 3* Confirm Answer 3*	Name Name What year did you graduate fro Year Year What city did you attend your h City City City is computer Register	m high school?

ACTIVATE YOUR ACCOUNT

You will see a "How to Activate Your Account" information screen, and will receive email instructions from <u>DoNotReply@res.cisco.com</u> to complete the registration process. To activate the account, click the Click here to activate this account link specified in the email message. You will see an on-screen confirmation that your account has been activated.

VIEW YOUR SECURE EMAIL

Return to the secure email message in your email client and click the securedoc.html attachment link.

- 1. Click <Download Attachment> on the Download Attachment dialog box if it appears
- 2. Click <Open> on the File Download dialog box.
- 3. Enter your password and then click on the "Open" button.

UnitedHealthcare	From: To: Subject: Password:	Johnson, Tracy You i@ymail.com sample email for encryption	Help Help Herop learny Helun Personal Security Helun Personal Security Phrase is not enabled on this mot enabled on this
		Forgot password?	More info
		OF	Select a different address opening this message, try to <u>Open Online</u>
Cisco Regist	ered En	velope Service	cisco
		© 2000-200	W Cisco Systems Inc. All rights reserved.

You may also place a check in the "Remember me on the computer." checkbox. By checking this box, you will not be prompted to enter a password on future encrypted emails.

Once you have access the secure email message you may reply, forward or save the email message in the same manner you would any other email message you receive.

SEND A NEW SECURE EMAIL TO UHCS R

To send a new secure email to UHCSR, simply log on to <u>http://res.cisco.com</u> using your email address and password.

1. Click <Compose Message> and compose your email message

UnitedHealthcare StudentResources

UHCSR ENCRYPTED EMAIL

	COMPOSE MESSAGE	(Conserved)	
Maraga Messagan Corgona Messagan Asta Mudép	Ter You@em ail.com	n attach or parent and	
	 Automatically 800 ma or the prior). 	~	
	If there is a start receipt where a receipt the series, the equival this series, This splice show not government a receipt will be serie; recipient acted applications can particular requireds.	na linch read roompt	
Cisco Reg	gistered Envelope Service	a Canvalt & 2011 2009 Care for	dania (no. 40 rights insurved

2. To attach a document to the message:

a. Click <Attachments>

ADD ATTACHME	NT
Attachment:	Browse Add
	Maximum size per attachment is 10MB. Maximum total message size is 10MB
Current Attachments:	Cisco Secured Messaging.pdf (<u>Remove</u>)
	Done

- b. Click <Browse> and select the document from the its storage location
- c. Click <Add> to attach the document to the email message
- d. Repeat steps b. and c. for each document to be added
- e. When finished adding documents, click <Done>
- 3. Complete the email message and click <Send>
 - a. To keep a record of the email sent, click the Automatically BCC me on this email" check box before sending.
 - i. Click Edit Profile and select this option to make it the default for all messages sent.

MANAGE MESSAGES

To view messages that have been previously sent, click <Manage Messages>

CISCO				Welcome Todd Calver English •
cisco .	SEADCH SENT MESSA	CES		RODA, SEDA
	SEARCH SEAT PLESSA	idea -		
Manage Messages	Basic Search		Advanced Search	
Compose Message	Keyword		Search	
Edit Protile	Searches To and Subject field	is.		
JISCO Reg	istered Envelo	ope Service		
Jisco Reg	istered Envelo	Akout Termas	of Service Privacy Policy Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
Jisco Reg	istered Envelo	About Terma of	of Service Privacy Policy Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
JISCO Reg	istered Envelo	About Termas	of Service Privacy Policy Copyright © 2001-206	9 Cisco Systems Inc. All rights reserved.
Jisco Reg	istered Envelo	ope Service Akout Terma d	<u>d Service Privacy Policy</u> Copyright © 2001-200	9 Gisco Systems Inc. All rights reserved.
Sisco Reg	istered Envelo	ope Service About Terman	<u>f Service Privacy Policy</u> Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
JISCO Reg	istered Envelo	ope Service Akad Tarmad	of Service Prixacy Policy Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
JISCO Reg	istered Envelo	ope Service About Tarmar	af Service Prixacy Policy Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
JISCO Reg	istered Enveld	About Terman	af Service Prixacy Policy Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
JISCO Reg	istered Envelo	Abad Terman	of Service Privacy Policy Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.
JISCO Reg	istered Enveld	About Tarmar	df.Bernice Prixacy.Palicy CopγrigM © 2001-200	9 Cisco Systems Inc. All rights reserved.
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Cisco Reg	istered Envelo	Abad Tarmar	o <u>f Service Prixacy Policy</u> Copyright © 2001-200	9 Cisco Systems Inc. All rights reserved.

Enter the search criteria and click <Search>

There is no In Box or Sent Mail folder. Email history is displayed and indicates if the message has been opened, but the message cannot be opened and read.

To keep a record of the message sent, click the "Automatically BCC me on this email" box when composing the email message.

All messages to UHCSR will **not** be found in this search. Messages between Cisco and UHCSR.com are encrypted using TLS (Transport Layer Security) between the servers.

FORGOT PASSWORD

To reset the password, go to <u>http://res.cisco.com</u> and click <Forgot Password>.

ISCO		
	FORGOT PASSWORD	
	Enter your email address to reset your password. Email Address	
	Centrué	
	velope Service	

The system will request the email address and will send a link to allow the user to reset their own password.

UnitedHealthcare StudentResources

Windows Live*	Home Profile People Mail Photos More • MIRe Search the web		Todd -	2
fotmail	New Delate Junit Mark as + Move to + 199	45 Messenger +	Options +	0
idit, calyer@histmail	Reply Reply all Forward 🌢 🕈			
Inbox (15028)	Attachments, pictures, and links in this message have been blocked for your safety. Show content			
Junk (8)	Wall From Browning			
Drafta Sent (75)	Your New Password			
Deleted	Tou may not know this sander. Mark as safe Mark as junk			
ESPN	Lock. Thy 4/23/09 9/37 AM			
HL Football	" You@email.com			
The Search (2)				
Manage folders	New Password			
Add an e-mail account	Dear Tudd Calver,			
	To reset your password, follow this link (or copy and paste it into your browser). This link will expire in 72 hours. T	ou may only use th		
	link once.			
	https://www.nace.com/webaa/a/passecretilisaat/faid=todd_calyacfe4(httmail.com/kpassecret=i4)cduol/No-iN			
	CRES Customer Subport			
			21	
	To know more about Capo Registered Envelope Service, see "https://res.asis.asit/websate/about Terms of Service: https://res.com/websate/termsOfService			
	Automotive admitistic and the standard strategy and the states.			
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The user will be required to provide the Security Question answers that were established when the account was initially set up.

cisco		English 👻
	SECURITY QUESTION Please answer the following security questions to reset your password. What is your father's middle name? What is your mother's middle name? What city did you attend your high school in? Continue	
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The user will then create a new password.

cisco		English •
	CREATE NEW PASSWORD	
	New Password	
	Confirm Password	
Cisco Registered Envelope	Service	
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Once the new password is created, the user may sign into the system.