

How to Open a ZSecure Email



Secure Email
Encryption Service

High

This guide will show you how to open ZSecure emails using a computer or mobile device.

Please skip to page 8 to see the mobile device instructions.

If your recipient is having issues opening your secure email, they can access this guide at: grhc.org/about/zsecure/

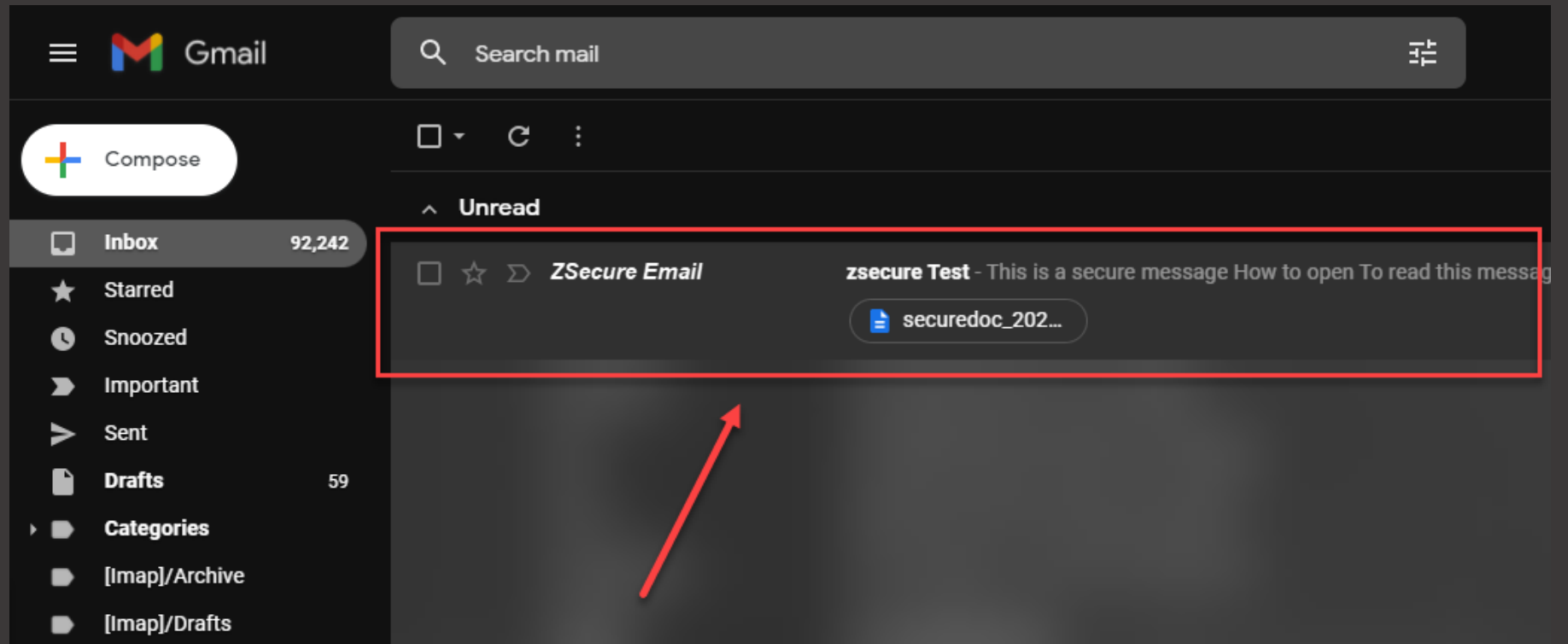
How to Open a ZSecure Email

Step 1

Log in to your email client. In this example we will use Gmail but any email client will work.

Step 2

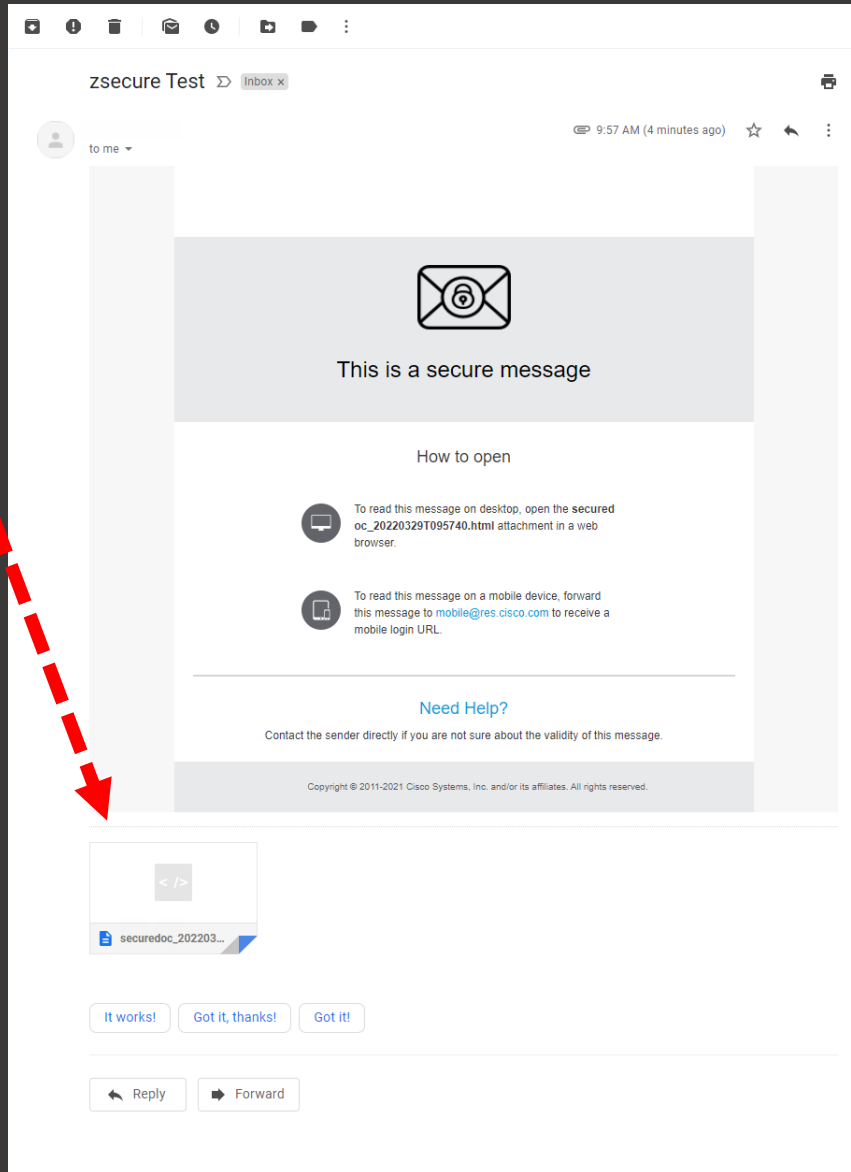
Find the ZSecure email you received and open it.



How to Open a ZSecure Email

Step 3

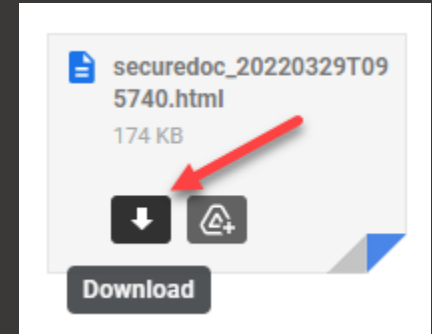
After opening the email, you should see an attachment here



Step 4

Hover your mouse over the attachment and click the download button.

**You might need to wait a few seconds before the button becomes active*



NOTE

If you do not click the download button, you might see a page like this in step 5. If you see this, please go back to step 4 and try again.

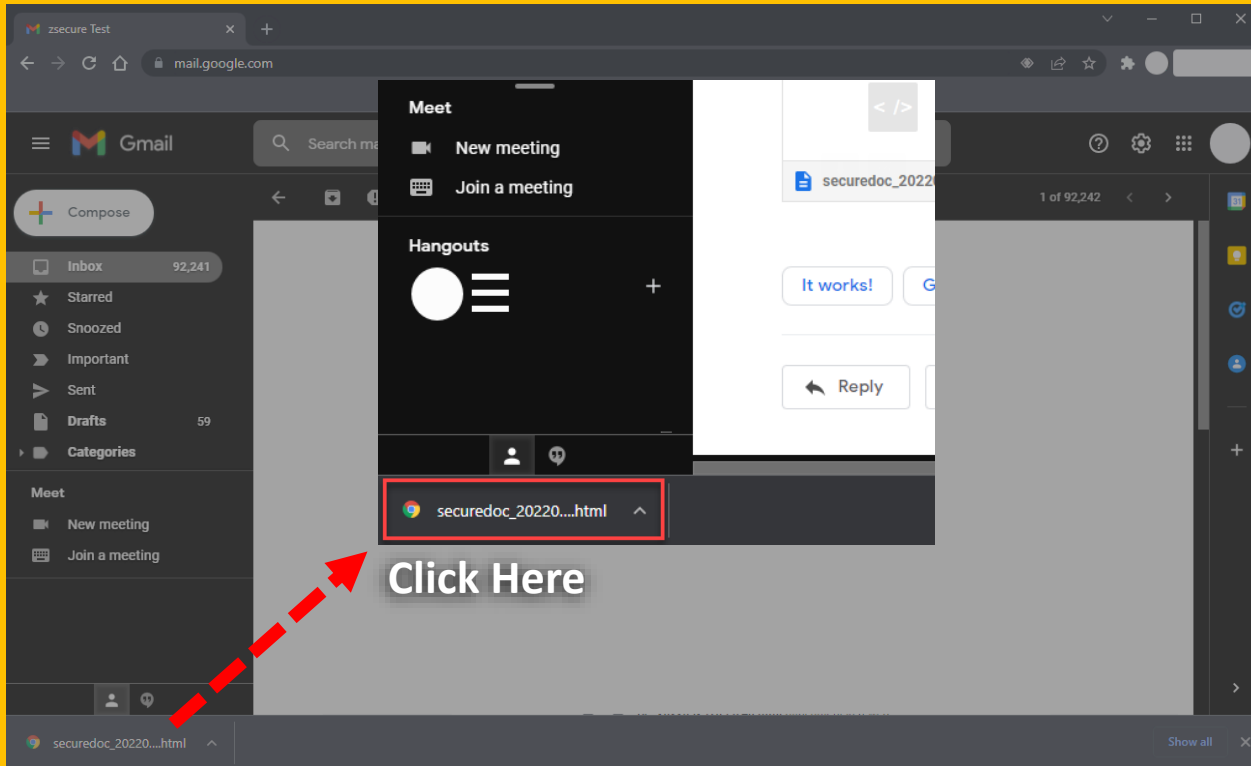


How to Open a ZSecure Email

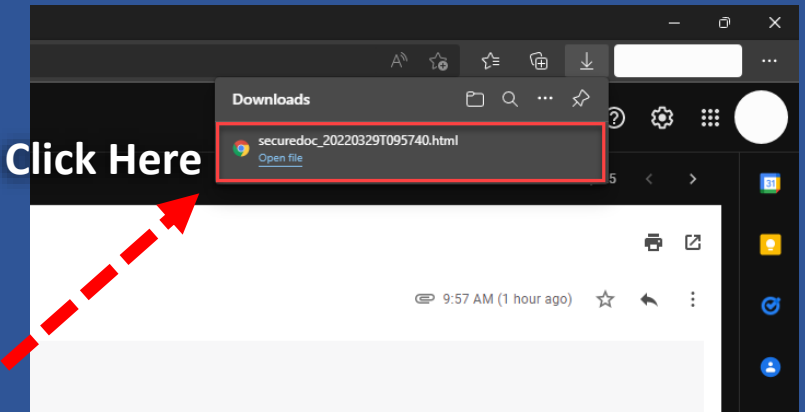
Step 5: Find the downloaded file and click on it to open it.



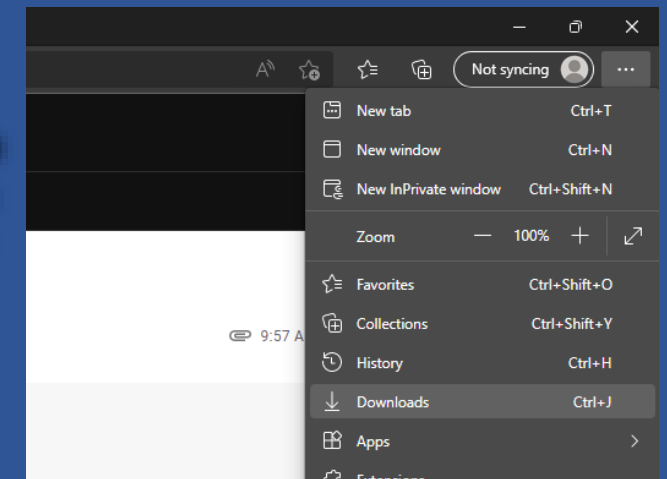
Follow this step if you are using Google Chrome



Follow this step if you are using Microsoft Edge



If you don't see the file show up, click the three dots in the top right of the browser window and then click 'Downloads.'

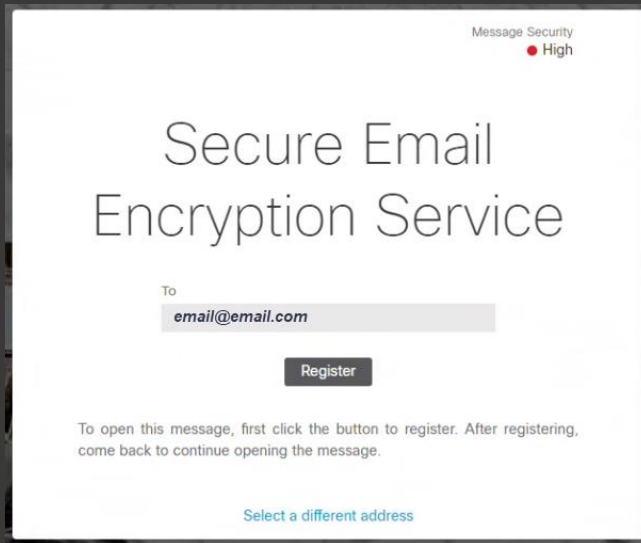


How to Open a ZSecure Email

Step 6

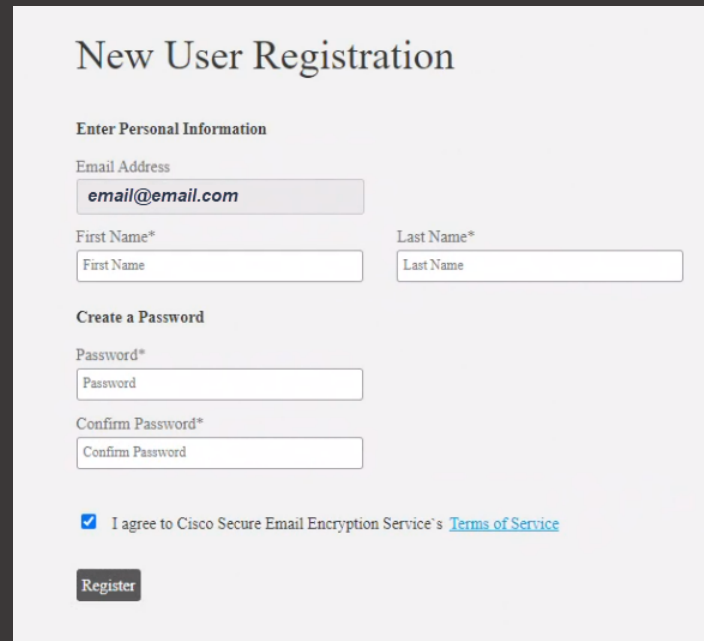
After opening the attachment, you should see the registration page. Click 'Register' and move on to step 7.

**If you already registered, you can skip this step and proceed to log in.*



Step 7

Enter your information in the fields shown below and create a password for your account. When you are finished, click the agreement checkbox and then click 'Register' to continue.

A screenshot of a "New User Registration" form. It has sections for "Enter Personal Information" with fields for "Email Address" (pre-filled with "email@email.com"), "First Name*", and "Last Name*". Below that is "Create a Password" with fields for "Password*" and "Confirm Password*". At the bottom, there is a checked checkbox for "I agree to Cisco Secure Email Encryption Service's Terms of Service" and a "Register" button.

Step 8

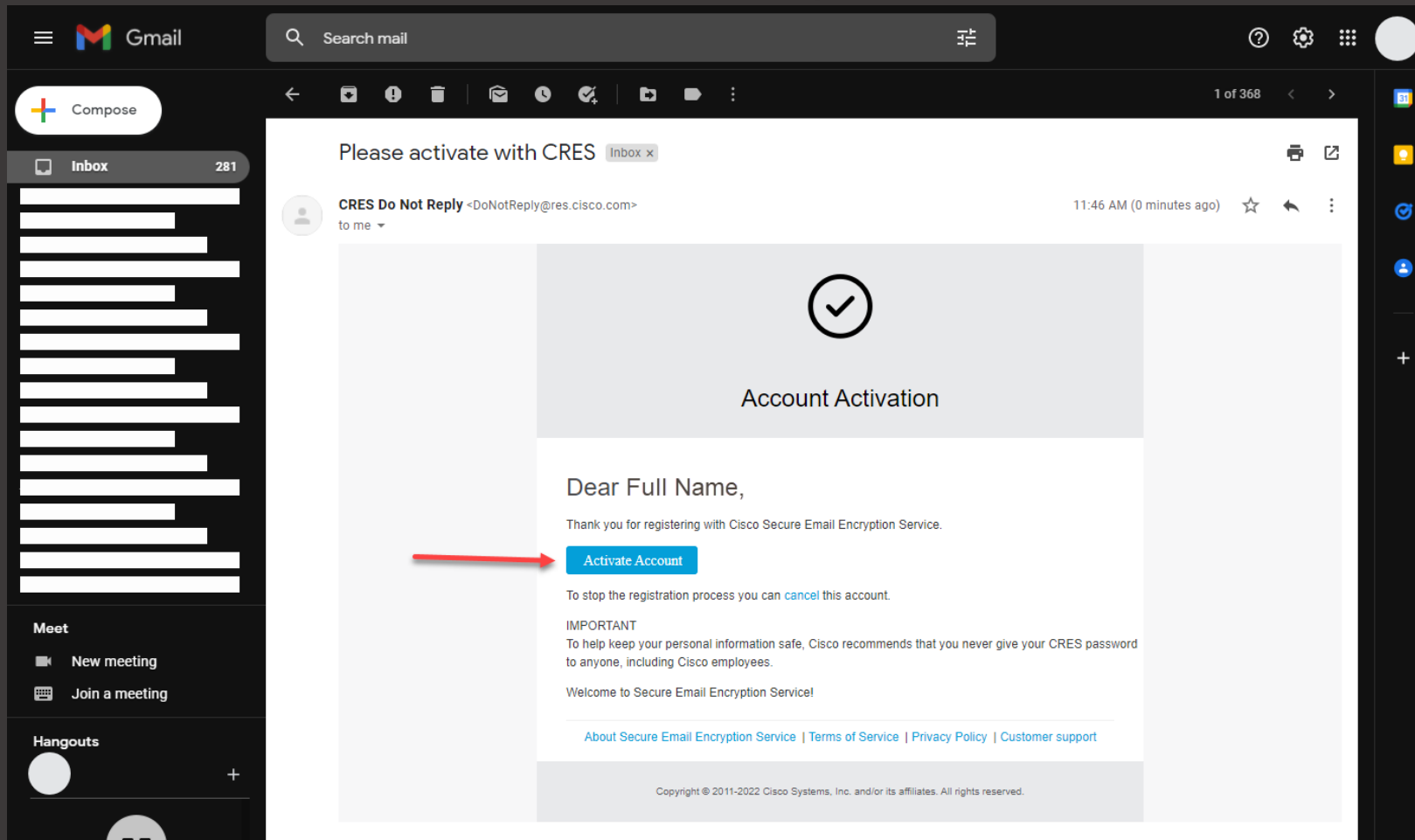
When you see the account activation page, go back to your email client (Step 1) and look for the new activation email and open it.



How to Open a ZSecure Email

Step 9

Find the 'Activate Account' button and click on it to finish activating your account.



A new web page will open up and you should see the confirmation as shown below. You should be able to log in and open the ZSecure email now.

Email address confirmed

You have activated the account for email@email.com. Registration for this email address is now complete. To exit this page, close your browser window. After exiting this page, return to your Secure Message and enter your password to open it.

How to Open a ZSecure Email

Step 10

Go back to Step 3 and reopen the ZSecure attachment. This time, you should see the login page as shown below. Enter the password you created in Step 7 and click 'Open Online.'

Message Security ● High

Secure Email Encryption Service

To:

Password:

Remember me [Forgot password?](#)

[Go Back](#)


You should now see the email contents along with any attachments.

Secure Email Encryption Service

zsecure Test

03/29/2022 04:57:39 PM GMT
To: [redacted]

Test



Help Desk Specialist

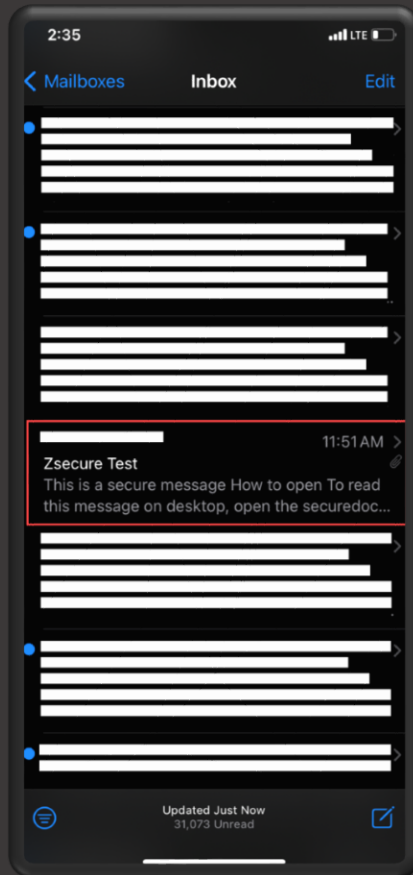
GRHC.ORG

[Redacted content]

How to Open a ZSecure Email (Mobile)

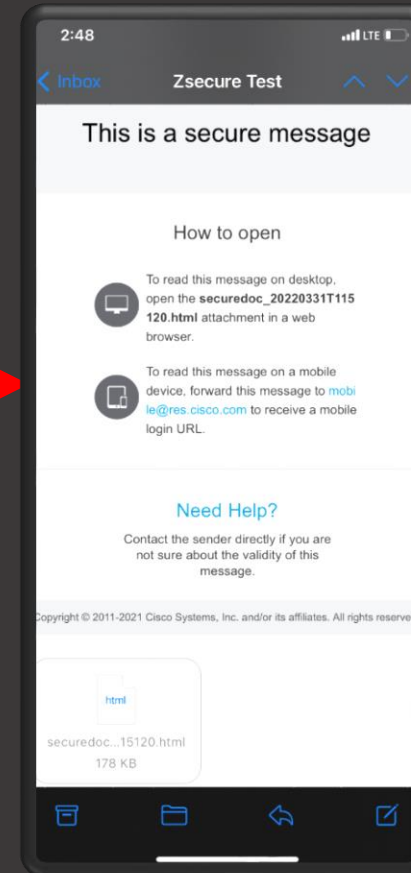
Step 1

Open your email app. In this example we are going to use the built in Email app on an iPhone, but any email app (including Androids) will work as well



Step 2

Find the ZSecure email you received and open it

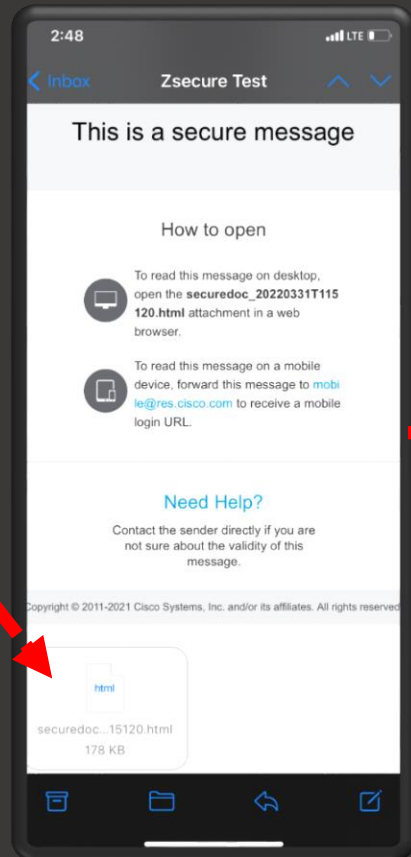


How to Open a ZSecure Email (Mobile)

Step 3

Find the attachment (usually at the bottom) and tap the attachment to open it

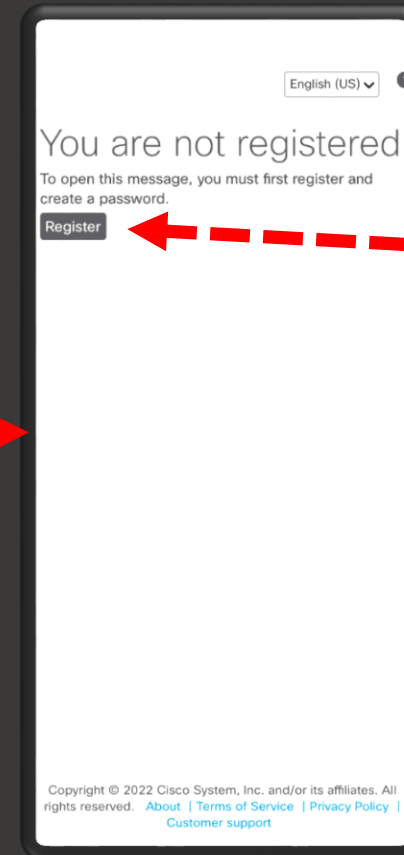
Tap here to open the attachment



Step 4

After the attachment has opened, click the 'Register' button

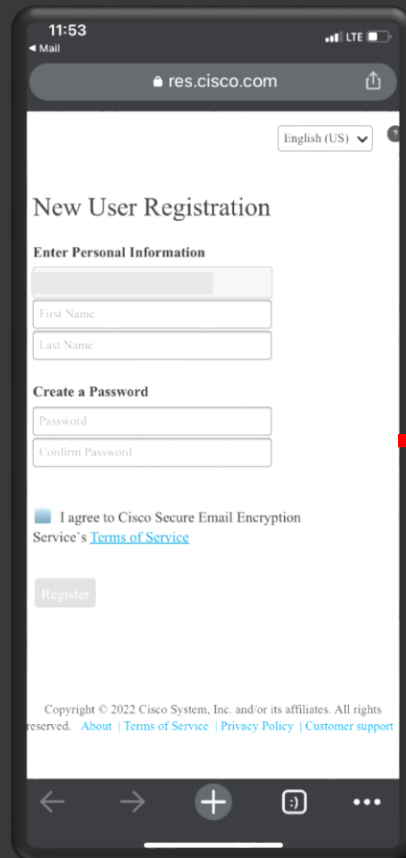
Click here to start the registration process



How to Open a ZSecure Email (Mobile)

Step 5

Enter your information, create a password, click the agreement checkbox, and then click 'Register' to create your account



11:53
Mail
res.cisco.com

English (US)

New User Registration

Enter Personal Information

First Name
Last Name

Create a Password

Password
Confirm Password

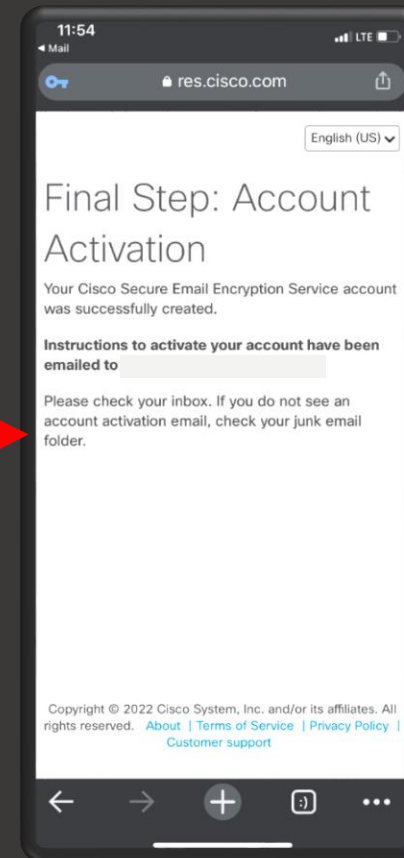
I agree to Cisco Secure Email Encryption Service's [Terms of Service](#)

Register

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Step 6

Go back to your email app and look for the new activation email. After you find it, move on to Step 7



11:54
Mail
res.cisco.com

English (US)

Final Step: Account Activation

Your Cisco Secure Email Encryption Service account was successfully created.

Instructions to activate your account have been emailed to

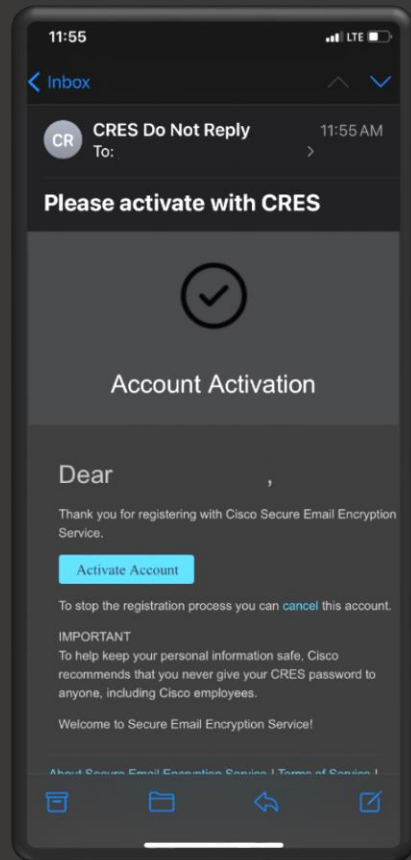
Please check your inbox. If you do not see an account activation email, check your junk email folder.

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How to Open a ZSecure Email (Mobile)

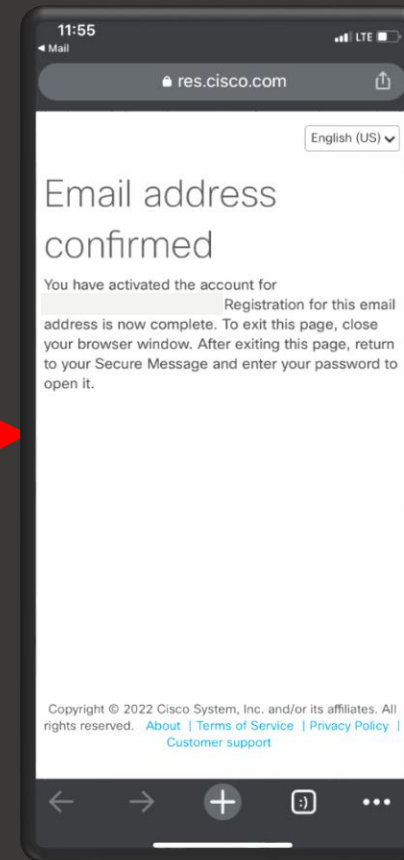
Step 7

After opening the activation email, click the button that says 'Activate Account'



Step 8

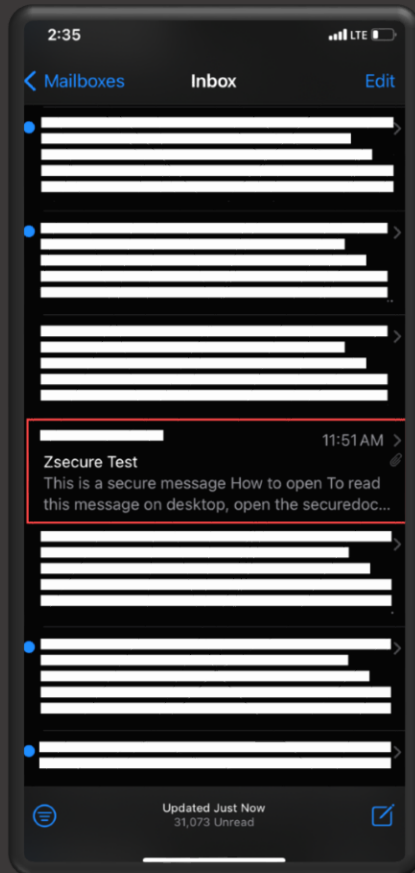
You should now see a confirmation page. Next, go back to your email app and find the original ZSecure email that you found in Step 1



How to Open a ZSecure Email (Mobile)

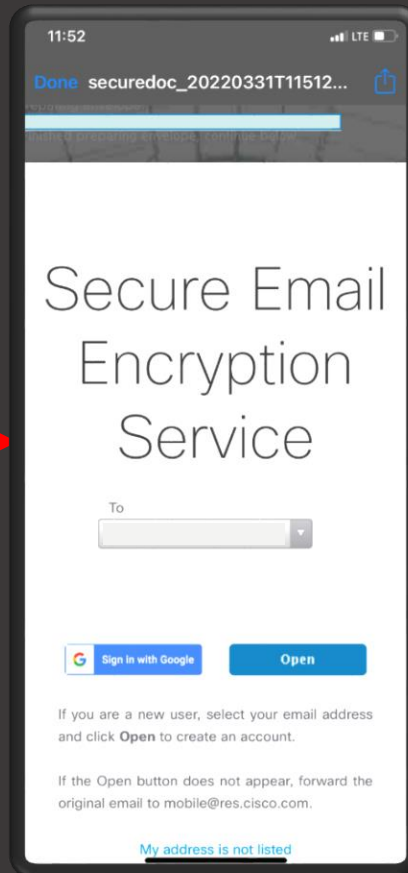
Step 9

After finding the email from Step 1, open the attachment again.



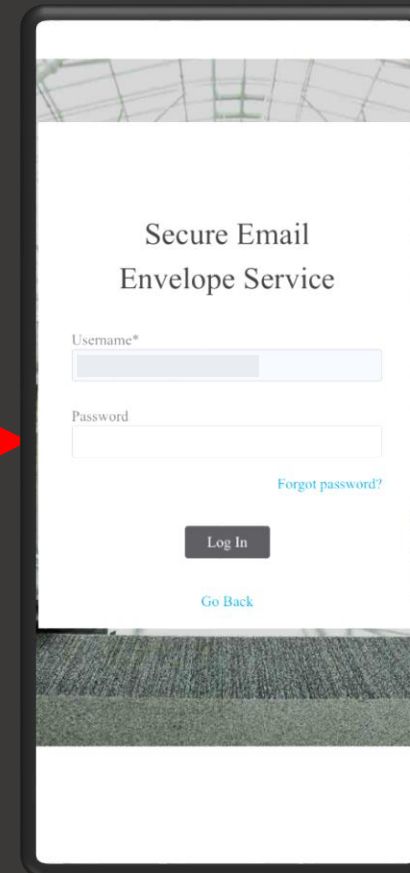
Step 10

Click 'Open' to proceed to the login page.



Step 11

Lastly, log in to the ZSecure portal with the password you created in Step 5. Click 'Log In' to proceed.



How to Open a ZSecure Email (Mobile)

You should now be able to see the contents of the email.

