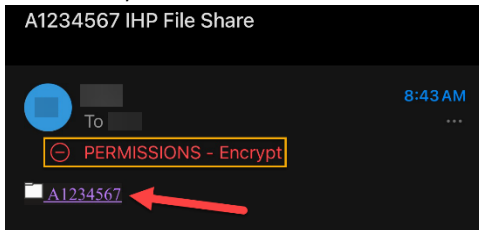Follow these instructions to retrieve an electronically shared IHP binder. Please contact your Appeal Coordinator if you require assistance.

1. Check your email account for the link that was shared with you. With certain email providers, you may be able to open this email without any further steps. If this is the case, **follow** the link in the email and skip to step 7.

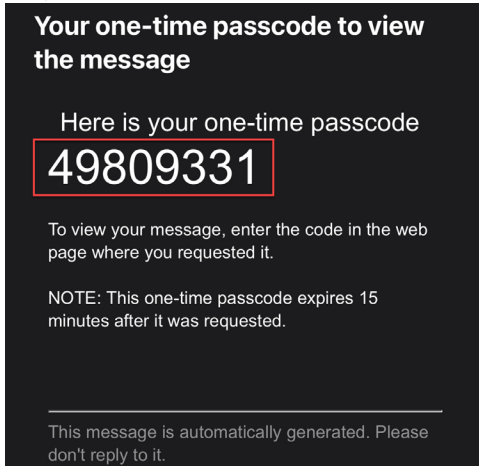2. Otherwise, the email will include a button to **Read the message**. **Select** this button.
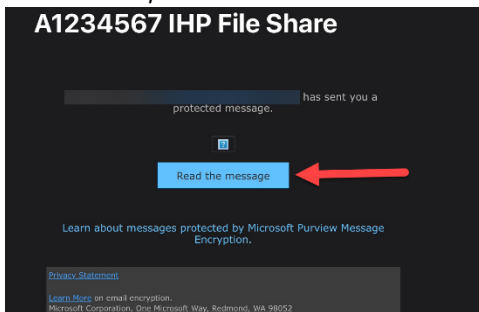
3. A page will open in your web browser. Select the **Sign in with a One-time passcode** button.
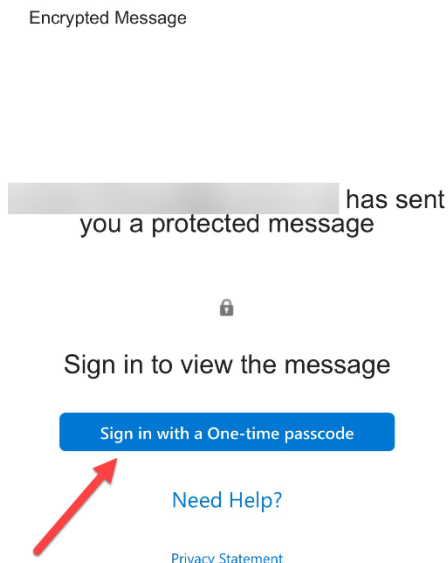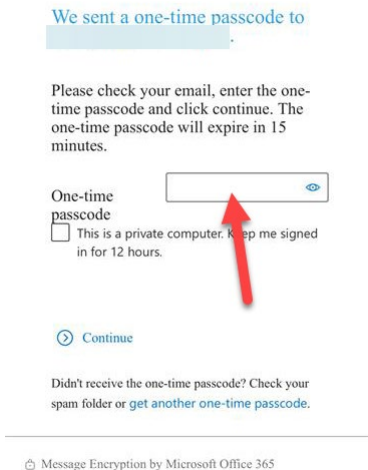
4. You'll receive another email with a one-time passcode. **Copy** the code and return to your web browser.

> **Your one-time passcode to view the message**
>
> Here is your one-time passcode
>
> **49809331**
>
> To view your message, enter the code in the web page where you requested it.
>
> NOTE: This one-time passcode expires 15 minutes after it was requested.
>
> _____
>
> This message is automatically generated. Please don't reply to it.

5. **Paste** the code in the box and select **Continue**.

> We sent a one-time passcode to
> .
>
> Please check your email, enter the one-time passcode and click continue. The one-time passcode will expire in 15 minutes.
>
> One-time passcode
> [   ] 👁
>
> ☐ This is a private computer. Keep me signed in for 12 hours.
>
> ⊙ Continue
>
> Didn't receive the one-time passcode? Check your spam folder or get another one-time passcode.
>
> 🔒 Message Encryption by Microsoft Office 365

6. The email with the link to the IHP folder will open in your browser. **Follow** the link to the folder.

> **A1234567 IHP File Share**
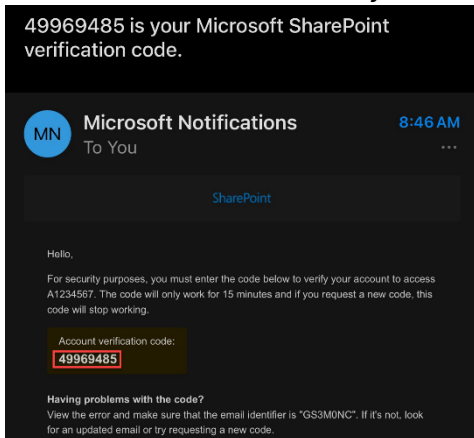>
> 1/30/2025 4:50:16 PM
>
> To:
>
> ✉ Reply All ⌄
>
> ⓘ Encrypt: This message is encrypted. Recipients can't remove encryption.
>
> 📁 A1234567

2
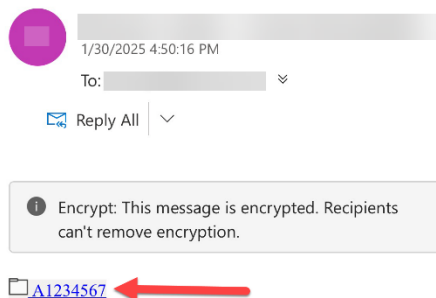
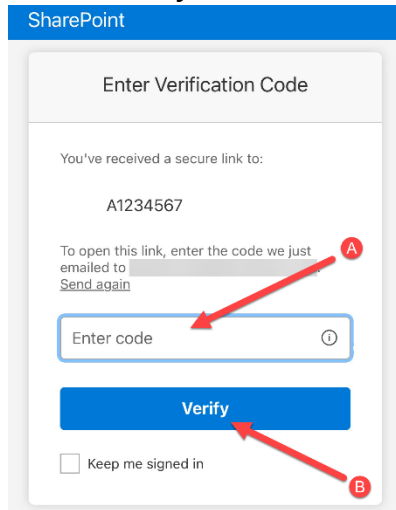7. An identity verification page will open in your web browser. Select **Send Code**.
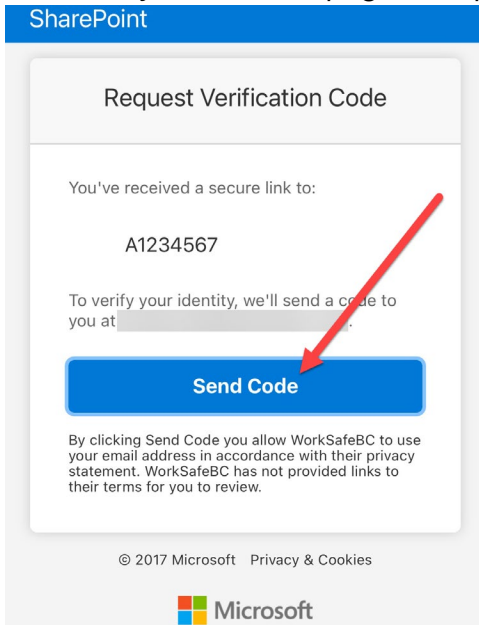
8. You will receive a code at your email address. **Copy** the code.

9. Return to your web browser.
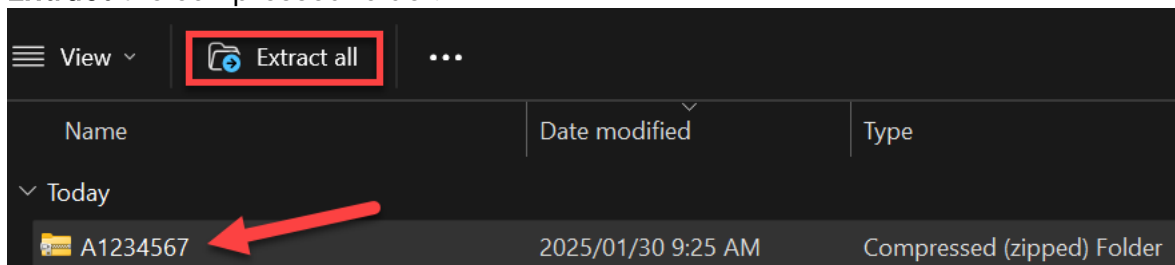
   a. **Enter the code** from the previous step.

b. Select **Verify**.

10. 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 you will lose access.
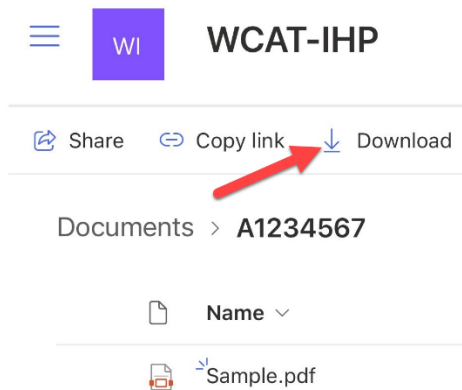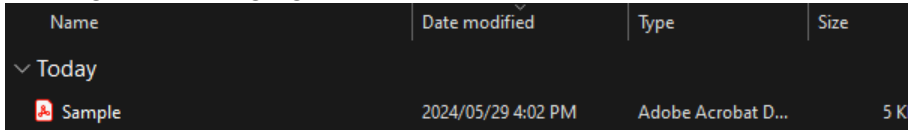

11. **Extract** the compressed folder.

12. **Open** the extracted folder.

13. You will see a PDF containing the IHP binder and possibly supporting media (such as diagnostic imaging or video evidence).

Name	Date modified	Type	Size
⌄ Today			
📕 Sample	2024/05/29 4:02 PM	Adobe Acrobat D...	5 KB

14. 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, security, or content of any external site or for that of subsequent links.

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