



Overview

This Job Aid will guide you step by step when creating an ADS account to submit Health Insurance Claims through the SHI-ONLINE Portal for retired staff living outside the USA.

Creating an ADS Account

Step 1

*If you have received this document by email and this is the email that you are going to use to open your ADS account, proceed to Step 2.

*If you are going to use a different email from the one where you received the email, then send that email to SHI nieveso@paho.org (Omarys Nieves) and wait a week for your new email to be registered and then go to Step 2.

Step 2

1. Access the ADS Website <https://extranet.who.int/pwm>

Step 3

1. Click on New User Registration Create a new user account
2. Complete the electronic form. Use your legal name (given name) and surname (family name).
3. Use the same PERSONAL email address indicated in step 1
4. The system will let you know if your password does not meet the security requirements. If any notice appears, create a new password. Once the system accepts your password you can continue. **Keep your username and password in a safe place.**
5. Click on Create

Step 4

1. From another window of your web browser, access your personal email account. You will receive an email related to the registration with a security code. Click
2. Click on the link and follow the instructions.
3. If the link does not work, copy and paste the security code and then click on Check Code.
4. Check the I Agree box and click Continue
5. Congratulations your ADS account has been successfully created.