WebFile

WebFile Guide for

Claimants

How to Navigate through WebFile

WELCOME

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

The Commission created WebFile to assist its customers in easily accessing, viewing and managing their claim record.

This guide provides the information and instructions necessary for navigating this web-based claim management 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 Commission at 877-664-2566 or please visit workcomp.virginia.gov/webfile/webfile-support and complete a WebFile Support Request.

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WebFile OVERVIEW

"Filing a Claim" in WebFile is an important responsibility for claimants. Filing is necessary to protect a claimant's rights under the Virginia Workers' Compensation Act.

With the access to WebFile, claimants can:

- ✓ *View claim information and transaction history on a claim.*
- ✓ *Verify which claim administrator is handling their claim.*
- ✓ *File a Claim Form/Request for Hearing online.*

GENERAL FLOW OF A CLAIM

Injury
Individual has experienced an injury in the workplace and/or individual has developed an illness related to a job in the workplace.

Make sure a medical professional has documented all affected areas related to work related injury or illness.

Notice of Injury to Employer
It is important to give immediate notice to your employer about your injury. If not done within thirty (30) days you may lose your rights to any workers' compensation benefits.

Employers are required to file a First Report of Injury within ten (10) days of having knowledge of any injury.

Claim Form
If you have not received an Award Order from the Commission, you must file a Claim Form within two (2) years of the accident to protect your rights.

Even if the claims administrator is paying you benefits, your rights are not protected unless you have an Award order from the Commission.

Notification of Rights
Once the Commission receives the First Report of Injury from the employer, the Commission will send the injured worker information about their rights and responsibilities.

Notice of Award Order
If the claims administrator accepts the claim, an Award Agreement is sent to the injured worker. Once signed by all parties the agreement must be filed with the Commission.

The Commission will enter an Award Order which protects the injured worker's rights.

Request for Hearing
When filing a Claim Form the injured worker is free to pursue a claim through the Virginia Workers' Compensation hearing process.

The injured worker should indicate the benefits sought and request a hearing.

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 5 minutes.** The email could also be in a spam or junk folder.
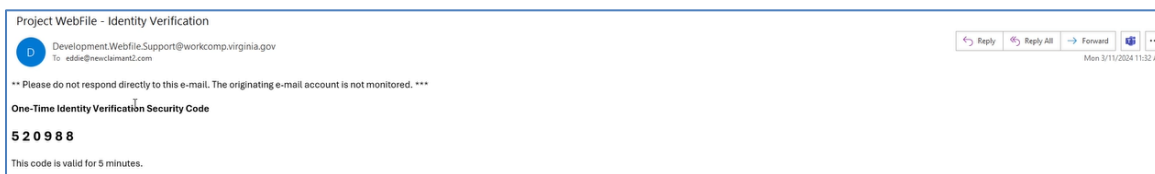
Enter your 6-digit access code in WebFile as shown below.

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 will 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 REGISTRATION

This section covers the online registration within WebFile as the claimant.

![STEPS TO COMPLETE icon] **STEPS TO COMPLETE**

1.   Go to the WebFile website at:

      webfile.workcomp.virginia.gov/.
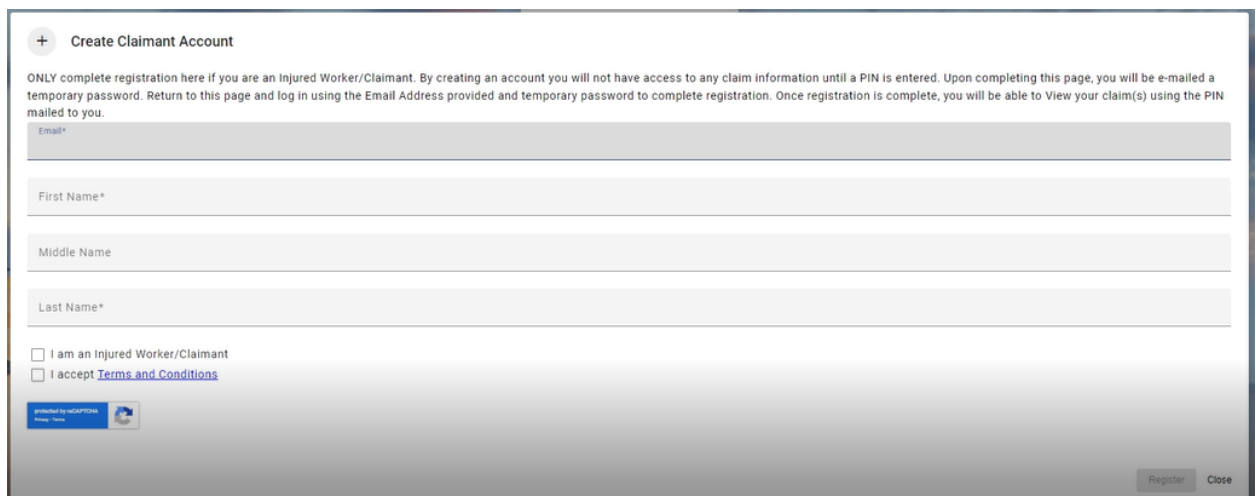
WebFile Login Interface
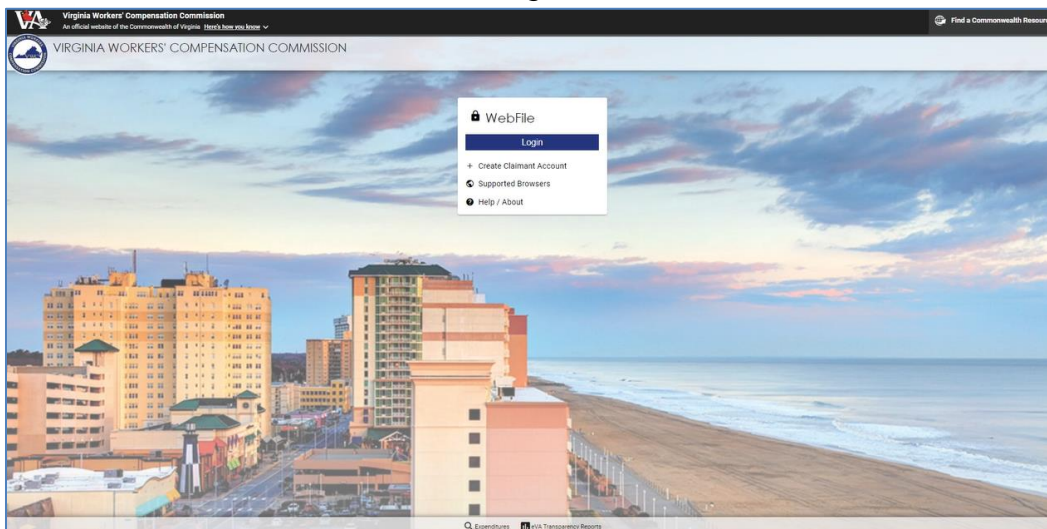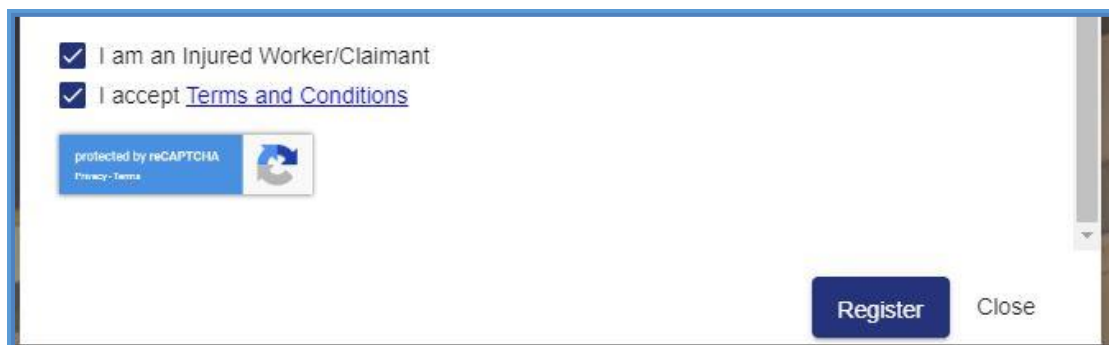
2. Select the "Create Claimant Account" button.
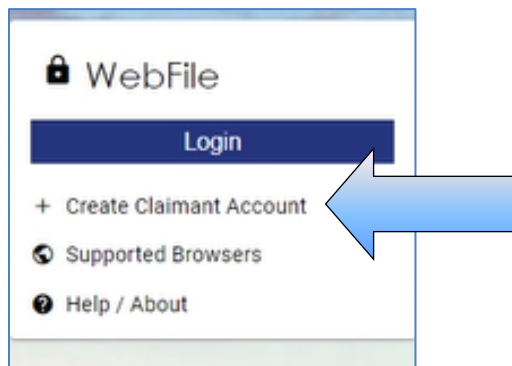
3. Enter a valid email address and first, middle and last name.

4. Check the box if indicating you are an injured worker/claimant.
5. Review the Terms and Conditions by clicking on the link.
6. Check the box to accept the Terms and Conditions.
7. Click the "Register" button to complete this first step.

8.   A confirmation message will appear.
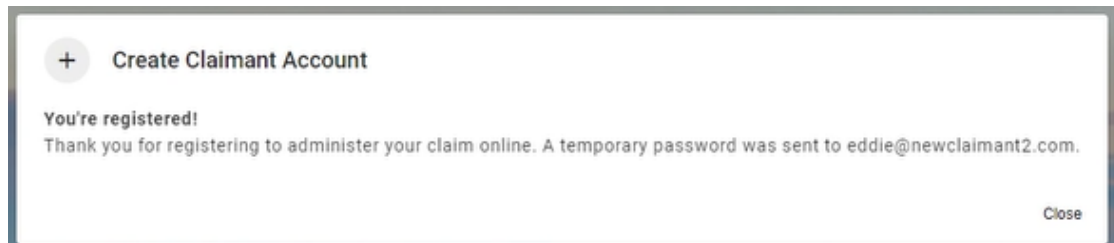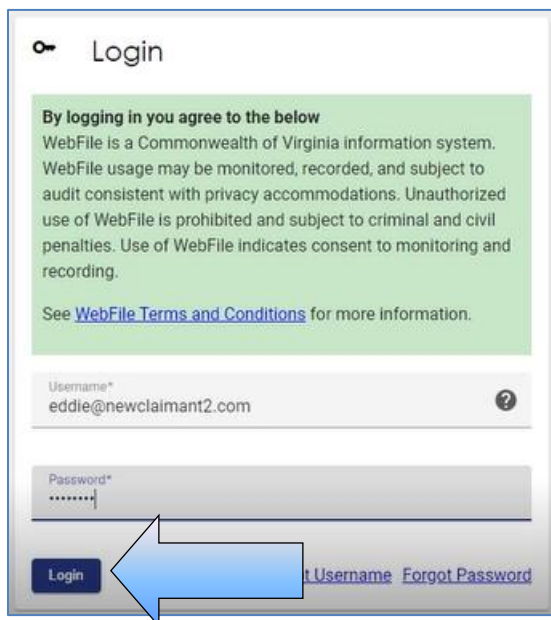
9.   An email will be sent to the address indicated which contains a temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
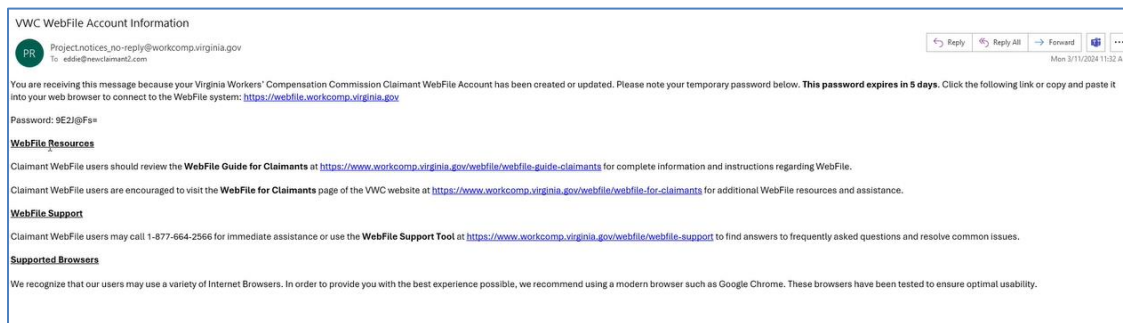
10.   Once you have received the temporary password email, go to the WebFile website.
11.   Click the "Login" button.
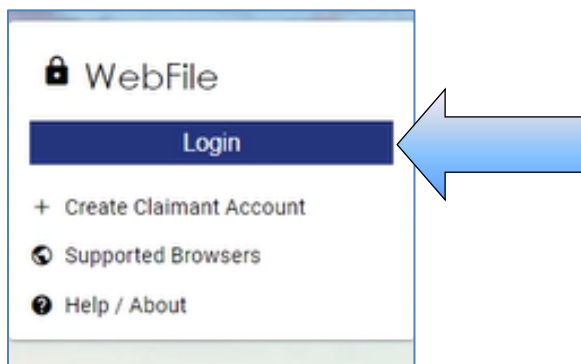
12. Since this is the first time logging into WebFile, enter the registered email address (as your username) and the temporary password.

QUICK TIPS

You can still create an account and file a claim even if your injury has not been reported and you do not have a Jurisdiction Claim Number (JCN) or PIN.

13. An email will be sent to the address indicated which contains a one-time two factor authentification code. **This code will expire in 5 minutes.** The email could also be in a spam or junk folder.

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

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

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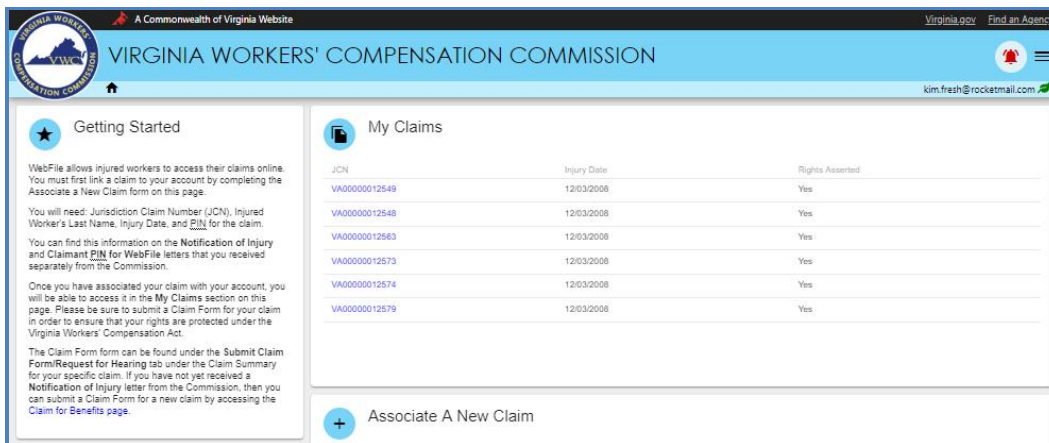   - ✓ May not be any previous 24 passwords.
   - ✓ If the password has been updated within the last 24 hours (excluding temporary passwords created by admins), do not allow the user to proceed.
   - ✓ Minimum 8 characters.
   - ✓ At least one special character (i.e., @, #).
   - ✓ At least one digit.
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

16. 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., @, #).

17. Click "Submit" to complete your registration.

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

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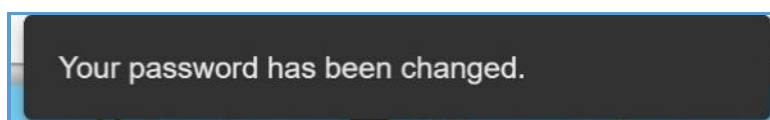
7.   Enter your current password and confirm the new password.

8.   Click the "Update Password" button.

9.   A confirmation message will appear.

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.

FORGOT USERNAME

This section covers how to retrieve a forgotten username.

 STEPS TO COMPLETE

On the log in screen, you have the option to retrieve your WebFile username.

1.   Click on 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.
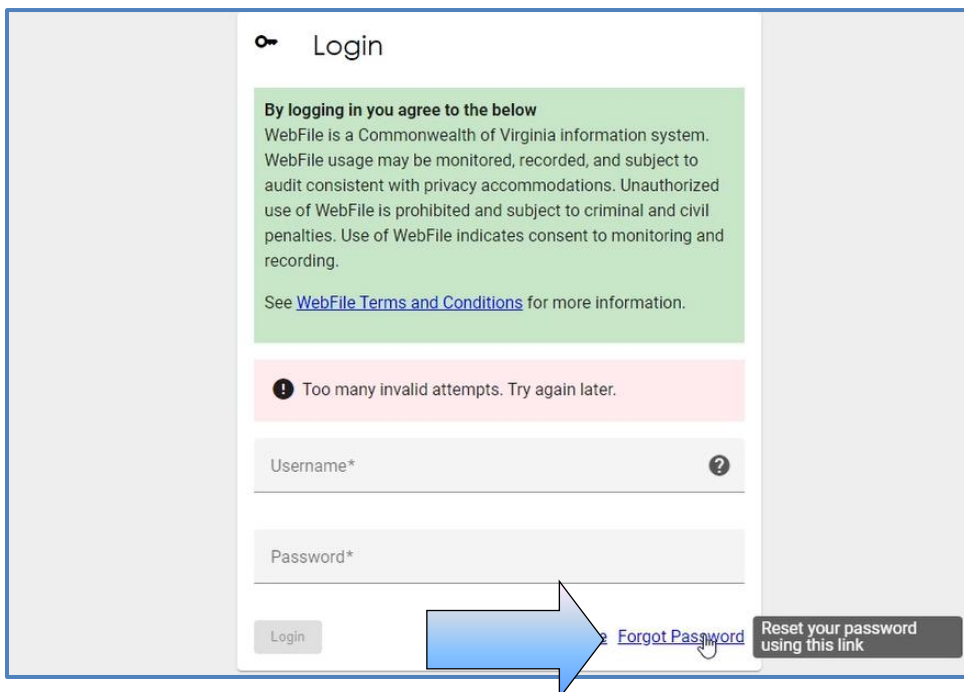
![info] **BEFORE YOU GET STARTED**

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.*
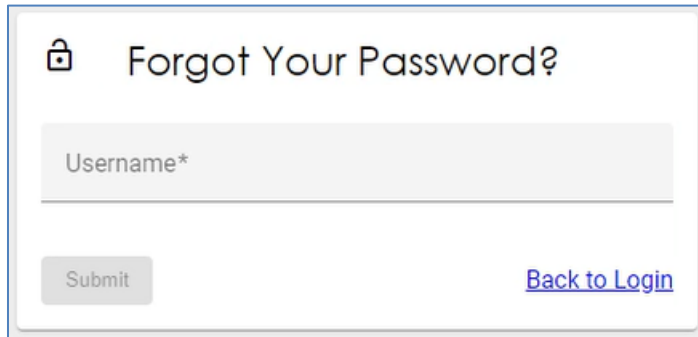
![steps] **STEPS TO COMPLETE**

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.

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 the current password.
4. Enter and confirm the new email address.
5. Click the "Update Email" button.

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

7. Open the email from webfile.support@workcomp.virginia.gov with a subject of "VWC WebFile Email Address Activation."

8. Click the "Activate New Email" link.
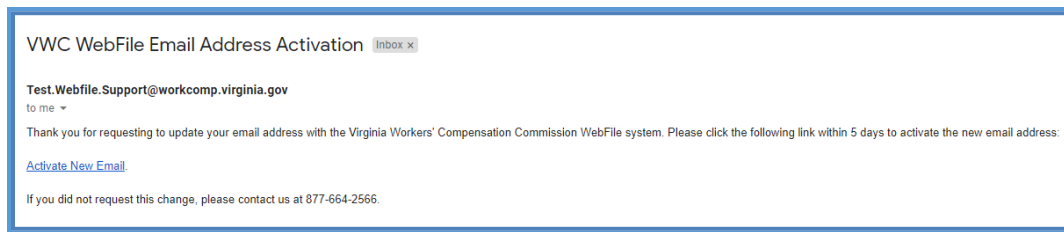
9. Access WebFile and verify that the email address has changed.
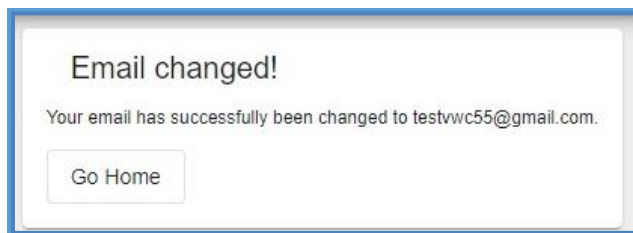
Questions regarding WebFile processes should be directed to the Commission at 877-664-2566 or please visit workcomp.virginia.gov/webfile/webfile-support and complete a WebFile Support Request.

FILING A CLAIM WITHOUT A JCN OR PIN

This section covers the procedure for filing a claim before receiving a Jurisdiction Claim Number (JCN) or Personal Identification Number (PIN).

info BEFORE YOU GET STARTED

Once your injury has been reported you will then receive correspondence that references your JCN and PIN.

Once the Commission creates a JCN you will receive these two letters:

Notification of Injury

This letter contains the Jurisdiction Claim number (JCN) assigned to the claim and also lists the Injury Date.

Claimant PIN for WebFile

This letter contains a Personal Identification Number (PIN) a claimant will use to access the claim record within WebFile.

Both letters are necessary to validate claimant access to WebFile.
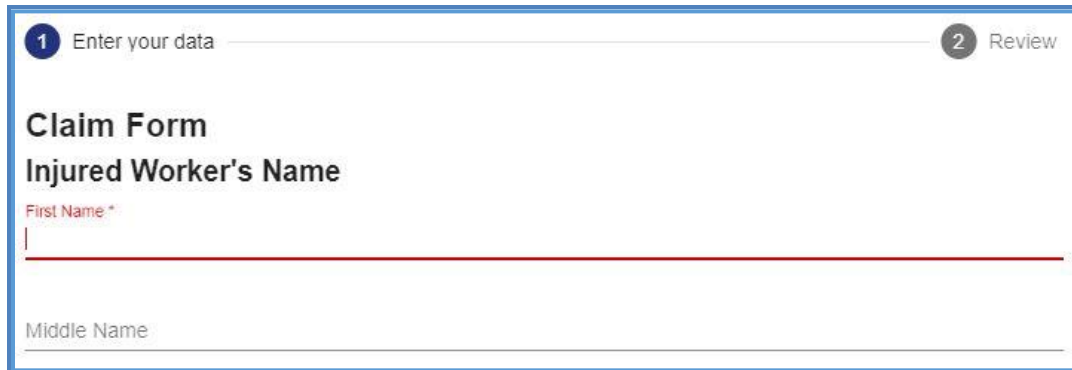
STEPS TO COMPLETE

1. Go to the WebFile website at: webfile.workcomp.virginia.gov.
2. Navigate to the "Getting Started" section.
3. Click the "Claim for Benefits page" hyperlink.
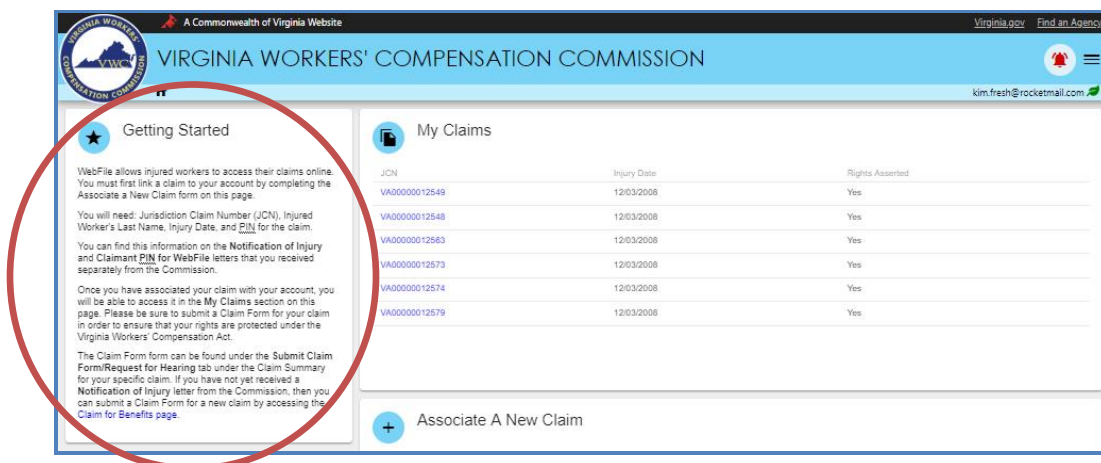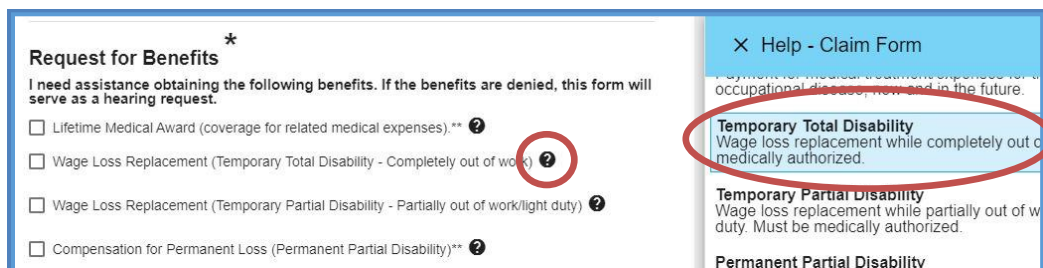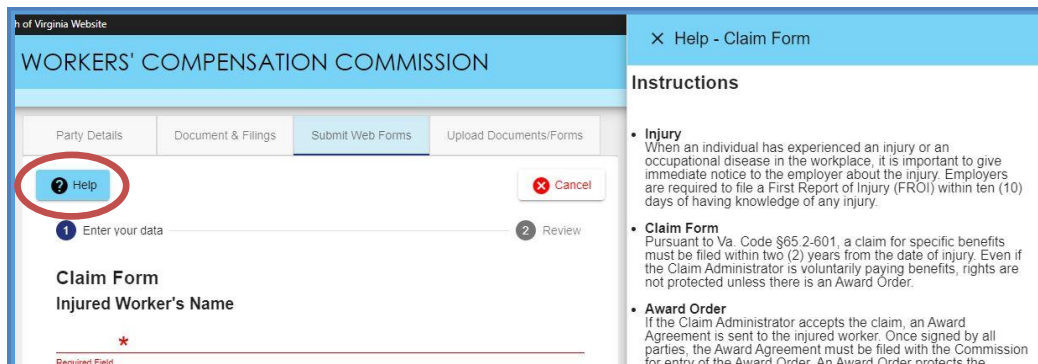
4. Complete the blank fields and make sure all required fields marked with an asterisk (*) are complete.

QUICK TIPS

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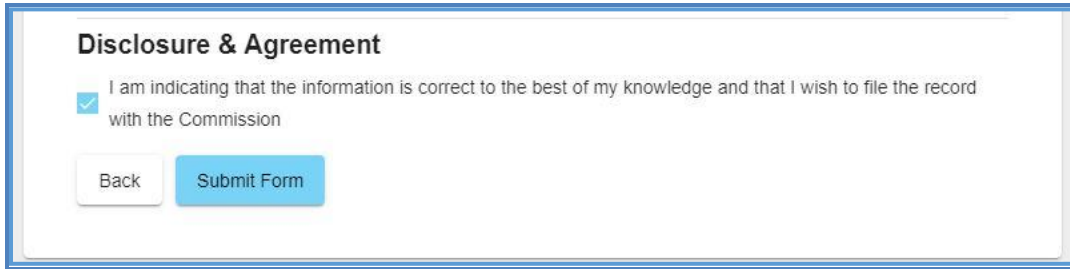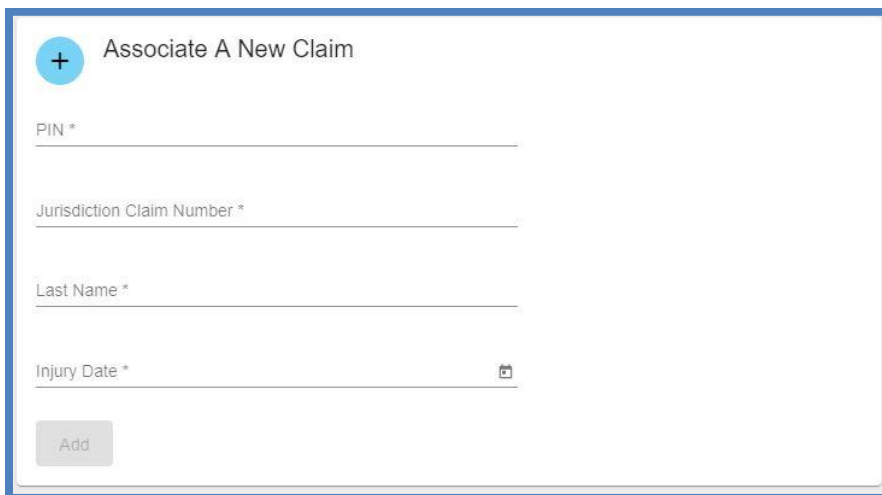

5. Attach supporting PDF documents.

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

6. Click the "Next" button.
7. Review the content of the Web Form.

8. Read the "Disclosure & Agreement" statement and click the check box to accept.
9. Click the "Submit Form" button.

10. Review the success message generated by the system.

    Note: A Notification of Injury and Claimant PIN for WebFile letter will be mailed out by the Commission after the successful form submission.

    - The Notification of Injury letter contains the Jurisdiction Claim number (JCN) assigned to the claim and also lists the injury date.

    - The Claimant PIN for WebFile letter contains a Personal Identification Number (PIN) which a claimant will use to access the claim record within WebFile.

ACCESSING A CLAIM

This section covers the procedure for gaining access to your claim information through WebFile. Claims with injury dates prior to *October 1, 2008* are not viewable in WebFile.

info **BEFORE YOU GET STARTED**

An injured worker will receive two letters from the Commission after a claim is established.

Notification of Injury

This letter contains the Jurisdiction Claim number (JCN) assigned to the claim and also lists the Injury Date.

Claimant PIN for WebFile

This letter contains a Personal Identification Number (PIN) a claimant will use to access the claim record within WebFile.

Both letters are necessary to validate claimant access to WebFile.

STEPS TO COMPLETE

1. Go to the WebFile website at: webfile.workcomp.virginia.gov.
2. Enter username and password.
3. Click the "Login" button.
4. Navigate to the bottom right of the screen to the "Associate a New Claim" section.

Associate A New Claim

PIN *

Jurisdiction Claim Number *

Last Name *

Injury Date *

Add

5.   If this is the first time a claim has been added to WebFile, enter the following information:
      a. Personal Identification Number (PIN)
      b. Jurisdiction Claim Number (JCN)
      c. Last Name
      d. Injury Date

6.   Click the "Add" button.

7.   After the above information has been validated, a JCN link will be visible under the "My Claims" section.
8.   Click the JCN link to open the claim.

9.   Review the information available.

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.

VIEW ELECTRONIC NOTIFICATIONS

This section covers the steps for viewing the summary of 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.   Click the link in your email from WebFile Support to view the new notification.
3.   Log in to WebFile.

BEFORE YOU GET STARTED

Notification Icon

This icon is where all notifications for your claims are housed.

New Notification Icon

This icon indicates you have a new notification.

4.   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.

5. Review the list of notifications.

    a. Click on the document type 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.

Options to change the status:

    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."

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.
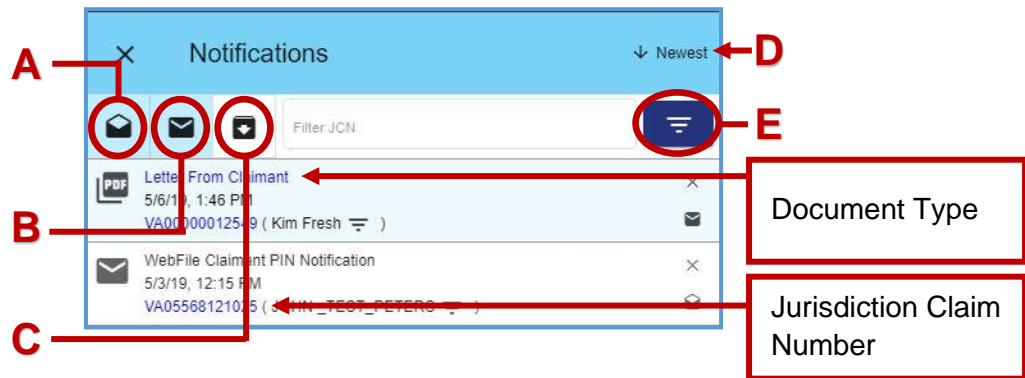
A. **View Read (✉):** Clicking the "**View Read**" toggle with display **only** "read" notifications.

B. **View Unread (✉):** Clicking the "**View Unread**" toggle with display **only** "unread" notifications.

C. **View Archived (⬇):** Clicking the "**View Archived**" toggle with display **only** "archived" notifications.

D. **Sort Button (⬇):** 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.

DOCUMENT & FILINGS

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

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "My 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.
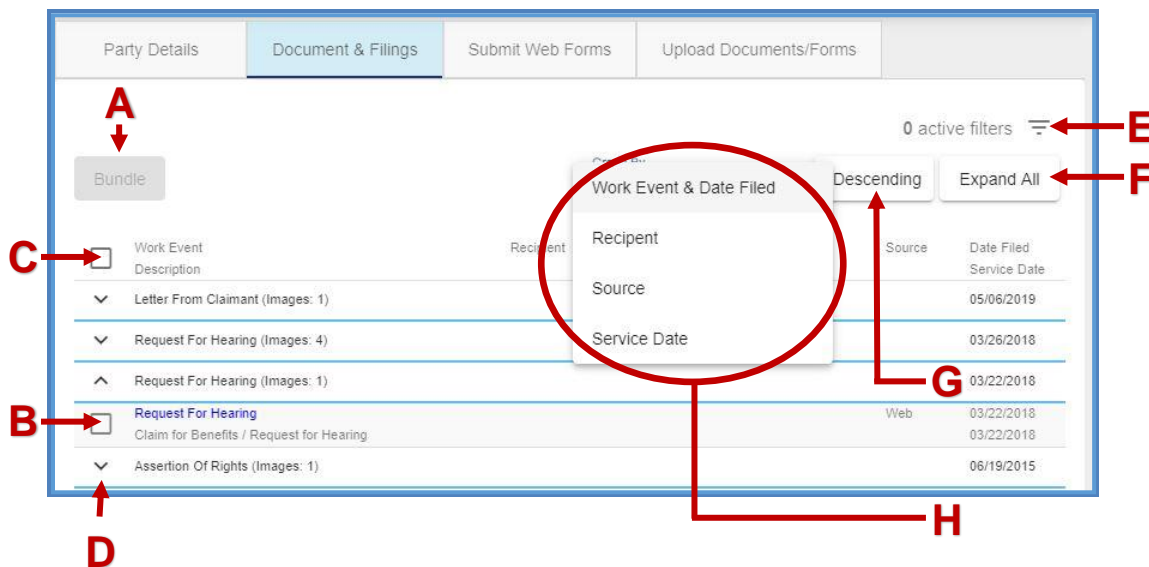
A. **Bundle Button:** creates a PDF combining all selected work events.

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.

SUBMITTING A CLAIM FORM/REQUEST FOR HEARING

This section covers the online submission of the Claim Form. The injured worker should submit a Claim Form to the Commission as soon as possible. If you are requesting a hearing, you must file medical reports supporting your request with the Commission.

IMPORTANT

Even if you have been paid by your employer or claim administrator for time missed from work because of your injury or for medical treatment for your injury, you should file a claim with the VWC to protect your right to benefits under Virginia Law.

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "My Claims" section. Notice that the JCN does not have a Claim for Benefits associated and there is an alert message.

3. If an injury has been reported to the Commission, initiate a Claim Form submission by clicking on the "Assert" link in the "My Claims" section.

4.   Choose "Claim Form" from the "Submit Web Forms" tab.

5.   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.

6. Attach supporting non-encrypted PDF documents.

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

7. Click the "Next" button.

8. Review the content of the Claim Form.
9. Click the Disclosure & Agreement Form box.
10. Click the "Submit" button.

11. Confirmation note will be displayed.

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 "My Claims" section.
3. Click on the desired JCN.

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 (❷) to find additional information on how to complete a chosen Web Form.
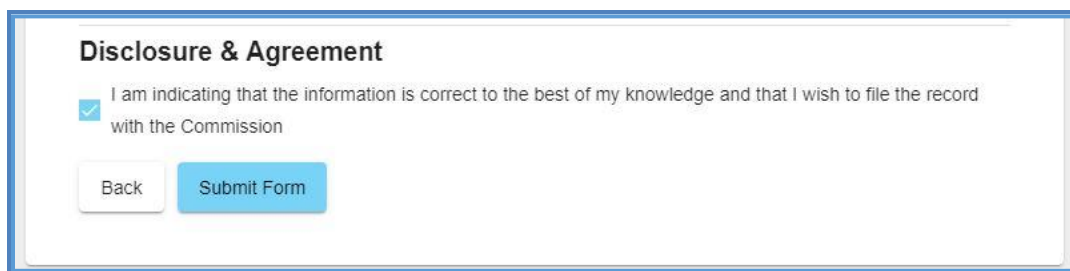

7. Attach supporting PDF documents.

   Note: Keep in mind that the total size of PDF attachments cannot exceed 15 MB.
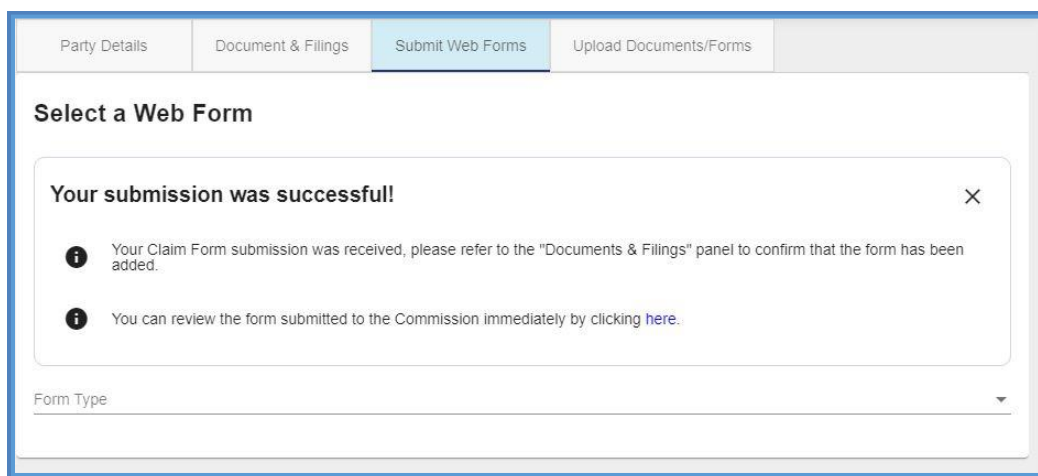
8. Click the "Next" button.
9. Review the content of the Web Form.

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.

UPLOADING DOCUMENTS TO A CLAIM

This section covers the steps for uploading PDF documents to a claim record. WebFile can only accept documents in PDF format.

info **BEFORE YOU GET STARTED**

*Remember the **WebFile** Password Criteria:*

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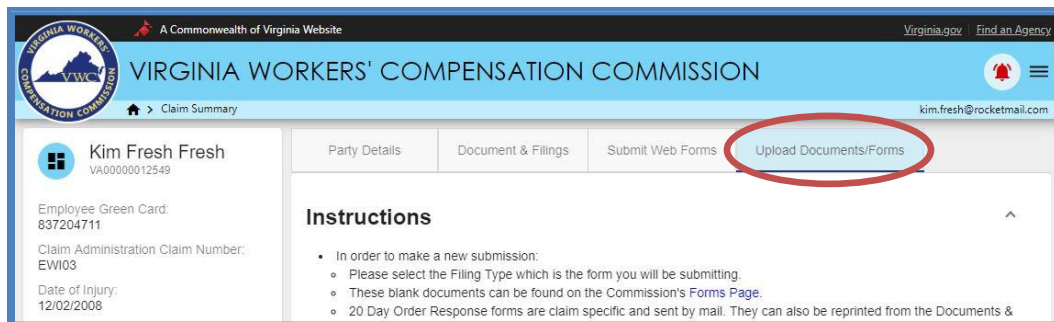✓ *The total size of PDF attachments cannot exceed 15 MB.*

STEPS TO COMPLETE

1. Log in to WebFile*.*
2. Navigate to the "My 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.

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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 the "Upload PDFs" button 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 the successful upload by reviewing the "Documents & Filings" tab.

MEDICAL RECORDS

Medical Records are uploaded in a similar fashion as other claim related documents.

There are a four requirements when uploading Medical Records into WebFile.
1. Select "Medical Record(s)" as the Filing Type.
2. 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."
3. The "Document Date," enter the date of service with the medical provider. If there is more than one day, please enter the last date within the range of time.
4. Click the "Upload PDFs" button to locate the document. The total size of PDF attachments cannot exceed 15 MB.

Upload your document/form

Select Filing Type *
Medical Record(s)

Name of Provider *
Medical Provider Name

Document Date *
5/15/2019

vwc-VA00001038211-RequestForHearing (5).pdf

Choose up to 5 non-encrypted PDFs (total size must be 15MB or less)

☑ I hereby certify that copies of the document(s) have been sent to all applicable non-electronic recipients as identified in the list above.

☑ I certify that the document(s) uploaded do not contain ADR confidential information.

Upload Document to VA00000012549

IMPORTANT

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

PAPERLESS OPTIONS

This section covers options regarding the WebFile Paperless feature. Those who elect Paperless will only receive electronic notifications from the Commission. Paper copies of notices and filings will not be sent to users that elect Paperless.
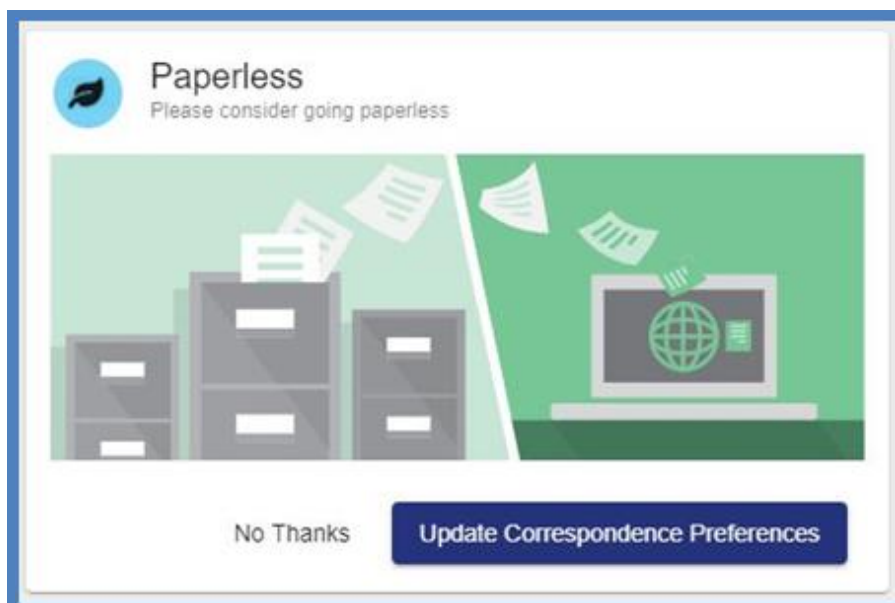
info **BEFORE YOU GET STARTED**

- ✓ *Paperless Option can only be changed once per calendar day.*
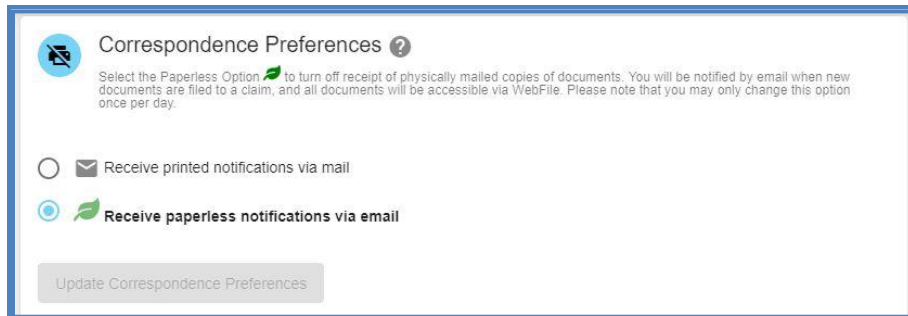- ✓ *People that elect Paperless will appear with the 🍃 icon.*

ELECTING PAPERLESS

STEPS TO COMPLETE

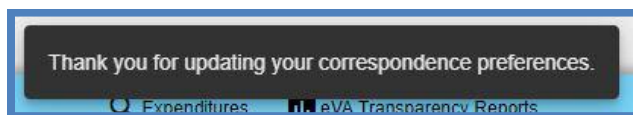1. Log in to WebFile.
2. If you have not enrolled in paperless, a paperless notification will pop-up.
3. Click the "Update Correspondence preferences" button.

4. Select the "Receive paperless notifications via email."
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.

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.