



IRONPORT EMAIL ENCRYPTION

CISCO Telephone Support
Toll Free 1-866-412-6113
M-F 8am to 8pm EST
Email: support@res.cisco.com
Additional Resources:
[IronPort Frequently Asked Questions](#) [FAQ]

NON-AHCA EMPLOYEE Frequently Ask Questions [FAQ]

WHY AM I RECEIVING ENCRYPTED MESSAGES?

IT'S THE LAW

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) is the Federal law that requires the Agency for Health Care Administration to encrypt any e-mail that contains Protected Health Information (PHI) when it is sent outside the Agency.

WHERE DO I GO TO FOR HELP WITH IRONPORT?

Call CISCO Telephone Support toll free number: 1-866-412-6113. CISCO is the vendor contracted by the Agency for Health Care Administration to secure and encrypt e-mail messages that contain PHI data. Cisco will be able to help you with registration, technical assistance, resetting your account, problems connecting to their server, or instructions on how to open a secured message. AHCA will not be able to reset your CISCO account or password.

HOW DO I FORWARD AN ENCRYPTED [SECURED] EMAIL?

Secured messages can be opened only by the person to whom the message was originally sent. If you need to forward the secured email, open the message from the secured site and then forward the opened email.

HOW LONG DO I HAVE BEFORE I ACCESS MY ENCRYPTED MESSAGE FOR THE FIRST TIME?

An encrypted message will expire and be removed after approximately 2 weeks if it has not been opened. If the message is not available, ask the AHCA employee to resend the information to you.

IS THERE A WAY TO HAVE ENCRYPTED MESSAGES SENT TO MY MAILBOX?

Encrypted emails sent from AHCA are managed by CISCO IronPort system. All encrypted email messages must be retrieved from this location.

IF I AM OUT OF THE OFFICE, CAN SOMEONE ELSE RETRIEVE ENCRYPTED MESSAGES FROM MY ACCOUNT?

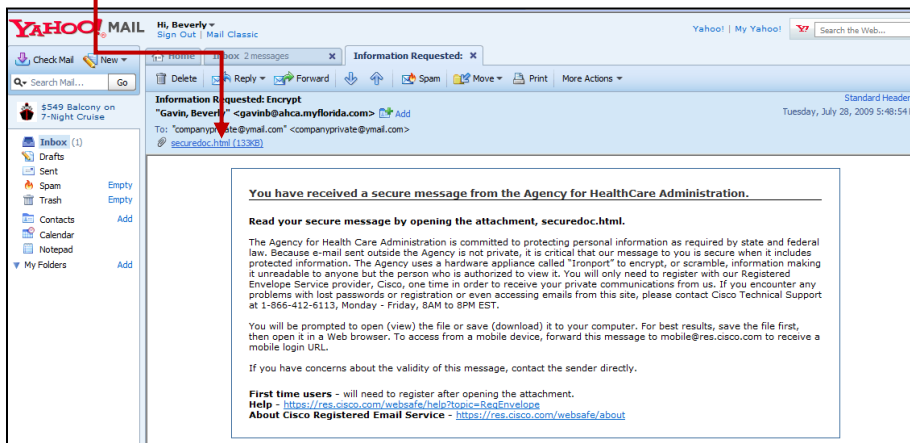
No. Secured messages can be opened only by the person for whom the message was originally sent.

HOW DO I OPEN AN ENCRYPTED EMAIL MESSAGE?

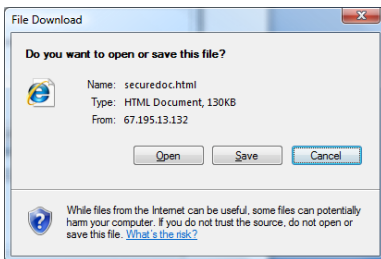
STEP 1: OPEN THE EMAIL RECEIVED FROM THE AGENCY FOR HEALTH CARE ADMINISTRATION

When an encrypted (or secured) email is received, your email service will show the email as a message pertaining to how the Agency for Health Care Administration is committed to protecting personal information as required by state and federal law.

Look under the **To:** field where your personal email address is shown and click the link that reads “**securedoc.html**”.



NOTE: If your Internet Explorer Pop-up Blocker is turned, you will need to turn this feature off.



From the File Download box, click **Open** and the **CISCO Registered** envelope will appear.

IMPORTANT NOTICE ABOUT FORWARDING A SECURED EMAIL

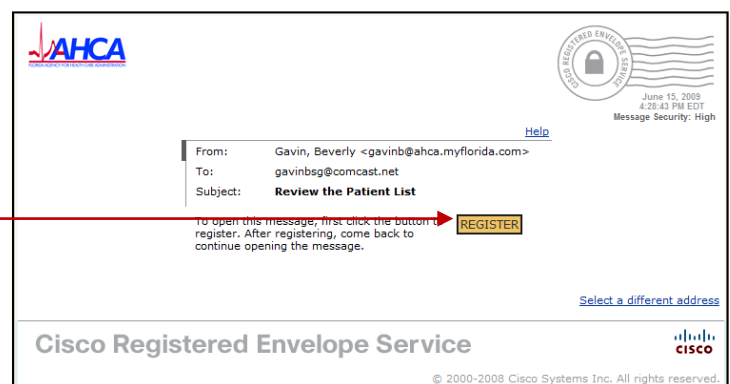
SECURED MESSAGES CAN BE OPENED ONLY BY THE PERSON FROM WHOM THE MESSAGE WAS ORIGINALLY SENT.

IF YOU NEED TO FORWARD THE SECURED EMAIL, OPEN THE MESSAGE FROM THE SECURED SITE AND THEN FORWARD THE OPENED EMAIL.

STEP 2: REGISTER YOUR EMAIL ADDRESS WITH CISCO

NOTE: This is a one-time registration process.

When you receive the Registered Envelope for the first time, you must register with the service. To do this, click the **Register** button located on the picture of the envelope. A new Registration Form will appear



NEW USER REGISTRATION * = required field

Enter Personal Information

Email Address: companyprivate@gmail.com

Language: English

First Name*: []

Last Name*: []

Create a Password

Password*: []

Confirm Password*: []

Personal Security Phrase: Daughter's Name

Select 3 Security Questions

Question 1*: What is your father's middle name?

Answer 1*: []

Confirm Answer 1*: []

Question 2*: What was the make of your first car?

Answer 2*: Monte Carlo

Confirm Answer 2*: Monte Carlo

Question 3*: What city did you attend your high school in?

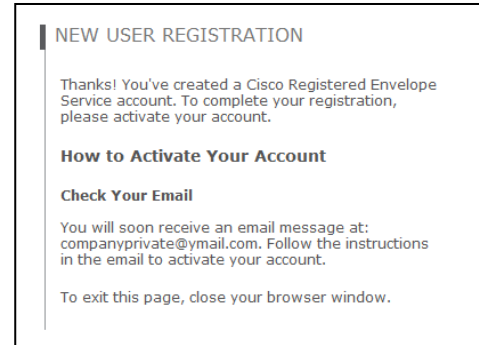
Answer 3*: Tallahassee

Confirm Answer 3*: Tallahassee

Remember me on this computer

Register

Complete the **ONE TIME NEW REGISTRATION FORM** then click the **Register** button.



STEP 3: ACTIVATE YOUR ACCOUNT

After you have registered, a message will appear with instructions on **How to Activate Your Account**. Simply, **Check Your Email**.

You will receive a **new email** message similar to the picture below.

From	Subject	Date	Size
Do Not Reply	Please activate with CRES	Thu, 7/30/09 1:30 PM	8KB
Gavin, Beverly	Information Requested: Encrypt	Tue, 7/28/09 5:48 PM	184KB
Yahoo!	Welcome to Yahoo!	Tue, 7/28/09 3:12 PM	1KB

Open the email message and follow instructions to activate your account.

1. Click the link: **Click here to activate this account**. An **EMAIL ADDRESS CONFIRMED** notification appears stating that an account has been activated for you.

The screenshot shows an email header from 'Do Not Reply <DoNotReply@res.cisco.com>' to 'companyprivate@ymail.com' dated Thursday, July 30, 2009. The main body of the email is titled 'Activation' and addresses Beverly Simmons-Gavin. It thanks her for registering and provides a link to activate the account. A red arrow points from the text 'Click here to activate this account' in the email to a separate window titled 'EMAIL ADDRESS CONFIRMED'. This window contains the text: 'You have activated the account for companyprivate@ymail.com. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Registered Envelope and enter your password to open it.'

STEP 4: OPEN THE SECURED EMAIL

When you close the **EMAIL ADDRESS CONFIRMED** window, the **Cisco Registered Envelope Service** appears. Enter your **Password**: then click **OPEN ONLINE** to open the secured email message.

The screenshot shows the Cisco Registered Envelope Service login interface. It features the AHCA logo (Agency for Health Care Administration) and a 'Registered Envelope Service' stamp. The login form includes fields for 'From: Gavin, Beverly <gavinb@ahca.myflorida.com>', 'To: companyprivate@ymail.com', and 'Subject: Information Requested: Encrypt'. A 'Password:' field is present with a 'Forqot password?' link below it. There is a 'Remember me on this computer.' checkbox and an 'OPEN ONLINE' button. A 'Personal Security Phrase' section states 'Your personal phrase is not enabled on this machine.' with a 'More info' link. At the bottom, there is a 'Select a different address' link and the text 'Submit your password above to open your message online'. The Cisco logo and copyright information '© 2000-2008 Cisco Systems Inc. All rights reserved.' are also visible.

REMEMBER: You only have to register your email address one time. After your account has been created, future encrypted messages can be opened by entering your Password: then click Open Online.