



---

# Email Encryption

## Recipient Guide

---

Version	Date Issued	Brief Summary of Change
V1.0	26/03/2009	First Issue
V1.1	29/06/2009	Added section on independent use
V1.2	03/07/2009	Additional information added
V1.3	07/10/2009	Data Protection comments added

### ***CONTENTS***

<b>1</b>	<b>Purpose .....</b>	<b>2</b>
<b>2</b>	<b>Overview of Registered Envelopes .....</b>	<b>3</b>
<b>3</b>	<b>Step-by-Step Guide to Opening Your First Envelope.....</b>	<b>6</b>
<b>4</b>	<b>Using the Registered Envelope Service Independently .....</b>	<b>11</b>
<b>5</b>	<b>Troubleshooting Registered Envelope Issues .....</b>	<b>12</b>
<b>6</b>	<b>Additional Resources .....</b>	<b>14</b>

# 1 Purpose

This guide provides an explanation for recipients of how to work with encrypted emails received from OBMH.

The OBMH Secure Email System utilises a service called the **Cisco Registered Envelope Service** to encrypt emails.

Any encrypted emails sent or received are referred to as **Registered Envelopes**.

Before you can open the first Registered Envelope that you receive, you need to enrol with Cisco Registered Envelope Service and set up a free user account.

This guide provides step-by-step instructions for first-time recipients of Registered Envelopes.

The use of Registered Envelopes is an alternative to the approved Connecting for Health method (NHS.Net emails). NHS.Net has limitations, as it is only available to other public bodies such as the Police, Education and Social Services.

Please be aware, all emails are covered by the Freedom of Information Act and/or the Data Protection Act, regardless of whether they are sent secure or not.

## **2 Overview of Registered Envelopes**

Before you can open Registered Envelopes, you need to set up a free user account with Cisco Registered Envelope Service.

After you enrol with the service, you can use your account password to open all Registered Envelopes that you receive — from any sender.

You can also use the service to send your own Registered Envelopes, and you can manage the Registered Envelopes that you send.

### ***Why Use Registered Envelopes?***

Registered Envelopes enable you to easily send and receive encrypted email. Typically, you would encrypt messages to prevent important or confidential information from getting into the wrong hands.

Encryption protects against accidental breaches of security, as well as intentional illegal and malicious security breaches.

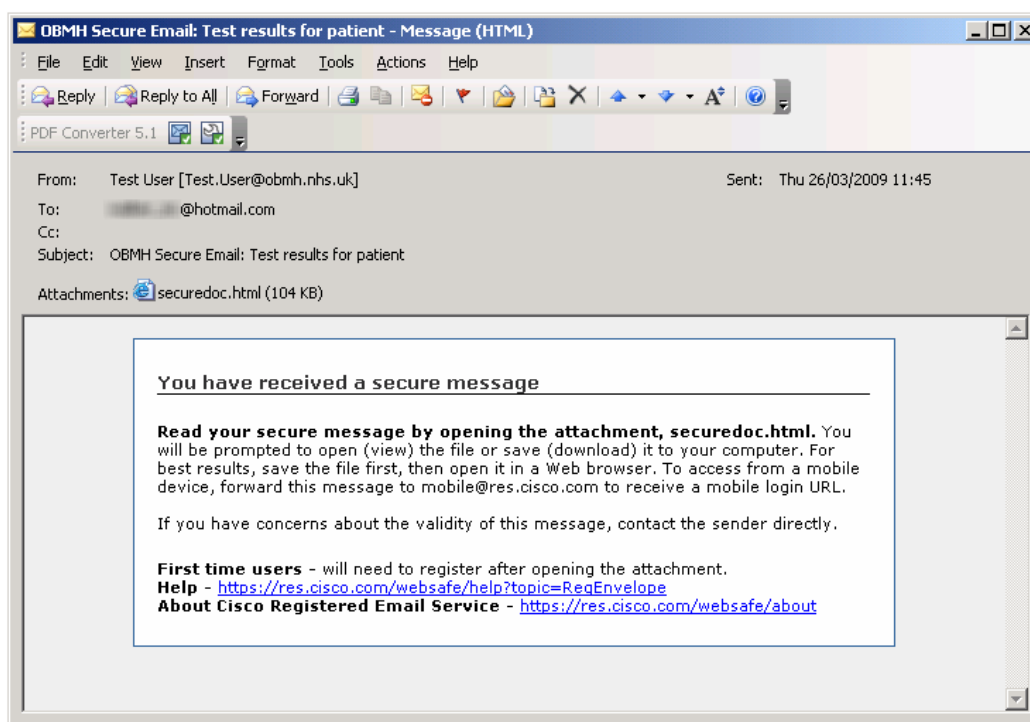
OBMH staff should use a Registered Envelope to convey confidential information about a patient's medical history or any other Person Identifiable Data (PID), for example staff details.

## Registered Envelope Notification Message

When someone sends you a Registered Envelope, you will receive the following files:

- **Notification email message.** The notification message indicates that someone has sent you a secure, encrypted message in the form of a Registered Envelope. The notification also includes links to information about Registered Envelopes and Cisco Registered Envelope Service.
- ***securedoc.html* file attachment.** The notification message includes a file attachment named *securedoc.html*. This file contains both the Registered Envelope itself and the encrypted content. To view the Registered Envelope, double-click the *securedoc.html* file to display the Registered Envelope in a web browser. Typically, a computer must have an Internet connection to properly display the Registered Envelope and decrypt the content.

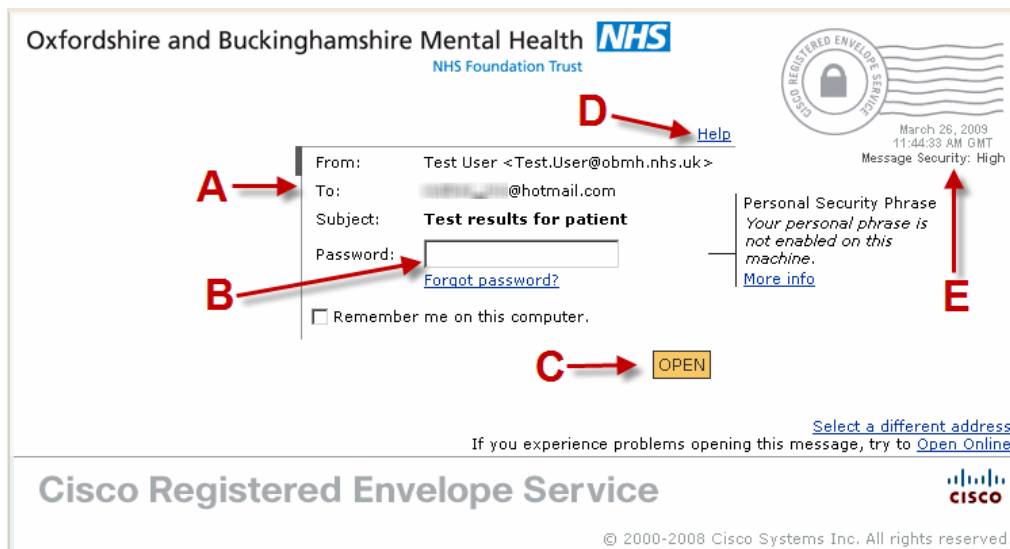
*If you experience any problems viewing the attachment in this way, simply save the *securedoc.html* file to your local hard drive, then double click the saved copy of the file to display the Registered Envelope in a web browser.*



The notification email message includes the *securedoc.html* file attachment, which contains both the Registered Envelope and the content.

## Components of a Registered Envelope

When you display a Registered Envelope in a web browser, it looks similar to the envelope shown below:



The figure highlights important features of a Registered Envelope. The following table describes these features.

	Feature	Description
A	Address fields and subject line	The address fields identify the sender in the From: field and intended recipient in the To: field. If there are multiple recipients, the To: field displays a drop-down list with the recipients' email addresses.
B	Password field	Enter your user account password here to open the envelope. If you have not enrolled with the service, the password field is not displayed.
C	Open button	Click the Open button to decrypt the content and view your message. The Open button appears only after you enrol with the service and create a user account. If your email address is not associated with a user account, the envelope may display a Register button in place of the Open button. In that case, click the Register button to enrol with the service.
D	Help link	Click the Help link to access the online help for Registered Envelopes. The online help describes the standard and alternative methods for opening Registered Envelopes. It also provides a link to frequently asked questions (FAQs).
E	Date-time stamp and message security level	The date-time stamp shows when the message was sent. The time appears in Greenwich Mean Time (GMT). The message security level can be low, medium, or high. OBMH will only ever send messages with high security. When a message is sent with high security, you must always enter a password to open it, even if you previously selected the "Remember me on this computer" option.

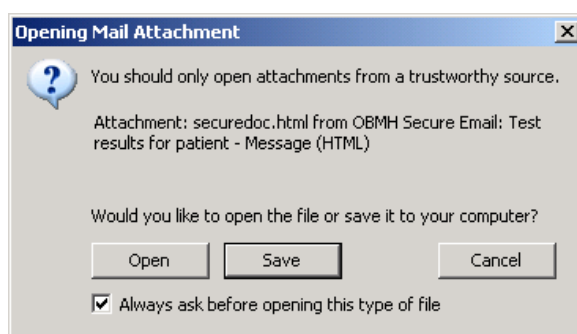
### 3 Step-by-Step Guide to Opening Your First Envelope

This section provides step-by-step instructions for opening a Registered Envelope for the first time. The steps and supporting graphics demonstrate the typical scenario for a first-time recipient. Some of the steps may vary, depending on particular circumstances.

Note that these steps apply to first-time recipients only. After you enrol with the Cisco Registered Envelope Service, you can use your password to open envelopes from any sender.

#### Step One: Open or save the *securedoc.html* file attachment

When you receive a Registered Envelope notification message, you need to **Open** the *securedoc.html* file attachment to view the Registered Envelope. If you experience any problems viewing the attachment in this way, simply **Save** the *securedoc.html* file to your local hard drive, then double click the saved copy of the file to display the Registered Envelope in a web browser.



#### Step Two: Open the *securedoc.html* file in a web browser

Open the *securedoc.html* file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox. The Registered Envelope is displayed.



### Step Three: Click the ‘Register’ button to enrol with the Service

Click the **Register** button on the Registered Envelope to enrol with Cisco Registered Envelope Service. The New User Registration page is displayed.

**CISCO** [Help](#)

**NEW USER REGISTRATION** \* = required field

**Enter Personal Information**

Email Address recipient@example.org

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.*

**Select 3 Security Questions**  
*You will be asked these questions in the future if you forget your password.*

Question 1\*

Answer 1\*

Confirm Answer 1\*

Question 2\*

Answer 2\*

Confirm Answer 2\*

Question 3\*

Answer 3\*

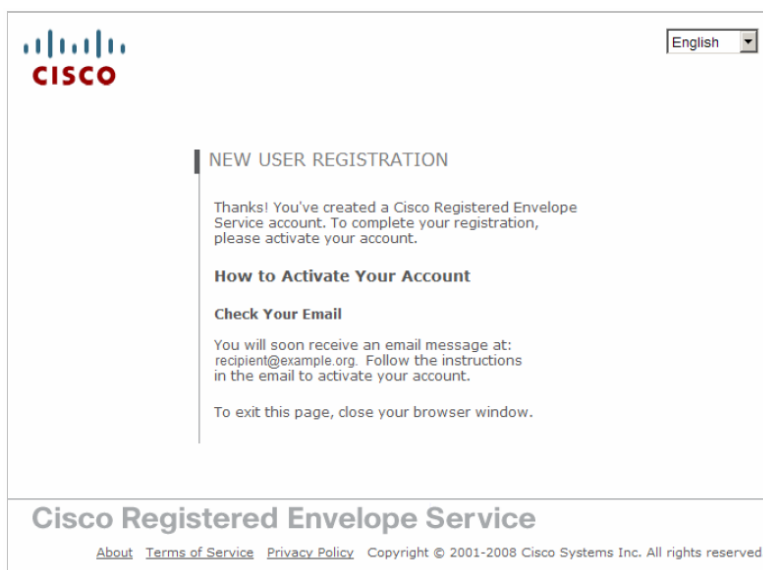
Confirm Answer 3\*

Remember me on this computer

**Register**

Complete the online registration form and click the **Register** button at the bottom of the page to create a user account. There is no charge to enrol with and use the service.

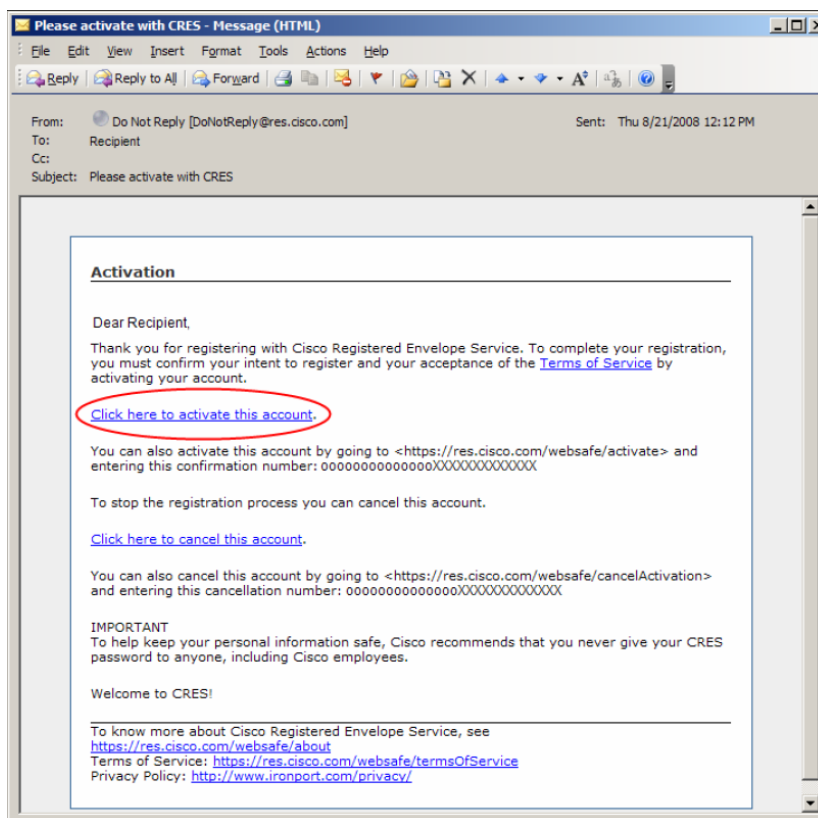
After you complete the form and click **Register**, the following confirmation page is displayed.



Note that you may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each address.

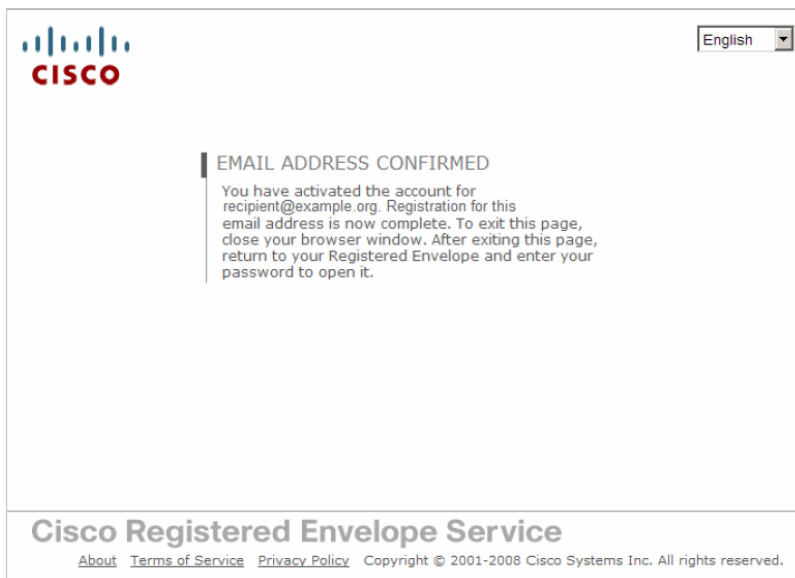
### **Step Four:        Activate Your Account**

Check your email inbox for an activation message from the service. The following example shows a typical activation message.



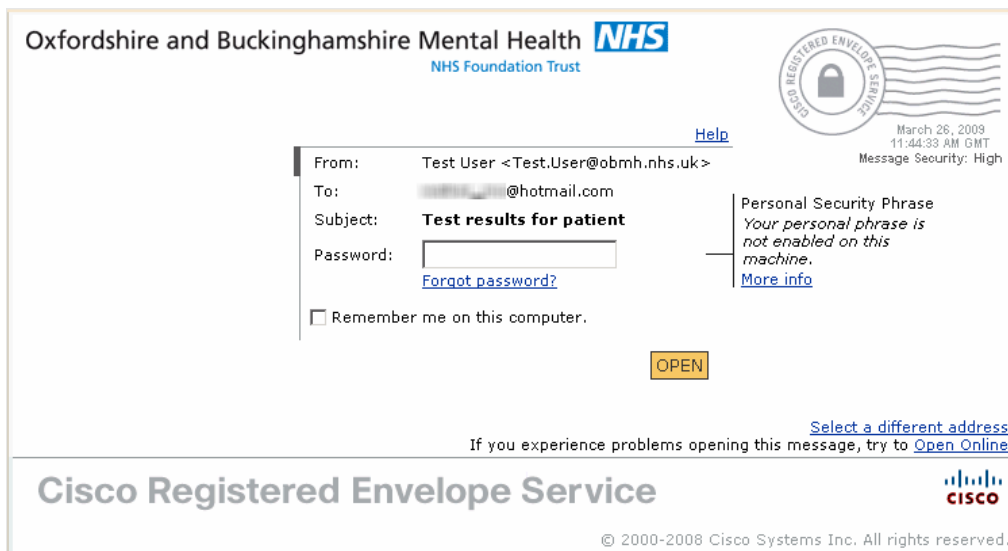


In the activation email message, click the link to activate your user account. The following confirmation page is displayed.



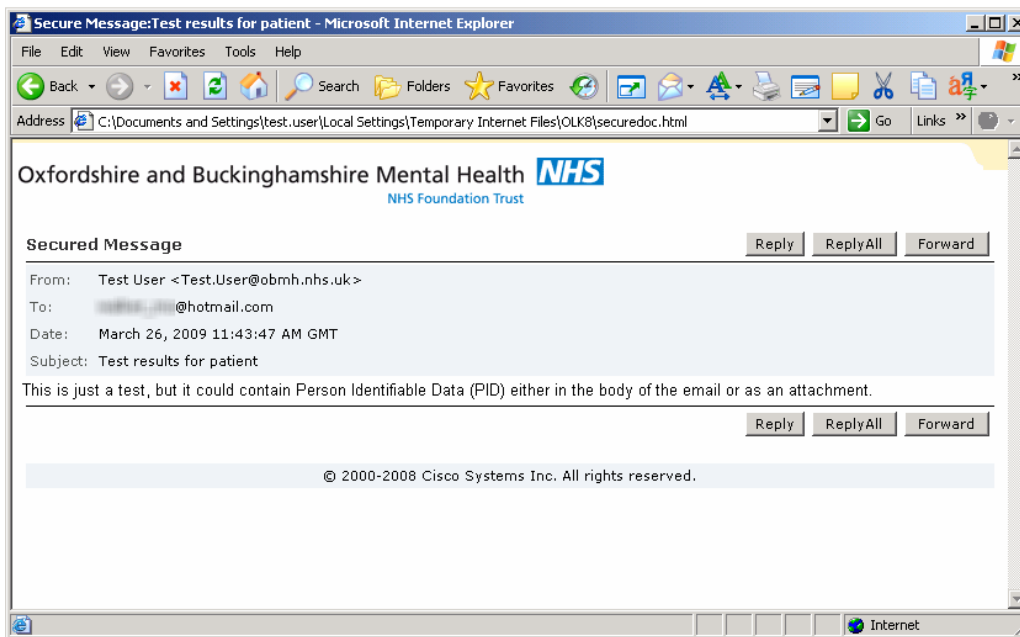
### Step Five: View the Registered Envelope and Enter Your Password

View the Registered Envelope. The Register button is no longer displayed on the envelope. An Open button appears in its place, as shown here.



Enter the password for your Cisco Registered Envelope Service user account, and click **Open**.

The decrypted message is displayed in the browser window.



After you open a Registered Envelope, you can click **Reply** to send a Secure Reply message or click **Forward** to send a Secure Forward message. When you send a Secure Reply or Secure Forward message, the recipient receives a Registered Envelope containing the encrypted message.

## 4 Using the Registered Envelope Service Independently

Should you wish to send a secure email to a member of OBMH staff without having first received a secure email to reply to, you can use the Registered Envelope Service to independently send a message. In order to be able to do this you must first have registered for the service, as described on page 7.

Browse to <https://res.cisco.com>. You will see a login page, where you should enter the username (email address) and password for your Cisco Registered Envelope Service user account.

Once you are authenticated, the system will present you with a web-mail interface from which you may compose a new message, manage your messages, or edit your profile. Context-sensitive help will assist you to use the system.

## 5 Troubleshooting Registered Envelope Issues

This section provides troubleshooting tips for issues that you might encounter when opening Registered Envelopes.

### **Issue: Open Button Is Missing from Envelope or Does Not Work**

The Open button might be missing or inoperable for several reasons. For example, if your email address is not associated with a Cisco Registered Envelope Service user account, the envelope might display a Register button instead of an Open button. Also, the Open button might not function properly if your computer is not configured to run Java or JavaScript or if the envelope was modified during transmission.

If a Register button is displayed on the envelope, click **Register** and create a new user account for the email address where you received the envelope.

If you have already created a user account for the email address, enter your password and click the **Open Online** link to use an alternative method to open the envelope.

If the Open Online method does not work, forward the envelope to *mobile@res.cisco.com*. The service will send you an email message with a temporary link that you can click to securely retrieve the message by using a web browser on your computer or personal digital assistant (PDA). For more information about using the Open Online method and the Open by Forwarding method, see the Registered Envelope online help at the following URL:  
<https://res.cisco.com/websafe/help?topic=RegEnvelope>

### **Issue: Email Address Does Not Appear in To: Field**

If the Registered Envelope was sent to multiple recipients, your email address might not immediately appear in the To: field.

Click the arrow in the To: field, and select your email address in the drop-down menu.

If you received the envelope as a BCC recipient, your email address does not appear in the drop-down menu for the To: field. In that case, select the “Address not listed” option. Then, enter your email address and click Submit to include your email address in the To: field.

### **Issue: Envelope Is Not Displayed Properly**

Occasionally, the Registered Envelope may not be displayed properly when you open the *securedoc.html* file. For example, the file might contain garbage text or HTML mark-up (such as `<!--` or `-->`).

If you have a problem viewing the Registered Envelope, forward the envelope to *mobile@res.cisco.com*. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

### **Issue:      *Envelope Processing Slows Down or Stops***

When you view or open a Registered Envelope, the envelope processing might be interrupted because of connection problems or other issues. In that case, a message below the envelope might indicate that the envelope tools are loading or that the payload decryption is in progress. If a message does not open within several minutes, it is possible that the processing has slowed down or stopped, or that the message contains an unusually large attachment.

If the envelope processing slows down or stops, re-enter your password and click **Open** again.

If clicking Open again does not work, forward the envelope to *mobile@res.cisco.com*. Cisco Registered Envelope Service will send you a message with a link that you can click to view the encrypted message.

### **Issue:      *Password Is Forgotten or Does Not Work***

If you cannot remember your password, or if your password does not seem to work, you might need to reset your password.

If you forget your password, click the Forgot Password link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

Cisco Registered Envelope Service passwords are case-sensitive. If your password does not work, verify that you did not accidentally press the Caps Lock key on your keyboard. If the password still does not work, click the Forgot Password link on a Registered Envelope to reset your password. Cisco Registered Envelope Service will send a New Password message to the email address associated with your account.

## 6 Additional Resources

For more information about Cisco Registered Envelope Service and Registered Envelopes, you can refer to the following additional resources.

### **Registered Envelope Help**

For an overview of the service and the various methods of opening Registered Envelopes, access the Registered Envelope help page at <https://res.cisco.com/websafe/help?topic=RegEnvelope>.

### **Frequently Asked Questions**

For answers to common questions about opening encrypted email, enrolling with Cisco Registered Envelope Service, and configuring optimal browser settings, view the frequently asked questions (FAQs) at <https://res.cisco.com/websafe/help?topic=FAQ>.

### **Customer Support**

To contact Customer Support for Cisco Registered Envelope Service, you can send an email message to the following address: [support@res.cisco.com](mailto:support@res.cisco.com). Telephone support is also available in some locations. You can call Customer Support by using the phone numbers listed at <https://res.cisco.com/websafe/help?topic=ContactSupport>.