



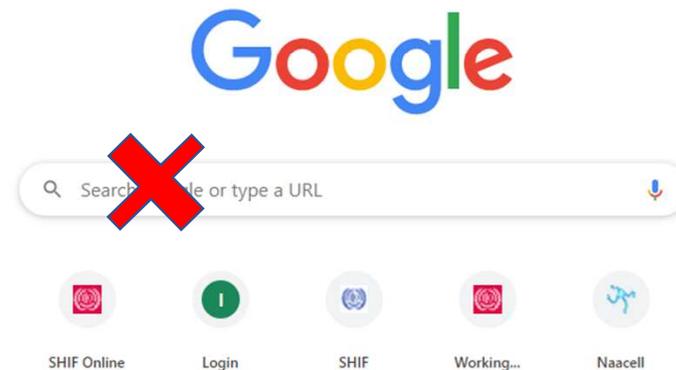
International  
Labour  
Organization

Staff Health  
Insurance  
Fund

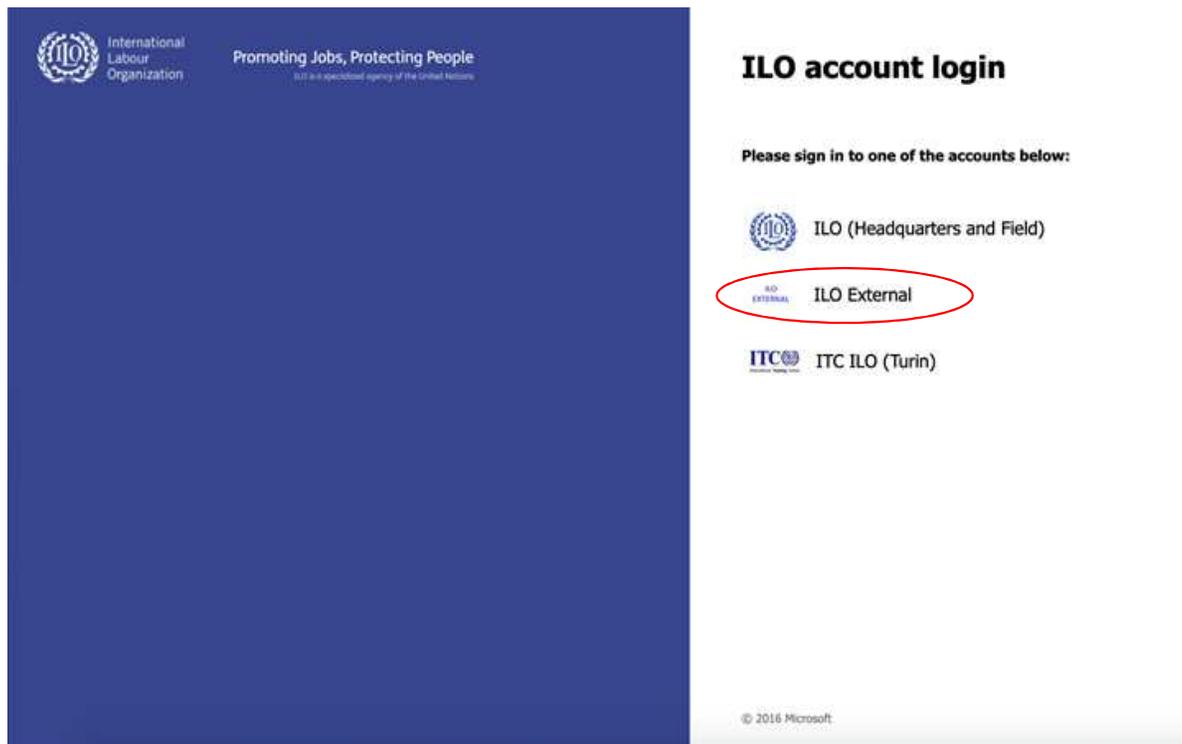
# Extranet Registration for Retirees for SHIF Online

Create an external account

00 – Enter [shifonline.ilo.org](http://shifonline.ilo.org) in the URL of the browser (not in the search bar of Google)



01 – Once on [shifonline.ilo.org](http://shifonline.ilo.org), you should see three options, select ILO External.



## 02 – Select create account option

login.iloext.org/adfs/ls/?wa=wsignin1.0&wtrealm=http%3a%2f%2flogin.ilo.org%2fadfs%2fservices%...

 International Labour Organization  
Promoting Jobs, Protecting People  
ILO is a specialized agency of the United Nations

### ILO (External)

Sign in with your organizational account

Username

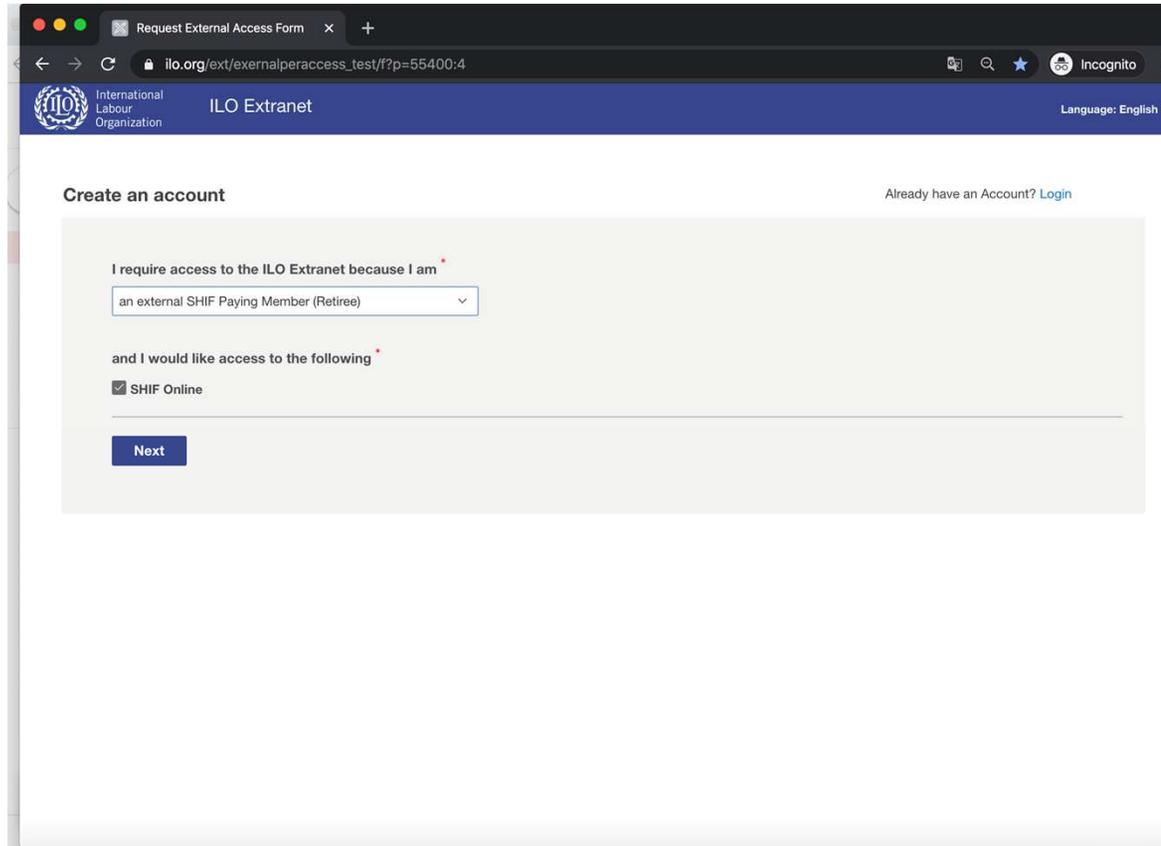
Password

[Sign in](#)

[Create Account](#) | [Forgot Username](#) | [Forgot Password](#)

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

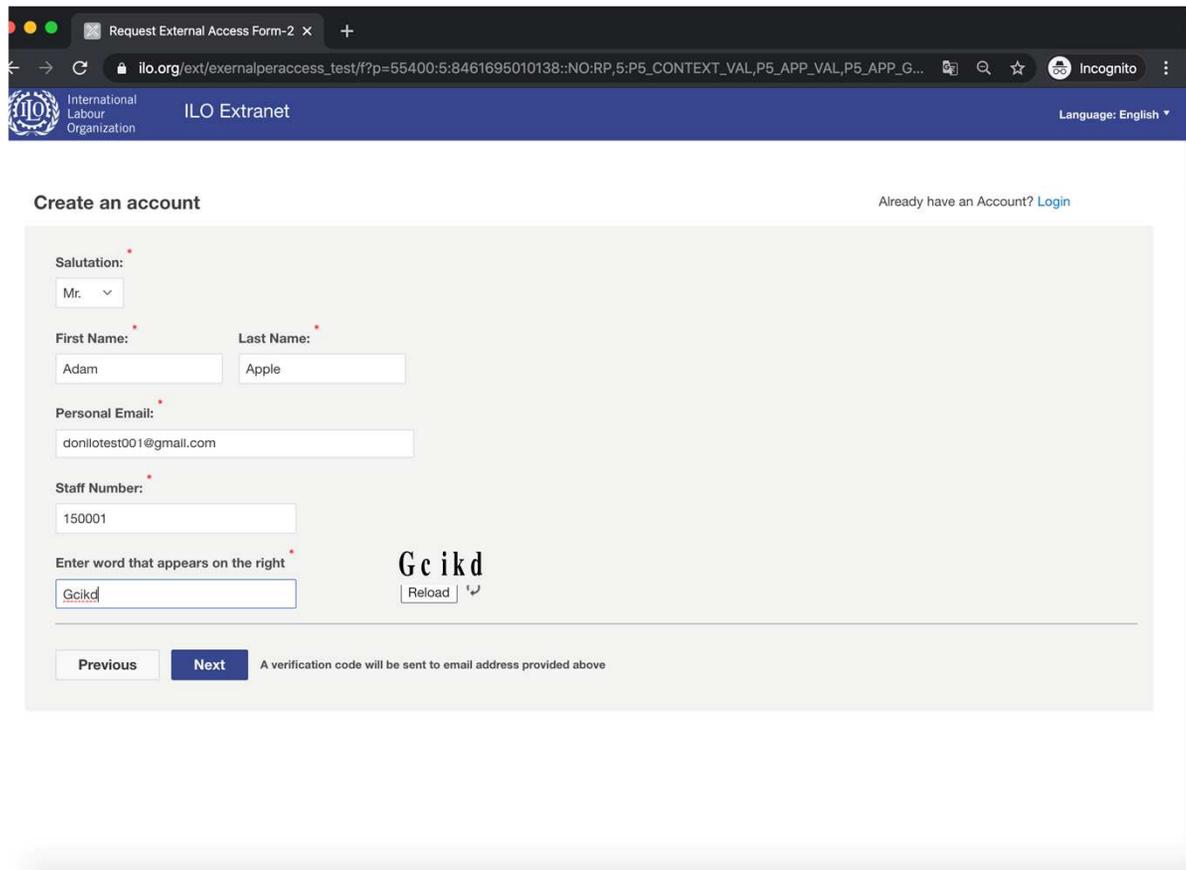


The screenshot shows a web browser window with the title "Request External Access Form". The address bar shows the URL "ilo.org/ext/externalperaccess\_test/f?p=55400:4". The page header includes the ILO logo and the text "International Labour Organization" and "ILO Extranet". The language is set to "English".

The main content area is titled "Create an account" and includes a link "Already have an Account? Login". Below this is a form with the following fields:

- A dropdown menu with the text "I require access to the ILO Extranet because I am" and the selected option "an external SHIF Paying Member (Retiree)".
- A section titled "and I would like access to the following" with a checked checkbox for "SHIF Online".
- A blue "Next" button.

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.



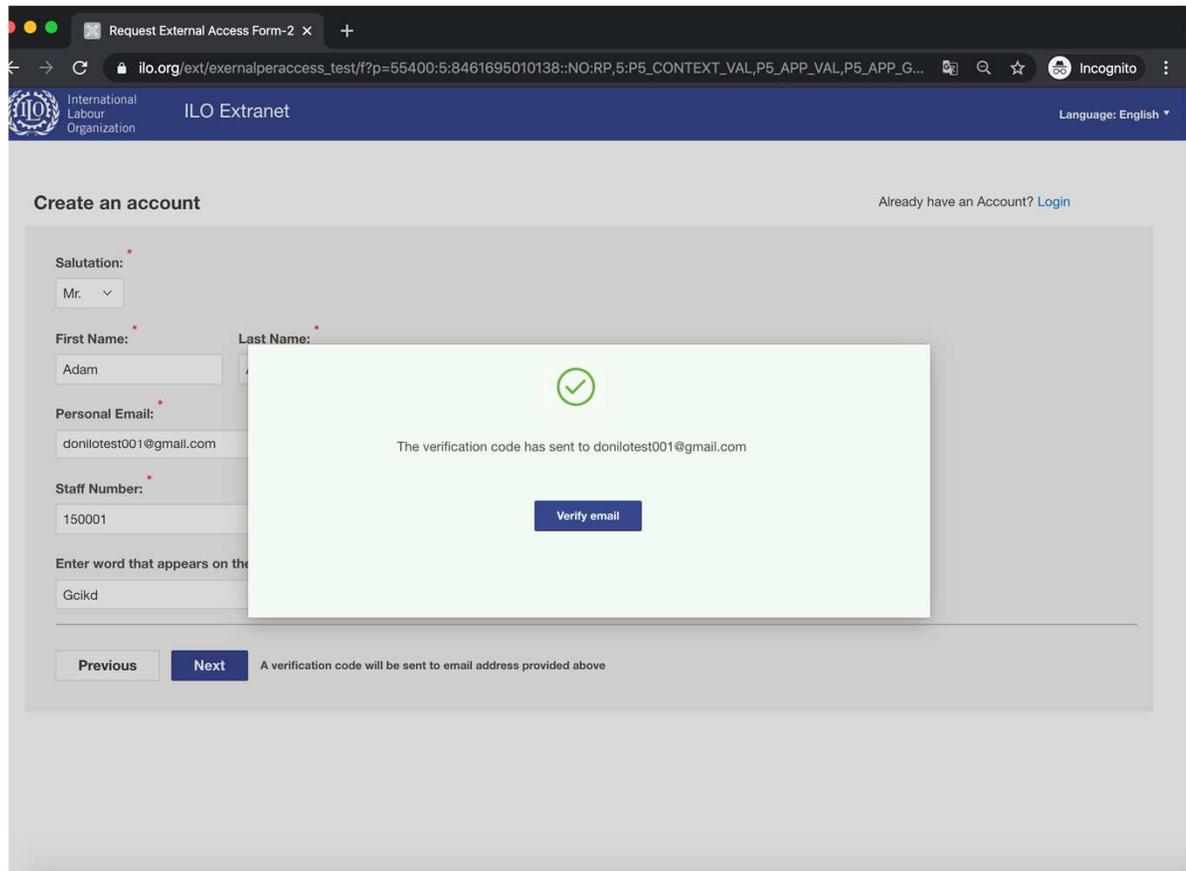
The screenshot shows a web browser window with the title "Request External Access Form-2". The address bar shows the URL "ilo.org/ext/externalperaccess\_test/f?p=55400:5:8461695010138::NO:RP,5:P5\_CONTEXT\_VAL,P5\_APP\_VAL,P5\_APP\_G...". The page header includes the ILO logo, "International Labour Organization", "ILO Extranet", and "Language: English".

The main content area is titled "Create an account" and includes a link "Already have an Account? [Login](#)". The form fields are as follows:

- Salutation:** A dropdown menu with "Mr." selected.
- First Name:** A text input field containing "Adam".
- Last Name:** A text input field containing "Apple".
- Personal Email:** A text input field containing "donilotest001@gmail.com".
- Staff Number:** A text input field containing "150001".
- Enter word that appears on the right:** A text input field containing "Gcikd".

Below the CAPTCHA, there is a "Reload" button and a "Gcikd" image. At the bottom of the form, there are "Previous" and "Next" buttons. A message below the "Next" button states: "A verification code will be sent to email address provided above".

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

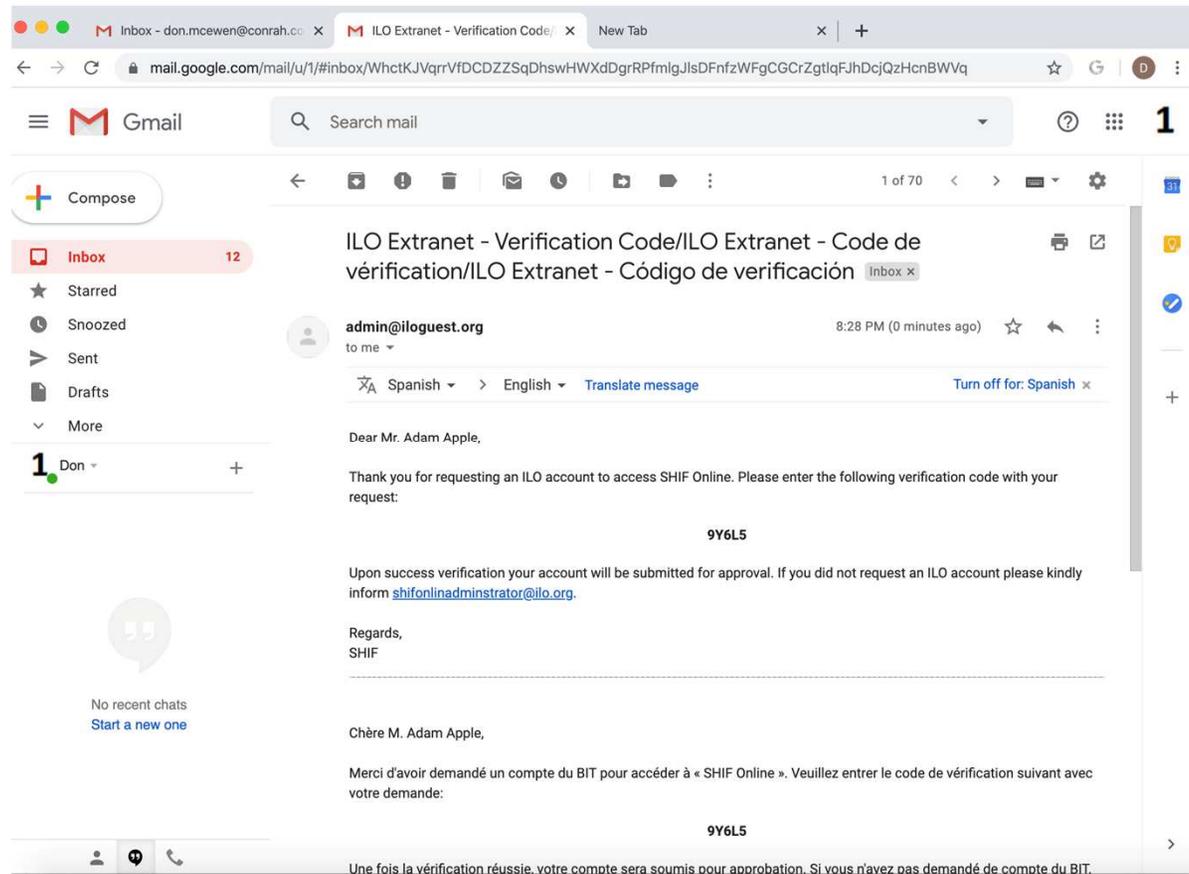


The screenshot shows a web browser window with the URL `ilo.org/ext/externalperaccess_test/?p=55400:5:8461695010138::NO:RP,5:P5_CONTEXT_VAL,P5_APP_VAL,P5_APP_G...`. The page is titled "Create an account" and includes a "Login" link for existing users. The form fields are as follows:

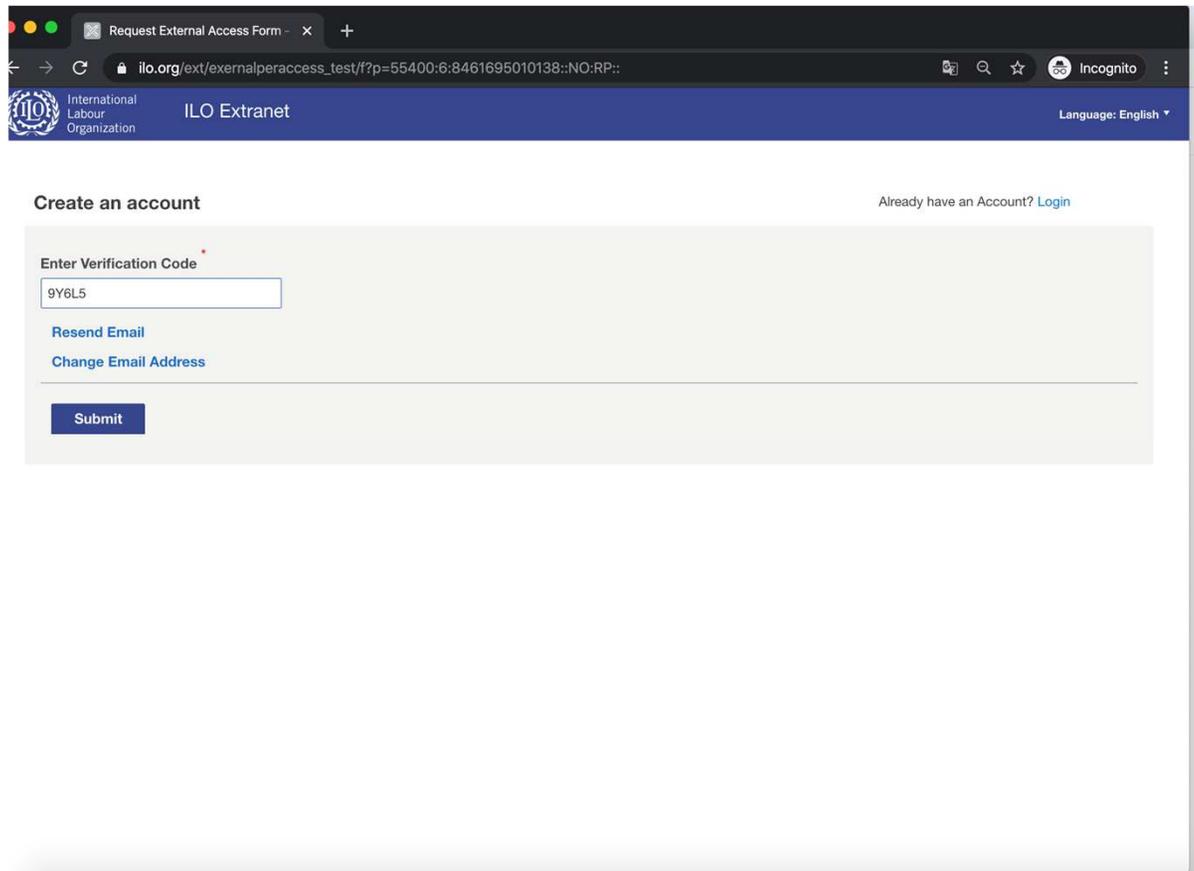
- Salutation: Mr. (dropdown)
- First Name: Adam
- Last Name: (empty)
- Personal Email: donilotest001@gmail.com
- Staff Number: 150001
- Enter word that appears on the image: Gcikd

A green confirmation message is displayed in the center of the form, stating: "The verification code has sent to donilotest001@gmail.com". Below this message is a blue button labeled "Verify email". At the bottom of the form, there are "Previous" and "Next" buttons, with a note: "A verification code will be sent to email address provided above".

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

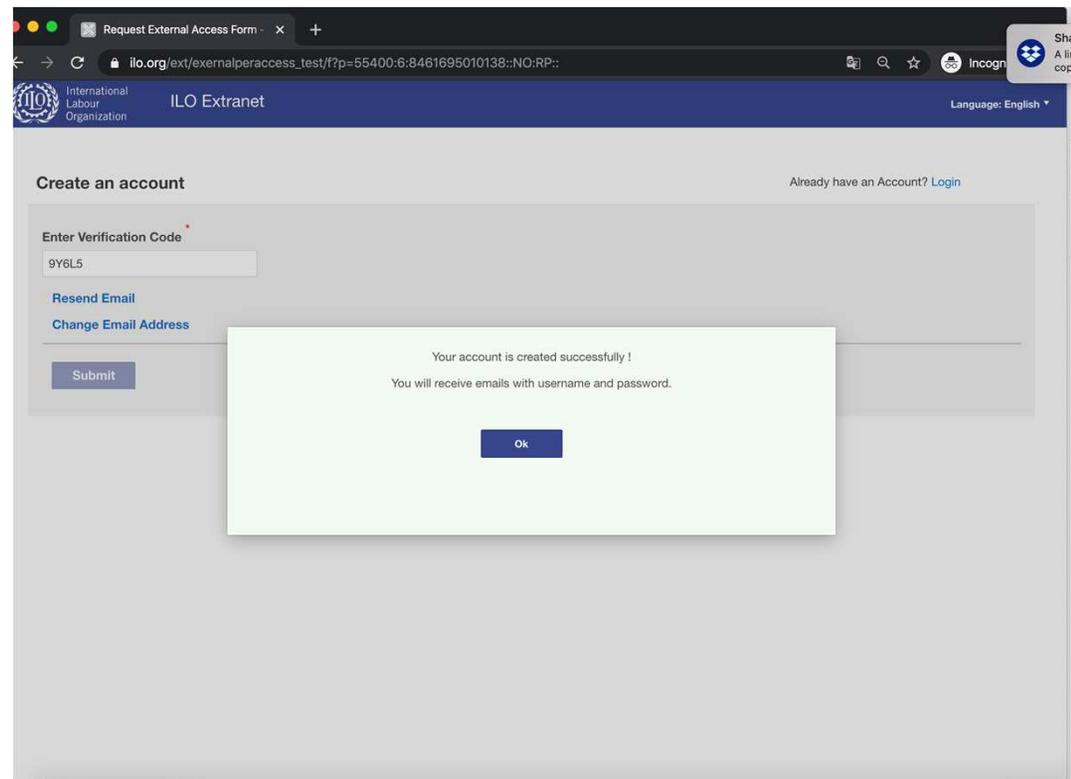


07 – Enter the code you were provided and press submit.

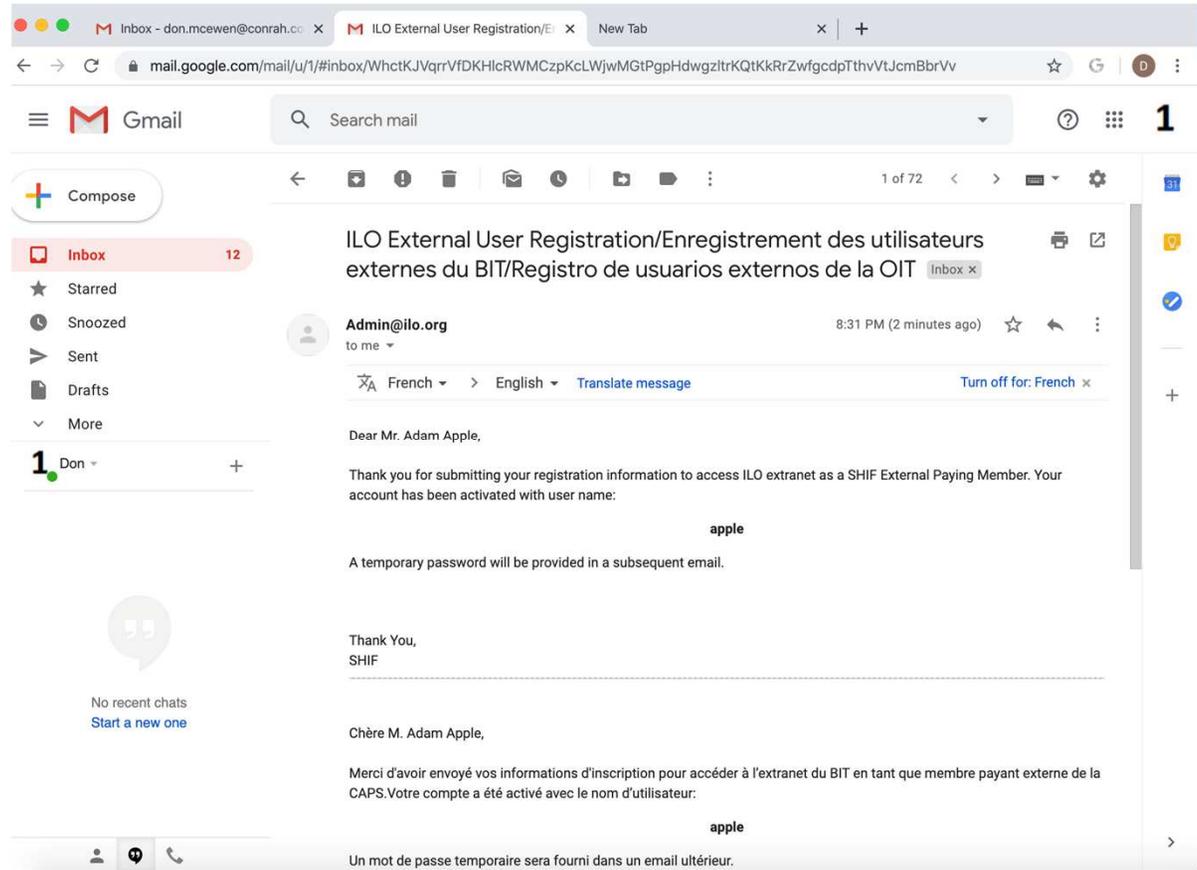


The screenshot shows a web browser window with the title "Request External Access Form". The address bar displays the URL "ilo.org/ext/externalperaccess\_test/?p=55400:6:8461695010138::NO:RP:". The page header includes the ILO logo, "International Labour Organization", "ILO Extranet", and "Language: English". The main content area is titled "Create an account" and includes a link for "Already have an Account? Login". A form field labeled "Enter Verification Code" contains the text "9Y6L5". Below the field are links for "Resend Email" and "Change Email Address". A blue "Submit" button is located at the bottom of the form.

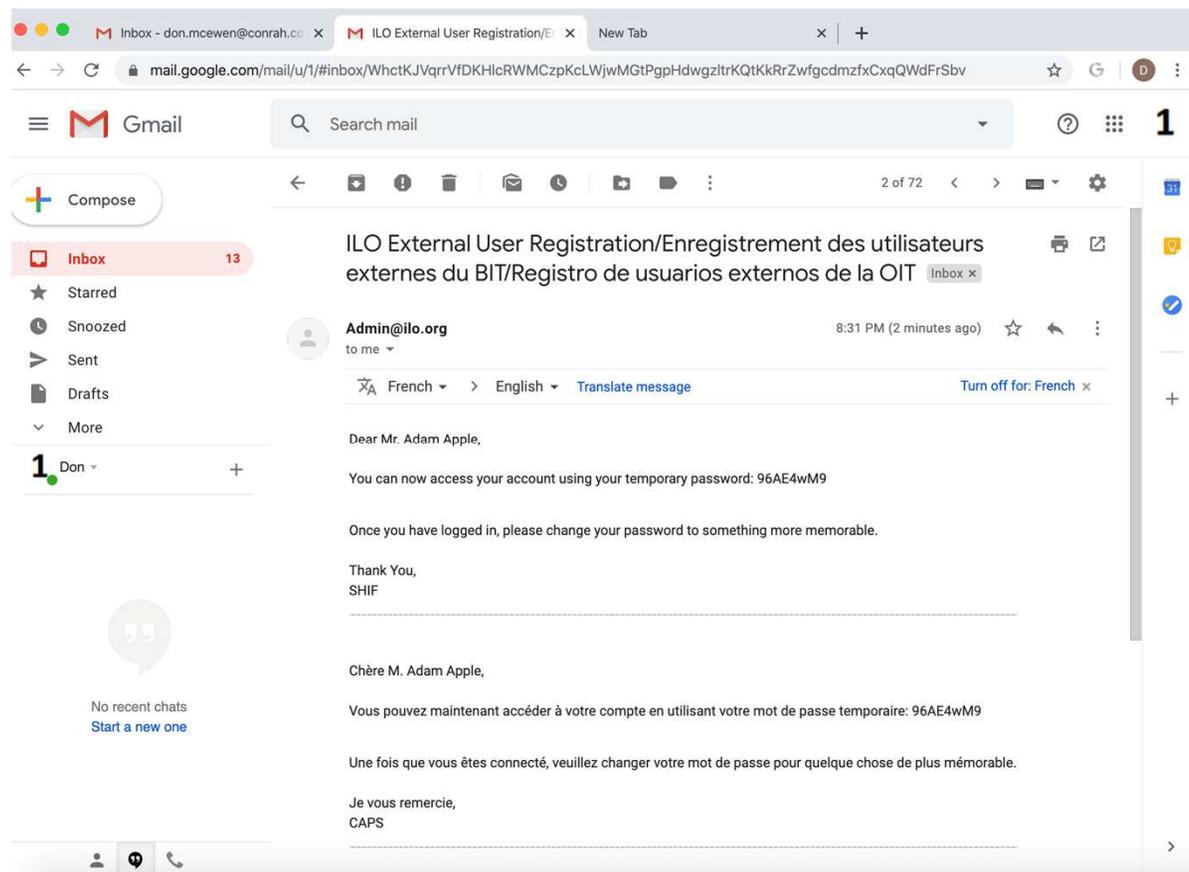
08 – If your email matches the email in SHIF database your account will be created otherwise it will go through an approval process.



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



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

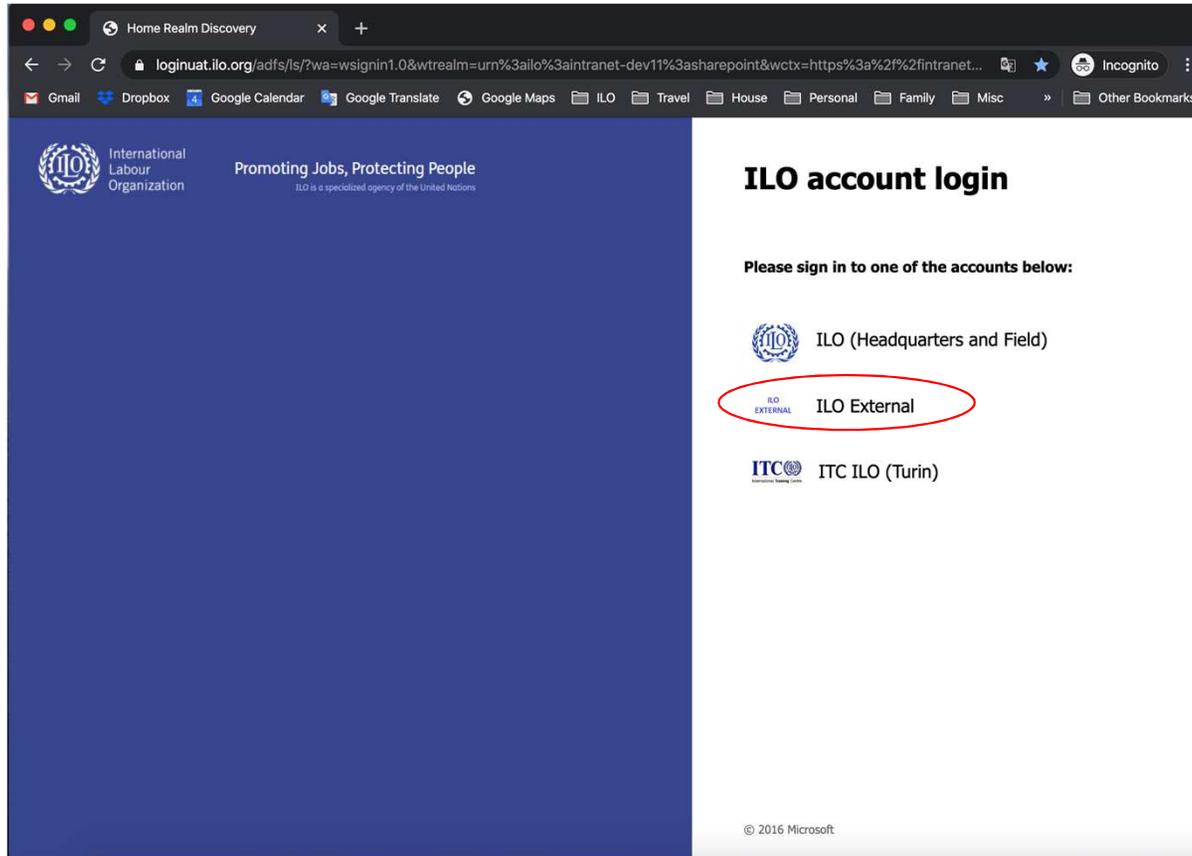


## 11 – Wait for an hour

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

## 12 – Open SHIF Online at [shifonline.ilo.org](https://shifonline.ilo.org)

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



# 14 – Enter the user name and password

International Labour Organization  
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## ILO (External)

Sign in with your organizational account

apple

.....

**Sign in**

**This access is for external users only**  
[Create Account](#) | [Forgot Username](#) | [Forgot Password](#)

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# 15 – You should see your SHIF Online information.

Select language English

International Labour Organization Intranet Home SHIF online Submit a claim My claims My invoices Admin

## Staff Health Insurance Fund

CORONAVIRUS COVID-19 Information for SHIF insured

### HOW WILL COVID-19 AFFECT REIMBURSEMENT OF MY SHIF CLAIM?

SHIF staff will continue to settle your claims during the mandatory work from home policy at ILO HQ.  
 You may continue to call the SHIF Reception by phone at +41.22.799.8818 or email to:  
 ✉ SHIF@ilo.org for your questions about claims and coverage  
 ✉ servicedesk@ilo.org for your technical questions  
 By postal mail to SHIF, International Labour Office, Case postale 500, 1211 Geneva 22, Switzerland

#### My claims

[+ New claim](#)

LATEST IN PROGRESS STATUS

No records found  
[View all claims submitted this year >](#)

#### My coverage

Paying member Adam APPLE (197851)  
 Email ✉ don.mcewen@conrah.com  
 Birth date 01 January 1970  
 Balance of advances due ⓘ 0.00 USD  
 Supplementary benefit threshold (2020) ⓘ 9,549.27 USD  
 Total reimbursements (2020) ⓘ 0.00 USD

Patient name	Dental credit	Optical credit	Plan end date
Adam APPLE	0.00 USD	0.00 USD	31 Dec. 2020

According to Article 2.13 of the SHIF Administrative Rules, the exchange rate of reference from 1 January 2009 is CHF1.30 to US\$1.00. As a result, credits may fluctuate.

#### Regulations and Administrative Rules of the SHIFSHIF Regulations - 2018 Edition (English)

#### Useful links

- [Guide to SHIF Online](#)
- [Videos tutorial](#)
- [Newsletter 2019 n°1](#)
- [Currency converter tool](#)
- [Medical evacuation and transportation for medical purpose \(IGDS No.341\)](#)
- [Update password, email or name](#)

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

Select language English ⌵ McEwen, Donald ? ⚙️  
 SHARE FOLLOW

International Labour Organization **Intranet** Home SHIF online ⌵ Submit a claim ⌵ My claims ⌵ My invoices ⌵ Admin ⌵

## Staff Health Insurance Fund

CORONAVIRUS COVID-19 Information for SHIF insured

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### My claims

[+ New claim](#)

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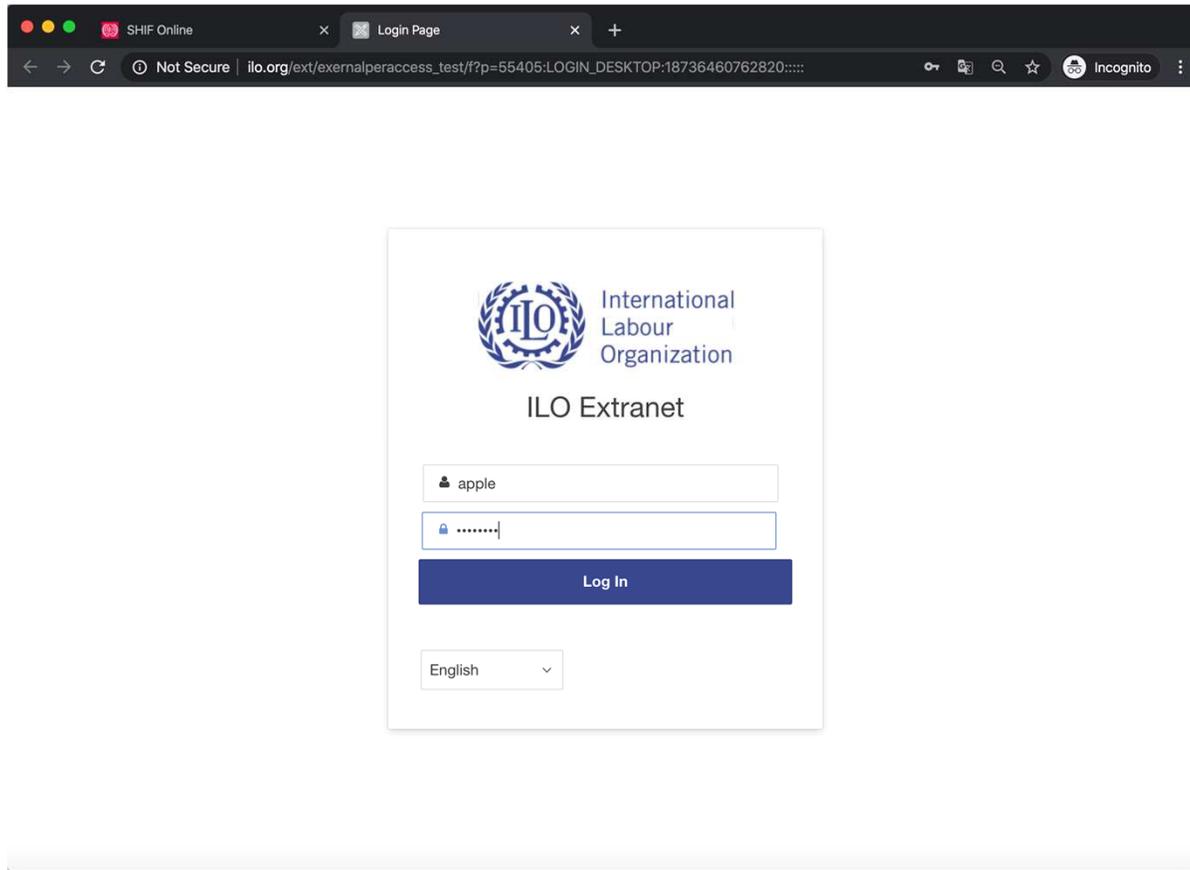
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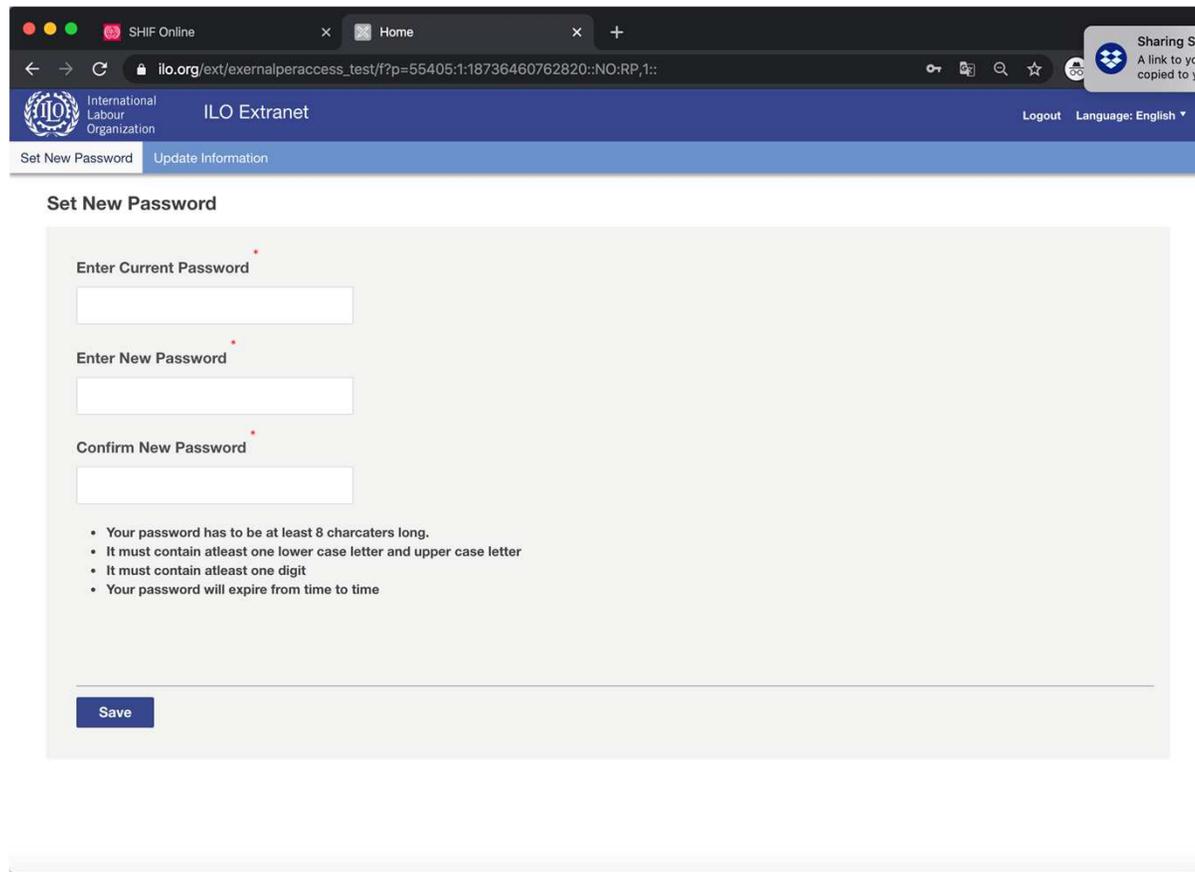
[Update password, email or name](#)

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



The image shows a browser window with two tabs: "SHIF Online" and "Login Page". The address bar displays "Not Secure | ilo.org/ext/externalperaccess\_test/f?p=55405:LOGIN\_DESKTOP:18736460762820:...", and the browser is in Incognito mode. The main content area features the ILO logo and the text "International Labour Organization" and "ILO Extranet". Below this is a login form with a username field containing "apple", a password field with masked characters, a blue "Log In" button, and a language dropdown menu set to "English".

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

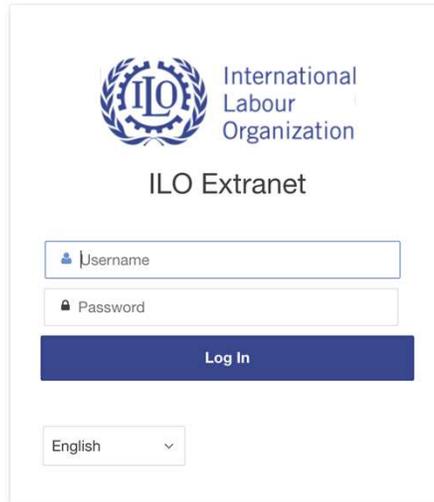
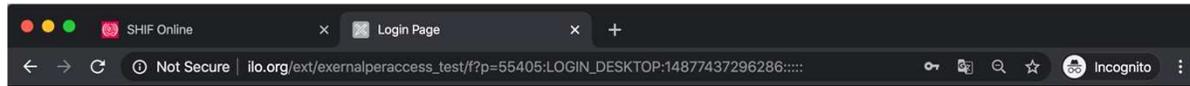


The screenshot shows a web browser window with the URL `ilo.org/ext/externalperaccess_test/f?p=55405:1:18736460762820::NO:RP,1::`. The page header includes the International Labour Organization logo and the text "ILO Extranet". Below the header, there are two tabs: "Set New Password" (selected) and "Update Information". The main content area is titled "Set New Password" and contains three input fields: "Enter Current Password", "Enter New Password", and "Confirm New Password". Below these fields is a list of password requirements:

- Your password has to be at least 8 characters long.
- It must contain at least one lower case letter and upper case letter
- It must contain at least one digit
- Your password will expire from time to time

At the bottom of the form is a blue "Save" button.

# 19 – Close browser



The login form for the ILO Extranet. It features the ILO logo and the text "International Labour Organization" and "ILO Extranet". Below this, there are two input fields: "Username" and "Password". A blue "Log In" button is positioned below the password field. At the bottom, there is a language dropdown menu currently set to "English".