

EVO Archive — User Guide

Address: <https://evo-archive.ima-payerservices.com> **Who can use it:** members of the `EVO-Archive-Access` group (ask IT to be added) **What it is:** a read-only window onto the retired EVO / IMEvolution case files — every case document, letter, invoice and email attachment the system held, preserved until 31 December 2032. You can find a case and download its documents. You cannot change or delete anything.

The archive contains protected health information. Only retrieve what a request needs, keep it in an approved location, and delete your copy when you're done. **Every search and download is recorded with your name and is visible to all users on the Activity page.**

1. Signing in

1. Open the address above. Click **Sign in with Microsoft**.
2. Use your normal IMA account. If you are already signed in to Microsoft 365 you may not be asked for a password.
3. If you see “*You are not a member of EVO-Archive-Access*” — you haven't been added to the group yet. Ask IT; once added, click **Sign out** (top right) and sign in again.

Your session lasts about an hour of inactivity; the page will simply ask you to sign in again.

2. Finding a case

Type any of these into the search box and press **Search**:

You can search by	Example	Notes
Claim number	<code>WC2015021028</code> or just <code>WC2015</code>	Partial numbers work. Claim numbers were free text in EVO, so try a shorter piece if a full one finds nothing (some were entered with prefixes like <code>(ROSENTHAL) ...</code>)
Claimant surname	<code>Jenkins</code>	Surname only; partial works (<code>Jenk</code>)
Case ID	<code>58549</code>	EVO's internal case number, if you have it (it appears in old EVO links and on the Activity page)

You get a list of matching cases: claim number, claimant, created date, insured (employer), status, number of documents, case ID. Up to 60 matches are shown — narrow the search if you hit that. **Click a row** to open the case.

3. The case page

At the top: claim number, claimant, insured, state, status, created date, case ID.

Below, the documents in groups, each with its date, type, original filename and size:

- **Case documents** — medical records, IME reports, addenda (what EVO stored on its file share)
- **Letters** — scheduling and no-show letters etc.
- **Invoices**
- **Email attachments** — attachments to case correspondence (email *bodies* are not here — see §6)
- **Physician files** — appear only on physician records, not on cases

Each row shows a small green badge — *verified sha-256* or *verified size* — meaning the file in the archive was checked against the original when it was archived.

Downloading one document

Click **Download** on the row. The file arrives with its original filename. The link behind the button is valid for 15 minutes; if you leave the page open for a long time and a download fails, reload the page and click again.

Downloading everything for a case

Click **Download all as ZIP**. The archive builds a ZIP with a folder per document type and a `RETRIEVAL_REPORT.txt` listing what's inside and who retrieved it. It usually takes a few seconds (up to a minute for cases with hundreds of files); the download starts automatically and a link stays on the page for 15 minutes.

“no file in archive”

A greyed-out row with this badge is a document EVO's database recorded but for which no file existed anywhere by the time of archiving. There are 308 of these across the whole archive; there is no other copy. If someone needs one, that is the honest answer.

4. Activity

The **Activity** page lists every search, case view, download and ZIP by every user, newest first, 500 per page (**Older** → / ← **Newer**), with a filter box for the page you're on. Times are shown in your local time zone. It is retained for 7 years and is the accountability record for the archive — treat it as such.

5. Limits

- 300 individual downloads and 10 ZIPs per person per hour. If you hit the limit you'll see a message; wait or use a ZIP.
- Search returns at most 60 cases; refine the term.
- The site works in any current browser (Edge, Chrome, Safari, Firefox). It is not designed for phones, though it will work in a pinch.

6. What is *not* here

- **Email bodies** — only the attachments were files. The text of emails is in the archived database export, which IT can query on request.
- **Anything after October 2024** — no case work happened in EVO after that; the last correspondence is July 2025.
- **The EVO website or portal** — `evonational.us` now shows only a notice that EVOnational is part of The IMA Group.
- **Search by anything other than claim number, claimant surname or case ID** (e.g. by insured or physician). If that becomes a real need, tell IT — the index has the fields.

7. Problems

What you see	What it means / what to do
Microsoft says the app is <i>not assigned</i> / <code>AADSTS50105</code>	You're not in <code>EVO-Archive-Access</code> . Ask IT
" <i>You are not a member of EVO-Archive-Access</i> " inside the app	Same — or you were just added: Sign out, sign in
Search finds nothing	Try fewer characters, or the surname instead of the claim number
A download fails after the page has been open a while	Reload and click Download again (links expire after 15 minutes)
" <i>Download limit reached</i> "	Hourly cap; wait, or use Download all as ZIP
Anything else	Contact IT and mention the time — the request is in the logs

8. Privacy reminder

Everything here is workers'-compensation / IME material about real people. Download only what a specific request needs, store it where PHI is allowed, delete it afterwards, and never forward download links (they work for anyone who has them, for 15 minutes). Your name is on every action.