



## Nebraska Department of Health and Human Services



### Securemail User Guide

Created: 2009-02-17

Updated: 2013-07-05 - New links and Address Book instructions

Updated: 2014-04-23 - <http://dhhs.ne.gov/Documents/DHHS-Securemail-UserGuide.pdf>

Updated: 2019-04-23 - <http://dhhs.ne.gov/DD%20Documents/DHHS%20Secure%20Mail%20User%20Guide.pdf>

**INDEX:**

**How Securemail Works ..... 3**

**How DHSS Staff Access and Use Securemail ..... 4**

- **Generating a Securemail message**
- **Addressing Securemail message**
- **Securemail Features**

**How External Partners Access and Use Securemail ..... 6**

- **Registering in the State of Nebraska Securemail System**
- **Opening Securemail Messages**
- **Generating Securemail Messages**
- **Using the New CRES Address Book**
- **Managing Your Securemail Account**
  - **Manage Messages**
  - **Compose Messages**
  - **Edit Profile (Reset Password)**

**Support for CISCO Registered Envelope Service (CRES) .....14**

Consider this site for detailed help → <https://res.cisco.com/websafe/help>

## How Securemail works

State Government - Beginning July 2013, a new **Securemail** system will be installed using CISCO Registered Envelope Service (CRES) encryption technology. The State of Nebraska's secure email tool is available to all state agencies, boards, and commissions. All Health and Human Services employees with email have the capability to send secure email to external partners and contacts.

To send a confidential message in a secured manner, DHHS employees simply clicks on the email command "**Encrypt Message**," to highlight the command button before the memo is sent. Outlook will add the prefix "**[Send Secure]**" to the subject line to indicate special processing is needed. The State's Securemail system (using CRES) recognizes this "tagged" message and encrypts the contents before being sent on to the intended recipient.

The secure message appears in the recipient's inbox as an encrypted attachment. The body of the memo includes instructions on how the attachment can be opened. Once opened, more instructions are provided to log in or to register a password for a new account. User registration is required the first time a secured memo arrives for each unique email address.

Once registered and logged in, external recipients can read and respond to the messages they received from DHHS. They can also initiate a new secure memo to their DHHS connections. The new Securemail implementation now includes an address book for easier communication.

Securemail will work with any email system used by your external partners (i.e. Outlook, Lotus Notes, Hotmail, Gmail, Yahoo mail).

Nebraska's Securemail implementation is managed and supported by the OCIO state data center.

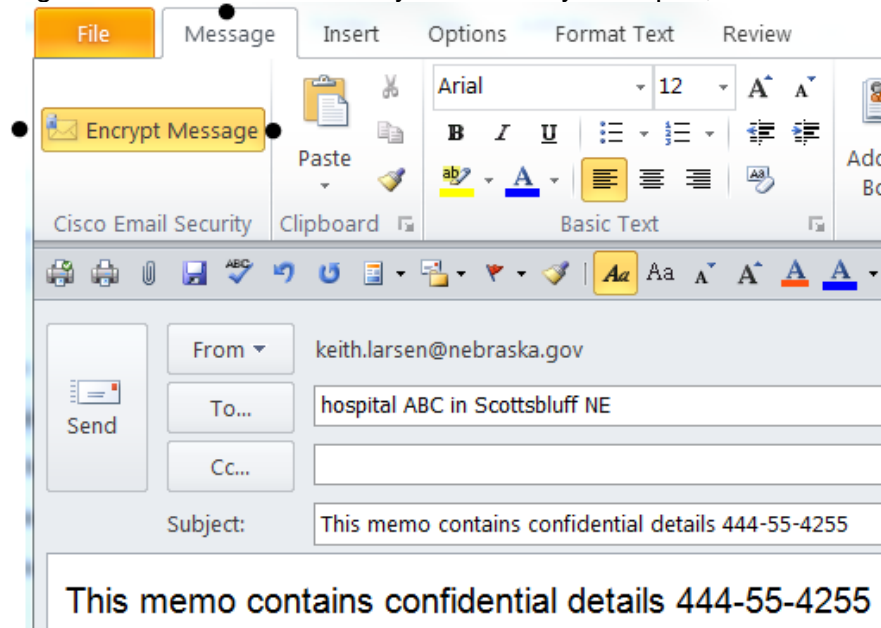
Please **consider this site for further help** → <https://res.cisco.com/websafe/help>

CISCO has provided short videos under - [How To Videos](#) including

1. [Introduction to CRES](#) - This video gives the user an introduction to the Cisco Registered Envelope Service, or CRES. It describes what CRES is, and what it means to you when you receive a CRES message in your email.
2. [Registration and Activation](#) - Explains to CRES recipients how to register for a CRES account, activate it, and then open their encrypted message.
3. [Features: Replying and Attachments](#) - How to reply to a Cisco Registered Envelope Service message and how to handle attachments in your CRES message.
4. [Managing your Account](#) - This video tells you how to manage your existing CRES account, and do such things as change your password, change your security questions, or other account management properties.
5. [The Mobile Workaround](#) - his video explains forwarding Cisco secured messages to "mobile@res.cisco.com" and in which instances you would do so."
6. [How to reset my forgotten password](#) - Explains to CRES recipients how to reset their forgotten password for their encrypted mail.

## How DHSS Staff Access and Use Securemail

All secure, encrypted email to external contacts will be generated from your DHSS Outlook email account. Your external contacts will also be able to communicate in a secure manner. An Encrypt Message **Encrypt Message** command button has been added to your Outlook Message Tab. When you send a secure memo to an External Partner they will be invited to register with the Securemail system so they can open, read and respond to your messages.



### Generating a Securemail message

To generate a secure email message:

- Compose your message as you would any email message.
- Click on the **Message** tab (if needed) to find the **Encrypt Message** command.
- Click on the command button – **Encrypt Message** – and make sure the Encrypt Message button is highlighted. (See above.)
- When your memo is sent, Outlook will automatically prefix your subject line with "[Send Secure]" and route your message through the Securemail process. If needed, you can verify that your memo was sent securely by looking at the subject line of your stored copy.
- **NOTICE:** Outlook Web Access (OWA), the internet email version of Outlook does not have the built-in command "Encrypt Message." To send a secure message using Outlook Web Access for your email you must type the tag (**exactly as shown here inside the quotes**) "[send secure]" in the Subject line. Be sure to add whatever else you need in the subject. Do NOT enter confidential information in the subject line.

**Important!** If you do not use the "Encrypt Message" command or type [Send Secure] in your subject line, your email messages will be sent open to anyone on the Internet to read. Outlook will not notify you that this message was sent through the Securemail process.

## Addressing Securemail Messages

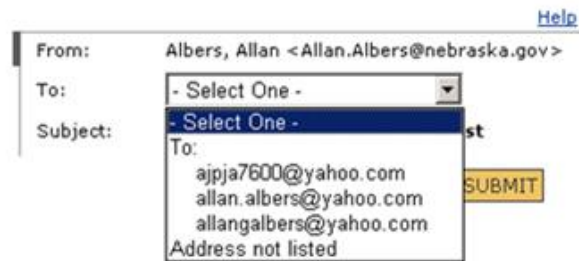
Securemail message generated in your Outlook email are addressed the same way as regular emails. You can type in the email addresses, select them from an address book, or use a mail list. If you wish to communicate on a regular basis with external users, you may wish to add them to your outlook contacts folder.

Securemail can process mail lists, external addresses, and Nebraska Outlook addresses in the "To:" and "Cc:" fields. Securemail will separate the @nebraska.gov addresses from the external addresses and send only the external address to the Securemail device for processing. The @nebraska.gov email messages will be delivered in a secure manner through the state's Exchange email system.

### Using Mail Lists

Securemail has limitations in how it handles mail lists, and how you can use the "To:", "Cc:", and "Bcc:" address fields. Mail lists may be used to send secure emails using the "To:" and "Cc:" fields only.

**Caution** should be taken when using a mail list in the "To:" and "Cc:" fields. If your mail list contains multiple external addresses, all of the external address will appear in the Securemail login window of the external users (see figure). The external partner will need to select their email address in order to log into their Securemail account. (Consider if you have 50, or 100 names in a mail list, they will all show in a very long dropdown window.)



### Do not use the Bcc: field

**Important!** Never use mail lists containing external email address in the Bcc: field.

Securemail does not support multiple external addresses or mailing lists in the "Bcc:" field. Your external partners will not have the same option as they did with the "Cc:" field and will be unable to open your secure email.

## Securemail Features for State Users

Other than changing your subject line and routing your message through Securemail for encryption, Outlook will handle your memo just like any other memo. The following are features to consider when generating secured email messages:

- A copy of your Securemail message will be stored in your Sent Items folder unless you use the Option command to "Save Sent Item To" another folder.
- All secured email messages sent **or received** through Securemail will contain the [Send Secure] tag in the subject line.
- Do NOT enter confidential information in the subject line.
- If you reply, resend, or forward a memo with [Send Secure] already in the subject, you do not need to hit the Encrypt Message command again. If you do, Outlook will simply add a second copy of the [Send Secure] prefix.
- Securemail can process messages including both @nebraska.gov and external addresses in the "To:", and "Cc:" address fields.
- Securemail can not process multiple external addresses in the "Bcc:" field. To avoid problems, avoid using the "Bcc:" field for external partners.
- Secure messages sent to another @nebraska.gov Outlook account will be delivered though the state's email system in a secure manner without special encryption. Your copy will have the prefix [Send Secure] in the Subject line to indicate how it was sent.
- Securemail supports most attachment types with some exceptions.
- Securemail has a total size limit of 10 Megabytes for memo and attachments.

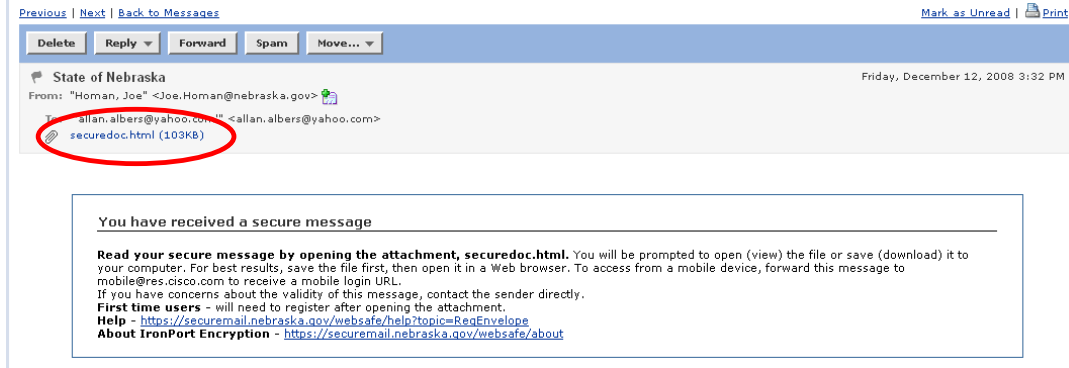
## How External Partners Send and Receive Secure Email

Securemail is compatible with any email system. The State of Nebraska Securemail system encrypts the sender's email message and attaches the encrypted message to an "envelope" message which includes instructions on how to open the encrypted message.

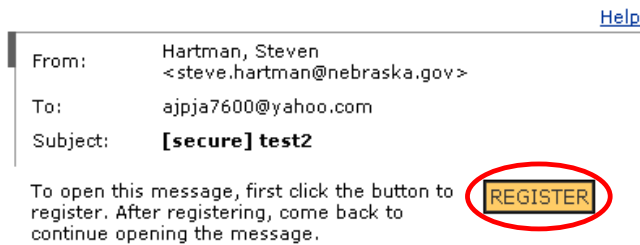
### Registering in the State of Nebraska Securemail System

External partners must be invited to use Securemail by a State employee who is licensed to use Securemail. An employee can simply send a secured email to the external partner's email address. When the Secured email arrives, the external partner must:

- Double click the attachment to open it.



- In the browser window that opens on your desktop, follow the directions to click on the **REGISTER** button to begin the registration process.



If the Register button is not displayed, try to log in with no password. This should take you to the register screen.

- Complete all required fields in the New User registration screen as directed and click on the **REGISTER** button.

**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: kristinm369@yahoo.com

Language:  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.

**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\*

**Register**

- Go to your inbox and open the new email message called Activation. Click on "Click here to activate this account."

**Activation**

---

Dear Kristin [REDACTED]

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the [Terms of Service](#) by activating your account.  
[Click here to activate this account.](#)

You can also activate this account by going to <<https://res.cisco.com/websafe/activate>> and entering this confirmation number: 553a6bbb0000013fa064c0d9c0a86e908e218a4a  
To stop the registration process you can cancel this account.  
[Click here to cancel this account.](#)

You can also cancel this account by going to <<https://res.cisco.com/websafe/cancelActivation>> and entering this cancellation number: 553a6bbb0000013fa064c0d9c0a86e908e218a4a

**IMPORTANT**

To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.  
Welcome to CRES!

---

To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>  
Terms of Service: <https://res.cisco.com/websafe/termsOfService>  
Privacy Policy: <http://www.ironport.com/privacy/>

- Close the browser window and return to your email. Simply open the encrypted attachment again. (If you are using a web based email system you may need to use your back button to return to the email message.) On the Securemail webpage you can enter your password and read the secure memo and any attachments that it might contain.



## Opening Securemail Messages

Your Securemail password will be used to open all future messages sent your account.

Double click the attachment to begin.

The screenshot shows an email client interface. At the top, there are navigation links: "Previous | Next | Back to Messages" and "Mark as Unread | Print". Below this is a toolbar with buttons for "Delete", "Reply", "Forward", "Spam", and "Move...". The email header shows: "[SEND SECURE]Test of the Securemail system" from "Albers, Allan" <Allan.Albers@nebraska.gov> on Tuesday, February 17, 2009 8:39 AM. The sender's address is also listed as "sjsja7600@yahoo.com". An attachment named "securedoc.html (100KB)" is circled in red. Below the header is a box with instructions: "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 validity of this message, contact the sender directly. First time users - will need to register after opening the attachment. Help - https://securemail.nebraska.gov/websafe/help?topic=RegEnvelope About IronPort Encryption - https://securemail.nebraska.gov/websafe/about". At the bottom, there is another toolbar with "Delete", "Reply", "Forward", "Spam", and "Move..." buttons, and a "Select Message Encoding" dropdown menu.

- Enter the password you created during your registration process and press the **OPEN** button

The screenshot shows the Securemail password entry screen. On the left is the Great Seal of the State of Nebraska. On the right is the Cisco Registered Envelope Service logo. The main content area contains the following text: "From: Larsen, Keith <Keith.Larsen@nebraska.gov>" with a "Help" link; "To: lincoln0...@gmail.com"; "Subject: [SEND SECURE] Testing Securemail for Nebraska"; "Password: [input field]"; "Forgot password?"; "Enter your password and click Open. If the Open button does not appear, forward the original email to mobile@res.cisco.com ."; "New users, select your email address and click Open to create an account."; "Submit your password above to open your message online."; "My address is not listed". The "Open" button is circled in red. At the bottom, it says "Cisco Registered Envelope Service" and "Copyright © 2000-2011 Cisco Systems, Inc. All rights reserved."

- Securemail will de-encrypt the secure email and display the message in a browser window on your desktop. You may reply to the sender by clicking the reply button on this screen.



### Secured Message

From: Larsen, Keith <Keith.Larsen@nebraska.gov>  
To: 'Keith Larsen' <lincoln[REDACTED]@gmail.com>  
Date: July 5, 2013 3:22:57 PM GMT  
Subject: [SEND SECURE] Testing Securemail for Nebraska  
Attachments: [Picture \(Device Independent Bitmap\) 1.jpg](#)

- The reply button will open the REPLY TO SENDER browser window. You will be able to compose your response and add attachments as needed. Before you send your reply, please notice the two check boxes at the bottom of the form. Your message will NOT be saved to your email account. If you would like to receive a blind copy of this message in your email inbox (the account under which you are registered) or receive a receipt request, check the appropriate box. Select  and your message will be sent to the sender.

**Important!** You are creating this secure email message on a secure State of Nebraska server and not in your organization's email system. The only way you will be able to retain a copy of the email message will be to check the corresponding box for "**Automatically BCC me on this email**".

## Generating Securemail

The Securemail account created during the registration process may also be used to generate secure email to your DHHS business contacts.

- To initiate a secure email, open your web browser and go the State of Nebraska's Securemail website: <https://res.cisco.com/websafe>
- Enter your email address and password. Once logged in, the COMPOSE MESSAGE page will display where you will be able to create your message and add attachments. There is a size limit on total attachments of 10 Meg.

The COMPOSE MESSAGE function works just like any other email system. Enter the email address in the "To:" or "Cc:" fields, enter a subject, compose the body of your email and attach documents as needed. At the bottom of the screen you will note two check boxes. If you would like a copy of this message sent to your personal email account or receive a receipt request, check the appropriate box. Select **Send** and the message will be sent to the individual or individuals you listed in the address boxes.

COMPOSE MESSAGE

Manage Messages  
Compose Message  
Edit Profile

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

Send

**Important!** You are creating this secure email message on a secure State of Nebraska server not in your organization's email system. The only way you will be able to retain a copy of the email message will be to check the corresponding box for **"Automatically BCC me on this email."**

## Using the New CRES Address Book

Securemail now supports a dedicated address book. This feature will make it easier for DHHS Partners to collect the email addresses of contacts that are often used. Contact's email addresses can then be selected from the address book rather than typing the email address for each new email. This will tend to reduce addressing errors.

When you send a secure message, you may want to store frequently used email addresses in your address book so you can easily access them.

### To add an address to the address book:

**Step 1** - Click the Address Book icon in the left pane to open the address book.

**Step 2** - Click Add Contact.

**Step 3** - Enter a first name, last name, and email address for the contact.

**Step 4** - Click Save.

**Step 5** - The new address is added to your address book.

You can also edit or delete entries




### To add an email address to a message from the address book:

**Step 1** - Click the To: field or click the Address Book icon in the left pane to open the address book.

**Step 2** - Click the email address for the contact you want to send an email. The compose message page opens and populates the To: field with your selected address.

## Managing Your Securemail Account

Securemail is a self registering self management website. Logging into your Securemail account displays the COMPOSE MESSAGE webpage in your browser window. The COMPOSE MESSAGE web page contains three LINKS on the left side of the page.

1. Manage Message  Manage Messages allows you to view and manage tracking logs showing email messages you received and sent from your Securemail account.
2. Compose Message  Compose Message is used to generate a secure email message as described in the Generate Securemail section above.
3. Edit Profile  Edit Profile is used to update the first and last name associated with the account, change your password, update your Personal Security Phrases, and set Preferences on how Securemail handles the emails generated by your account. The following are instructions on how to use each of the folders.

### 1. Manage Messages

Securemail does not store any email message sent to you or generated by you. The system stores only the encryption key that you must retrieve each time you view a secure email message. At this time there is no expiration date set on how long the encryption key will be stored. Securemail will store the encryption key until you delete it by using the Manage Message function.

All secure email messages sent to your email account (including the blind copies that you had sent to yourself) are stored in your personal email account as encrypted messages. You will be able to manage the access and retention of these messages like any other message in your email system.

Securemail does log your account activity tracking messages received (and their encryption key), messages you generated and sent from your Securemail account, and read receipts your requested.

The State makes no recommendation on how you use this function. You are cautioned that if you set expiration dates on any the messages, you may lose the encryption key to a message stored on your email system.

## 2. **Compose Messages**

See the **Generating Securemail** section of this user guide for details on use of the Compose Messages window.

### 3.a. **Edit Profile (Reset Password)**

The Edit Profile folder allows you to update information supplied at the time you registered in Securemail along with resetting a new password.

#### **Manage Passwords**

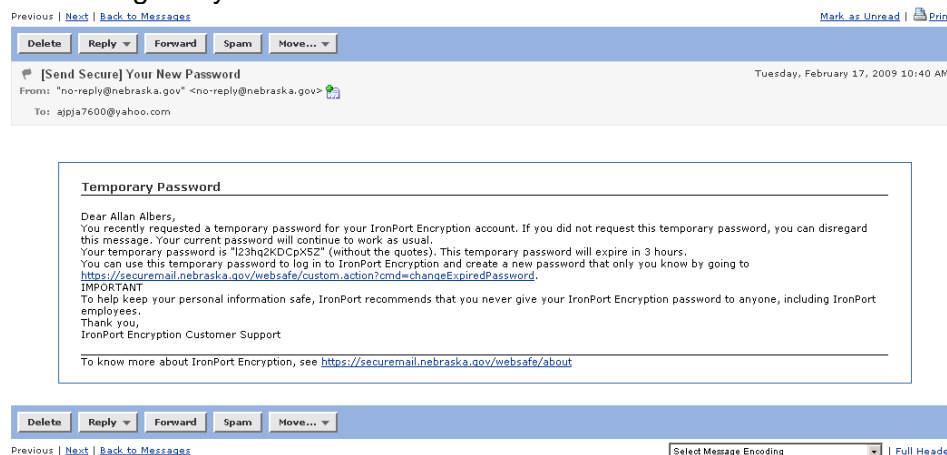
To change your password, log-in to your Securemail account from the State of Nebraska Securemail website and click on the Edit Profile folder located on the left side of the COMPOSE MESSAGE screen.

Enter a new password in the New Password and Confirm Password fields, then enter your old password in the Password field at the bottom of the screen to confirm the changes to your profile and click on the **Save Profile** button. Your password has now been changed. You will need to use your new password for opening secure mail or to access your Securemail account.

#### **Reset a forgotten password:**


If you have forgotten your password click on the [Forgot password?](#) feature found on all State of Nebraska Securemail LOGIN pages.

Securemail will generate a new temporary password and email it to the email address used to register your Securemail account.



Click on the [reset your password](#) button on the TEMP PASSWORD SENT page and using the password sent to you in your email message, enter temporary password in the Current Password field and then enter a new password in the New Password and Confirm Password fields and click the **Change** button to complete the password reset. You may now use the new password to log into your Securemail account.

### **3.b. Edit Profile Information**

The Edit Profile window allows you to update your Personal Details, Personal Security Phrase, and Preferences. After updating fields in any of these sections, enter your current password and click on the  button.

The Preferences section allows you to tailor how the secure messages you generate in your account are handled. You can set Securemail to blind copy all messages you generate in your Securemail account to your regular email account and send you a Read Receipt when your recipient opens your Securemail message.

**NOTE:** Since Securemail does not store any messages generate from your Securemail account, it is recommended you check the BCC feature. This setting will blind copy all messages created in your Securemail account to your email account.

#### Tips

1. To ensure 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.
2. You can have your computer remember your password for easy access to your secure email.
3. Do NOT enter confidential information in the subject line.
4. In your profile you can set an option to ALWAYS send yourself a blind copy.

### **Support for CISCO Registered Envelope Service (CRES)**

For online Helps, Videos and FAQs about CRES: <https://res.cisco.com/websafe/help>

State of Nebraska's Help Desk at the OCIO is: 402-471-4636

DHHS Employees can call: 402-471-9069 or 800-722-1715