Retrieving Encrypted Mail

When you receive an email encrypted and stored on the Cisco Registered Envelope System (CRES), you must go to the CRES website and log in to retrieve it. The first time you visit the site, you must create a password for your email address to use at the site.

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Retrieving Encrypted Email via a Mobile Device

When you receive an encrypted message on your mobile device, you must take an extra step.

1. The email will include the address to forward the message to for mobile access. Click on the address and choose **Copy**.

2. **Forward** the message.
3. **Include** the attachment.
4. Paste the address you copied into the To: field.
5. You will receive an email from the CRES system with a link to your message on the mobile device server. Ensure that the link location is res.cisco.com. Copy the link.
6. **Paste** the link you copied into a browser window. Click the **Open** button on the CRES webpage. If you have visited the CRES website before for this email address, skip to step 10.
7. If this is your first time visiting the CRES website for this email address, the system will tell you to register. **Copy and Paste** the link indicated into your browser window.
8. Fill out the form, including password (not your UA NetID password) and security questions.
9. After you submit the form, you will receive another message from the CRES system with instructions to activate your account. **Copy** the URL to activate, **Paste** it into your browser, and **Copy** and **Paste** in your activation number. Return to step 5, and the email that has the link to your message on the mobile device server.
10. Enter the password you created for the CRES website (not your NetID password), then click the **Open** button.
11. You will now see the message that was sent to you. You may reply to the sender from within the encryption website if you wish.
Secured Message

From: Wildcat, Wilma - (wilma@email.arizona.edu)
To: Wildcat, Wilbur - (wilbur@email.arizona.edu)
Date: March 18, 2014 3:46:35 PM GMT
Subject: [encrypt] sample encrypted email

This is a sample of an encrypted email using the Cisco Registered Envelope Service (CRES).

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