



# Receiving Secure Email From TLC

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## Why Secure Email?

Cyber-Security Breach insurance claims are becoming more and more prevalent and costly. The most frequently breached sector is Healthcare and the average payout per claim is \$1.3 Million with an average cost for legal defense of almost \$700,000. Because of these concerns as well as the need to routinely safeguard our information, we are implementing a change in the way we deliver sensitive, private email.

Email typically travels over the internet in order to be delivered and is inherently unsecure. Consequently, it can be read fairly easily by someone other than the intended party. When financial information, health care information, or other sensitive information travels by email, interception by an unauthorized person may compromise privacy, may violate the sending organization's internal security policies, and may violate state and federal privacy regulations.

## What Emails will be Encrypted?

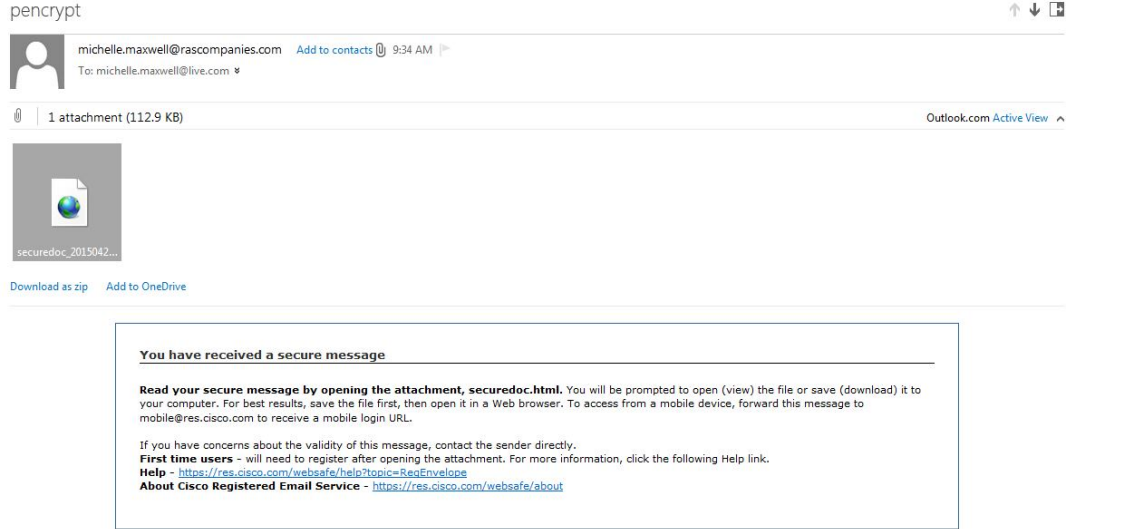
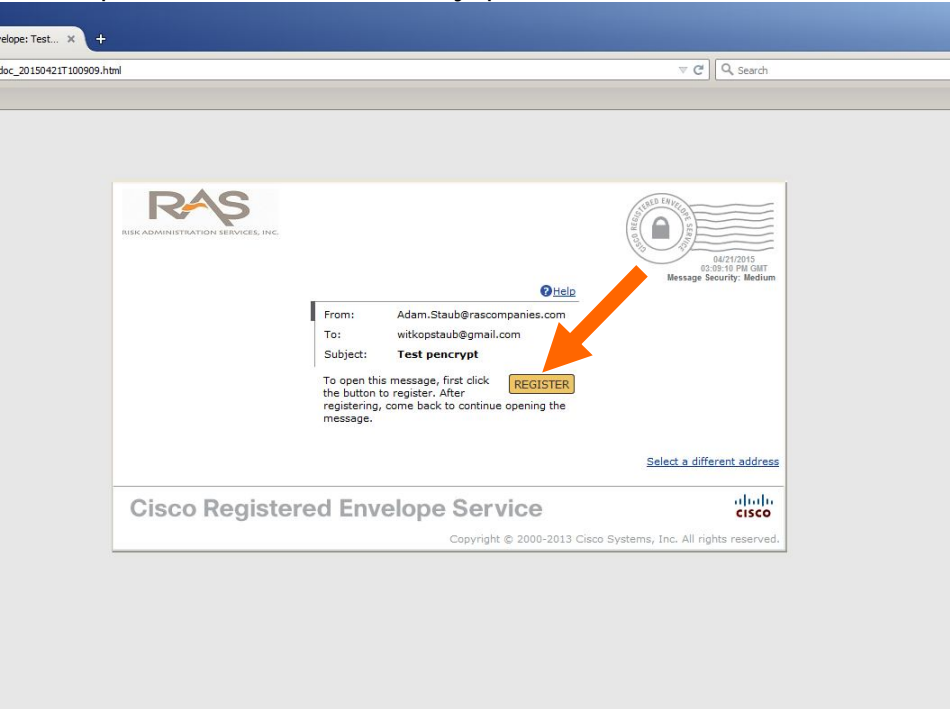
We have chosen Cisco IronPort as our secure email solution. IronPort is the market share leader in their market with over 20,000 customers globally and 400 million users protected. Their customers include 8 of the 10 largest Service Providers and 7 of the 10 largest Banks. The IronPort software scans each email sent externally for HIPAA and PHI (Protected Health Information) data and then automatically encrypts emails deemed to be sensitive and confidential. Our email will be delivered in one of two ways described below.

Before sending an email, our server communicates with the receiving server and asks if TLS (Transport Layer Security) encryption is supported. **ONE:** If the receiving server supports TLS encryption, the email will be sent securely and appear as regular email in the receiver's inbox. **TWO:** If the receiving server does not support TLS encryption, the email is sent via Cisco Secure Envelope. Please note, encryption is forced for all emails with attachments.

**TLS** is a protocol that ensures privacy between communicating applications and their users on the Internet. When a server and client communicate, **TLS** ensures that no third party may eavesdrop or tamper with any message.

# Enrolling in Our Secure Email System

If your server does not accept TLS encryption, you will need to register with our secure email system in order for encrypted email to be created and read by you. The enrollment process will take under a minute.

Steps	Screenshots/Additional Info
<p>1. Receive Secure Email request</p>	
<p>2. Register on the portal</p>	<p>Registration is a one-time event and as part of the process you will be prompted to enter a password and three security questions.</p> 

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

\* = required field

### Enter Personal Information

Email Address michelle.maxwell@live.com

Language

The language setting will be stored for future login and email notifications.

First Name\*

Last Name\*

### 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\*

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. [More info](#)

Enable my Personal Security Phrase.

### Time

Time Format

Select to view time in 12- or 24-hour format.

Time Zone

Select time zone to view and enter date and time in your preferred time zone.

### Select 3 Security Questions

You will be asked these questions in the future if you forget your password.

[Show](#)

Question 1\*

Answer 1\*

Confirm Answer 1\*

Question 2\*

Answer 2\*

Confirm Answer 2\*

Question 3\*

Answer 3\*

Confirm Answer 3\*

[Register](#)

3. You will receive a Success Screen when finished.



#### FINAL STEP: ACCOUNT ACTIVATION

Your Cisco Registered Envelope Service account was successfully created.

**Instructions to activate your account have been emailed to michelle.maxwell@live.com.**

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

4. You will receive an activation email

Please activate with CRES

CRES Do Not Reply (DoNotReply@res.cisco.com) Add to contacts 9:44 AM |  
To: michelle.maxwell@live.com

**Activation**

Dear Michelle Maxwell,

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#) by activating your account.

[Click here to activate this account.](#)

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering this confirmation number:  
23cd7b410000014cdc702cea0a089e8b5cf72678

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)


You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number:  
23cd7b410000014cdc702cea0a089e8b5cf72678

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

Welcome to CRES!

To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>  
Terms of Service: <https://res.cisco.com/websafe/termsOfService>  
Privacy Policy: <http://www.cisco.com/web/siteassets/legal/privacy.html>

5. You will receive confirmation screen.




**EMAIL ADDRESS CONFIRMED**


You have activated the account for michelle.maxwell@live.com. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.

Cisco Registered Envelope Service [About](#) [Ta](#)

6. Proceed to open email by entering your password.

Secure Registered Envelope: pencrypt





04/21/2015  
10:34:18 AM EDT  
Message Security: Medium

[Help](#)


From: michelle.maxwell@rascompanies.com  
To: michelle.maxwell@live.com  
Subject: **pencrypt**  
Password:   
[Forgot password?](#)

Remember me on this computer  
 Enable my Personal Security Phrase

Personal Security Phrase  
Click on the Password field. Do not continue unless you see your personal phrase.  
[More info](#)

**OPEN**

[Select a different address.](#)  
If you experience problems opening this message, try to [Open Online](#)

Cisco Registered Envelope Service 

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