

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



Click on the “Forgot password?” link in the middle of the page. You can also whitelist [DoNOTRePLY@res.cisco.com](mailto:DoNOTRePLY@res.cisco.com) if you have problems receiving the e-mail.

### 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](#)

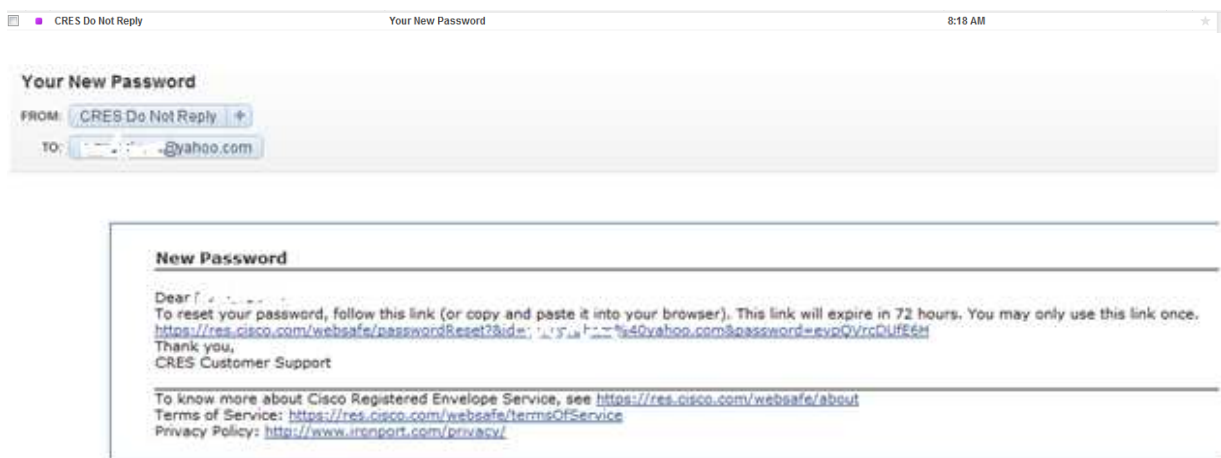
After you add your e-mail address to the box and select “continue” you will get the following screen:

## 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:



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

### SECURITY QUESTION

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 PASSWORD

Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

New Password

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 [click here to log in](#).

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

Password

Remember me on this computer.

[Login](#)

[Forgot password?](#)



- Manage Messages
- Compose Message
- Edit Profile

### COMPOSE MESSAGE

Send

To:

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.

Message:

- 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 requests.

Send

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## Cisco Registered Envelope Service