WebFile Guide for

Claim 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 self-service 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 workcomp.virginia.gov/webfile/webfile-support for issue resolution or direction to the proper Commission resources.

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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.

USERNAMES

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

Username Criteria

- ✓ Username has a minimum length of 6.
- ✓ Username has a maximum length of 50.
- ✓ Username cannot be an existing username of another user.
    - o The user should receive a "Username already exists" message if they entered a taken username.
- ✓ Username may have any of the following characters
    - o Letters
    - o Digits
    - o Allowed special characters (i.e., @, #).

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

- ✓ May not be any previous 24 passwords.
- ✓ If the password has been updated within the last 24 hours (excluding temporary passwords created by admins), do not allow the user to proceed.
- ✓ Minimum 8 characters.
- ✓ At least one special character (i.e., @, #).
- ✓ At least one digit.
- ✓ At least one lowercase character.
- ✓ Password may not be the same their e-mail.
- ✓ Password may not be the same as their username.

TWO-FACTOR AUTHENTICATION (2FA)

2FA is used to help secure stakeholder accounts from the growing number of cyber threats. It will require WebFile users to provide two different forms of identification before accessing the application.

What to expect from 2FA:

- **Easy Setup:** Log in or register your WebFile account. The first factor is entering the current WebFile username and password. After entering the correct password, WebFile will then prompt the user for a second form of verification as the second factor of authentication. This is a six-digit code sent to the user's email address registered with the WebFile account.
- **Enhanced Security:** 2FA reduces the risk of unauthorized access, giving important documents and systems greater security from cyber threats.
- **Remember Me Feature:** 2FA remembers your browser on your device for 30 days. This means users using the same device and browser won't be prompted for 2FA until after 30 days provided the user doesn't clear the cache on their browser.
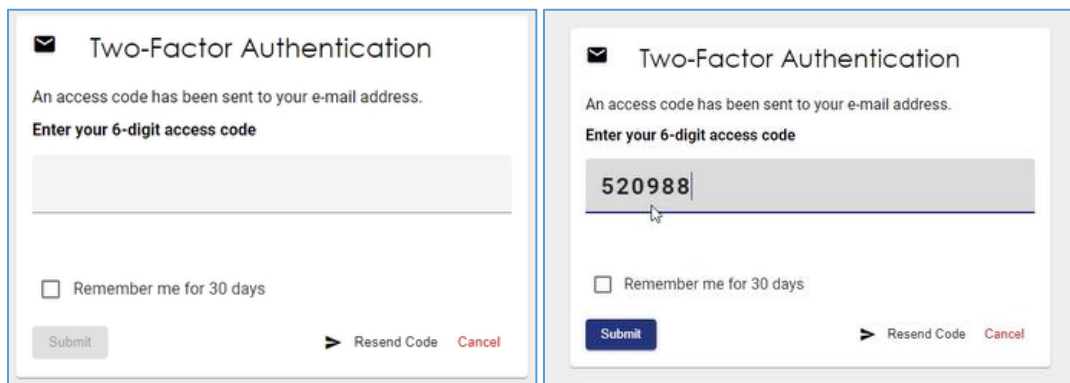
Steps to Login to WebFile with 2FA are as follows:

Enter your username and password. See Change Password for more details.

An email will be sent to the address indicated which contains a one-time two factor authentication code. **This code will expire in 15 minutes.** The email could also be in a spam or junk folder.
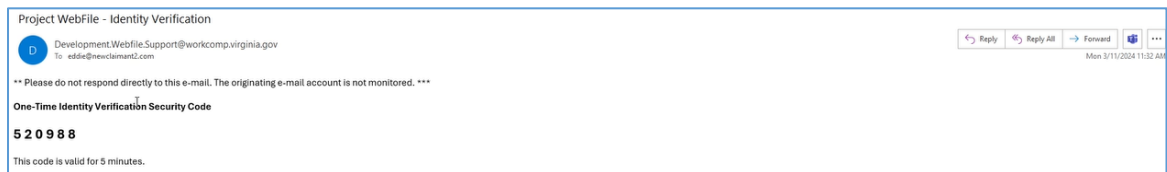
Enter your 6-digit access code in WebFile as shown below.

SYSTEM CLOCK SYNCHRONIZATION

WebFile requires users' PC/device clocks to be synchronized closely with the correct time. If you experience issues with accessing WebFile after login, please do the following:

1. Compare the clock on the PC/device you are attempting to access WebFile with to another device with a reliable time, such as a mobile phone. If the clock is off, please adjust it manually or work with your IT team to make the necessary adjustments and try to access WebFile again.
2. If the clock is showing the correct time and you are having other issues, please complete a WebFile Support Request.

ACCOUNT LOCK

After three failed login attempts, the user will enter a "cool-down" time before they can attempt to log into WebFile again.

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 (access requests from third parties must be managed by the approved Site Administrator from each organization desiring access)
- ✓ Add to, deactivate and modify the firm's user list
- ✓ Manage the user list (add, delete, modify),
- ✓ Communicate with the Commission to ensure current WebFile access matches approvals granted by Site Administrator
- ✓ Designate a backup Site Administrator
- ✓ Use the Commission's dedicated email channel, webfile.support@workcomp.virginia.gov, as the means to send questions and comments related to WebFile
- ✓ Both Managers and Site Administrators can update Correspondence Preferences (paperless or regular mail)

Claim Administrator User

- ✓ Access and view claim records via WebFile
- ✓ Upload relevant documentation
- ✓ Submit relevant Web Forms
- ✓ Update email and password

IMPORTANT

Claim Administrators may also have Site Administrator rights within WebFile*. There is no need to create a separate Site Administrator account if a Claim Administrator in the organization wishes to take on the Site Administrator role.*

WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.

Access to WebFile

Steps on how to create and register a profile for Claim Administrators.

Claim Administrators must be added to the Commission's database under their organization before WebFile access can be granted.

An organization can be set up to submit claims information to the Commission by contacting EDI at edi.support.workcomp.virginia.gov or calling the Commission at 877-664-2566 to request EDI Support.

Commission will add the organization as necessary to its internal systems.

Commission will create a WebFile Site Administrator account for the firm, and email temporary login credentials to the designated Site Administrator.

The Site Administrator must then login to WebFile and create the Claim Administrator account(s).

Once a Claim Administrator account is created, the Claim Administrator will receive an email with temporary credentials to login to WebFile.

Claim Administrator can now view and manage case files in WebFile.

⚠️ **IMPORTANT**

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

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

SA REQUEST ACCESS

Your organization must first be set up to submit claims information to the Commission through EDI. Information about EDI can be found on the EDI Quality Assurance Department page of our website. If you need assistance establishing this trading partner relationship with the Commission, please contact edi.support@workcomp.virginia.gov or call the Commission at 877-664-2566 to request EDI Support.

When your organization begins to submit claims to the Commission through EDI, you may establish a WebFile account to manage those claims by emailing the name of your organization, the name of the designated WebFile Site Administrator, and all FEINs used by the organization to file claims to webfile.support@workcomp.virginia.gov.

SITE ADMINISTRATOR REGISTRATION

If you need to be set up as a Site Administrator, send an e-mail to webfile.support@workcomp.virginia.gov and include the following information:

- ✓ Justification for request
- ✓ E-mail address
- ✓ Your first and last name
- ✓ Your phone number
- ✓ List of Claim Administrator FEINs on whose behalf you will be submitting claims (this list must match the FEINs submitted on your EDI Trading Partner documents)

✉ CHECK EMAIL

When an organization 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 organization's Claim Administrator accounts within WebFile.

SA CA ACTIVATE A NEW CLAIM ADMINISTRATOR USER

This section covers the procedures Site Administrators will use to create a Claim Administrator User. The Site Administrator must complete steps 1 - 5 and the Claim Administrator User will need to complete steps 16 - 26.

info BEFORE YOU GET STARTED

✓ *The Site Administrator **must** complete the registration process and be set up by the Commission*

STEPS TO COMPLETE SA

1. Go to the WebFile website at:

    webfile.workcomp.virginia.gov.

WebFile Login Interface
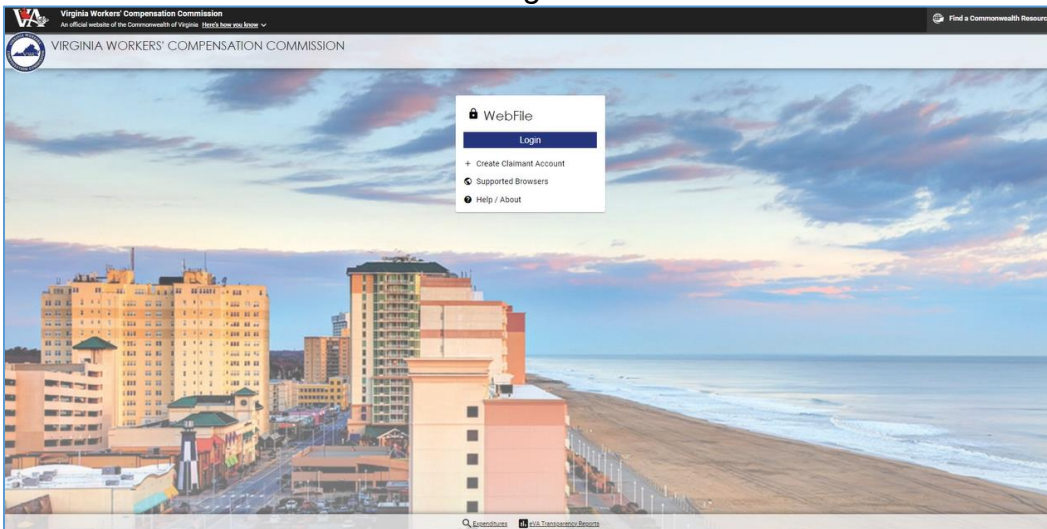
2. Click the "Login" button.

3. Since this is the first time logging into WebFile, enter the registered email address (as your username) and the temporary password.
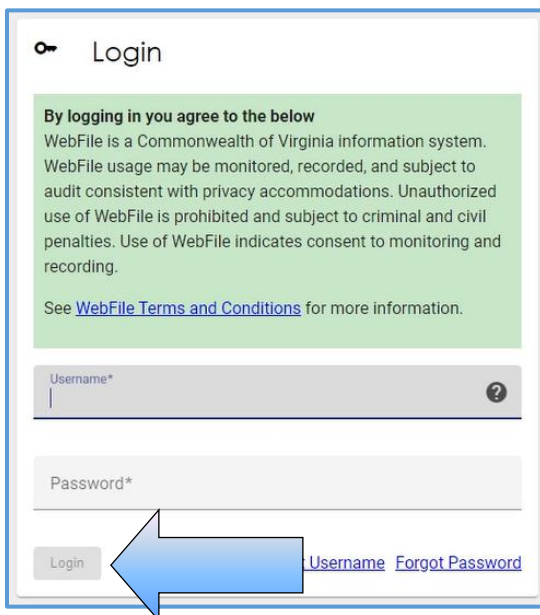
4. An email will be sent to the address indicated which contains a one-time two factor authentification code. **This code will expire in 15 minutes.** The email could also be in a spam or junk folder.

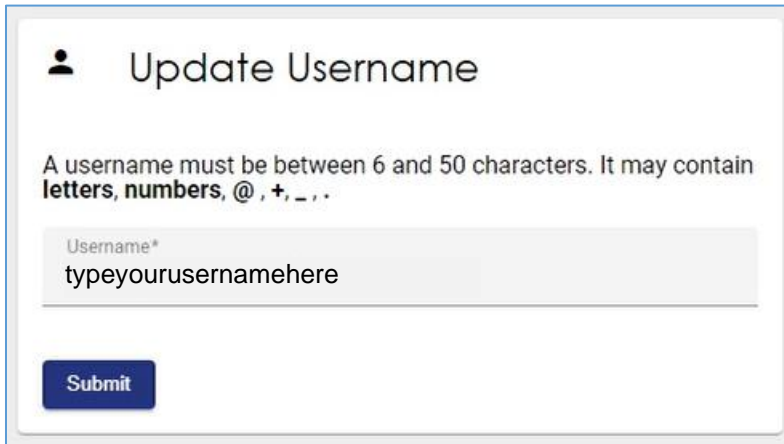5.   Enter your 6-digit access code in WebFile as shown below.

For more information, see [Two-factor authentication (2FA)](#).

6.   The current password on this screen is the temporary password that was just sent. Create a new password based on the following criteria:
✓   May not be any previous 24 passwords.
✓   If the password has been updated within the last 24 hours (excluding temporary passwords created by admins), do not allow the user to proceed.
✓   Minimum 8 characters.
✓   At least one special character (i.e., @, #).
✓   At least one digit.
✓   At least one lowercase character.
✓   Password may not be the same their e-mail.
✓   Password may not be the same as their username.

7.　　Create a username based on the following criteria:
- ✓　　Username has a minimum length of 6.
- ✓　　Username has a maximum length of 50.
- ✓　　Username cannot be an existing username of another user.
  - o　The user should receive a "Username already exists" message if they entered a taken username.
- ✓　　Username may have any of the following characters
  - o　Letters
  - o　Digits
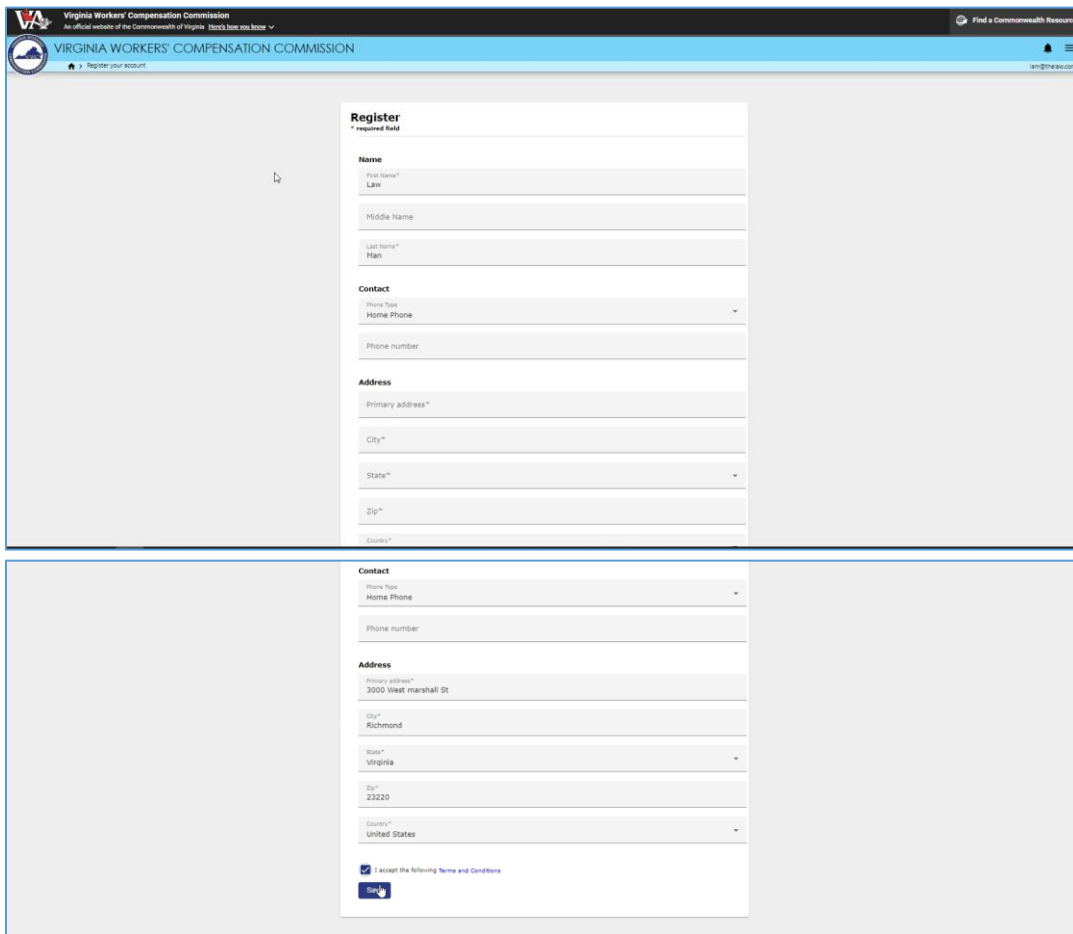 - o　Allowed special characters (i.e., @, #).

8.　　Click the "Submit" button.

9.　　You can now log into WebFile with the new username and password.
10.　Click the menu dropdown (☰) in the top right and select "User Administration."
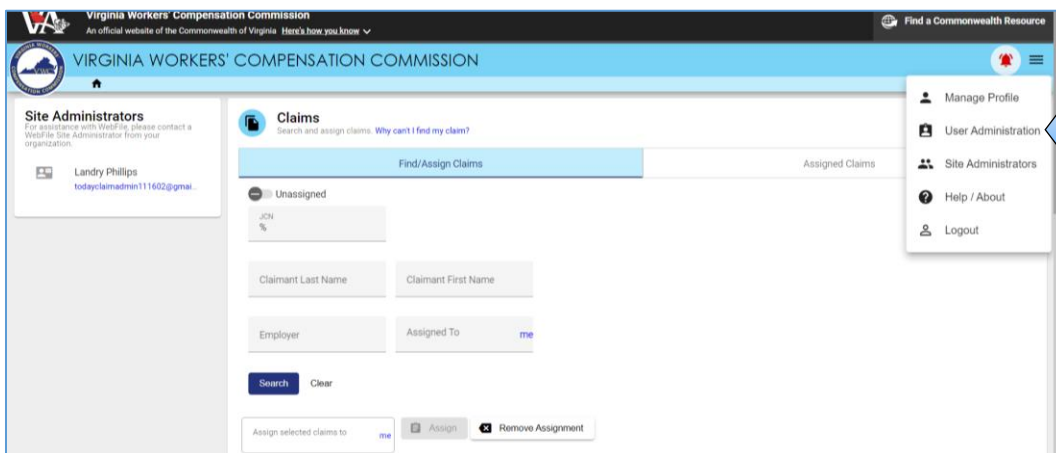
11.   Click "New" to add a user.

12.   Enter the Claim Administrator User's information.

13. Click/drag the "Manager" toggle to assign the "Manager" role.
14. Click the "Save" button.
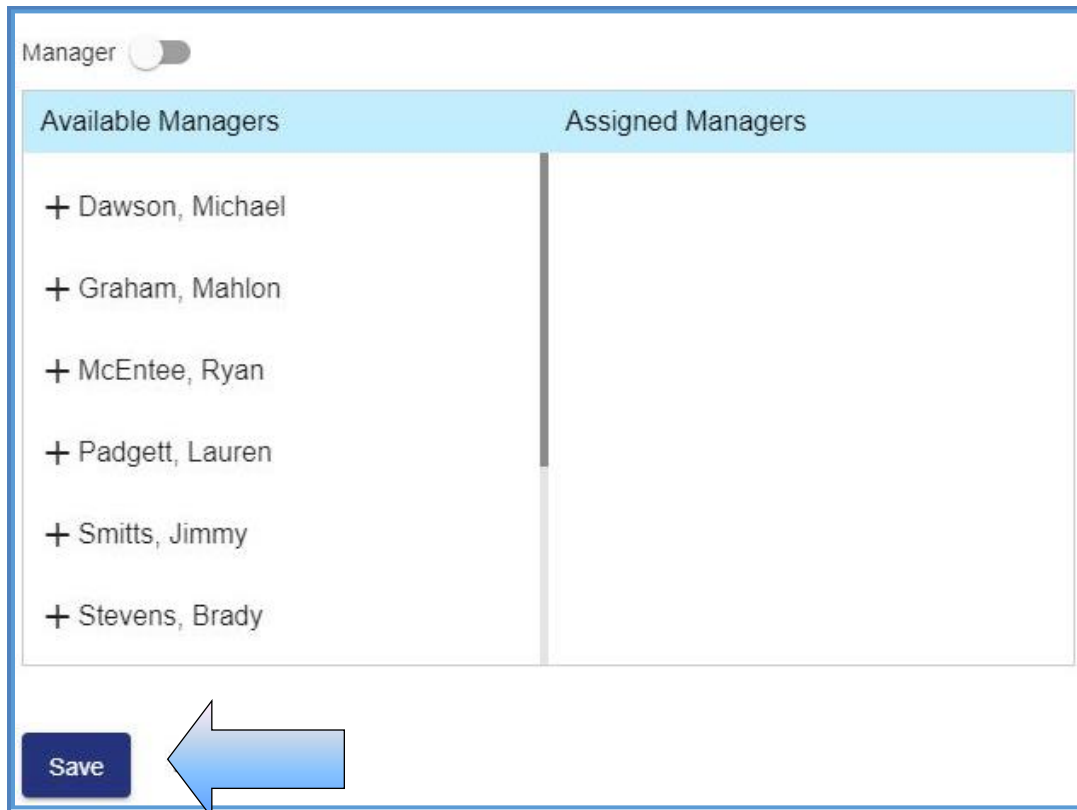
15. An email with the Claim Administrator User's temporary password will be generated and sent to the Claim Administrator email address.

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 Claim Administrator User will need to complete the remaining steps.

16. New Claim Administrator User will need to access the WebFile website at:

webfile.workcomp.virginia.gov/

17. Click the "Login" button.

18. Since this is the first time logging into WebFile, enter the registered email address (as your username) and the temporary password.

19. An email will be sent to the address indicated which contains a one-time two factor authentification code. **This code will expire in 15 minutes.** The email could also be in a spam or junk folder.
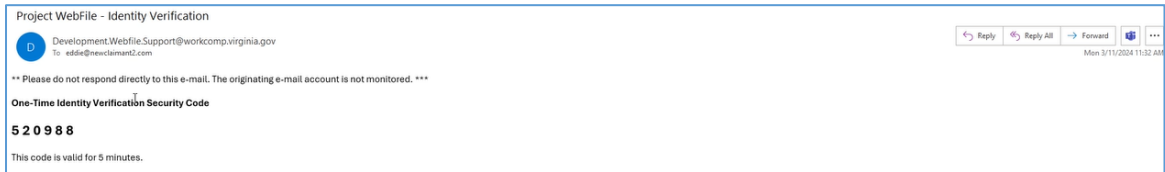
20. Enter your 6-digit access code in WebFile as shown below.
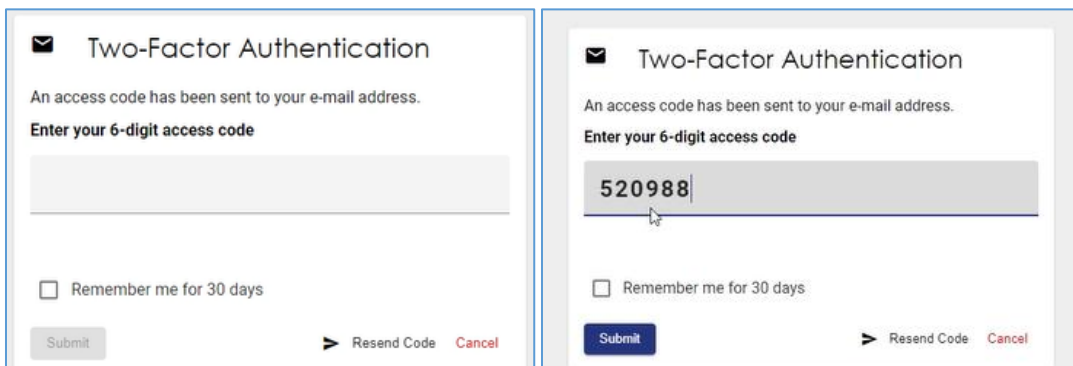
For more information, see [Two-factor authentication (2FA)](#).

21. The current password on this screen is the temporary password that was just sent. Create a new password based on the following criteria:
   - ✓ May not be any previous 24 passwords.
   - ✓ If the password has been updated within the last 24 hours (excluding temporary passwords created by admins), do not allow the user to proceed.
   - ✓ Minimum 8 characters.
   - ✓ At least one special character (i.e., @, #).
   - ✓ At least one digit.
   - ✓ At least one lowercase character.
   - ✓ Password may not be the same their e-mail.
   - ✓ Password may not be the same as their username.

22. Create a username based on the following criteria:
   - ✓ Username has a minimum length of 6.
   - ✓ Username has a maximum length of 50.
   - ✓ Username cannot be an existing username of another user.
     - o The user should receive a "Username already exists" message if they entered a taken username.
   - ✓ Username may have any of the following characters
     - o Letters
     - o Digits
     - o Allowed special characters (i.e., @, #).

23.   Click the "Submit" button.

24.   Enter all required fields to complete your registration.
25.   Click the "Save" button.

26.   You can now log into WebFile with the new username and password.

SA ACCESS AN EXISTING CLAIM ADMINISTRATOR USER PROFILE

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

info BEFORE YOU GET STARTED

✓ *Set up as a Site Administrator by the Commission*
✓ *Finished Registration process*
✓ *Created a Claim Administrator User profile*

STEPS TO COMPLETE

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

Search Results:

5.   Next to the account, click the edit icon (✎) on the right of the screen.
6.   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 Claim Administrator 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.

SA DEACTIVATE CLAIM ADMINISTRATOR USER ACCESS

This section covers the procedures for deactivating access for a Claim Administrator User.

⚠️ **IMPORTANT**

A Claim Administrator User should be deactivated if the user is no longer eligible to view claims or is no longer employed by (or associated with) the organization.
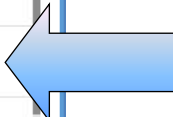
ℹ️ **BEFORE YOU GET STARTED**

✓ *Set up as a Site Administrator by the Commission*
✓ *Finished Registration process*
✓ *Created a Claim Administrator 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?	
Current User	N	Y	Y	Y	✏️
Current User	N	N	Y	Y	✏️
Current User	N	N	N	N	✏️

3. Click the "Deactivate Account" button, located at the bottom of the screen.

4. A confirmation message will be displayed.

QUICK TIPS

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

ASSIGN MANAGERS AND EMPLOYEES

This section covers the procedures for assigning the "Manager" role to a Claim Administrator User and assigning employees to managers.

 STEPS TO COMPLETE

1. Access user's profile.
2. Click/drag the "Manager" toggle to assign the "Manager" role.

3. Click the names of the "Available Employees" to add to the list of "Assigned Employees."

4. Click the "Save" button.
5. A confirmation message will be displayed.

 QUICK TIPS

Unassign assigned employees by clicking the assigned employee name.

WebFile USER RELATIONSHIPS EXAMPLES

IMPORTANT

Properly organizing the Claim Manager and Claim Administrator relationships within WebFile is key to ensuring the proper visibility and management of your organization's claims. Having this structure defined up front will clarify how best to make changes as transitions occur in the organization.

GEOGRAPHICALLY DISPERSED ORGANIZATION MODEL

Within this organization Claim Managers run independent units which may be in different geographic locations. This design enables managers in each unit to manage and view a discrete set of Claim Administrator Employee claims.
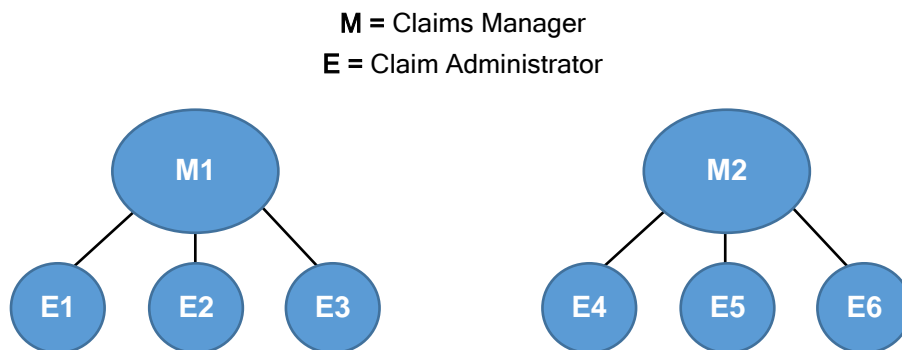
M = Claims Manager
E = Claim Administrator

WebFile Claim Administrator Manager/Non Manager Association

Manager One

Available Managers	Assigned Managers
+Manager, Two	-Employee, One
+Manager, Three	-Employee, Two
+Employee, Four	-Employee, Three
+Employee, Five	
+Employee, Six	

Manager Two

Available Managers	Assigned Managers
+Manager, One	-Employee, Four
+Manager, Three	-Employee, Five
+Employee, One	-Employee, Six
+Employee, Two	
+Employee, Three	

SHARED FLOOR MODEL

Within this organization, managers run partially shared units. Managers can view and manage those claims for their direct employees as well as employees of other managers, as appropriate.
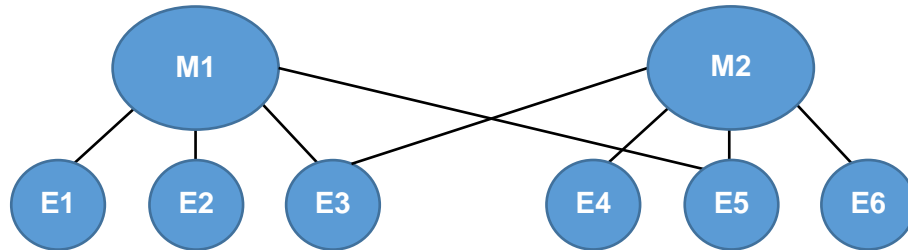
IMPORTANT

In this scenario, the model allows the claims of some Claim Administrators to be viewed by both Claim Managers, while others cannot be viewed (based on how they have been associated).

WebFile Claim Administrator Manager/Non Manager Association

Manager One

Available Managers	Assigned Managers
+Manager, Two	-Employee, One
+Manager, Three	-Employee, Two
+Employee, Four	-Employee, Three
+Employee, Six	-Employee, Five

Manager Two

Available Managers	Assigned Managers
+Manager, One	-Employee, Three
+Manager, Three	-Employee, Four
+Employee, One	-Employee, Five
+Employee, Two	-Employee, Six

SMALL SHOP MODEL

Within this organization, all Claim Managers share ownership of all claims. Any manager can view and manage all claims within the organization.
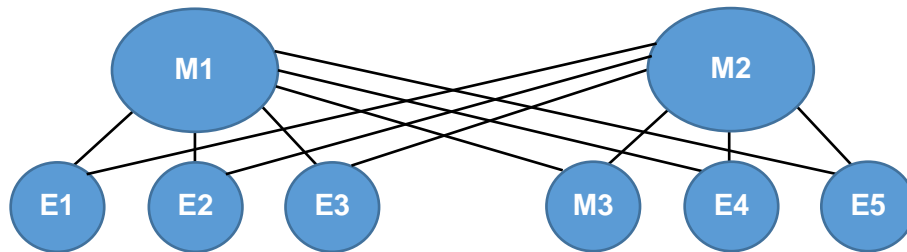
IMPORTANT

This model allows all claims to be viewed by all Claim Managers. Also, Manager 2 can see Manager 3's claims, since Manager 3 is also a Claim Administrator. Though not pictured here, neither Manager 1 nor Manager 2 would be able to view the claims of Manager 3's employees, unless each employee was assigned to Manager 1 and Manager 2 as well.

WebFile Claim Administrator Manager/Non Manager Association

Manager One

Available Managers	Assigned Managers
+Manager, Two	-Manager, Three
	-Employee, One
	-Employee, Two
	-Employee, Three
	-Employee, Four
	-Employee, Five
	-Employee, Six

Manager Two

Available Managers	Assigned Managers
+Manager, One	-Manager, Three
	-Employee, One
	-Employee, Two
	-Employee, Three
	-Employee, Four
	-Employee, Five
	-Employee, Six

SUPERVISING MANAGER MODEL

Within this organization, there is a multi-tier Claim Management structure where a Supervising Manager can view his managers' claims. In effect, his managers are, from WebFile perspective, considered Claim Administrator Employees just as with other non-manager employees.
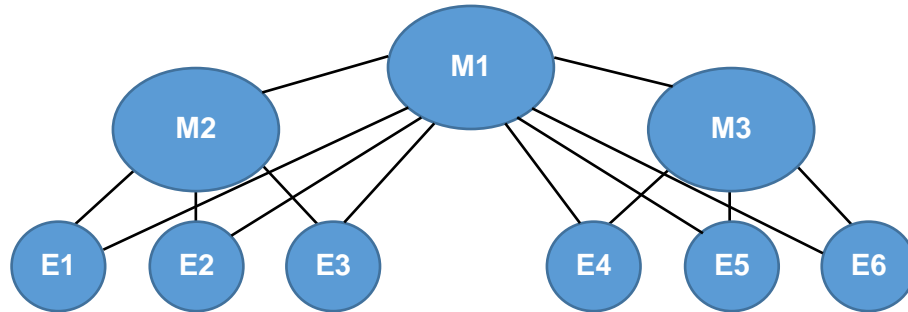
IMPORTANT

This model allows Manager 1 to view all claims within the organization. Manager 2 and Manager 3 can only see claims for their employees.

WebFile Claim Administrator Manager/Non Manager Association

Manager One

Available Managers	Assigned Managers
+Manager, Two	-Manager, Two
	-Manager, Three
	-Employee, One
	-Employee, Two
	-Employee, Three
	-Employee, Four
	-Employee, Five
	-Employee, Six

Manager Two

Available Managers	Assigned Managers
+Manager, One	-Employee, One
+Manager, Three	-Employee, Two
+Employee, Four	-Employee, Three
+Employee, Five	
+Employee, Six	

Manager Three

Available Managers	Assigned Managers
+Manager, One	-Employee, Four
+Manager, Two	-Employee, Five
+Employee, One	-Employee, Six
+Employee, Two	
+Employee, Three	

ADDITIONAL THINGS TO CONSIDER

- Claim Manager – Claim Administrator Employee relationships can be changed temporarily in **WebFile** (to accommodate vacations or temporary leave), or permanently (to handle changes in your organization).

- Users can alter the "viewing rights" of a Claim Administrator by filing an EDI transaction, and updating the Claim Administrator user name (e-mail address), which may alter a Manager's viewing rights, based on how it has been structured.

This section covers the procedures for unassigning the "Manager" role to a Claim Administrator User and unassigning employees to managers.

STEPS TO COMPLETE

1. Access user's profile.
2. Click/drag the "Manager" toggle to unassign the "Manager" role.

SA A CHANGE PASSWORD

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

info **BEFORE YOU GET STARTED**
Remember the WebFile Password Criteria:
- ✓ *May not be any previous 24 passwords.*
- ✓ *If the password has been updated within the last 24 hours (excluding temporary passwords created by admins), do not allow the user to proceed.*
- ✓ *Minimum 8 characters.*
- ✓ *At least one special character (i.e., @, #).*
- ✓ *At least one digit.*
- ✓ *At least one lowercase character.*
- ✓ *Password may not be the same their e-mail.*
- ✓ *Password may not be the same as their username.*

STEPS TO COMPLETE
1. Go to the WebFile website at:

   webfile.workcomp.virginia.gov

2. Enter username and password.
3. Click the "Login" button.

WebFile Home Interface
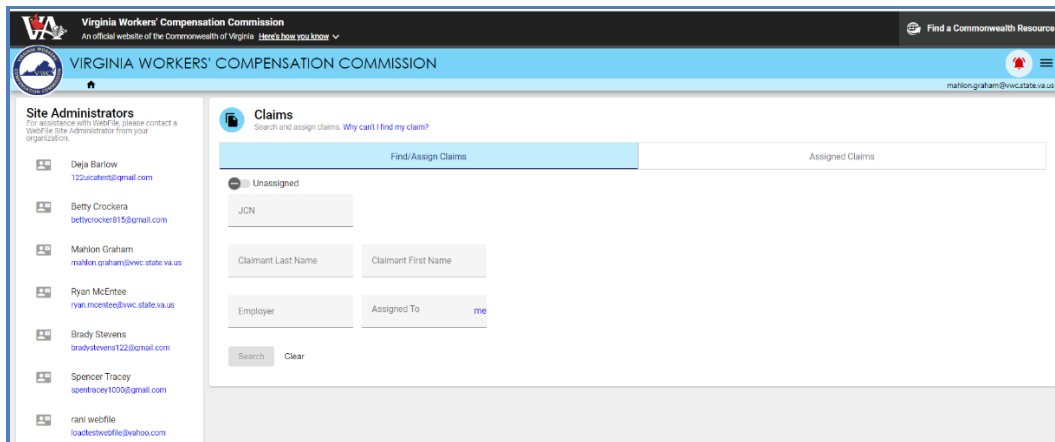
4. Click the menu dropdown (≡) in the top right and select "Manage Profile."
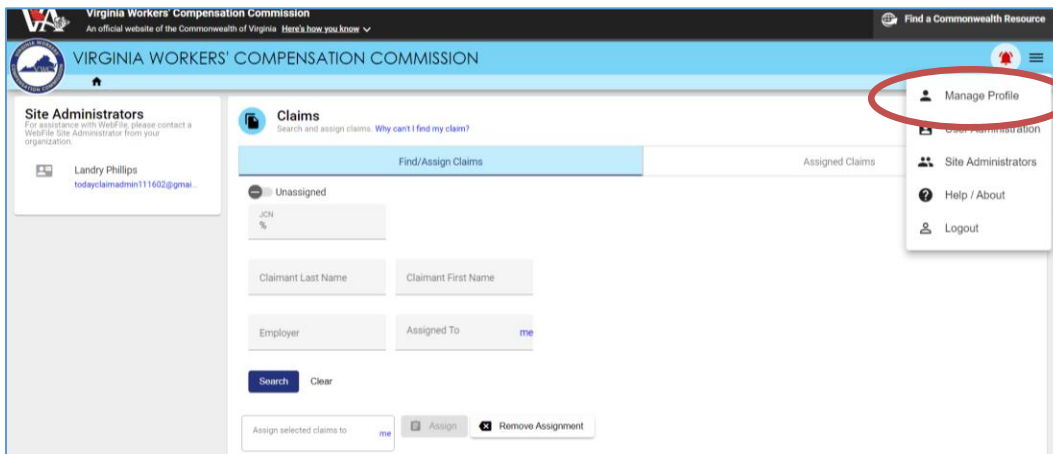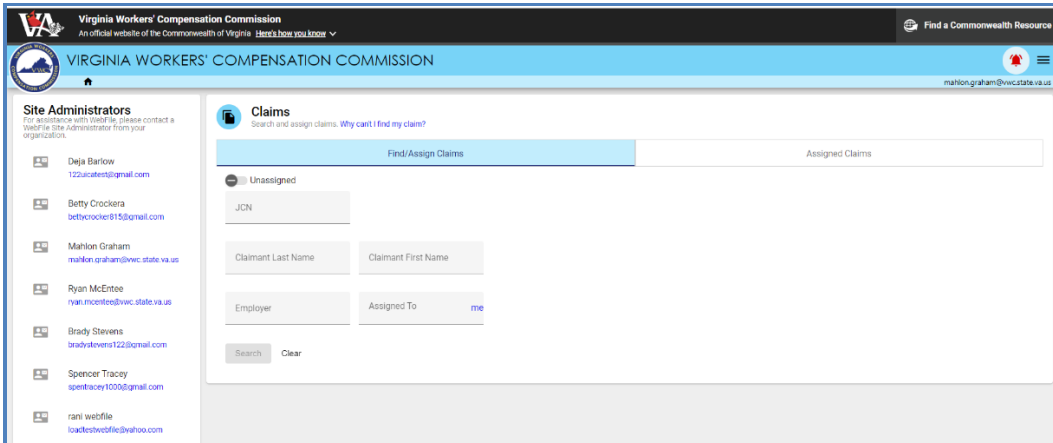
Manage Profile Interface
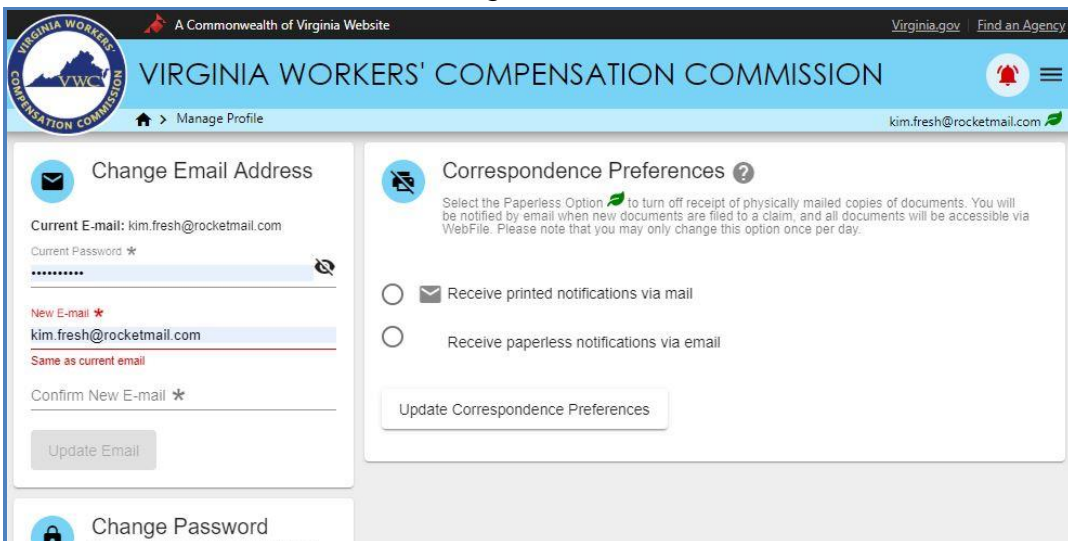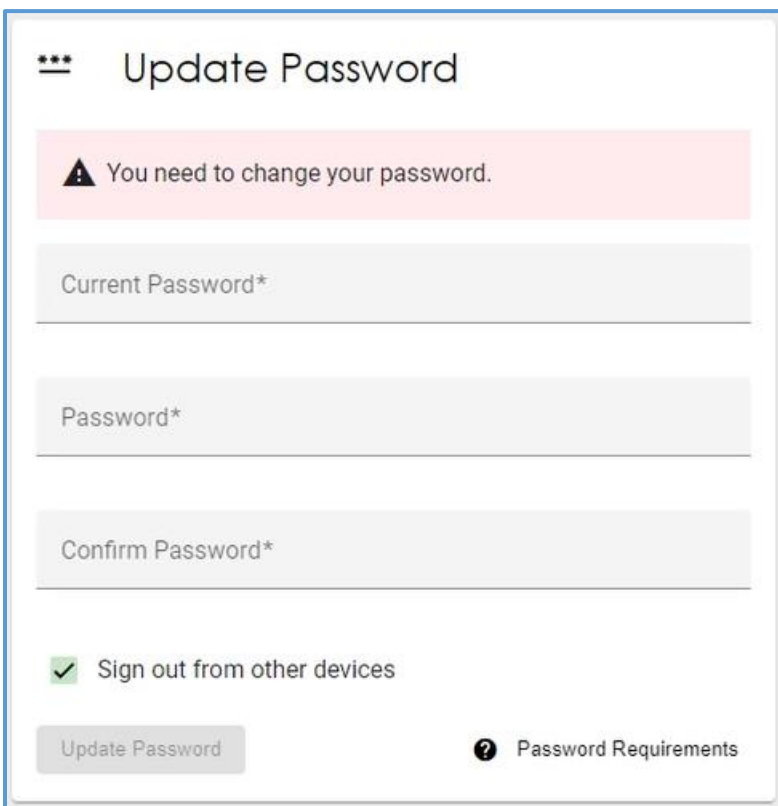
5.   Go to the "Change Password" section.
6.   Click the "Change My Password" link.

Change Password
🔒 You will be redirected to the Webfile Authentication system to complete this action.
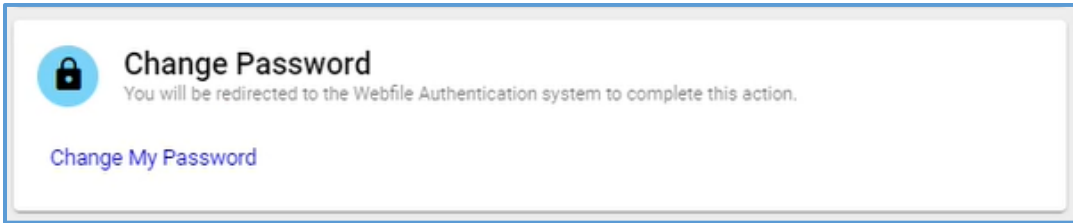
Change My Password

7.   Enter your current password and confirm the new password.

Update Password

⚠ You need to change your password.

Current Password*

Password*

Confirm Password*

✓ Sign out from other devices

Update Password   ❓ Password Requirements

8.   Click the "Update Password" button.
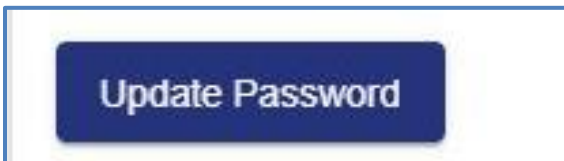
Update Password

9.   A confirmation message will appear.
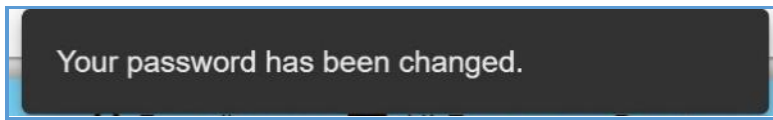
Your password has been changed.

Questions regarding WebFile processes should be directed to the Commission at 877-664-2566 or please visit workcomp.virginia.gov/webfile/webfile-support and complete a WebFile Support Request.Go to the "Change Password" section.

SA A FORGOT USERNAME

This section covers how to retrieve a forgotten username.

🏃 STEPS TO COMPLETE

1.   Click the "Forgot Username" link.
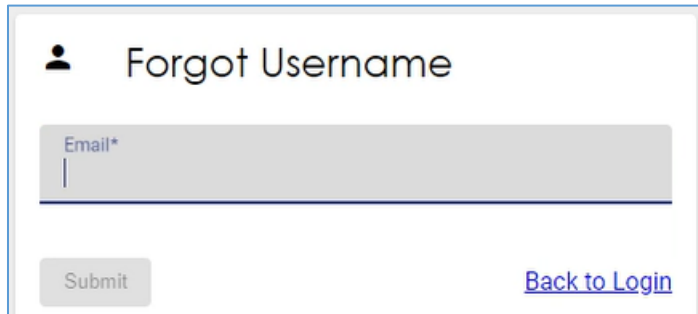
2.   Enter your email address and click the "Submit" button.

3.   A confirmation message will appear and an email will be sent.
4.   Retrieve the email from notices_no-reply@workcomp.virginia.gov containing your username.

PASSWORD RESET

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.
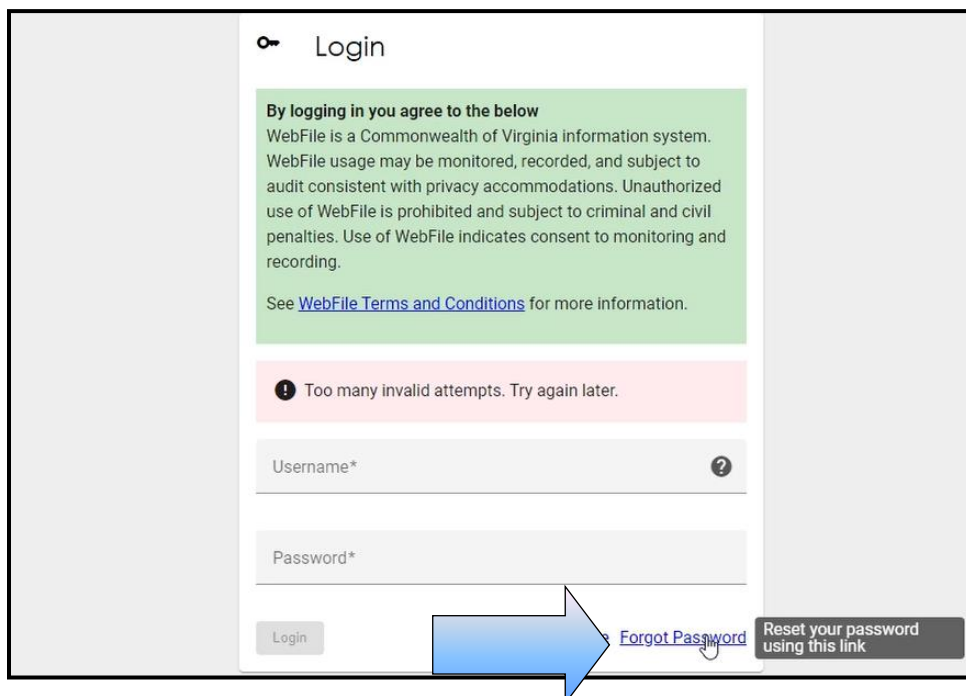
BEFORE YOU GET STARTED

Remember the WebFile *Password Criteria:*

- ✓ *May not be any previous 24 passwords.*
- ✓ *If the password has been updated within the last 24 hours (excluding temporary passwords created by admins), do not allow the user to proceed.*
- ✓ *Minimum 8 characters.*
- ✓ *At least one special character (i.e., @, #).*
- ✓ *At least one digit.*
- ✓ *At least one lowercase character.*
- ✓ *Password may not be the same their e-mail.*
- ✓ *Password may not be the same as their username.*
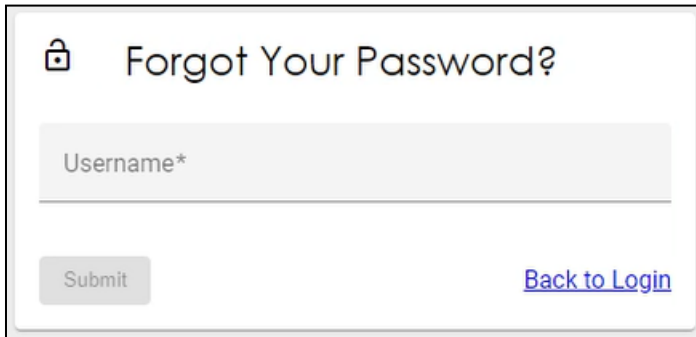
STEPS TO COMPLETE

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

1.   Click on the "Forgot Password" link.

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

3. A confirmation message will appear and an email will be sent.
4. Retrieve the email from notices_no-reply@workcomp.virginia.gov containing a link to reset your current password. **This link will expire in 15 minutes.** The email could also be in a spam or junk folder.
5. Upon clicking the email link, you will be required to create a new permanent password as outlined in Change Password.

RESET A CLAIM ADMINISTRATOR USER PASSWORD AS A SITE ADMINISTRATOR

 STEPS TO COMPLETE SA

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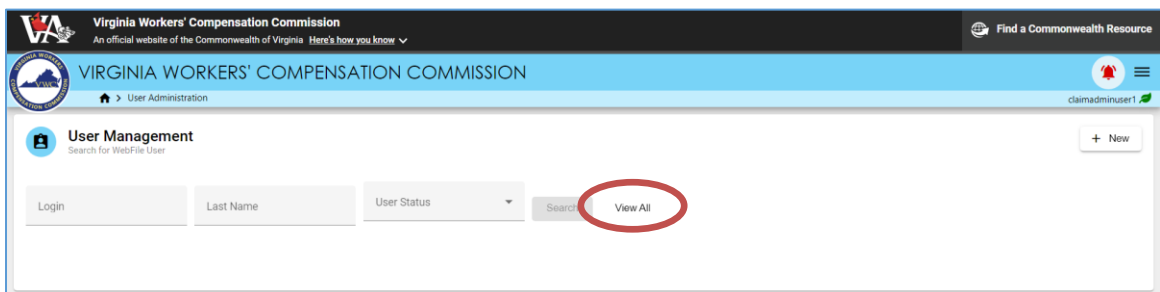
4. Click the "Edit" icon next to the Claim Administrator account to be edited.
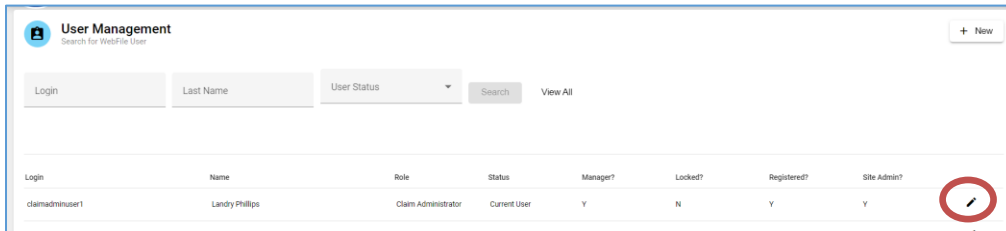
5. Click the "Reset Password" button.
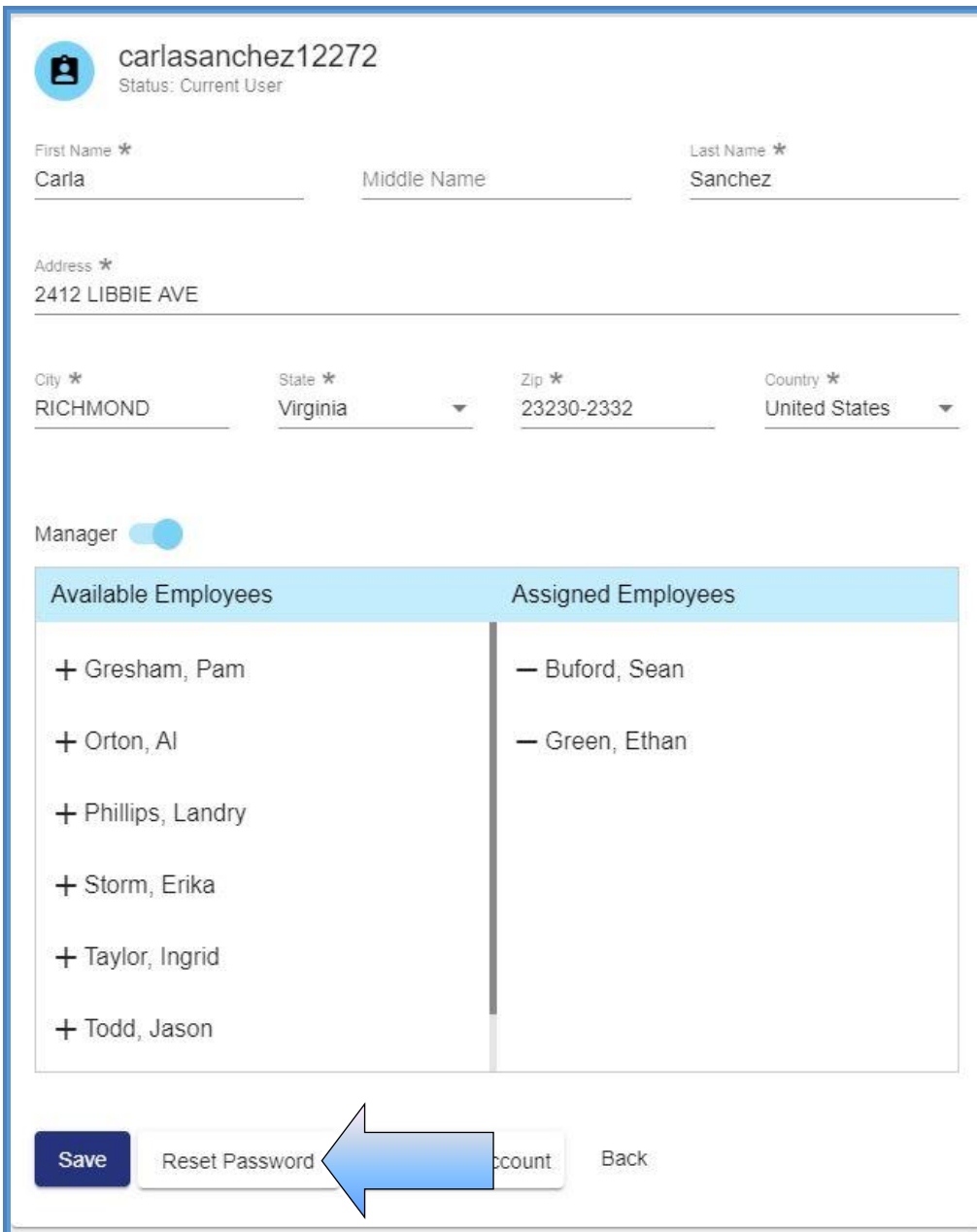
CA CHANGE EMAIL ADDRESS

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

🚶 STEPS TO COMPLETE

1. Click the menu dropdown in the top right and select "Manage Profile."
2. Go to the "Change Email Address" section.
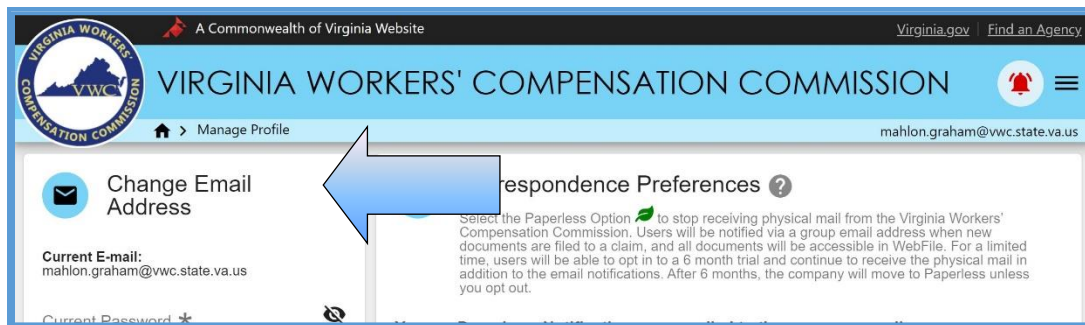
3. Enter and confirm the new email address.
4. Click the "Update Email" button.

5. A confirmation message will appear and will provide instructions to complete the email change.
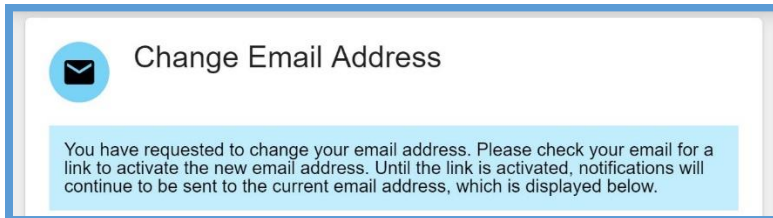
6. Open the email from webfile.support@workcomp.virginia.gov with a subject of "VWC WebFile Email Address Activation."
7. Click the "Activate New Email" link.
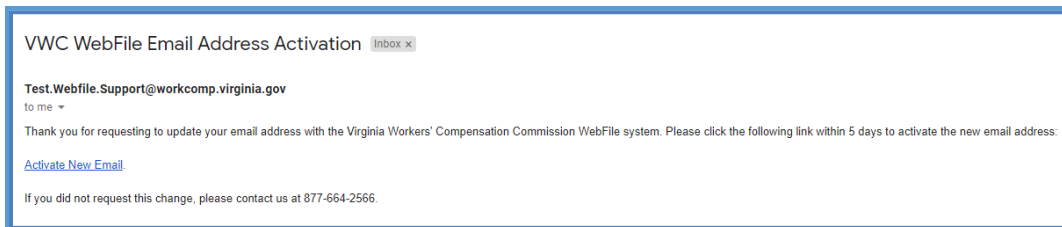
8. Access WebFile and verify that the email address has changed.
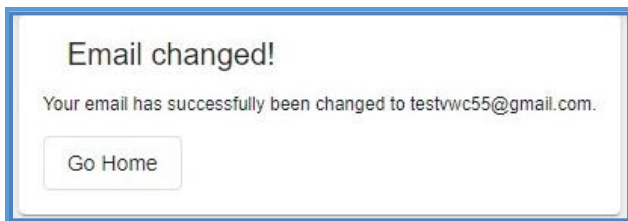
Questions regarding WebFile processes should be directed to the Commission at 877-664-2566 or please visit workcomp.virginia.gov/webfile/webfile-support and complete a WebFile Support Request.

CA ASSIGN A CLAIM
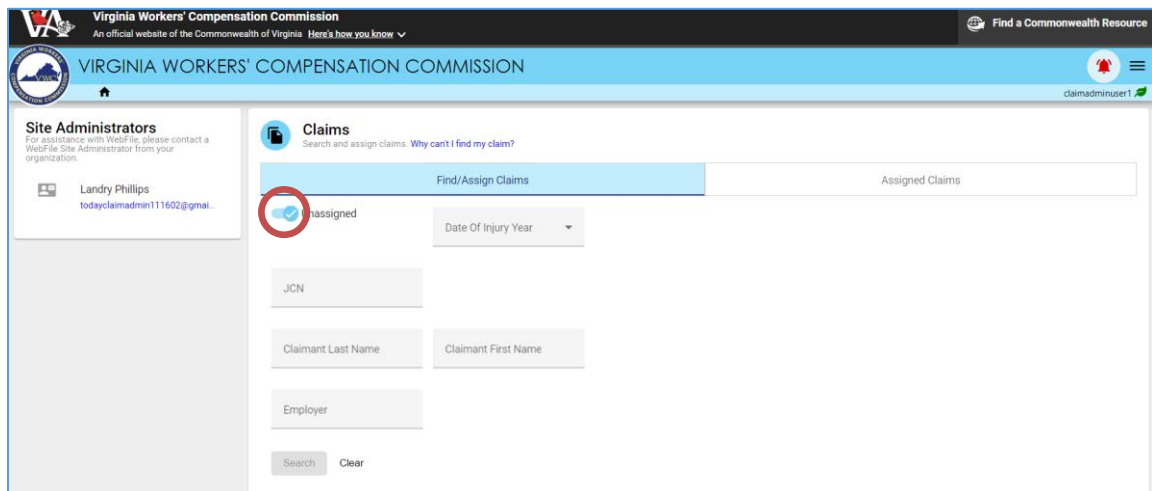
This section covers the process Claim Administrator managers use to assign claims to themselves or to employees who are assigned to their group.

info BEFORE YOU GET STARTED

✓ *Claim Administrator has access to WebFile*
✓ *Claim Administrator User has the "Manager" role*
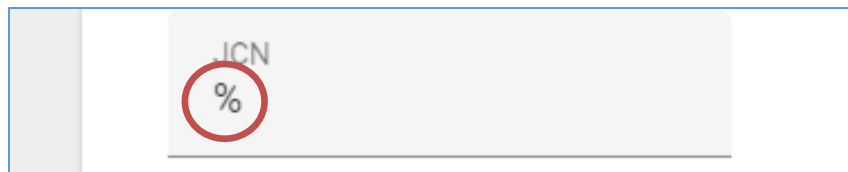
STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Claims" section.
3. Click the Unassigned toggle. Unassigned claims may be searched through year, JCN, Claimant name or Employer.

A wildcard search may be used to provide a larger search by entering "%" into the JCN field and clicking the "Search" button.

4.   Check the box next to the unassigned claim.
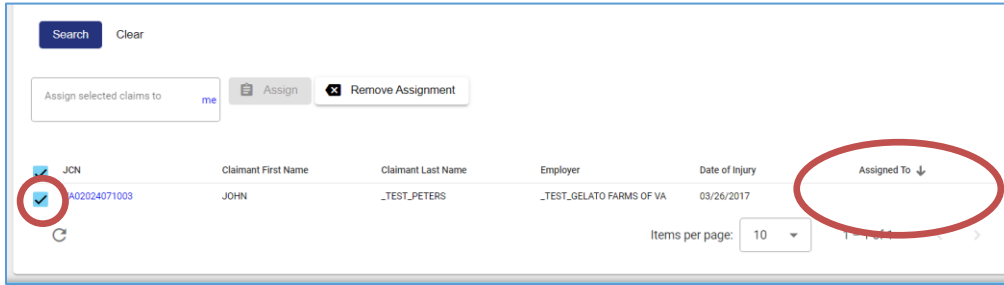
5.   Enter the last name of the user to whom the claim is to be assigned into the field
      labeled "Assign selected claims to" or assign the claim to yourself by clicking the
      "me" link.
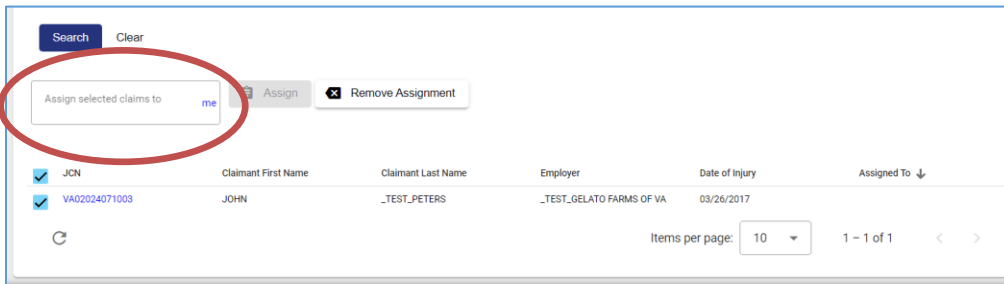
6.   Click the "Assign" button.
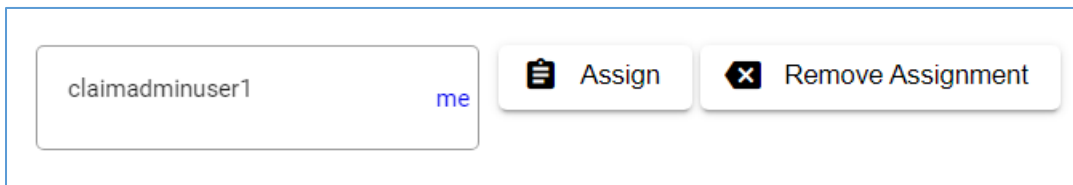
7.   Confirmation message will appear.
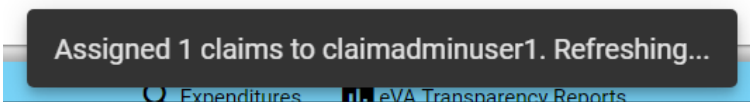
CA UNASSIGN A CLAIM

This section covers the process Claim Administrator managers use to unassign claims from themselves or from employees who are assigned to their group.

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Claims" section.
3. Check the box next to the assigned claim.
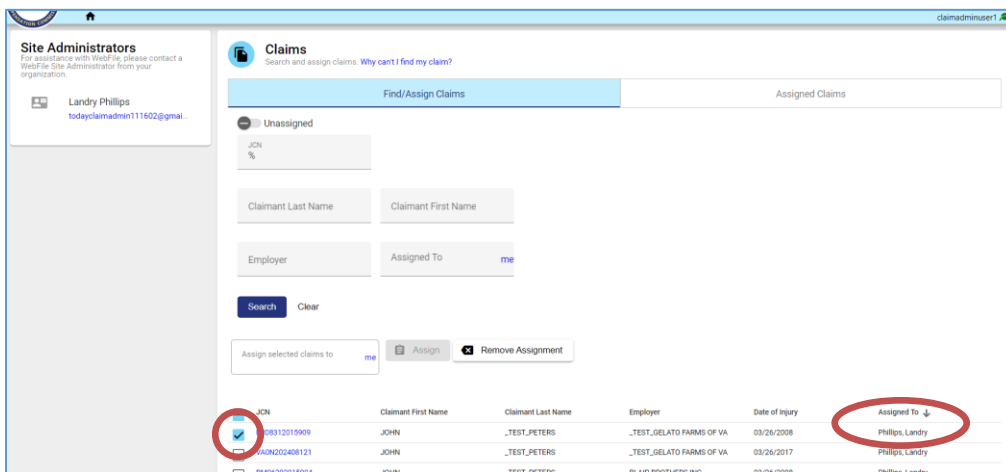
4. Click the "Remove Assignment" button.
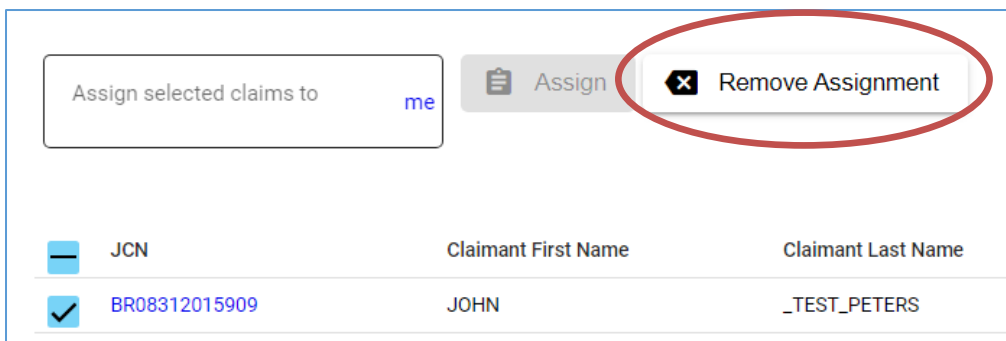
5. Confirmation message will appear.
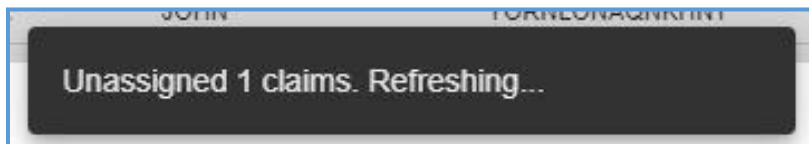
SEARCH AND VIEW CASE RECORD

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

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Claims" section.
3. A JCN may be searched in the Find/Assign Claims" or in the "Assigned Claims" section. Click a JCN to view specifics of the record you wish to see; this will take you to the "Claim Summary" section.

Find/Assign Claims

Assigned Claims

4. Review the information available.

CLAIMS VIEW CUSTOMIZATION

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

A. **Assign Field:** populates a User when entered to begin assigning a JCN.

B. **Assign Button:** assigns a JCN to the selected User.

C. **Remove Assignment:** removes an assignment from the selected User.

D. **Check/Uncheck All Toggle:** selects/deselects all JCN's.

E. **Check Toggle:** select/deselect a JCN.

F. **Filter Button (≡):** displays fields that can be used to narrow view details.

Filter Interface

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.

A   VIEW ELECTRONIC NOTIFICATIONS

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

info   BEFORE YOU GET STARTED

- ✓ *Claim Administrator is registered user*
- ✓ *Claim Administrator is already associated with a claim*
- ✓ ***Only*** *active* WebFile *users will receive electronic notifications*

STEPS TO COMPLETE

1.   View email announcing electronic notification.

Email Inbox View

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

Individual Email View

New Notification   Inbox | X

☆   WebFileSupport@vwc.state.va.us **to me**   show details Oct 23 (3 days ago)   ↩ Reply   ▼

You have received a new notification from the Virginia Workers' Compensation Commission:

JCN: VA00000009092

You can view this notification by logging into the commission's WebFile system at https://webfile.workcomp.virginia.gov/portal/vwc-portal?doLoginDialog=1.

Virginia Workers' Compensation Commission

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

Notifications Interface

 QUICK TIPS

The Notifications Interface contains the list of all notifications received over the past two years.

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.

PDF link

Jurisdiction Claim Number link
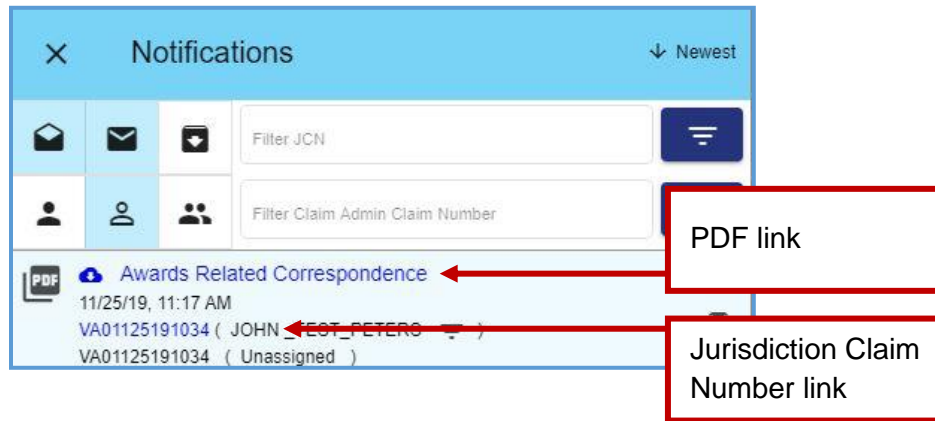
CHANGE A NOTIFICATION STATUS

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 (✉) will mark the notification as unread.

"archive" notification

mark notification as "read"

mark 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.
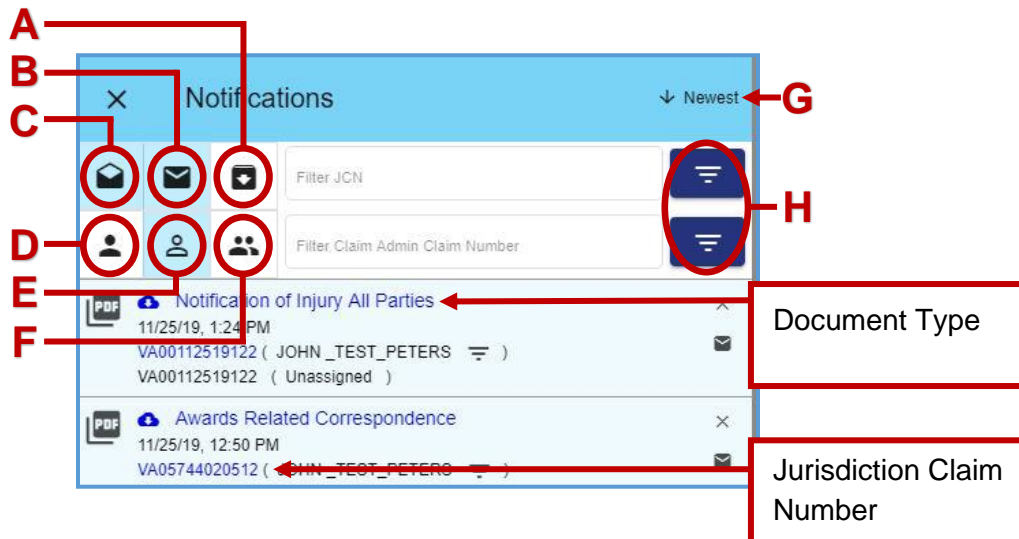
A. **View Read (✉):** Clicking this toggle displays **only** "read" notifications.

B. **View Unread (✉):** Clicking this toggle displays **only** "unread" notifications.

C. **View Archived (📥):** Clicking this toggle displays **only** "archived" notifications.

D. **View Assigned to Me (✉):** Clicking this toggle displays **only** "assigned to me" notifications.

E. **View Unassigned (✉):** Clicking this toggle displays **only** "unassigned" notifications.

F. **View Assigned to Others (📥):** Clicking this toggle displays **only** "assigned to others" notifications.

G. **Sort Button (↓):** displays events in ascending or descending order.

H. **Filters (⚊):** Typing in the "Filter JCN" or "Filter Claim Admin Claim Number" 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.

A **DOCUMENT & FILINGS**

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

STEPS TO COMPLETE

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

DOCUMENT & FILINGS VIEW CUSTOMIZATION

Here are some options that may make it easier to view documents and filings.
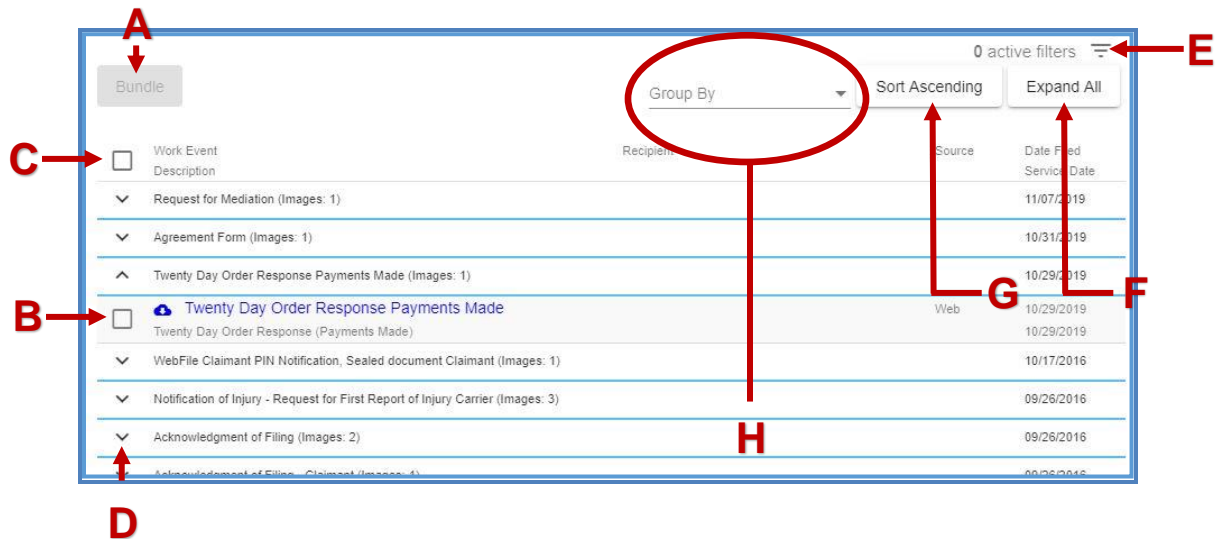
A. **Bundle Button:** creates a PDF combining all selected work events.

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.

Filter Interface

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.

A SUBMIT WEB FORMS

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 "Claims" section.
3. Click on the desired JCN.
4. Select the "Submit Web Forms" tab.

Party Details	Document & Filings	**Submit Web Forms**	Upload Documents/Forms

Select a Web Form

Form Type ▼

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

Party Details	Document & Filings	Submit Web Forms	Upload Documents/Forms

Select a Web Form

Form Type

Change in Condition Claim Response

Employer's Application for Hearing

Medical Provider Application Response

Order Response Form - Claim Filed

Order Response Form - Payments Made

Request for Mediation

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

QUICK TIPS

Click the Help icon (❓) 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.   Click the "Next" button.
9.   Review the content of the Web Form.
10.   Read the "Disclosure & Agreement" statement and click the check box to accept.
11.   Click the "Submit Form" button.

12.   Review the success message generated by the system.

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

QUICK TIPS

Clicking on the "Documents & Filings" tab and then selecting the appropriate link will also open the submitted web form.

UPLOAD DOCUMENTS AND FORMS

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.

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 "Claims" section.
3. Click on the desired JCN.
4. Select the "Upload Documents/Forms" tab.
5. Review the "Instructions" section.
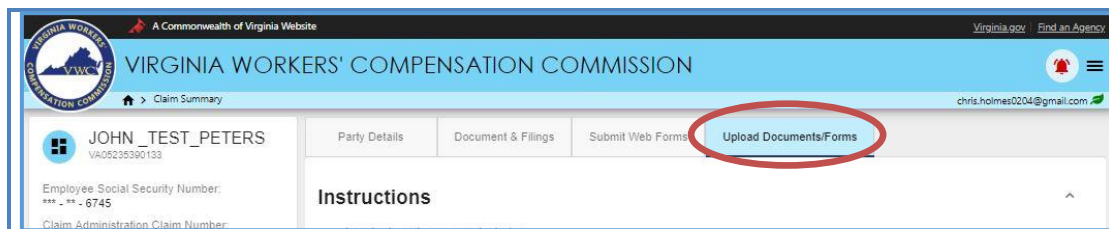
6. Navigate to the "Upload your document/form" section, which is lower on the page.

7.   There are three required areas to be completed.

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

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. Check box to signify copies of the document(s) have been sent to all parties.
12. Check box to certify signatures.
13. Click the "Upload Document" button.

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

A   PAPERLESS OPTION

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

 BEFORE YOU GET STARTED

✓   *Paperless Option can only be managed by the Site Administrator(s) and Claim Administrator(s) with the "Manager" role*

✓   *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.
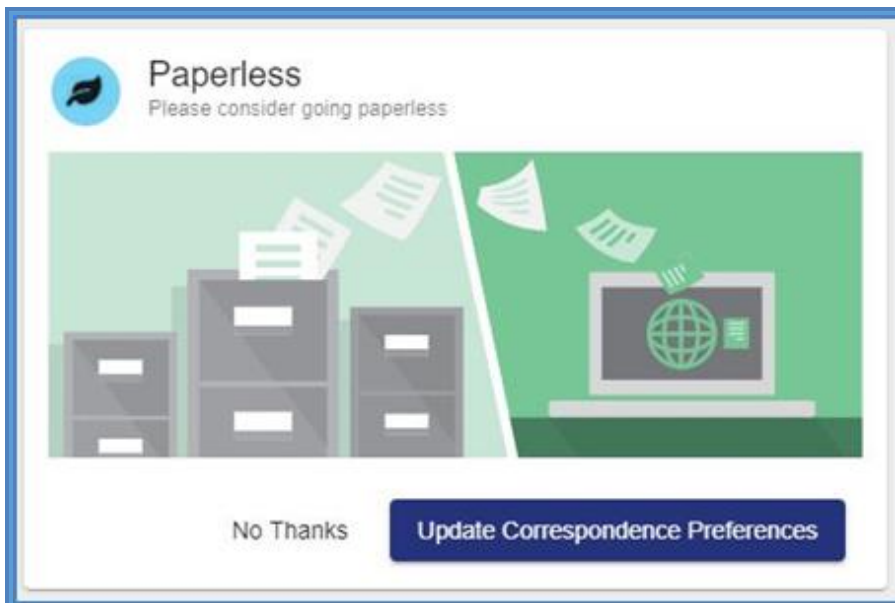
4.   Select the "Email" option.
5.   Complete the blank fields and make sure all required fields marked with an asterisk (*) are complete.
6.   Click the "Update Correspondence Preferences" button.

QUICK TIPS

Selecting 'Trial' will opt for both paper and email for six months. After that time, the Claim Administrator organization will default to paperless unless otherwise indicated.

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 "Postal Mail" option.
4.   Click the "Update Correspondence Preferences" button.

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.

Click here to use the interactive WebFile Support tool.

WebFile Support

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