

Email Encryption Guide

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Secure email messaging

Fidelity International Customer Guide

Introduction

Fidelity has always considered the protection of sensitive information to be a foundation of customer trust and sound business practice.

As part of our commitment to protecting your information we provide a secure

communication service over the internet, which allows us to send and receive encrypted messages from you.

This document provides you with a step by step guide on how to retrieve and reply to encrypted email from Fidelity International.

2. The Process

The following section outlines the process and the steps you need to follow.

Step 01: Opening the Notification

The secure message arrives as a notification email with an attachment called securedoc.html. We will usually communicate with you prior to sending a secure message, so that you know to expect it.



Step 02: Download & Open the Attachment

To view the actual encrypted mail, you will need to download the attachment (securedoc.html). It is recommended to download the attachment to your drive and open it from there. On opening the following screen will be displayed:

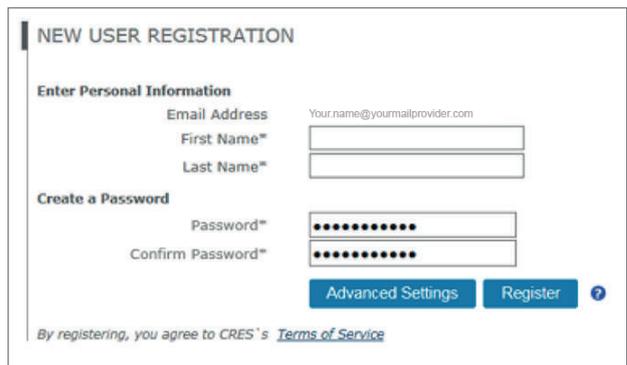


Note: Mobile users may not be able to download the HTML file format due to OS incompatibility. Please refer to section 3 "Accessing via Mobile" to continue.

Step 03: Registering as New Users

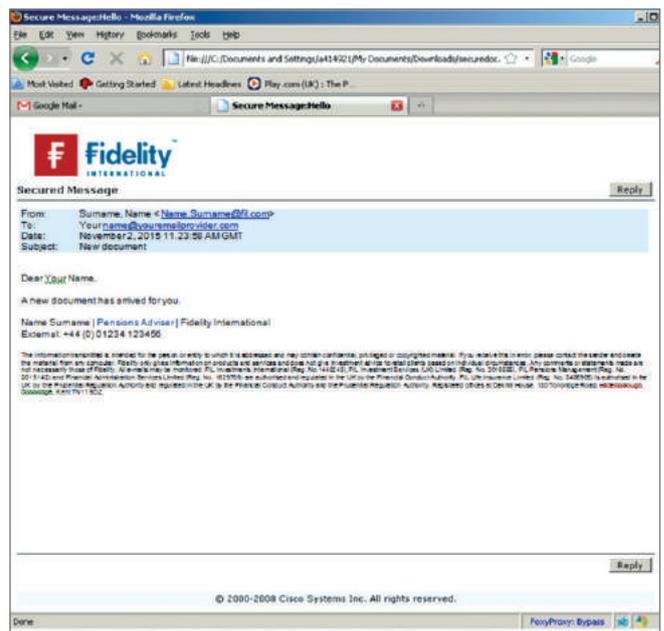
First time users will need to register their email ID by clicking the "Register" button and fill up the requested details; if the email account is already registered an "open" button is provided to click and read the message.

If you need to register you will be brought to a page requesting you to fill in your email address and a personal password. The password you enter when registering is the password that you will use every time you wish to open an encrypted email in the future.



The following is a screen shot of this registration form. The last step for registration will require clicking an activation link received sent to your email after clicking the "Register" button. Once registration has been completed the user should return to the envelope message received.

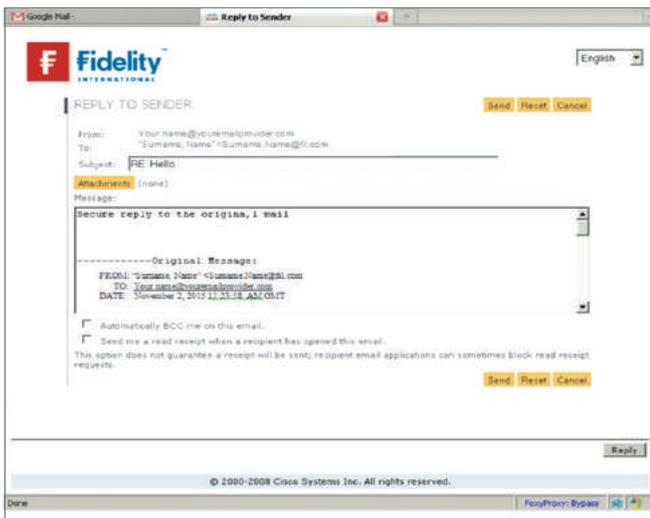
Enter your new password and click on Open. The original email will then be opened and decrypted as follows:



Step 04: Reply to Secure Messages

On the right of the screen there is a “reply” button. You can use this to send a secure reply back to the Fidelity adviser. Please note you must reply within this secure message and not reply to the initial notification email.

Once again, this opens up within a browser window rather than your email program.



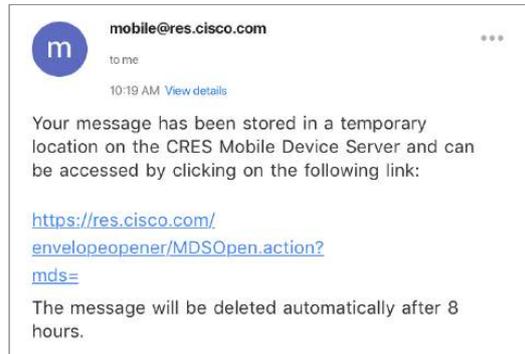
This return mail is decrypted and will then appear in the Fidelity user’s inbox as a normal mail.

3. Accessing via Mobiles

Step A: Getting an Access Link

After you receive the secure message as an notification email on your phone client, forward the email including the securedoc.html attachment to mobile@res.cisco.com.

After a couple of minutes, you will receive a mobile friendly secure email notification from mobile@res.cisco.com with a link within the email content that will lead you to the secure message login page.



Note: The link will only work for a limited time of 8 hours¹, after which you will need to resend the original notification to mobile@res.cisco.com to receive a new link.

Step B: Accessing the Secure Message

Click on the link mentioned in the email starting with https://res.cisco.com/envelopeopener... this will lead you to a mobile browser page where you will need to verify your email by selecting it from a drop down list.



First time users will need to register their email ID by clicking the “Register” button and fill up the requested details; if the email account is already registered an “open” button is provided to click and read the message.

If you need to register you will be brought to a page requesting you to fill in your email address and a personal password. The password you enter when registering is the password that you will use every time you wish to open an encrypt email in the future.

Continue as per the Step 04 in the Process section to continue to reply to the secure message.

Cisco End-User Guide

iOS Devices: [Configuring and Using Cisco Business Class Email for iOS](#)

Android Devices: [Configuring and Using Cisco Business Class Email for Android](#)

¹Only applicable for links received from mobile@res.cisco.com. This is not applicable for the desktop html file.

4. Password Reset Process

a) To reset your password, click on Forgot password.



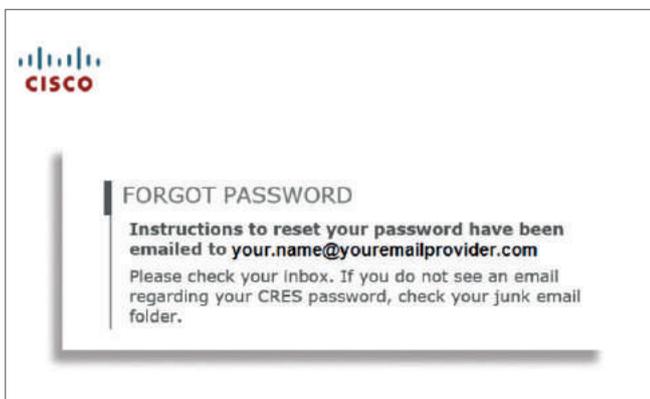
e) Choose a new password and then click on continue.

b) Enter your registered email address and click on continue.



c) Password reset instructions will be sent to your registered email address.

f) Your new password has been updated successfully. Use your new password to open the secure message.



d) Click on the password reset link sent to your registered email address.