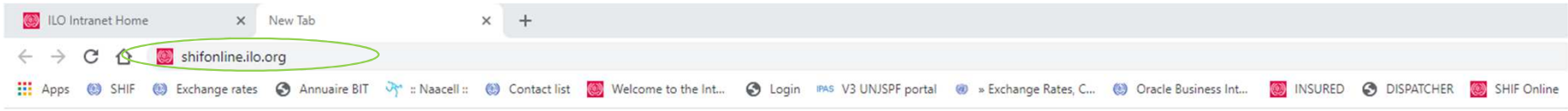
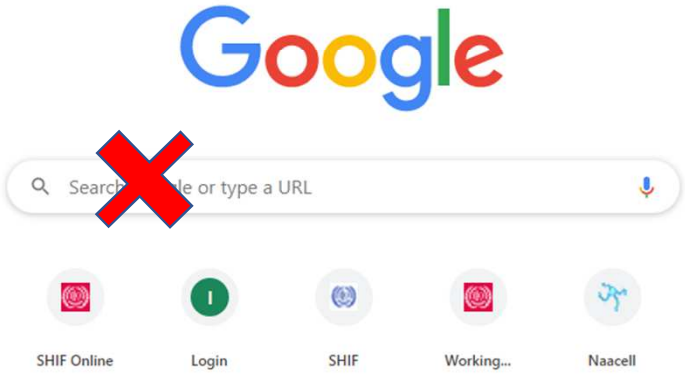
International Labour Organization | Staff Health Insurance Fund

# Extranet Registration for Retirees for SHIF Online

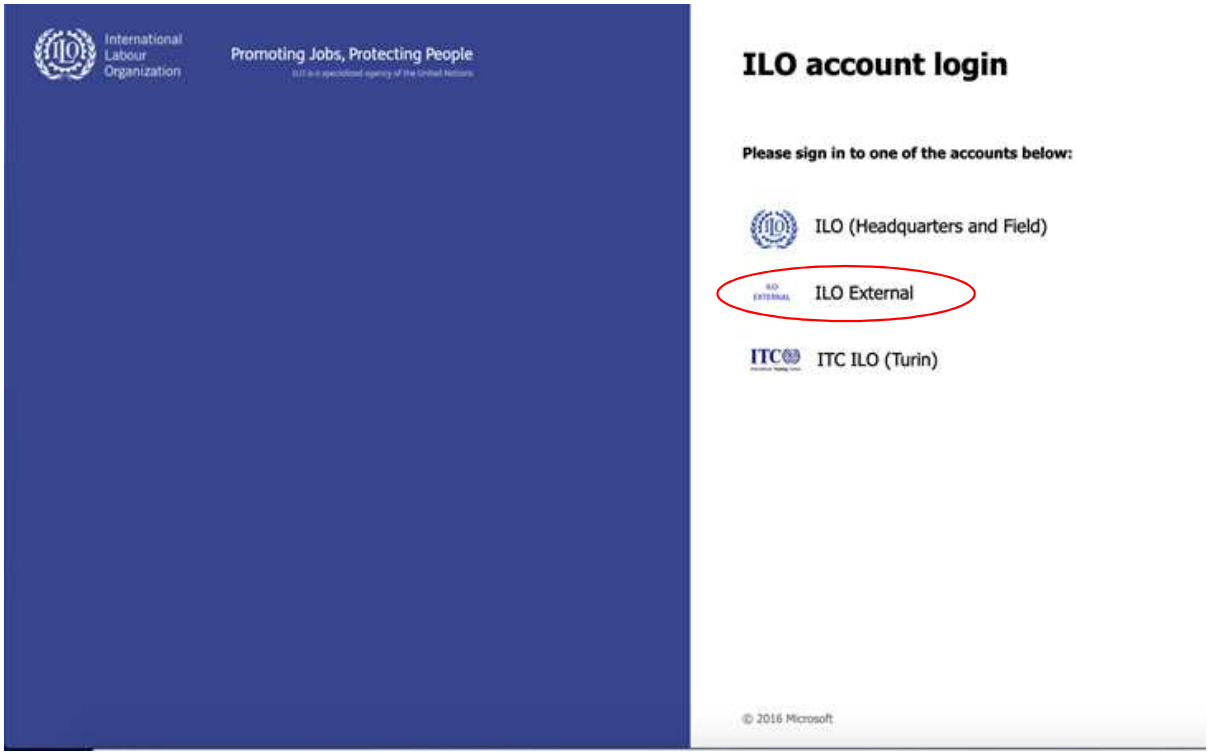
Create an external account

# 00 – Enter shifonline.ilo.org in the URL of the browser (not in the search bar of Google)

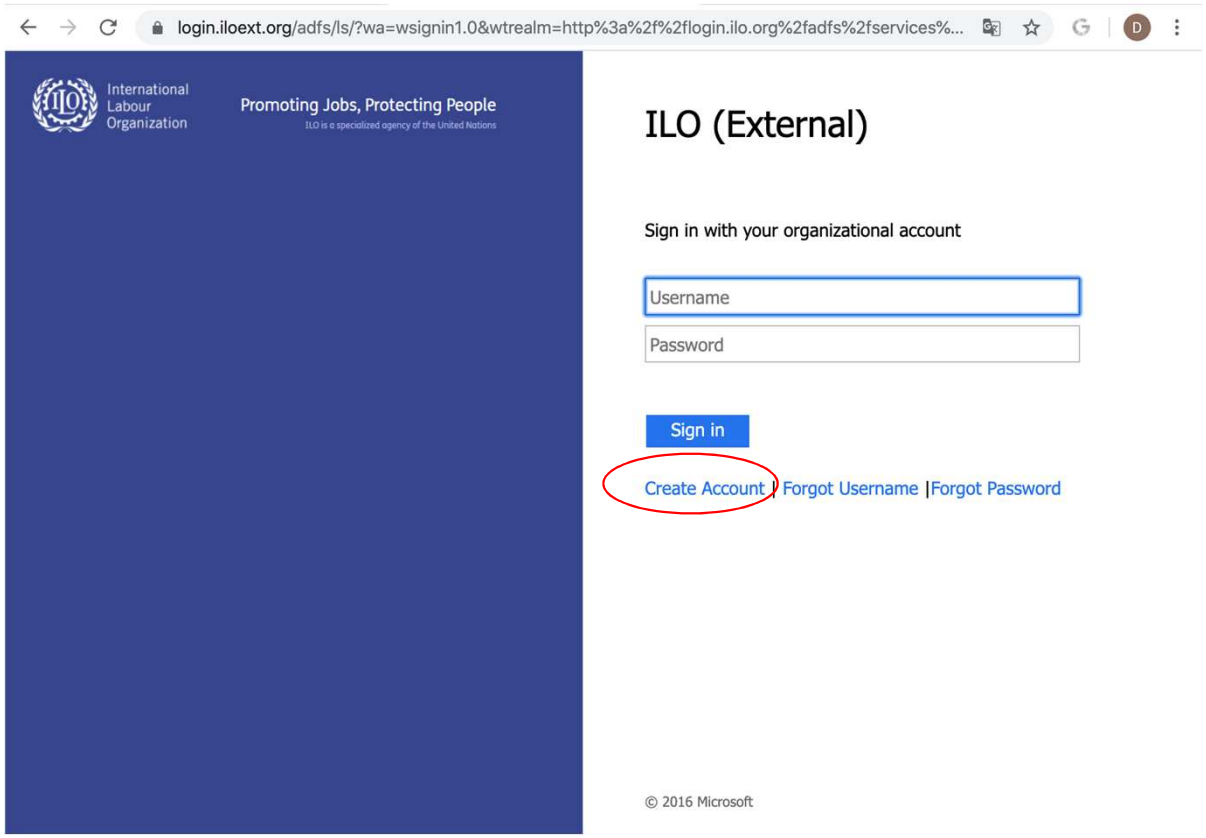


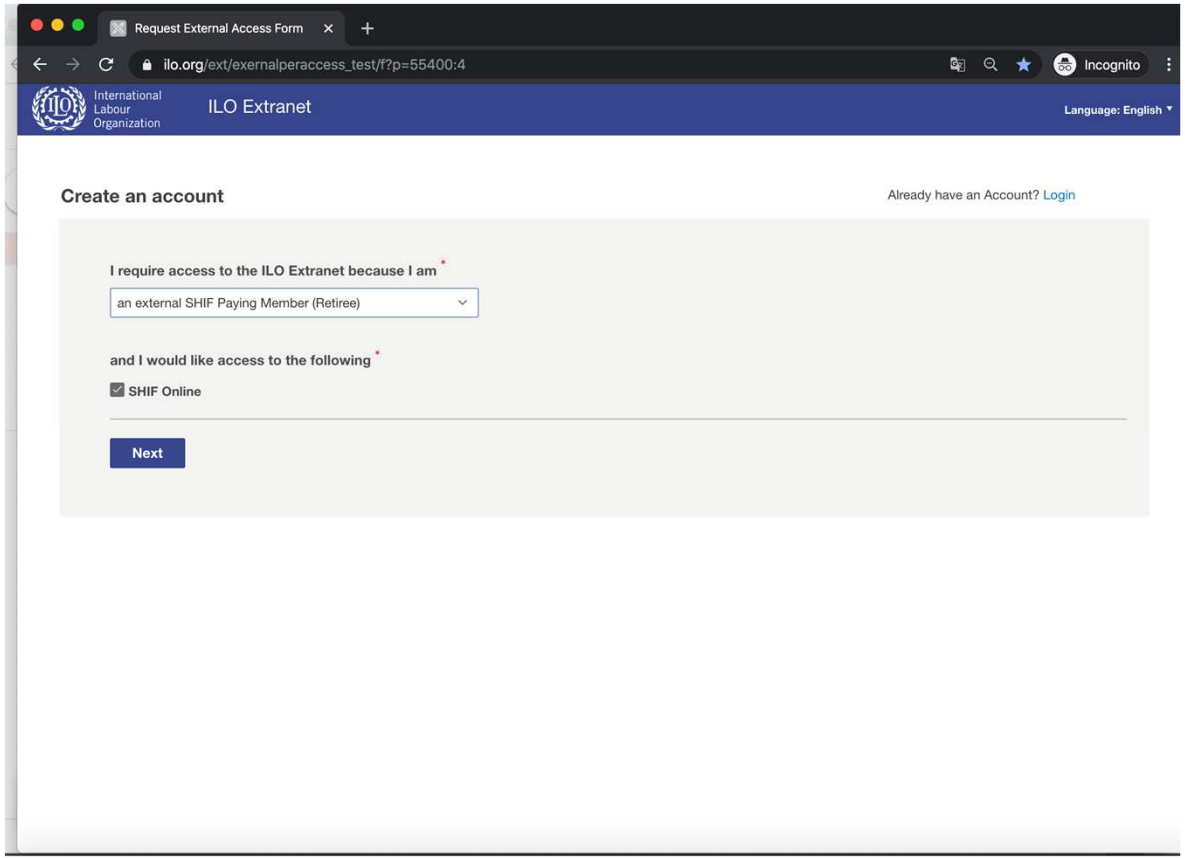
01 – Once on shifonline.ilo.org, you should see three options, select ILO External.



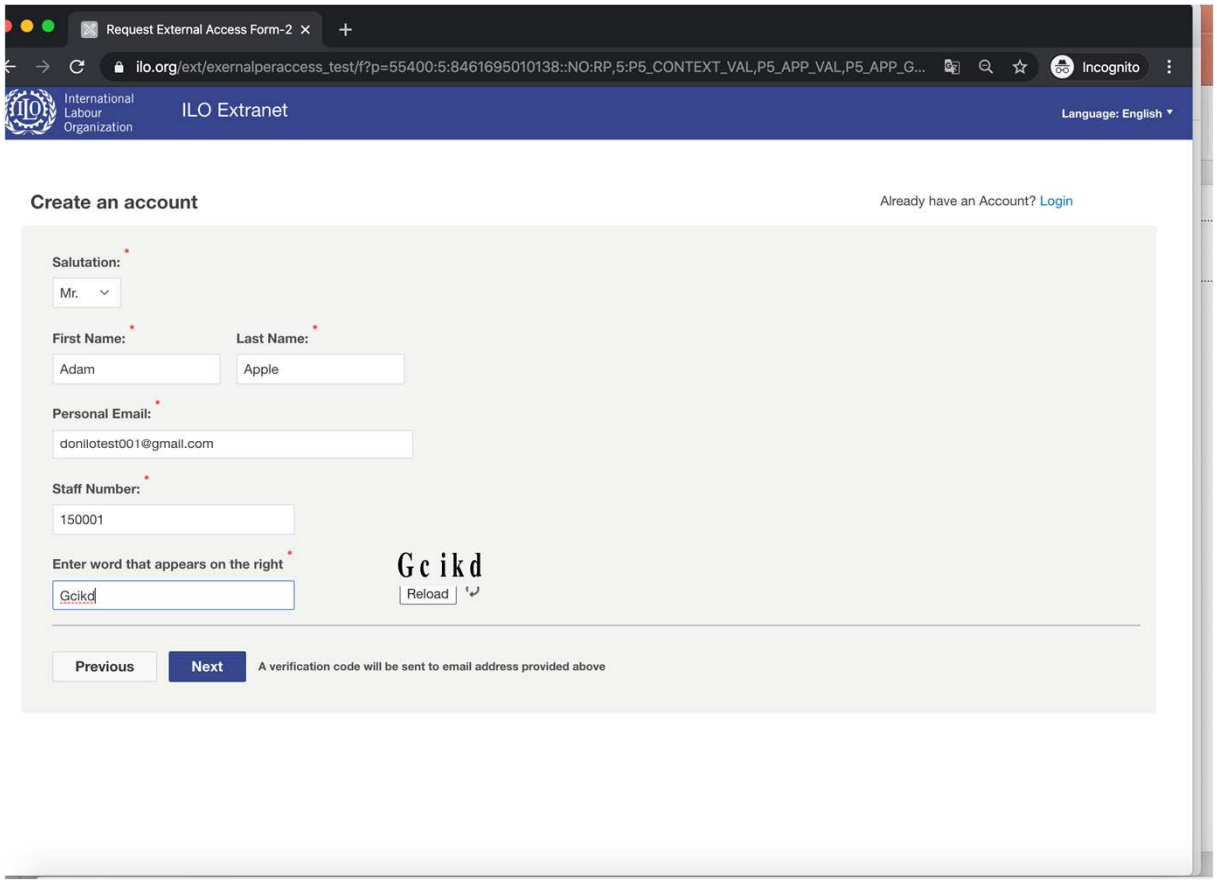
# 02 – Select create account option



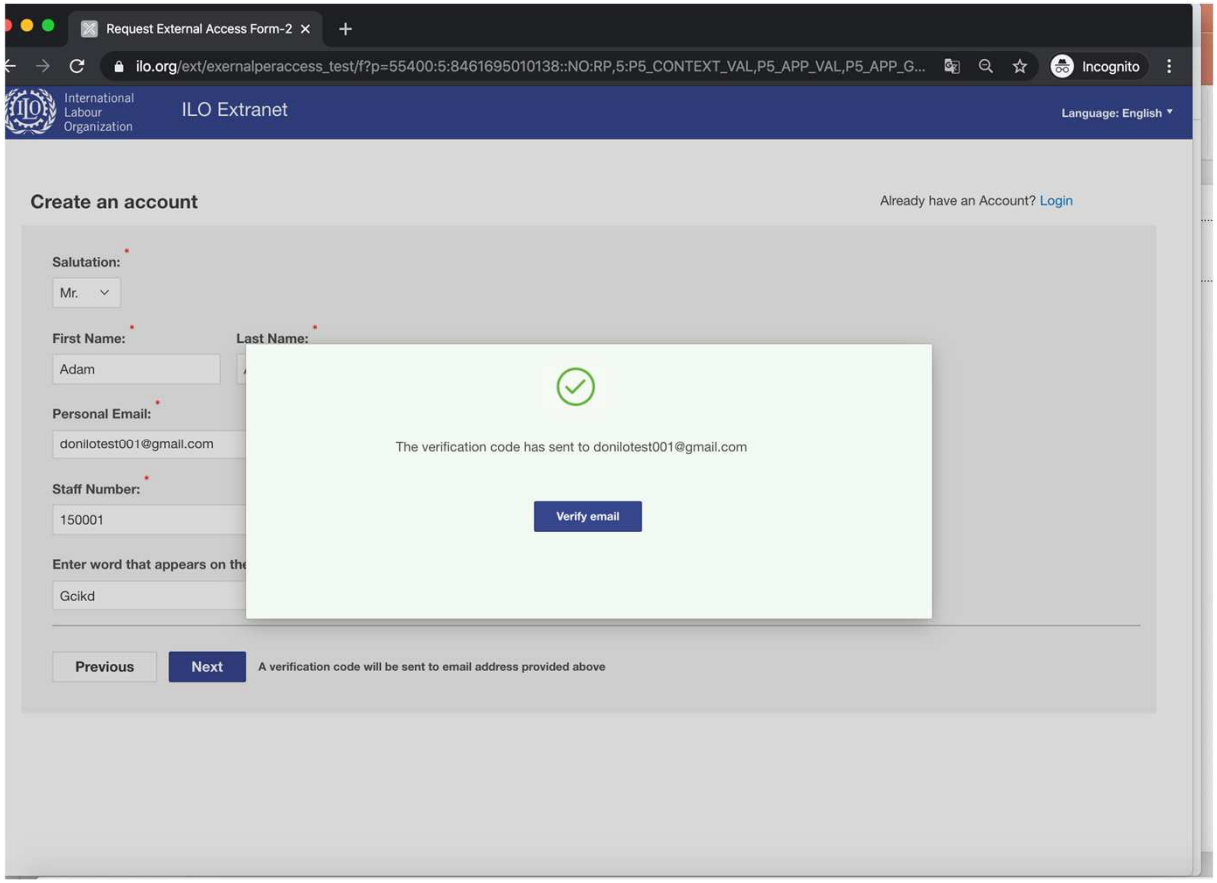
# 03 – Select “an external SHIF Paying Member (Retiree)” and then next



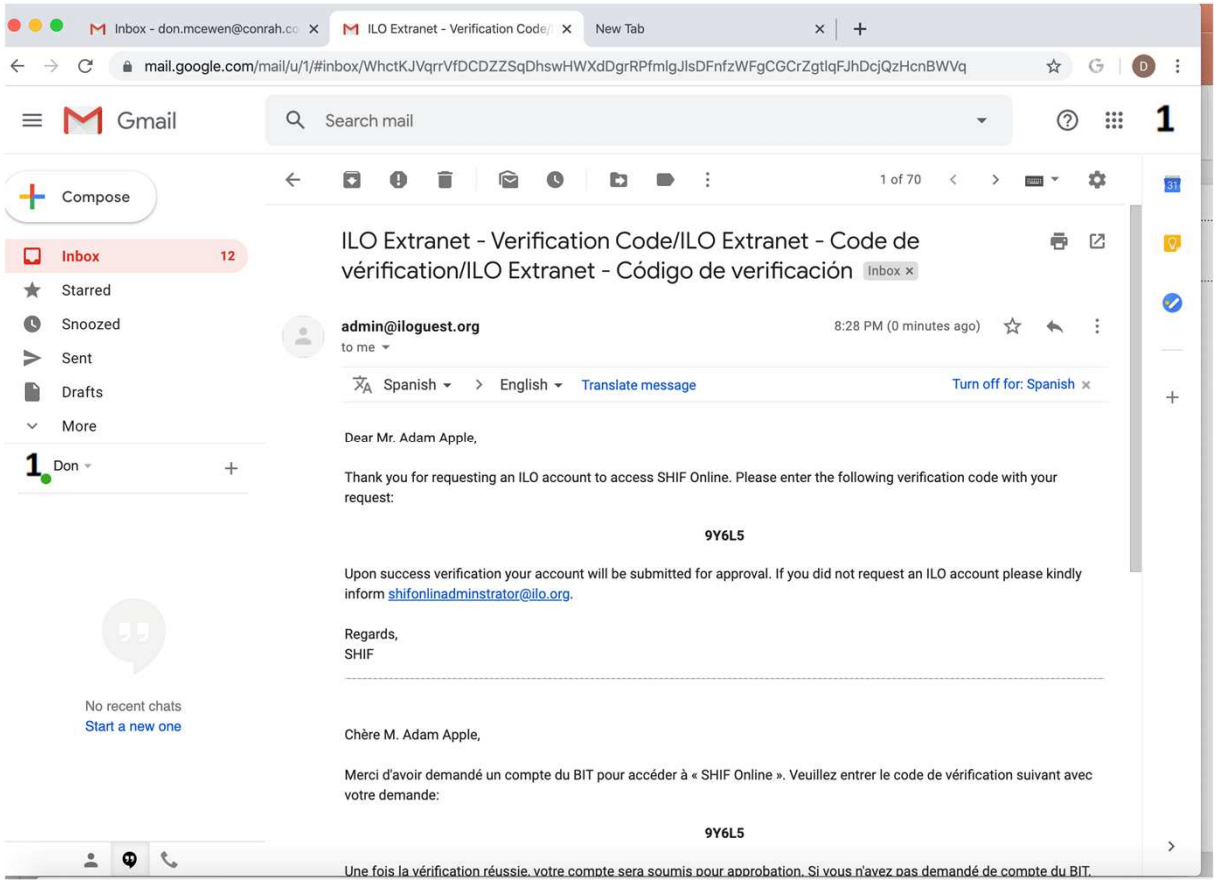
04 – Enter in your information. Use only the email address we used to write to you. Enter only the 4, 5 or 6 digits of your insured number, without the “XX” or the “11”. Press next.



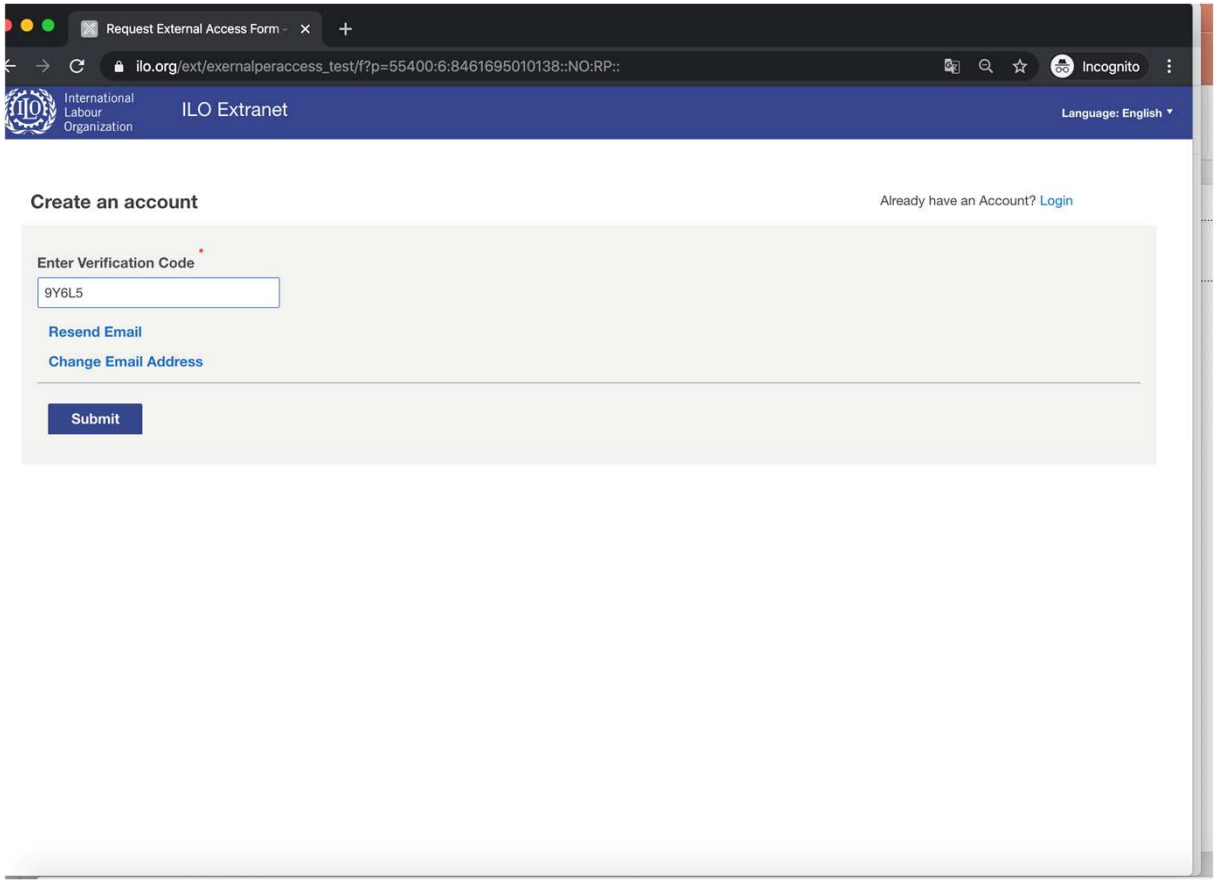
# 05 – An email was sent to the email you provided.



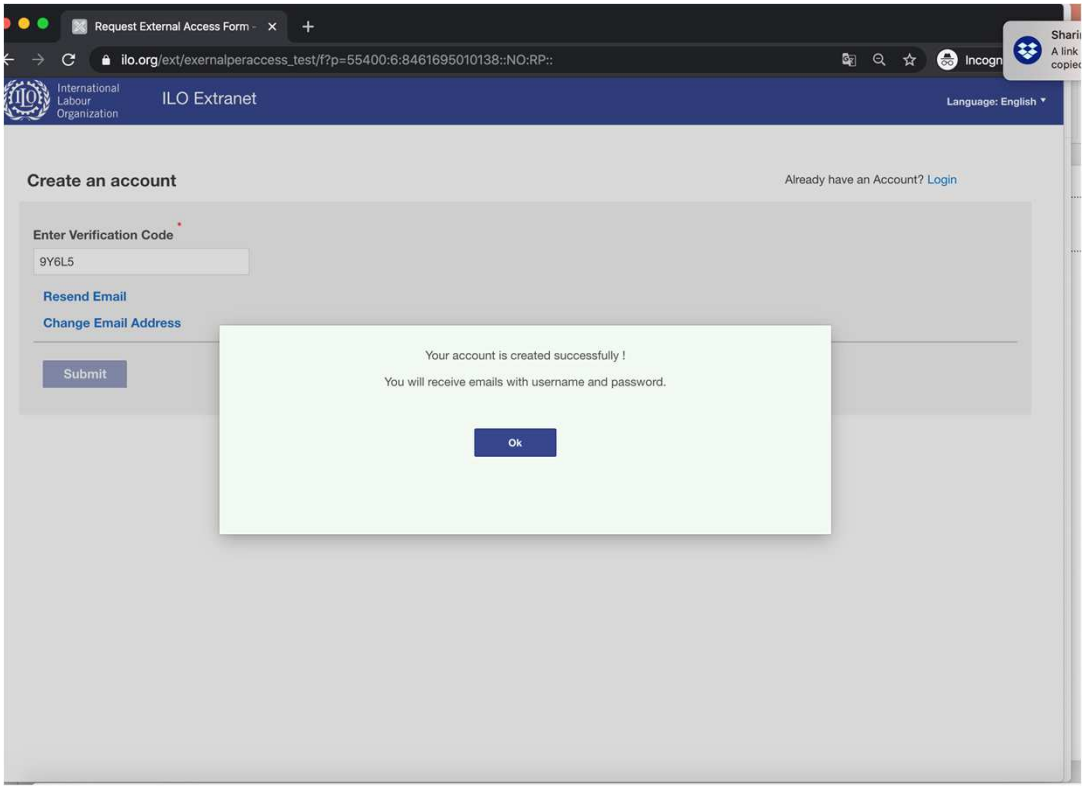
# 06 – Refer to code provided to you in the email



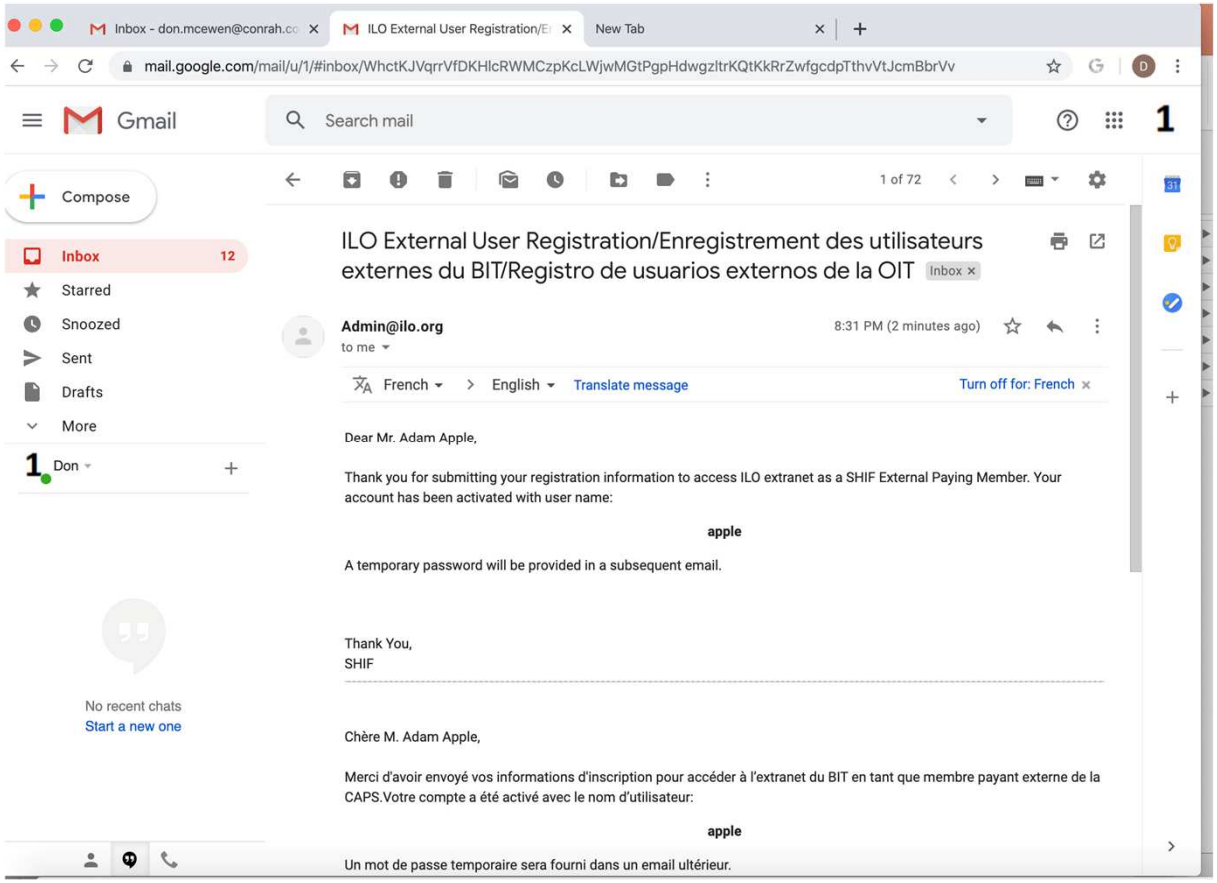
# 07 – Enter the code you were provided and press submit.



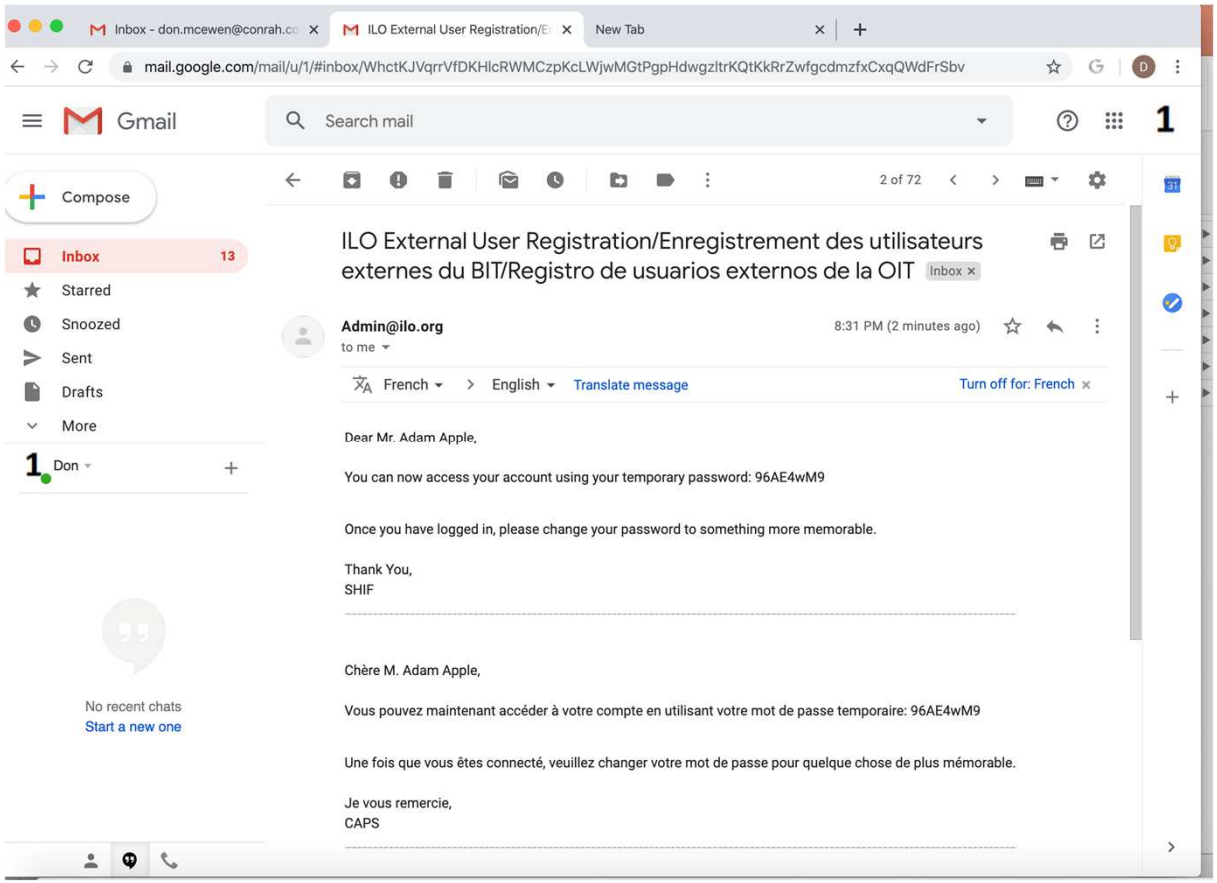
# 08 – If your email matches the email in SHIF database your account will be created otherwise it will go through an approval process.



# 09 – You will be forwarded an email with your username.



# 10 – You will be forwarded another email with your password

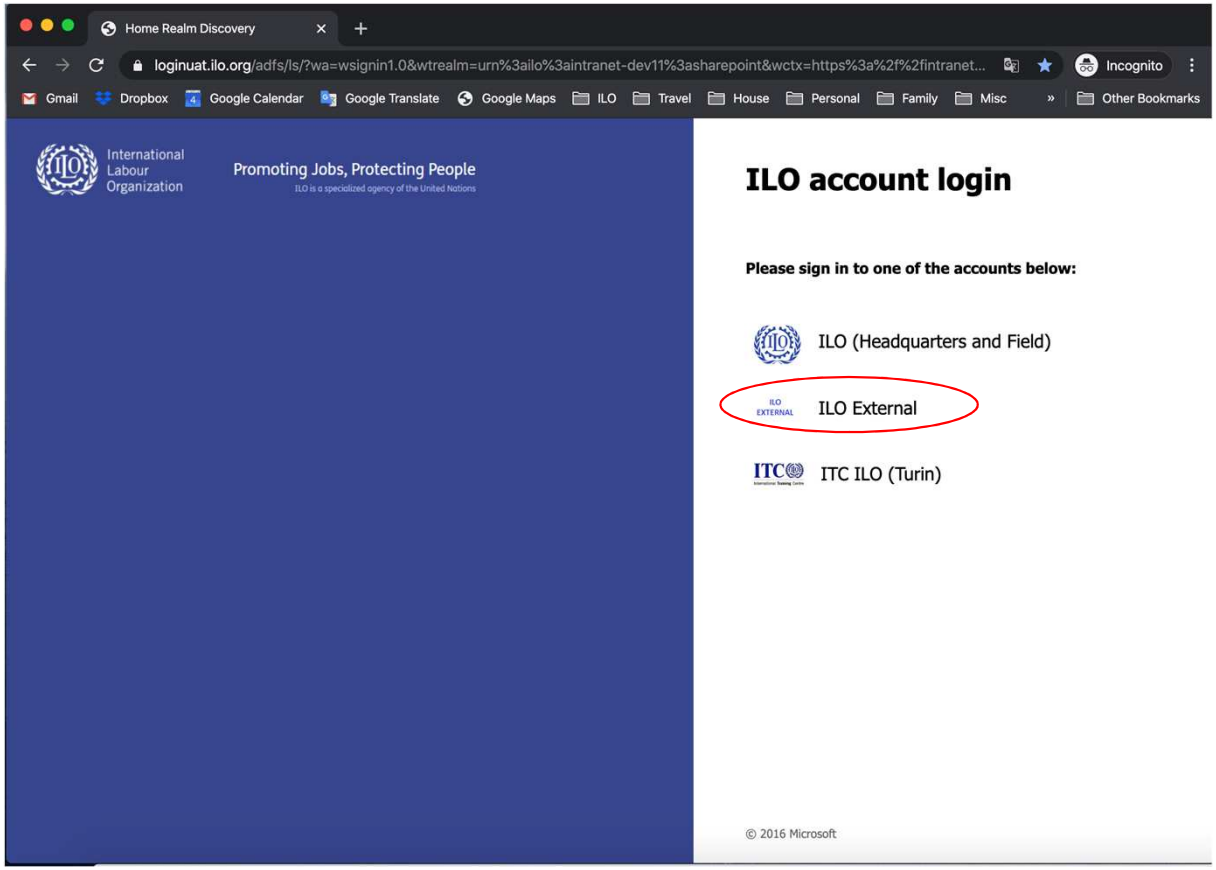


# 11 – Wait for an hour

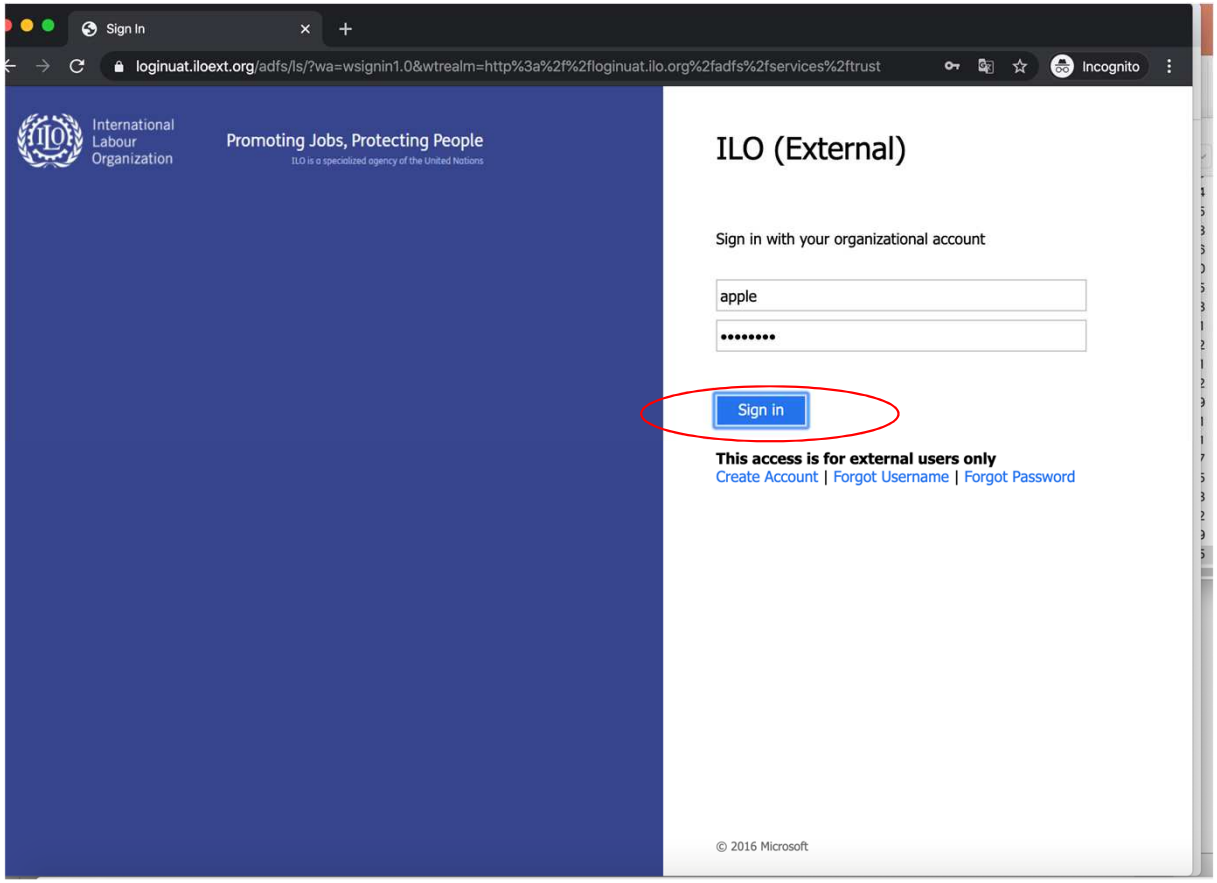
- Your account needs a maximum of one hour to be synchronized with the SHIF Database

# 12 – Open SHIF Online at shifonline.ilo.org

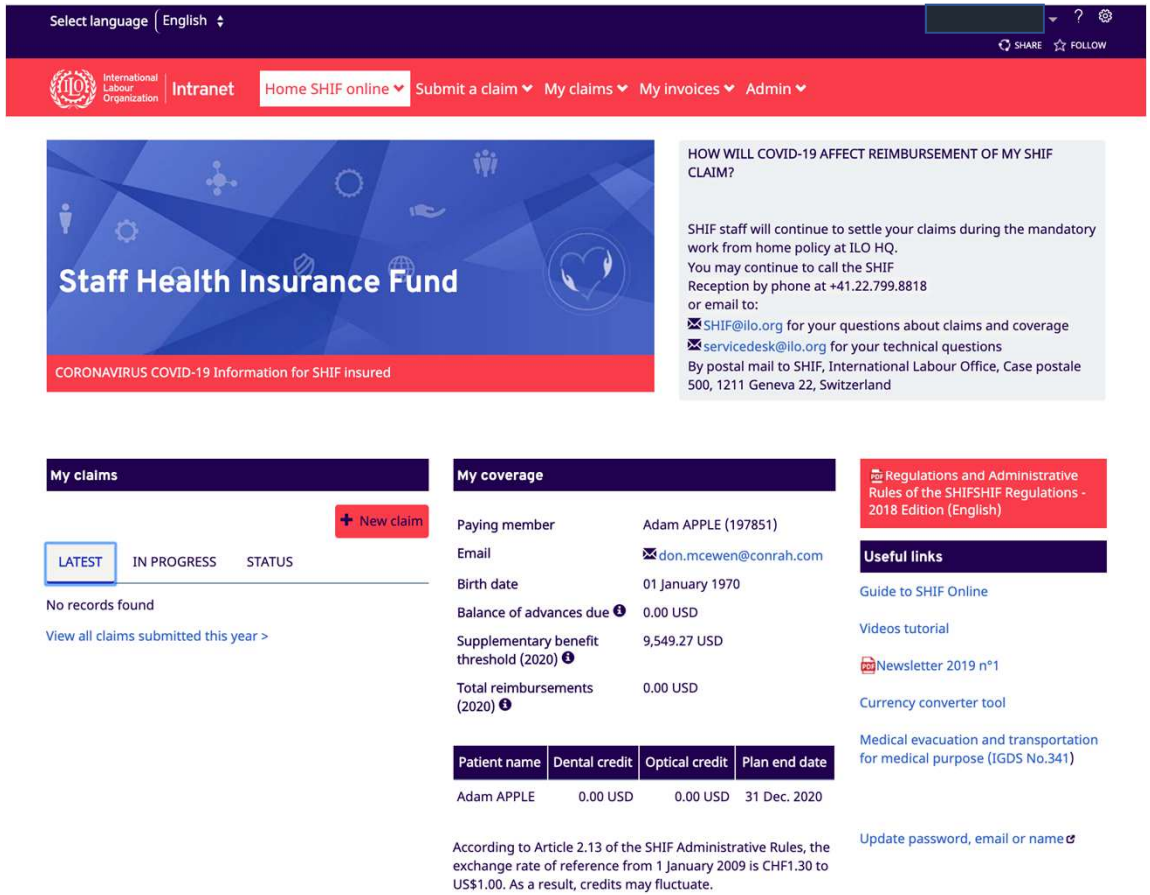
# 13 – You should see three options, select ILO External



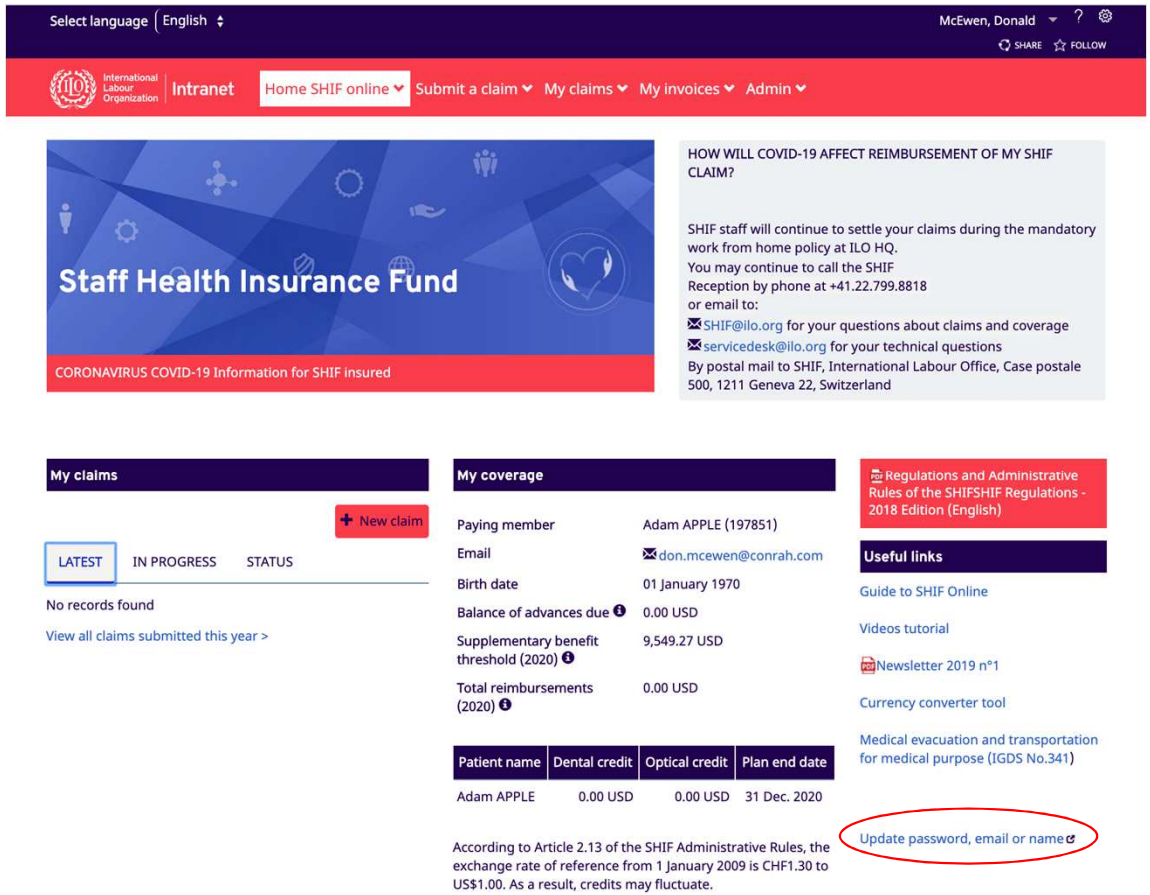
# 14 – Enter the user name and password



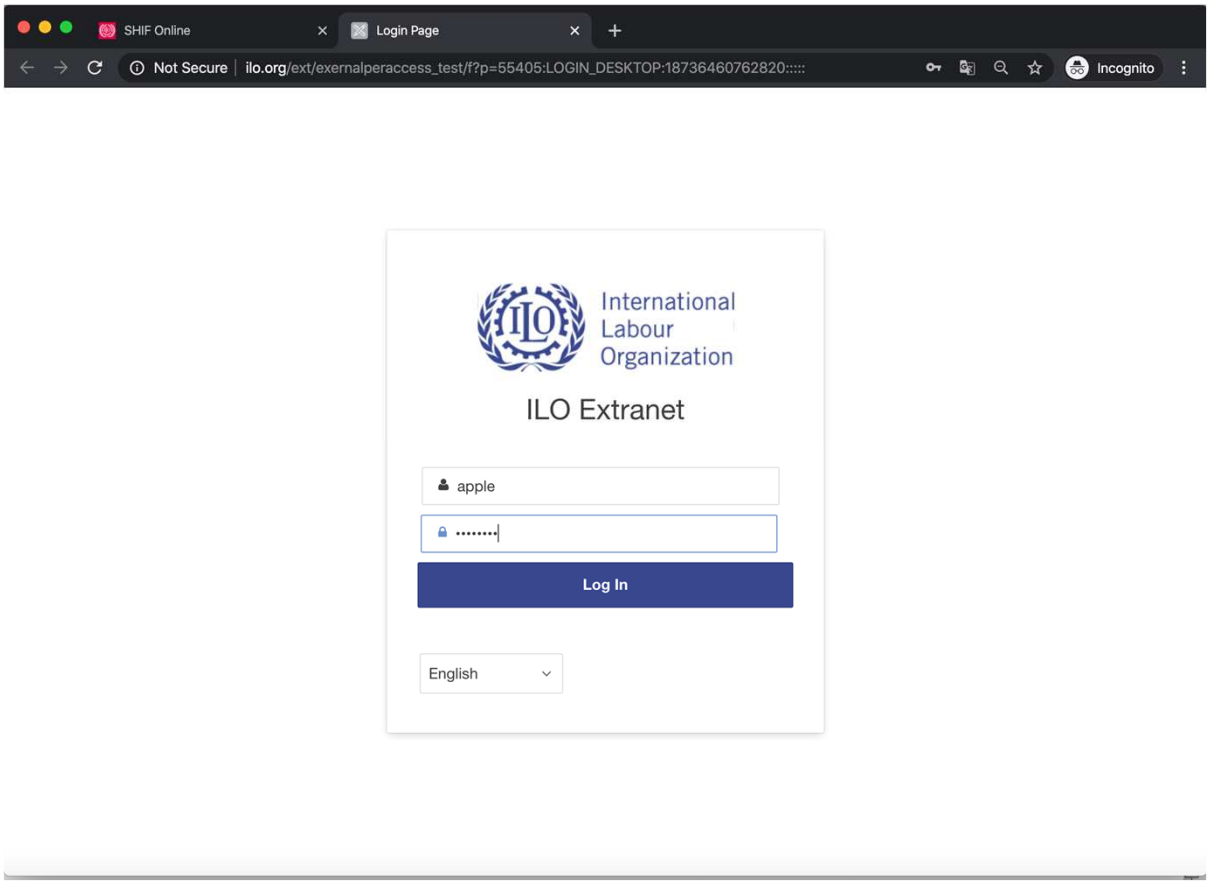
# 15 –You should see your SHIF Online information.



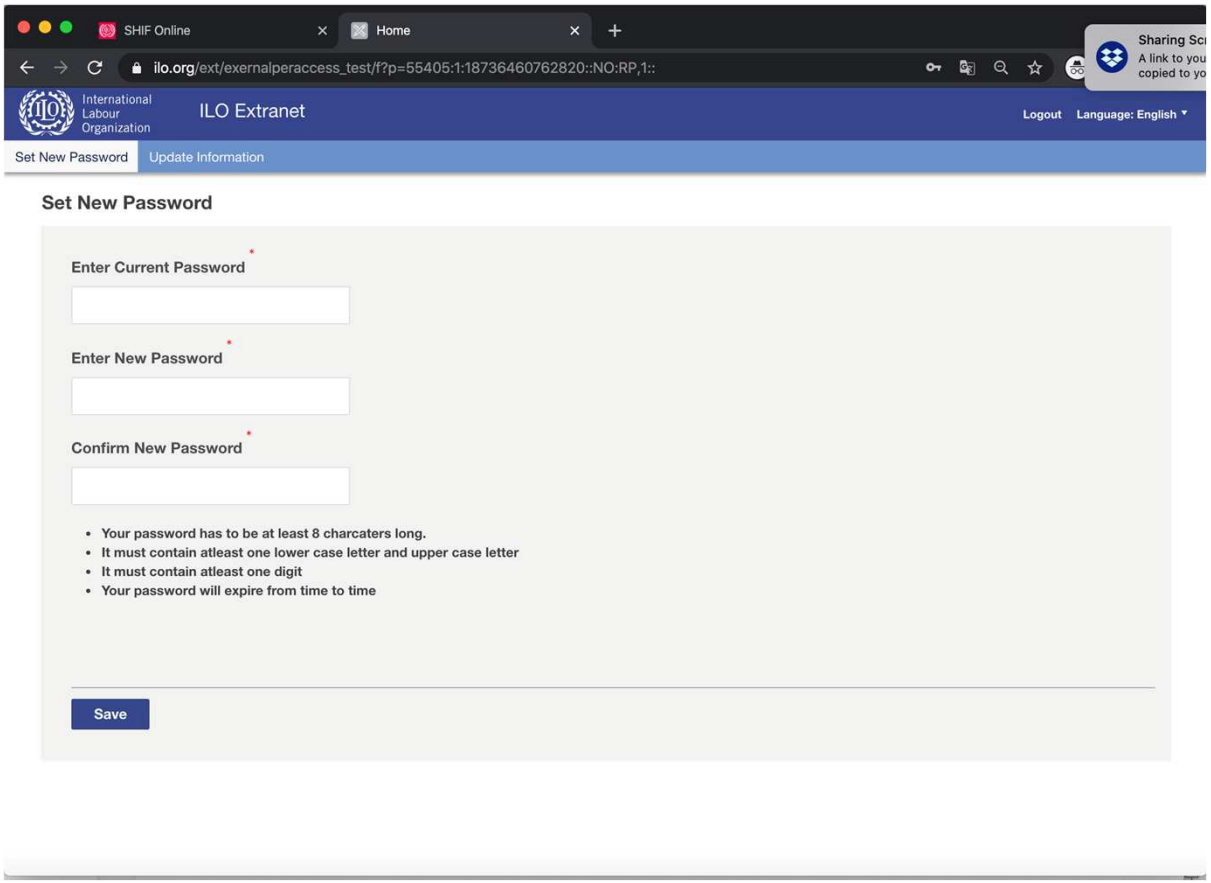
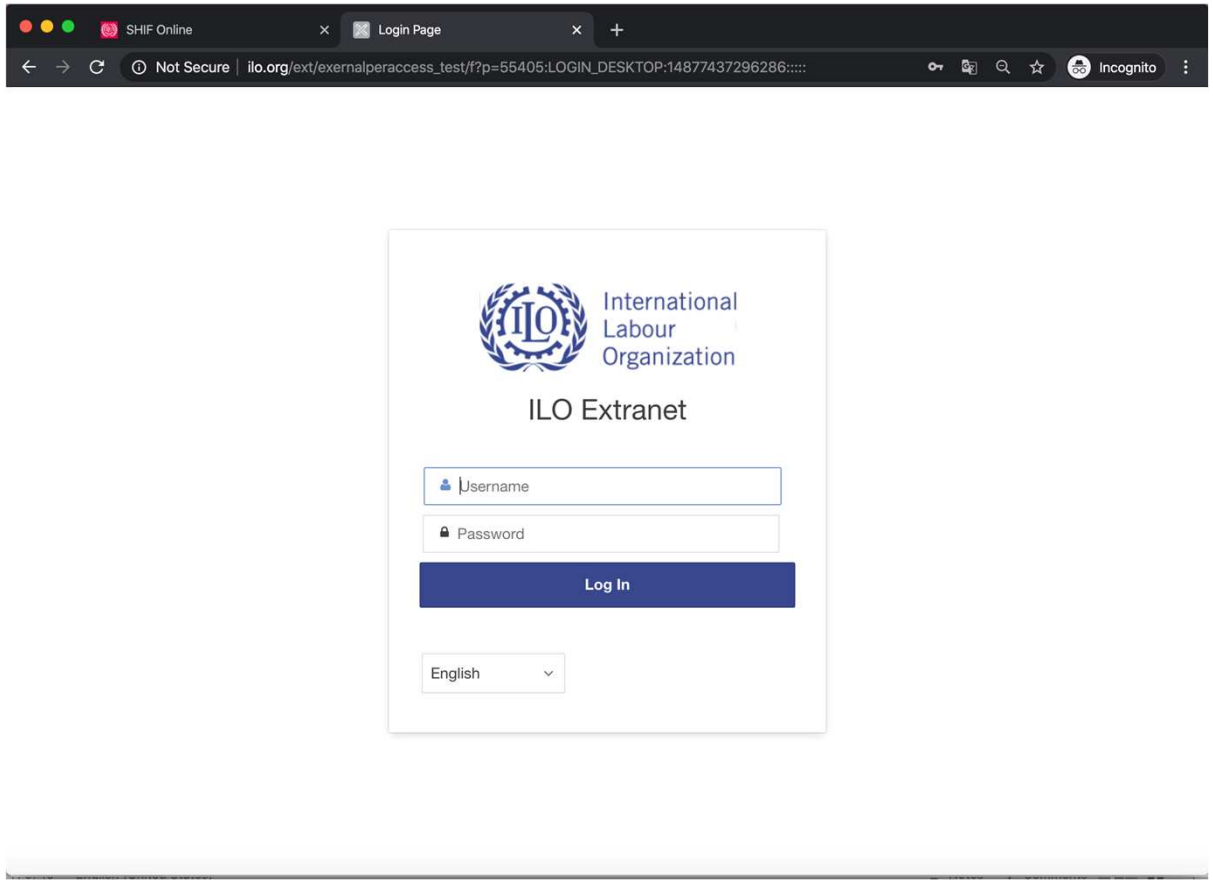
# 16 – To change your password, in the lower right, click Update password, email or name



# 17 – You will need to provide your username and temporary password provided



# 18 – Enter current password and enter new password with confirmation, press save, then log out.



# 19 – Close browser