Frequently Asked Questions About *WebFile* for Attorneys

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Question Asked	Response
Should I create an "inbox" for my WebFile messages?	All WebFile email notifications will be sent to the email address of the attorney registered in the system. If you wish, you can setup rules within your email system to route these messages to a specific folder. Please contact your firm's email administrator for instructions on how to do this.
Can I just receive one email per day that says there was activity on one or more of my claims that day? As opposed to receiving an email per notice?	No, the system currently sends a separate email message for each notice. However, the commission is considering a "daily summary" email feature as a possible future enhancement.
Will I be able to use a certificate of service, like the "PACER" system?	Yes, you should submit a Certificate of Service with each of the your filings in the WebFile system. There is a link to a sample Certificate of Service document in the instructions section of the 'Upload Documents' tab in WebFile.
Am I still required to send my opponent paper copies of my filings when I submit them electronically through the WebFile system?	Yes, you should continue to send paper copies of your filings to your opponents. Eventually, the Commission will allow users to "Turn Off Paper" which will suppress their paper notifications from both the Commission and their opponents. You will receive more information on this process when it becomes available.
Who should we call if we have WebFile questions?	The best way to contact the commission with WebFile questions is to send an email to webfilesupport@vwc.state.va.us.
Can more than one person log in with the same user id?	Attorneys may allow a secretary, paralegal, or other person in their office to use their login and password to file documents on their behalf. However, attorneys should remember that their login and password constitute their signature, regardless of whether they personally use the login and password to delegate that authority to someone else. Attorneys are responsible for safeguarding and protecting their login and password at all times.
Can I print out a form before submitting it, so it can be reviewed/approved?	A final review page is displayed prior to the submission of each webform. You can print out that page for review prior to clicking "Submit". However, remember that the system will timeout after 10 minutes of inactivity, so you must submit your transaction within that time period.
What if I haven't decided to represent a client; can I input information in the Note Representation field so I can view the file?	Attorneys should only use the "Note Representation" feature to declare representation for their clients. Submitting this transaction will generate an electronic letter of representation and store that document in the claim file. You will not be able to access a claim until you have been associated to a party on that claim.
Do I select "Other" in the 'Note Representation' portlet if I represent the UEF?	Yes, the "Other" selection in the Note Representation portlet can be used for this.
I know I'm representing the Employer and Insurance Carrier, but WebFile shows me as representing the "Claim Administrator." However, my name does not appear under Claim Details in the attorney section for either the Employer or the Carrier. Is that accurate?	From the Commission's viewpoint, an attorney who represents the Claim Administrator is representing the Employer and Carrier. Those individual fields in WebFile for Employer and Carrier are used in those instances when an attorney may only represent one of these parties. When Noting Representation electronically, selecting "Claim Administrator" is an indication that you represent the Employer and Carrier. Use the "Other" option if you represent only one of these parties (or some other party, such as a Medical Provider).
We often file a "claim for benefits" and a "letter of representation" on the same letter; how can we do that on WebFile?	If you know the JCN and Injury Date of the claim, then you can use the Note Representation feature instead of a traditional letter of representation. This will automatically generate an electronic letter of representation and give you access to that claim. Once you have access to the claim, then you can submit the Claim for Benefits webform for that claim.
What if I make a mistake when filing, such as uploading a document to the wrong JCN?	If you make a filing on an incorrect JCN, call the Commission for assistance. The staff will be able to make a note in the internal system about the incorrectly filed document. Make sure that you also re-submit the correct document on the correct JCN in order to avoid a late filing.
Can we see the size of the .pdf record under the "Documents and Filings" tab?	No, the PDF size won't be displayed until you attempt to download the file.
What is the process for submitting a P&O via WebFile? Can I file the info letter, and the employer counsel files the P&O?	Yes. Please be sure to correctly identify the info letter as "Petition and Order (Claimant's Info Letter)." If identified in a non-sealed fashion, the letter will be able to be viewed by other parties on the case.
How long are "archived" WebFile notifications kept?	WebFile notifications are stored in the system indefinitely.

Who gets system-generated email notifications?	Email notifications are sent to all attorneys on the claim who are enrolled in the WebFile system.
Does the Upcoming Hearings portlet show OTR proceedings?	No, the "Your Upcoming Hearings" portlet displays all scheduled Evidentiary, Show Cause, Review, and Mediation events for disputes in VWC cases. Other types of hearings (ex. OTR) will not be displayed there. Hearings in other disputes, such as insurance compliance hearings, Criminal Injury Compensation Fund disputes, and Birth-Related Neurological Injury disputes are also not displayed there.
Can I remove myself as an attorney? If I'm not the primary attorney, it would be helpful to remove myself after I've performed the isolated task as a temporary support for the primary attorney?	You cannot remove yourself as an attorney to a claim using the WebFile system. Please contact the Commission staff in order to request removal from a claim.
What does "File Back" mean?	It means that the document was responded to by VWC already and that it simply needs to be added to the record; VWC is in the process of updating its system to add a more descriptive label
Is there a "cheat sheet" for all the work event names that can shown in the Documents and Filings tab?	Not at this time, but this may be added to a future version of the WebFile Guide for Attorneys.
Can we "save" a webform in process?	No, you cannot save a partially completed webform. You must submit a webform within a single session or else it will be discarded.
Why do I not see a full record (missing images/files, incomplete data) nor do I receive electronic scheduling notices on claims that are in the system?	The most likely cause of this is the file started out in the Commission's "legacy" system and all of the data may not yet be fully migrated to WebFile, and portions of the file may still be managed using paper processes.
How can I print out specific documents from the Documents & Filings Tab, without having to first open each PDF?	Under Imaged Documents, select the check box next to the desired images, then select the "Create Document Bundle" and "Apply to Selected" options at the bottom of the portlet. Save the bundled imaged to your computer or network drive, and print from there. NOTE: The Create Document Bundle selection will be grayed out if you attempt to bundle a sealed document.
WebFile Modified Plan & Timeline	**Response**
Why did the Commission shift from a single implementation date to a phased approach?	Even though the WebFile system was ready in late 2009, using a phased implementation provides time for piloting on a smaller scale, and for incorporating what we learn during the pilot into both system and training material enhancements prior to the statewide rollout.
What was the selection process for those law firms participating in the Pilot?	The Commission selected law firms which commonly have cases on the Virginia Beach Regional Office docket.
What are the specific dates in the modified timeline?	The "JCMS Attorney Newsletter - March 2010" contains an overview of the timeline, along with specific activities planned for each phase. It can be downloaded from http://www.vwc.state.va.us/EDI/EDIinitiative.html.
Site Administrator Role and Functions	**Response**
What is the role of the Site Administrator?	The Site Administrator serves as a single point of contact between the Commission and a law firm. This is efficient for attorneys because it will designate one "go to" person within an organization to handle ***WebFile*** questions, and one person for the Commission to work with in handling issues. Also, this manages the number of potential contacts to the Commission about ***WebFile*** so that we can provide the best customer support possible.
Can Site Administrators add/remove Attorney Users?	Yes, that is one of the main functions of a Site Administrator. NOTE: *If an attorney is NOT already in the Commission's system, Site Administrators cannot add that record to* ***WebFile***. *As it is today, a firm must send this request to the Commission's Clerk's Office to have an attorney added (or permanently removed) from the master records.*
Who do we contact at the Clerk's Office to set up ourselves as the Site Administrator and to provide names of Attorney Users?	Please submit this request to tapfeedback@vwc.state.va.us by attaching a completed spreadsheet entitled "***WebFile*** Site Administrator and Attorney Information Template," found on the EDI Initiative site: http://www.vwc.state.va.us/EDI/EDIinitiative.html.
Will Site Administrators receive a confirmation during the registration/set up process?	Yes, Site Administrators will receive confirmations to the e-mail they have provided for user registration and for other relevant transactions.
We have three offices throughout the state. Do we need three different Site Administrators or just one?	The "standard" is to have one Site Administrator for each organization. That said, it may be possible to allow a Site Administrator for each FEIN (Federal Employer Identification Number) associated with a particular firm.

Can a firm which has multiple FEINs be managed by a single Site Administrator?	Yes, although it is customary to have a Site Administrator be associated with only one FEIN. This can be accommodated during the initial set up and registration process.
Do you see any problem with a solo attorney with no staff serving as both the Site Administrator AND as a registered Attorney User?	There is no issue with having an attorney serve as both an Attorney User, as well as the firm's Site Administrator.

WebFile Access and Support	**Response**
Will the Commission notify ***WebFile*** users about scheduled down times for maintenance?	Yes, the Commission plans to send notices of scheduled down time to users through established e-mail channels, and to post messages on the My WebFile Tools page. The Commission will make every effort to schedule downtimes during non-peak hours. See the question immediately following about how ***WebFile*** users can make a filing during system downtimes.
What happens if ***WebFile*** is unavailable unexpectedly?	Attorneys who wish to make a filing through WebFile, but are prevented from doing so because of a system outage, may fax the filing to (804) 367-9740. (Additionally, a filing made via certified or registered mail is considered filed when post-marked.) The Commission's current fax policy, amended in 2010, states that faxes are considered filed at the time actually received by the Commission's equipment, as indicated by the Commission's equipment.
Will large firms ever have a problem with not having enough logins for attorneys and staff members?	***WebFile*** can accommodate access for every attorney in an organization. However, we are not planning to provide log ins to support staff. [See question under "***WebFile*** Functions" section about delegating access.]
What is the maximum number of attorneys at one firm that can be listed as attorneys on a claim through ***WebFile***?	At present, there is no constraint on the maximum number of attorneys that can be listed on a claim.
If you have multi-users, can everyone be logged into the system at the same time?	***WebFile*** can support having multiple users logged in at the same time. If you are using the same log in, you will have to take care not to submit the same documents at the same time.
What is the purpose of having a laptop at a hearing?	While not a required piece of equipment, attorneys who have laptops at hearings will be able to access all documents in a case record through ***WebFile***. Of course, attorneys may still bring hard copy documents to hearings just as they do today.
Will the Commission provide wireless access so we can bring our laptop to hearings?	The Commission is working to ensure wireless access at all locations that it has direct control over. Access is occasionally more difficult at sites the Commission shares with other organizations, but the goal is to provide wireless access at as many sites as possible.

WebFile Rules and Processes	**Response**
What steps should attorneys take if they make a mistake (e.g. wrong or mischaracterized document) during the upload document process?	If the document in question is in reference to a docketed case, call the Deputy Commissioner's office handling the case to explain the error. If the document is not related to a docketed case, call the Commission's Customer Assistance Department (877-664-2566), which can make an appropriate notation on the record. Complete the process by uploading a corrected document.
To what degree can an attorney enter a description on an uploaded medical record so that it can be properly identified and located more quickly?	The ***WebFile*** system allows the attorney to enter the "name of provider" up to a limit of 50 characters.
How can an Attorney confirm that the appropriate Representation has been Noted in ***WebFile***?	There are three options for how an attorney can Note Representation using the system: for A & B below, an attorney can review the record immediately after completing the transaction to confirm. For C, an attorney can review the record to confirm once the Clerk's Office has completed internal processing (typically within 2 - 3 business days). A) Attorney selects "Claimant" as party they wish to note representation for B) Attorney selects "Claim Administrator" as the party they wish to note representation for C) Attorney selects "Other" and uploads a .pdf Letter of Representation
What is the file size limitation for a .pdf uploaded to WebFile?	The file size limitation is 15MB for each submission. When you upload multiple PDFs (max of 5 docs) in a single transaction, the total combined size of the documents must be less than 15MB.
When submitting a scanned Employer's Application for Hearing, can the supporting documents be scanned in as part of the overall "bundle" of documents into a single .pdf file, or should we break this out?	You may create a single scanned .pdf which includes the Employer's Application for Hearing as well as supporting documents, as long as the total file size doesn't exceed 15MB. This is similar to how the Web Form option works as well - a single .pdf 'bundle' is created if attachments are filed along with the Web Form submission. You may also choose to break the documents up into separate .pdfs should you want separate images (e.g. of specific document types) in the record.
Is ***WebFile*** use mandatory?	No. ***WebFile*** use is currently not required.

What eventually happens to all of the paper documents mailed to the Commission?	If the injury date on the record is prior to 10/1/08, paper documents are stored at a Commission facility. Documents associated with an electronic claim are shredded after they have been scanned and loaded to the Commission's systems.
Will I continue to receive paper notifications along with e-mail notifications?	At present, the plan is to run a "parallel" notifications process for a limited time. At some point, attorneys who wish to remain ***WebFile*** users will have the option of "turning off" paper notifications.
How will the notary requirement be met using ***WebFile***?	The Commission no longer requires a notary seal; the notary requirement is met through the perjury language added to existing forms, and will be added to Web Forms as well.
How will electronic signatures be handled?	Based on the VA Electronic Transactions Act, the Commission will manage electronic signatures through a user's profile, which requires that an Attorney's Bar Number be established. An attorney's actual signature does not need to be affixed to the electronically-filed document.
Which documents still require a physical signature before they are mailed in or scanned/converted to a .pdf and uploaded to WebFile?	There are documents that still require a physical signature. In general, attorneys can only submit their own "electronic" signatures for documents they sign. Forms requiring someone else's signature, such as Agreement Forms or notarized forms, will continue to require a physical signature prior to being uploaded.
Will the Commission require the carriers to notify them through ***Webfile*** when a file is transferred to another adjuster?	This is outside of the scope of the Judicial system, but carriers file an "Acquired Claim" transaction electronically (AQ) to indicate they have taken over claim administration of the claim.
After a document is uploaded electronically, how do we make a change to the submitted document if we later realize we made a mistake?	As it is with a document mailed to the Commission in error, simply file a corrected document in ***WebFile***.
Will the attorney be able to file an application through letter format OR does he always need to use the VWC form?	The easiest way to file a record with the Commission is to use the Web Form option. This creates a properly formatted .pdf file in the record. That said, attorneys may also upload an existing document that has been converted to .pdf, even if this is also available as a Web Form. Mailing records on paper on paper is still an option, although there is the inevitable delay in loading that record to the file due to the mailing and internal scanning process.
WebFile Functions	**Response**
Will I be able to see the documents mailed in by non-***WebFile*** attorneys?	Yes. The Commission scans case-related documents received by mail and loads these to its database. ***WebFile*** displays what the Commission has in its system.
Can an attorney delegate work to support staff?	The Commission is following the guidance provided by the US District Court's (Eastern District) E-Filing policy which permits attorneys to "allow a secretary, paralegal, or other person in their office to use their log in and password to file documents on their behalf." An attorney's log in and password constitutes their signature when filing electronic documents.
When an Award is issued, will an attorney get notice of that?	Any time a filing is made or document is added, notification will be provided to attorneys of record through ***WebFile***. However, having an Award "Certified" by the Commission occurs outside of ***WebFile***.
How do we know if an opponent is enrolled in ***Webfile***?	The record will indicate all of the related parties associated with the claim, but you will not be able to tell which of those parties are enrolled in ***WebFile***. However, once the commission enables the paper suppression option, you will be able to see which of your opponents have requested to no longer receive paper copies of your filings.
Will the filing requirements for written statements remain the same? Or will we be able to file those electronically as well?	These will be able to be filed via the Upload Document feature.
Will mediation notices be included on list of scheduled hearings?	Yes, the "Your Upcoming Hearings" portlet displays all scheduled Evidentiary, Show Cause, Review, and Mediation events for disputes in VWC cases. Other types of hearings (ex. OTR) will not be displayed there. Hearings in other disputes, such as insurance compliance hearings, Criminal Injury Compensation Fund disputes, and Birth-Related Neurological Injury disputes are also not displayed there.
What about Receipt of Opinions, Noting Requests for Review, Scheduling Orders and Submission of Written Statements on Review, and Receipt of Review Opinions. Will these be addressed in ***WebFile***?	All documents that are loaded to a file will be available for viewing in WebFile. The only exception will be sealed documents which are only viewable by some internal commission staff.
Once an attorney enters an appearance, will the contact information be available for all other registered users with respect to that file. For example, defense counsel's email, insurance adjuster email?	You will be able to see information about other parties to a claim.
Will we be able to 4.2 medical records through ***Webfile***? Is there a way to name the documents for easier identification?	Filing medical records is one of the document types attorneys can upload using ***WebFile***. As part of the upload process, users will be able to "customize" the naming of medical records to help make identification/searching easier.

Is the ***WebFile*** system available regardless of the date of accident?	Claims that have been filed electronically with a date of injury October 1st, 2008 or later are available in ***WebFile***. After the Judicial system is up and running, ALL accidents regardless of the date of injury that are scheduled for a hearing, will be available.
When noting defense representation, does the attorney have the option of representing the carrier, the employer, or both?	If you represent both the employer and carrier, then you will select the "Claim Administrator" option within the "Note Representation" feature. If you only represent one of those parties, then you will select "Other" and upload a letter describing exactly which party you represent.
Will non-attorneys, such as adjusters, receive the email notifications as well?	That is within our longer term vision, but this will not be available as part of the initial implementation.
Will the time of filing be available in addition to the date of filing?	No, just the date of filing will be displayed.
Will the View Scheduled Hearing function also provide me with e-mail reminders?	No, the View Scheduled Hearing function only displays upcoming hearings. It does not act as a 'tickler system' by sending automated reminders.
On ***WebFile's*** Scheduling function, how will it manage identifying conflicts?	***WebFile*** only picks up the "Scheduling Attorney's" (the primary attorney on the case record) schedule. However, all attorneys associated with a case record can view the schedule, so conflicts will be apparent to all parties.
What is the best way for an attorney to file a Claim for Benefits on behalf of his client?	Once you have noted representation of your client, then you can submit the claim for benefits on their behalf using the ***WebFile*** web form. Also, you may work with your client to fill this out together online, and have them submit it using their own ***WebFile*** login.
Once there is an attorney of record on the claim, will a Claimant be able to look at the file as well or will the file then be "owned" by the attorney, so to speak?	When an accident is reported, the Commission sends the Claimant a Notification of Injury letter, followed separately by a PIN letter which allows the Claimant to view their specific file. Adding an "attorney of record," therefore, will not block the access a Claimant already has to their case file.
How should attorneys handle filling "Urgent" matters?	***WebFile's*** "business rules" will route urgent matters appropriately (such as when certain motions are filed). When ***WebFile*** Attorneys "identify" the document type they are uploading or complete another transaction, the system will take the appropriate next steps.
Miscellaneous	**Response**
What kind of WebFile Training will Law Firms receive?	***WebFile*** training will consist of conference calls, web conferences, distribution of various reference materials (such as the "WebFile Guide for Attorneys"), and possibly classroom training in Richmond and Regional Offices.
Can I get CLE Credits for WebFile Training?	No, CLE credit is not offered for WebFile training.
What is the CASPER system?	CASPER is the Commission's internal claims management system which we use to ingest EDI files and manage notifications. While attorneys will not access CASPER, the system is used to manage case files and other attorney information (such as loading Site Administrators, Attorney Users, and Bar Numbers).
Will there be a Spanish version of the system available for claimants?	At present, a Spanish version of ***WebFile*** is not part of the current program.
Once we move to a paperless system, what is the system of record?	The Commission's system of record is known internally as "FileNet," which contains all of the imaged documents in a case record. This industry standard "electronic filing cabinet" stores all images that come in electronically, and all paper documents that have been scanned and converted to an electronic file. These are all connected via the JCN - Jurisdiction Claim Number.
How is the Commission structured to guide this project?	The Judicial Case Management System project is sponsored by the 3 Commissioners, with day-to-day activities and decisions managed by an Advisory Board comprised of Commissioners, Deputy Commissioners, and Project Team resources.
What is EDI (Electronic Data Interchange) and do Attorneys need to follow these processes for submitting information and records to the Commission?	EDI is the system that Insurance Carriers and Third Party Administrators use to submit claim data from their computers to the Commission's. Attorneys do not need to follow these processes, although the data that has been submitted via EDI is viewable by attorneys through ***WebFile***.
How will ***WebFile*** impact the Commission's assignment of Deputy Commissioners to particular cases?	***WebFile*** does not impact court case load distribution.
What is a .pdf?	.pdf stands for "Portable Data Format," and is a common document standard used in online systems because a .pdf cannot be modified and therefore ensures proper version control. Adobe Reader, a free application, allows you to view this document. The link to download Adobe Reader is http://www.adobe.com/products/reader/. ADOBE Writer, which can be purchased, allows greater capabilities in creating and manipulating .pdf documents.
Will attorneys need a scanner to create .pdfs?	Using a scanner is one way to convert an existing hard-copy document to a .pdf format. This is especially important for scanning and uploading those documents that still require a written signature. However, software also exists which can convert documents to a .pdf format. See the next question for details.

What free .pdf creators/converters can I download and use?	While the Commission cannot recommend a specific solution, here are several websites that advertise free .pdf converters: **https://createpdf.adobe.com/** **http://www.primopdf.com/** **http://sourceforge.net/projects/pdfcreator/files/** [adds a printer to your Printers and Faxes List which converts documents to .pdf] **http://www.pdf995.com/** [adds a printer to your Printers and Faxes List which converts documents to .pdf]