E-Mail Encryption

End-User Guide

TABLE OF CONTENTS

Why Use Email Encryption 2
What is a Registered Envelope 2
Features & Benefits 2
Security Policies 2
How to Compose and Send an Encrypted Email 3
How to Open Your First Password-Protected Envelope and Register for a CRES Account 4
I Forgot My CRES Account Password, Now What do I Do? 9

Why Use Email Encryption

Email encryption is a secure method of transmitting information in a way that only an intended recipient is able to read the contents of an email. This helps to insure the confidentiality and integrity of the email(s) received by the end-user. Email encryption is an important technical step to ensure confidential and identity information is not stolen by unintended recipients. By encrypting email this process helps insure the confidentiality and integrity of the email received by the end user. Since email is only encrypted when it leaves the campus, email encryption is only used when sending email to an email address outside of UHD.

What is a Registered Envelope

A Registered Envelope is a type of encrypted email message. Some Registered Envelopes are password-protected, whereas others are encrypted but do not require a password. If you receive a password-protected Registered Envelope, you need to set up a free user account with Cisco Registered Envelope Service (CRES) to open your encrypted message. After you enroll 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 and manage your own Registered Envelopes.

Features & Benefits

- Authorized recipients register themselves and set-up a password to use when receiving encrypted email
- Helps guarantee the identity of the recipient in addition to insuring the confidentiality of the email
- Email is still accessible when it is encrypted therefore it still allows for the delivery of the information intended for the recipient
- Helps prevent eavesdropping by unintended recipients

Security Policies

The Family Educational Rights and Privacy Act (FERPA)
Texas Administrative Code §202 (TAC §202)
Texas Senate Bill 122 (SB-122)

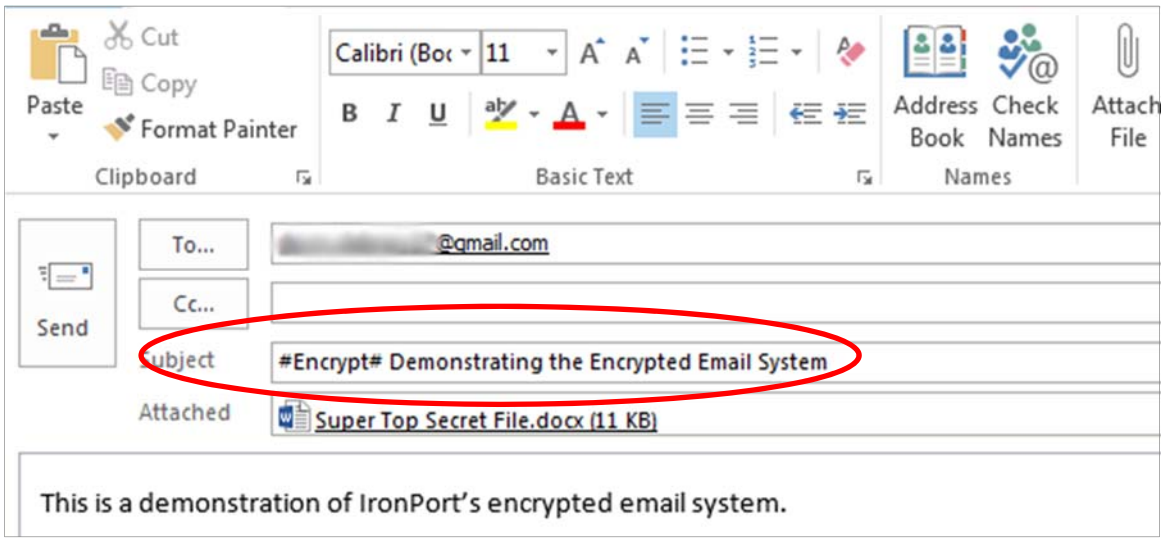
How to Compose and Send an Encrypted Email

You can send encrypted email from your CRES account. When you sign up for a CRES account, you cannot only receive encrypted email, but you can send encrypted email from your account. When you send encrypted email from CRES, the encryption server encrypts the outbound email and routes it to its intended destination.

When you send a secure message from CRES, the recipient receives a Registered Envelope containing the encrypted content of your message. If the recipient does not already have a CRES user account, the recipient needs to enroll with the service and set up a free user account to open the envelope.

1. To encrypt an email, simply add **#Encrypt# to the beginning of your subject line** in your email. ***Note:*** *The "E" in Encrypt must be capitalized.* Type your message and **click Send**.

    a. Click the Attachments button to include file attachments. The maximum file size of all attachments is 10 MB.



How to Open Your First Password-Protected Envelope and Register for a CRES Account

1. When someone sends you a Registered Envelope, you will receive a notification email message along with the encrypted message file attachment.

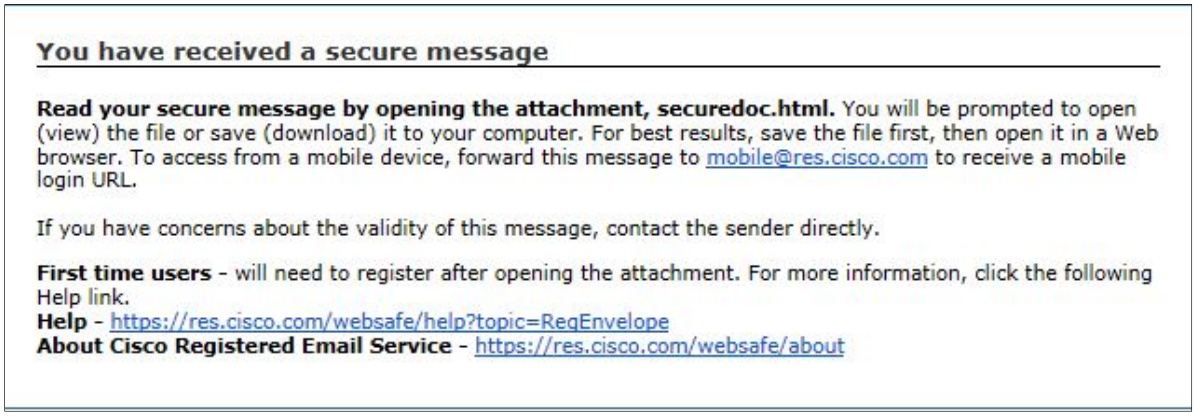


Figure 1: Notification Email Message with Encrypted Message File Attachment

2. Save the encrypted message file attachment to your hard drive.
3. Open the attached file in a web browser.
4. Click the **Register Button** to enroll with the Cisco Registered Envelope Service (CRES).

Figure 2: Registered Envelope

5. The New User Registration page is displayed.

   Complete the online registration form and click the **Advance Settings button** at the bottom of the page to create a user account. There is no charge to enroll in and use the service.

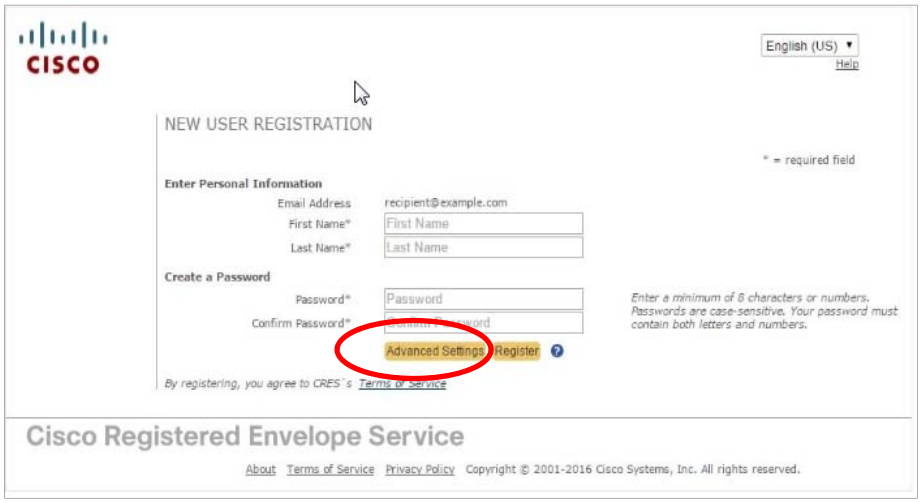


Figure 3: New User Registration with CRES Authentication

6. In the Advance Settings window, complete your Personal Security Phrase and set three security questions. When you are done, click the **Register Button**.

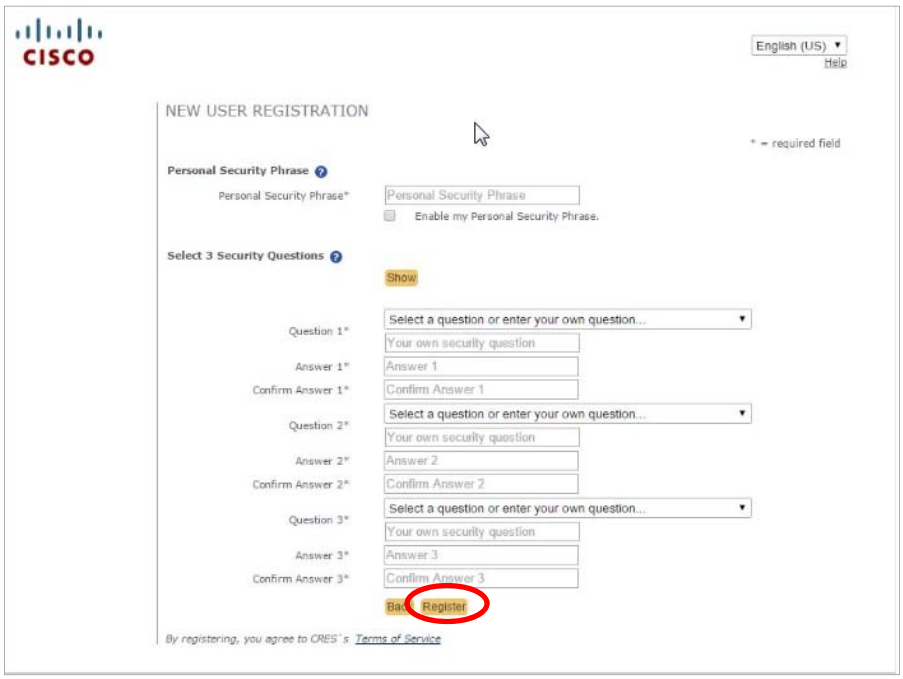


Figure 4: Registration Security Questions

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

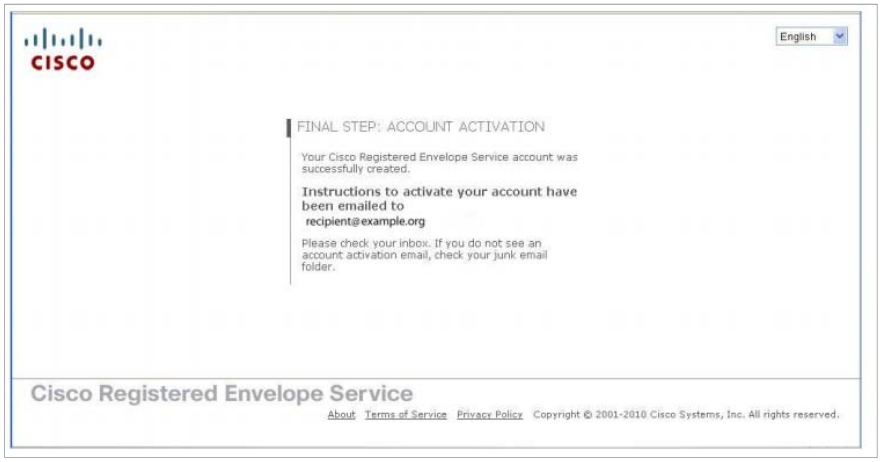


Figure 5: Registration confirmation page

8. Activate Your CRES Account. Check your email 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. The following example shows a typical activation message.

   Click the **Activate this Account** Link.

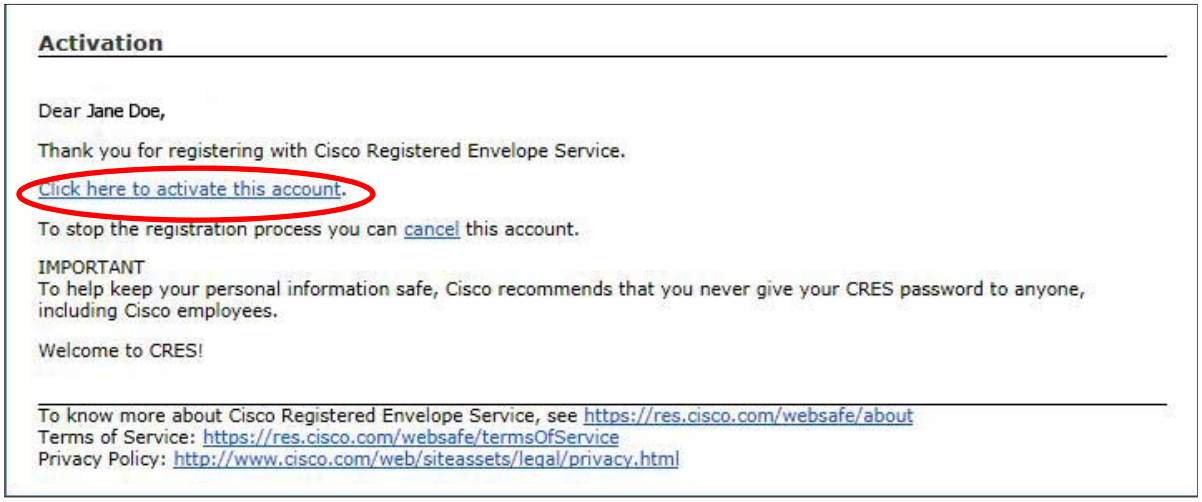


Figure 6: Account activation message

9. After activating your account, a confirmation page is displayed. ***Note:*** *you will notice you have multiple browser windows and/or tabs open at this time. Please leave them all open.*

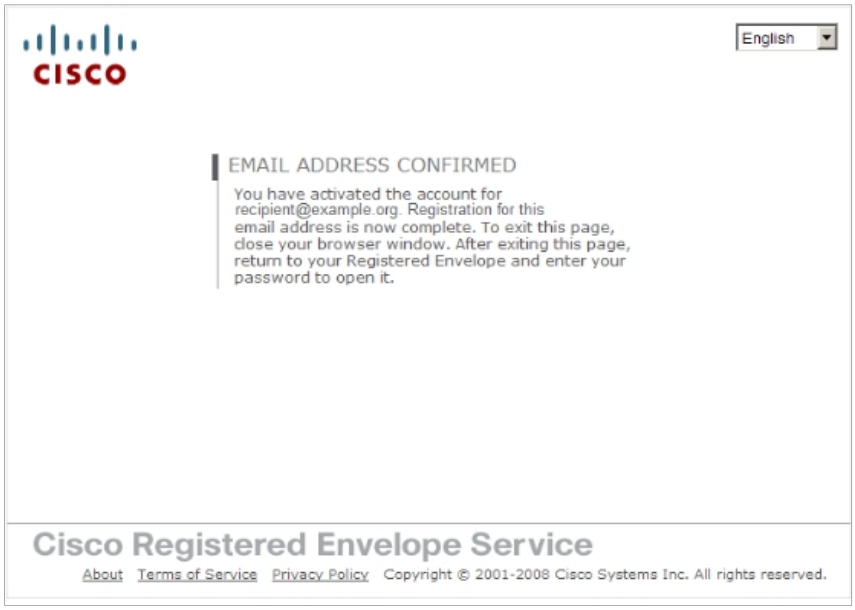


Figure 7: Confirmation page

10. View the Registered Envelope again by selecting the browser window the Registered Envelope is still open in and then click the continue button. (The browser window will be titled with 'Secure Registered Envelope: *with the email subject line title'*)

11. The Register button is no longer displayed on the envelope. The Open button appears in its place. Enter your Cisco Registered Envelope Service user account **password and click the Open Button**.

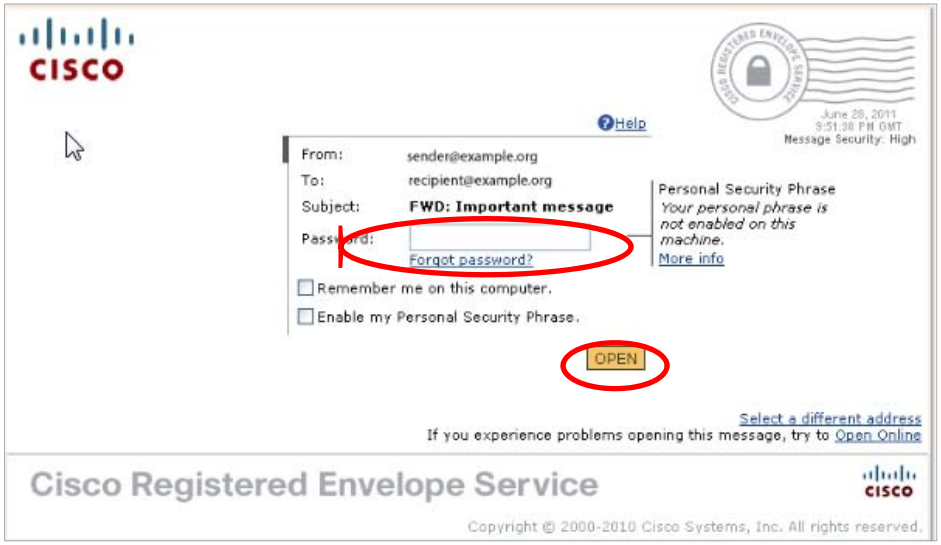


Figure 8: Registered Envelope with Open button

12. The decrypted message is displayed in the browser window. If your message has attachments, **Click** each attachment to open.

Figure 9: Decrypted message

13. After you open your Registered Envelope, it is recommended that you send a reply to your sender letting them know that you successfully received the encrypted email.

14. You have successfully created your Registered Envelope Service account and can receive encrypted messages. You will be able to use your password to open envelopes from any sender using this service.

I Forgot My CRES Account Password, Now What do I Do?

1. 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

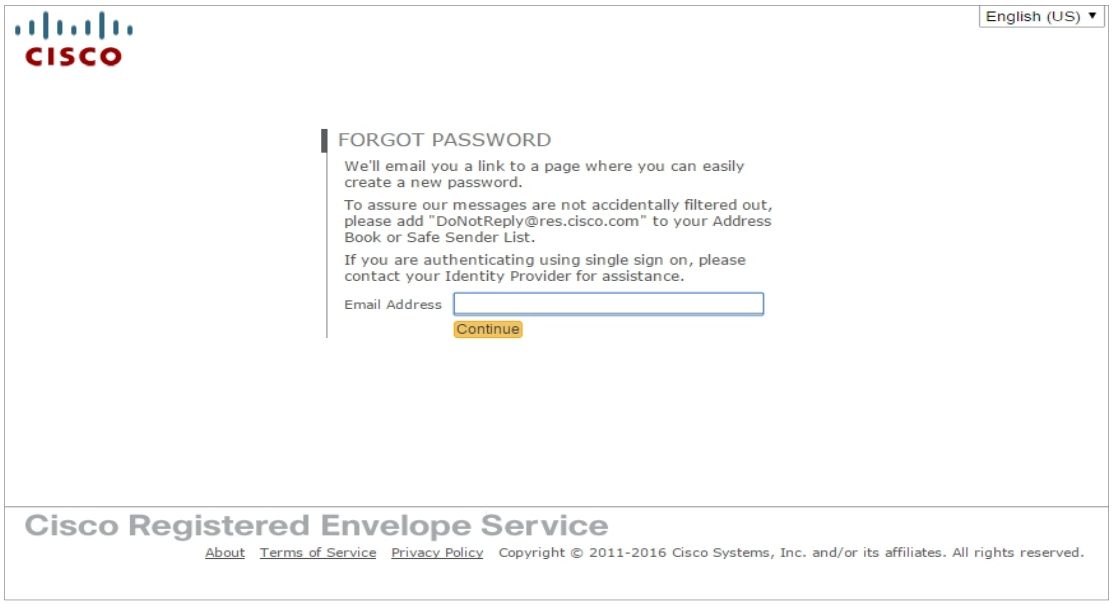


Figure 10: Password reset window

If you have any questions or comments regarding the steps outlined in this document, please contact UHD TLS Training Services by calling (713) 221-8200, or by sending an email to ttlctraining@uhd.edu.