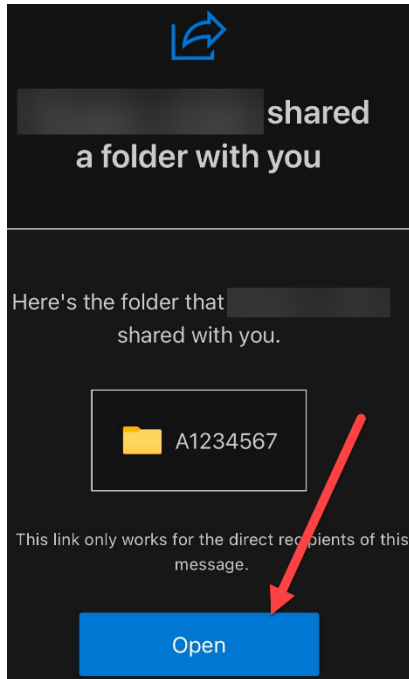Follow these instructions to retrieve an electronically shared IHP binder. Please contact your Appeal Coordinator if you require assistance.

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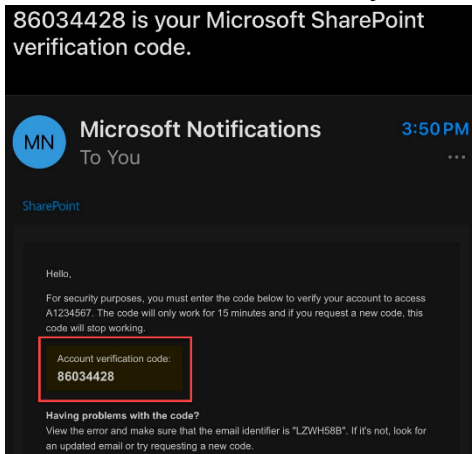

2. An identity verification page will open in your web browser.
   a. **Enter your email** (that the link was sent to).
   b. Select **Next**.
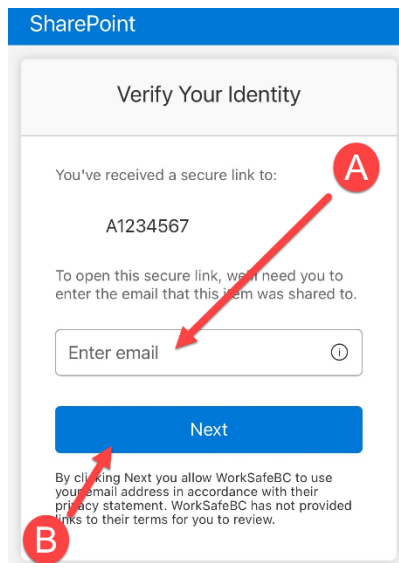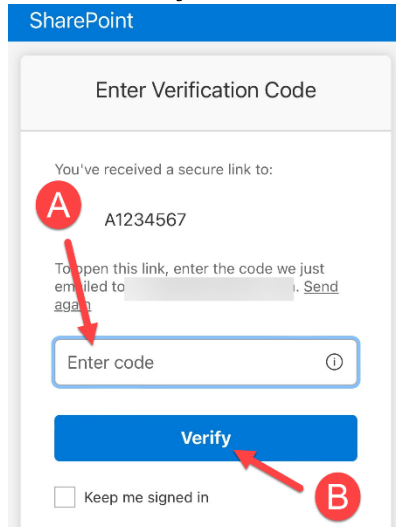
3. You will receive a code at your email address. Copy the code.

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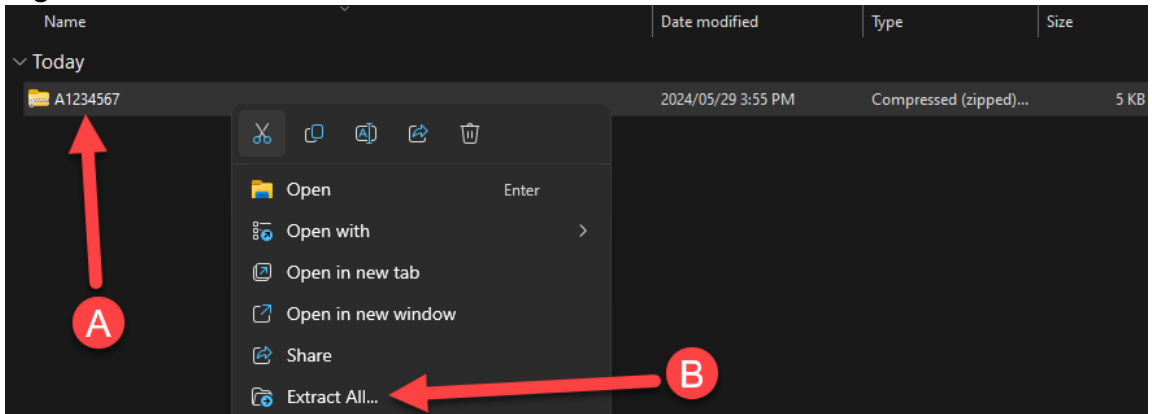   a. **Enter the code** from the previous step.
   b. Select **Verify**.

5. The folder containing the files will open. Select **Download** to save the files to your computer in a **Compressed (zipped)** format. You must download the file before the date provided to you by your Appeal Coordinator, otherwise it will be deleted.
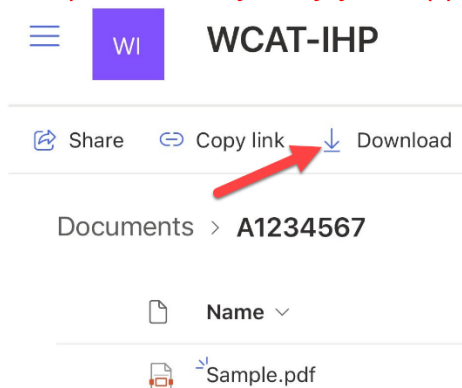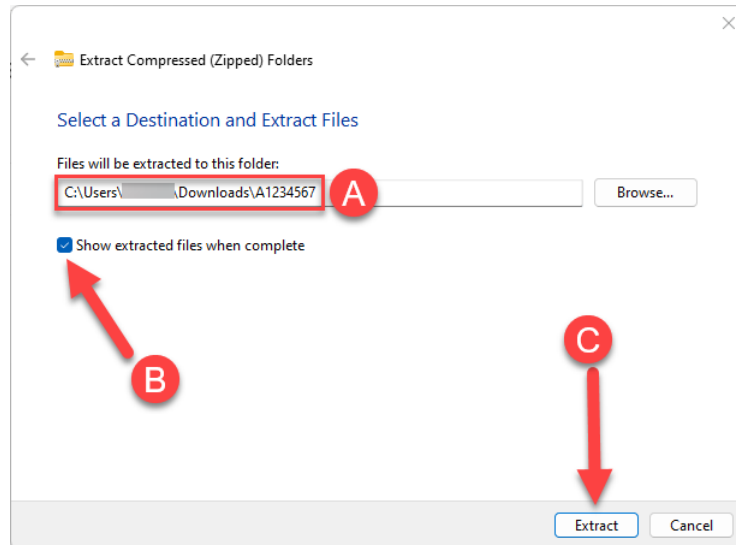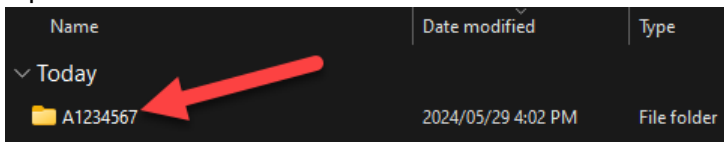
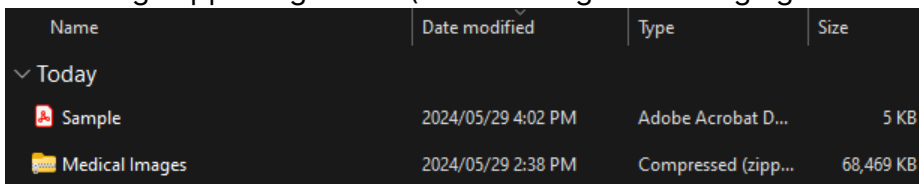6. **Right-click** the downloaded folder and select **Extract All**.

7. An extraction modal will open.
    a. Choose a location to extract the file(s).
    b. Select **Show extracted files when complete**.
    c. Select **Extract**.

8. Open the enclosed folder.

9. You will see a PDF containing the IHP binder and possibly another folder containing supporting media (such as diagnostic imaging or video evidence).
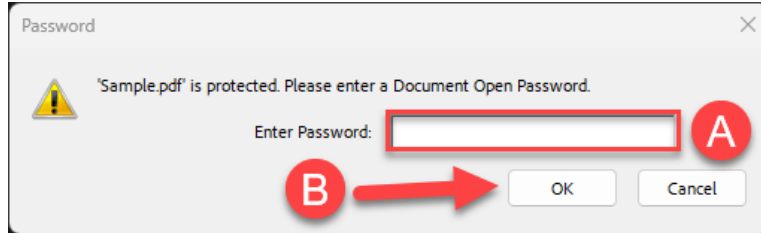
10. Open the PDF first.

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

12. The file will open. Keep the PDF password for later, as you will need it each time you open the file. If there is only a PDF file in the folder, you can stop following this guide.
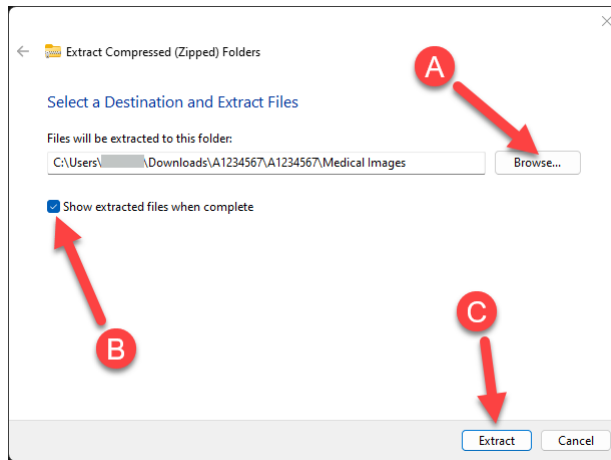
13. If there is another **Compressed (zipped)** folder:
    a. Right-click the folder.
    b. Select **Extract All**.
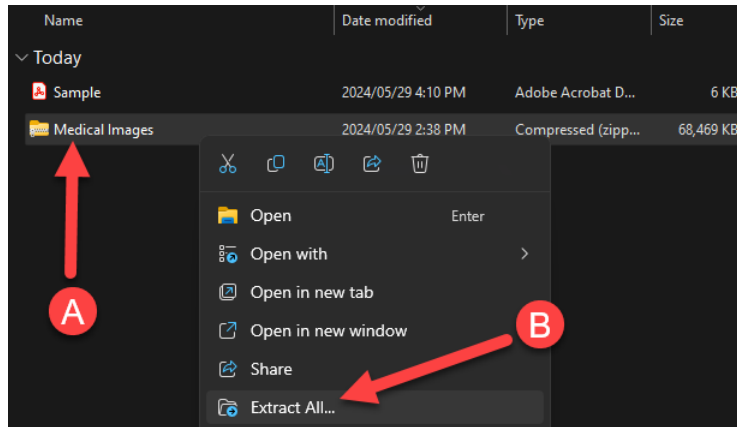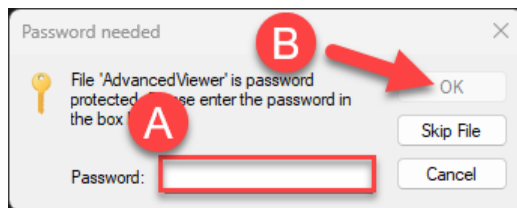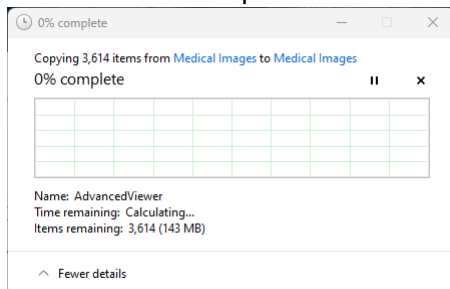
14. An extraction modal will open.
    a. Choose **Browse** and select your **Downloads** to extract the files.
    b. Select **Show extracted files when complete**.
    c. Select **Extract**.

15. A password modal will open.
    a. Enter the same password you used to open the PDF.
    b. Select **OK**.

16. A progress modal will open. Once complete the folder containing the supporting documents will open.

17. If you open the **unzipped/extracted** folder going forward, you will not need a password to open the supporting documents again. You can tell which folder it is by looking for the type: **File Folder**.

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18. If medical imaging is included, you will need to use an application to view it. Most imaging files conform to the DICOM standard and there are several free viewing applications available online. A list of applications can be found at: https://pmc.ncbi.nlm.nih.gov/articles/PMC2766899/, and a widely-used one is MicroDicom DICOM Viewer: https://www.microdicom.com/downloads.html.[1]

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[1] These links are being provided as a convenience and for informational purposes only; they do not constitute an endorsement or approval by WCAT of any of the products, services, or opinions of the corporation, organization, or individual. WCAT bears no responsibility for the accuracy, legality, or content of any external site or for that of subsequent links.

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