Use the following steps to open, read, and respond to secure emails from Maximus:

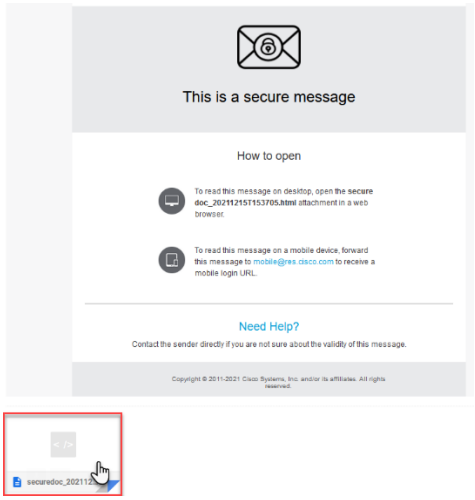
Registration

Before you can use secure email through Cisco, you will have to register. After receiving a secure email from Maximus, you will then register (only need to register once).

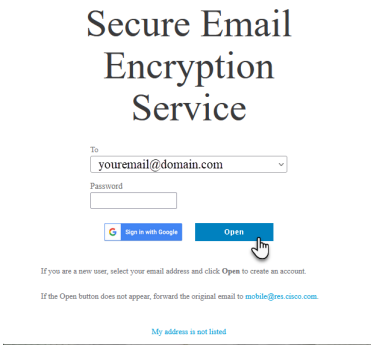
You only need to create an account if this is your first secure email response.

To register:

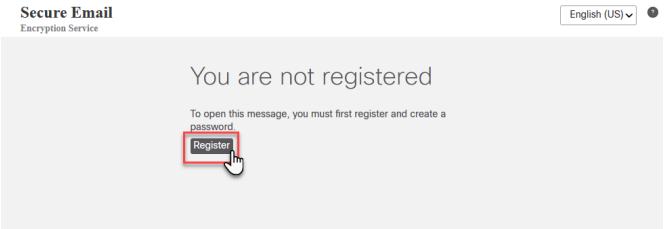
1. **Open up** the secure email that was sent to your inbox.
2. **Click** the attached document in the bottom left hand corner.



3. Type in your email in the log-in screen. This should populate in the drop-down menu.
4. Click **Open** once complete.

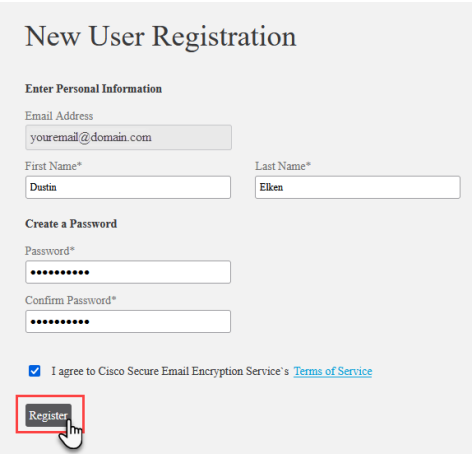


5. Click **Register** at the at the bottom of the registration screen.

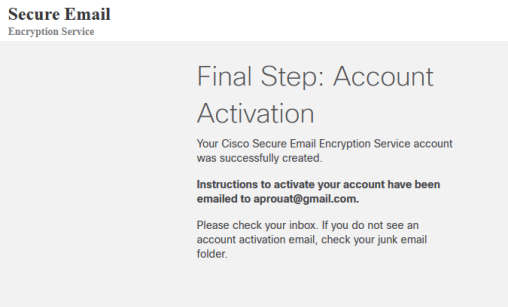


6. Fill out the **New User Registration** information.

7. Click **Register** once complete.

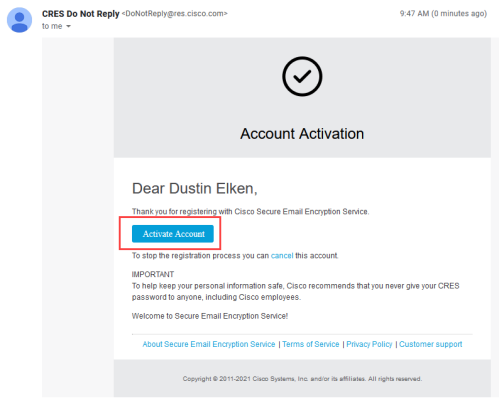


8. Wait for the **Final Step: Account Activation** page. Activation instructions will be sent to your correspoding email.

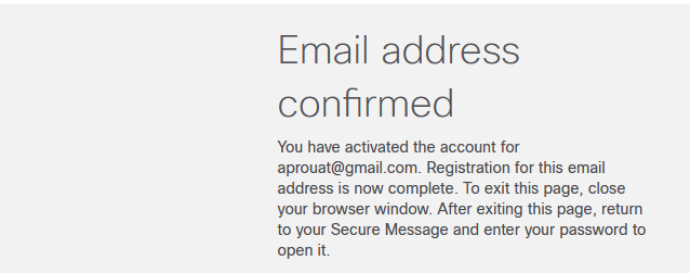


9. Open the email from sender **CRES Do Not Reply**.

10. Click on the **Activate Account** button.



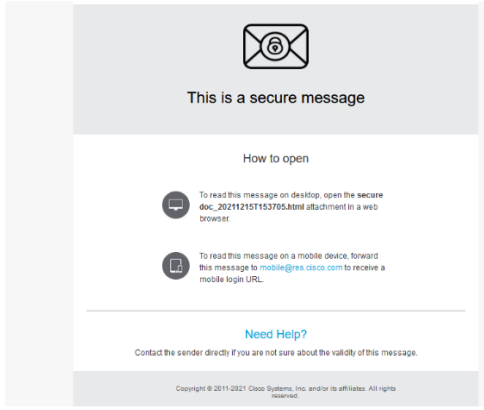
11. Wait for a **Email address confirmed** screen to populate. You have successfully activated your Cisco account.

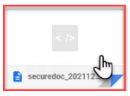


Reading and Responding to a Secure Email Using CISCO

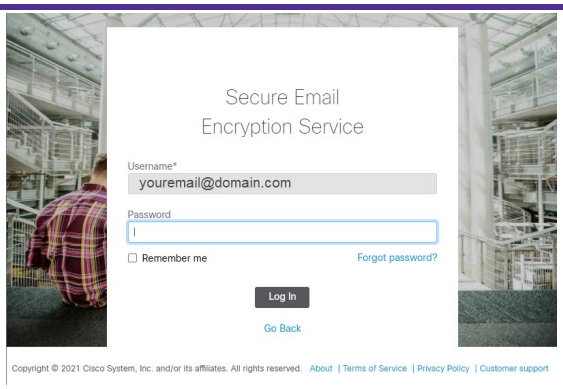
After fully activating your account:

1. Click the **secure email attachment** inside of the email.

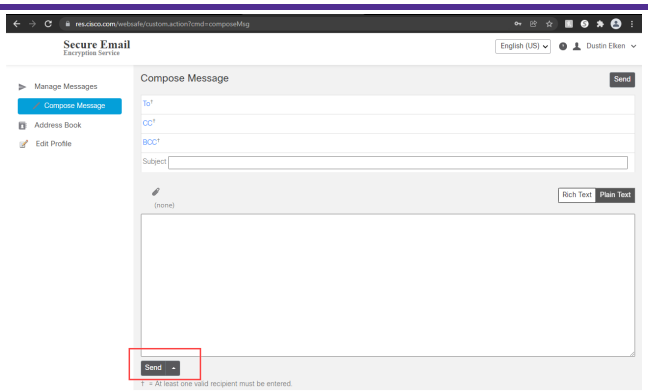




2. **Log in** with the email and password you set during registration to read the email.
   - Once logged in, you will be directed to the email.
   - Website: https://res.cisco.com/websafe/root



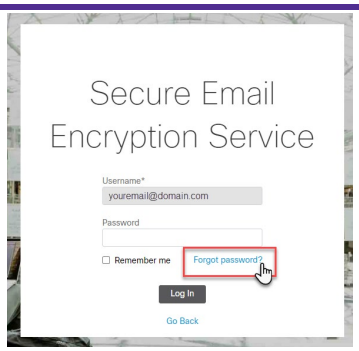
3. *If you want to respond to the email*, click **Reply** and type your message.
4. Click **Send** when complete.



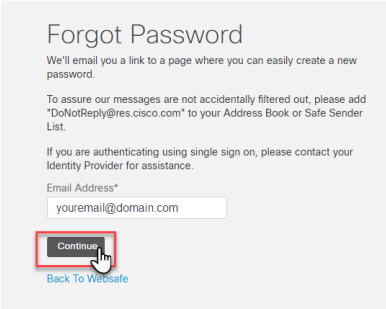
Resetting Your Password

If you are trying to open an email and can't remember your password:

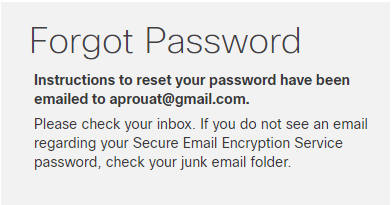
1. Click **Forgot Password.**



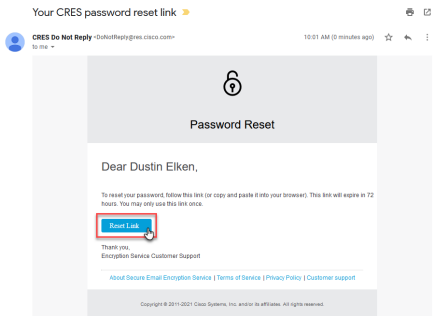
2. Review your email and change (if necessary) on the **Forgot Password** screen.
3. Click **Continue**.



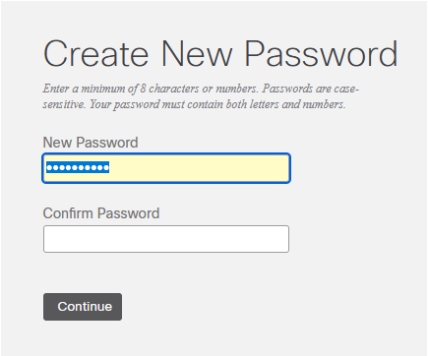
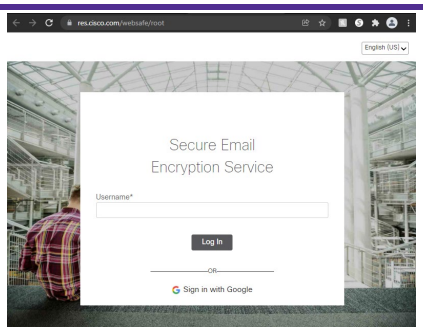
4. Wait for the *Forgot Password* screen to appear. Instructions on how to reset you password will be sent to your email.



5. Open the email from **CRES Do Not Reply**.
6. Click the **Reset Link** button.



7. Create your **new password**.
8. Re-type your new password in the **confirm password** box.
9. Click **Continue**.



10. Log into your account with the new password you created.