



Instructions for Secure Email

Cisco Registered Envelope Service (CRES)

Please read the official Cisco “Guidance on the Cisco™ Registered Envelope Service” and “[**Frequently Asked Questions**](#).”

A courtesy attempt to summarize the guidance is provided in this document for your consideration.

INSTRUCTIONS FOR USING SECURE EMAIL “CISCO REGISTERED ENVELOPE SERVICE” (CRES)

ComEd uses Cisco Registered Envelope Service (CRES) to secure email communications.

CRES service allows encrypted messages to be sent via registered envelopes. The registered envelope is an encrypted email. The envelope is password-protected, it can only be opened by authorized recipients who authenticate themselves. If you are a first-time recipient receiving a password-protected secure envelope, you will be asked to register with the service to create a the password which will be used to authenticate you.

Overview of Registered Envelopes

A Registered Envelope is a type of encrypted email message. When you receive a password-protected Registered Envelope, you will need to set up a free user account with Cisco Registered Envelope Service in order 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 ComEd.

Why Use Registered Envelopes?

Registered Envelopes allow you to easily send and receive encrypted email. Typically, senders encrypt messages to prevent important or confidential information from getting into the wrong hands. Encryption protects against accidental breaches of security, as well as intentional illegal and malicious security breaches.

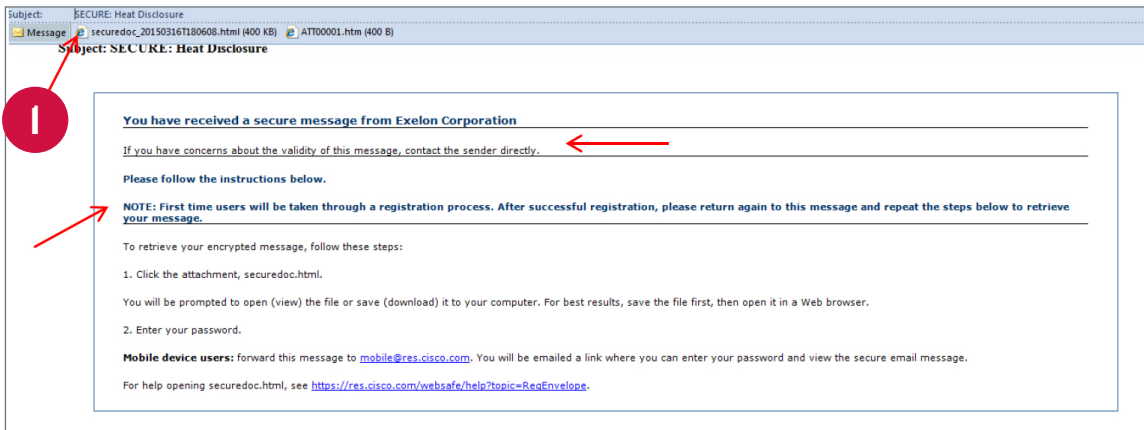
Envelope Notification Message

When ComEd sends you a secure email, i.e. a Registered Envelope, you receive the following files:

- **Notification email message.** The notification message indicates that ComEd(Exelon Corporation) has sent you a secure, encrypted message in the form of a Registered Envelope. The notification includes links to information about Registered Envelopes and CRES.
- **Encrypted message file attachment.** The notification message includes an encrypted message file attachment. The attachment uses the naming convention of **securedoc_dateTtime.html**. This file contains both the Registered Envelope and the encrypted content. To view the Registered Envelope, **save the file attachment to your hard drive**. Then, **double-click the file to display the Registered Envelope in a web browser**. Typically, a computer must have an Internet connection to properly display the Registered Envelope and decrypt the message.

ONE TIME REGISTRATION PROCESS

The first time you receive a secure email from ComEd(Exelon Corporation), the email will direct you to register with the CRES tool. There is a one time registration. See sample email below.



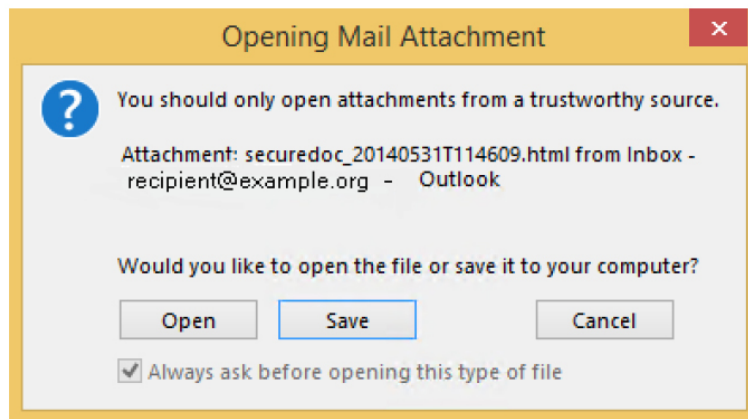
The notification email message includes the file attachment, which contains (1) the Registered Envelope and (2) the encrypted content.

Opening Your First Password-Protected Envelope

Step I: Save the File Attachment to Your Hard Drive

When you receive a Registered Envelope notification message, **you need to open the file attachment to view** the Registered Envelope.

For best results, **double-click the file attachment** (securedoc_ *date* *Time*.html where *date* and *time* represent the time stamp appended at the time the mail is sent), and **save it to your computer hard drive before opening it**, as shown below. NOTE: If you do not want to save the attachment on your hard drive you can open it in a Web Browser.



This dialog box may look different depending on which email program or web mail sites you use.

Step 2: Open the Attached File in a Web Browser

Open the attached file (securedoc_dateTtime.html where *date* and *time* represent the time stamp appended at the time the mail is sent) file in a web browser, such as Microsoft Internet Explorer or Mozilla Firefox.

Once the **SECUREDOC_dateTtime.HTML** is opened the following Registered Envelope is displayed as shown below.



Step 3: Click the Register Button to Enroll

Click the **Register** button **2** on the Registered Envelope to enroll with Cisco Registered Envelope Service.

(See above screenshot)

The Register button will take you to the New User Registration page. The **New User Registration with CRES Authentication** page is displayed below. Please complete the registration by following the instructions provided on the registration page.

NEW USER REGISTRATION

To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

* = required field

Enter Personal Information

Email Address bob@example.com

Language **English (US)** *The language setting will be stored for future login and email notifications.*

First Name*

Last Name*

Create a Password

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

Confirm Password*

Personal Security Phrase* *Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site. [More info](#)*

Enable my Personal Security Phrase.

Time

Time Format **12 Hour** *Select to view time in 12- or 24-hour format.*

Time Zone **- Select One -**

Select time zone to view and enter date and time in your preferred time zone.

Select 3 Security Questions

You will be asked these questions in the future if you forget your password.

Question 1*

Answer 1*

Confirm Answer 1*

Question 2*

Answer 2*

Confirm Answer 2*

Question 3*

Answer 3*

Confirm Answer 3*

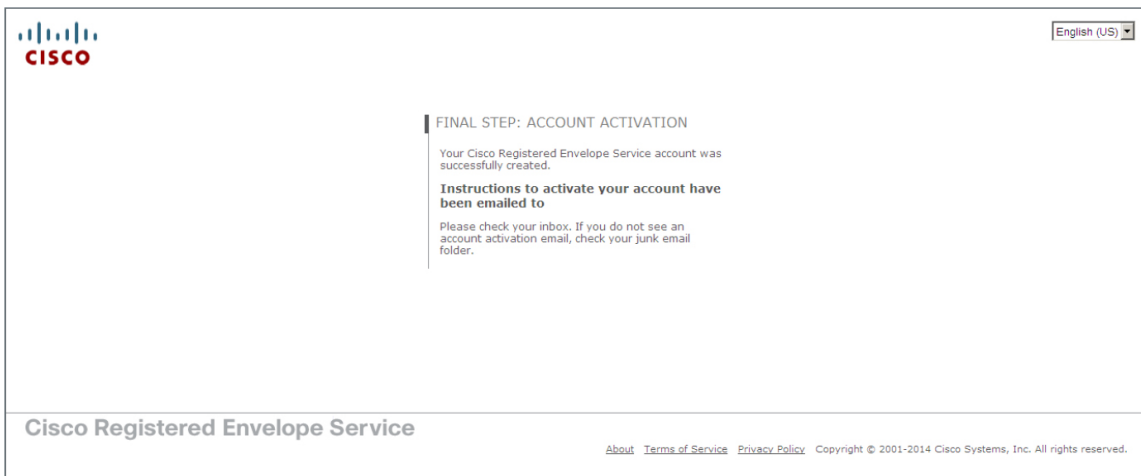
Once you are complete with the online registration form, click the **Register** button at the bottom of the page to create a user account. There is no charge to enroll and use the service.

After completing the registration process, the final step is to activate your account.

Note: You may set up more than one user account if you want to receive Registered Envelopes at multiple email addresses. You will need a separate user account for each email address.

Step 4: Account Activation

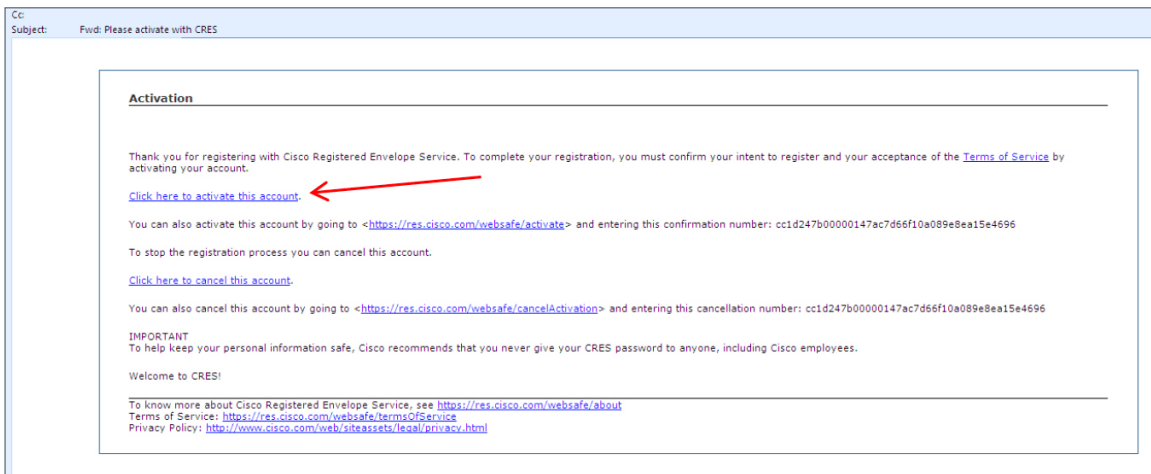
The final step is to activate your account (see screenshot below). After you complete the registration form and clicked on the **Register** button, the following confirmation page is displayed.



Follow the instructions sent to the email address which was provided during the registration process.

An activation email similar to the one below is sent. Check your email inbox for an activation message from the CRES 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.

Please follow the instructions in activation email message. Click on "Click here to activate the account".

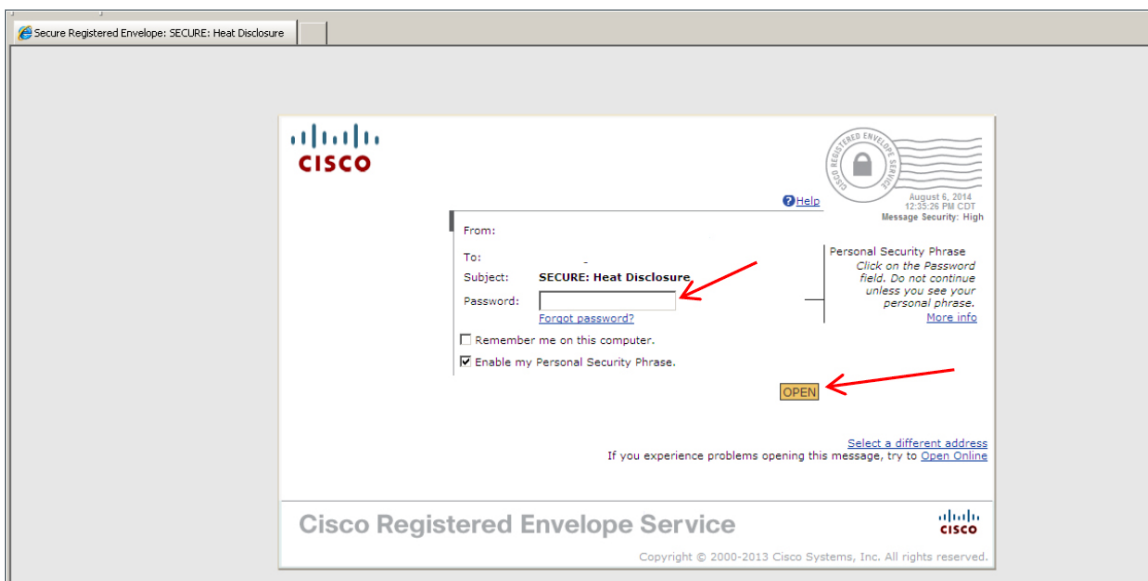


The following confirmation page is displayed. The one time registration process is now complete.

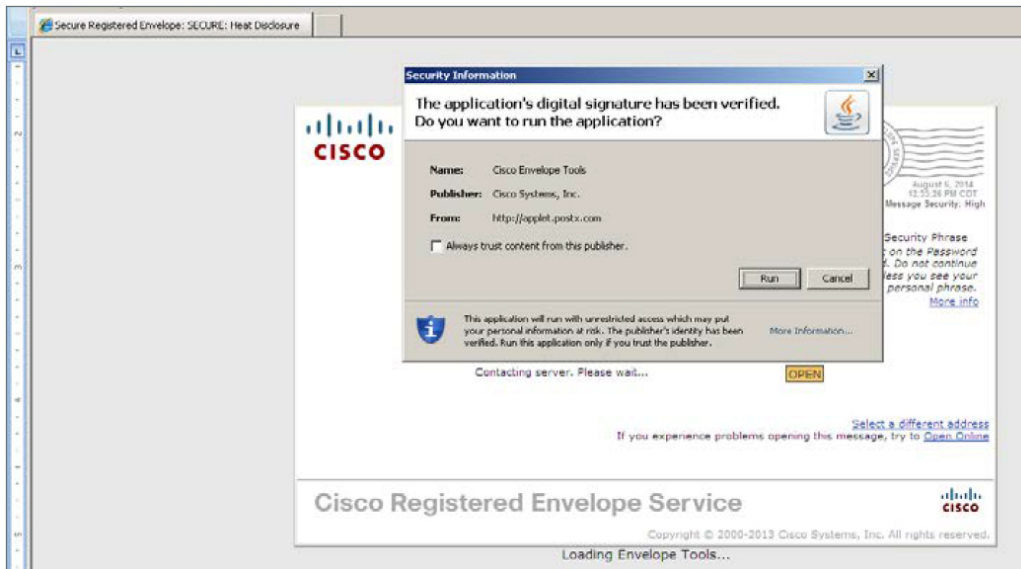


Step 5: Return to the Registered Envelop Again and Enter Your Password

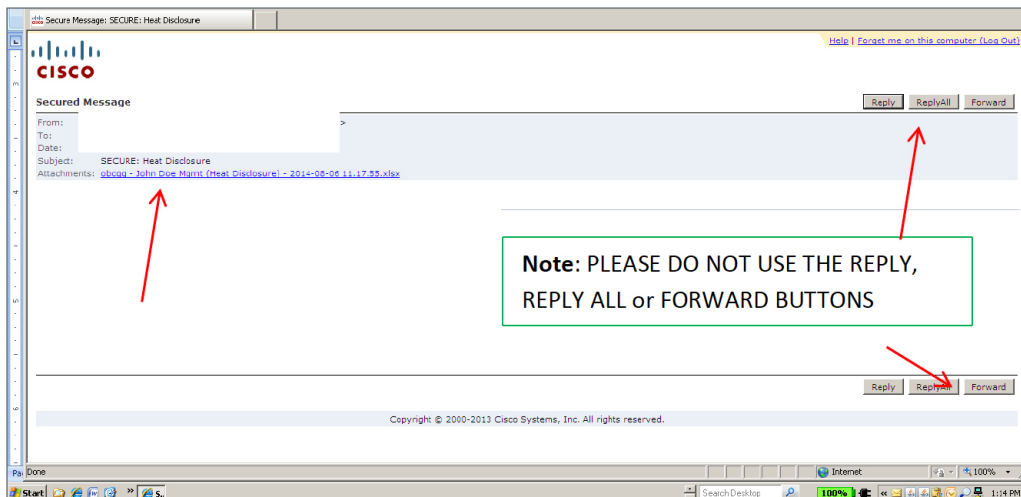
Return to the Registered Envelope. The **Register** button is no longer displayed on the envelope. An **Open** button appears in its place, as shown below. Enter the password for your Cisco Registered Envelope Service user account, and click **Open**.



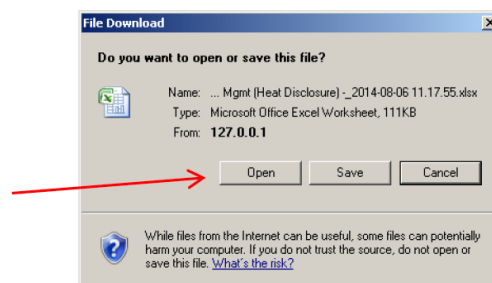
Depending on your computer security setting, the following may be displayed as shown below. **Check** the box and click the **Run** button.



The decrypted message is displayed in your browser window.

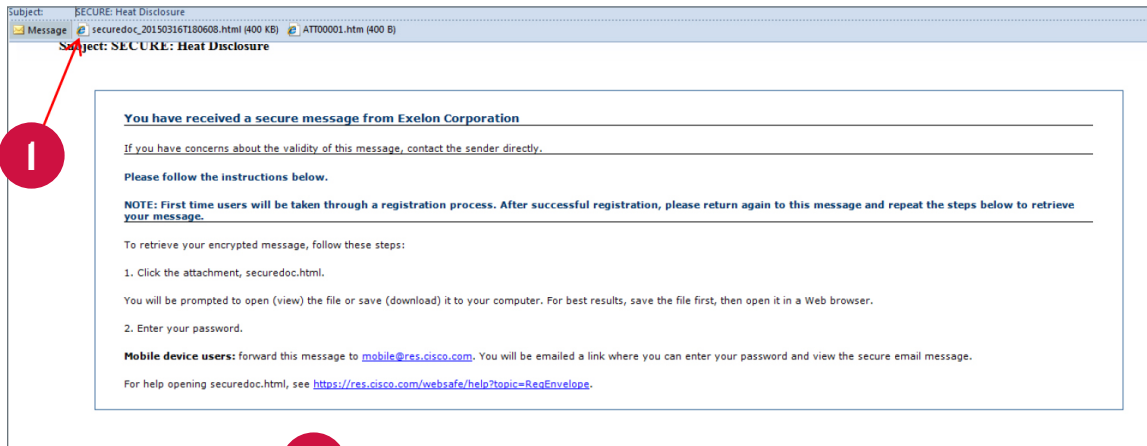


The email is now decrypted, **although the email has REPLY, REPLAY ALL and FORWARD buttons do not use them.** Select the attachment to download and save or open it.

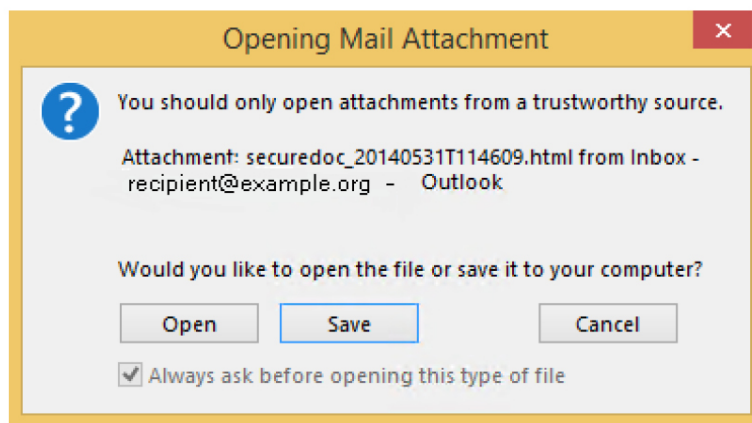


OPENING & VIEWING SECURE EMAILS AFTER REGISTRATION

Open the secure email notification from ComEd (Exelon Corporation).



Open the file attachment to view the Registered Envelope. For best results, **double-click the file** attachment (securedoc_ *date* *time*.html where *date* and *time* represent the time stamp appended at the time the mail is sent), and **save it to your hard drive before opening it**, as shown below. NOTE: If you do not want to save the attachment on your hard drive you can open it in a Web Browser.



Open the Attached File in a Web Browser

Open the attached file (securedoc_ *date* *time*.html where *date* and *time* represent the time stamp appended at the time the mail is sent) file in a web browser, such as Microsoft Internet Explorer, Mozilla or Firefox.

Opening the SECUREDOC_dateTtime.HTML file

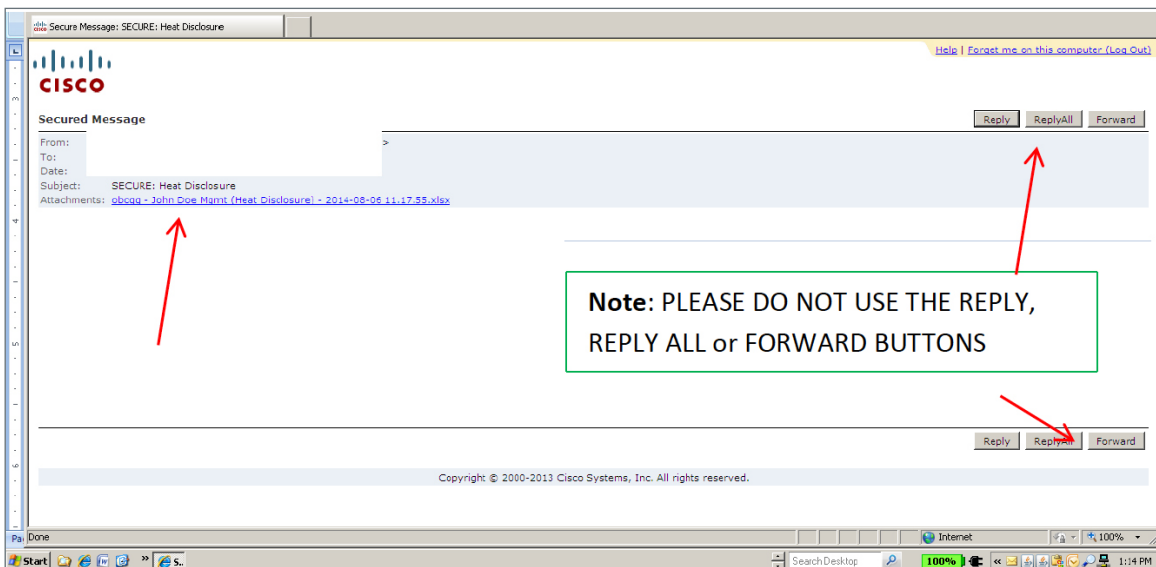
Once you open the SECUREDOC_dateTtime.HTML the following Registered Envelope is displayed.



Enter the **password** for your user account, and click **Open**.

2

The decrypted message is displayed in the browser window.



The email is now decrypted, **although the email has REPLY, REPLAY ALL and FORWARD buttons do not use them. Select the attachment to download and save or open it.**