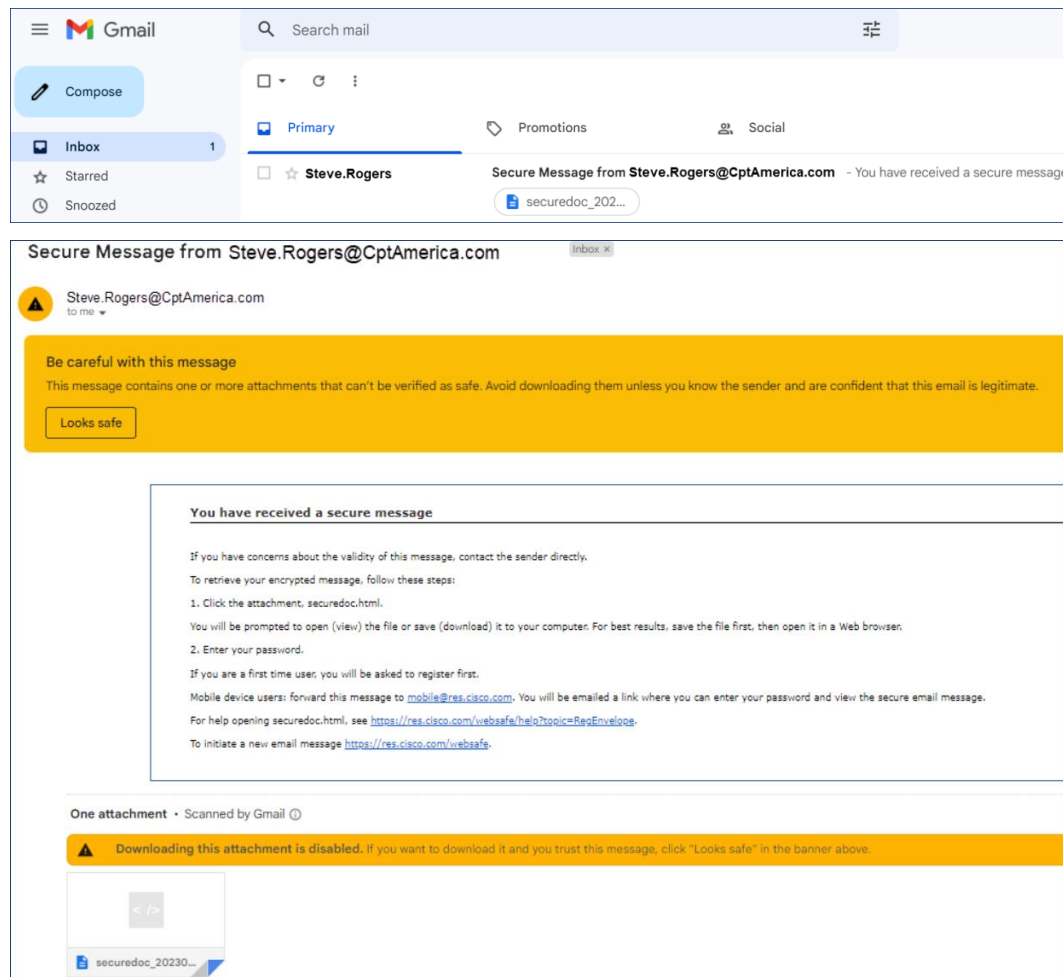


## Summary

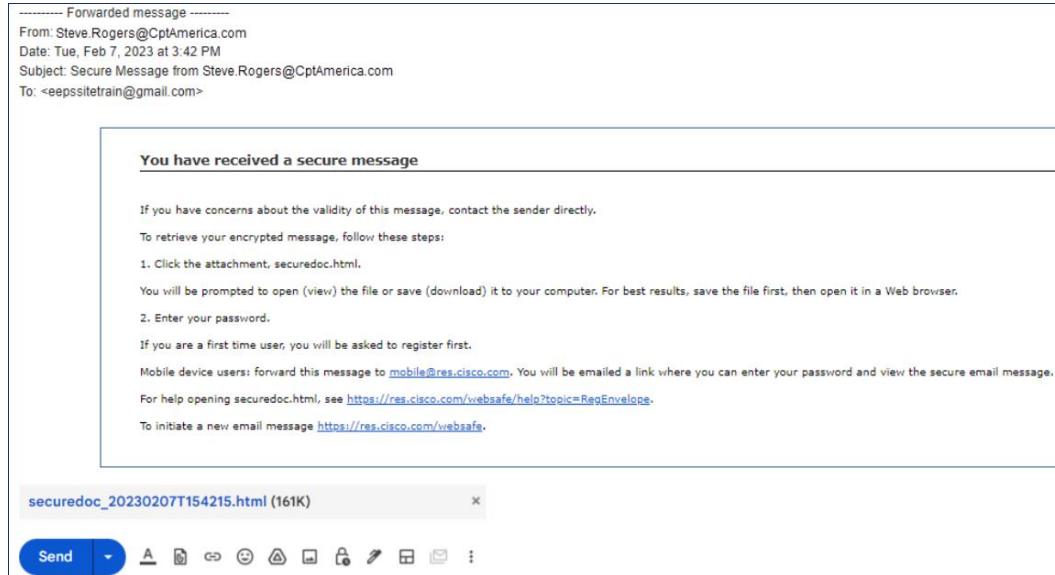
Change Healthcare is informing you that the way we send and receive secure emails is changing.

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.

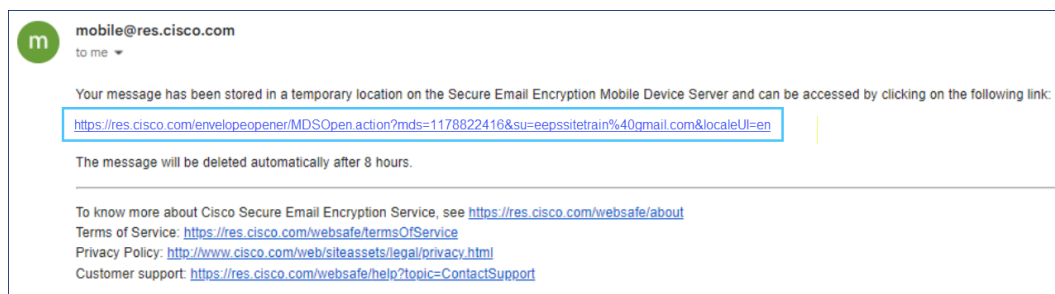


1. Forward the secure email to [mobile@res.cisco.com](mailto:mobile@res.cisco.com) to begin the registration process.

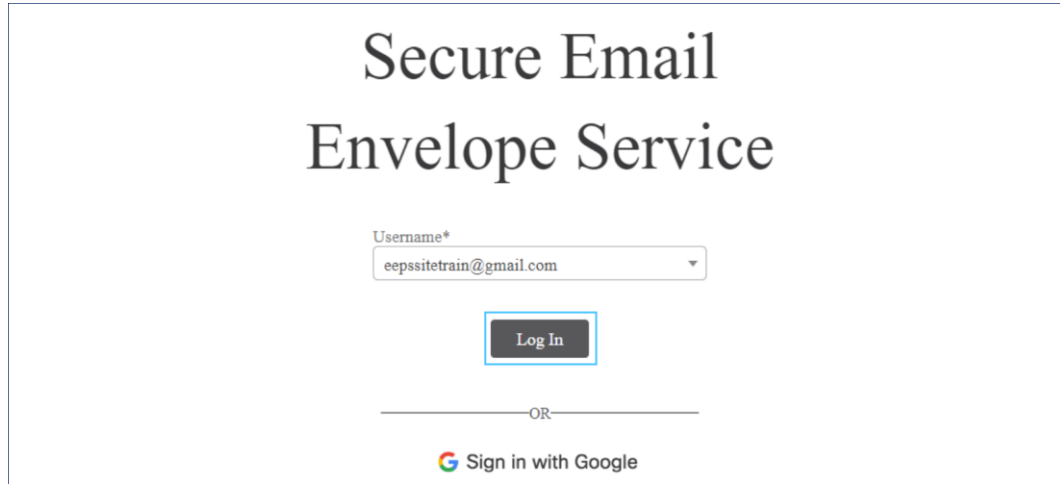


2. You will receive an email from [mobile@res.cisco.com](mailto:mobile@res.cisco.com) within 1-2 minutes. Click the **link** to access the document.

**Note** Check your spam or junk folder if you do not receive this email.



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



**Secure Email  
Envelope Service**

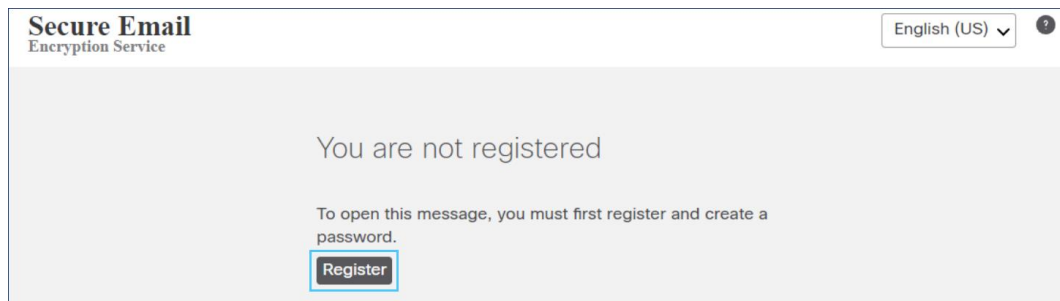
Username\*  
eepssitetrain@gmail.com

**Log In**

OR

Sign in with Google

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**

- 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  
cepsitetrain@gmail.com

First Name\*  
EEPS

Last Name\*  
SITETrain

**Create a Password**

Password\*  
.....

Confirm Password\*  
Confirm Password

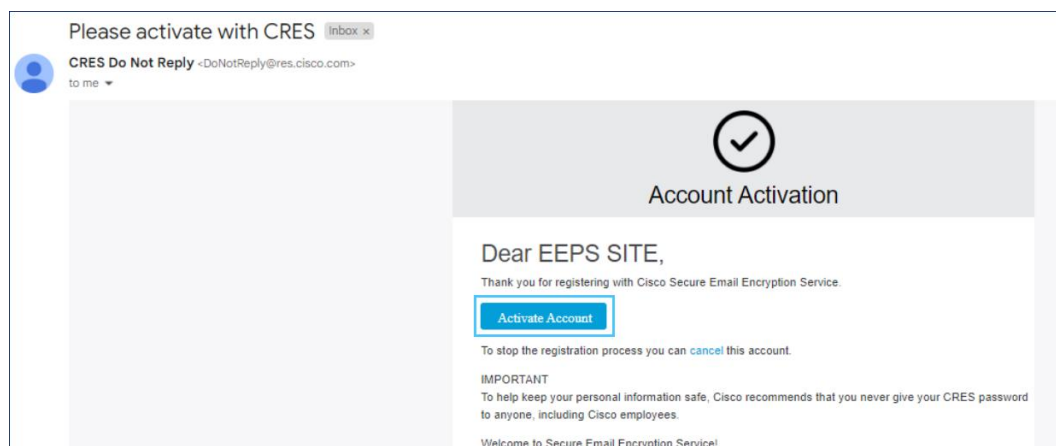
**Password Validation**

- ✓ Must contain at least one alphabet
- ✓ Must contain at least one number
- ✓ Length must be between 8 and 40 characters

☒ I agree to Cisco Secure Email Encryption Service's [Terms of Service](#)

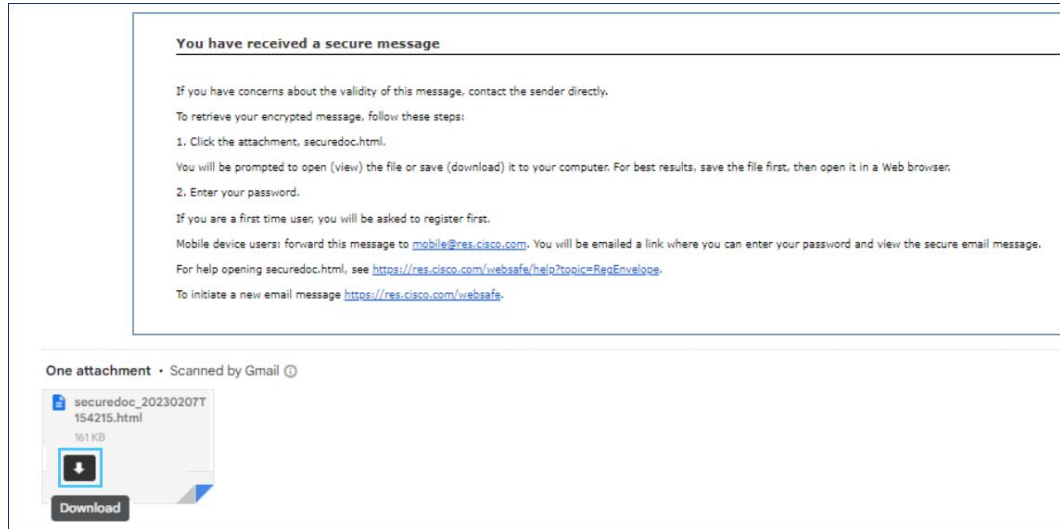
**Register**

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



- The *Email address confirmed* page displays. Close this window.

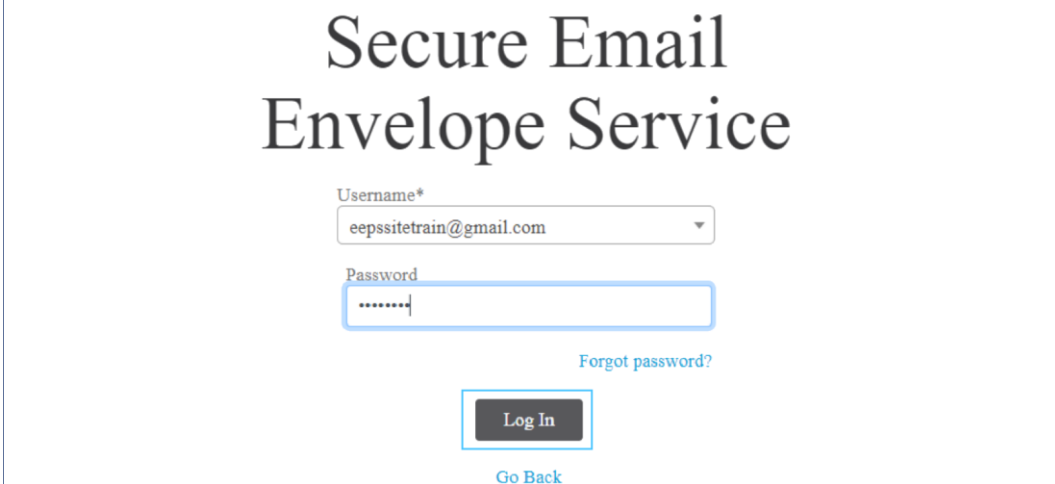
- Open the original secure message and click the **download** icon on the securedoc.html at the bottom of the message.



- The Secure Email Envelope Service page displays. Click **Log In**.

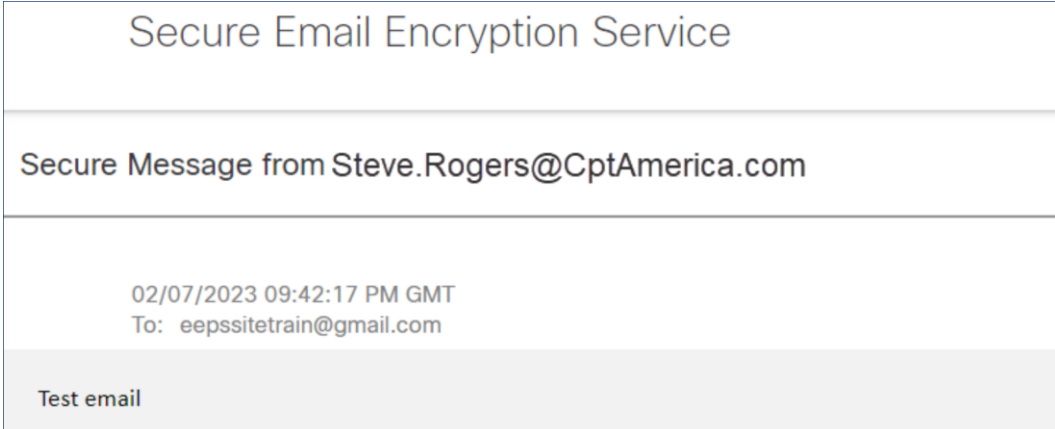


10. Enter the **Password** created during the registration process and click **Log In**.



The login screen for the Secure Email Envelope Service. It features a title "Secure Email Envelope Service" in a large serif font. Below the title are two input fields: "Username\*" with a dropdown menu showing "eepssitetrain@gmail.com" and "Password" with a masked input field containing seven dots. To the right of the password field is a link "Forgot password?". Below the password field is a "Log In" button. At the bottom center is a "Go Back" link.

11. The secure email displays.



The secure email display interface. It has a header "Secure Email Encryption Service". Below this is a section titled "Secure Message from Steve.Rogers@CptAmerica.com". The message content shows a timestamp "02/07/2023 09:42:17 PM GMT" and a recipient "To: eepssitetrain@gmail.com". At the bottom, there is a "Test email" button.