

# FedPayments® Reporter Service for FedACH® Services

## Encrypted Email Delivery Overview

Revised June 2024

# Encrypted Email Delivery



The FedPayments Reporter Service for FedACH Services offers an automated, encrypted email report delivery feature that:

- Is integrated into the service
- Uses a third-party vendor email service (ZixCorp®)

Delivery and access of email (and attachments) vary depending on whether the receiver is already using a ZixCorp product. Emails have a domain name of **encryptedmail.achedi.com**. To help keep emails from being trapped by spam filters, ensure that:

- This domain is allowed by your company policy or by your internet service provider (ISP)
- Filters allow for attachments with these extensions: PDF, XLSX, ZIP

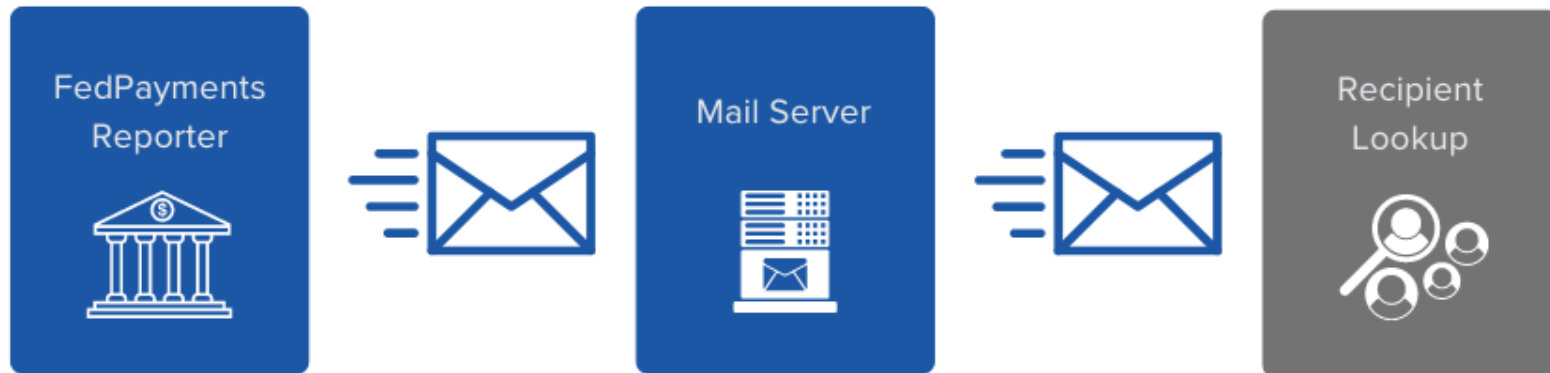
# Encrypted Email Process Overview

**Step 1:** The FedPayments Reporter Service automatically generates Subscriber reports, attaches the report to an email and encrypts the email.



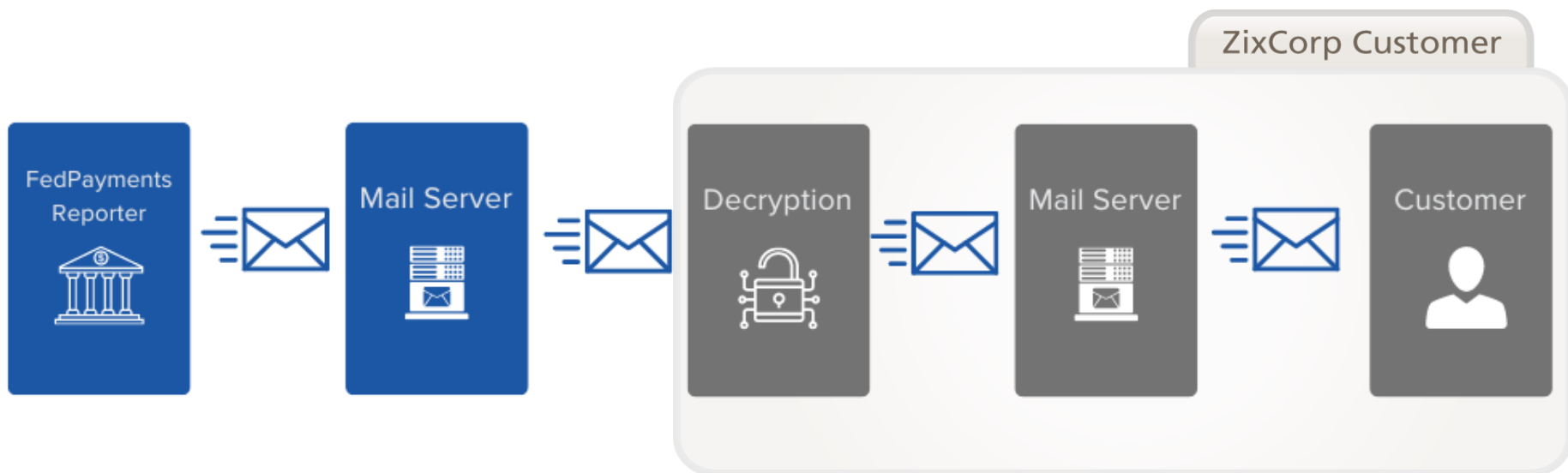
# Encrypted Email Process Overview

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



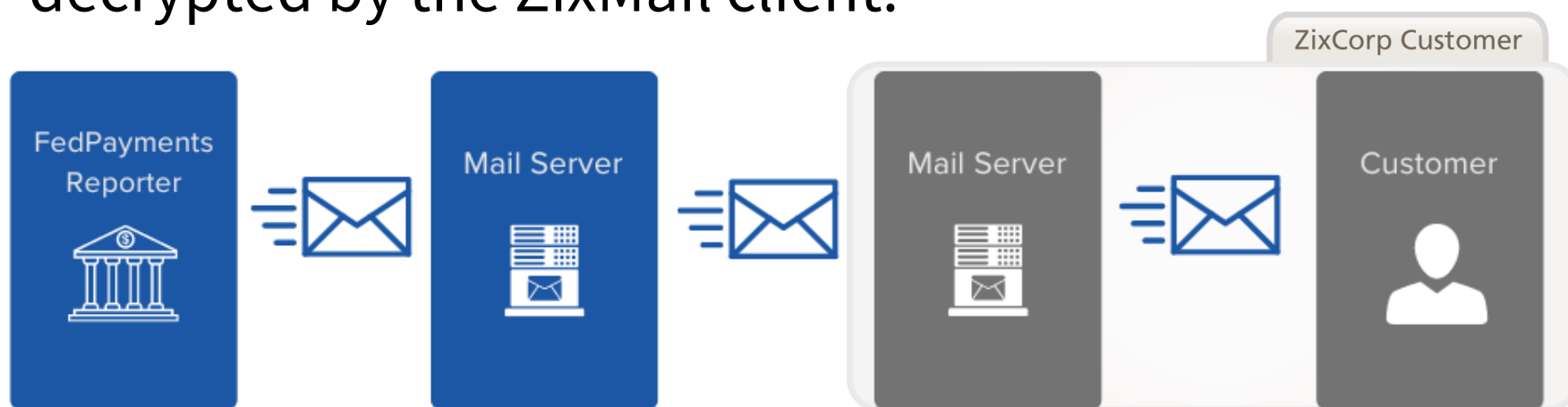
# Encrypted Email Process Overview

**Step 3:** If your organization uses Zix email services, the encrypted email is queued, decrypted and delivered directly to your inbox.



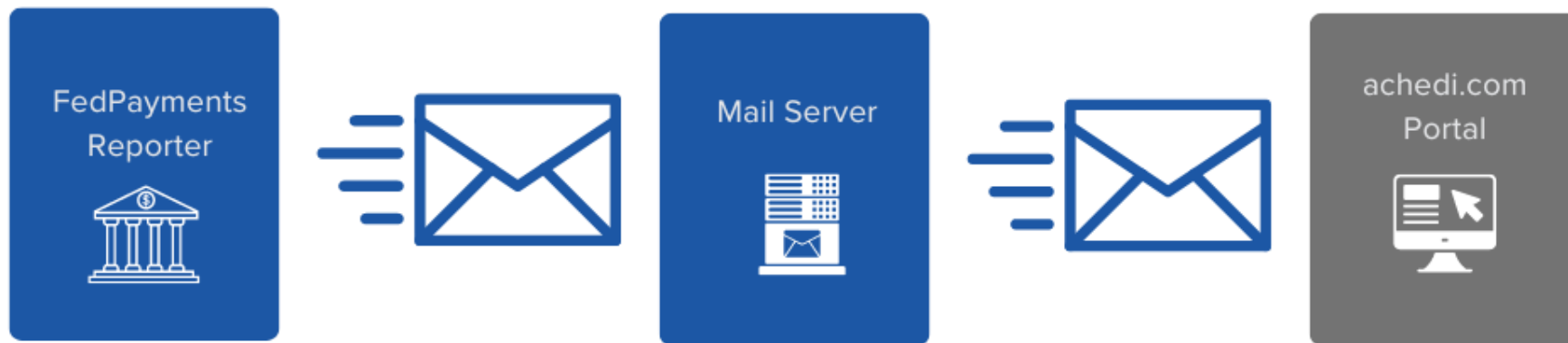
# Encrypted Email Process Overview

**Step 4:** If your organization uses ZixMail® client software, the encrypted email is transmitted directly to your organization, delivered to your inbox and decrypted by the ZixMail client.



# Encrypted Email Process Overview

**Step 5:** If your organization does not use any Zix services, the encrypted email is sent to the web-based encrypted email portal and stored for later access.



# Encrypted Email Process Overview

**Step 6:** The encrypted email portal queues an unencrypted notification email to alert you of reports available for retrieval from the portal at [achedi.com](https://achedi.com).





# Encrypted Email Process Overview

**Step 7:** You can launch a web browser to access the email portal and view your reports.

- If you are concerned about email phishing exploits or missing notification emails, simply access the portal directly on a routine basis.
- The portal screen automatically adjusts to support a wide range of desktop and mobile browsers.





# Additional Resources

- Encrypted email portal: [achedi.com](https://achedi.com)
- [Encrypted Email User Guide](#)
- [Zix.com](https://Zix.com)

# Support

If you **are** a financial institution, contact the Federal Reserve Banks Services Support Center at (833) 377-7827.

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

The financial services logo, FedPayments™ and FedACH™ are service marks of the Federal Reserve Banks. A list of marks related to financial services products that are offered to financial institutions by the Federal Reserve Banks is available at [FRBservices.org/terms](https://frbervices.org/terms).

Zix,™ ZixDirectory and ZixMail are marks of Zix Corporation and are protected by copyright and trademark laws under U.S. and international law.

© Federal Reserve Banks

