


STEP BY STEP GUIDE TO RESET PASSWORD FOR ENCRYPTED EMAIL

Note: These steps apply to recipients who have forgotten their password to open a password-protected message only.

Step 1

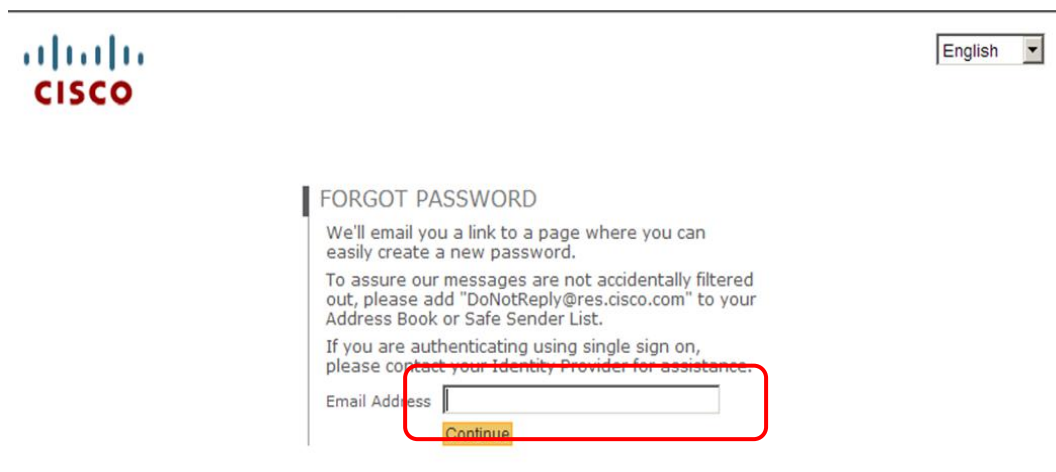
If you have forgotten your password, click on the Forgot password link as displayed below.



The screenshot shows the Cisco Registered Envelope Service interface. At the top left is the Cisco logo. On the right, there is a circular seal with a padlock and the text 'CISCO REGISTERED ENVELOPE SERVICE'. Below the seal, the date and time are 'May 29, 2013 11:18:11 AM GMT' and 'Message Security: High'. A 'Help' link is also visible. The main content area shows an email header with 'From: sender@cromwellhospital.com', 'To: recipient@example.com', and 'Subject:'. Below the header is a 'Password:' field with a red box around the text 'Forgot password?'. There are two checkboxes: 'Remember me on this computer.' and 'Enable my Personal Security Phrase.'. To the right of the password field, there is a section titled 'Personal Security Phrase' with the text 'Your personal phrase is not enabled on this computer.' and a 'More info' link. Below the password field is an 'OPEN' button. At the bottom, there is a link 'Select a different address' and a note 'If you experience problems opening this message, try to Open Online'. The footer contains the text 'Cisco Registered Envelope Service' and 'Copyright © 2000-2011 Cisco Systems, Inc. All rights reserved.'

Step 2

Enter your email address and click continue as displayed below.

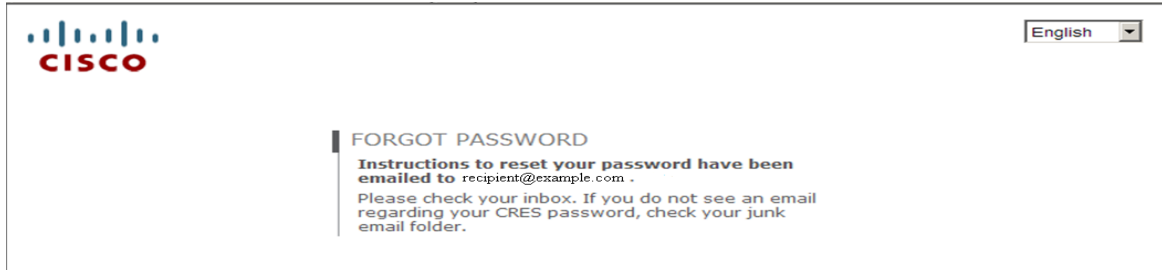


The screenshot shows the 'FORGOT PASSWORD' screen. At the top left is the Cisco logo. On the top right, there is a language dropdown menu set to 'English'. The main content area has the heading 'FORGOT PASSWORD' followed by the text: 'We'll email you a link to a page where you can easily create a new password. To assure our messages are not accidentally filtered out, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List. If you are authenticating using single sign on, please contact your Identity Provider for assistance.' Below this text is an 'Email Address' input field with a red box around it and a 'Continue' button.

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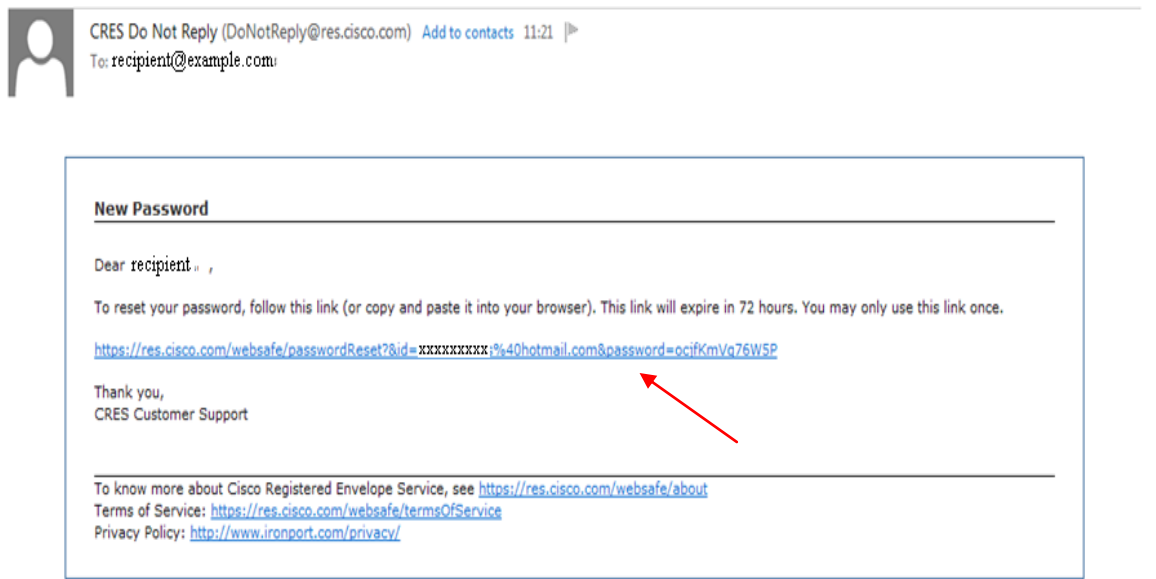
Step 3

This message below will be displayed and an email with instructions will be sent to your mailbox to reset your password. Open up the email link sent by CRES Do Not Reply.



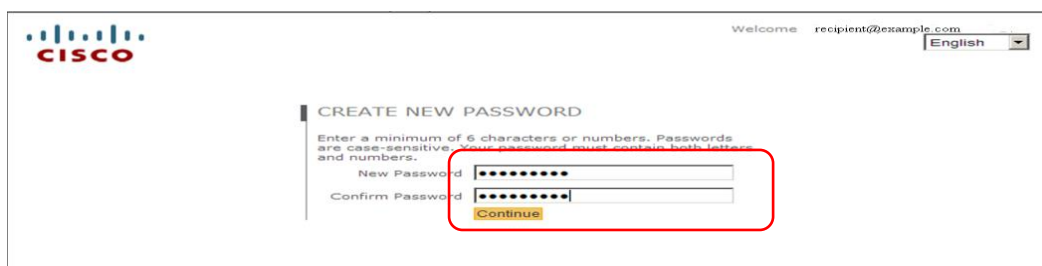
Step 4

Click on the link to reset your password as displayed below.



Step 5

Type in the new password and click continue as displayed below.



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Step 6

You will get this message as displayed below. Close this window and open up the encrypted email.



Welcome recipient@example.com
English

PASSWORD SUCCESSFULLY UPDATED.

Your password has been changed.

Return to the encrypted message envelope to log in and read your message or [click here to log in](#).

If this is the second time you have forgotten your password, follow the instructions to step 4 above and then to step 7.

Step 7

Type in the answers to security questions you chose while registering. Click continue as displayed below.



Welcome recipient@example.com
English

SECURITY QUESTION

Please answer the following security questions to reset your password.

What is your father's middle name?

What is your oldest cousin's first name?

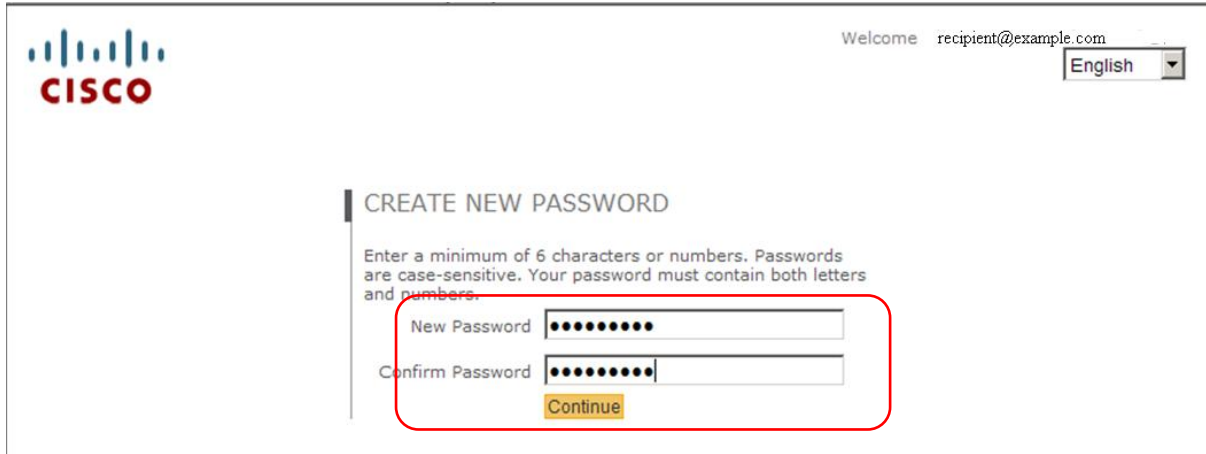
What city did you attend your high school in?

Continue

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Step 8

Type in the new password and click continue.



Welcome recipient@example.com English

CREATE NEW PASSWORD

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

New Password

Confirm Password

Continue

Step 9

Close this window and open the encrypted email using the new password.

click here to log in.'." data-bbox="127 510 862 642"/>

Welcome recipient@example.com English

PASSWORD SUCCESSFULLY UPDATED.

Your password has been changed.

Return to the encrypted message envelope to log in and read your message or [click here to log in.](#)