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ADP Secure Email FAQs

Frequently asked questions on exchanging
secure emails using the Voltage
SecureMail™ System

Version 1.3



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Document History

Version	Release Date	Author	Version / Revision Summary
1.0	July 2008	ADP IT Security	First release of Associate User Guide
1.1	January 2016	ADP Messaging	Updated branding
1.2	June 2016	ADP Messaging	Updated Password Reset Option
1.3	October 2016	ADP Messaging	Updated Account Creation question.


Q1: Why do I receive email from ADP that directs me to another web site?

Messages from ADP that contain confidential data are encrypted and require that you first authenticate via the ADP SecureMail web site.

Q2: How do I exchange SecureMail with an ADP associate?

Before you can exchange secure email messages with an ADP Associate, you must first receive a secure email from an ADP Associate. This will then allow you to create your ADP SecureMail account

Q3: What will happen the first time I receive a secure e-mail from ADP?

The first time you use the ADP SecureMail system, you will be asked to create an account by entering a password.

Q4: Will I need to download any software to read secure e-mail?

No, the ADP SecureMail infrastructure uses your default Internet browser, and no additional software is required.

Q5: What is the message_zdm.html file attached to secure emails?

The message_zdm.html attachment contains the entire encrypted message body and any encrypted attachments.

Q6: How do I use the ADP SecureMail system to send/receive secure emails?

Please refer to the *ADP Secure Email Client User Guide*, by clicking [here](#).

Q7: What should I do if I forget my password?

You can click on the “Forgot your password link?” to reset your password. If you need further assistance, contact your ADP representative who will have a SecureMail Administrator reset your password.

Q8: What type of data is considered sensitive or confidential?

There are various types of data that ADP considers sensitive or confidential. For example, names, social security numbers, wage reports, employer ID numbers, and bank records are all types of data that we take the necessary measures to protect.

Q9: How long will I have access to a secure email?

Emails sent by the ADP/Voltage SecureMail systems are not stored on ADP hosted servers. Secure emails sent to you by an ADP associate, are stored on and are subject to the email retention policies of the destination email infrastructure.

Q10: Will my SecureMail account remain active indefinitely?

Your SecureMail account will be removed after 13 months of inactivity. If you wish to re-register your account, simply open a secure mail you had previously received. This will allow you to re-register your account.

Q11: How can I quickly get to the ADP SecureMail web site?

You can bookmark the Login page of the Web site or save the Web site address in the Favorites folder of your Web browser.

Note that before you can exchange secure email messages with an ADP Associate, you must first receive a secure email from an ADP Associate.

The URL for the ADP SecureMail Web site is <https://voltage-pp-0000.adp.com/login>.

Q12: Who should I contact if I have any questions?

If your question is regarding a specific e-mail, contact the person who sent the e-mail. Should you have questions regarding SecureMail that are not covered in the [Client User Guide](#) or FAQs, please contact your ADP representative for support.