



Australian Government
**Australian Customs and
Border Protection Service**

SECURE EMAIL USER GUIDE

(Cisco based secure email system via Telstra SIG gateway)

Note: These instructions replace the Trend Secure Email system guide that related to the Verizon Gateway system - superceded Dec 2014

LOGGING ON FOR THE FIRST TIME

Step1: You will receive a notification email from the ACBPS sender with the encrypted message as a file attachment as in the following example:

To recipient@example.org

Message  securedoc_20140210T013002.html (117 KB)

You have received a secure message

Read your secure message by opening the attachment, securedoc_20140210T013002.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. For access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.

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

First time users - need to register after opening the attachment. For more information, click the following Help link.

Help - <https://res.cisco.com/websafe/help?topic=ReqEnvelope>

About Cisco Registered Envelope Service -

<https://res.cisco.com/websafe/about>

Step 2: Double-click the attached file to open.

The Registered Envelope is displayed:



June 29, 2011
3:52:07 AM GMT
Message Security: High

[? Help](#)

From: sender@example.org
To: recipient@example.org
Subject: **FWD: Confidential - Earnings Report**

To open this message, first click the button to register. After registering, come back to continue opening the message. [REGISTER](#)

[Select a different address](#)

Cisco Registered Envelope Service 

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Step 3: Click the Register Button to Enroll with the Service

Complete the online registration form and click the **Register** button at the bottom of the page to create a user account.

NEW USER REGISTRATION

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

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.

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*

Confirm Answer 2*

Question 3*

Answer 3*

Confirm Answer 3*

Note: 'Personal Security phrase' is required however don't tick the 'enable' box

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



The screenshot shows a web page with the Cisco logo in the top left corner and a language dropdown menu in the top right corner set to "English". The main content area is titled "FINAL STEP: ACCOUNT ACTIVATION" and contains the following text:

Your Cisco Registered Envelope Service account was successfully created.

Instructions to activate your account have been emailed to recipient@example.org

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

At the bottom of the page, there is a footer with the text "Cisco Registered Envelope Service" and a copyright notice: "About Terms of Service Privacy Policy Copyright © 2001-2010 Cisco Systems, Inc. All rights reserved."

Step 4: Activate Your CRES Account

Check your email inbox for an activation message from the service. If the email is not in your inbox, check the spam or junk email folder in case the activation message was filtered, registration messages will come from DoNotReply@res.cisco.com. The following example shows a typical activation message.



Mon 1/13/2014 3:29 PM
CRES Do Not Reply <DoNotReply@res.cisco.com>
Please activate with CRES
To Recipient

Activation

Dear Recipient,

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: 569d832e000001438bca2b28c0a86e8c5e3fd23c

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: 569d832e000001438bca2b28c0a86e8c5e3fd23c

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

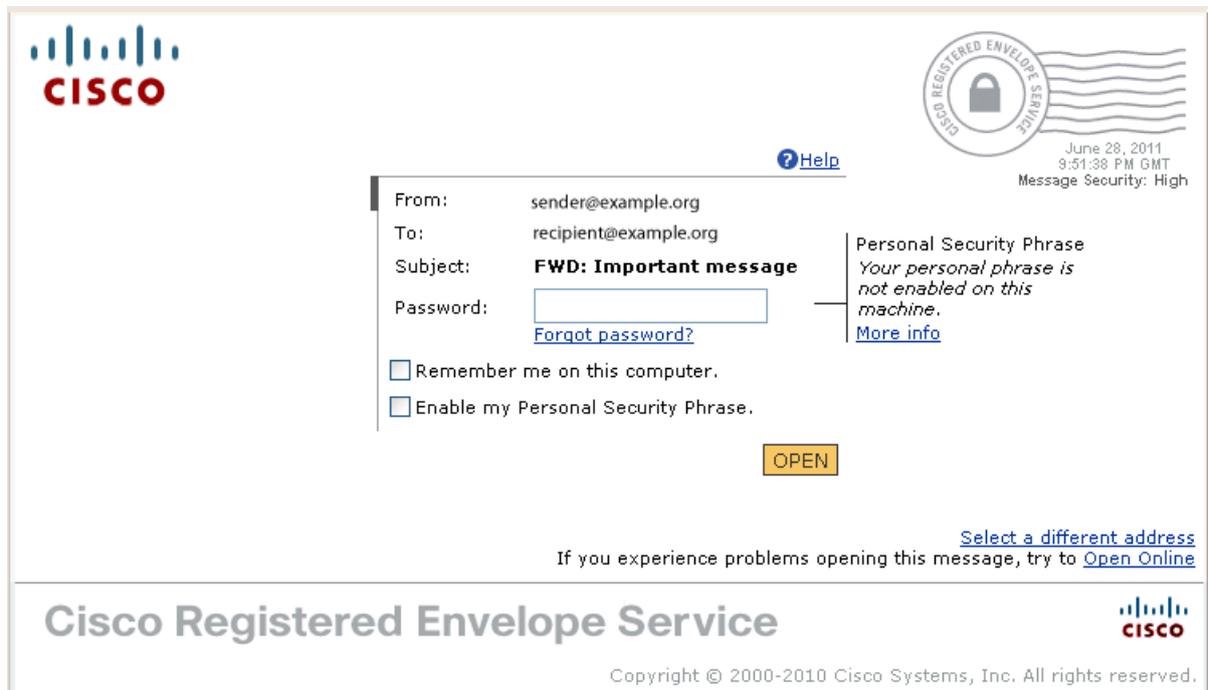
Welcome to CRES!

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.ironport.com/privacy/>

In the activation email message, click the link to activate your user account.

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

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



The screenshot displays the Cisco Registered Envelope Service interface. At the top left is the Cisco logo. In the top right corner, there is a circular seal with a padlock and the text "CISCO REGISTERED ENVELOPE SERVICE" around it, next to a wavy line graphic. Below the seal, the date and time "June 28, 2011 3:51:38 PM GMT" and "Message Security: High" are shown. A "Help" link is located near the top right. The main content area shows a message header with the following details:

- From: sender@example.org
- To: recipient@example.org
- Subject: **FWD: Important message**
- Password: [input field] with a "Forgot password?" link below it.

Below the password field are two checkboxes:

- Remember me on this computer.
- Enable my Personal Security Phrase.

To the right of the password field, there is a section for the "Personal Security Phrase" with the text: "Your personal phrase is not enabled on this machine." and a "More info" link. A yellow "OPEN" button is positioned below the checkboxes. At the bottom of the message area, there are two links: "Select a different address" and "If you experience problems opening this message, try to Open Online". The footer of the interface includes the "Cisco Registered Envelope Service" text, the Cisco logo, and the copyright notice: "Copyright © 2000-2010 Cisco Systems, Inc. All rights reserved."

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

Opening Registered Envelopes After You Activate Your CRES

Account

After you enroll with the Cisco Registered Envelope Service and activate your account as per the one-time steps above, you can use your password to open envelopes from any sender.