



Self-Insurance WebFile

Quick Reference Guide

Registering for SI WebFile

1. How do I register for SI WebFile?

Access to Self-Insurance (SI) WebFile may be requested by emailing a request to selfinsurance@workcomp.virginia.gov. The Commission will then send the user an email with a temporary password. Click the link provided in the email to go to WebFile. To register, enter the email address attached to the WebFile request as the username and enter the temporary password. Once the registration page appears, the username should be updated to a unique username. The unique username should **not** be an email address.

Once you have created your unique username, an email will be sent to the address indicated which contains a one-time two factor authentication (2FA) code. **This code will expire in 15 minutes.** The email could also be in a spam or junk folder. More details on 2FA may be found in the WebFile Guide for Self-Insurers [here](#).

2. I have successfully registered for SI WebFile but I do not see my Company information?

Once logged in to SI WebFile, there is a Self-Insurer (SI) Number under the home icon that may be clicked to access the account.

3. When using SI WebFile which web browser should I use?

We recognize that our users may have various Internet Browsers and Operating Systems or devices. We like our users to have the best possible experience when using our WebFile application. The Virginia Workers' Compensation Commission recommends Google Chrome for best results or any other modern web browsers with HTML5 and CSS3 compatibility.

Note: If you are using Microsoft Internet Explorer and still encounter problems, please verify that your browser is not operating in Compatibility Mode. For instructions on how to disable Compatibility Mode, click [here](#).

Viewing Information

1. I am having difficulty seeing all the information in SI WebFile?

SI WebFile has the ability to be viewed on multiple devices such as tablets and phones. When viewing the information, on tablets and phones the screen will adjust to accommodate the information that is being displayed. If you still cannot see all the information displayed, check the settings on your device.

2. I am having an issue viewing all the information displayed on my computer in SI WebFile.

When viewing SI WebFile on your laptop or desktop, the content of SI WebFile will also adjust to the display size of the screen. If you find that you cannot see all the information displayed, there are options to adjust your zoom preferences based on the web browser used. Click the help option on your browser to identify how to adjust your zoom settings.

3. My computer froze and I had to restart. Do I need to re-enter all of my information?

No, SI WebFile saves information entered periodically while you work through updating information. If your computer screen freezes and you have to restart, simply log back into SI WebFile and begin where you left off. Also, double check to ensure the last few prior updates you made are showing.

4. I initiated a change request, and while working my computer timed out. Should I cancel the request and initiate a new change request?

No, if your system times out while updating information you can log out and log back in and continue your updates. Never cancel a request unless you initiated it by mistake or it is no longer needed.

Navigating

1. I clicked the ‘Complete Annual Survey’ button and also clicked on ‘Accept’ to accept I read the instructions, but I am unable to edit my information.

SI WebFile has a top section that allows you to make changes (🔍) and a bottom section (🔍🔗) that simultaneously allows the user to only view what information is on file. If you find you cannot edit information, scroll up to the top section and click ‘Next’ in order to make changes.

2. I completed all my changes and want to send them, but do not see the ‘Submit’ button.

SI WebFile has a top section that allows you to make changes (🔍) and a bottom section (🔍🔗) that simultaneously allows the user to only view what information is on file. If you find you cannot edit information, scroll up to the top section and click ‘Next’ through each section in order to make changes. In order to submit the changes, you must enter your signature and title in the Submission Section and the “Submit” button will be enabled.

Worksite Location Addresses

1. I added the nature of operations and number of employees for the new locations and existing locations, however when I save I do not see the nature of operations?

There is an icon to the left of the name of the location. Once that icon is clicked, a second line will display the nature of operations.

2. I see the worksite Location Addresses in the Location Address Tab section, but do not see worksite location addresses for my Subsidiaries?

There is an arrow under the Subsidiary name in the Subsidiary Tab. When you click on that arrow, the worksite location addresses falling to that subsidiary will display.

3. The address location is not saving.

SI WebFile has a built-in address scrubber. Reconfirm the address you are entering is a valid address and once verified, click on the override address validation button located at the bottom of each worksite location address field.

Uploading Documents

1. My PDF is encrypted. Will I be able to upload the encrypted PDF?

The Commission WebFile platforms do not allow for encrypted PDF files to be uploaded due to security concerns. If the PDF must remain encrypted, it may be emailed to selfinsurance@workcomp.virginia.gov.