



FedACH RiskSM Management Services Web resource center
FedACH Risk Origination Monitoring Service resources
Requirements and Troubleshooting

www.frbservices.org

With its premiere at NACHA's Payments 2006 conference in May, the FedACH Risk Origination Monitoring Service ushers in a new era of enhanced control, flexibility and automated ease when it comes to helping originating depository financial institutions (ODFIs) better monitor ACH risk. It puts the power to monitor certain aspects of ACH risk in the ODFI's hands, based on its own policies and preferences.

Numerous online resources are available to help ODFIs learn more about ACH risk and the FedACH Risk Origination Monitoring Service. Should you have trouble accessing information on the FedACH Risk Management Services Web resource center (www.frbservices.org/Retail/fedachRisk.html), the following information should help you.

Q: Do I have to register, or do I need a special access code, to use the features of the FedACH Risk Management Services Web resource center?

A: Most of the features, including all the videos and PDF downloads, are available without any need to register. The only features of the site for which registration is required are the ACH Risk Quick Quiz and the Online Seminar.

Registration requirements for the ACH Risk Quick Quiz

Registration is simple and requires only the information listed below.
No special software is needed.

- ABA number
- E-mail address

Registration requirements for the Online Seminar

Registration is simple and requires only the information listed below.

- ABA number
- E-mail address
- Basic identification information such as name, title, institution
- Identification of how you currently monitor your ACH risk

Q: Are there any requirements to participate in the Online Seminar or view the video "webisodes"?

A: To participate in the Online Seminar, Flash[®] 7 is needed. To view the videos, either Flash[®] 7 or Windows Media[®] Player 9.0 is needed. No registration is needed for the videos. Most computers are likely to be equipped with one or both of these programs. If neither of these programs is available, convenient links are provided for easy download of the programs. The videos can be viewed over either a dial-up or broadband connection (e.g. cable modem, DSL, T1, T3), but the broadband connection will provide a far better experience.

Q: What if problems arise while registering for the ACH Risk Quick Quiz or Online Seminar?

A: Check to be sure that the ABA number entered is accurate and that all required fields are filled out. If still unable to register, send an e-mail to Chi.CRSO.National.Marketing@Chi.FRB.org and a representative from the Federal Reserve Banks will respond.



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Q: What if there is no sound accompanying the Online Seminar or the video webisodes?

A: There are many places on a computer system where volume controls are found. If any of these are turned off or are on mute, no audio will accompany the material you are viewing. Check the volume controls in the computer's operating system, on the computer itself, on external speakers if applicable, or on the video or seminar player. Some computers are not equipped with speakers. In this case, try listening through headphones (if that capability is available), after checking the various volume controls – including those on the headphones, if applicable. If the computer is unable to produce sound, use a different computer to hear audio that accompanies the seminar and videos.

Q: What if a firewall prevents participation in the Online Seminar or viewing of the videos?

A: Some corporate firewalls do block the port that normally streams media. The seminar and video players try first to stream in the most efficient way possible. If blocked, they then try to use a different method that works through most servers and many firewall configurations. In a small percentage of cases, the firewall will prohibit the streaming and the media and, hence, the user's ability to view the seminar or videos. In this case, the institution's network security personnel may need to be consulted or it may be necessary to use a computer outside the institution's network (a home computer, for example).

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