

#### Summary

Change Healthcare is informing you that the way we send and receive secure emails is changing.

When you receive a Secure Delivery email for the first time, you will have to register with the Cisco Secure Email Encryption Services (CRES). This is a one-time registration process.

Upon receipt of a secure email, you will see there are several notices that do not display on current emails. There will be an indication in the inbox as well as on the email.

😑 附 Gmail	Q Search mail	辛		
Compose	□ - C :			
	Primary	Promotions	≗, Social	
Starred	Steve.Rogers	Secure Message from Steve	e.Rogers@CptAmerica.com - You have received a secure message	
Snoozed		securedoc_202		
Secure Message from	Steve.Rogers@CptAmeri	ca.com		
Steve.Rogers@CptAmeric	a.com			
Be careful with this messag	e			
This message contains one or me	ore attachments that can't be verified a	as safe. Avoid downloading them unless	you know the sender and are confident that this email is legitimate.	
Looks safe				
You b				
Tourn	You have received a secure message			
If you h	If you have concerns about the validity of this message, contact the sender directly.			
1. Click	To retrieve your encrypted message, follow these steps: 1. Click the attachment, securedoc.html.			
You will	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.			
2. Enter	r your password.			
If you a Mobile c	re a first time user, you will be asked to regist device users: forward this message to mobile	er first. Bres risco com. You will be emailed a link whe	re you can enter your nassword and view the service email message.	
For help	opening securedoc.html, see https://res.cisc	o.com/websafe/help?topic=RegEnvelope.	e yee can encer yeer passivere and nen enc secure encer messager	
To initia	To initiate a new email message <u>https://res.cisco.com/websafe</u> .			
One attachment · Scanne	d by Gmail 🕕			
Downloading this a	attachment is disabled. If you want to	download it and you trust this message,	click "Looks safe" in the banner above.	
< />				
securedoc_20230				



-

# Sending and Receiving Secure Email

1. Forward the secure email to <u>mobile@res.cisco.com</u> to begin the registration process.

Forwarded message			
From: Steve.Rogers@CptAmerica.com			
Date: Tue, Feb 7, 2023 at 3:42 PM			
Subject: Secure Message from Steve.Ro	Jgers@CptAmerica.com		
To: <eepssitetrain@gmail.com></eepssitetrain@gmail.com>			
You have recei	You have received a secure message		
If you have concerns	If you have concerns about the validity of this message contact the render directly		
	i you have concerns about the values of this message, contact the sender directly.		
To retrieve your encr	To retrieve your encrypted message, follow these steps:		
1. Click the attachme	1. Click the attachment, securedoc.html.		
You will be prompted	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.		
2. Enter your passwo	2. Enter your password.		
If you are a first time	If you are a first time user, you will be asked to register first.		
Mobile device users:	Mobile device users: forward this message to mobile@res.cisco.com. You will be emailed a link where you can enter your password and view the secure email message		
For help opening sec	For help opening securedoc.html, see <a href="https://res.cisco.com/websafe/help?topic=RegEnvelope">https://res.cisco.com/websafe/help?topic=RegEnvelope</a> .		
To initiate a new ema	To initiate a new email message https://res.cisco.com/websafe.		
securedoc_20230207T154215.ht	mi (161K) ×		
Send - A 🕅 🖘 🖽			

2. You will receive an email from <u>mobile@res.cisco.com</u> within 1-2 minutes. Click the **link** to access the document.

No	lote Check your spam or junk folder if you do not receive this email.		
m	mobi to me	ile@res.cisco.com *	
	Your	message has been stored in a temporary location on the Secure Email Encryption Mobile Device Server and can be accessed by clicking on the following link:	
	https://res.cisco.com/envelopeopener/MDSOpen.action?mds=1178822416&su=eepssitetrain%40gmail.com&localeUI=en		
	The n	nessage will be deleted automatically after 8 hours.	
	To kn	ow more about Cisco Secure Email Encryption Service, see https://res.cisco.com/websafe/about	
	Terms	s of Service: https://res.cisco.com/websafe/termsOfService	
	Privacy Policy: http://www.cisco.com/web/siteassets/legal/privacy.html		
	Custo	omer support: https://res.cisco.com/websafe/help?topic=ContactSupport	



3. The Secure Email Envelope Service page displays. Your email automatically populates. Click **Log In**.

Secure Email
Envelope Service
Username* eepssitetrain@gmail.com
OR

4. The You are not registered page displays if this is your first-time accessing a CRES Secure Email. Click **Register**.

Secure Email Encryption Service		English (US) 🗸 🔮
	You are not registered	
	To open this message, you must first register and create a password. Register	



# Sending and Receiving Secure Email

 Complete the required information following the rules provided on the page. Click the I agree to Cisco Secure Email Encryption Service's Terms of Service checkbox. Click Register.

Secure Email Encryption Service		
	New User Registration	
	Enter Personal Information	
	Email Address	
	eepssitetrain@gmail.com	
	First Name*	Last Name*
	EEPS	SITETrain
	Create a Password	Password Validation
	Password*	Must contain at least one alphabet
		Must contain at least one number
	Confirm Password*	Length must be between 8 and 40
	Confirm Password	characters
	I agree to Cisco Secure Email Encryption	on Service's <u>Terms of Service</u>
	Register	

6. The Final Step: Account Activation page displays. Return to your email and open the email from CRES Do Not Reply. Click **Activate Account**.



7. The Email address confirmed page displays. Close this window.



# Sending and Receiving Secure Email

8. Open the original secure message and click the **download** icon on the securedoc.html at the bottom of the message.



9. The Secure Email Envelope Service page displays. Click Log In.





1

0. Enter the <b>Password</b> created during the registration process and click <b>L</b>	og In.
---	--------

# Secure Email Envelope Service

Jsername* eepssitetrain@gmail.com	Ŧ
Password	
	Forgot password?
Log In	
G. D. I	

11. The secure email displays.

Secure Email Encryption Service
Secure Message from Steve.Rogers@CptAmerica.com
02/07/2023 09:42:17 PM GMT To: eepssitetrain@gmail.com
Test email