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Encrypted Email Service Overview

• ACH and Check reports are available via an encrypted email service.

• The reports are created, encrypted and sent to a password-protected internet portal, where they are retained for 60 calendar days.

• Email notifications are automatically generated to alert you when there are reports awaiting retrieval. In case any notification emails are blocked, a best practice is to access the encrypted internet portal directly each day to check for reports.

• **Pulling** the reports from the portal is the default way to access them. The encrypted portal can be accessed at achedi.com, where you will need to set up an account with an email address and password.

• Other optional products enable the reports to be automatically **pushed** directly to your email inbox in an encrypted manner. Learn more at Zix.com.
Internet Portal Homepage

This is the homepage of the encrypted internet portal (achedi.com). The appearance of the screen may differ depending on the browser used. Several desktop and mobile device browsers are supported. JavaScript must be enabled to use the portal.
Register an Account

When accessing the portal for the first time, complete a one-time registration process to establish a password and confirm control of the email address.
Register an Account

Set up a password following the rules on the screen.
Register an Account

After submitting account information, you will see a screen similar to this one. Check your email inbox for a confirmation email. This process is designed to confirm the user has control of this email address.

Account Change Confirmation

A confirmation email has been sent to your email address for this account. After you receive the confirmation email, please follow the instructions to activate the changes to your account.
Activate an Account

This is an example of the confirmation email you will receive. To activate the account, click the **Activate** link. If you see a similar email that you did not initiate, click the **Decline** link and notify the email vendor immediately.
Activate an Account

After clicking the **Activate** link, you will be returned to the portal and presented with an “Activation Successful” screen. Click the **Continue** button to sign in to access the reports.

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**Payments Reporter**

Your Source for Financial Information

**Activation Successful**

You have successfully activated your new password. Click Continue to return to the Sign In page.

Continue

Note: Your password is important. Please store it in a safe place.
Reset an Account

If you forget your password, or it has expired or been compromised, click the **Reset** button from the homepage to establish a new password.
Reset an Account

Follow the password rules on the screen to create your new password.
Account Locked

If you receive an email similar to this one, return to the portal and use the Reset button to establish a new password. If you did not initiate the message by using invalid passwords while trying to access the portal, notify the email vendor immediately.

notification@achedi.com

Locked Account Notification

On Thu, Sep 13, 2018 at 5:00 PM <notification@achedi.com> wrote:

This email is to notify you that you have exceeded the allowed number of failed sign in attempts for Payments Reporter.

Your account has been temporarily locked for 30 minutes.

Please try again later, or to unlock your account immediately, return to the Payments Reporter Sign In page and follow the links to change your password.
Online Help

If you experience problems or have questions about using the portal, click the Help button or reference this user guide, which can help resolve most issues. If issues remain, see the last page of this guide for additional contact information.
Notification Emails

When a report is generated, you should receive a notification email from the domain name encryptedmail.achedi.com. The email will vary depending on your email software and provider. In the email, click the Open Message button or link, which will direct you to the achedi.com portal to access your report.
Notification Emails

- If a report was generated but you do not receive a notification email, it has likely been trapped by a spam filter or directed to a junk mail area. Work with your email support area to ensure the domain name `encryptedmail.achedi.com` is not blocked.

- Remember, it is a **best practice** not to rely on these notification emails but rather to access the portal directly to check for reports.

- If you do rely on the notification emails, please ensure that the `Open Message` link directs you to the valid `achedi.com` site. Checking the link could help you avoid phishing attempts that use similar-looking sites to trick users into revealing their passwords.
Download Reports

To download a report, enter your email address and password. Then click **Sign In**.
Download Reports

Click the **Inbox** tab, where you should see a view similar to this. Locate the report to download and click either the **From** email address or the **Subject** line of the report.
Download Reports

You will then see a screen similar to this. Click on the **Attachments** link to download the report.
Download Reports

You will then see a dialog box like the one below. Select the **Open** or **Save** button.

Reports may be in a compressed format to reduce storage space and transfer time. After the download is complete, click on the file to extract the reports from the compressed format. Most operating systems include the ability to uncompress files, so no other products are needed.
Delete Reports

Reports are retained in the portal for 60 calendar days and then automatically deleted. There is no need to manually delete reports, but you can if needed. If you need to retain reports longer than 60 calendar days, you will need to download and store them elsewhere.
Additional Support

If you are not a financial institution, contact your bank or credit union.

If you are a financial institution, call (833) 377-7827.