Accessing your secure email



Protecting your personal health information (PHI) is a top priority for UMR. To ensure your information is safe, we use the Cisco Registered Envelope Service for secure email.

Registering for secure email

If you have not used UMR's secure email system before, you will need to register first.

Here's how the process works:

- 1. A UMR employee sends a secure email message through Microsoft Outlook to your email address. The message will be sent by UMR-Medical Benefits.
- 2. After receiving the message, you will click on the attachment titled "securedoc.html." (If you do not see this notification message in your email inbox, check your junk and/or spam folders.)
- 3. A secure email envelope will display in your Web browser. Click on the yellow **REGISTER** button to begin the registration process.
- 4. Fill out the new user registration form. Click on the yellow **REGISTER** button to complete the registration process. (If you receive a secure email as a "bcc" recipient, your email address will not populate the field automatically and will need to be entered manually.)
- 5. After successful registration, a confirmation message will display. Closing this window will return you to the secure envelope.
- 6. Enter the password you created at the time of registration. Then click on the yellow **OPEN** button.
- 7. After you successfully log on, the secure email message will open in your web browser.

UMR uses a secure email service to protect you and your information. To view the email, you must follow the instructions above. If you think you may have received this in error, please call customer service using the telephone number on the back of your UMR ID card.

Mobile device users

Forward your message to <u>mobile@res.cisco.com</u>. You will be emailed a link where you can enter your password and view the secure email message.

For help opening securedoc.html

See https://res.cisco.com/websafe/help?topic=RegEnvelope

To initiate a new email message

See https://res.cisco.com/websafe.