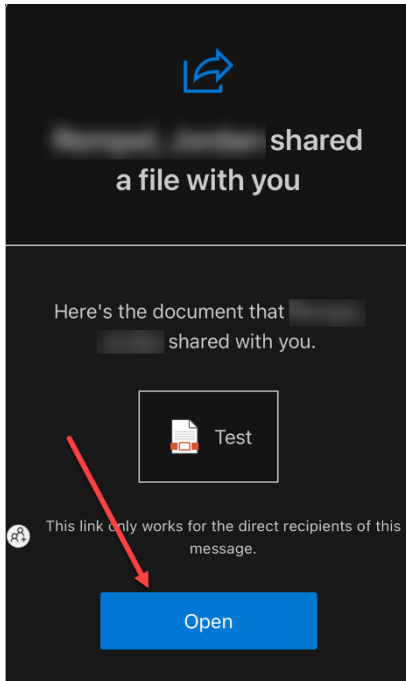
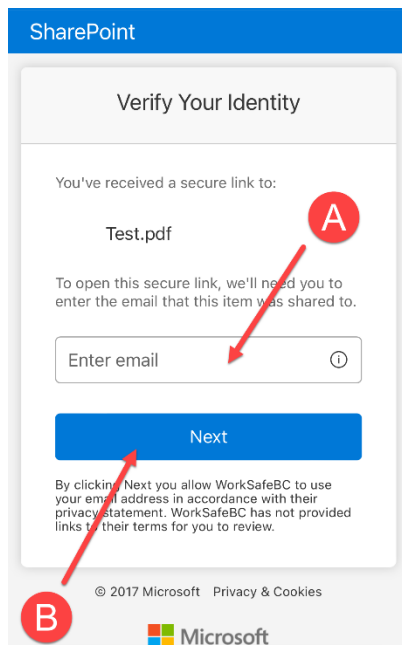


Follow these instructions to retrieve an electronically shared IHP binder. Please contact your Appeal Coordinator if you require assistance.

1. Check your email for the file that was shared with you. Select the **Open** button at the bottom of the email.

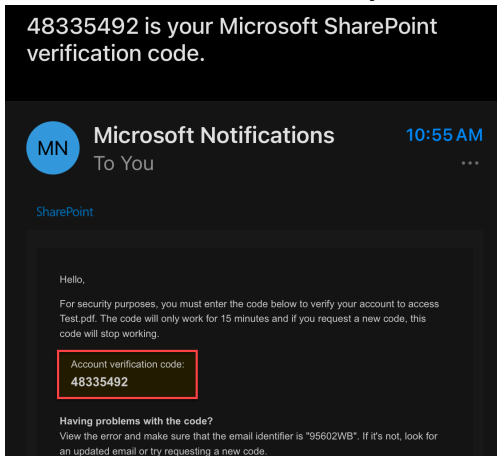


2. An identity verification page will open in your web browser.
 - a. **Enter your email** (that the link was sent to).
 - b. Select **Next**.

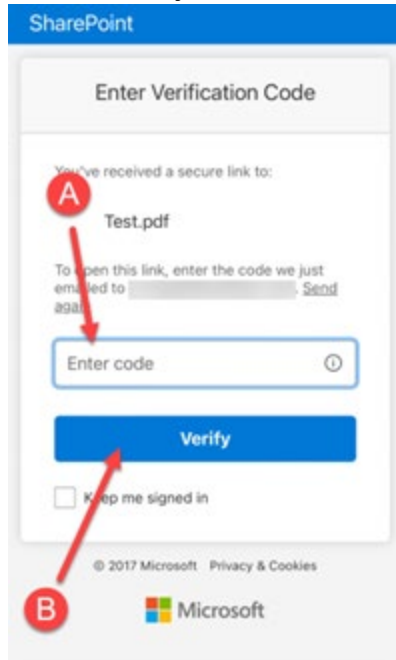


Electronic IHP Binder – Instructions for Retrieving File

3. You will receive a code at your email address. Copy the code.

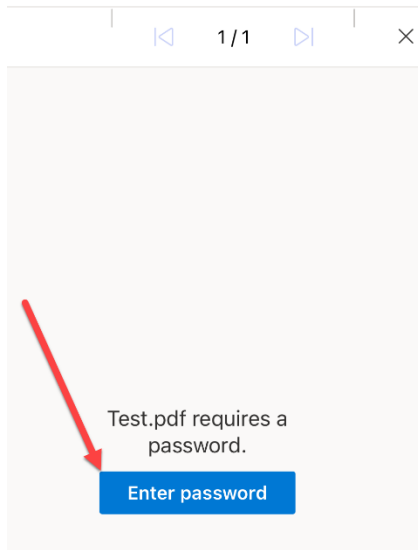


4. Return to your web browser.
 - a. Enter the code from the previous step.
 - b. Select **Verify**.

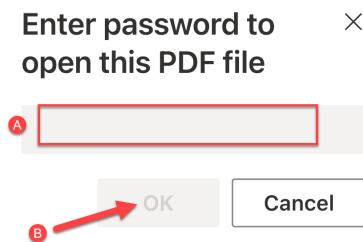


Electronic IHP Binder – Instructions for Retrieving File

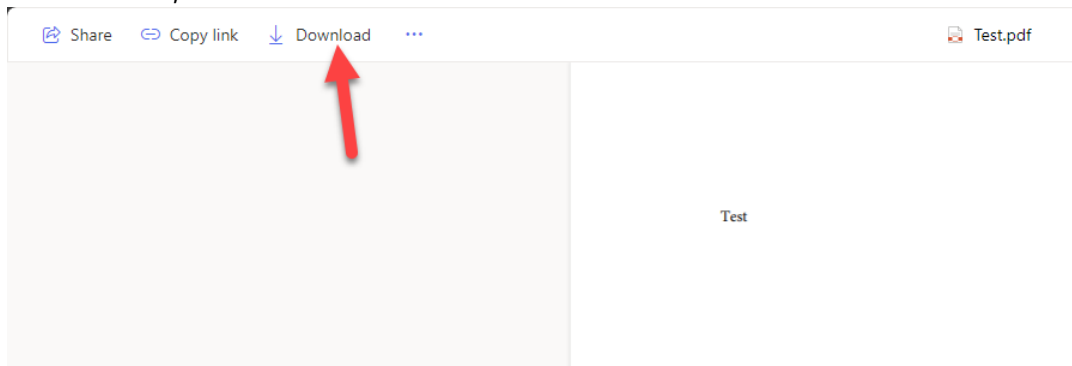
5. The PDF document will open. Select **Enter password** to unlock the file.



6. A password modal will open.
- Enter the PDF password** you received from your Appeal Coordinator. This is different from the code used above.
 - Select **OK**.



7. The file will open. Download the file by selecting **Download** at the top of the page. You must download the file before the date provided to you by your Appeal Coordinator, otherwise it will be deleted.



8. Keep the PDF password for later, as you will need it each time you open the file.