

## U.S. Bank Secure Email – Quick Start Guide

**Welcome to U.S. Bank's Secure Email Service!**

U.S. Bank has partnered with Microsoft to use Microsoft Purview Message Encryption as an alternative message encryption solution. Starting in early 2023 you may receive messages encrypted using Cisco Registered Envelope Service (CRES) or Microsoft Purview Message Encryption. Instructions for both solutions are linked below.

[Cisco Registered Envelope Service \(CRES\)](#)

[Microsoft Purview Message Encryption](#)

## U.S. Bank Secure Email - Quick Start Guide (continued)

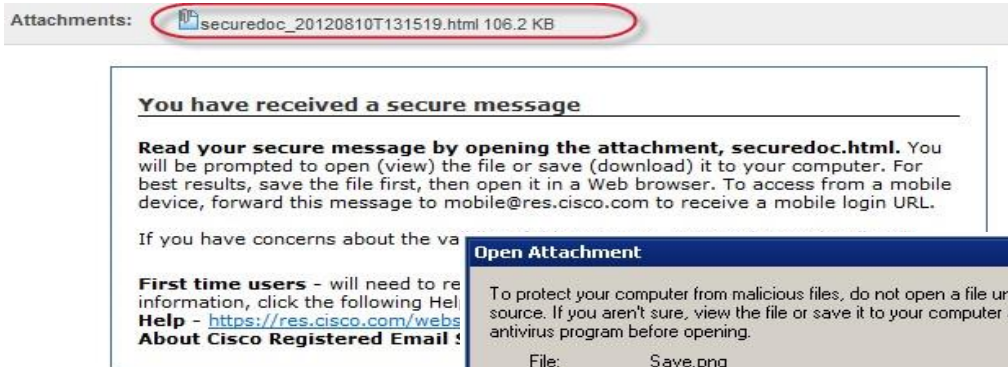
### Cisco Registered Envelope Service (CRES)

#### [Back To Top](#)

This guide will show you the steps for opening a Registered Envelope for the first time. The steps and supporting graphics demonstrate the typical scenario for a first-time recipient. Some of the steps may vary, depending on the circumstance.

**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 for another company other than U.S. Bank, you may use your existing credentials to access email sent from U.S. Bank.

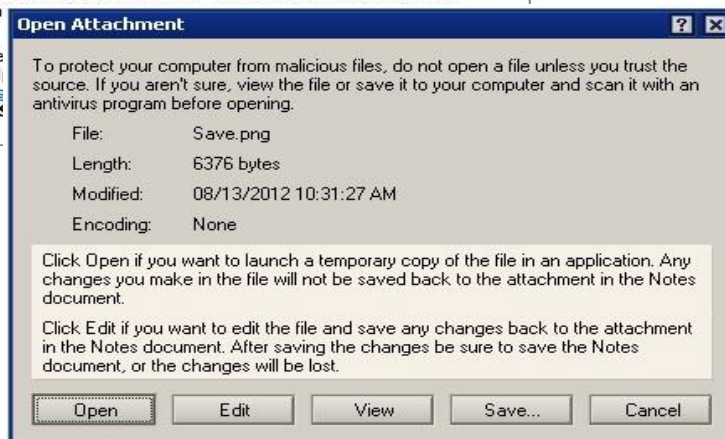
### Step 1: Save the Encrypted Message File Attachment to Your Hard Drive



The screenshot shows an email interface. At the top, an attachment bar displays "Attachments: securedoc\_20120810T131519.html 106.2 KB". Below this, a message box titled "You have received a secure message" contains instructions: "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." Below the message box, there is a section for "First time users" and a "Help" link pointing to "https://res.cisco.com/webs".

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

**Note:** The dialog box will look different depending on your email program, or if you use a web mail site such as Yahoo! Mail, gmail, or Hotmail.



## 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. At the top left is the Cisco logo. The page title is 'NEW USER REGISTRATION'. Below the title is a note: 'To assure future messages from this service are not accidentally filtered out of your email, please add "Doherty@rediris.cisco.com" to your Address Book or Safe Sender List.' Below this is a section 'Enter Personal Information'. It contains a 'Email Address' field with the value 'newuser@redirisport.net', a 'Language' dropdown menu set to 'English', and 'First Name\*' and 'Last Name\*' text input fields. A 'Register' button is at the bottom of the form. At the bottom of the page is the 'Cisco Registered Envelope Service' logo and a footer with links for 'About', 'Terms of Service', 'Privacy Policy', and the copyright notice 'Copyright © 2000-2011 Cisco Systems, Inc. All rights reserved.'

**Note:** 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' page for the Cisco Registered Envelope Service. The page includes the Cisco logo and a 'Help' link. A note at the top states: 'To assure future messages from this service are not accidentally filtered out of your email, please add "DoNotReply@cres.cisco.com" to your Address Book or Safe Sender List.' Below this, the form is divided into several sections: 'Enter Personal Information' with fields for Email Address (pre-filled with 'Recipient@cres.cisco.com'), Language (a dropdown menu set to 'English'), First Name\*, and Last Name\*; 'Create a Password' with fields for Password\* and Confirm Password\*, accompanied by instructions to use a minimum of 6 characters and be case-sensitive; 'Personal Security Phrase\*' with a text input field and instructions to use a short phrase that only the user will know; a checkbox to 'Enable my Personal Security Phrase'; and 'Select 3 Security Questions' with three sets of dropdown menus for questions and text input fields for answers. At the bottom of the form is a 'Register' button. The footer contains the text 'Cisco Registered Envelope Service', a link to 'About Terms of Service Privacy Policy', and a copyright notice for 2001-2012 Cisco Systems, Inc.

### 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 may 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.



## U.S. Bank Secure Email - Quick Start Guide (continued)

### Password

**Required.** Enter a password for the account. (The password should be at least six characters long, and it should contain both numbers and letters).

**Note:** 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.

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 link for more 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 you complete the form and click **Register**, the following confirmation page is displayed.

## U.S. Bank Secure Email - Quick Start Guide (continued)



### 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.

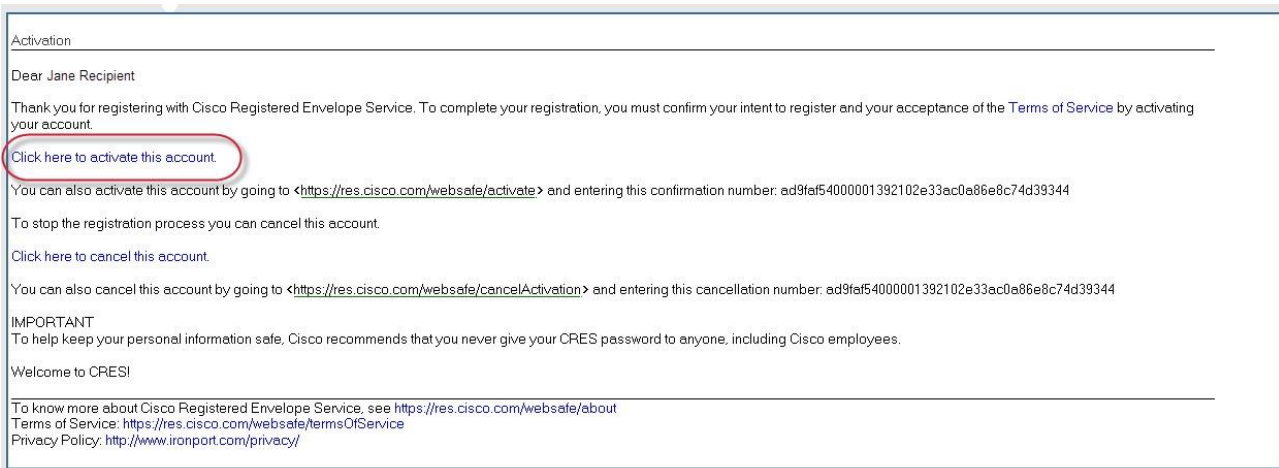
**Note:** You may need to set up more than one user account if you receive Registered Envelopes at multiple email addresses. You need a separate user account for each email address.

### 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.

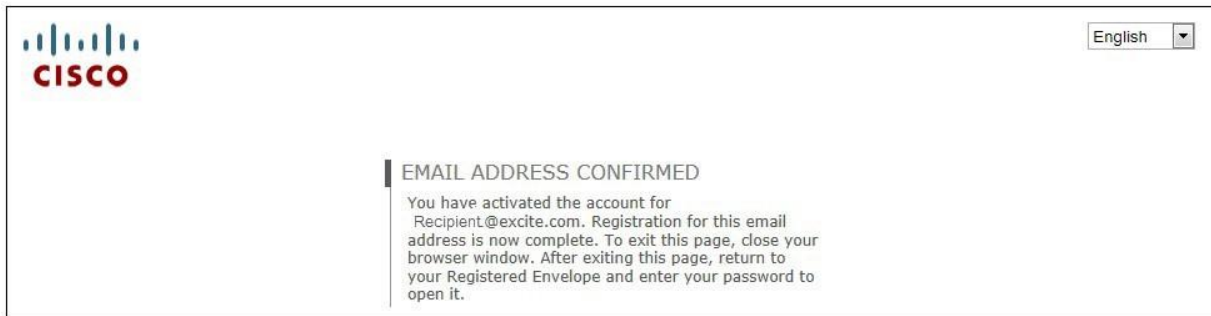


In the activation message, click the link to activate your user account.



## U.S. Bank Secure Email - Quick Start Guide (continued)

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.

### 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 an email to 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 should expect to receive a response within 24 business hours of submitting your email.
3. **Between the hours of 6am and 6pm 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>.

[Back To Top](#)



## U.S. Bank Secure Email - Quick Start Guide (continued)

### Microsoft Purview Message Encryption

[Back To Top](#)

**Note:** If you experience issues with a message you receive that was encrypted with Microsoft Purview Message Encryption, [Click here](#) for information regarding known issues.

The customer experience to open encrypted messages will vary depending on the email systems being used to open the message.

1. If you use a Microsoft email product (O365/M365, Hotmail, or Outlook.com) and you are using the Outlook desktop or Outlook Web App to view the message, the content will be seamlessly decrypted when you receive it. No action necessary.
2. If you are using a different email provider (Gmail, Yahoo, etc) you will need to complete a few steps to decrypt the message and see its contents.

The steps below further outline the message decryption process:

### How to read an encrypted message with a Microsoft 365 email account (in Outlook or Outlook web app)

#### Access from Desktop/Browser:

1. If you're using a Microsoft 365 email account in Outlook 2016 or Outlook on the web, you shouldn't have to do anything special to read your message. The message will be decrypted in your mailbox as you open the message.

#### Access from Mobile app:

1. If you have a Microsoft 365 account and you're using the Outlook mobile app, the message should open without you needing to take any further action.



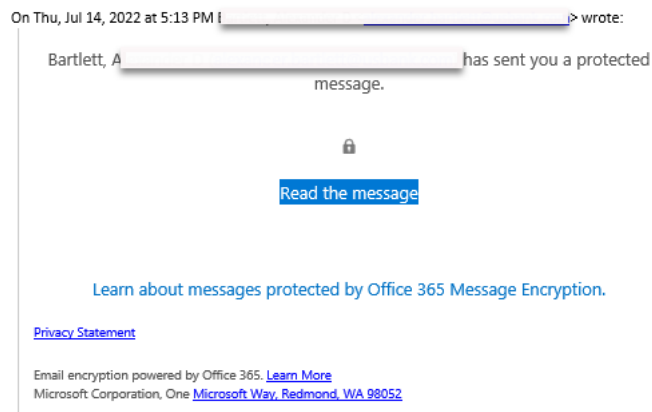


## U.S. Bank Secure Email - Quick Start Guide (continued)

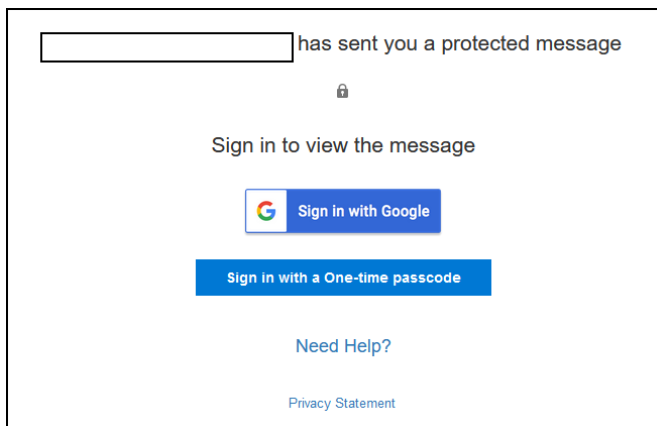
### Reading a protected message with Gmail, Yahoo or other email

#### Access from Desktop/Browser:

1. Select “Read the message”.



2. Select **Sign in with Google**

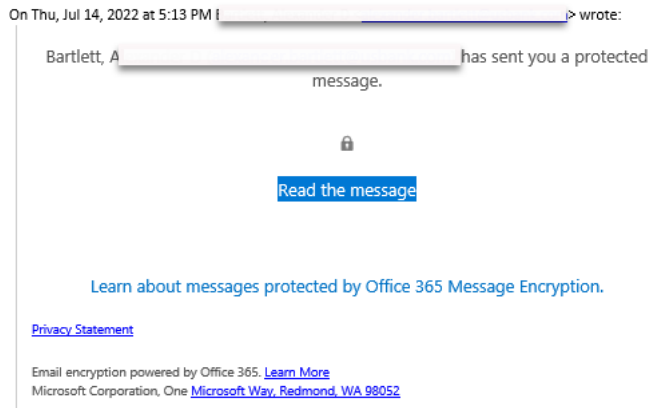


3. You'll be redirected to the Gmail sign-in page. Once you sign in, select **Allow**.
4. Your protected message will display in a new browser tab. You won't be able to view the protected message in the Gmail window.

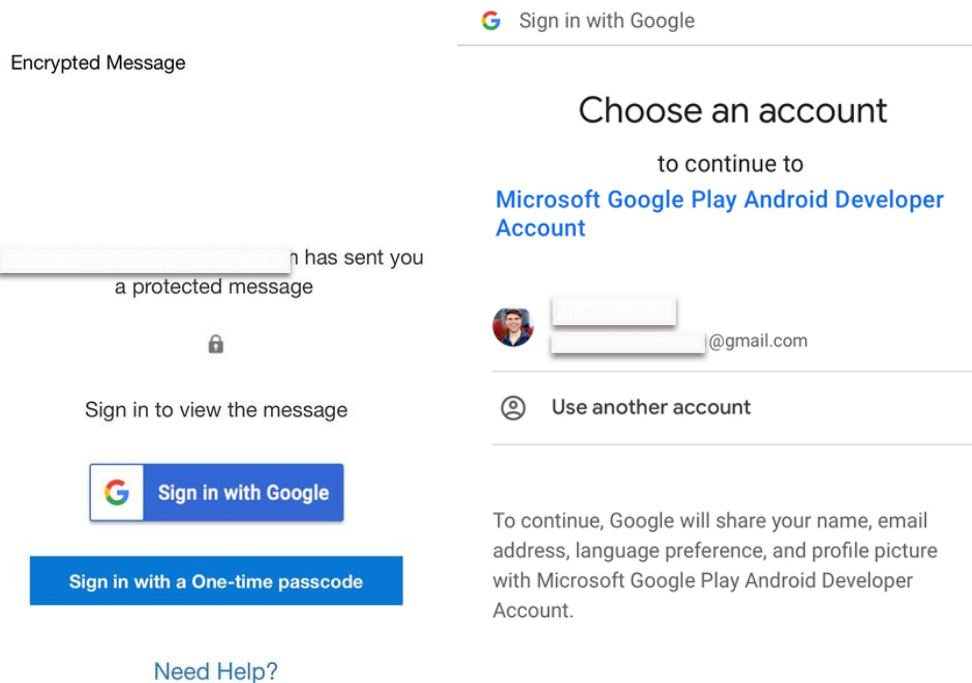
## U.S. Bank Secure Email - Quick Start Guide (continued)

### Access from Mobile app:

1. Tap **Click here to read your message.**



2. Tap **Sign in with...** and sign into your email account.



3. If you get a request for permissions, tap **Yes** or **Allow** to view the message.

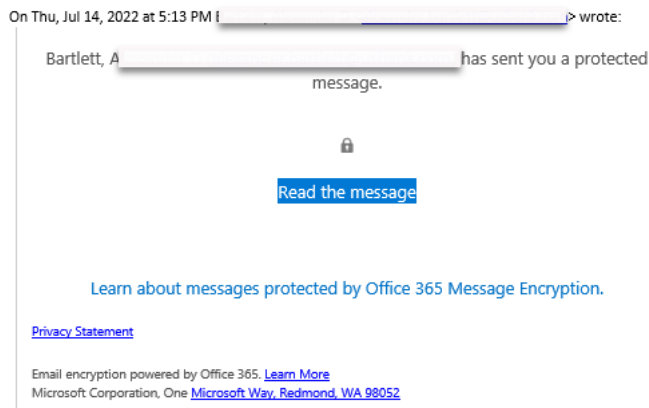
## U.S. Bank Secure Email - Quick Start Guide (continued)

### Reading a protected message with a single-use code

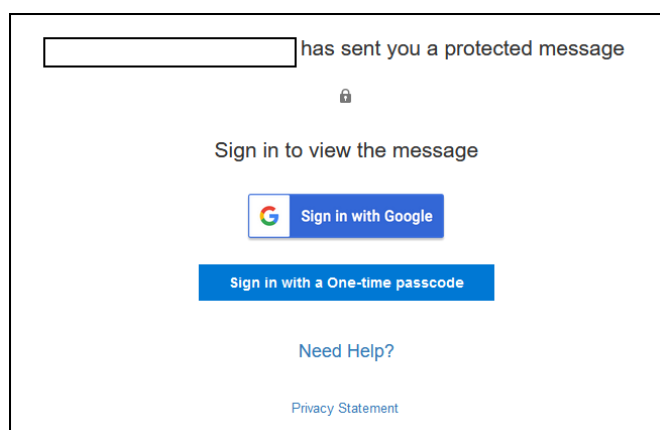
Some email clients and services can't automatically open protected messages. If you have an email account with Yahoo or another Internet Service Provider, you'll need to obtain a single-use code to read the message.

#### Access from Desktop/Browser:

1. Select **Read the message**.



2. Click the "sign in with a one-time passcode" option and you'll be redirected to a page where you can sign in and receive a single-use code.



## U.S. Bank Secure Email - Quick Start Guide (continued)

get another one-time passcode.' and a small lock icon with the text 'Message Encryption by Microsoft Office 365'." data-bbox="163 158 749 373"/>

We sent a one-time passcode to [redacted]

Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.

One-time passcode [redacted]

☐ This is a private computer. Keep me signed in for 12 hours.

[Continue](#)

Didn't receive the one-time passcode? Check your spam folder or [get another one-time passcode.](#)

Message Encryption by Microsoft Office 365

3. Check your email for the single-use code. Enter the code in the browser window, then select **Continue** to read your message.

### Access from Mobile app:

**Note:** *Using the single-use code from a Desktop is the recommended experience*

1. Tap **Click here to read your message > Sign in with a One-time passcode.**

Encrypted Message

[redacted] has sent you  
a protected message



Sign in to view the message



[Sign in with a One-time passcode](#)

[Need Help?](#)

2. You'll be redirected to a page where you can sign in and receive a single-use code.





## U.S. Bank Secure Email - Quick Start Guide (continued)

3. Check your email for the single-use code and copy it. **Note:** You will need to access your email from a mobile browser in order to get the code. A new one-time code is needed if you leave the code screen within your email application.

Enter the code where designated, then select **Continue** to read your message.

[Back To Top](#)

## U.S. Bank Secure Email - Quick Start Guide (continued)

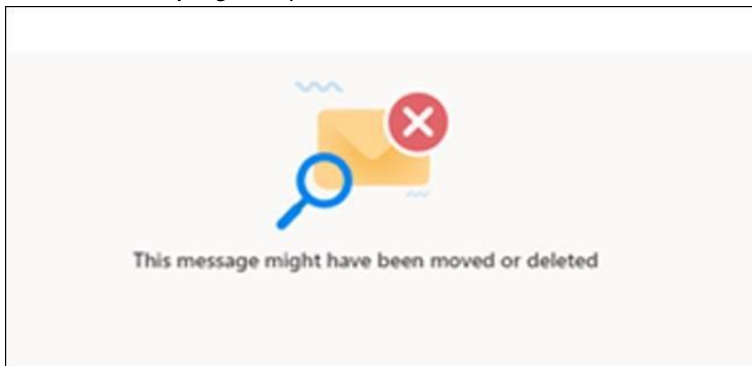
### Known Issues With Microsoft Purview Message Encryption

[Back To Top](#)

- **Issue with encrypted messages sent to a shared mailbox**

#### Description:

It is a common practice to grant access to shared mailboxes using email enabled security groups. When an encrypted message is sent to a shared mailbox that has permissions provided using security groups, the users will not be able to open the email using the Outlook client. The following notification will be seen when trying to open the email.



#### Options:

In order to view the encrypted email the user will need to open the email in Outlook on the Web (OWA). If the user(s) is directly assigned full access to the shared mailbox, and the shared mailbox is set up with automapping, they will be able to view the email using Outlook.

- **Email encrypted with Purview cannot be opened after auto-forward**

**Description:** If an encrypted email is received and there is a rule to forward the email to another mailbox, the email will not be able to be opened from the mailbox where the email was forwarded to. The following error is received "You don't have permission to view this message".

#### Reason:

The encrypted message was sent to a specific user or users who would receive the rights to open the email. When the email is auto forwarded the end recipient cannot access the email as they were not given rights to open it.

#### Option:

## U.S. Bank Secure Email - Quick Start Guide (continued)

Request that the sender send the message using Cisco Registerer Envelope Service (CRES).

- **Cannot Edit Attachments in Outlook on the Web**

**Description:**

When using Outlook on the Web (OWA) to view and encrypted email with file(s) attached, users may not be able to perform an online edit of an Office attachment. If you click **Preview** for an Office attachment and then click **Edit and reply**, you'll see:

We're sorry, but Outlook on the web doesn't support editing protected files.

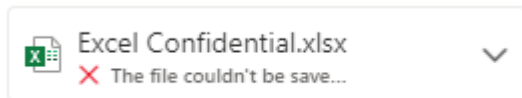
**Option:**

The work-around is to download any attachment users want to edit and use desktop apps to edit the file. Downloading the file(s) forces Exchange Online to decrypt the file.

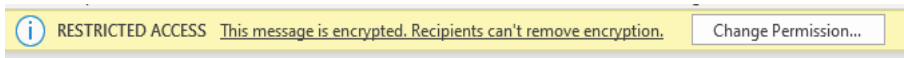
**However**, if users try to use any in-browser edit option, Outlook on the Web tries to upload the file to OneDrive, which fails after about a minute with errors:

Something went wrong when opening your file. Please try again later.

And



Downloading the file AFTER this error has occurred will NOT remove IRM:



[Back To Top](#)