

Encrypted E-mail User's Guide

Last updated 6/29/2009

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Encrypted e-mail Service Overview



- “ ACH financial reports are made available via an encrypted e-mail service.
- “ The financial reports are created, encrypted and sent to a password protected Internet portal for retrieval (pull option).
- “ E-mail notifications are automatically generated to alert recipients that there are reports at the portal awaiting retrieval.
- “ An Internet browser-based portal **pull** option is the default manner for accessing the reports. The encrypted portal can be accessed at <https://achedi.com>.

Encrypted e-mail Service Overview



- “ The notification e-mails have a domain name of **encryptedmail.achedi.com**. Ensure that this domain is not blocked by your company e-mail policy or your Internet service provider.
- “ These notification e-mails might be filtered out before they reach the recipients (e.g. by spam filters). A **best practice** is to access the encrypted Internet portal directly each day to check for reports.

Encrypted e-mail Portal



- “ For portal (pull) customers, the ACH financial reports can be accessed at <https://achedi.com>.
- “ Ensure that this site is not blocked by your company Internet policy or by your Internet service provider.
- “ Initial account setup and ongoing maintenance associated with the portal is self-service by the owner of the e-mail address.
- “ The portal requires an account (e-mail address) and password for access.
- “ The reports are retained in the encrypted Internet portal for 60 calendar days.

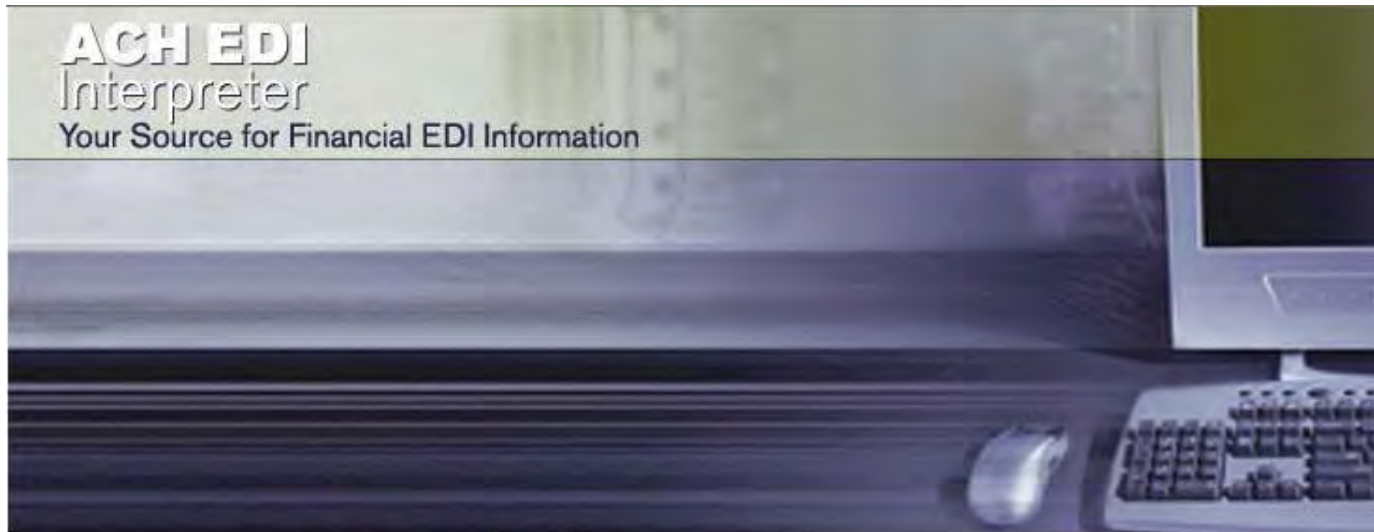
Encrypted e-mail Portal



- “ Other optional products are available from the vendor that enable the reports to be **pushed** directly to the mailbox in an encrypted manner.
- “ Additional information about the encrypted e-mail vendor and the other separately priced options can be located at <http://zixcorp.com/solutions/emailencryption.php>

Internet Portal Screens

achedi.com



Welcome to the ACH EDI Interpreter Encrypted Messaging Center

For first time users, [click here](#) to create your account.

Email Address:

Password: [Forgot your password?](#)

[Change your password](#)

[Use online help](#)

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com.

WARNING: If you are not authorized to use the ACH EDI Interpreter Encrypted Messaging Center, please close this window immediately. Accessing the ACH EDI Interpreter Encrypted Messaging Center without appropriate authorization is prohibited and violators may be prosecuted.

This is the home page of the encrypted Internet portal (achedi.com)

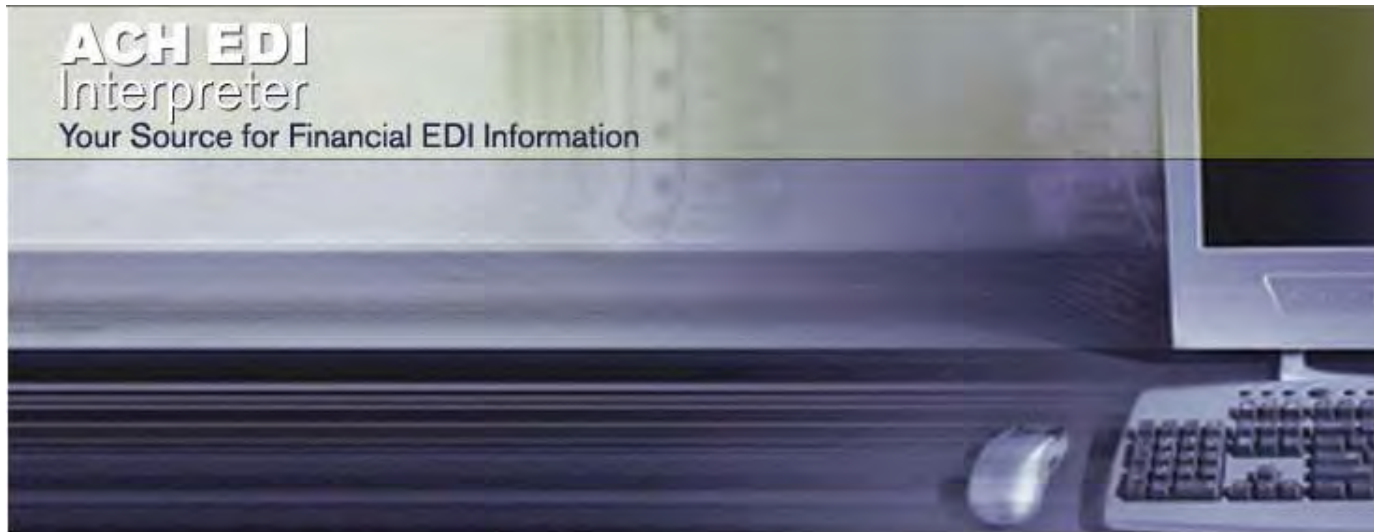
If this screen cannot be displayed, review the Y b Xolified g helpt to determine what may be causing the issue.

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Register an account (e-mail address)

achedi.com



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Password: [Forgot your password?](#)

[Sign In](#)

[Change your password](#)

[Use online help](#)

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The first time the portal is accessed, the user ~~will~~ need to complete a one-time registration process to establish password and control of the email address.

Register an account (e-mail address)

ACH EDI Interpreter
Your Source for Financial EDI Information

Register below for your mailbox to receive encrypted messages.

Email Address:*

Password:*

Re-enter Password:*

Password Reminder Phrase:*
Choose a word or phrase that will help you remember your password.

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com.

Your Source for Financial EDI Information

Encrypted by **zixcorp.**

Password Rules

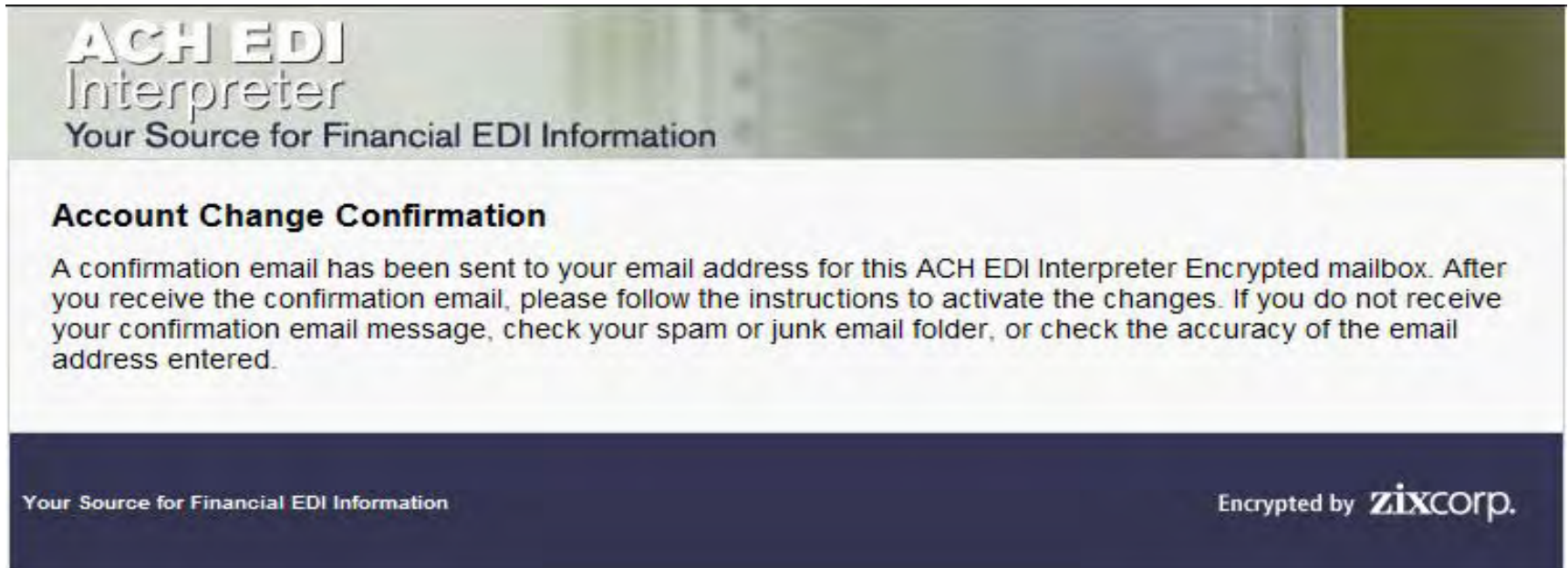
Passwords must be at least eight characters and meet the following three conditions:

- Contain both alphabetic and numeric characters
- Contain both uppercase and lowercase characters
- Contain at least one special character such as: ~!@#\$\$%^&

* Indicates required field

When the user initially registers their account, they will need to set up a password following these rules and set up a reminder phrase.

Register an account (e-mail address)



After the user submits their account information, they will see a screen similar to this one. The next step is to check their normal e-mail inbox for a confirmation e-mail. This process is designed to confirm the user has control of this e-mail address.

Activating an Account

[« Back to Inbox](#)

Archive

Report spam

Delete

Move to▼

Labels▼

More actions▼

ACH EDI Interpreter Encrypted Notification Inbox | X

★ notification@achedi.com to me [show details](#) 12:58 PM (3

Your ACH EDI Interpreter Encrypted password is pending.

To ACTIVATE your new password, click the link below:

<https://achedi.com/s/a?cmd=ABA3Sii0MfQjdOrBGXWI1A3Q>

This is the last step in this one-time process.

To DECLINE your new password, click the link below:

<https://achedi.com/s/d?cmd=ABA3Sii0MfQjdOrBGXWI1A3Q>

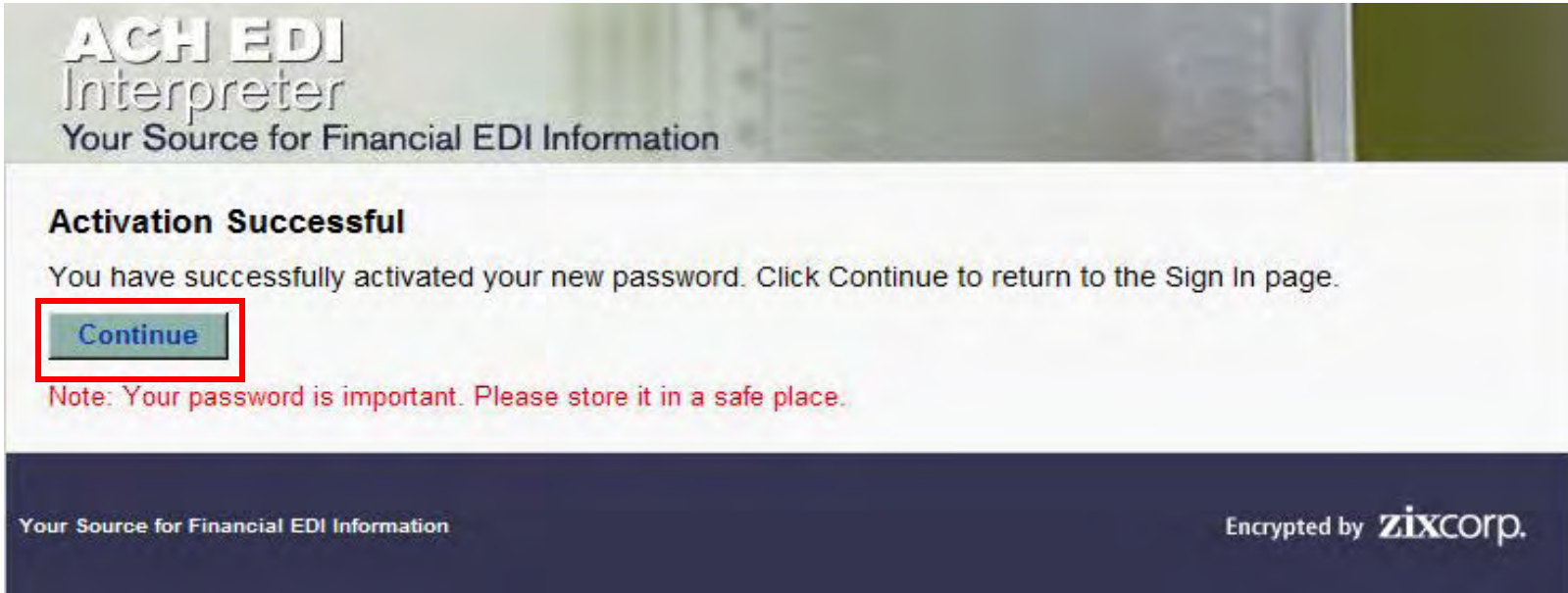
If your email program does not support active links, please copy and paste the link above into the "Address" or "Location" field of your browser and press

This screen represents an example of the confirmation e-mail the user should receive.

To activate the account, click on the Activate link.

If the user sees a similar e-mail that they did not initiate, click on the Decline link. They should notify the e-mail vendor immediately.

Activating an Account



The screenshot shows the ACH EDI Interpreter website. At the top left, the logo reads "ACH EDI Interpreter" with the tagline "Your Source for Financial EDI Information". The main content area has a heading "Activation Successful" followed by the text: "You have successfully activated your new password. Click Continue to return to the Sign In page." A blue button labeled "Continue" is highlighted with a red rectangular border. Below the button, a red note states: "Note: Your password is important. Please store it in a safe place." The footer contains the tagline "Your Source for Financial EDI Information" on the left and "Encrypted by zixcorp." on the right.

After selecting the activate link, the user will be returned to the portal, and they should see a similar Activation Successful screen. Click on the **Continue** button to view the ACH reports.

Internet Portal Screens

achedi.com



Welcome to the ACH EDI Interpreter Encrypted Messaging Center

For first time users, [click here](#) to create your account.

Email Address:

Password:

[Forgot your password?](#)

[Sign In](#)

[Change your password](#)

[Use online help](#)

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com.

WARNING: If you are not authorized to use the ACH EDI Interpreter Encrypted Messaging Center, please close this window immediately. Accessing the ACH EDI Interpreter Encrypted Messaging Center without appropriate authorization is prohibited and violators may be prosecuted.

If the user ever forgets their password, they should [click here](#) and the portal will send them a reminder phrase they established earlier.

Access to the portal is self service by the owner of the email address.

Forgot the Password?

ACH EDI Interpreter
Your Source for Financial EDI Information

Password Reminder
Enter your email address and a password reminder will be sent within a few minutes.

Remember: Your email address must be the one used when you registered.

If you do not receive a password reminder within a few minutes please return to the login page, select "Change your password" and follow the instructions.

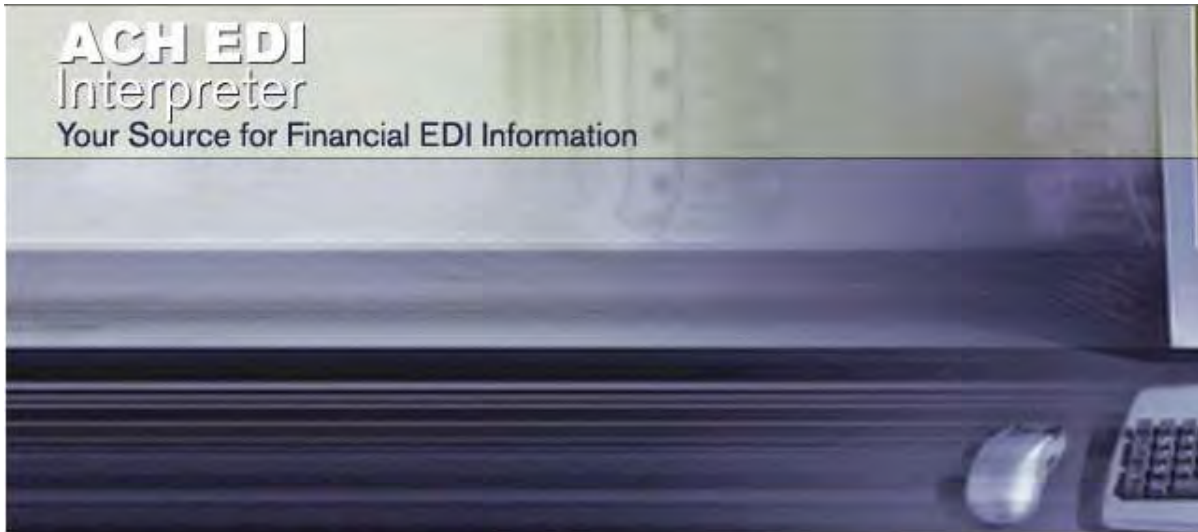
Email Address:

Your Source for Financial EDI Information Encrypted by **zixcorp.**

When the user selects the forgot your password option, they will see a screen similar to this one. Enter the email address and the portal will send the reminder phrase they established earlier.

Internet Portal Screens

achedi.com



Welcome to the ACH EDI Interpreter Encrypted Messaging Center

For first time users, [click here](#) to create your account.

Email Address:

Password: [Forgot your password?](#)

[Sign In](#)

[Change your password](#)

[Use online help](#)

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com

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At anytime the user can click here to establish a new password.

This link can be used at any time to establish a new password if the user cannot remember their current password and the reminder phrase does not help.

If the user suspects that their password has been compromised, they should change it immediately.

Security best practices recommend changing your password on a monthly basis.

Account Locked

[« Back to Inbox](#)

Archive

Report spam

Delete

Move to▼

Labels▼

More actions▼

Locked Account Notification | Inbox | X

★ notification@achedi.com to me [show details](#) 1:06 PM (0 minutes ago) [Reply](#) | ▼

This email is to notify you that you have exceeded the allowed number of failed login attempts for ACH EDI Interpreter Encrypted. As a result, access to this account has been suspended until:

May 15, 2009 @ 18:36 (GMT)

The last attempt to access your account on ACH EDI Interpreter Encrypted was from IP address 12.163.97.74.

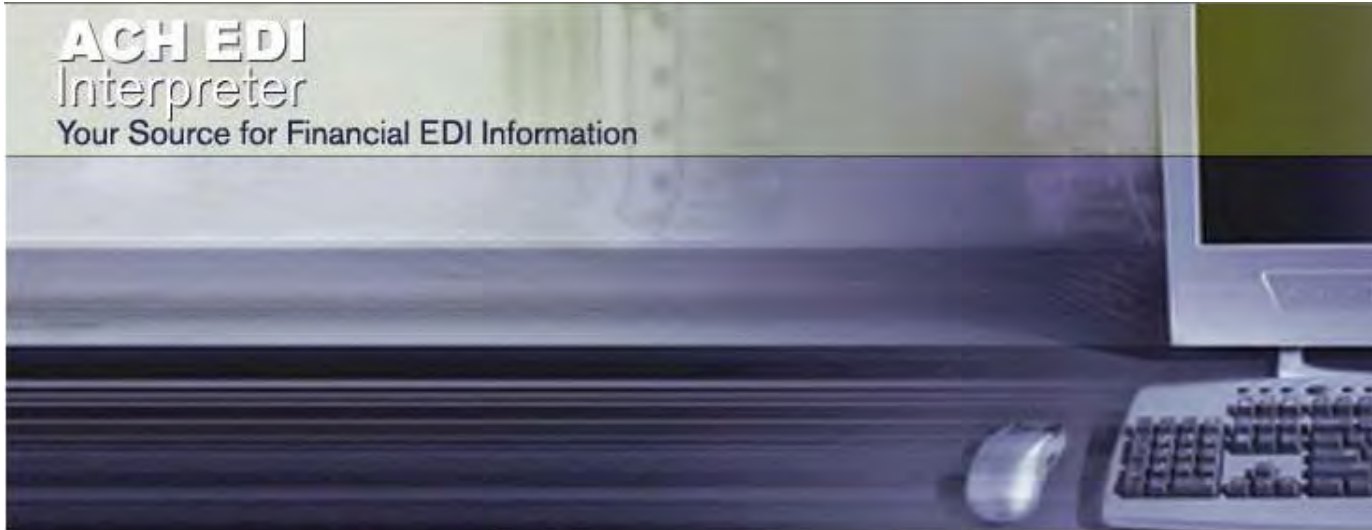
To unlock your account immediately, simply return to the ACH EDI Interpreter Encrypted login page and follow the links to change your password. After you submit your new password, you will receive a password activation email notification. By clicking on the link to accept your new password, your account will be unlocked immediately.

If the user receives an e-mail similar to this one, they can return to the portal and use the **change your password** option to establish a new password. If the user did not initiate the message by using invalid passwords while trying to access the portal, they should notify the e-mail vendor immediately.

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<http://www.zixhelp.com/zixport/3.2/webhelp/portalhelp.htm>



If the user experiences problems using the portal, click here to access the Y b X c online help.

If the user is having trouble accessing the achedi.com home page, the URL to the online help is provided above.

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com.

WARNING: If you are not authorized to use the ACH EDI Interpreter Encrypted Messaging Center, please close this window immediately. Accessing the ACH EDI Interpreter Encrypted Messaging Center without appropriate authorization is prohibited and violators may be prosecuted.

Encrypted E-Mail Portal Online Help

<http://www.zixhelp.com/zixport/3.2/webhelp/portalhelp.htm>

Contents

- What's New in v3.2
- Introduction
- Overview of Features
- Registering, Signing In and Password Management
- Reading and Sending Message
- Message Options
- Frequently Asked Questions

WHAT'S NEW IN VERSION 3.2

Following are brief descriptions of the new features and enhancements in the **Secure Message Center** for this release.

SUPPORT FOR MULTIPLE LANGUAGES

ZixPort now supports multiple languages, including the JIS X208 Japanese character set.

ATTACHMENTS OPEN IN NEW WINDOW

When opening an .html file attached to an email message, the attachment now opens in a new window, allowing you to easily resume your activities in the **Secure Message Center** when you are finished reviewing the attachment.

Contents

Index

Search

Done

Internet 100%

If the user clicks on the Help link or tab, they will be directed to the e-mail <http://www.zixhelp.com/zixport/3.2/webhelp/portalhelp.htm>. Notice that this is a full feature online help system with Contents, Index and Search features.

Encrypted E-Mail Portal Online Help

achedi.com



Welcome to the ACH EDI Interpreter Encrypted Messaging Center

For first time users, [click here](#) to create your account.

Email Address:

Password: [Forgot your password?](#)

[Change your password](#)

[Use online help](#)

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com.

WARNING: If you are not authorized to use the ACH EDI Interpreter Encrypted Messaging Center, please close this window immediately. Accessing the ACH EDI Interpreter Encrypted Messaging Center without appropriate authorization is prohibited and violators may be prosecuted.

If the user cannot resolve an issue using the Y b X c online help, they will need to send an email to the j Y b X technical support area.

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Notification e-mail

« [Back to Inbox](#) Archive Report spam Delete Move to▼ Labels▼ More actions▼

Reports for [Entiy A] from ACHEDI SUBSCRIBING BANK [Inbox](#) | >

★ fmenc+12345678@encryptedmail.achedi [show details](#) May 10 (5 days ago)

You have an ACH EDI Interpreter Encrypted Mail Message from fmenc+12345678@encryptedmail.achedi.com.

To view the encrypted message, [click here](#).

Do not reply to this notification message. This notification message was auto-generated by the sender's encrypted mail processing system.

The encrypted message expires on Jul 09, 2009 @ 05:47 PM (GMT).

NOTE: If your mail program does not support active links, you can view your encrypted message by copying and pasting the text below into the "Address" or "Location" bar of your Internet browser and press "Enter".

<https://achedi.com/s/e?m=ABDGMdkN1mv8jHKH3anJLCWp&em=report%2erecipient%40gmail%2ecom>

Portal users should receive notification email alerting them that they have reports awaiting retrieval from the portal. The notification email will vary depending on the email client software and provider. Locate the link in the email and click on it. This directs the user to the achedi.com portal where the user can log on and access their ACH reports at the portal.

Notification e-mail

« [Back to Inbox](#) [Archive](#) [Report spam](#) [Delete](#) [Move to▼](#) [Labels▼](#) [More actions▼](#)

Reports for [Entiy A] from ACHEDI SUBSCRIBING BANK

★ fmenc+12345678@encryptedmail.achedi [show details](#) May 10 (5 days)

You have an ACH EDI Interpreter Encrypted Mail Message from fmenc+12345678@encryptedmail.achedi.com.

To view the encrypted message, [click here](#).

Do not reply to this notification message. This notification message was auto sender's encrypted mail processing system.

The encrypted message expires on Jul 09, 2009 @ 05:47 PM (GMT).

NOTE: If your mail program does not support active links, you can view your encrypted message pasting the text below into the "Address" or "Location" bar of your Internet browser and press "E

<https://achedi.com/s/e?m=ABDGMdkN1mv8jHKH3anJLCWp&em=report%2erecipient%40gmail>

If the notification email is not received, it is likely been trapped by a spam filter, moved to a junk mail area or encountered similar delivery problems. The user needs to work with their email support area to allow mail with a domain name of encryptedmail.achedi.com to their institution.

Remember it is best practice not to rely on these notification mails but rather to access portal directly every day to for reports.

Notification e-mail



If the user does not see the notification mail, please be diligent to assure that the links direct them to the valid achedi.com internet site.

There could be a phishing attempt where the email directs the user to a similar looking but different Internet site which a hacker tries to discover the IP address of the sender.

Again, it is best practice to not rely on these notification emails but rather access the portal directly every day to check reports.

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Email Address:

Password:

[Forgot your password?](#)

[Sign In](#)

[Change your password](#)

[Use online help](#)

For technical issues with the usage of this encrypted messaging center, please email support@zixcorp.com.

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After the ~~time~~ setup and activation process is complete, the user will enter their email address and password and click the Sign In button to access their ACH reports.

ACH EDI
Interpreter
Your Source for Financial EDI Information

Inbox Help Sign Out

Signed in as report.recipient@gmail.com
You have 2 new messages.

Refresh Delete

Select	From	Subject	Date
<input type="checkbox"/>	fmenc+12345678@encrypted	Reports for [Entiy A] from ACHEDI SUBSCRIBING BANK	May 10
<input type="checkbox"/>	fmenc+12345678@encrypted	Reports for [Entiy A] from ACHEDI SUBSCRIBING BANK	May 08

Your Source for Financial EDI Information

Encrypted by **zixcorp.**

After the user has logged on to the encrypted Internet portal and clicked on the Inbox tab, they should see an inbox view similar to this. Locate the report to download and click on the link.

ACH EDI Interpreter

Your Source for Financial EDI Information

Inbox

Help

Sign Out

Signed in as report.recipient@gmail.com

Delete

More Actions



Go

Received: May 10, 2009 12:47:29 PM
Expires: Jul 9, 2009 12:47:29 PM
From: fmenc+12345678@encryptedmail.achedi.com
To: report.recipient@gmail.com
Cc:
Subject: Reports for [Entiy A] from ACHEDI SUBSCRIBING BANK

Attachments: [reports.zip](#)

Attached are your report(s). For additional information please contact:
ACHEDI Subscribing Bank, Somewhere, CA
512-555-1212, FAX 512-555-2121, acheid.contact@achedisubscribingbank.com

Message Generated: 05/05/2009 04:19 EST
Process Date: 2009-02-11

*** Do Not Reply To This Email. This is an Auto-Generated Message and Responses are Automatically Deleted. ***

Next, the user will see a screen similar to this.
Click on the attachment link to download it.

Inbox

Help

Sign Out

Signed in as rep

Delete

More Actions

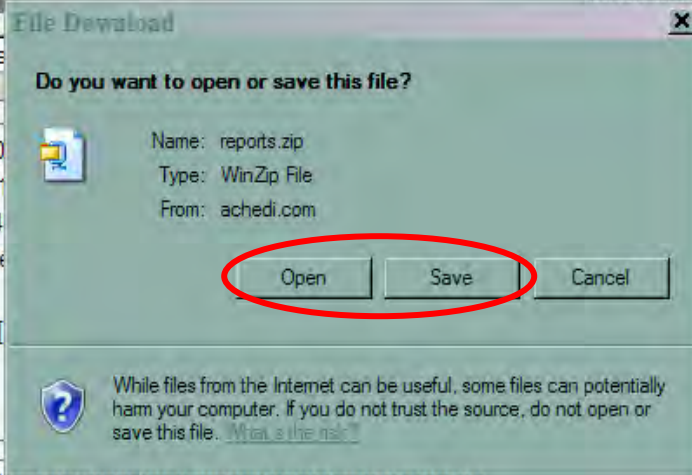
Received: May 10, 2009
Expires: Jul 9, 2009
From: fmenc+1234@achedi.com
To: report.recipient@achedi.com
Cc:
Subject: Reports for [redacted]

Attachments: [reports.zip](#)

Attached are your report(s). For additional information please contact:
ACHEDI Subscribing Bank, Somewhere, CA
512-555-1212, FAX 512-555-2121, acheid.contact@achedisubscribingbank.com

Message Generated: 05/05/2009 04:19 EST
Process Date: 2009-02-11

*** Do Not Reply To This Email. This is an Auto-Generated Message and Responses are Auto-Deleted. ***




Next, the user will see the File Download dialog box. Select either the Open or Save button.

The reports are 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 archive.

Most operating systems include the ability to uncompress (unzip) files. For additional information, see these URLs :

- <http://support.microsoft.com/kb/251251>
- <http://support.microsoft.com/kb/251251>
- <http://www.zip.org/>
- [http://en.wikipedia.org/wiki/ZIP_\(file_format\)](http://en.wikipedia.org/wiki/ZIP_(file_format))



The ACH reports are retained in the portal for 60 calendar days then automatically deleted. There is no need to manually delete the reports but they can be manually deleted if the user wishes. If the user needs to retain the reports longer than 60 calendar days, they will need to download the reports and save them to their computer.