
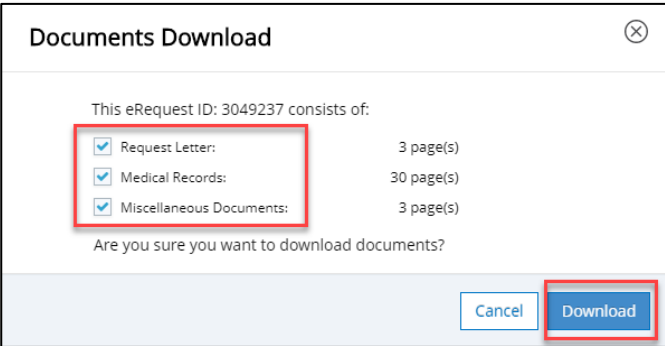
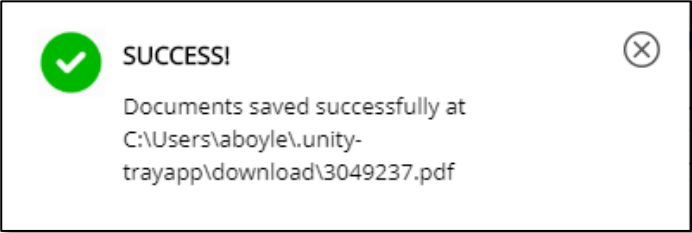


Download Documents to Reprocess a Request

Introduction Follow the steps in this procedure to obtain the request letter and/or the medical records from a previously processed request to utilize in a new request.

Download Procedure Follow the steps below to download documents:

Step	Action
1	Using Request Search from the Main Menu, search for the original request. Select the blue hyperlinked eRequest ID to open the request.
2	Click the Download Documents button from the toolbar. 
3	The Documents Download box will appear. Select the desired document checkboxes, then click Download :  Note: you may want to save the request letter down separately from the medical records or they will both be downloaded into a single file and will need to be separated before uploading to the new request.
4	The documents will be saved as a password-protected PDF file to this folder: C:\users\ <username>\.unity-trayapp\download  Best Practice, in the pop up, highlight the text beginning with “C:” through “.pdf” and then right click and select copy. You can then paste this into your File Explorer to quickly access the file.</username>

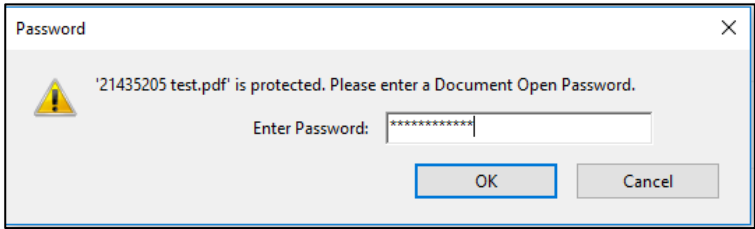
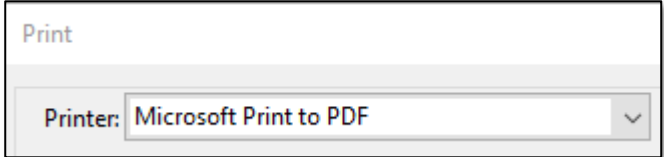
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Download Documents to Reprocess a Request

Upload Procedure

Once you have downloaded the file, you must perform the steps below so that the new file is no longer encrypted and can be uploaded to the new request in Clarity.

Step	Action
1	In the request screen, select the History icon and then select the “View Password” link at the bottom left of the screen. You will utilize this password to open the PDF document.
2	Navigate to the designated folder to access the documents. Follow the best practice on the prior page.
3	<p>Open the file and enter the password.</p> 
4	<p>Once opened, select File→Print, select “Microsoft Print to PDF” for the printer option and then select Print.</p> 
5	<p>Rename the file and select a location on your computer to save the file to. Select Save.</p> <p>Note: be sure to delete this file after you have uploaded it to the new request.</p>
6	Access the new request in Clarity.
7	Drag and drop the saved files to the appropriate locations (request letter or medical records).
8	Submit the new request.



Note: if you select the document checkboxes and then print (in step 4) and a loading message appears on the screen, the printer dialog box is most likely open in another window and may be hidden by your current screen. Minimize the current Clarity window to view the printer dialog box.