

# Email Encryption and Decryption



## Why will recipients receive a Sentara-encrypted email?

Encryption ensures the contents are confidential and inaccessible to unauthorized parties during transmission. This protects sensitive data from being intercepted or compromised by cyber threats, thereby maintaining the trust of patients and compliance with data protection regulations.

## How to open an encrypted email?

Depending on the email provider, the HTML attachment may appear at either the top or bottom of the message.

1. Click the **securdoc.html** attachment.
2. Download the file if prompted.
3. Log into the **Secure Email Encryption Service**.
4. Once successfully logged into the Secure Email Encryption Service, the email will then open normally.

# Step 1: Open the html attachment

Depending on the email provider, the HTML attachment may appear at either the top or bottom of the message.

1. Click on the `securedoc.html`, then proceed to log into the **Secure Email Encryption Services Login**
2. Download the html file if prompted.

RE: [secure] Your Sentara Health Plans Provider Update Request - [redacted]

[redacted] via CRES <mail\_delivery@res.cisco.com>  
To [redacted]

Retention Policy Sentara Two Years Retention Policy (2 years) Expires 4/23/2028

[Click here to download pictures.](#) To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**1** `securedoc_20260424T133704.html`  
145 KB

**How to open**

To read this message on desktop, open the **securedoc\_20260424T133704.html** attachment in a web browser.

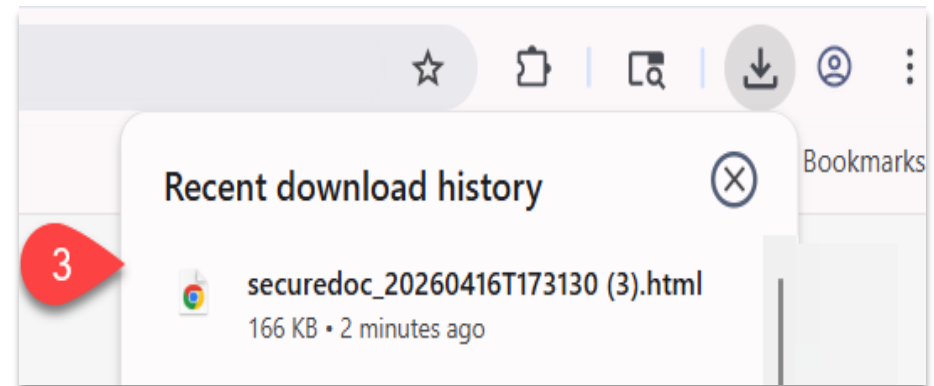
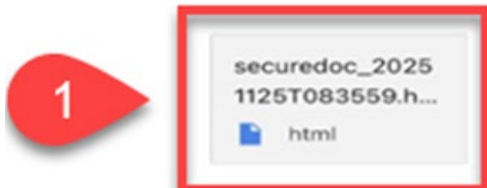
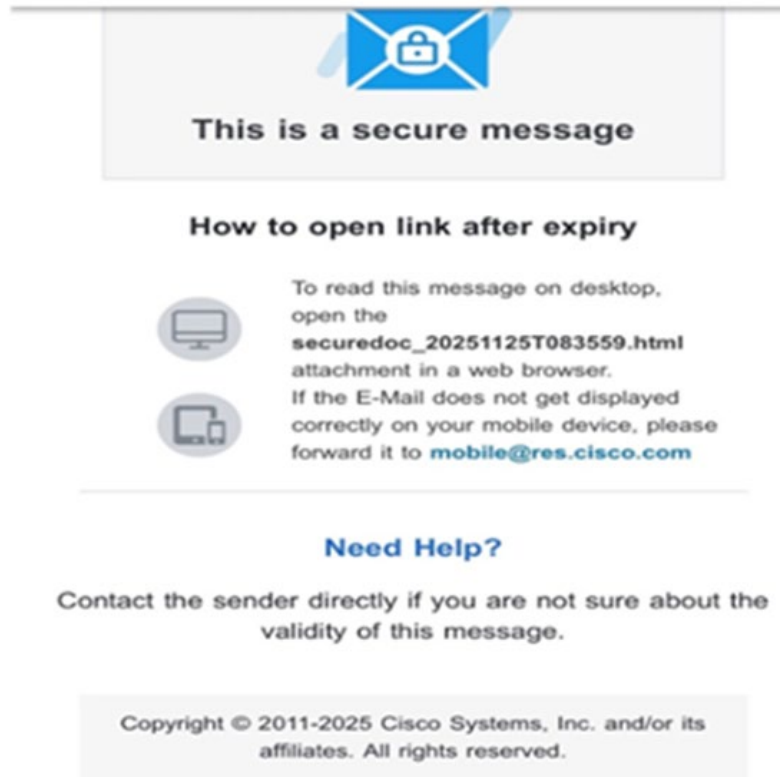
If the E-Mail does not get displayed correctly on your mobile device, please forward it to [mobile@res.cisco.com](mailto:mobile@res.cisco.com)

**Need Help?**

Contact the sender directly if you are not sure about the validity of this message.

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# Step 2: Download the attachment (if applicable)



# Step 3: Secure Email Encryption Services Login

1. **To:** Your email will automatically display
2. **Password:** Enter Your Secure Email Encryption Service Password.
  - If this is your first time using the Secure Email Encryption Service:
    - Click **Register** button
    - Create your password.
    - A confirmation page will appear once registration has been successfully completely.
    - If recipient will also receive an activation email and will need to click on the link to activate their account.

Message Security ● High

 Secure Email Encryption Service

To

[Register](#)

Click Register to create your Secure Email Encryption Service account. After your account is activated, go back to your inbox, reopen the secure message, and enter your credentials to view it.

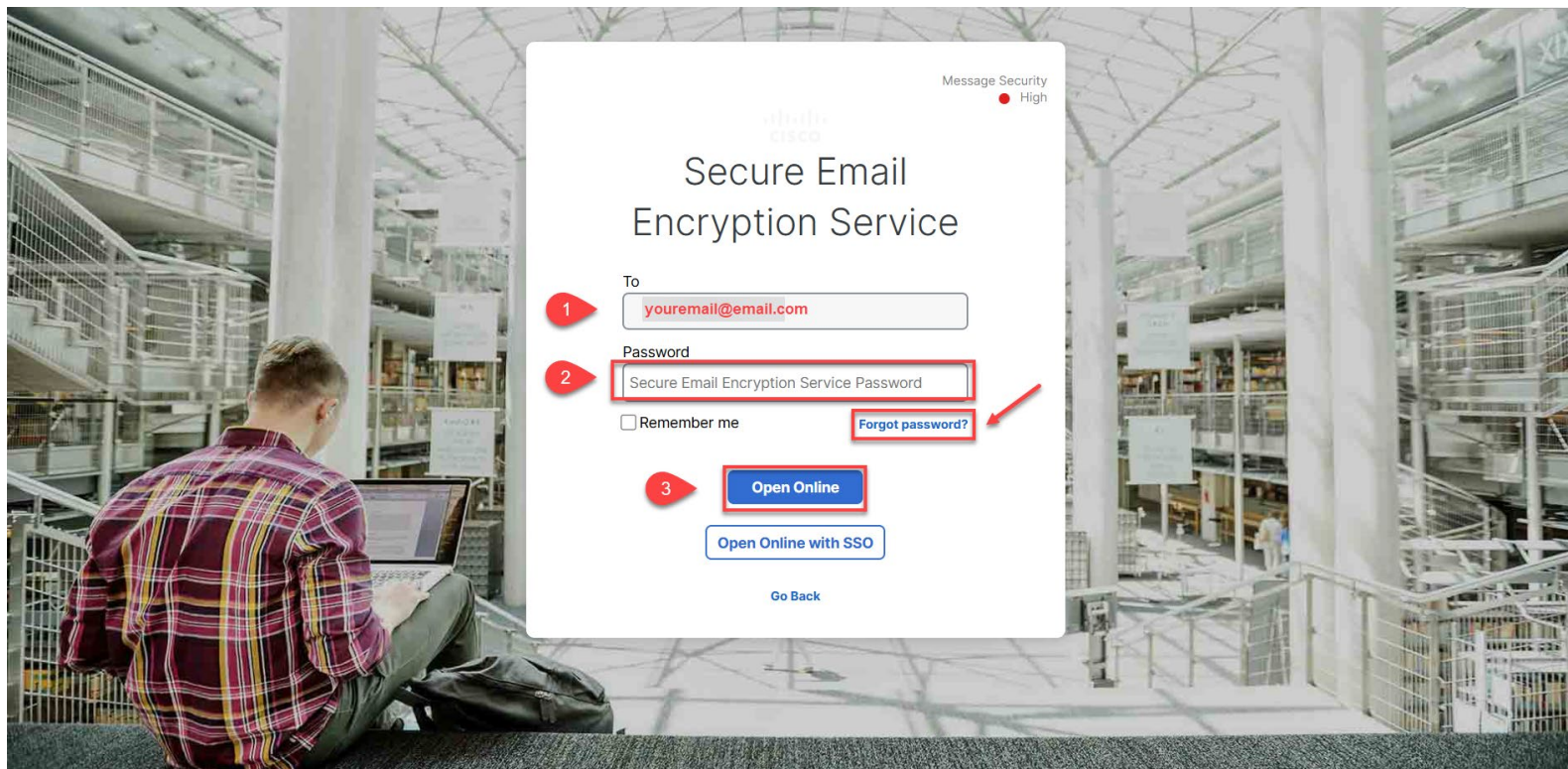
[Select a different address](#)

# Secure Email Encryption Services Login (continue)

- If you previously used Secure Email Encryption Service, you'll be prompted to enter password.
- If you do not remember your password, click on “**Forgot Password**”

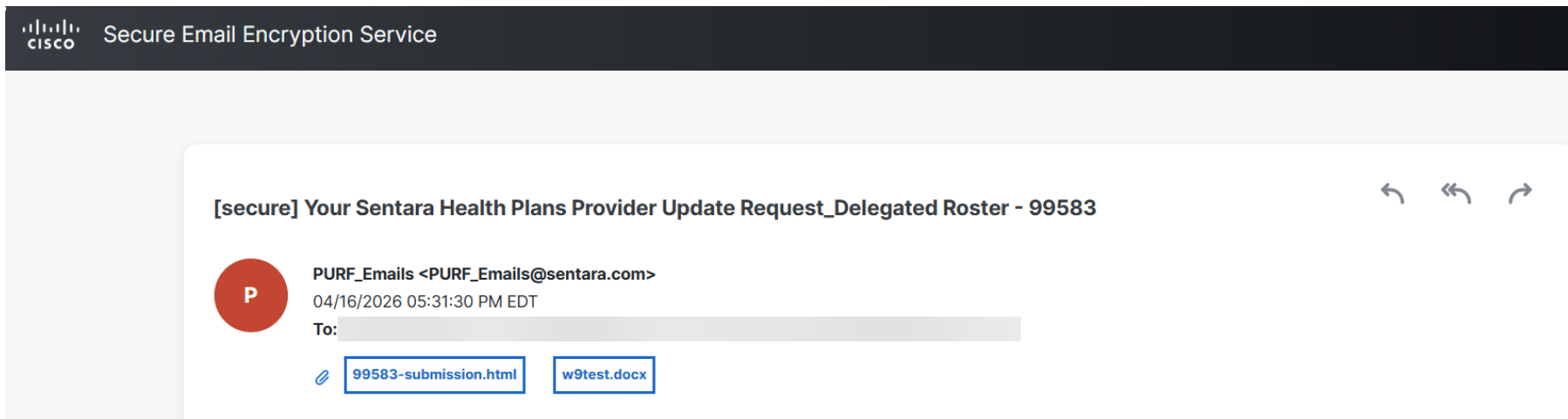
3. Click the “**Open Online**” button

4. The email message and attachment (if applicable) will open normally.



# Step 4: Decrypted Email

1. Once successfully logged into the Secure Email Encryption Service, the email will then open normally.
2. If any attachments, they can be accessed directly within the message.



## Step 5: Accessing an Expired Secure Message

Encrypted envelope storage is retained for **14 days** after the secure link expires. You can still access the message by:

- Opening the securedoc.html in a **web browser**
- Forwarding the message to **mobile@res.cisco.com**