When you receive an encrypted email, download the attachment and open. You should see something similar to the following:

	From: C. S. C. (State of the Secure) To: Control of the Secure) Subject: [send secure] Password: Forgot password? Remember me on this computer. Enable my Personal Security Phrase.	August 3, 2011 133:54 PBI GMT Ressage Security: Medium
	If you experience problems openin	Select a different address g this message, try to <u>Open Online</u>
Cisco Registe	copyright @ 2000-2010 Cisc	o Systems, Inc. All rights reserved.

Click on the "Forgot password?" link in the middle of the page. You can also whitelist <u>DoNOTRePLY@res.cisco.com</u> if you have problems receiving the e-mail.

I	FORGOT PASSWORD
	We'll email you a link to a page where you can easily create a new password.
	To assure our messages are not accidentally filtered out, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.
	Email Address
	Continue

After you add your e-mail address to the box and select "continue" you will get the following screen:

### FORGOT PASSWORD

# Instructions to reset your password have been emailed to ronvgraham@yahoo.com.

Please check your inbox. If you do not see an email regarding your CRES password, check your junk email folder.

#### You will then receive an e-mail similar to the one below:

rd	
Reply +	
yahoo.com	
w Password	
ar [	er). This link will expire in 72 hours. You may only use this link once an&password=evpQvrcDUfE6H
ink you ES Cus	cisco.com/websafe/passwordReset28ide: '' * * * * & * * * * * * *

Terms of Service: <u>https://res.cisco.com/websafe/termsOfService</u> Privacy Policy: <u>http://www.ironport.com/privacy/</u>

Click on the link provided: You will then need to answer the following questions exactly as you did when you set up your account:

ì	SECURITY OUESTION
	Please answer the following security questions to reset your password.
	What is your father's middle name?
	What year did you graduate from high school?
	What city did you attend your high school in?
	Continue

You will then be prompted to set up a new password:

CREATE NEW I	PASSWORD	
Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.		
New Password	•••••	45
Confirm Password	••••••	
	Continue	

### PASSWORD SUCCESSFULLY UPDATED.

Your password has been changed.

Return to the encrypted message envelope to log in and read your message or <u>click here to log in</u>.

At this point, you can go back to your e-mail account and re-download the encrypted email attachment. You should be able to open it using your new password. Alternatively, you can sign-in and create a new e-mail message if you want from the screen you have been forwarded to:

ACCOUNT LOGIN		
Welcome, please log in:		
Email Address	∵ia i@yahoo.com	
Password •••••	••	
Remember me on this computer.		
Login	2	
Forgot password?		

cisco	
I	COMPOSE MESSAGE Send
🔁 Manage Messages	
🛃 Compose Message	To:
📝 Edit Profile	CC:
	BCC:
	Subject:
	Attachments (none)
	To add or remove attachments, click on Attachments. In the popup window, select the file(s) to attach or select and remove attachments you have already added.
	Automatically BCC me on this email.     Send me a read receipt when a recipient has opened this email.
	This option does not guarantee a receipt will be sent; recipient email applications can sometimes block read receipt
	Send

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