

WebFile Guide for

Attorneys and Attorney Site Administrators

How to Navigate through WebFile

WELCOME



Welcome to the Virginia Workers' Compensation Commission's WebFile application.

The Commission created WebFile to provide its partners in the legal community with selfservice capabilities to view and manage case files and documents online.

This guide contains all the information and instructions needed to take full advantage of the case-management functions in this web-based tool.

While the guide may be printed, it is recommended that the guide be utilized electronically due to updates and revisions.

Questions regarding WebFile processes should be directed to the firm's WebFile Site Administrator. Site Administrators should use the WebFile Support online tool at http://www.workcomp.virginia.gov/webfile/webfile-support for issue resolution or direction to the proper Commission resources.

TABLE OF CONTENTS

WebFile SECURITY	1
WebFile ROLE OVERVIEW	2
DELEGATION OF AUTHORITY	3
WebFile ACCESS AND REGISTRATION OVERVIEW	4
REQUEST ACCESS	5
ACTIVATE A NEW ATTORNEY USER	6
ACTIVATE OWN ATTORNEY ACCOUNT	.11
ACCESS AN EXISTING ATTORNEY USER PROFILE	.13
DEACTIVATE ATTORNEY USER ACCESS	.15
CHANGE PASSWORD	.17
PASSWORD RESET	.18
RESET A FORGOTTEN PASSWORD	.18
RESET AN ATTORNEY USER PASSWORD AS A SITE ADMINISTRATOR	.20
CHANGE EMAIL ADDRESS	.21
NOTE REPRESENTATION	.24
SEARCH AND VIEW CASE RECORD	.27
VIEW ELECTRONIC NOTIFICATIONS	.29
CHANGE A NOTIFICATION STATUS	.31
NOTIFICATION VIEW CUSTOMIZATION	.32
DOCUMENT & FILINGS	.33
DOCUMENT & FILINGS VIEW CUSTOMIZATION	.34
SUBMIT WEB FORMS	.35
UPLOAD DOCUMENTS AND FORMS	.38
MEDICAL RECORDS	.41
UPCOMING HEARINGS AND MEDIATIONS	.42
PAPERLESS OPTION	.44
ELECTING PAPERLESS	.44
OPT OUT OF PAPERLESS	.45
COPYING PARTIES	.45
WebFile SUPPORT	.46
Appendix	.47
CERTIFICATE OF SERVICE	.48

WebFile SECURITY

The WebFile system uses a variety of security protocols to help ensure that case records remain confidential. A key component of this structure (which governs access rights) is username and password.

USERNAME

All WebFile users will have individual usernames. The username cannot be changed after the registration and activation process is complete.

PASSWORDS

All users are required to use a password along with the username. The initial password will be set up by the Commission. The user will then set up a new password at the time of registration.

Password Criteria

- \checkmark Must be at least 8 characters in length.
- ✓ Must have at least one number.
- ✓ Must have at least one letter.
- \checkmark Must contain one special character (i.e., @, #).
- ✓ Password will expire every 90 days and will not be re-usable for 12 months.

TIMEOUT FEATURE

The system has been set up with a 45-minute timeout feature. If there is no activity within 45 minutes, the user will receive a message notifying them that they need to extend the session in WebFile to continue their session.

IMPORTANT

Entering data is still viewed by the system as being idle—users who take longer than 45 minutes to submit data or to conduct other transactions will be automatically logged off of the system, and all information not saved or submitted will be lost.

WebFile ROLE OVERVIEW

The WebFile system is set up with two levels of permissions.



Site Administrator

- Primary point-of-contact between the Commission and his or her own organization
- ✓ Activate profiles
- Manage all access requests from within own organization, and agree not to grant access to non-employees
- ✓ Add to, deactivate and modify the firm's user list
- ✓ Manage password resets
- Communicate with the Commission to ensure current WebFile access matches approvals granted by Site Administrator
- ✓ Use the Commission's dedicated email channel, <u>webfile.support@workcomp.virginia.gov</u>, as the means to send questions and comments related to WebFile



Attorney User

- ✓ Access, view, and in some cases, modify Workers' Compensation Claim records
- Has submitted contact information, including Bar number and FEIN (Federal Employer Identification Number) to the Commission
- Can note representation to at least one party on the claim

IMPORTANT

Attorneys may also have Site Administrator rights within WebFile. There is no need to create a separate Site Administrator account if an attorney in the firm wishes to take on the Site Administrator role.

DELEGATION OF AUTHORITY



IMPORTANT

Attorneys may share their passwords with legal secretaries (or other staff members) according to the Commission's policy, which is based upon the Eastern District's Policy on Access Delegation.

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 or delegate that authority to someone else.
- They are responsible for safeguarding and protecting their login and password at all times.

WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.



A *Attorney User* WebFile access is managed by the firm's Site Administrator; questions regarding WebFile should be directed to their firm's Site Administrator.

Site Administrators should direct questions regarding WebFile to the Commission at **1-877-664-2566** or to webfile.support@workcomp.virginia.gov. WebFile access requests should also be directed to this email address.



The Commission maintains a database of lawyers who represent parties to workers' compensation claims in Virginia. The <u>WebFile Attorney Registration Form</u> must be completed to ensure that all attorneys from a firm who may need WebFile access are added to and maintained in the Commission's database.

ATTORNEY REGISTRATION FORM

This form is located on the Virginia Workers' Compensation Commission website:

http://www.workcomp.virginia.gov/sites/default/files/forms/WebFile-Attorney-Registration.pdf

- ✓ Make sure that the form is filled out entirely.
- ✓ Information that is omitted will stall the registration process.
- ✓ A FEIN (Federal Employer Identification Number) is mandatory.

Submit the form to the below email address:

webfile.support@workcomp.virginia.gov



When a law firm requests WebFile access, the Commission creates a Site Administrator account for the firm. The Site Administrator will receive temporary login credentials via email and then may log in to register their account with the Commission. Once registered, the Site Administrator must activate the firm's attorney accounts within WebFile.



This section covers the procedures Site Administrators will use to activate an Attorney User. The Site Administrator must complete steps 1 - 9 and the Attorney User will need to complete steps 10 - 21.

info BEFORE YOU GET STARTED

- ✓ The Site Administrator must complete the registration process and be set up by the Commission.
- The prospective Attorney User's information must be submitted and housed in the Commission's master database.





1. Go to the WebFile website at:

http://webfile.workcomp.virginia.gov.

WebFile Login Interface



- 2. Enter Username and Password
- 3. Click the "Login" button.

Usemame typeyouri	usernamehere	0
Password		
d -	Login	
+ Crea	ate Claimant Account	t
+ Crea	ate Claimant Account jot Username	t
+ Crea	ate Claimant Account jot Username jot Password/Unlock	t Account
+ Crea Forg Forg Supp	ate Claimant Account jot Username jot Password/Unlock ported Browsers	t Account

4. Click the menu dropdown (\equiv) in the top right and select "User Administration."



5. Click "New" to add a user.

AGINIA WORKER	A Commonwealth of Virginia Website	<u>Virginia.gov</u>	Find an Agency
S www.	IRGINIA WORKERS' COMPENSATION COMMISSI	ON	▲ =
TION CONNER	> User Administration	chris.holmes0)204@gmail.com
Login Search	Management WebFile User Last Name User Status • View All New		

6. Click Attorney Lookup (the dropdown menu will display all users associated with the law firm) and then select a name.*

Create New WebFile User		
Select Attorney for New Account		
Attennes I andren T		
Tina Gates (Bar ID: 2011-121411b)		
Meghana Attorney (Bar ID: 777888999)		
Tom Blue (Bar ID: 2011-121411a)	Address	
	Address 1	

*If you are both the Site Administrator and an Attorney User (e.g., you are a sole proprietor), select your own record from the list of available attorneys.

- 7. Enter the Attorney User's email in the "Confirm/Update Attorney Details" section.
- 8. Click the "Save User" button.

Confirm/Update Attorney Details		
Attorney	Address	
Email *	Address 1	
enteremailhere@gmail.com	6010 Parham Road	
	Address 2	
Name		
Tina Gates	City	
	Henrico	
	State	
	Virginia	
	Zip Code	
	23228	
	Country	
	United States	
Status Current User Save User		

9. An email with the Attorney User's temporary password will be generated and sent to the attorney email address.

IMPORTANT

Temporary password emails may show up in a spam/junk folder. Email security settings and contact lists may need to be adjusted to allow future emails. Please consult your Internet Service Provider (ISP) with any questions pertaining to these settings.



TRANSITION

At this point, the **Site Administrator's** involvement in this process is complete. **The Attorney User will need to complete the remaining steps.**

10. New Attorney User will need to access the WebFile website at:

http://webfile.workcomp.virginia.gov/

- 11. Enter the Username (email address) and Password provided to you from webfile.support@workcomp.virginia.gov.
- 12. Click the "Login" button.



- 13. Create a Username.
- 14. Create a new password and confirm.

Pick a userna	e
A username must be	tween 6 and 50 characters. It may contain letters , numbers , @ , +, _ , .
Username 🛠	
katepeotwo@gm	.com
Create a pass Minimum 8 characters	ord At least one number, one digit and one special character. No spaces.
Create a pass Minimum 8 characters Current Password *	ord At least one number, one digit and one special character. No spaces.
Create a pass Minimum 8 characters Current Password *	ord At least one number, one digit and one special character. No spaces.
Create a pass Minimum 8 characters Current Password *	ord At least one number, one digit and one special character. No spaces.

- 15. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password. Answers are case sensitive.
- 16. Review the Terms and Conditions by clicking on the "Terms and Conditions" link in the bottom left hand corner.
- 17. After reviewing, check the box to accept the Terms and Conditions.
- 18. Click "Save" to complete your registration.

S T	Security Questions
S	Security Question #1 *
Y	Your answer \star
. 5	Security Question #2 🛠
Y	Your answer 🛠
9	Security Question #3 *
-	Your answer 4
	I accept the following Terms and Conditions

- 19. Confirmation message verifying your successful registration is displayed.
- 20. Click the "OK" button.
- 21. Log back in to WebFile with the new Username and permanent password.

ACTIVATE OWN ATTORNEY ACCOUNT



STEPS TO COMPLETE

1. Go to the WebFile website at:

http://webfile.workcomp.virginia.gov.

- Enter Username and Password 2.
- Click the "Login" button. 3.
- Click the menu dropdown in the top right and select "User Administration." 4.
- Click "View All" to add a user. 5.

REINLA WORKE	A Commonwealth of Virginia We	bsite		<u>Virginia.gov</u>	Find an Agency
e vwc		(ERS' COMPE	ENSATION C	OMMISSION	. ■
WSATION COM	A > User Administration			chris.holmes	0204@gmail.com
	User Management earch for WebFile User	Lisar Status	-		
Search	h View All				

Next to your account, click the edit icon (🖍) on the right of the screen. 6.

User Manag Search for WebFile	jement _{User}							
Login	Last Name	User Stati	US	*				
Search View A	Name	Role	Status	Manager?	Locked?	Registered?	Site Admin?	
webfilelawfirm@gmail.com	Lawfirm Admin	Law Firm	Current User	N	Y	Y	Y	1
kesler@gmail.com	Martha Stewart LawFirm2	Law Firm	Current User	Ň	N	Y	Y	1
lawfm5@iflection.com	Jon Stewart	Law Firm	Current User	N	N	Ν	N	1
lawfm6@iflection.com	Ed Helms	Law Firm	Current User	N	N	N	N	1

- Click Attorney Lookup and then select your account. Click the "Save User" button. 7.
- 8.



This section covers the procedure for searching for an existing Attorney User in your law firm's user list. This is a useful way to audit who has access, and modify an existing user's profile or reset a password.

BEFORE YOU GET STARTED info

- ✓ Set up as a Site Administrator by the Commission.
 ✓ Finished Registration process.
 ✓ Created an Attorney User profile.



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. Click the menu dropdown in the top right and select "User Administration."
- Enter either a Username Login or a Last Name. 3.
- Click on the "Search" button. 4.

REINLA WORKER A	Commonwealth of Virginia Website	<u>Virginia.gov</u>	Find an Agency
VIR	GINIA WORKERS' COMPENSATION COMMISS	SION	= ۲
TION CONTRACT A > U	Jser Administration	chris.holmes0)204@gmail.com
Login User Man	nagement File User		
Search	Last Name User Status		

Search Results:

LOINIA WORKER	A Commonwealth of Virginia	Website					<u>Virginia.gov</u>	Find an Agency
VWC 5 VI	RGINIA WO	rkers' C	OMPE	NSATIC		ommiss	ION	() =
TRATION CONTRACT	 User Administration 						chris.holmes0	204@gmail.com
User M	anagement							
Login attorney	Last Name	User	Status	*				
Search	View All New							
Login	Name	Role	Status	Manager?	Locked?	Registered?	Site Admin?	
attorney@turbosnail.c	om turbo snail	Law Firm	Current User	N	N	N	Υ	1
lawattomeyvalid	Fred Drake	Law Firm	Current User	N	N	Y	Ň	1

5. Enter new information or click the "Search" button if changes to the existing search are needed.

QUICK TIPS

Selecting "View All" from the search screen provides a view of all Attorney Users within your organization. You can use this to see the status of current users, such as whether or not they have registered and if their account has been locked. This should be your first step to determine if a user's account has been locked.



This section covers the procedures for deactivating access for an Attorney User.

IMPORTANT

An Attorney User should be deactivated if the user is no longer eligible to view claims or is no longer employed by (or associated with) the firm. If a user violates the Terms and Conditions, the Commission has the right to deactivate their access.

Removing an Attorney from a profile does not remove them from a case, it just blocks WebFile access. You will need to file a Motion to Substitute Counsel or Withdraw as appropriate. You many file a Motion to Substitute through WebFile.



BEFORE YOU GET STARTED

- ✓ Set up as a Site Administrator by the Commission.
- Finished Registration process.
- ✓ Created an Attorney User profile.



STEPS TO COMPLETE

- 1. Access user's profile.
- 2. Navigate to the right side of the screen and click the "Edit" button.

Status	Manager?	Locked?	Registered?	Site Admin?	h
Current User	Ν	Y	Y	Y	· / _
Current User	N	Ν	Y	Y	-
Current User	N	N	N	Ν	1

3. Click the "Deactivate Account" button under the "Confirm/Update Attorney Details" section.

Attorney		Address
Login webfilelawfirm@gmail.c	om	Address 1 1419 W Main St
Name Lawfirm Admin	Address 2	
		City Richmond
		State Virginia
		Zip Code 23220-4629
		Country United States
tatus current User		
-		

4. A confirmation message will be displayed.





QUICK TIPS

Reactivate deactivated profiles by clicking the "Reactivate Account" button.

CHANGE PASSWORD

This section covers changing a password after a profile has been created.

BEFORE YOU GET STARTED info)

Remember the WebFile Password Criteria:

- ✓ Must be at least 8 characters in length.
- ✓ Must have at least one number.
 ✓ Must have at least one letter.
- ✓ Must contain one special character (i.e., @, #).
- ✓ Passwords will expire every 90 days and will not be re-usable for 12 months.



STEPS TO COMPLETE

- Click the menu dropdown (\equiv) in the top right and select "Manage Profile." 1.
- Go to the "Change Password" section. 2.
- 3. Enter the current profile password.
- Enter and confirm the new password. 4.
- Click the "Update Password" button. 5.

at least 8 characters long, contain at least 1 number, 1 le
Ø
Ø
ø

6. A confirmation message will appear.



If you have any questions, contact the Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov.



This section covers how to reset a password. There are two methods that can be used in WebFile. One is for the user to reset a forgotten password and the other is for the Site Administrator to reset a forgotten password.

RESET A FORGOTTEN PASSWORD



STEPS TO COMPLETE

On the log in screen, you have the option to request a new password.

1. Click "Forgot Password/Unlock Account."



2. Enter your username and click the "Next" button.



3. Answer the three security questions from initial registration and click the "Next" button. Answers are case sensitive.

What is your mother's maiden name? Provide an answer	
What is the name of your favorite pet?	
Provide an answer	
In what city were you born?	
Provide an answer	

4. A confirmation message will appear and an email will be sent.



- Retrieve the email from <u>noreply@workcomp.virginia.gov</u> containing the new, temporary password. This password will expire in 5 days. The email could also be in a spam or junk folder.
- 6. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three new security questions.

If you cannot remember the answers to your security questions, contact the Commission at **1-877-664-2566** or please visit <u>http://www.workcomp.virginia.gov/webfile/webfile-support-request</u> and complete a WebFile Support Request.

RESET AN ATTORNEY USER PASSWORD AS A SITE ADMINISTRATOR





- 1. Log in to WebFile.
- 2. Click the menu dropdown in the top right and select "User Administration."
- 3. Click the "View All" button.
- 4. Click the "Edit" icon next to the attorney account to be edited.
- 5. Click the "Reset Password" button.

Select Attorney for Account Attorney Lookup * Sally Lawless (Bar ID:		
Confirm/Update Attorney Details		
Attorney	Address	
Login atty5@iflection.com	Address 1 2414 Libbie Ave	
Name Sally Lawless	Address 2	
	City Richmond	
	State Virginia	
	Zip Code 23230-2332	
	Country United States	
tatus		
Current User		



This section covers changing an email address after a profile has been created.

info BEFORE YOU GET STARTED

- ✓ Email address can **only** be changed if attorney remains associated with the current firm.
- ✓ Attorneys moving to a new firm must notify the Clerk's Office and indicate if cases will be moved to the new firm.
- ✓ Attorneys moving to a new firm will need to request a new WebFile profile.



STEPS TO COMPLETE

- 1. Click the menu dropdown in the top right and select "Manage Profile."
- 2. Go to the "Change Email Address" section.

A Commonwealth of Virginia Website		У	rginia.gov Find an Agency
		DN COMMISSION	= ۲
Manage Profile		cł	iris.holmes0204@gmail.com
Change Email Address	e		
Current E-mail: chris.holmes0204@gmail.com	ast Name:	Email Address:	
Are you changing law firms?	Holmes	chris.holmes0204@gmail.com	
Yes O No	Street Address: 1000 Dmy Dr	City: Richmond	

- 3. Select "Yes" or "No."
- 4. If you selected "Yes," due to changing your law firm, please contact the Clerk's Office at **804-205-3569**.

IMPORTANT



If you are changing law firms: If an attorney who is currently using WebFile to manage cases before the Commission moves to a new firm and wishes to continue managing their existing cases through WebFile in the new firm, the attorney **MUST** contact the Clerk's Office (804-205-3569) for assistance.

- 5. If you selected "No," enter the current profile password.
- 6. Enter and confirm the new email address.
- 7. Click the "Update Email" button.

Change Email Address			
Current E-mail: chris.holmes0204@gmail.com Are you changing law firms?			
🔿 Yes 💿 No			
Current Password *	Ø		
New E-mail *			
thisismynewemail@email.com			
Confirm New E-mail			
thisismynewemail@email.com			
Update Email			

8. A confirmation message will appear and will provide instructions to complete the email change.



- 9. Open the email from <u>webfile.support@workcomp.virginia.gov</u> with a subject of "VWC WebFile Email Address Activation."
- 10. Click the "Activate New Email" link.

VWC WebFile Email Address Activation Index ×
Test.Webfile.Support@workcomp.virginia.gov to me +
Thank you for requesting to update your email address with the Virginia Workers' Compensation Commission WebFile system. Please click the following link within 5 days to activate the new email address
Activate New Email.
If you did not request this change, please contact us at 877-664-2566.

11. Access WebFile and verify that the email address has changed.



Questions regarding WebFile processes should be directed to the Commission at 1-877-664-2566 or please visit <u>http://www.workcomp.virginia.gov/webfile/webfile-support</u> and complete a WebFile Support Request.



This section covers the procedure for gaining access to a claim record by first noting representation through WebFile.



IMPORTANT

Attorney Users cannot access a claim record until they have noted representation of one or more of the parties.



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. Navigate to the "Represented Claims" section.
- 3. Click the "Add" button.



- 4. Enter the Jurisdiction Claim Number (JCN) and the Date of Injury.
- 5. Click the "Next" button.

	Note Representation Enter the JCN and Injury Date from your client's claim on the Notification of Injury letter or by contacting the c	in order to note representation. This information can be found commission.
JCN *	Date of Injury *	
Next	Cancel	

- Select the party you represent. Click the "Submit" button. 6.
- 7.

Note Representation Enter the JCN and Injury Date from your client's claim in order to note representation. This information can be found on the Notification of Injury letter or by contacting the commission.
Jurisdiction Claim Number: VA0000012549
Injury Date: 12/03/2008
Select Party You Represent:
O Claimant (Fresh, Kim)
O Claim Administrator (CHAP ADMINS INC)
Other Party:
Please select a Letter of Representation to upload for this request (Adobe Acrobat Format Only). If you submitted a Letter of Representation for one of the non-Claimant/Claim Administrator parties you will have to wait several days for verification before having access to the claim records. Otherwise please use the Represented Claims portlet to find your newly associated claim.
Previous Submit Cancel

Please consider the table below when selecting representation.

Party	Representing	Documentation	Access
Claimant	Injured Worker	None	Immediate Access
Claim Administrator*	Both Employer and Insurer "Defense"	None	Immediate Access
Other	Medical Provider or Employer or Insurer	Letter of Representation	2-3 Business Days

*If representing the "Defense," a FROI must be filed with the Commission. If a FROI is not on file, "Other" must be selected and a letter of representation must be uploadeded.

8. Once the transaction is complete, a success message will appear and the JCN will appear in the "Represented Claims" section.

Note: Represented Claims will also appear once the Clerk's Office completes noting representation process if "Other" is selected.



IMPORTANT

You must copy your opponent on the letter noting your representation, as well as on any other notice or document that you would normally send today.



If your opponent is a WebFile user, they will receive an electronic notification and can view this transaction.

WebFile Attorney Users have the option of "opting out" of paperless. This is discussed in greater detail in the <u>Paperless Options</u> section.

QUICK TIPS

Attorney Users can have access to files even though a colleague is the Primary Attorney. This way, one can help "cover" for attorneys on vacation or with hearing conflicts.

If you wish to be noted as the Primary Attorney, you may do so when first noting your Representation; otherwise, you may contact the Deputy Commissioner's office handling the case to make this request.



This section covers the process attorneys use to search for and view case records.

info BEFORE YOU GET STARTED

✓ Attorney has access to WebFile and has noted representation.



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. Navigate to the "Represented Claims" section.
- 3. Click on the JCN to view specifics of the record you wish to see; this will take you to the "Claim Summary" section.

Represented Claims The following is a list of claims where you added yourself as representative to a party to that claim. Click on a JCN to access a claim. If your claim is not shown here, then use the Note Representation feature below.					
Note Representation				0 active filters \Xi	
JCN	Date of Injury	Claimant First Name	Claimant Last Name	Party Represented	
VA02000010912	5/22/18	QAYIFIVMJWYFQR	JRHNSTIAMBJSJW	QAYIFIVMJWYFQR JRHNSTIAMBJSJW	
VA02000010896	4/24/18	XPYPTFEDKUDUTX	LVNPAGXPPNPKEQ	XPYPTFEDKUDUTX LVNPAGXPPNPKEQ	

4. Review the information available.

VIRGINIA WORKER	s' compensation commis	SION		Virgina.dov End an As
Claim Summary				chris.holmes0204@gmail.cor
	Party Details Document & Filings	Submit Web Forms Upload Docum	ents/Forms	
Employee Social Security Number:	Claimant JOHN_TEST_PETERS	Claimant's Attorney (Primary)	Claimant's Attorney Ginger Perfect	Employer _TEST_GELATO FARMS OF VA
Claim Administration Claim Number: VA05235390133	Employee Social Security Number	Bob Bradley 🖉 Law Firm	Law Firm WebFile Law Firm	FEIN 111111112
Date of Injury: 03/26/2020	Date Of Birth 08/11/1980	Dewey Cheatham and Howe FEIN	FEIN 724349888	Mailing Address 1904 Emmet St N
Claim Type: Lost Time/Indemnity	Address	123456789	Attorney's Email	Charlottesville, Virginia 22901-2815 United States
Employer: _TEST_GELATO FARMS OF VA	Richmond, Virginia 23233-1005 United States	Attorney's Email 19 rdm@vwc.com	perfectginger@yahoo.com Address 1000 Dmm Dr Roborosda, Veginia 23220-2036 Umied State	
Insurer: BLACKBERRY INS		Phone 222-2222		
Claim Status Overview		Address 207 N Reviand St		
Claim Denied by Insurer		Richmond, Virginia 23220-3429 United States		
In ADR	Employer's Attorney	Employer's Attorney	Claim Administrator	Insurance Carrier
Payments Reported	(Primary) Chris Holmes #	Mariena Sutton	ALLIANCE INSURANCE A	BLACKBERRY INS
Average Weekly Wage:	Law Firm WebFile Law Firm	Law Firm WebFile Law Firm	B87630901	018876309
Award Entered by Commission	FEIN 724349888	FEIN 724349888	Adjuster Name No Adjuster Specified	Insurer Carrier Type Code Self-Insurer
Incident Details	Attorney's Email	Attorney's Email 1 marlenasutton207@yahoo.com	Phone 757-221-4391 ext 2232	Address 1000 Dmv Dr Richmond, Vrginia 232202038
V405235390133	Phone 8044441212	Phone 80045552828	Address 1107 S Craig Ave Covington, Virginia 24425-2246	Unived States
03/26/2020	Address	Address 1000 Dmv Dr	United states	

PARTY DETAILS

The Party Details tab is the default view and is pre-selected.



Party Details Interface

The chart below lists information available to claimants within the "Party Details" tab.

Incident Details	General information regarding the reported incident such as dates, description and location.			
Claimant	The party who sustained an injury or occupational disease on the job.			
Employer	The person or entity with control over your work activities.			
Claim Administrator	The organization responsible for administering a workers' compensation claims.			
Insurance Carrier Designated Represenative	Each insurance carrier licensed to write workers' compensation coverage in the Commonwealth of Virginia, each employer certified as a self-insurer by the Virginia Workers' Compensation Commission, and each group association licensed as a self-insurer by the State Corporation Commission is hereby ordered to designate and maintain a representative in Virginia.			
Insurance Carrier	A company licensed to write workers' compensation coverage in Virginia.			
Additional Parties	Parties to a claim include the injured worker, employer, carrier, claim administrator, and attorneys of record for the injured worker, employer, or carrier. Typically, family members are not considered a party to the claim unless the Commission has authorization from the injured worker. This may also include health care providers who have filed a claim, and their attorneys of record.			

*Attorneys that represent both Employer and Insurance Carrier are listed under the "Claim Administrator" section.



This section covers the steps for viewing the summary of electronic notifications.

IMPORTANT

WebFile's electronic notifications do **NOT** satisfy the requirement to copy opponents. Attorneys must still copy opponents using existing methods and processes.

info

BEFORE YOU GET STARTED

- ✓ Attorney is registered user
- ✓ Attorney is already associated with a claim
- Transactions exist which have generated relevant notifications
- ✓ Only active WebFile users will receive electronic notifications



STEPS TO COMPLETE

1. View email announcing electronic notification.

Email Inbox View

	WebFile Support	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN	11:29 am
101	WebFileSupport (5)	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN	Oct 24
	WebFile Support	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN	Oct 23

Individual Email View



- 2. Log in to WebFile.
- 3. Click the alert icon (\blacklozenge if the notifications are old, \clubsuit if the notifications are new) in the top right.

A Commonwealth of Virginia Website					Virginia.gov Find an Agency
	s' compen	ISATION C		N	
NOTION CONST A					chris.holmes0204@gmail.com
Hearings and Mediations Scheduled for disputes No Upcoming Hearings or Mediations	Represent to access a	eented Claims Ig is a list of claims when claim. If your claim is no ation	re you added yourself as repre of shown here, then use the N	isentative to a party to the te Representation featur	t claim. Click on a JCN e below. 0 active filters =
	JCN	Date of Injury	Claimant First Name	Claimant Last Name	Party Represented
	VA02000010912	5/22/18	QAYIFIVMJWYFQR	JRHNSTIAMBJSJW	QAYIFIVMJWYFQR JRHNSTIAMBJSJW
	VA02000010896	4/24/18	XPYPTFEDKUDUTX	LVNPAGXPPNPKEQ	XPYPTFEDKUDUTX LVNPAGXPPNPKEQ
	VA0200005063	3/31/15	JTMRXPPKZHMJMN	HWJHHIADPNMLSI	JTMRXPPKZHMJMN HWJHHIADPNMLSI
	VA02000005046	3/30/15	IJEYYUMYEWVMOU	LXCEZBBBMLXMSP	IJEYYUMYEWVMOU LXCEZBBBMLXMSP
	VA0200005005	3/24/15	ZFWEBHBYVNWVDK	ZCMVGHPBNUAFUY	ZFWEBHBYVNWVDK ZCMVGHPBNUAFUY
	VA02000005007	3/24/15	MULYSSWRAGTTEO	JDFFOL PPFALASJ	MLUYSSWRAGTTFQ

Notifications Interface



- 4. Review the list of notifications.
 - a. Click on the PDF link to view a document
 - b. Click the Jurisdiction Claim Number link to view the claim associated with the notification.



CHANGE A NOTIFICATION STATUS

Once a notification is viewed, the system automatically changes it to "Read" status. The status can be changed to "Unread" or "Archive" at any time.

- 1. Select a new status at the right of the Notification.
 - a. Clicking the "x" icon will archive the notification.
 - b. Clicking the unopened mail icon ([▶]) will mark the notification as read.
 - c. Clicking the opened mail icon ($\mathbf{\hat{e}}$) will mark the notification as unread.





QUICK TIPS

As the list of notifications grows over time, users are encouraged to use the archived folder option. Click the "x" icon to the right of the notification you wish to archive.

NOTIFICATION VIEW CUSTOMIZATION

Here are some options that may make it easier to view notifications.



- A. View Read (): Clicking the "View Read" toggle with display only "read" notifications.
- B. View Unread (): Clicking the "View Unread" toggle with display only "unread" notifications.
- C. View Archived (**S**): Clicking the "View Archived" toggle with display only "archived" notifications.
- D. Sort Button (\clubsuit): displays events in ascending or descending order.
- E. Filters (=): Typing in the "Filter JCN" field can be used to display certain notifications on the claim associated with the JCN searched.



QUICK TIPS

Multiple toggles can be selected at once. To return to the standard view, be sure to unselect all toggles.



The "Document & Filings" tab allows attorneys to view documents and upload filings associated with a claim.



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. Navigate to the "Represented Claims" section.
- 3. Click on the desired JCN.
- 4. Select the "Document & Filings" tab.



DOCUMENT & FILINGS VIEW CUSTOMIZATION

+						0 a	ctive filters \Xi
Bundle		Group By	-	Sort Ascending	Expand All		Confidential onl
Work E	vent	\searrow	Recipient	1	1	Source	Date Filed Service Date
✔ Written	Statement (Images: 1)						08/18/2019
Y Award 1	Fermination Agreement Form (Images: 1)						08/18/2019
✓ Stipulat	ed Order (Images: 1)					_	08/18/2019
∧ Respon	se to Request for EDI (Images: 1)			L (; _	·F	08/18/2019
	esponse to Request for EDI					Web	08/18/2019
Respon	se to Request for EDI						08/18/2019
✓ Respon	se to an Employer's Application (Images:	1)					08/18/2019

Here are some options that may make it easier to view documents and filings.

- A. Bundle Button: creates a PDF combining all selected work events.
- B. Check Toggle: select/deselect a work event.
- C. Check/Uncheck All Toggle: selects/deselects all work events.
- D. **Expand:** displays the selected work event details.
- E. Filter Button (=): displays fields that can be used to narrow view details.

			0 active filters
Work Event		Recipient	
Description		Service Date (Before)	Ē
Service Date (On)		Service Date (After)	Ē
Date Filed (Before)	Ē	Date Filed (After)	
			Apply Clear

- F. Expand/Collapse All Button: displays all work event details.
- G. Sort Button: displays events in ascending or descending order.
- H. Group By Button: displays the selected work event details.
- I. Confidential Only Toggle: displays only confidential documents.



This section covers the process for submitting a new filing via a Web Form. This filing creates and posts a new PDF document to the record.



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. Navigate to the "Represented Claims" section.
- 3. Click on the desired JCN.

The following claim. If your	ented Claims is a list of claims where yo claim is not shown here, th	ou added yourself as representa ien use the Note Representatio	ative to a party to that claim. n feature below:	Click on a JCN to access a
Note Representat	tion			0 active filters =
JCN	Date of Injury	Claimant First Name	Claimant Last Name	Party Represented
VA02000010912	5/22/18	QAYIFIVMJWYFQR	JRHNSTIAMBJSJW	QAYIFIVMJWYFQR JRHNSTIAMBJSJW

4. Select the "Submit Web Forms" tab.



5. Choose the Web Form from the drop down menu.



6. Complete the blank fields and make sure all required fields marked with an asterisk (*) are complete.





QUICK TIPS

Click the Help icon (2) to find additional information on how to complete a chosen Web Form.



7. Attach supporting non-encrypted PDF documents.

Note: Keep in mind that the total size of PDF attachments cannot exceed 15 MB.

- 8. Attach a "Certificate of Service" document.
- 9. Click the "Next" button.

- 10. Review the content of the Web Form.
- 11. Read the "Disclosure & Agreement" statement and click the check box to accept.
- 12. Click the "Submit Form" button.

)isclos	ure & Agree	ment
I am in with the	dicating that the int e Commission	formation is correct to the best of my knowledge and that I wish to file the record
Back	Submit Form	

13. Review the success message generated by the system.



14. Verify that a new PDF has been added to the record by selecting the link in the success message to open the PDF.



IMPORTANT

Attorneys may edit and change existing data as part of the filing process. This data does not update the master data in the record, however, but does provide the opportunity to submit edited data so that it becomes a part of the overall record.





This section covers the steps for uploading PDF documents to a case record.

IMPORTANT

WebFile will send electronic notifications to all parties to the claim indicating that a document has been uploaded. Users may then log in and review the filing. Filers are still obligated to send paper copies to opponents.

Continue to send sealed documents to the Commission on paper, since uploaded documents are immediately viewable by all approved users.

info BEFORE YOU GET STARTED

- ✓ Document to be saved in PDF format.
- ✓ Document must be non-encrypted PDF.
- ✓ The total size of PDF attachments cannot exceed 15 MB.



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. Navigate to the "Represented Claims" section.
- 3. Click on the desired JCN.



- 4. Select the "Upload Documents/Forms" tab.
- 5. Review the "Instructions" section.



- 6. Navigate to the "Upload your document/form" section, which is lower on the page.
- 7. There are three required areas to be completed.

Select Filing Type *	
Document Date *	
Upload PDFs *	
Choose up to 5 non-encrypted PD is (total size must be 15MB or less)	

8. Select the "Filing Type" that is being uploaded.

Palast Filipa Tupa 🎍	
Claim Form	
_etter from Claimant	
Medical Record(s)	
Notion for the Preservation of Evidence	
Position Statement OTR Hearing	

- 9. In the "Document Date" field, type or select the correct date by clicking the calendar icon).
- 10. Click "Upload PDFs" to locate the document. The total size of PDF attachments cannot exceed 15 MB.



- 11. Create and upload a "Certificate of Service" letter. A template can be found in the <u>Appendix</u>.
- 12. Check box to signify copies of the document(s) have been sent to all parties.
- 13. Check box to certify signatures.

14. Click the "Upload Document" button.



15. Confirm a successful upload by reviewing the "Documents & Filings" tab.



IMPORTANT

When a document is uploaded in error:

If the claim is on the Docket – Contact the Deputy Commissioner's Office *If the claim is not on the Docket* – Contact the Clerk's Office *Other* – Contact the Customer Contact Center

MEDICAL RECORDS

There are a few items to consider when uploading Medical Records into WebFile.

The "Name of Provider" field allows for free-form text, up to 50 characters, which can be used for clarifying descriptions. Example: "Dr. Wilson Medical Records, March 1 – March 10, 2015."

When uploading Medical Records, enter the latest Date of Service in the "Document Date" field if the records cover more than one date.

WebFile automatically indicates today's date under the "Date Filed" column viewable from the "Documents & Filings" tab once the record is uploaded.

Upload your document/form			
Select Filing Type * Medical Record(s)	*		
Name of Provider *			
Document Date *	Ē		
Upload PDFs *			
Choose up to 5 non-encrypted PDFs (total size must be 15MB or less)			



This section covers the process for viewing the Commission's scheduled hearings.



- ✓ Commission has scheduled a hearing through its internal system.
- Primary Attorney, who has previously noted representation, has received email notification of this activity.

IMPORTANT

The commission mails notifications of scheduled hearings to the Primary Attorney only. Also, WebFile does not send reminders of upcoming hearings, although changes to a hearing date/time will generate a new notification.



STEPS TO COMPLETE

1. Log in to WebFile.

2. Navigate to the "Hearings and Mediations" section.

aGINIA WO	A Commonwealth of Virginia Website					Virginia.gov Find an Agency
o vv		COMPENSA	TION COMM	ISSION		= پ
WSATION C						chris.holmes0204@gmail.com
-	Site Administrators For assistance with WebFile, please contact your organizations's WebFile Administrator View Site Administrators	Represented The following is a lis claim, if your claim i	d Claims t of claims where you added yo s not shown here, then use the	urself as representative to a part Add feature.	ty to that claim. Click on a JCN to	0 access a + Add
-	/	UCN	Date of Injury 🔸	Claimant First Name	Claimant Last Name	Party Represented
	Hearings and Mediations		05/22/2018	QAYIFIVMJWYFQR	JRHNSTIAMBJSJW	QAYIFIVMJWYFQR JRHNSTIAMBJSJW (Claimant)
	Scheduled for disputes		04/24/2018	XPYPTFEDKUDUTX	LVNPAGXPPNPKEQ	XPYPTFEDKUDUTX LVNPAGXPPNPKEQ (Claimant)
Jul	VA00194250956 (_TEST_PETERS, JUANITA)	VA00195301224	03/26/2018	JOHN	_TEST_PETERS	_TEST_GELATO FARMS OF VA (Employer)
25	07/25/2019 01:00 AM Richmond Conference Room A (Test) Evidentiary	VA00199470509	03/26/2018	JOHN	_TEST_PETERS	JOHN_TEST_PETERS (Claimant)
		VA00194250955	01/22/2018	JUANITA	_TEST_PETERS	JUANITA_TEST_PETERS (Claimant)
						ALLIANCE INCURANCE

3. Review the list of scheduled hearings; clicking on the related JCN will take you to the Claim Summary section for that record.

WebFile only displays scheduled hearings for the following:

- ✓ Evidentiary
- ✓ Show Cause
- ✓ Review
- ✓ Mediation

"On The Record" (OTR) hearings are not displayed.

QUICK TIPS

 \bigcirc

You can note representation on and access files even though a colleague is the Primary Attorney. In this way, you can help "cover" for attorneys (e.g. those on vacation, with hearing conflicts in other jurisdictions, etc.).

If a Primary Party is already listed, and you wish to be noted as the Primary Attorney, contact the Deputy Commissioner's office handling the case to make this request.



This section covers options regarding the WebFile Paperless feature. The attorneys who "go paperless" rely only on electronic notifications from the Commission and no longer receive paper copies of notices and filings.

info BEFORE YOU GET STARTED

- ✓ Paperless Option can only be managed by the Attorney User.
- \checkmark Paperless Option can only be changed once per calendar day.
- People that elect Paperless will appear with the *icon*.

ELECTING PAPERLESS



STEPS TO COMPLETE

- 1. Log in to WebFile.
- 2. If you have not enrolled in paperless, a paperless notification will pop-up.
- 3. Click the "Update Correspondence preferences" button.



- 4. Select the "Receive one email alert notification, per document" or "Receive one email alert notification, per day" option.
- 5. Click the "Update Correspondence Preferences" button.



6. Confirmation message will appear.



OPT OUT OF PAPERLESS



STEPS TO COMPLETE

- 1. Click the menu dropdown in the top right and select "Manage Profile."
- 2. Go to the "Correspondence Preferences" section.
- 3. Select the "Receive printed notifications via mail" option.
- 4. Click the "Update Correspondence Preferences" button.

COPYING PARTIES

When uploading documents through WebFile, all parties to the claim are listed to remind the attorney of whom they need to copy on their filing. Attorneys who have chosen to be paperless are labeled with a green leaf *icon* indicating that they do not need a mailed copy of the filing.

Party Details	Document & Filings	Submit Web Forms	Upload Documents/Forms
	FQR JRHNSTIAMBJSJW	Claiman Black Berr	t's Atto <u>nev (Prim</u> ary)

WebFile SUPPORT

WebFile Support pertains directly to WebFile accounts, transactions, and errors. WebFile users can find answers and solutions to common issues such as creating or unlocking a WebFile account and viewing or managing a claim.



If you are still having issues, or have additional questions after using the WebFile Support tool, please visit <u>http://www.workcomp.virginia.gov/webfile/webfile-support-request</u> and complete a WebFile Support Request.

Appendix

CERTIFICATE OF SERVICE

Attorneys should certify service of every document electronically filed with the Commission. Each filing must include a Certificate of Service, which contains 3 sections:

- A list of those recipients who receive electronic notifications
- A list of those recipients who receive mail notifications
- Your name

CERTIFICATE OF SERVICE SAMPLE

I hereby certify that on the _____ day of _____, 20____, I will electronically file the foregoing with the Commission using the WebFile system, which will then send a notification of such filing to the following WebFile Users who have opted out of receiving paper notifications, as indicated by the "Green Leaf Paperless" icon on WebFile:

Jacob Smith Attorney at Law 123 Main Street Any Town, VA 22310 jsmithatty@goodlaw.com

John Johnson ABC Law Firm 1000 Maple Avenue Any Town, VA 23220 jjohnson@abclaw.gmail.com

And I hereby certify that I will mail the document by U.S. mail to remaining Parties Who Have Not Opted Out of receiving notifications and to whom I am obligated to copy:

Jane Jones 224 Ivy Lane Any Town, VA 22214

Bill Smith 2018 W. Broad Street Any Town, VA 23226

The Certificate of Service sample referenced above can be used as a guide for how to create your own Certificate of Service document.

Completed documents must be uploaded to the record,

- In PDF format
- > Either separately or in a (scanned) document bundle
- Part of the document upload function when submitting a Web Form

Attorneys who elect to turn off paper will receive only email notifications on those claims for which they have noted representation.

www.workcomp.virginia.gov