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.

1. A CU Medicine “Encrypted” message will have a subject line similar to the ones on the right.

| Subject: | Encrypted – CU Medicine Statement, click ‘Need Help’ below for directions to open it |
| Subject: | Encrypted – CU Medicine Good Faith Estimate, click ‘Need Help’ below for directions to open it |
| Subject: | Encrypted – CU Medicine attachment, click ‘Need Help’ below for directions to open it |

2. Click to take you to the res.cisco.com site Login page. Use the account you setup previously if applicable. See step 3 if you receive “you are not registered” screen.

3. If you are new to this site, it will ask you to register your email address, name, and setup a password. (Tip: use a computer will be easier). Follow the screen instructions to create an account with a password.

4. Once you registered with a password, check your inbox for an email from “CRES Do Not Reply” <DoNotReply@res.cisco.com>” to confirm your account.

5. Go back to the original encrypted email you received from CU Medicine. Click Read Message and login with the new password to view the attachment sent.

Once it expires after the specified date, follow the email body Expiry instructions to open it.

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

CU Medicine - Primary and Specialty Healthcare