



## Instructions for Downloading Documents in MyChart

When you download your health or visit summary documents, several files are compressed into a single ZIP file so they can be transferred quickly. You need to uncompress (unzip) this file before you can view your documents. Refer to steps below for uncompressing your download.

A PDF file was included with your download and provides the easiest way to view the contents of this document. Your download also includes a file called INDEX.HTM which allows you to view the contents. To open the INDEX.HTM file, unzip the entire download and then double-click to open it. Note that this file will not display properly if you double-click the copy in the zip. The download also includes a number of data and support files. These files let other healthcare software applications understand the data in the documents.

If you chose to encrypt your download, it will only remain encrypted until you unzip it. To continue protecting your data when you are done viewing it, locate the unzipped folder and delete it.

**If you have any questions about Duke MyChart, please call Duke Customer Service at 919-620-4555 or 800-782-6945 between 8:00am-5:00pm ET Monday, Tuesday, Wednesday and Friday or 8:00am-4:00pm ET Thursday.**

### How to Uncompress Your Library:

#### Windows Instructions

If your download was not encrypted:

These steps assume that you use the features that come with your operating system.

You can also use another program, such as 7-Zip, to manage compressed files.

1. When you downloaded the document library, you selected a location for the library. Open that location with Windows Explorer.
2. Right-click the compressed file to open the shortcut menu.
3. Choose Extract All to open the Extraction Wizard.
4. Click Next.
5. Select a destination directory for the files. For example, you can enter C:\Lucy to create a Lucy folder for the documents.
6. Click Next. The files in your document library are uncompressed and created in the location you entered.
7. Click Finish to close the Extraction Wizard.

If your download was encrypted:

Use a program such as WinZip to unzip the file.

## MacOS Instructions

If your download was not encrypted:

These steps assume that you use the features that come with your operating system.  
You can also use another program, such as Stuffit Expander, to manage compressed files.

1. When you downloaded the document library, you selected a location for the library. Open that location.
2. Right-click the compressed file on your Desktop to open the shortcut menu.
3. Select Open. The files in your document library are uncompressed and appear in a folder on your Desktop.

If your download was encrypted:

Use a program such as 7-Zip to unzip the file.

## Linux Instructions

These steps are based on Ubuntu. Other distributions might have different steps.

1. When you downloaded the document library, you selected a location for the library. Open that location with Archive Manager.
2. Right-click the compressed file to open the shortcut menu.
3. Click Extract Here. The files in your document library are uncompressed and appear in the current working directory.

To extract files from a command line, enter `unzip <filename>.zip`.

## Folder Contents:

INDEX.HTM	Clinical Document viewer
README.TXT	Instructions to help download records
IHE_XDM	Folder containing your clinical documents
DOC*.XML	These are your actual clinical documents
METADATA.XML	File containing information about all of the clinical documents in this folder
! My Health Summary.PDF	PDF containing the contents of your clinical documents