

## Molina ePortal Secure Email Guide

This step by step guide is designed to help you retrieve your password via Secured email for your newly created ePortal user account.

1. Once your administrator has created your login account within ePortal, you will receive an email to the account that your administrator specified.
2. When you open this email you will see a message like the following:

**You have received a secure message**

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**Read your secure message by opening the attachment, securedoc.html.** You will be prompted to open (view) the file or save (download) it to your computer. For best results, save the file first, then open it in a Web browser. To access from a mobile device, forward this message to [mobile@res.cisco.com](mailto:mobile@res.cisco.com) to receive a mobile login URL.

If you have concerns about the validity of this message, contact the sender directly.

**First time users** - will need to register after opening the attachment.  
**Help** - <https://res.cisco.com/websafe/help?topic=ReqEnvelope>  
**About Cisco Registered Email Service** - <https://res.cisco.com/websafe/about>

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 **securedoc.html**  
101K [View](#) [Download](#)

3. This email contains basic info on how to view your Secured email. Open the attached securedoc.html file. This will automatically direct you to the Secured email server where your message is stored.
4. If this is your first time using Secured email from Molina, you will be required to register your email account with the server. If you have already registered skip to step 8.



April 3, 2009  
2:41:15 PM PDT  
Message Security: Medium

[Help](#)

From: Jason Holdsclaw  
<Jason.Holdsclaw@MolinaHealthCare.com>  
To: **user@email.com**  
Subject: **Secure Email**

To open this message, first click the button to register. After registering, come back to continue opening the message.

**REGISTER**



[Select a different address](#)

Cisco Registered Envelope Service



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5. Simply fill in the requested information and create your security questions. These security questions are used to verify your identity if you forget your password. Once the required fields have been filled out, click “Register” at the bottom of the page. See below for a picture of the New Registration page:

## NEW USER REGISTRATION

\* = required field

### Enter Personal Information

Email Address

Language

*The language setting will be stored for future login and email notifications.*

First Name\*

Last Name\*

### Create a Password

Password\*

*Enter a minimum of 6 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.*

Confirm Password\*

Personal Security Phrase

*Enter a short phrase that only you will know. This phrase will appear on message envelopes when you log in. When you see your phrase, you know you are logging in to our secure site.*

### Select 3 Security Questions

*You will be asked these questions in the future if you forget your password.*

Question 1\*

Answer 1\*

Confirm Answer 1\*

Question 2\*

Answer 2\*

Confirm Answer 2\*

Question 3\*

Answer 3\*

Confirm Answer 3\*

Remember me on this computer



6. Once you have successfully completed registration you will see this confirmation message.

## NEW USER REGISTRATION

Thanks! You've created a Cisco Registered Envelope Service account. To complete your registration, please activate your account.

### How to Activate Your Account

#### Check Your Email

You will soon receive an email message at:  
**user@email.com** Follow the instructions in the email to activate your account.

To exit this page, close your browser window.

7. At this point you will receive an email that will look like the below image. Follow the instructions and click the activation link in the email.

**Activation**

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Dear **Mr. User**

Thank you for registering with Cisco Registered Envelope Service. To complete your registration, you must confirm your intent to register and your acceptance of the Terms of Service by activating your account.

[Click here to activate this account.](#) 

You can also activate this account by going to <https://res.cisco.com/websafe/activate> and entering this confirmation number: a6edd0f58494f76d7f00000193adddba

To stop the registration process you can cancel this account.

[Click here to cancel this account.](#)

You can also cancel this account by going to <https://res.cisco.com/websafe/cancelActivation> and entering this cancellation number: a6edd0f58494f76d7f00000193adddba

**IMPORTANT**  
To help keep your personal information safe, Cisco recommends that you never give your CRES password to anyone, including Cisco employees.

Welcome to CRES!

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To know more about Cisco Registered Envelope Service, see <https://res.cisco.com/websafe/about>  
Terms of Service: <https://res.cisco.com/websafe/termsOfService>  
Privacy Policy: <http://www.ironport.com/privacy/>

8. At this point you will open the SecureDoc.html attached to the original Secured email you received and will be directed to the login page.

**CISCO**

[Help](#)

April 3, 2008  
2:41:15 PM PDT  
Message Security: Medium

**From:** Jason Holdsclaw  
<Jason.Holdsclaw@MolinaHealthCare.com>

**To:** user@email.com

**Subject:** **Secure Email**

**Password:**   
[Forgot password?](#)

Remember me on this computer.

**Personal Security Phrase**  
*Your personal phrase is not enabled on this machine.*  
[More info](#)

**OPEN**

[Select a different address](#)  
If you experience problems opening this message, try to [Open Online](#)

**Cisco Registered Envelope Service**

**CISCO**

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9. Now login with the password that you created during registration view the secured email message sent to you. This Secured message will have your login information you can use to then login to Molina Self Service ePortal site.