

FedPayments® Reporter Encrypted Email Delivery Overview



- The FedPayments[®] Reporter Service offers an automated, encrypted email report delivery feature.
- This report delivery feature is integrated into the service and uses a third party vendor email service from ZixCorp[®].

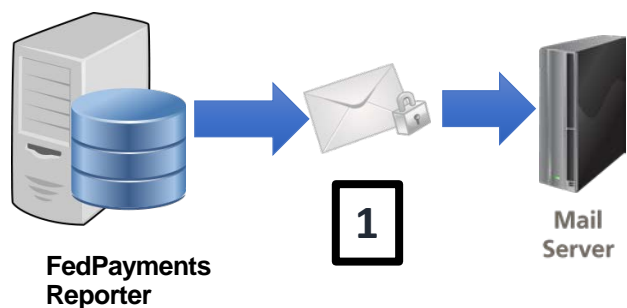
- The actual delivery and access of the email and attached reports can vary depending on whether the receiver is already using a ZixCorp product.
- The variability in delivery and access is by design and is intended to result in the optimal method for communicating with the end recipient of the information. ZixCorp calls this feature the *Best Method of Delivery*SM.



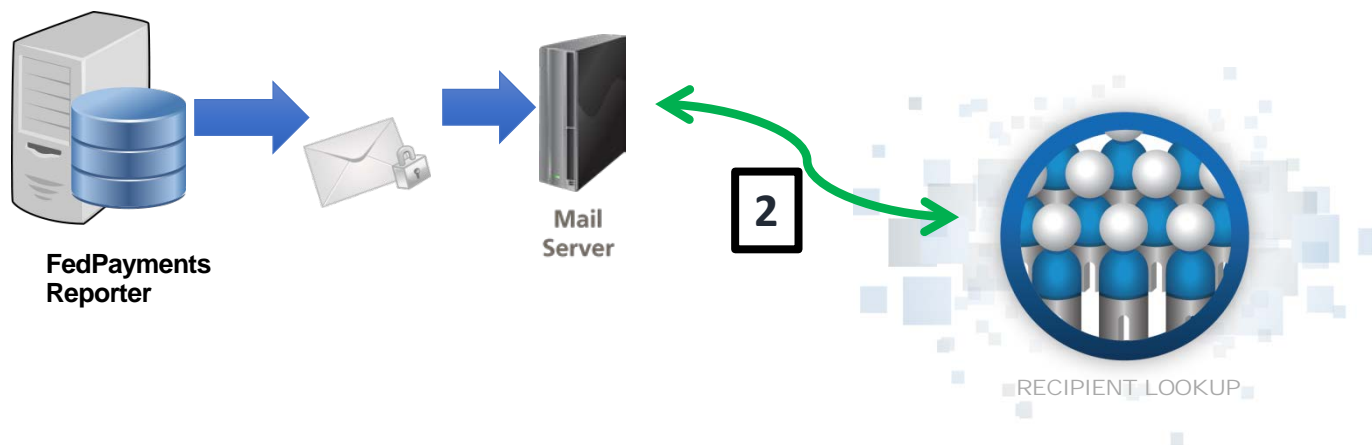
- Because end users may experience the service differently due to variability in delivery and access methods, they may have questions.
- What follows is a depiction of the step-by-step progression the encrypted email service uses to identify the most appropriate method to deliver the reports.

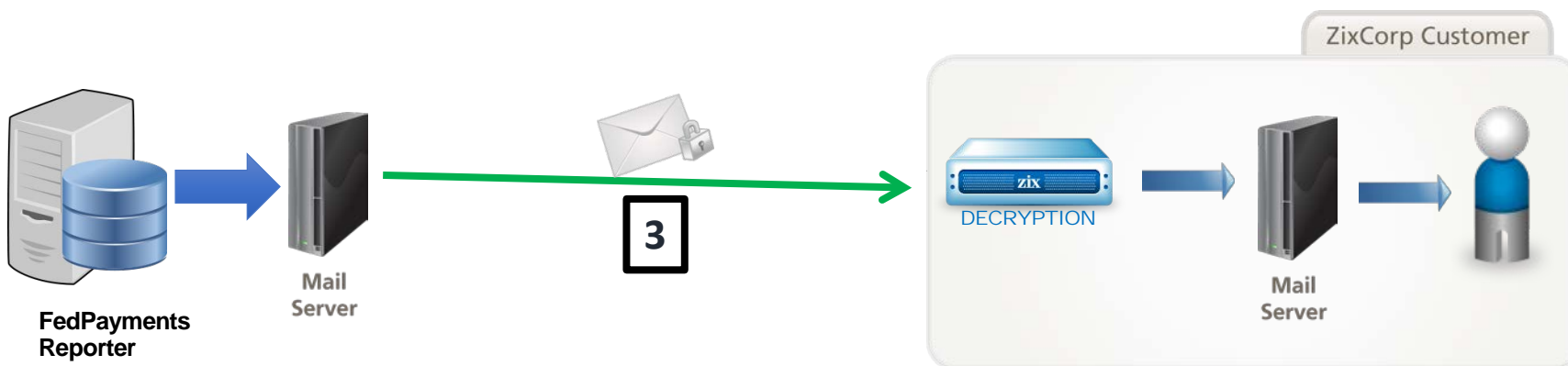


Step 1: The FedPayments Reporter service automatically generates any subscribed reports, attaches the report to the email and then encrypts the entire email message.

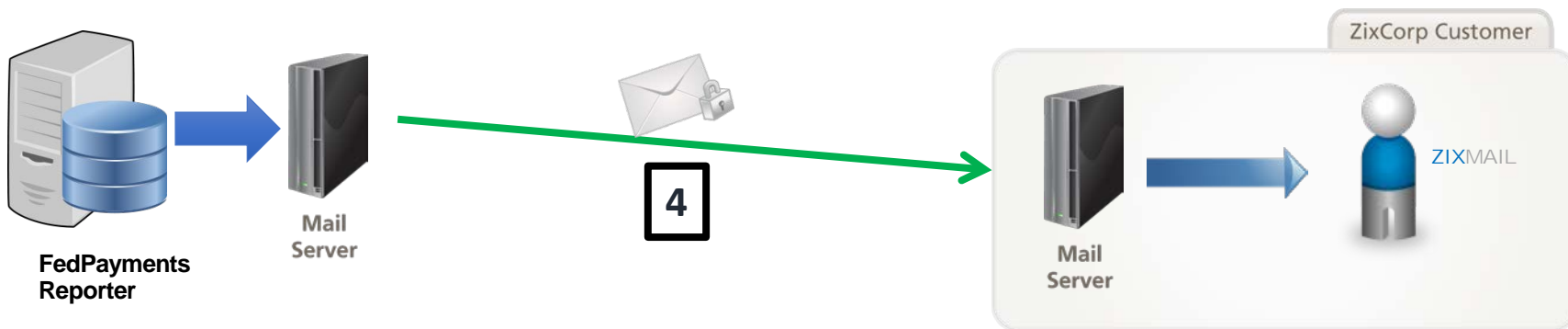


Step 2: Before transmitting, the service performs a recipient lookup in the ZixDirectory to determine the best method for delivering the encrypted email.



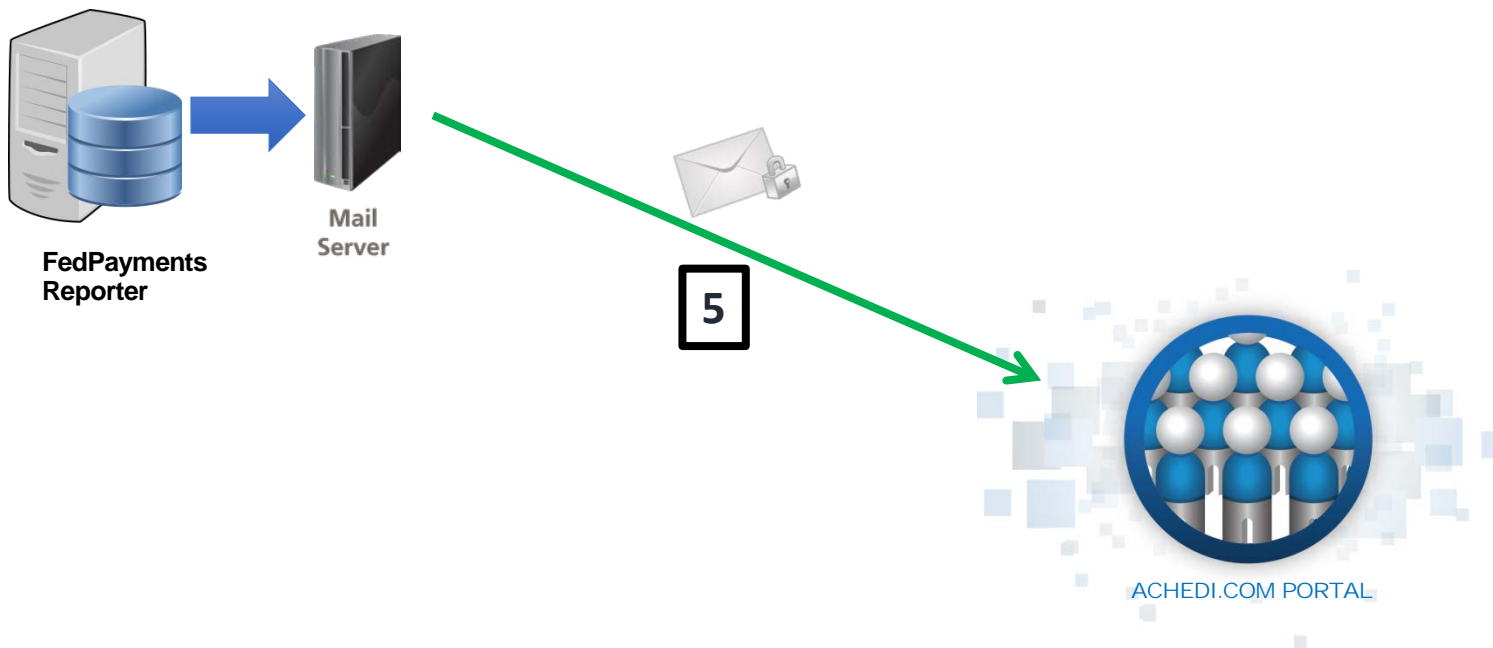


Step 3: If the receiving organization leverages Zix email services for the entire company, the encrypted email is queued directly to that company, decrypted, and delivered directly into the recipient's regular inbox. Be aware that this email could be trapped by local or Internet service provider spam filters or directed to junk email folders. Emails have a domain name of **encryptedmail.achedi.com**. Ensure that this domain is not blocked by your company email policy or by your Internet service provider. Assure that filters allow for attachments with these extensions: PDF, XLSX, ZIP.

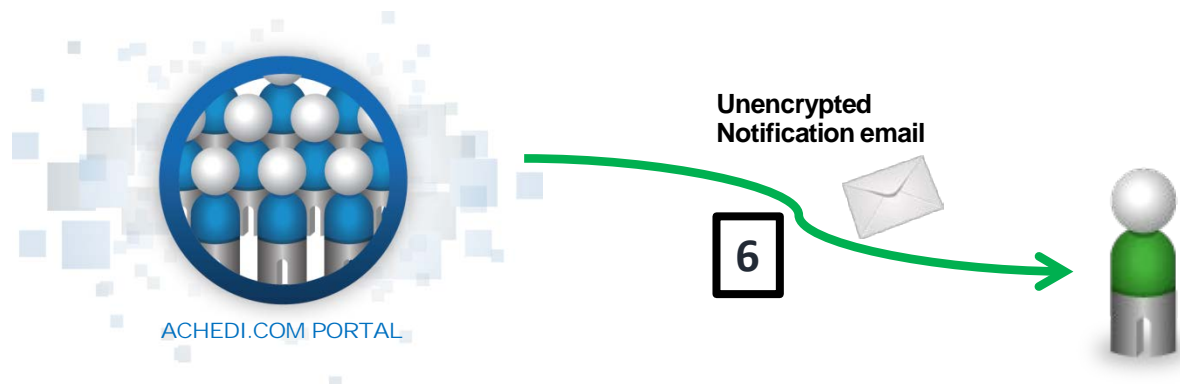


Step 4: If the receiving company leverages the ZixMail client software, the encrypted email is transmitted directly to that company, delivered into the recipient's normal inbox, and decrypted by the ZixMail client software. Be aware that this email could be trapped by local or Internet service provider spam filters or directed to junk email folders. Emails have a domain name of **encryptedmail.achedi.com**. Ensure that this domain is not blocked by your company email policy or by your Internet service provider. Assure that filters allow for attachments with these extensions: PDF, XLSX, ZIP.

Step 5: If the receiving company does not leverage any Zix services, the encrypted email is sent to the web-based encrypted email portal and stored there for later access.

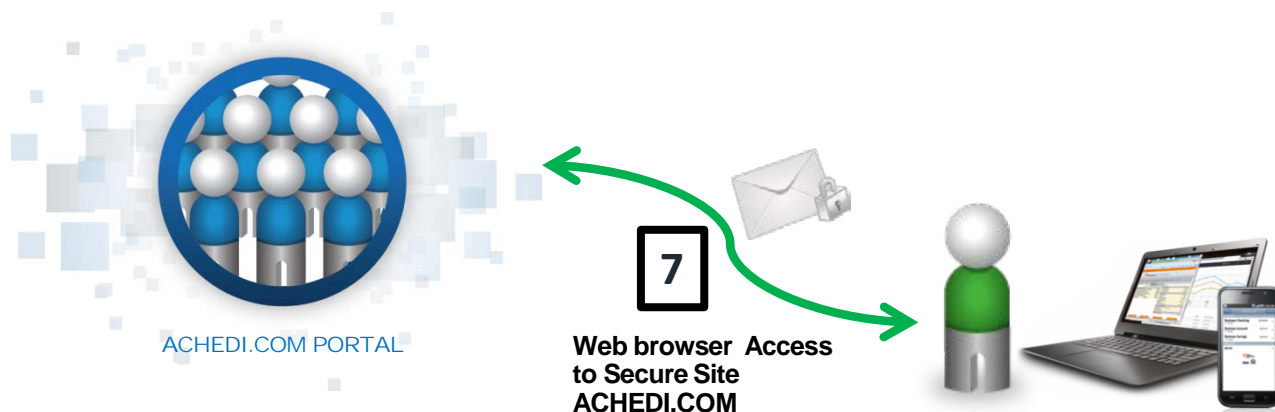


Step 6: The encrypted email portal then queues an unencrypted notification email to the recipient to alert them there are reports available for retrieval from the portal. Be aware that this email could be trapped by local or Internet service provider spam filters or directed to junk email folders. Emails have a domain name of **encryptedmail.achedi.com**. Ensure that this domain is not blocked by your company email policy or by your Internet service provider. The email containing the reports is still available for access in the encrypted email portal at ACHEDI.COM.



Step 7: Acting on the notification, the recipient can launch their web browser and access portal (ACHEDI.COM) to view their reports.

If the recipient is concerned about email phishing exploits or about never receiving the notification email, the recipient should simply access the portal directly on a routine basis. The portal screens automatically adjust to support a wide range of desktop and mobile browsers.



Additional Resources

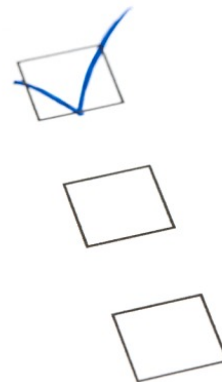
Location of the encrypted email portal

<https://achedi.com/>

Encrypted email [users guide](#)

ZixCorp website

<https://www.zixcorp.com/>



Additional Support

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

If you are a financial institution, call 888-333-7010

