

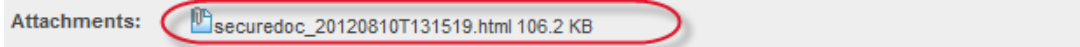
# U.S. Bank Secure Email - Quick start guide

## Welcome to the U.S. Bank Secure Email Service

As an additional safeguard, when transmitting confidential information electronically, U.S. Bank has partnered with Cisco to leverage their secure email solution, Cisco Registered Envelope Service (CRES). This guide will show you the steps for opening a Registered Envelope for the first time. The steps and supporting graphics demonstrate a typical scenario for a first-time recipient. Some of the steps may vary, depending on your circumstances.

**Note:** These steps apply to first-time recipients *only*. After you enroll with the U.S. Bank Registered Envelope Service, you can simply use your password to open envelopes from any sender. If you are already a registered user of CRES, you may use your existing credentials to access email sent from U.S. Bank.

### Step 1: Save the encrypted message file attachment to your hard drive



#### You have received a secure message

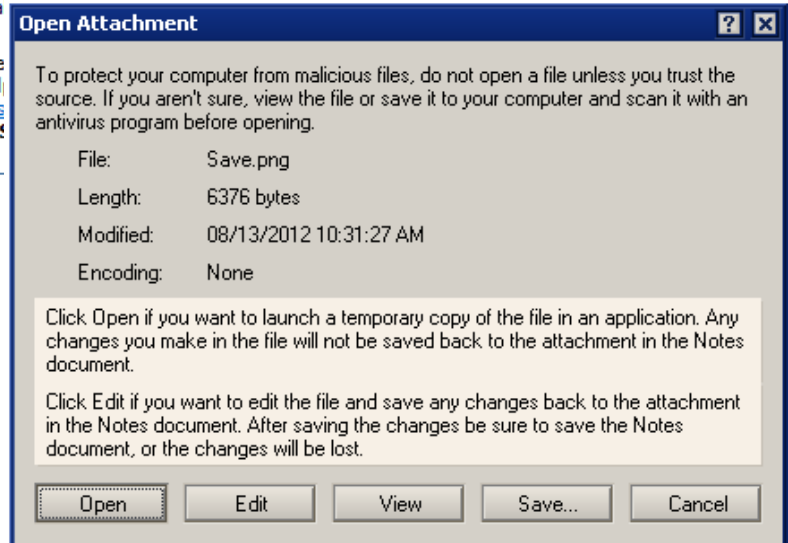
**Read your secure message by opening the attachment, securedoc.html.** You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to mobile@res.cisco.com to receive a mobile login URL.

If you have concerns about the va

**First time users** - will need to re information, click the following Hel  
**Help** - <https://res.cisco.com/webs>  
**About Cisco Registered Email !**

You will see a dialog box. Click **Save** to save the attachment to your hard drive.

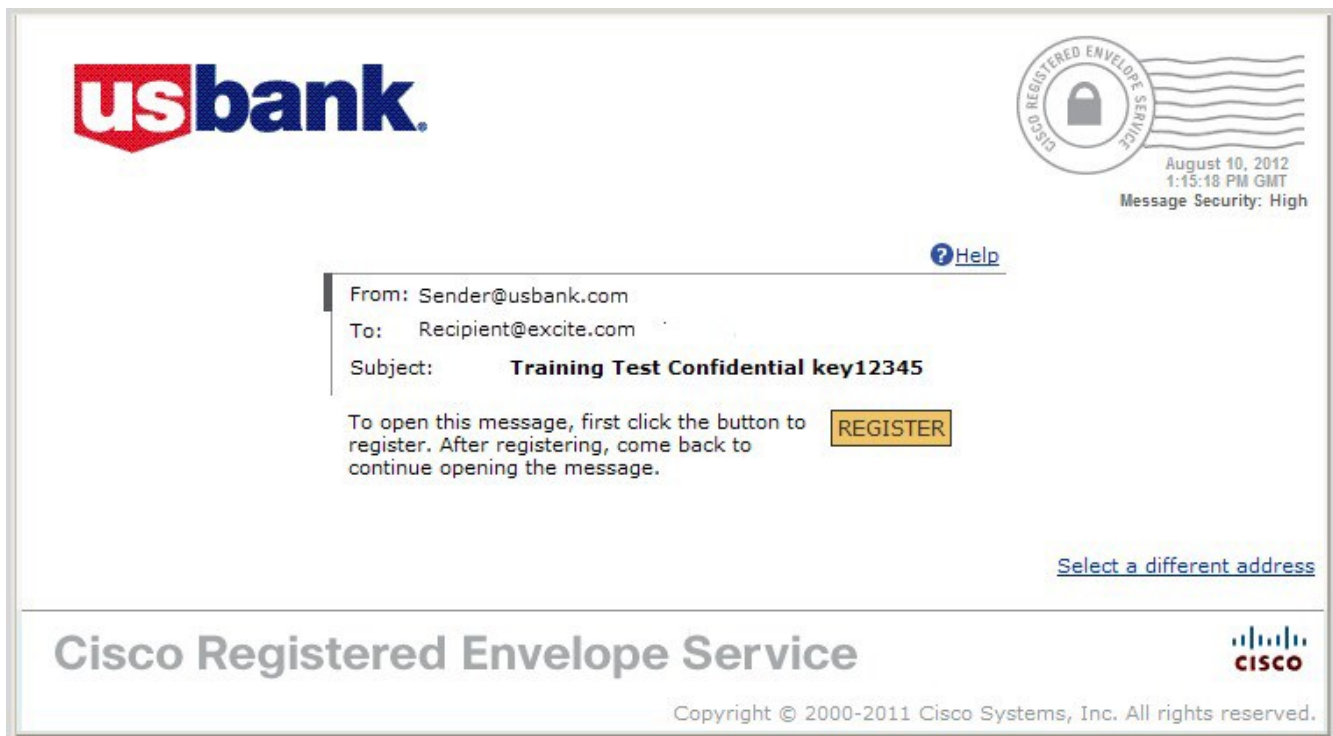
**Note:** The appearance of the dialog box will vary depending on your email provider.



## U.S. Bank Secure Email - Quick start guide (continued)

### Step 2: 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 was sent) in a web browser, such as Internet Explorer or Mozilla Firefox. The registered envelope is displayed.



### Step 3: Click the Register button to enroll with the service

Click the **Register** button on the Registered Envelope to enroll with Cisco Registered Envelope Service. The New User Registration page displays.

Figure 1-3 New User Registration with SAML Authentication

The screenshot shows the "NEW USER REGISTRATION" page. It features the Cisco logo and a "Register" button. The page includes a "Language" dropdown menu set to "English" and a note: "The language setting will be stored for future login and email notifications." Below this, there are input fields for "First Name\*" and "Last Name\*", both marked with an asterisk to indicate they are required fields. At the bottom, there is a "Cisco Registered Envelope Service" logo and a small footer with links for "About", "Terms of Service", "Privacy Policy", and "Copyright © 2000-2011 Cisco Systems, Inc. All rights reserved."

**Note:** If accessing from a corporate email account, your company may have configured single-sign-on (SAML) authentication for you to use with the Cisco Registered Envelope Service. In this case, the new user registration is a shortened registration and only requests that you enter the portal Language, First Name, and Last Name. Personal security phrases are not required for SAML authentication. Please contact your company's support group to see if SAML is available to you.

## U.S. Bank Secure Email - Quick start guide (continued)

The screenshot shows the 'NEW USER REGISTRATION' form on the Cisco website. It includes fields for personal information, password creation, and security questions. The form is titled 'NEW USER REGISTRATION' and has a 'Help' link in the top right corner. Below the title, there is a note: '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.' The form is divided into several sections: 'Enter Personal Information' with fields for Email Address (Recipient@excite.com), Language (English), First Name, and Last Name; 'Create a Password' with fields for Password and Confirm Password; 'Personal Security Phrase' with a text input field and a checkbox to 'Enable my Personal Security Phrase.'; and 'Select 3 Security Questions' with three sets of question, answer, and confirm answer fields. A 'Register' button is located at the bottom of the form.

### New User Registration form with CRES Authentication

The table below describes the information required on the CRES Registration page.

Field	Value
Language	<b>Optional.</b> Select a language for your CRES account from the dropdown menu. By default, the registration page will appear in English, but you can choose from English, French, German, Spanish, Portuguese, or Japanese.
First Name	<b>Required.</b> Enter your first name or the first name of the CRES user account.
Last Name	<b>Required.</b> Enter your last name or the last name of the CRES user account.
Password	<b>Required.</b> Enter a password for the account. (The password should be at least six characters long, and it should contain both numbers and letters).  <b>Note:</b> If you forget your password, you can reset it by providing correct answers to the security questions. If your company has configured a single-sign-on (SAML) login for you to use with the Cisco Registered Envelope Service, you will need to contact your company's support group to obtain or reset your password.

## U.S. Bank Secure Email - Quick start guide (continued)

Field	Value
Personal Security Phrase	<p><b>Required.</b> Enter a personal security phrase. A Personal Security Phrase helps protect you from password phishing threats. During registration, you can specify a short Personal Security Phrase that is known only to you and the service. The Personal Security Phrase appears when you click the password field on Registered Envelopes that you receive. If you do not see your Personal Security Phrase, click the "More Info" link for additional information.</p> <p><b>Note:</b> If you have not selected 'Remember me on this computer,' then the Personal Security Phrase will not be displayed.</p>
Enable Personal Security Phrase	<p><b>Optional.</b> Select this checkbox to enable your Personal Security Phrase.</p>
Security Questions	<p><b>Required.</b> Select three security questions, enter and confirm your answers to the questions. These security questions are used to reset your password if your forget it.</p>

Complete the online registration form and click the **Register** button at the bottom of the page to create a user account. After doing so, the following confirmation page is displayed.

**CISCO**

### FINAL STEP: ACCOUNT ACTIVATION

Your Cisco Registered Envelope Service account was successfully created.

**Instructions to activate your account have been emailed to**

**Recipient@excite.com**

Please check your inbox. If you do not see an account activation email, check your junk email folder.

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



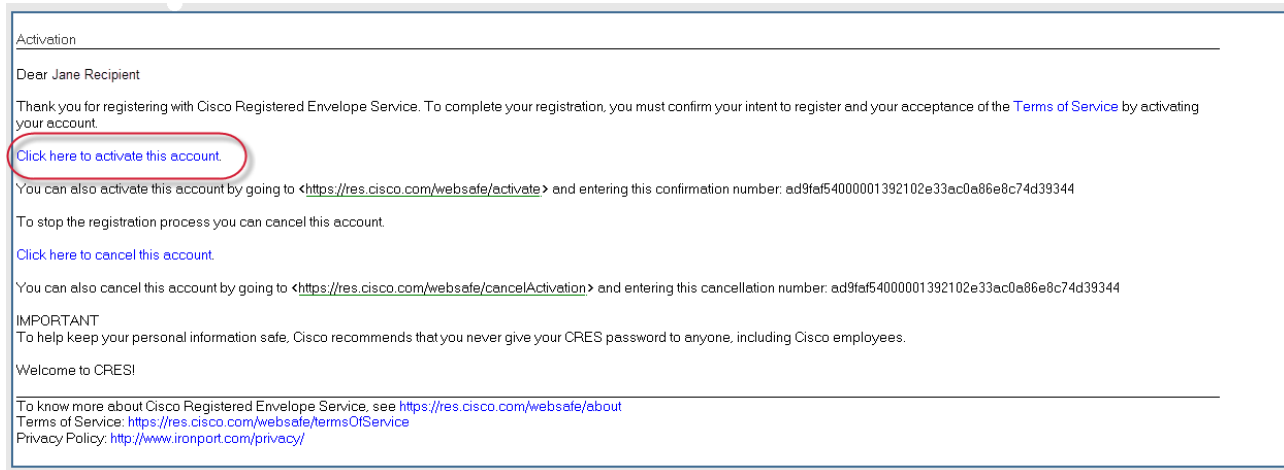
## U.S. Bank Secure Email - Quick start guide (continued)

### Step 4: Activate your Cisco Registered Envelope Service account

Check your email for an activation message from the service. The headline in your email will look similar to this:

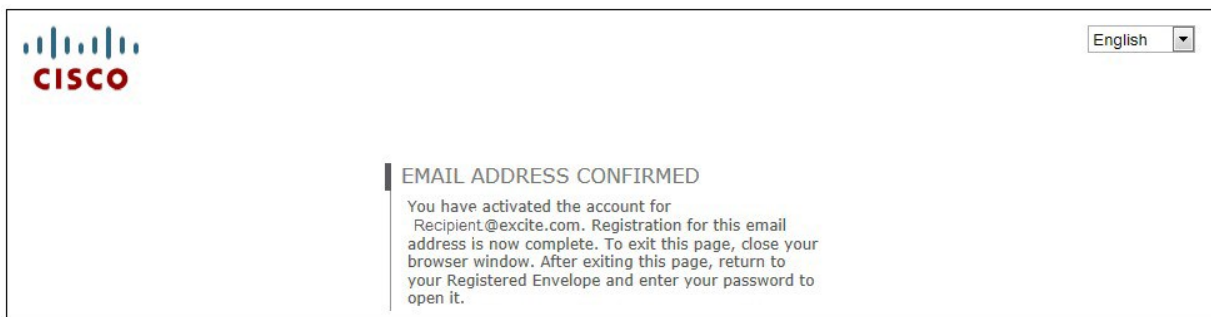
**From:** CRES Do Not Reply <DoNotReply@res.cisco.com>  
**Subject:** Please activate with CRES

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.



In the activation message, click the link to activate your user account.

The following confirmation page is displayed.



### Step 5: View the Registered Envelope again and enter your password

Return to the Registered Envelope. The Register button is replaced with an **Open** button. Enter the password for your Cisco Registered Envelope Service user account and click the **Open** button.



## U.S. Bank Secure Email - Quick start guide (continued)

### CRES recipient support

CRES recipient support is available 24 hours a day on weekdays. The CRES support team's Service Level Objective (SLO) is to provide a written response to recipients within 24 hours.

For the best support experience possible we recommend that you first check the FAQ page to find your answer. If you cannot resolve the issue using the FAQ page you should send contact CRES support. If your issue is urgent, obtain support via Instant Messenger or if non urgent, send an email to CRES Support. You should follow these three simple guidelines for getting CRES end-user support:

1. **First, use the 'Frequently Asked Questions' webpage** - This FAQ webpage has been created to help you solve common registration and envelope opening questions. The URL is: <http://res.cisco.com/websafe/help?topic=FAQ>
2. **Second, contact CRES Recipient Support via email** - Any issue that is not resolved by the CRES FAQ page should be emailed to CRES support (<mailto:support@res.cisco.com>). You can expect to receive a response within 24 business hours of submitting your email.
3. **Between the hours of 6 a.m. and 6 p.m. PST** you can also obtain support via Instant Messenger by accessing the Instant Messenger Chat link available at: <https://res.cisco.com/websafe/help?topic=ContactSupport>.