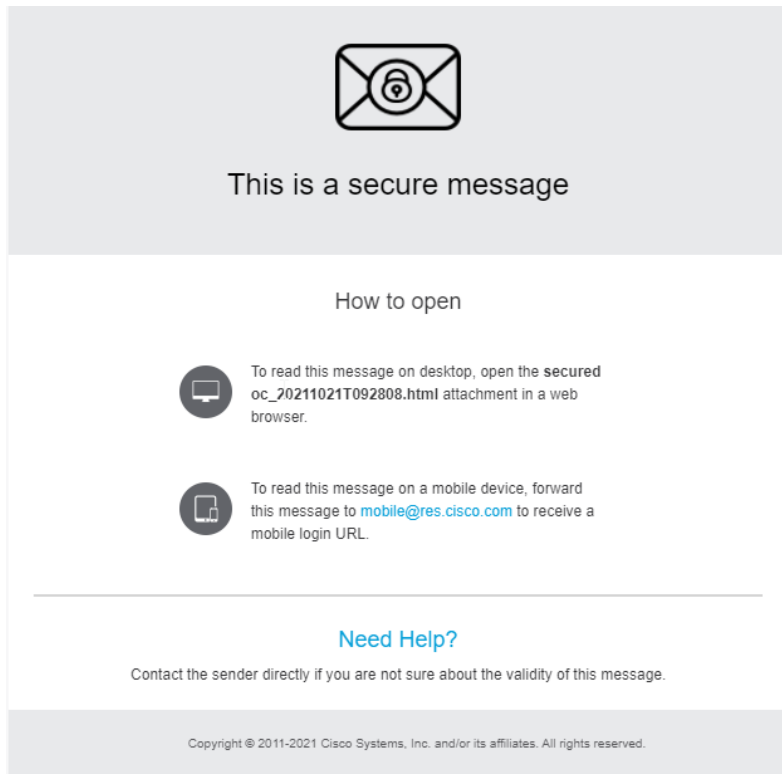


Date 10.21.21

When you receive your EpicCare Link Username and Password it will be provided via Secure Email. Secure Email is used to protect your password and to verify your identity. This is a multistep process and this document will guide you through steps for accessing your username and password via Secure Email.

IMPORTANT: Registering for Secure Email does NOT finalize your EpicCare Link Sign-On. Follow the steps in the EpicCare Link – How to Log In Tip Sheet included with this tip sheet.

1. You will receive a Secure Email with your username and password. The Email will display a message like this:



2. The Location of the Attachment will depend on your email system.

3. Open the Attachment to Open the Secure Email Registration page.



Secure Email Encryption Service

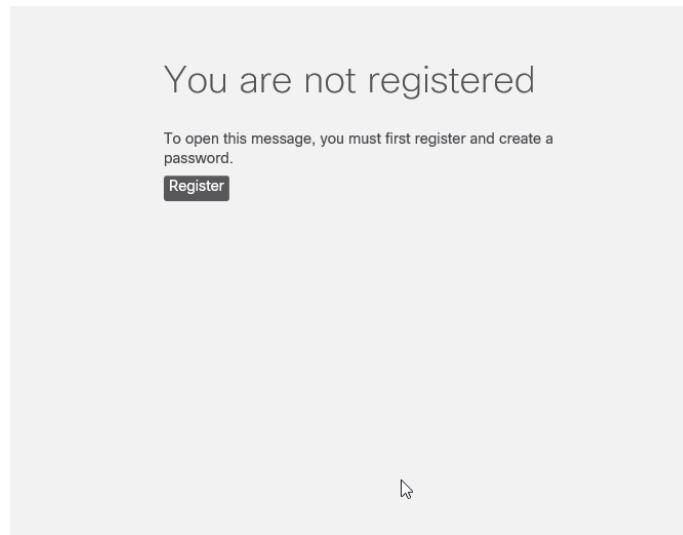


If you are a new user, select your email address and click **Open** to create an account.

If the Open button does not appear, forward the original email to mobile@res.cisco.com.

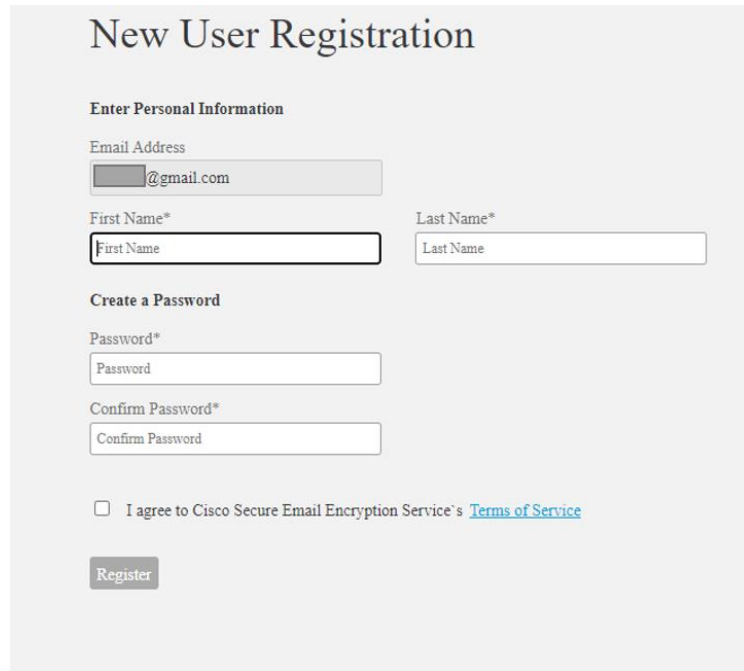
[My address is not listed](#)

4. Choose your email address from the Drop-Down Menu.
5. Leave the Password Field Blank and Click Open.
6. A message will display indicating you are not yet registered for Secure Email.



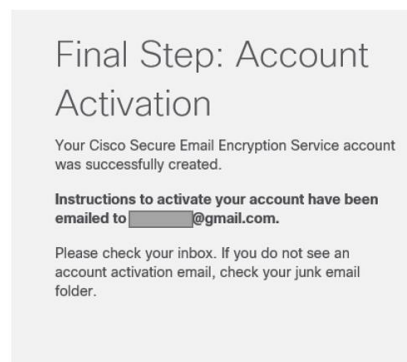
7. Click Register.

8. A window displays asking you to Register for Secure Email.

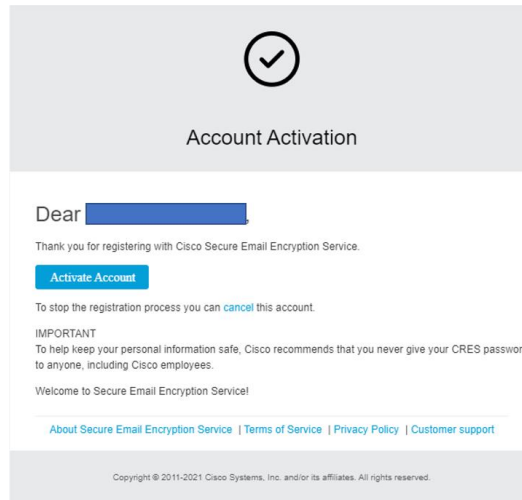


- a. Enter your First Name and Last Name
- b. Create a Password
- c. Confirm the Password
- d. Click the Check Box for agreeing to the Terms of Service
- e. Click Register.

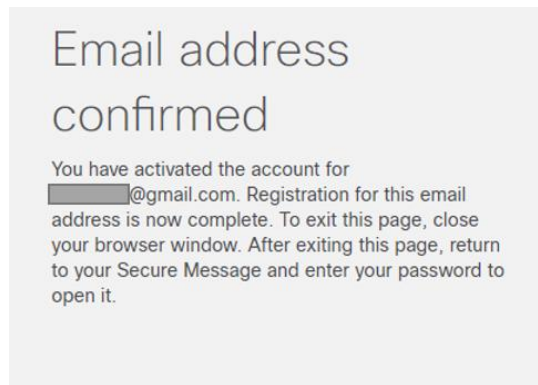
9. A message will display with instructions for the Final Step to Activate your Secure Email Account



10. An email will be sent to your email address with a button to Activate your Account.



11. A message will display confirming that Registration is complete.

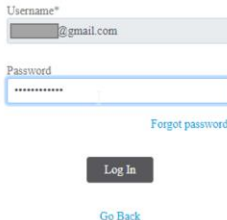


12. Return to the original email in your inbox.

13. Open the attachment again.

14. You will be prompted to enter the Username (your email address) and the Password you just created.

Secure Email Envelope Service



The screenshot shows a login form. It has two input fields: 'Username*' with a grey background and a blue border, containing '[redacted]@gmail.com'; and 'Password' with a white background and a blue border, containing eight asterisks. Below the password field is a blue link that says 'Forgot password?'. At the bottom, there is a dark grey button labeled 'Log In' and a blue link labeled 'Go Back'.

15. The Email Containing your EpicCare Link User Name and Password will display. Open the message and follow the instructions in the EpicCare Link – How to Login tipsheet attached.