

Secure email at Sheffield Hallam University

How do I receive a secure email?

When a secure email is delivered to your inbox, open it and you will see a message that looks like this:

You have received a secure message

If you have concerns about the validity of this message, contact the sender directly.

To retrieve your encrypted message, follow these steps:

1. Click 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.

2. Enter your password.

If you are a first time user, you will be asked to register first.

Mobile device users: forward this message to mobile@res.cisco.com. You will be emailed a link where you can enter your password and view the secure email message.

For help opening securedoc.html, see <https://res.cisco.com/websafe/help?topic=ReqEnvelope>.

The first step is to follow the instructions - save and open the attachment. If you have not received a secure email before, you will be prompted to register with the Cisco Registered Envelope Service:

YOU ARE NOT REGISTERED

To open this message, you must first register and create a password. To register, click on the link below or copy and paste it into your browser.

<https://res.cisco.com/websafe/register?uuid=f418e7206610fa347f000001f15c011a>

Click on the link and you will see a page where you can register:

NEW USER REGISTRATION

* = required field

Email Address

First Name*

Last Name*

Password* Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Passwords must contain both letters and numbers.

Confirm Password*

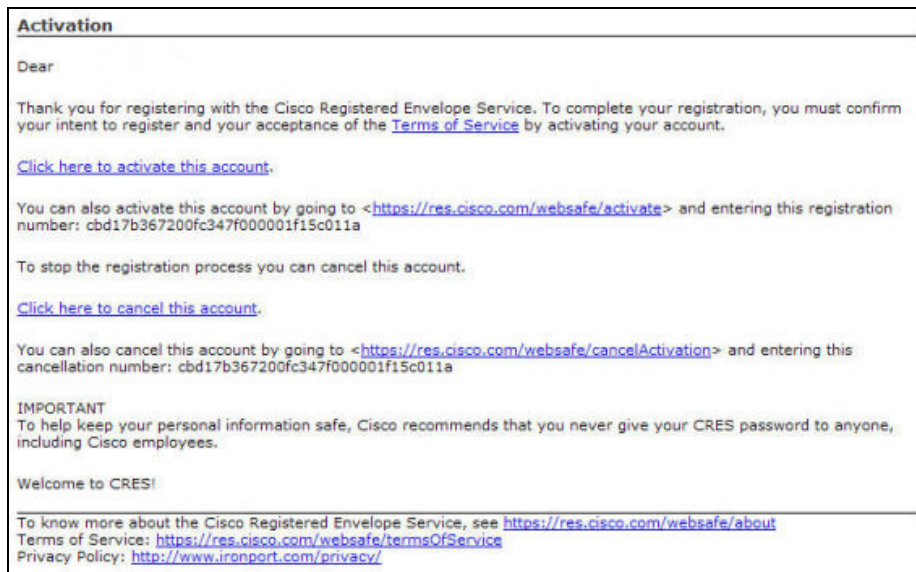
Personal Security Phrase Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.

☒ Remember me on this computer.

Your own email address will be shown at the top. Fill in the fields and choose whether to be remembered on the computer or not - if you select this option, you won't have to put your password in the next time you receive a secure email. This would not be suitable for PCs to which other people may have access.

Then simply click on 'Register'.

Once you have registered, you will see a page saying that you need to activate the account. Close this window and go back to your inbox. You will receive an email asking you to activate:



Click on the link to activate your account. You will see a message to say that your email address has been confirmed. Close the browser window, and open the attachment you saved in the first step, 'securedoc.html'.

You will now see the Cisco Registered Envelope Service log in page:

The screenshot shows the Cisco Registered Envelope Service login interface. At the top left is the Cisco logo. At the top right is a circular seal with a padlock and the text 'REGISTERED ENVELOPE SERVICE'. Below the seal is a 'Help' link. The main form contains fields for 'From:', 'To:' (a dropdown menu), 'Subject: test', and 'Password:'. A 'Forgot password?' link is below the password field. To the right of the form, a message states: 'Personal Security Phrase Your personal phrase is not enabled on this machine.' with a 'More info' link. Below the form, a message says: 'This page may take a minute to load. Please wait for the Open button to appear to open this message.' followed by an 'Open' button. At the bottom, there is a 'My address is not listed' link and a instruction: 'Submit your password above to open your message online.' The footer includes 'Cisco Registered Envelope Service' and '© 2000-2007 Cisco Systems Inc. All rights reserved.'

The sender's email address will be displayed next to 'From'. Make sure your own email address is selected in the 'To' drop down box, and enter the password you created when you registered. Then click on 'Open'.

Finally, the secure email will be displayed.

How do I reply to a secure email?

When you have received and opened a secure email, and want to reply securely, it is very important that you click on the 'Reply' button within the secure email itself:

The screenshot shows the 'Secured Message' page. At the top left is the Cisco logo. Below it is the title 'Secured Message'. The message header shows: 'From:', 'To:', 'Date: May 29, 2008 1:44:32 PM GMT', and 'Subject: test'. The message body contains the text 'TEST'. At the bottom right of the message body, there is a 'Reply' button circled in red. At the bottom right of the page, there is another 'Reply' button, also circled in red. The footer includes '© 2000-2007 Cisco Systems Inc. All rights reserved.'

This will open a page where you can type in your message, and if necessary click on 'Attachments' and choose files to attach. When you are finished, simply click on 'Send'. You will then see a confirmation page.