

Opening secure e-mails – A guide for foster carers

AfC staff are able to send foster carers e-mails securely through a system called CRES (Cisco Registered Envelope Service) by putting [official sensitive] in the subject line. When you first receive such an e-mail, the system will prompt you to set up an account. First, you have to click on the attachment in your secure e-mail, called 'securedoc' and by doing so you will open a webpage. Click the blue 'Open' button to create a new account,

Subject: [official sensitive]

Password:



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](#)



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then click 'Register'. Put in your details, then click 'Register' again. Instructions on how to activate your account will then be sent to your e-mail address. You will receive an e-mail with a link that says 'click here to activate your account'. Once you have opened this link your account will go live. Following the activation of your account you can go back to the original secure e-mail, click on the attachment and enter your password to open it.

You can respond to these e-mails by clicking on the reply button in the right hand corner. You can also add attachments to your e-mail by clicking on the 'Attachments' button, just like you would in a regular e-mail.

Subject: RE: [official sensitive]

Attachments
(none)

Message: [Rich Text](#)

-----Original Message: