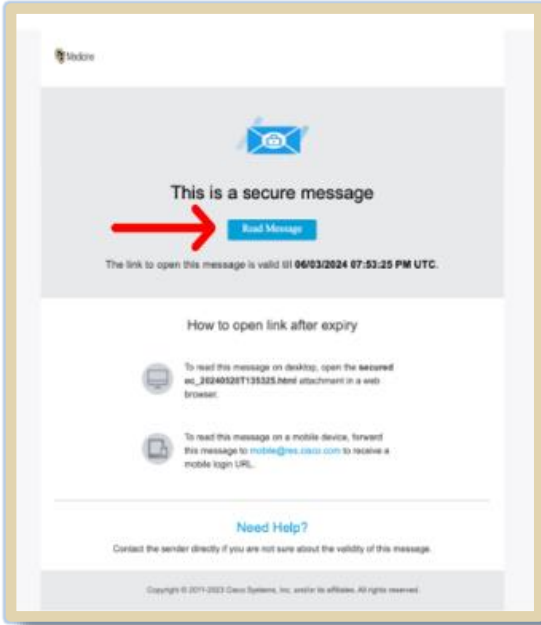
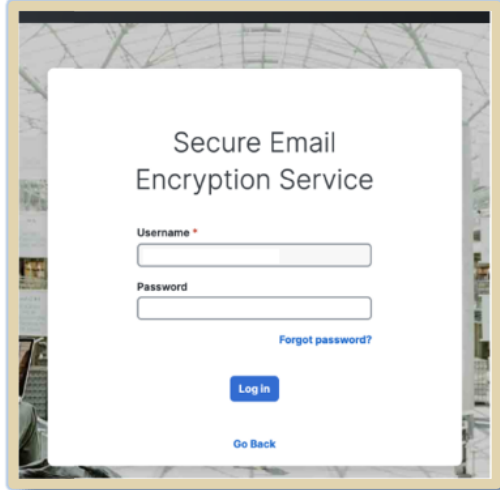


### Why am I receiving Encrypted Email (secure messages) from CU Medicine?

To protect your private, confidential and/or sensitive data such as protected health information (PHI) including bills, statements, diagnosis, and patients estimates in an email (including attachments). The encrypted message is protected by **Cisco® Registered Envelope Service (RES)**.

### How to open an “Encrypted” message?

When you receive a CU Medicine encrypted email message, the actual message is protected as an attachment. The body of the email provides instructions to the recipient on how to open the encrypted attachment and even after it expires.

<ol style="list-style-type: none"> <li>1. A CU Medicine “Encrypted” message will have a subject line similar to the ones on the right.</li> </ol>	<p><b>Subject:</b> Encrypted – CU Medicine Statement, click ‘Need Help’ below for directions to open it  <b>Subject:</b> Encrypted – CU Medicine Good Faith Estimate, click ‘Need Help’ below for directions to open it  <b>Subject:</b> Encrypted – CU Medicine attachment, click ‘Need Help’ below for directions to open it</p>
<ol style="list-style-type: none"> <li>2. Click <a href="#">Read Message</a> to take you to the <a href="https://res.cisco.com">res.cisco.com</a> site Login page. Use the account you setup previously if applicable. See step 3 if you receive “<b>you are not registered</b>” screen.             <div data-bbox="199 808 621 938" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p>You are not registered To open this message, you must first register and create a password.</p> <p><a href="#">Register</a></p> </div> </li> <li>3. If you are <b>new</b> to this site, it will ask you to <b>register</b> your email address, name, and setup a password. (<b>Tip:</b> use a computer will be easier). Follow the screen instructions to create an account with a password.</li> <li>4. Once you registered with a password, check your inbox for an email from “<b>CRES Do Not Reply</b>” &lt;<a href="mailto:DoNotReply@res.cisco.com">DoNotReply@res.cisco.com</a>&gt;” to confirm your account.</li> <li>5. Go back to the original encrypted email you received from CU Medicine. Click <a href="#">Read Message</a> and login with the new password to view the attachment sent.</li> </ol>	<div style="display: flex; justify-content: space-around;"> <div data-bbox="865 626 1402 1247" style="border: 1px solid gray; padding: 10px;">  </div> <div data-bbox="1444 760 1940 1247" style="border: 1px solid gray; padding: 10px;">  </div> </div> <p style="text-align: center; color: blue;">Once it expires after the specified date, follow the email body Expiry instructions to open it.</p>

If you need more detailed instructions, please click here: [Cisco Email Encryption Help page](#) to go to Cisco support site.