

Secure Email Guide

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Introduction

This guide provides an overview of the Prudential Secure Email service.

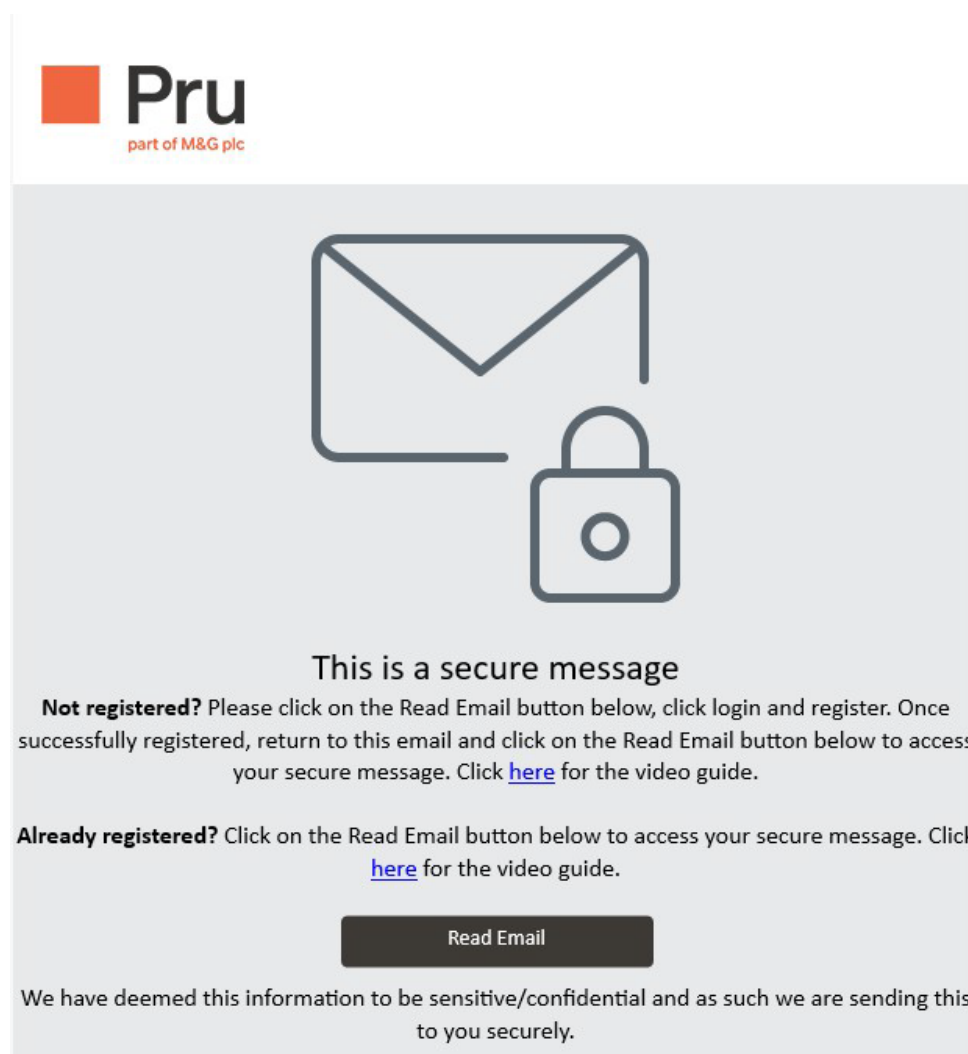
The purpose of secure email is to enable Prudential to process sensitive information securely when communicating with our customers

This guide has been provided to help answer any common questions you have around the use and features within the secure email system.

Receiving a Secure Email Notification

When you receive a secure email from Pru, the notification will look like:

@	From	Subject	Received ▼
@	Customer, Forward Pru	[protect] Secure Message from Pru	Wed 05/06/2024 12:42



To open the message simply click the Read Email button.

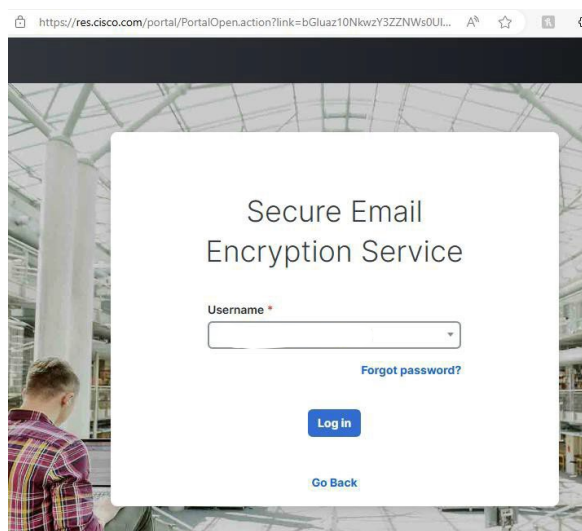
Video guides:

In addition to the helpful steps outlined in this PDF guide we have produced a series of video guides to help customers transition to the new CSEES system:

- [How to register with CSEES](#)
- [How to access a secure email in CSEES](#)
- [How to retain \(BCC\) and view your sent secure items in CSEES](#)
- [Link expiry guide – Windows users](#)
- [Link expiry guide – Mac users](#)
- [Link expiry guide – Mobile users](#)

First time registration

The first time you receive a secure email from Pru you must register to use the service. After clicking Read Email you will be taken to the browser and presented with the login box below.



Check your email address is shown correctly and then click login. You will then be prompted to register.

You are not registered

To open this message, you must first register and create a password.

[Register](#)

Click Register and you will be prompted to complete a simple form to register your email address and set a password*. Add your First Name, Surname and create a password. You will also need to accept the Terms Of Service by ticking the box and then click Register.

***Passwords must be a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must not contain symbols.**

New User Registration

Enter Personal Information

Email Address

First Name*

Last Name*

Create a Password

Password*

Confirm Password*

☐ I agree to Cisco Secure Email Encryption Service's [Terms of Service](#)

[Register](#)

Final step, after clicking Register you will receive the prompt below indicating an activation message has been emailed to the email address you are registering.

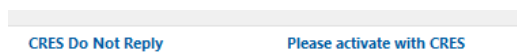
Final Step: Account Activation

Your Cisco Secure Email Encryption Service account was successfully created.

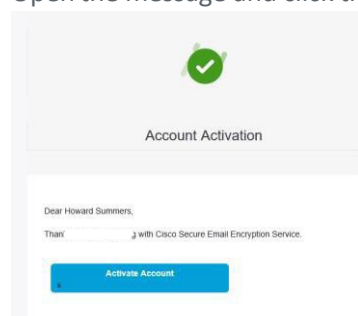
Instructions to activate your account have been emailed to -----

Please check your inbox. If you do not see an account activation email, check your junk email folder.

The activation message will appear in your inbox as follows:



Open the message and click the Activate Account button to complete the registration process.



Self-Registration Enrolment:

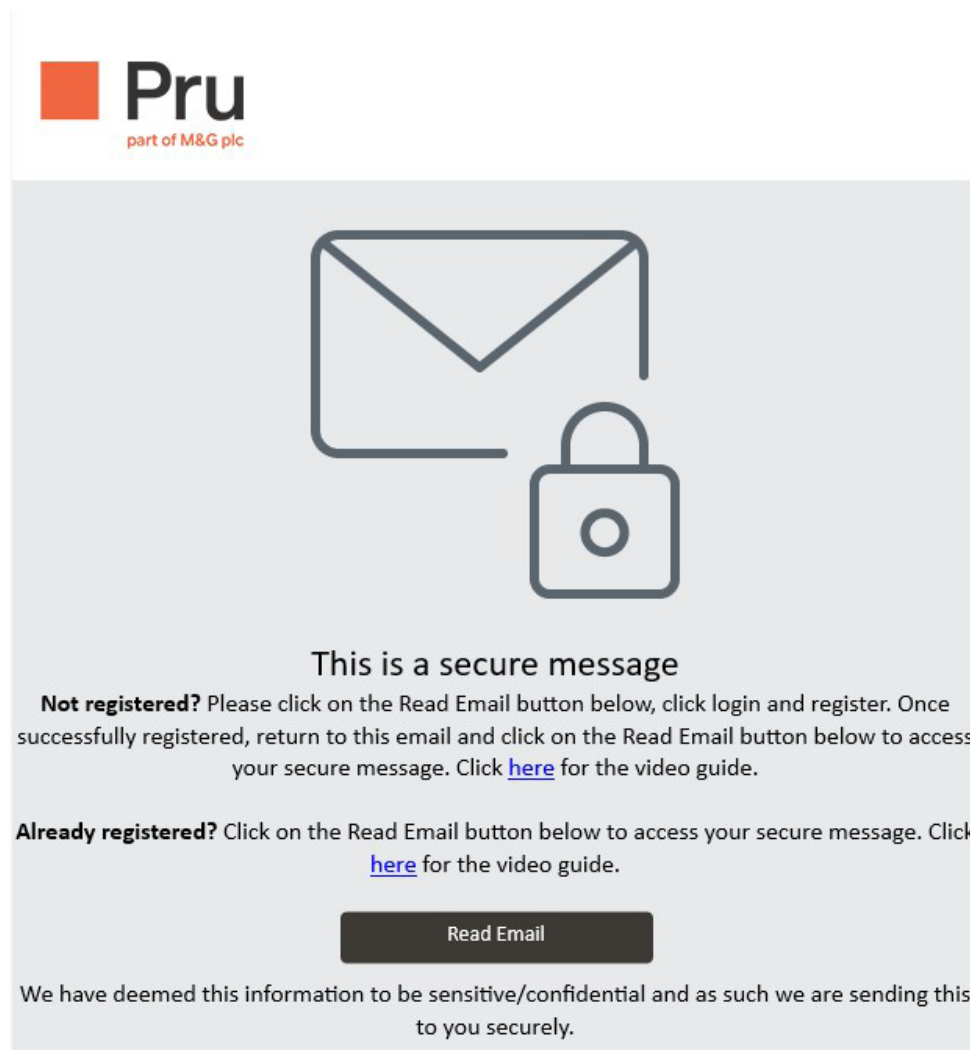
If you have not yet received a secure message from Prudential to prompt the registration process for CSEES.

You can send a blank email to the following email address: secureregistration@prudential.co.uk within a few minutes you will receive an automated secure message to your inbox which will prompt you to register with CSEES. Upon registering with CSEES the automated secure registration email will contain a URL link which will allow you to compose a new secure message to Prudential.

Helpful Tip: if you have sent an email to secureregistration@prudential.co.uk and are unable to locate the automated secure email, please ensure that you check all of your spam folders and filters within your personal inbox.

Opening, reading and replying to Secure Email

After registration, open the new message from Pru and again click the Read button:



With your email address registered, you will now receive the prompt below. Ensure your email address is shown in the username box and click the Log in button, on the next screen you will be prompted for the password you set during registration, click Log in:



Secure Email Encryption Service

Username *

Forgot password?

Login

Go Back

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About Terms of Service Privacy Policy Customer Support

AA res.cisco.com



Secure Email Encryption Service

Username *

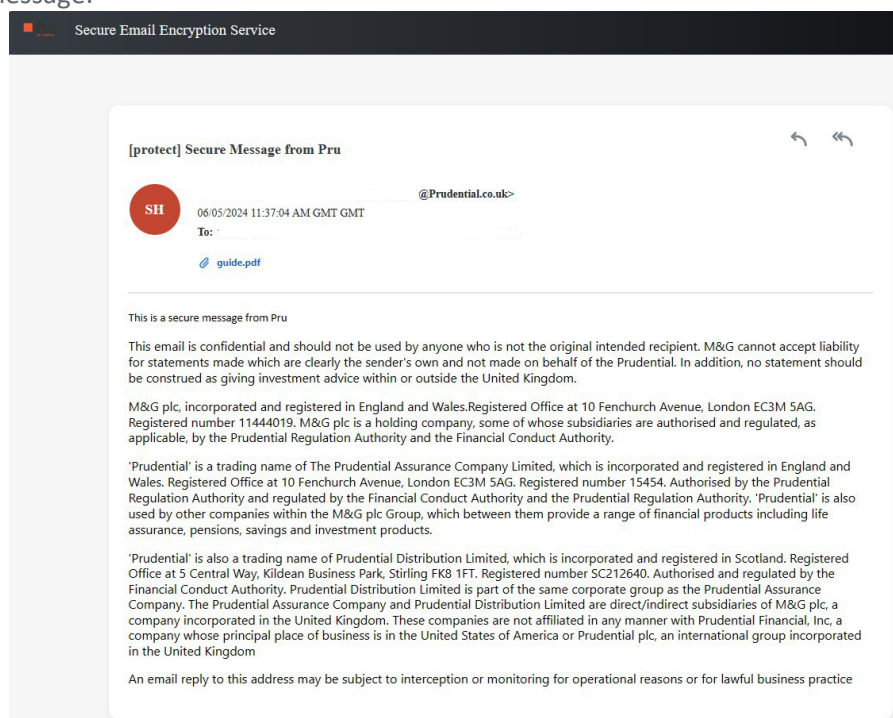
Password

Forgot password?

Login

Go Back

Once logged in, the secure message you have received from Pru will open in the browser. You have the option to click and download attachments. To reply or reply all simply click the curly arrows in the top right hand corner of the message:



Secure Email Encryption Service

[protect] Secure Message from Pru

SH @Prudential.co.uk>

06/05/2024 11:37:04 AM GMT GMT

To:

guide.pdf

This is a secure message from Pru

This email is confidential and should not be used by anyone who is not the original intended recipient. M&G cannot accept liability for statements made which are clearly the sender's own and not made on behalf of the Prudential. In addition, no statement should be construed as giving investment advice within or outside the United Kingdom.

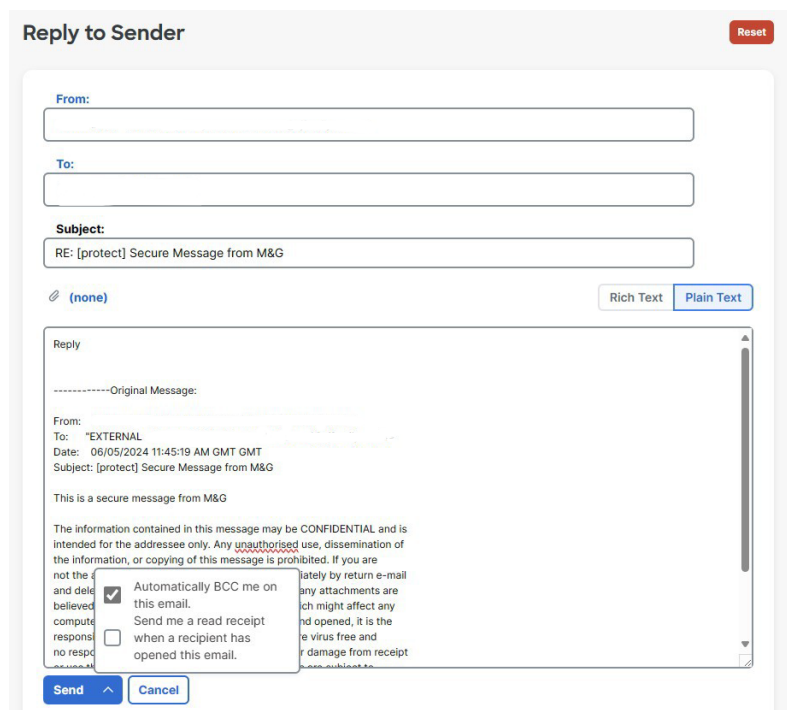
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An email reply to this address may be subject to interception or monitoring for operational reasons or for lawful business practice

Once you click reply you can compose your response. You have options to select Rich Text for changing font styles; click the paper-clip icon to upload any attachments (**attachment size limited to 20mb**). Finally, before sending your reply, click the up arrow on the right of the Send button and check the box next to **Automatically BCC me on this email** this ensures you also receive a copy of your sent message. Finally click Send to send your reply:



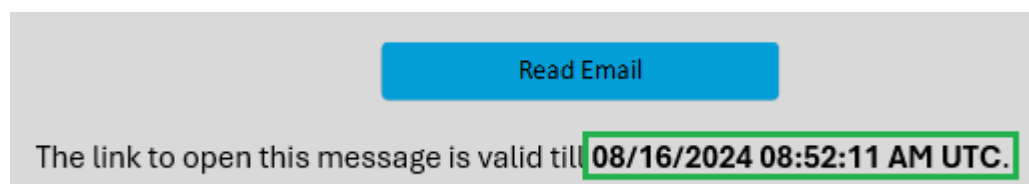
When presented with the notification below, you can safely close your browser:

Message Sent Successfully

Your message was sent successfully.
To exit this page close your browser window.

Opening your Secure Email after expiry on a Desktop

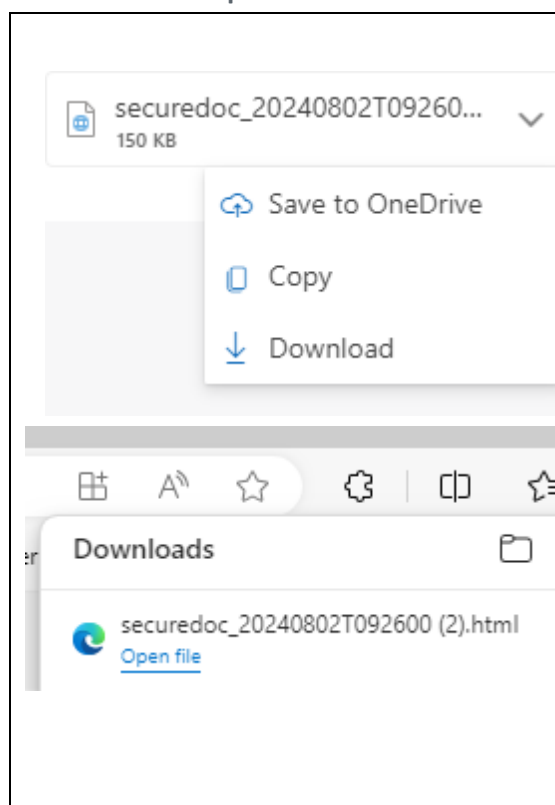
After the secure link within your message expires, you can still open your secure message by opening the attached HTML file directly instead of clicking the Read Email button.



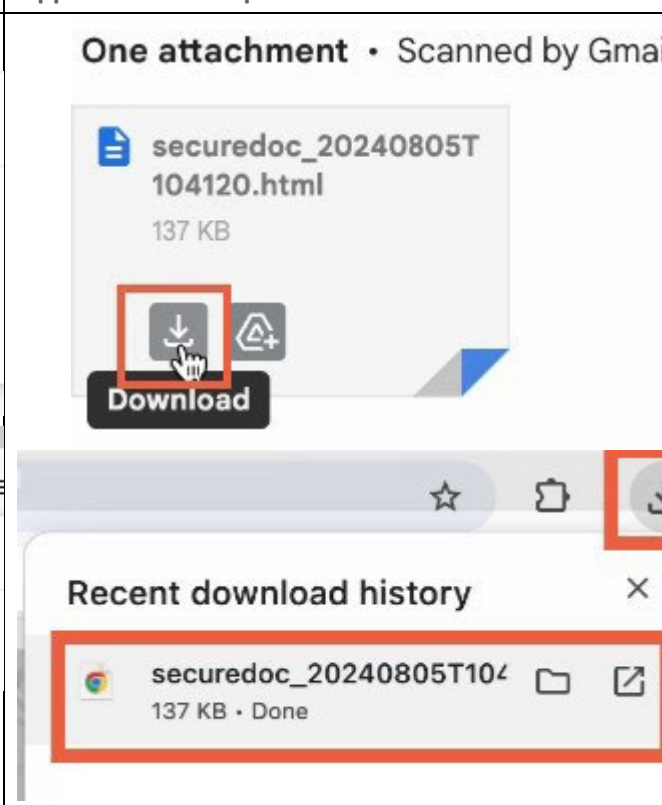
Open the message and then open the secure html attachment directly which will be in a format of **securedoc_#####.html**:

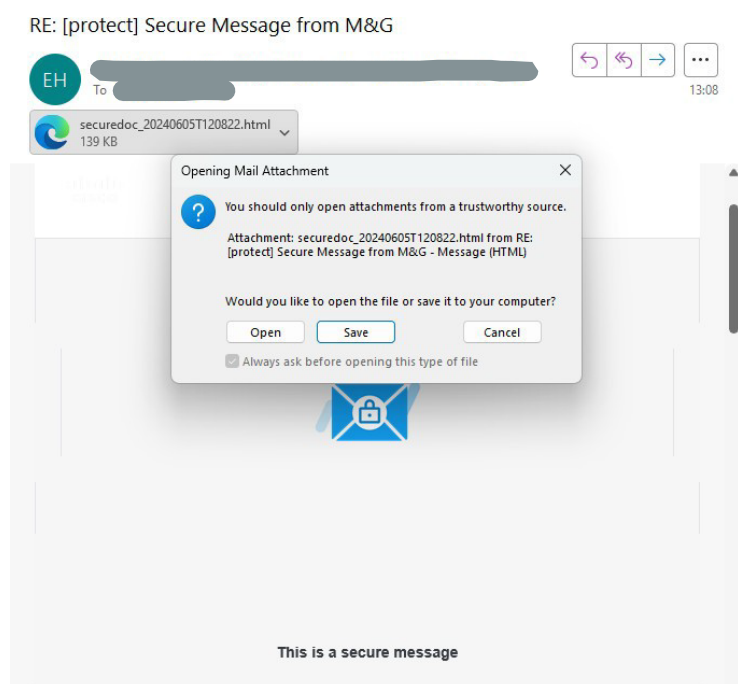
If using a web based email program, please ensure you download the attachment before opening.

Windows Desktop

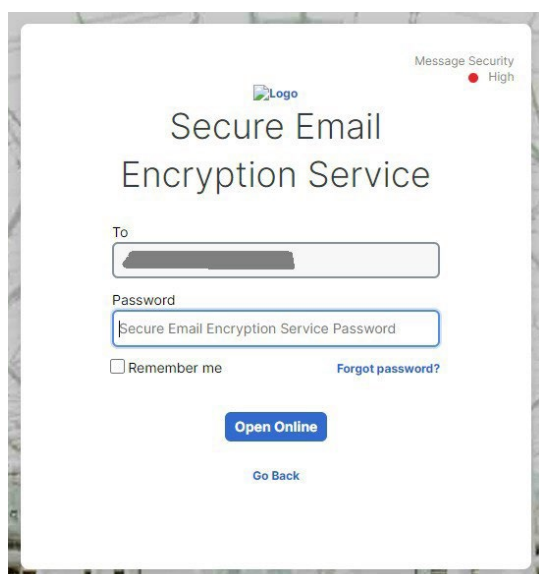


Apple MAC Desktop





The attachment will open in your browser, ensure your email address is correct and enter your password and click open online and you will be able to access your email.



Opening your Secure Email after expiry on a Mobile Device

If opening an expired secure message on mobile, the link will no longer work. Simply forward the original email to the address mobile@res.cisco.com and ensure you include the attachment from the original message.

You will shortly receive an auto response from mobile@res.cisco.com with an alternative link to open your secure message, click the link and follow the next steps.

 mobile@res.cisco.com 12:36
To: [REDACTED]

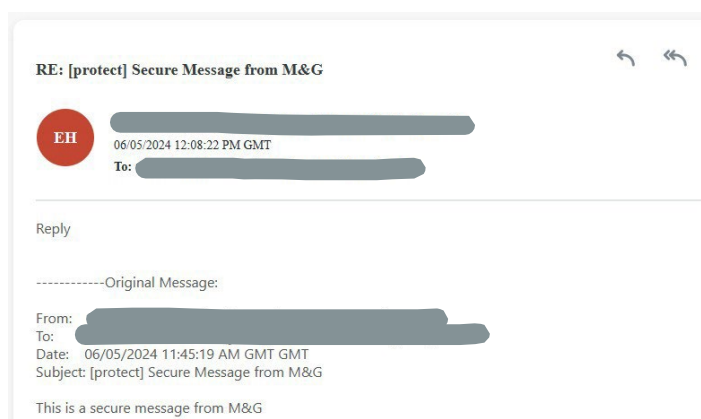
Fwd: [PROTECT] [REDACTED]
[REDACTED]

Your message has been stored in a temporary location on the Secure Email Encryption Mobile Device Server and can be accessed by clicking on the following link:

[https://res.cisco.com/envelopeopener/MDSOpen.action?mids=1822198579&su=\[REDACTED\]&localeUI=en](https://res.cisco.com/envelopeopener/MDSOpen.action?mids=1822198579&su=[REDACTED]&localeUI=en)

The message will be deleted automatically after 8 hours.

Login as normal in the browser to review your message.



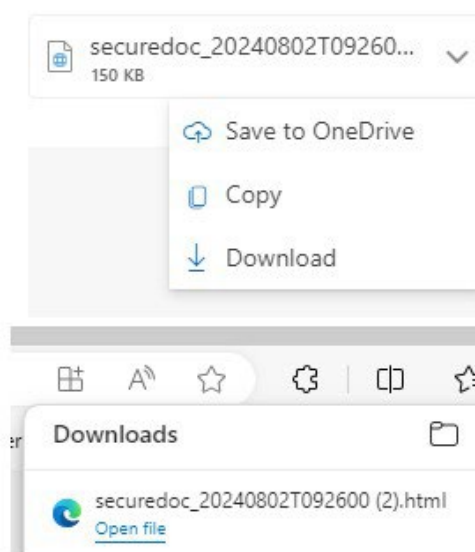
Opening your Secure Email Sent Item on a Desktop

After checking the box next to 'Automatically BCC me on this email' on your reply, you will receive a copy of your secure sent item appearing in your inbox with your email address as the sender.

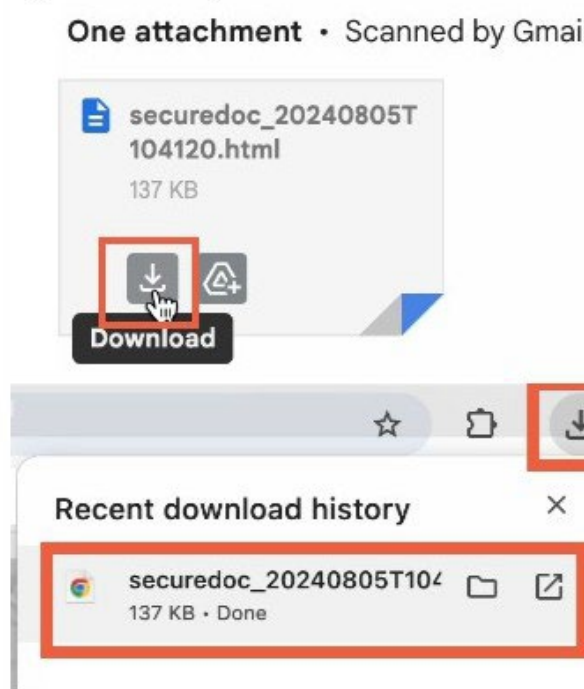
Open the message and then open the secure html attachment directly which will be in a format of **securedoc_#####.html**:

If using a web based email program, please ensure you download the attachment before opening.

Windows Desktop



Apple MAC Desktop



The attachment will open in your browser, you will see the To box is prepopulated with the M&G recipient you sent the message to. To open your Sent Item you need to change this to your own registered email address. Click the drop down and select **Address not listed**:

Below **Your address** type in your registered email address and click the **Submit** button:

You can now enter your registered password and click Open to review your Sent Item.

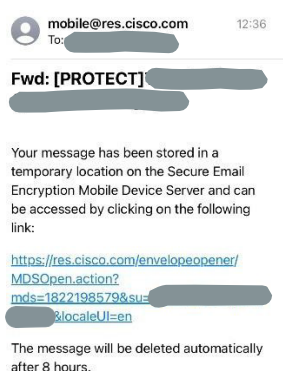
Simply close the browser when you have finished reviewing your sent item.

Opening your Secure Email Sent Item on a Mobile Device

After checking the box next to 'Automatically BCC me on this email' on your reply, you will receive a copy of your secure sent item appearing in your inbox with your email address as the sender.

Forward the original email to the address mobile@res.cisco.com. Ensure you include the attachment from the original message.

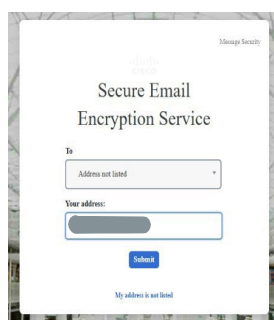
You will shortly receive an auto response from mobile@res.cisco.com with an alternative link to open your secure message, click the link and follow the next steps.



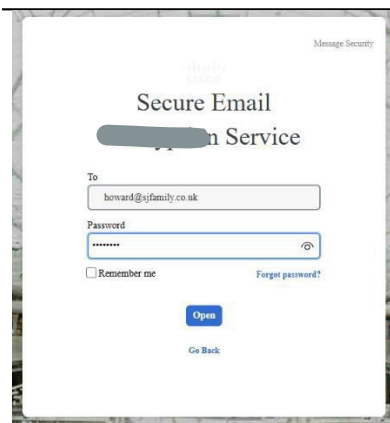
Within the browser, you will see the To box is prepopulated with the M&G recipient you sent the message to. To open your Sent Item you need to change this to your own registered email address. Click the drop down and select **Address not listed**:



Below **Your address** type in your registered email address and click the **Submit** button:



You can now enter your registered password and click Open to review your Sent Item.



Secure Email Encryption Service

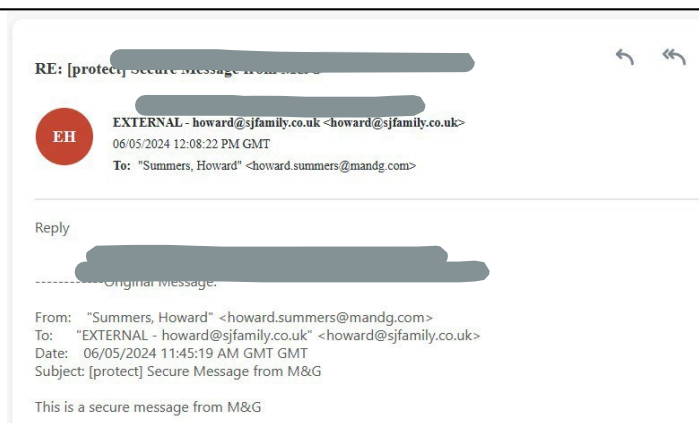
To:

Password:

☐ Remember me [Forgot password?](#)

[Open](#)

[Go Back](#)



RE: [protect] Secure Message from M&G

EXTERNAL - howard@sjfamily.co.uk <howard@sjfamily.co.uk>
06/05/2024 12:08:22 PM GMT
To: "Summers, Howard" <howard.summers@mandg.com>

Reply

-----Original message-----

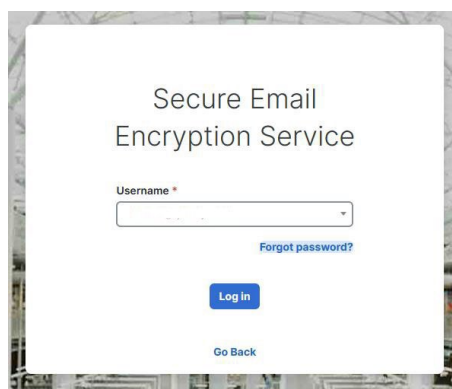
From: "Summers, Howard" <howard.summers@mandg.com>
To: "EXTERNAL - howard@sjfamily.co.uk" <howard@sjfamily.co.uk>
Date: 06/05/2024 11:45:19 AM GMT
Subject: [protect] Secure Message from M&G

This is a secure message from M&G

Resetting your password

It is good practice to regularly change the password for your registered email address. The steps below can also be followed in the event you have forgotten your password and/or your registered email address is locked.

At the login prompt click *Forgot password?*:



Secure Email Encryption Service

Username *

[Forgot password?](#)

[Log in](#)

[Go Back](#)

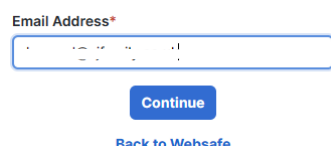
Enter your registered email address and click continue:

Forgot Password

We'll email you a link to a page where you can easily create a new password.

To assure our messages are not accidentally filtered out, please add "DoNotReply@res.cisco.com" to your Address Book or Safe Sender List.

If you are authenticating using single sign on, please contact your Identity Provider for assistance.



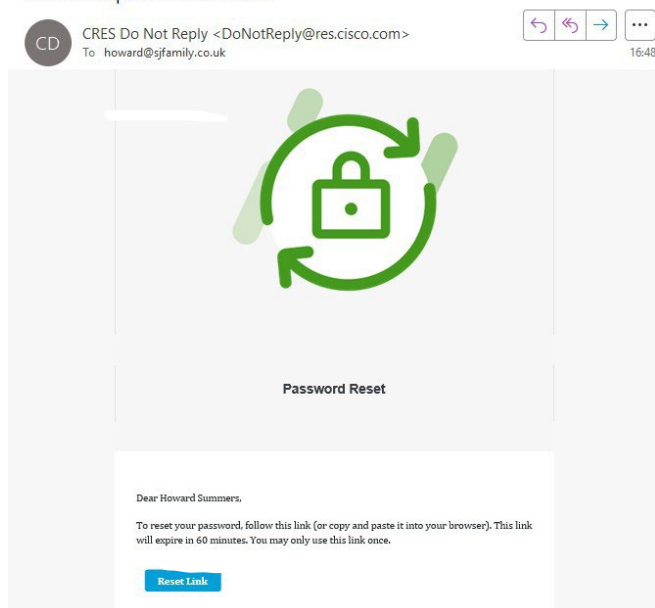
Email Address*

[Continue](#)

[Back to Websafe](#)

You will receive an email from DoNotReply@res.cisco.com with instructions and a password reset link (if not received within 5-10 minutes, you may need to check your Junk Folder). Open the message and click the **Reset Link** button:

Your CRES password reset link



Within the browser you will be prompted to Create New Password. Enter your new password* into the new and confirm password boxes respectively and click continue, finally you will receive confirmation your password changed successfully. You can now close the Browser, disregard the Back to Websafe button:

***Passwords must be a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers. Passwords must not contain symbols.**

Create New Password

Enter a minimum of 8 characters or numbers. Passwords are case-sensitive. Your password must contain both letters and numbers.

New Password

Confirm Password

Continue

Password Changed Successfully

Open the secure message again using your new password.

OR

[Back to Websafe](#)

Finally you will receive a notification email confirming your password has changed.

Your CRES password has been changed



CRES Do Not Reply <DoNotReply@res.cisco.com>
To: [network@pru.com](#)



Password Reset Complete

Dear ,

You have successfully reset your Secure Email Encryption Service Account password. You can now log in to your Encryption Service account using your new password. If you did not request this change, please contact your CRES administrator.

Thank you,
Encryption Service Customer Support

Composing a new secure message:

To initiate a new secure message to Prudential you will first need to be registered with CSEES. Registration can only occur when you receive your first secure message from Prudential. Please reach out to your usual Prudential contact direct and request they send you a secure message to initiate the registration process.

Once you are registered with CSEES, in your web browser navigate to the following URL:

<https://res.cisco.com/websafe/login.action>

Enter the email address and password you used when registering with CSEES:

Secure Email Encryption Service

Username *

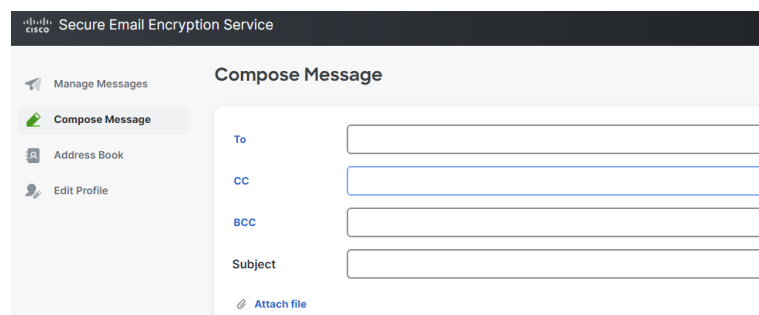
Password

☐ Remember me

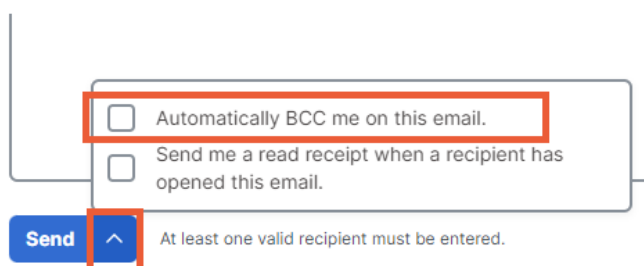
[Forgot password?](#)

Log in

Once you are logged in, you will be able to see the **Compose Message** screen here:



If you would like to retain a copy of your secure sent message ensure you check the BCC option, which is available on the drop down option next to the **send button** at the bottom of the Compose Message screen:

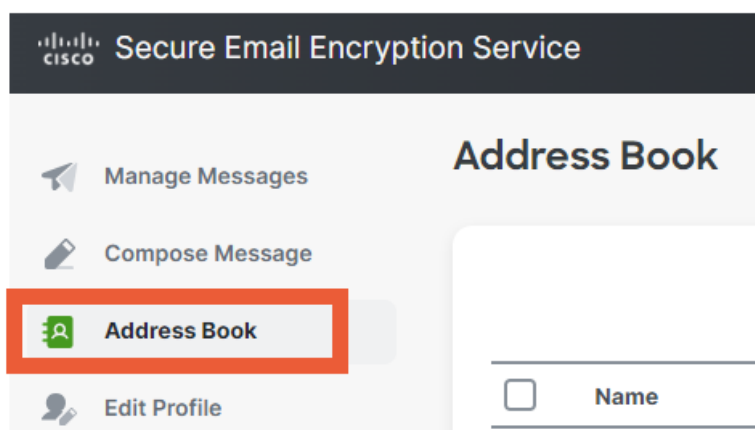


Address book – frequently used contacts:

If you have frequent contacts at Prudential that you need to send secure emails often to, you can add them to your address book within the CSEES system.

Firstly click on the following URL: <https://res.cisco.com/websafe/login.action> and enter your usual CSEES credentials.

Once logged in select the Address book on the left hand side:



You will now be able to add a new contact and select save once complete:

Add New Contact

First Name

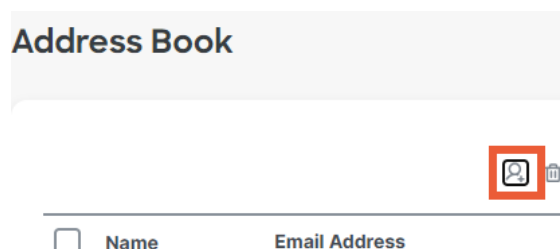
Last Name

Email Address *

Cancel



Save


If you need to add further contacts just select this icon here:



To send a secure message to your saved contact just click on their **email address** within the **Address book**, and this will then prepopulate their email address within the **To field** of the CSEES secure new compose screen:

Address Book

<input type="checkbox"/>	Name	Email Address	
<input type="checkbox"/>	Contact, Demo	demo@prudential.co.uk	

Compose Message

To

demo@prudential.co.uk ×

CC

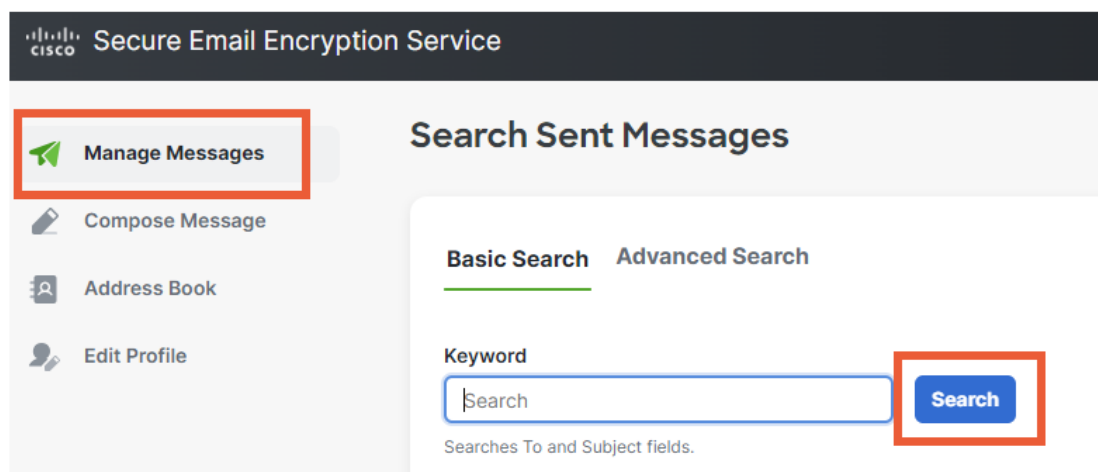
BCC

Subject

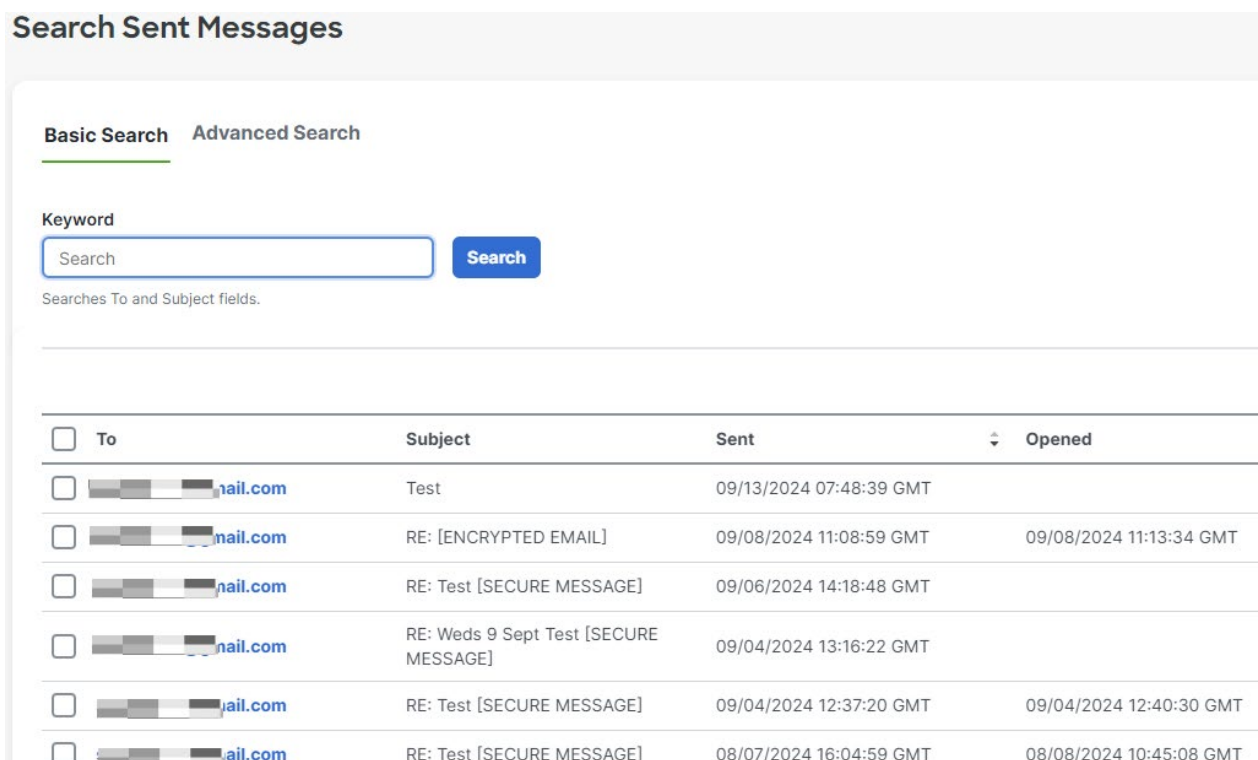
Using search function to locate sent items:

If you would like to view your secure sent items you can do via the **Manage Messages** option within the CSEES system.

** Please note that you **must** ensure you **Bcc** yourself when sending secure items from the CSEES system, these will be the only visible messages shown within the **Manage Messages** option.



As highlighted above the **Manage Messages** option in CSEES will only show copies of your sent items that you have **Bcc'd** yourself within, it will provide you an audit trail of when you sent your secure message:



Frequently Asked Questions (FAQs)

Question

I am locked out of my account and/or I have forgotten my password.

Answer

This will have been created during registration and is case sensitive. If you need to reset the password for your registered email address please follow the instructions [here](#). If you require further assistance, please contact the Pru sender for guidance.

Question

How do I open a secure email after expiry

Answer

Please follow the guidance [here](#).

Question

I haven't received an email from Pru in my personal inbox.

Answer

Please check your junk/spam folder in case the email has been blocked by your email software. If it has been delivered here, select the **Not Spam** or **Not Junk** button, the email will now be displayed in your inbox.

Question

Is secure email service compatible with all browser versions?

Answer

Please ensure you are using an up-to-date version of your web browser. Unsupported browser versions will not be able to use this service.

Question

How do I open my secure Sent Item I BCC'd myself on mobile?

Answer

Please follow the guidance [here](#).

IF YOU REQUIRE FURTHER ASSISTANCE?

For further assistance, please contact our Technical Team on **0808 234 5200** (or **+44 1786 448844** if you are calling from outside the UK) We are open from 9am to 5pm, Monday to Friday. We might record your call to make sure our service is up to standard.

