



Private & Voluntary Sector

# Encryption:

Receiving secure, encrypted e-mails & registering for the encryption service

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## What is Encryption?

It is a way of making information unreadable to anyone without authorised access. It is not the same as using a password to protect a document – encryption is a more secure option and is routinely used by many organisations.

The encryption system used by the Borough of Poole (BoP) is known as Cisco Ironport, and came into effect in March 2010.

Decryption is the means by which a secure message may be opened to read the content.

## Why do I need to know about it?

Sensitive information or Personal Identification Data (PID) is at risk of being intercepted or read by unauthorised individuals when it is sent in an e-mail (or an e-mail attachment) over the internet. Examples of this are:

- Patient data
- Service User data,
- National Insurance numbers, etc

This type of information must be protected especially when in transit. Encryption is the safest and simplest way to achieve this.

If you *receive* an e-mail containing sensitive information which has been encrypted you won't be able to open and read the content of the e-mail nor any attachments without using the encryption service to open or 'decrypt' it.

There is no cost to you as the recipient to use the encryption service to decrypt secure e-mail.

It also ensures we comply with the Data Protection Act.

## How do I use it?

The first time you receive an encrypted message from a Borough of Poole employee, you must register with the encryption service – CRES – to open and read the content. Moreover, every e-mail address you or others in your business use to receive encrypted e-mails must register separately. However this is a free of charge, one-time only exercise where each e-mail address will set up a CRES account and password. **KEEP THESE DETAILS TO HAND!**

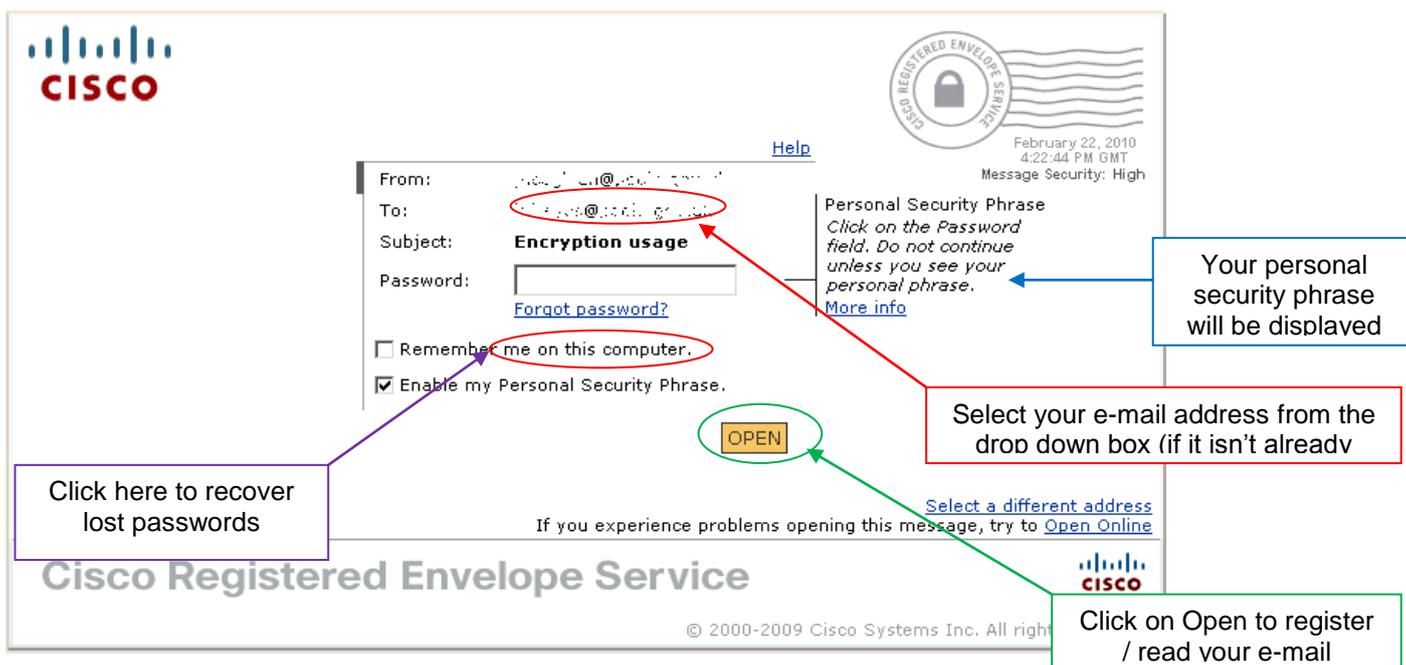
**Note: the service is independent of the Borough of Poole, so neither the ICT Helpdesk nor staff at the Borough of Poole will be able to offer any assistance.**

## Receiving an Encrypted Message

1. Every time a Borough of Poole employee sends you an encrypted e-mail you will first receive an e-mail message from CRES (CISCO Ironport).
2. It will include an attachment called *securedoc.html*, whilst the body of the e-mail will say 'You have received a secure message', as illustrated below.



3. Double-click on the 'securedoc.html' attachment and save it to your computer. Then navigate to the place you saved it to and open it
4. The very first time you do this you will see a message with a CISCO 'postmark' and logo like the one shown below. It will also have 'From', 'To', 'Subject' and 'Password' fields. Your e-mail address should be in the 'To' field UNLESS it was sent to several people. If it isn't there, select it from the drop down arrow to its right. *Always ensure your e-mail address is in this field.* However if this is the first time the e-mail address you are currently using has received message an encrypted e-mail, you will need to register it, and the image you see should instead look like the one shown on the next page.





**NOTE: if the image you see differs, or you are experiencing problems, please see the [Frequently Asked Questions \(FAQs\)](#) section at the end of this document.**

#### a) Registering – one-time only process

If this is the first time you have received an encrypted e-mail, click on the **Register** button, and follow the instructions. Some of the things you may be asked for include:

- I. **Personal Security Phrase** – this will appear on future CRES attachments as a reassurance that it is genuine.
- II. **A password** – *note this down* as the Borough of Poole ICT Helpdesk will not be able to recover or change this for you.
- III. **Security questions** – in case you forget your password...

**IMPORTANT:** if you are using a generic e-mail account, ie it is used by several members of staff, note down the password and answers to the security questions in a secure place where colleagues can access them should they need to. Remember it is YOUR responsibility to ensure this information is available to colleagues.

#### b) Activation – once only process

After completing the registration process you will receive another e-mail from Cisco with a link reading 'click here to activate this account'. Click on it.

#### **Next Step**

5. Once you have registered and activated your account as above, go back to your in-box and open your initial encrypted e-mail. Double-click on the attachment '*securedoc.html*'

(or Save then open it as before if prompted to do this instead), to again open the CRES envelope: this time you should see an image like the one on the bottom of page 4.

6. Ensure your e-mail address is in the 'To' box and enter your password as noted down (in step 4a ii) above. Click on **Open**, and the sender's e-mail plus any attachments will be revealed.
7. If you have received an attachment such as a Word document or a PDF document these will be visible in the opened CRES envelope as in the image on the right. Click on the attachment to open it or right-click to 'save target as' which will save a copy on your hard disk locally.
8. You can now **reply** by navigating back to your in-box and clicking on Reply from there: BUT your reply will not be encrypted, AND the encrypted contents and any attachment/s will not be included.
9. You can also **forward** the e-mail to someone not in the original 'sent to' group, BUT they will not be able to view the encrypted content, even if they are registered to use encryption *unless* they were among the original recipients of the encrypted e-mail.



**NOTE: if you experience problems, please see the [Frequently Asked Questions \(FAQs\)](#) section at the end of this document.**

### ***Thereafter***

NOTE: if you receive an encrypted email from another agency such as Dorset Healthcare NHS Foundation Trust which uses the CRES encryption system, there is no need to re-register and you will be able to use the same password key to open these messages.

### ***Storing Encrypted E-mails***

It is recommended that you keep the *securedoc.html* attachment in the original e-mail that arrived in your inbox, rather than removing or copying the contents elsewhere. If you have a personal folder set up in e-mail, you can move a copy there.

### ***Sending / Managing Encrypted E-mails***

Once registered with CRES you can use your internet browser (e.g. Internet Explorer) to log in to the CRES system with your registered e-mail address (e.g. a.n.other@yahoo.co.uk) and password, and then send or manage your encrypted messages and account settings. To do this, copy the following link - <https://res.cisco.com> - and paste it into the address bar of your internet browser, and hit enter.

Once logged in, this will open a 'compose e-mail' form, as in the illustration below. The options presented are:

- Manage Messages ~ select this and use the Search button to find specific messages. To see all your secure e-mails, leave the keyword field blank and click on Search. NOTE: this facility will only show the status of your messages e.g. whether they have been received or opened - not their content
- Compose Message ~ this will let you send an encrypted message including attachments. However the content of the message will not be stored here, so if this is important make sure you tick the BCC box: this will send a secure copy of the message to your own e-mail address
- Edit Profile ~ select this to change, for example, your password or security questions

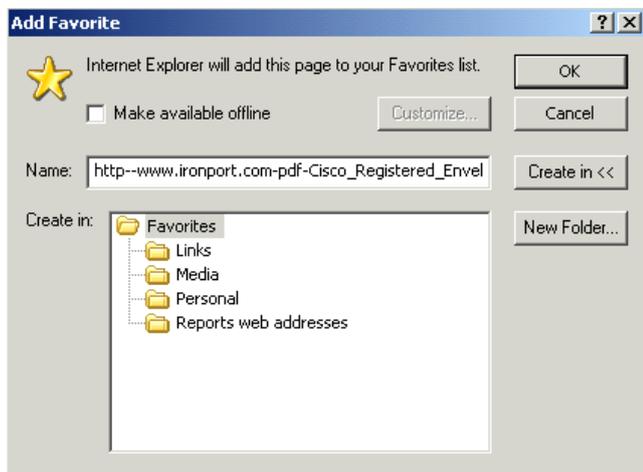
The screenshot shows the Cisco Registered Envelope Service (CRES) interface. The Cisco logo is at the top left. The main heading is 'COMPOSE MESSAGE'. On the left side, there are three menu items: 'Manage Messages', 'Compose Message', and 'Edit Profile'. Three callout boxes with arrows point to these items: a red box for 'Manage Messages' (with text: 'Select this and use the search button to find e-mails'), a green box for 'Compose Message' (with text: 'Select this to write an encrypted e-mail'), and a blue box for 'Edit Profile' (with text: 'Select this to edit your password or security settings'). The main area contains a 'COMPOSE MESSAGE' form with fields for 'To:', 'CC:', 'BCC:', and 'Subject:'. Below these is an 'Attachments' section showing '(none)'. A large text area for the message body is below that. At the bottom, there are two checkboxes: 'Automatically BCC me on this email' and 'Send me a read receipt when a recipient has opened this email.' A 'Send' button is in the top right and bottom right corners. The footer reads 'Cisco Registered Envelope Service'.

**REMEMBER** the CRES service is independent of the Borough of Poole, so neither the Borough's staff nor its ICT Helpdesk will be able to offer any assistance.

## Suggestion

This document contains several internet web addresses, so why not save them as 'Favourites' in your web browser so they are always close at hand. To do this:

- click on the link – this will take you to the web page
- Select 'Favourites' from the menu, then 'Add to Favourites', as shown on the left



➤ Overtyping the existing web page name with something meaningful, and clicking on OK

➤ Repeat for each web address you want to save

The next time you need a particular web page, open your internet browser and click on 'Favourites': every address saved using this method will be listed here with the name you gave it.

If you have any questions please check out the following first:

- The [Frequently Asked Questions](#) section at the end of this document
- Alternatively CISCO's own FAQs <https://securemail.ironport.com/websafe/help?topic=FAQ> as your answer may be there.

If you still have problems [click here](#) to read the complete 'CISCO Ironport Registered Envelope Recipient (User & Troubleshooting) Guide'.

Further help is available from Cisco Customer Support by clicking the link [here](#)

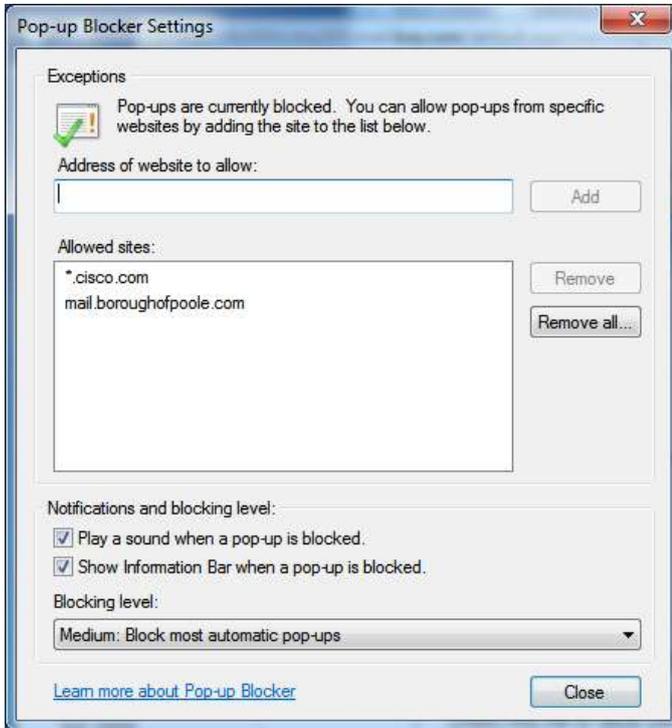
**Manual links to further support** (copy & paste links into browser):

- Cisco Customer Support: <https://res.cisco.com/websafe/help>
- Guide: [http://www.ironport.com/pdf/Cisco\\_Registered\\_Envelope\\_Recipient\\_Guide.pdf](http://www.ironport.com/pdf/Cisco_Registered_Envelope_Recipient_Guide.pdf)

Alternatively you should contact CISCO direct on 0800-101-2225 / 0800-917-5578, or e-mail [cres-support@ironport.com](mailto:cres-support@ironport.com).

## Internet Explorer - suggested browser settings

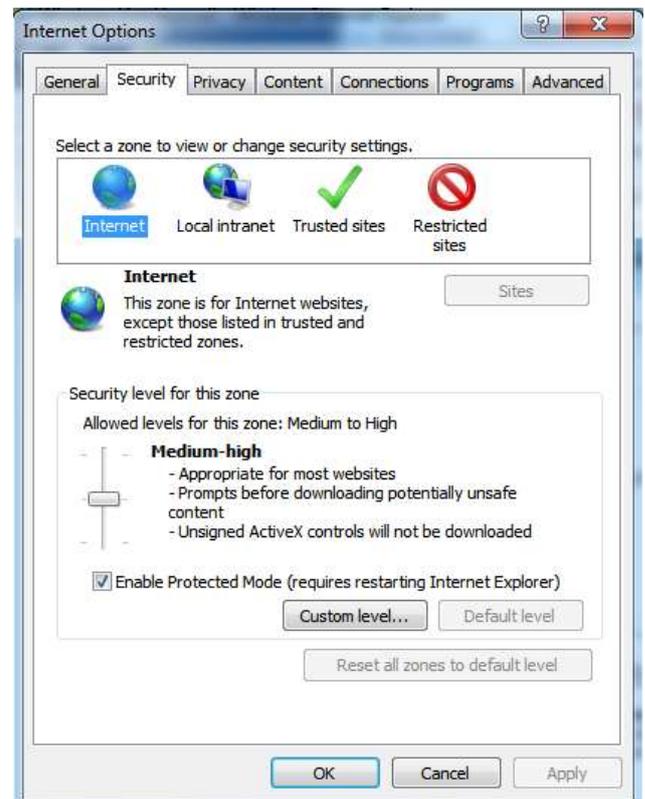
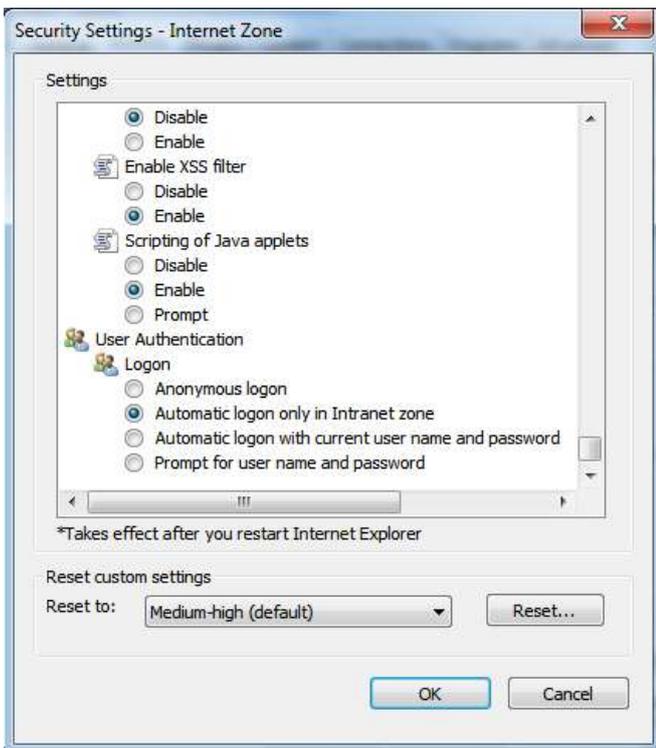
These are the Internet Explorer (IE8) settings for the pop-up blocker and the Security settings in Internet Options. To display these settings launch Internet Explorer and click on Tools:



The pop-up blocker is usually 'on' however it is possible to allow exceptions and this must be done for the Cisco Encryption service. To do this type **\*.cisco.com** in the box marked 'Address of website to allow:' – make sure to include both full stops as well as the asterisk.

Then click on 'Add' and the address will appear in the 'Allowed sites:' list as on the left.

To verify the Java settings click on Tools, Internet Options and then click on the Security tab below left. Click on the Custom level button to see the 'settings' below right and scroll down to 'Scripting of Java Applets' which should be enabled; this is the default setting for Internet Explorer. .





## Frequently Asked Questions (FAQs)

### A. What is encryption / CISCO / Ironport / CRES?

Encryption is a way of making information unreadable to anyone without authorised access. It is not the same as using a password to protect a document – encryption is a more secure option and is routinely used by many organisations.

The encryption system used by the Borough of Poole as well as many other organisations is known as *Cisco Ironport*, and is completely independent of the Borough. 'CISCO' is the business name, and 'Ironport' is the product. CRES is an acronym for 'Cisco Registered Envelope Service', and is the same system.

### B. Do I need to be registered to receive encrypted e-mails?

Anyone can receive an encrypted e-mail; however to *open* it you must first register your e-mail address with the encryption service (CISCO). *NOTE: if your business uses more than one e-mail address, then every one that receives encrypted e-mails must separately register with CISCO in order to open them.*

### C. What does registration involve?

When you open an encrypted e-mail, after saving and opening its attachment - 'securedoc.html' - you should see what looks like an envelope. If this is the first time you have done this, make sure that your address is in the 'To' box: if it isn't click on the down arrow to it's right and select it. Then click on the orange button labelled 'REGISTER' and follow the prompts to create a password. *Please remember it is your responsibility to ensure that passwords are kept in a manner allowing access to those that need to use them – especially important where one e-mail address is shared between staff.*

### D. I'm not receiving encrypted e-mails that I know have been sent to me – why?

If you are simply not receiving the e-mail at all then it is almost certainly because your local Internet Explorer settings have blocked it, eg spam filters or pop-up blockers. [Click here](#) to open a user guide (a pdf document at the top right of screen), and go to the rear of the guide for a suggested remedy (for Internet Explorer 8 users). This will need to be done on every computer used to receive encrypted e-mails.

Other things you might consider:

- Check with the person who sent it that they typed your e-mail address correctly – one incorrect character and it wouldn't arrive in your in-box anyway.
- Similarly, check the e-mail address *you* are using, as your business might use several different e-mail accounts and you could be signed in to a different one. For example [sam.jones@rhubarb.co.uk](mailto:sam.jones@rhubarb.co.uk) and [samjones@rhubarb.co.uk](mailto:samjones@rhubarb.co.uk) look the same but are different – and this is an actual example of why a user wasn't receiving encrypted e-mails.
- Do you have the latest Java software installed on your computer/s? - go to [www.java.com](http://www.java.com) and click the 'Get Java' (the big red button on the front page). Once that's installed restart the computer and try again. This will need to be done on every computer used to receive encrypted e-mails.

### E. I can receive encrypted e-mails, but not open them – Why?

- After opening the 'Securedoc.html' attachment you should see what looks like an envelope with various fields and buttons. However if it is missing items such as an



Orange 'Open' or 'Register' button, or it has numerous red crosses on the envelope image (as shown left), then typically it is because your computer does not have the latest Java software installed. Go to [www.java.com](http://www.java.com) and click the 'Get Java' (the big red button on the front

page). Once that's installed restart the computer and try again. This will need to be done on every computer used to receive encrypted e-mails. Consider also:

- Has the e-mail address you are currently using been registered with CISCO? Anyone can receive an encrypted e-mail, however to open it you must first register your e-mail address.
- Was the e-mail sent direct to you, or forwarded by someone else? Even if you are registered, you will not be able to open it unless the person who sent it included your e-mail address in the 'To' box. Contact the sender and ask them to send it to you directly.
- Does the encrypted e-mail have a large attachment? Some older computers struggle with larger attachments due to lack of memory.
- Ensure the file opens in Internet Explorer as results may vary if using other browsers (eg Google Chrome or Firefox).

#### **F. I've opened the 'Securedoc.html' attachment and have the envelope on screen, but there's no 'Open' button**

Sometimes rather than an orange 'Open' button, you might have an orange 'Submit' button. Click on 'Submit', wait for the screen to refresh, then enter your password: the 'Open' button should now appear (it may take a moment or two). Your e-mail and its contents should now open.

Alternatively forward the entire e-mail to [mobile@res.cisco.com](mailto:mobile@res.cisco.com). In return you will receive an e-mail with a link to the encrypted message which you can open by entering your password.

#### **G. I've opened the 'securedoc.html' attachment but get a 'system is unavailable' message**

This is almost certainly Java related. Go to [www.java.com](http://www.java.com) and click the 'Get Java' (the big red button on the front page). Once that's installed restart the computer and try again. This will need to be done on every computer used to receive encrypted e-mails.

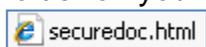
#### **H. I've opened the 'securedoc.html' attachment but can't type anything into the password field**

This is almost certainly Java related: see point G above.

Alternatively forward the entire e-mail to [mobile@res.cisco.com](mailto:mobile@res.cisco.com). In return you will receive an e-mail with a link to the encrypted message which you can open by entering your password.

#### **I. I've opened the 'securedoc.html' attachment but get a 'trustworthy source' message:**

It asks something like 'Would you like to open the file or save it to your computer?': this is because your computer's settings may restrict you from opening it directly. Instead click on Save and navigate to a folder on your computer system, then click on OK. Now find the folder on your computer – it should contain a 'document' called 'securedoc.html', as shown



, and double click to open it. If there is an orange 'Submit' button rather than 'Open' button, click on it. After a few moments the screen should refresh with the 'Open'

button. Enter your password and click on 'Open' – your e-mail and its contents should open.

**J. I've entered the password and clicked on 'Open' but I get an error message:**

It says something like '*The secure document couldn't be opened, possibly because you chose not to install Java or didn't grant permission for Envelope Tools to run...*' Have you installed the latest version of Java software? If not, see point G above. If having done this you still get the above message, click on OK, then on the orange 'Open' button again – it may open this time.

**K. I've forgotten my password – what do I do now?**

Assuming you or someone else has already registered the e-mail address you are using, when you double-click on the 'securedoc.html' and the envelope image opens, you should see the 'Forgot password' link underneath the password field. Click on this and follow the process through. Basically you will need to enter your e-mail address so CISCO can send you another e-mail which you should then open. Inside will be a link (valid for 72 hrs only) which when clicked will prompt you for the answers to your security questions (the ones you answered when registering initially). Answer all of these and you will be asked to create a new password.

**NOTE:**

- If you initially enter your password incorrectly 5 times you will be locked out of your account for one hour.
- It is your responsibility to ensure that passwords and answers to secret questions are kept in a manner allowing access to those that need to use them – especially important where one e-mail address is shared between staff.

**L. I've also forgotten the answers to the secret questions prompted by using the 'lost password' link**

Reset your password by e-mailing [cres-support@ironport.com](mailto:cres-support@ironport.com) requesting your e-mail account is reset (and include the e-mail address affected).

**M. How do I send an encrypted e-mail (non-Borough e-mail addresses only)?**

Paste this link - <https://res.cisco.com> - into your web browser and hit enter. Log in using your registered e-mail address and password (see point 'C' above). From here you can compose messages as normal. To add any attachments click on the yellow 'Attachments' button. Click on 'Send' when finished.

If you have difficulty applying the above suggestions yourself, you should contact your local IT support.

Alternatively you should contact CISCO direct on 0800-101-2225 / 0800-917-5578, or e-mail [cres-support@ironport.com](mailto:cres-support@ironport.com).

Remember the CISCO Ironport system operates completely independently of the Borough of Poole, and the latter's staff may not be able to offer assistance beyond these guidance notes.

