



WebFile Guide for

Group Self-Insurance Associations

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 member data.

This guide provides the information and instructions necessary for navigating this web-based management tool.

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

If after reviewing the guide you do not find an answer to your question about how to use WebFile, please contact the Insurance Department at (804) 205-3586 or by email at wvcinsurance@workcomp.virginia.gov. For technical questions, please visit workcomp.virginia.gov/webfile/webfile-support and complete a WebFile Support Request.

TABLE OF CONTENTS

WebFile SECURITY	3
USERNAMES	3
PASSWORDS.....	3
TWO-FACTOR AUTHENTICATION (2FA)	4
SYSTEM CLOCK SYNCHRONIZATION	5
ACCOUNT LOCK	5
TIMEOUT FEATURE	5
WebFile ROLE OVERVIEW	6
WebFile ACCESS AND REGISTRATION OVERVIEW	7
REQUEST ACCESS	8
WebFile LOGIN AND WEBFILE ENROLLMENT	9
CHANGE PASSWORD	14
FORGOT USERNAME.....	16
PASSWORD RESET	18
UPDATE USER PROFILE	20
REGISTERING A MEMBER	21
ADDING SUBSIDIARIES, AFFILIATES, TRADE NAMES, AND LOCATIONS	24
EDITING A MEMBER.....	26
EDITING SUBSIDIARIES, AFFILIATES, TRADE NAMES, AND LOCATIONS	31
UPLOAD REPORT FUNCTIONS	35
COMMON UPLOAD ERROR MESSAGES.....	37
REPORT SPREADSHEET FIELDS AND FUNCTIONS.....	39
REPORT SPREADSHEET SAMPLE – NO ERRORS.....	40
REPORT SPREADSHEET – ACTION CODE REFERENCE.....	41
WebFile SUPPORT.....	42

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.
 - The user should receive a “Username already exists” message if they entered a taken username.
- ✓ Username may have any of the following characters
 - Letters
 - Digits
 - 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.

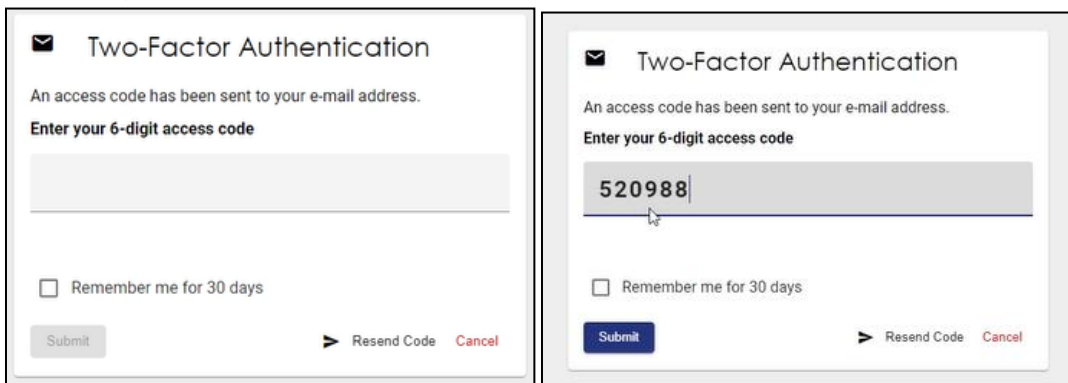
Steps to Login to WebFile with 2FA are as follows:

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

A GSIA WebFile user refers to an individual that is authorized to act on behalf of a GSIA and applies for and is granted user access through the Commission. The Commission sends out routine and individualized GSIA notices, including compliance notices, to WebFile users via email, therefore a current and accurate listing of a GSIA's WebFile users and their contact information is required at all times.

The GSIA is responsible for:

- ✓ Maintaining at least one active GSIA WebFile user for the GSIA at all times.
- ✓ Ensuring that all GSIA WebFile users and their email addresses on file are current and active.
- ✓ Notifying the Commission of any change, discontinuance or addition in GSIA WebFile users, so that the Commission can take appropriate action to deactivate a user, modify a name, email or take other action that may be required.

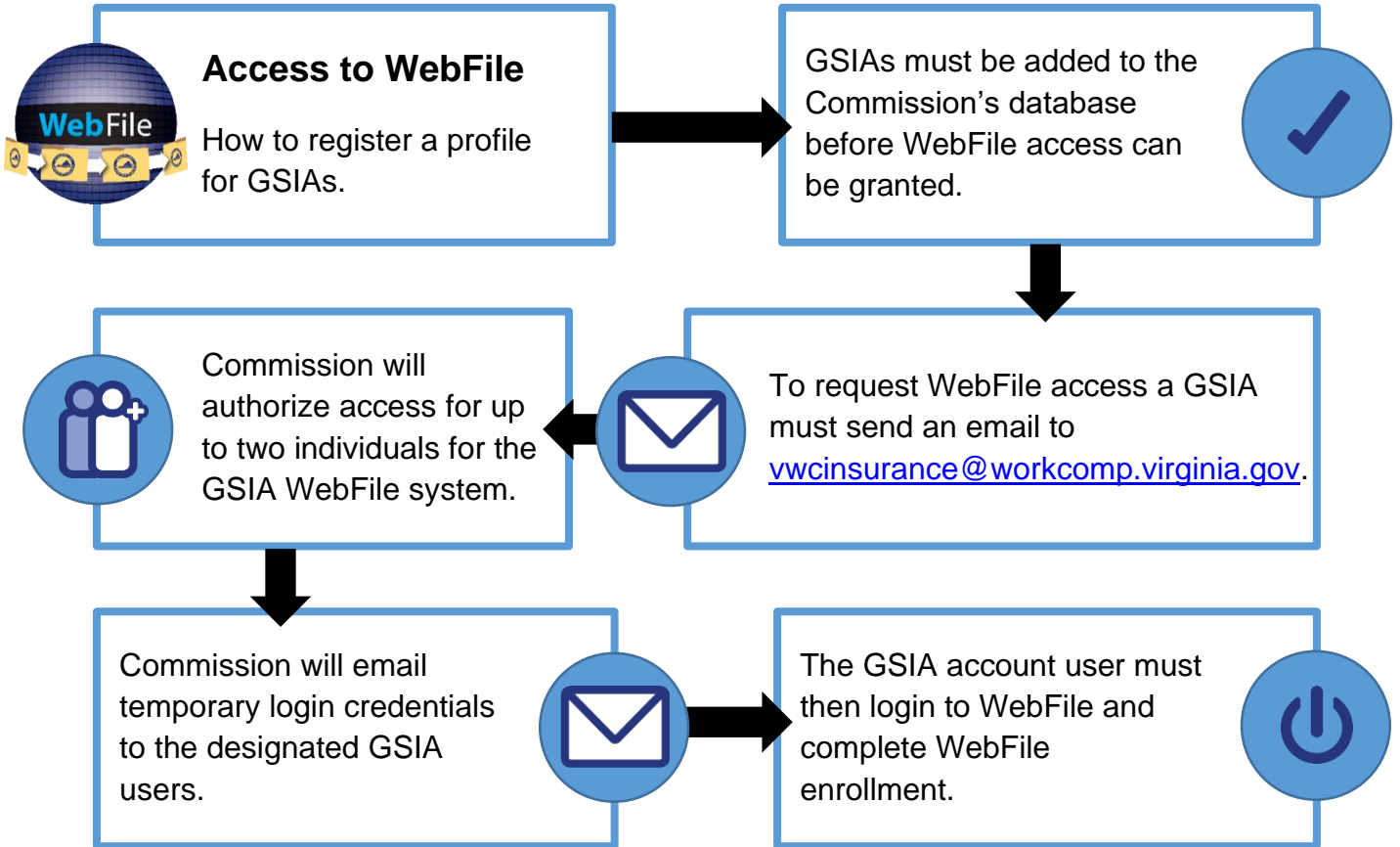


IMPORTANT

A notice sent by the Commission to a WebFile user that is listed as active for a GSIA will be deemed "notice sent" to the GSIA.

WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.



IMPORTANT

Please note, when requesting user access, all users that obtain access will receive all notices generated by the Commission for that GSIA.

REQUEST ACCESS

The first step to using GSIA WebFile is obtaining access. To request WebFile access send an e-mail to wcinsurance@workcomp.virginia.gov. A GSIA may request WebFile access for up to two users. Please note, when requesting user access that all users who obtain access will receive all notices generated by the Commission for that GSIA.



CHECK EMAIL

When a GSIA requests WebFile access, the Commission creates an account for the organization.

WebFile LOGIN AND WEBFILE ENROLLMENT

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



IMPORTANT

You should have received your login and temporary password via email. If you have not received it, submit an email to vwcinsurance@workcomp.virginia.gov.

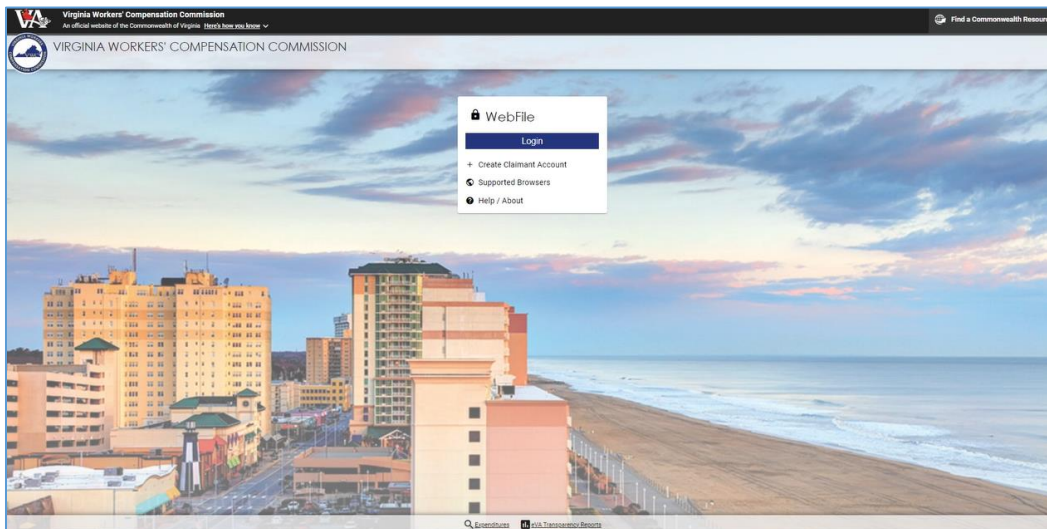


STEPS TO COMPLETE

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.

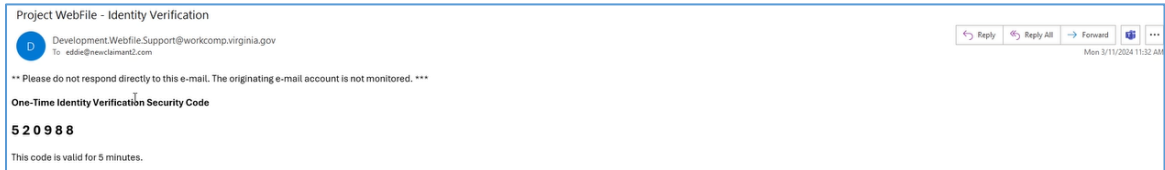
A screenshot of the WebFile login page. The page has a white background with a blue border. At the top left is a key icon followed by the text "Login". Below this is a green box containing the following text: "By logging in you agree to the below", "WebFile is a Commonwealth of Virginia information system. WebFile usage may be monitored, recorded, and subject to audit consistent with privacy accommodations. Unauthorized use of WebFile is prohibited and subject to criminal and civil penalties. Use of WebFile indicates consent to monitoring and recording.", and "See [WebFile Terms and Conditions](#) for more information." Below the green box are two input fields: "Username*" and "Password*". The "Username*" field has a question mark icon to its right. Below the input fields is a "Login" button and two links: "[Forgot Username](#)" and "[Forgot 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.

- 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.

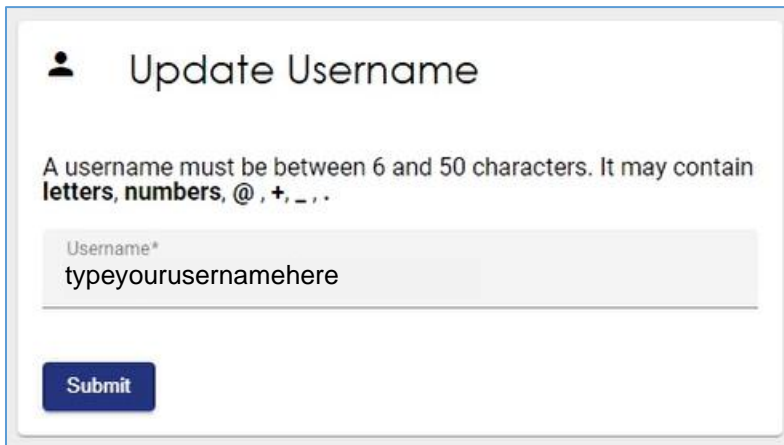
For more information, see [Two-factor authentication \(2FA\)](#).

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.

The image shows two side-by-side screenshots of the 'Update Password' form. Both screenshots have a title bar with a hamburger menu icon and the text 'Update Password'. Below the title bar is a pink warning box with a triangle icon and the text: 'You need to change your password to activate your account.' Below the warning box are two input fields: 'Password*' and 'Confirm Password*'. Below the input fields is a green checkmark icon and the text: 'Sign out from other devices'. At the bottom of the form are two buttons: 'Update Password' and 'Password Requirements'. In the left screenshot, the 'Update Password' button is greyed out. In the right screenshot, the 'Update Password' button is blue and active, and the 'Password*' and 'Confirm Password*' fields contain several dots, indicating they are filled with text.

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.
 - The user should receive a “Username already exists” message if they entered a taken username.
 - ✓ Username may have any of the following characters
 - Letters
 - Digits
 - Allowed special characters (i.e., @, #).

8. Click "Submit" to continue your registration.



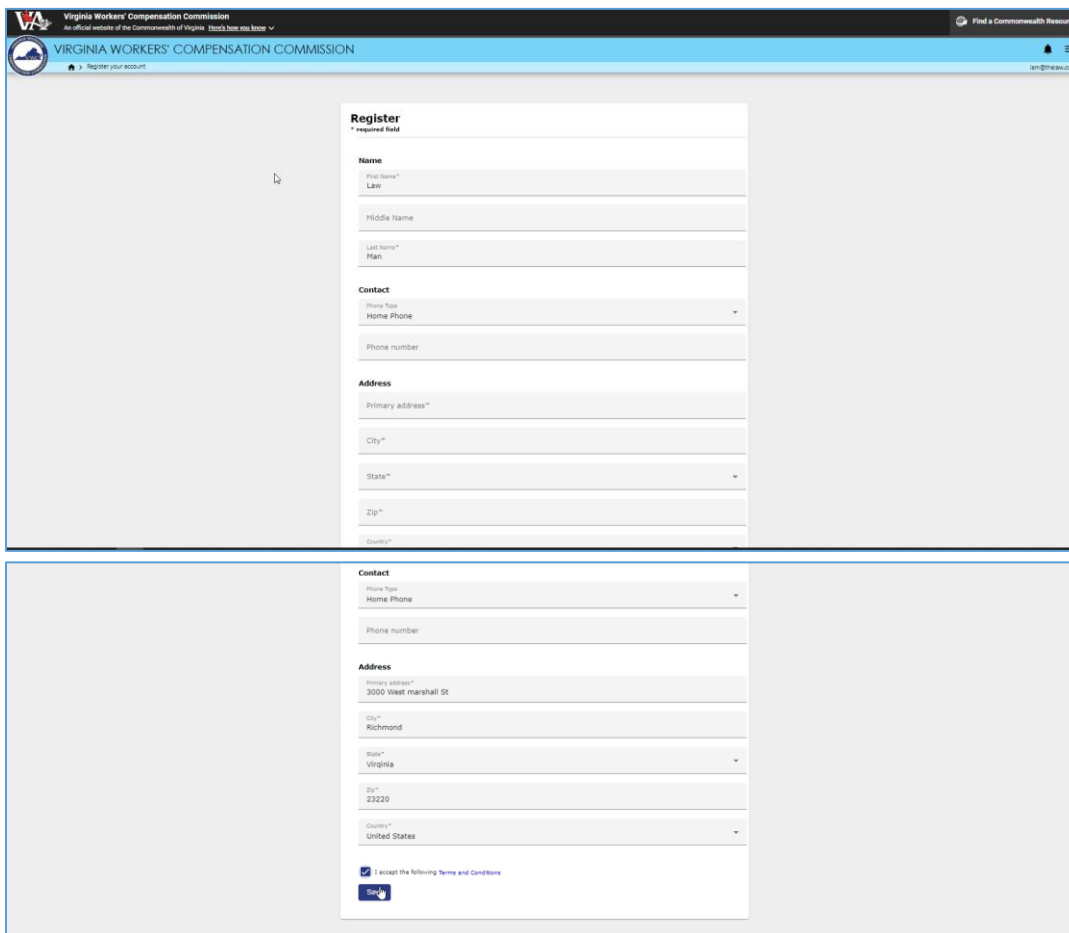
Update Username

A username must be between 6 and 50 characters. It may contain letters, numbers, @, +, _ , , .

Username*
typeyourusernamehere

Submit

9. Enter all required fields to complete your registration.
10. Click the "Save" button.



Register
* Required field

Name

First Name*
Law

Middle Name

Last Name*
Man

Contact

Phone Type
Home Phone

Phone number

Address

Primary address*
3000 West Marshall St

City*
Richmond

State*
Virginia

Zip*
23220

Country*
United States

I accept the following Terms and Conditions

Save

11. 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.

BEFORE YOU GET STARTED

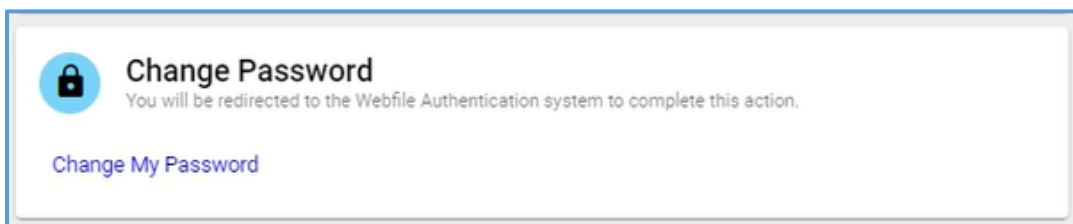
Remember the WebFile Password Criteria:

- ✓ 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.

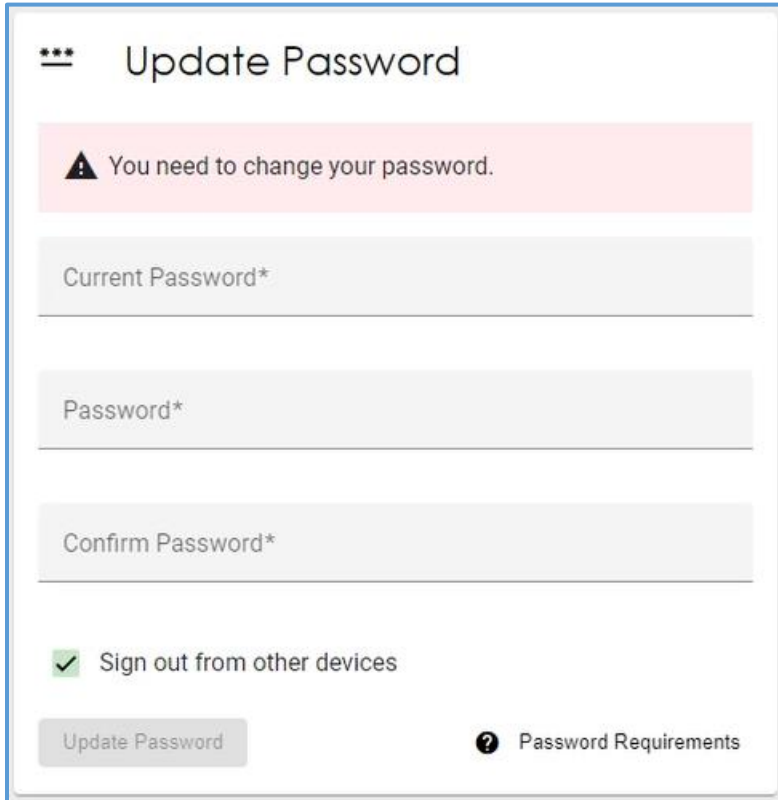
STEPS TO COMPLETE

1. Go to the WebFile website at:

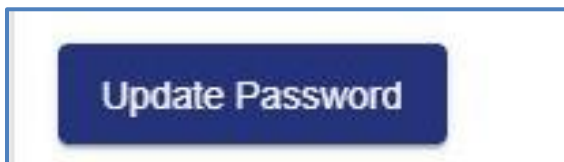
webfile.workcomp.virginia.gov
2. Enter username and password.
3. Click the “Login” button.
4. Click the menu dropdown (≡) in the top right and select “Manage Profile.”
5. Go to the “Change Password” section.
6. Click the “Change My Password” link.



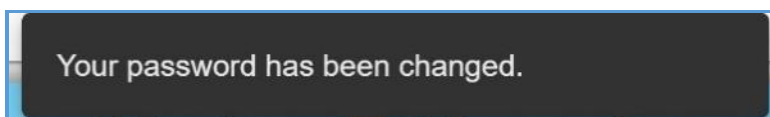
7. Enter your current password and confirm the new password.



8. Click the “Update Password” button.



9. A confirmation message will appear.



Questions regarding WebFile processes should be directed to the Commission at 1-877-664-2566 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.

By logging in you agree to the below
WebFile is a Commonwealth of Virginia information system. WebFile usage may be monitored, recorded, and subject to audit consistent with privacy accommodations. Unauthorized use of WebFile is prohibited and subject to criminal and civil penalties. Use of WebFile indicates consent to monitoring and recording.
See [WebFile Terms and Conditions](#) for more information.

Username* ?

Password*

Login [Forgot Username](#)

2. Enter your email address and click the “Submit” button.

A screenshot of a web form titled "Forgot Username". At the top left is a person icon. Below the title is a text input field with the placeholder text "Email*" and a vertical cursor. At the bottom left is a "Submit" button, and at the bottom right is a blue hyperlink labeled "Back to Login".

Forgot Username

Email*

Submit

[Back to Login](#)

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.

BEFORE YOU GET STARTED

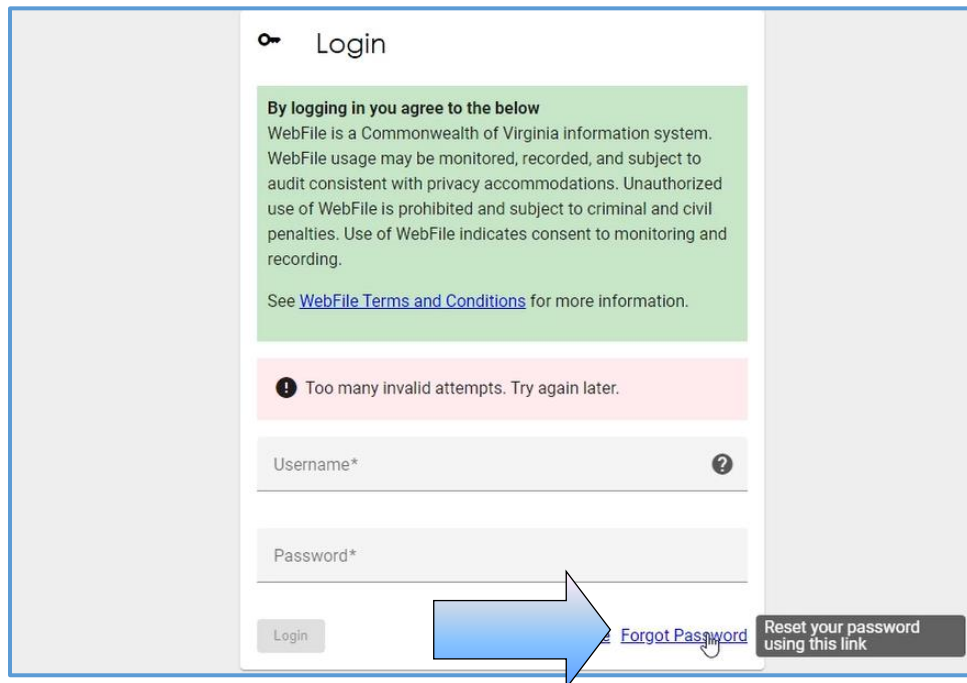
Remember the WebFile Password Criteria:

- ✓ 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.

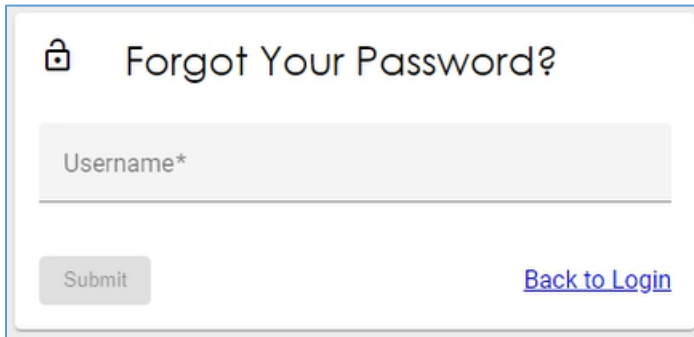
STEPS TO COMPLETE

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.

A screenshot of a web form titled "Forgot Your Password?". The form has a light gray background and a blue border. At the top left is a lock icon. Below the title is a text input field labeled "Username*". At the bottom left is a "Submit" button, and at the bottom right is a blue link labeled "Back to Login".

Forgot Your Password?

Username*

Submit

[Back to Login](#)

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](#).

UPDATE USER PROFILE

This section covers how to update a user profile.



STEPS TO COMPLETE

1. Click the menu dropdown (≡) in the top right and select “Manage Profile.”
2. Go to the “User Profile” section.
3. Enter and confirm the new information.
4. Click the “Submit” button.

The screenshot shows a "User Profile" form with the following fields and values:

- First Name ***: Patrick
- Middle Name**: (empty)
- Last Name ***: Gouldman
- Address**
 - Contact Type ***: Work Phone
 - Phone number**: (empty)
 - Primary address ***: 1000 DMV Dr
 - City ***: Richmond
 - State ***: Virginia
 - Zip ***: 23220
 - Country ***: United States
- I accept the following [Terms and Conditions](#)
- Submit** button

REGISTERING A MEMBER

This section explains how to register a member.

BEFORE YOU GET STARTED

A GSIA must be enrolled in GSIA WebFile with the Commission.


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. Select the GSIA to register by clicking the GSIA Name (GSIA's who manage multiple GSIA Federal Employer Identification Numbers (FEINs) with the Commission will see multiple rows).






QUICK TIPS

Navigating a long member list can be made easier by using the Filter () feature. This function displays fields that can be used to narrow view details. Enter Name, Federal Employer Identification Number (FEIN), Member Number, or Coverage Status details and click apply.

Filter Interface

Members
Click Member Name link to view details and see Subsidiary Covered list/details.

+ New Member

0 active filters 

Name _____ FEIN _____

Member Number _____ Coverage Status _____

Term From (On) _____ Term To (On) _____

MM/DD/YYYY On _____ MM/DD/YYYY On _____

Cancellation Request Date (On) _____ Cancellation Effective Date (On) _____

MM/DD/YYYY On _____ MM/DD/YYYY On _____

Apply Clear

5. Click the “New Member” button in the Members section.

A Commonwealth of Virginia Website [Virginia.gov](#) [Find an Agent](#)

VIRGINIA WORKERS' COMPENSATION COMMISSION

Home > GSIA Details newgsia41916

Group Self-Insurance Association Overview

GSIA Name
New Test GSIA


GSIA FEIN
031320151

Group Number
1020304050

Members

Click Member Name link to view details and see Subsidiary Covered list/details.

+ New Member

0 active filters 

Name	FEIN	Member Number	Coverage Status	Term From
TEST TODAY	123521478	658452	Good	04/24/2020
04/24/2021			⋮	
THE VERSE	031320200	030320200	Good	04/01/2020
03/01/2021			⋮	
APRIL1ST	040120209	562fg	Expired	04/01/2020

6. Complete the blank fields and make sure all required fields marked with an asterisk (*) are complete.
7. Select the “Create Member” button.

The screenshot shows the Virginia Workers' Compensation Commission website. The main header includes the logo and the text "VIRGINIA WORKERS' COMPENSATION COMMISSION". Below the header, there are two main sections:

- Group Self-Insurance Association Overview:**
 - GSIA Name: New Test GSIA
 - GSIA FEIN: 031320151
 - Group Number: 1020304050
- Upload Report:**
 - Upload Excel Spreadsheet *
 - File type must be .XLS or .XLSX
 - Override Address Validation
 - Upload Report button
- Create New Member:**
 - Name *: Test
 - FEIN *: 12345678
 - Legal Status *: Individual (dropdown menu)
 - Member Number *: 123456789
 - Coverage Effective Date *: 05/10/2016 (calendar icon)
 - Coverage Expiration Date *: 05/09/2020 (calendar icon)
 - Street Address *: 333 E Franklin St
 - City *: Richmond
 - State *: Virginia (dropdown menu)
 - Postal Code *: 23219
 - Create Member button
 - Back button



IMPORTANT

Because WebFile employs a batch process run after business hours to upload all Member and Subsidiary data received throughout the day, updated records are not visible until the following business day.

ADDING SUBSIDIARIES, AFFILIATES, TRADE NAMES, AND LOCATIONS



IMPORTANT

It is important to list all affiliated businesses with their names, locations and FEINs.

1. Select the Member Name.

The screenshot shows the 'Members' section of the Virginia Workers' Compensation Commission website. The page title is 'VIRGINIA WORKERS' COMPENSATION COMMISSION'. The breadcrumb trail is 'GSIA Details'. The page ID is 'newgsia41916'. The 'Members' section includes a '+ New Member' button and a table with the following data:

Name ↑	FEIN	Member Number	Cancellation Request Date	Cancellation Effective Date	Coverage Status	Term From
APRIL1ST	040120209	562fg			Good	04/01/2020

2. A subsidiary, affiliate, trade name and/or additional location may be added by selecting the “New Subsidiary” button.

The screenshot shows the 'Subsidiaries' section of the Virginia Workers' Compensation Commission website. The page title is 'VIRGINIA WORKERS' COMPENSATION COMMISSION'. The breadcrumb trail is 'GSIA Details > GSIA Member Details'. The page ID is 'newgsia41916'. The 'Subsidiaries' section includes a '+ New Subsidiary' button and a table with the following data:

Name ↑	FEIN	Member Number	Cancellation Request Date	Cancellation Effective Date	Coverage Status	Term From
BRAND NEW GUY	202003275	030320200			Good	03/27/2020
03/01/2021						
NICKEL NO DIME	202003275	030320200			Good	03/01/2020
03/27/2020						

3. Complete the blank fields and make sure all required fields marked with an asterisk (*) are complete.
4. Select the "Create Subsidiary" button.


Create New Subsidiary

Name *	FEIN *
Test	123456789

Legal Status *

Individual ▼

Endorsement Effective Date *

05/04/2020 

MM/DD/YYYY

Street Address *

333 E Franklin St

City *	State *	Postal Code *
Richmond	Virginia ▼	23219

[Create Subsidiary](#) [Back](#)

EDITING A MEMBER

This section explains how to edit a member.

BEFORE YOU GET STARTED

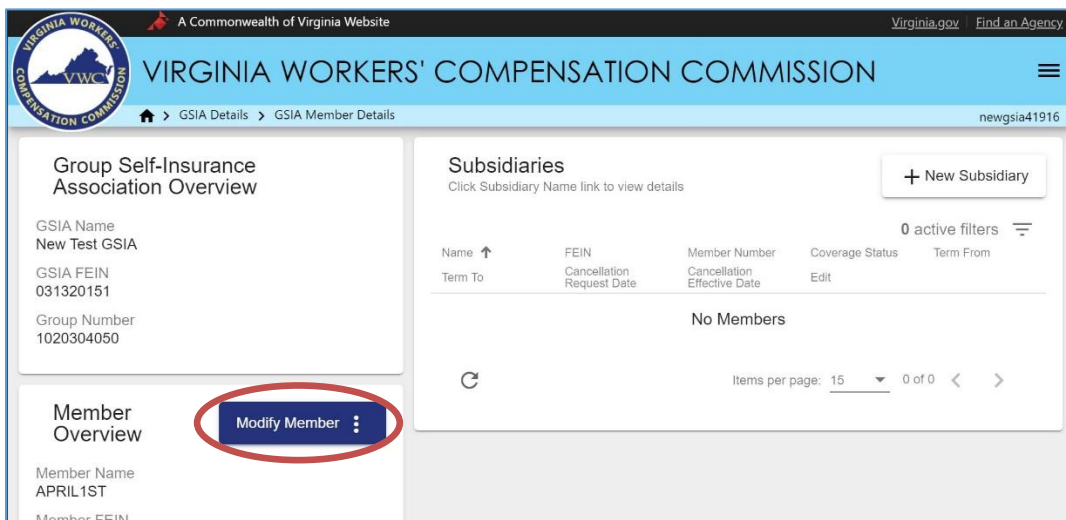
A GSIA must be enrolled in GSIA WebFile with the Commission.

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. Select the GSIA by clicking the Member Name.

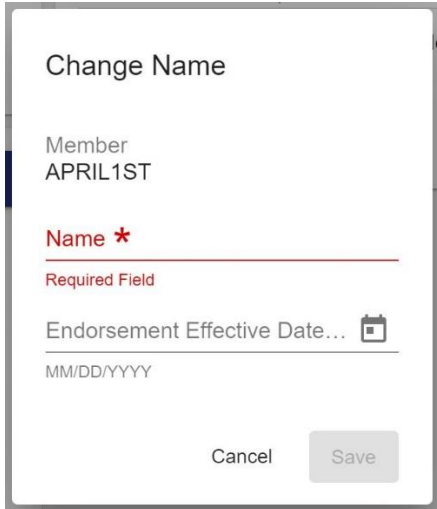
Note: GSIA’s who manage multiple GSIA FEINs with the Commission will see multiple rows.

5. Click the “Modify Member” button in the Member Overview section.



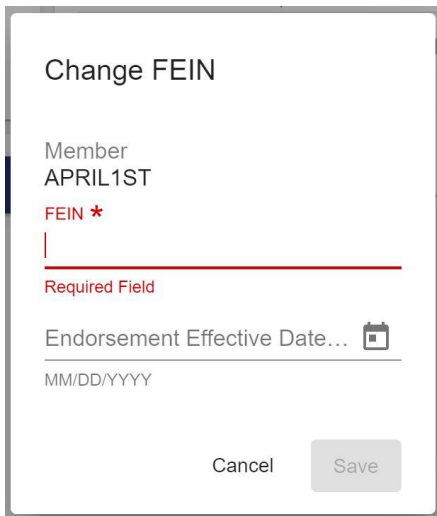
MODIFY OPTIONS

- Change Name



The screenshot shows a dialog box titled "Change Name". At the top, it displays "Member APRIL1ST". Below this is a text input field labeled "Name" with a red asterisk and a red underline, indicating it is a required field. Underneath the input field is the text "Required Field". Below that is another text input field labeled "Endorsement Effective Date..." with a calendar icon to its right and the format "MM/DD/YYYY" below it. At the bottom of the dialog are two buttons: "Cancel" and "Save".

- Change FEIN



The screenshot shows a dialog box titled "Change FEIN". At the top, it displays "Member APRIL1ST". Below this is a text input field labeled "FEIN" with a red asterisk and a red underline, indicating it is a required field. Underneath the input field is the text "Required Field". Below that is another text input field labeled "Endorsement Effective Date..." with a calendar icon to its right and the format "MM/DD/YYYY" below it. At the bottom of the dialog are two buttons: "Cancel" and "Save".

- Change Address

The screenshot shows a web form titled "Change Address". At the top, it identifies the member as "APRIL1ST". Below this, there are three input fields: "Street Address" with the value "123 Fake St", "City" with the value "Petersburg", and "State" with a dropdown menu showing "Virginia". To the right of the state dropdown is a "Postal Code" field with the value "23801". At the bottom right of the form, there are two buttons: "Cancel" and "Save".

- Change Legal Status


The screenshot shows a web form titled "Change Legal Status". It identifies the member as "APRIL1ST". The main field is "Legal Status", which is currently empty and has a red asterisk next to it, indicating it is a required field. Below this field is a red line and the text "Required Field". There is also a field for "Endorsement Effective Date..." with a calendar icon and the placeholder text "MM/DD/YYYY". At the bottom of the form, there are two buttons: "Cancel" and "Save".

- Renew Coverage


Renew Coverage

Member
APRIL1ST

Coverage Effective Date *

| 

Please enter a valid date MM/DD/YYYY.

Coverage Expiration Date * 

MM/DD/YYYY


Cancel Save

- Reinstate Coverage

Reinstate Coverage

Member
APRIL1ST

Endorsement Effective Date *

| 

Please enter a valid date MM/DD/YYYY.


Cancel Save

- Cancel Coverage

Cancel Coverage

Member
APRIL1ST

Cancellation Reason * ▼

Cancellation Effective Date * 

MM/DD/YYYY

Cancel

EDITING SUBSIDIARIES, AFFILIATES, TRADE NAMES, AND LOCATIONS

1. Select the member name that contains the subsidiary, affiliate, trade name or location to be edited.

Name ↑	FEIN	Member Number	Coverage Status	Term From
APRIL 1ST	040120209	562fg	Good	04/01/2020

2. Edit a subsidiary, affiliate, tradename or location by clicking the name.

Name ↑	FEIN	Member Number	Coverage Status	Term From	Term To
APRIL 1ST	040120209	562fg	Good	04/01/2020	04/30/2020

3. Click the “Modify Subsidiary” button to edit the data.

Group Self-Insurance Association Overview

GSIA Name
New Test GSIA

GSIA FEIN
031320151

Subsidiary Overview

Member Name
APRIL 1ST

Member FEIN
040120209

Modify Subsidiary

MODIFY OPTIONS

- Change Name

Change Name

Subsidiary
APRIL 1ST

Name *

Required Field

Endorsement Effective Date...

MM/DD/YYYY

Cancel Save

- Change FEIN

Change FEIN

Subsidiary
APRIL 1ST

FEIN *

Required Field

Endorsement Effective Date...

MM/DD/YYYY

Cancel Save

- Change Address

Change Address

Subsidiary
APRIL 1ST

Street Address *
13890 W River Rd

City * State * Postal Code *
King William Virginia 230863205

Cancel Save

- Remove Coverage

562to

Remove Coverage

Subsidiary
APRIL 1ST

Endorsement Effective Date *
| 

Please enter a valid date MM/DD/YYYY.

Cancel Save

- Renew Coverage

Renew Coverage

Subsidiary
APRIL 1ST

Coverage Effective Date *



Please enter a valid date MM/DD/YYYY.

Coverage Expiration Date *



MM/DD/YYYY

Cancel

Save

UPLOAD REPORT FUNCTIONS

This section covers the functionality available for managing and updating GSIA Member Data using the Upload Report option.



BEFORE YOU GET STARTED

A GSIA must be enrolled in GSIA WebFile with the Commission.



STEPS TO COMPLETE

1. Log in to WebFile.
2. The “Managed GSIA List” will display.
3. Select the appropriate GSIA Name.
4. Click “Upload Excel Spreadsheet” in the Upload Report section to open the spreadsheet you wish to upload from its location on your computer or network.

The screenshot shows the Virginia Workers' Compensation Commission WebFile interface. The top navigation bar includes the VWC logo and the text "A Commonwealth of Virginia Website" and "VIRGINIA WORKERS' COMPENSATION COMMISSION". Below the navigation bar, there is a breadcrumb trail: "Home > GSIA Details".

The main content area is divided into two columns. The left column is titled "Group Self-Insurance Association Overview" and displays the following information:

- GSIA Name: New Test GSIA
- GSIA FEIN: 031320151
- Group Number: 1020304050

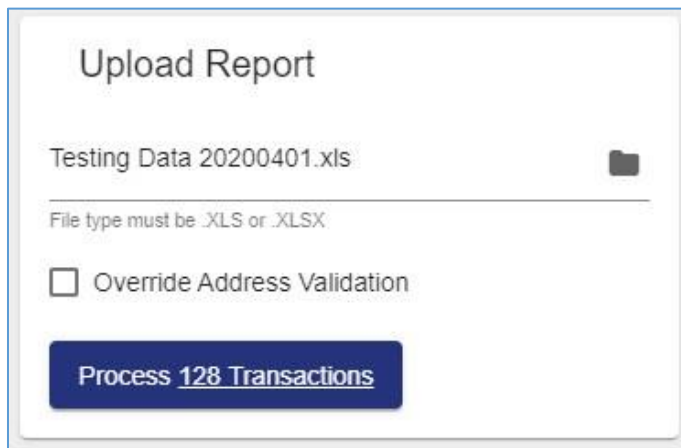
The right column is titled "Members" and contains a table with the following columns: Name, FEIN, Member Number, Coverage Status, Term From, and Ten. The table lists several members, including "TWENTY-ONE", "THE VERSE", "TESTING NEW MEMBER BY EXCEL", "TEST TODAY", "SDFASDFSDF", and "PHILLIP JOHNSON".

The "Upload Report" section is circled in red. It contains the following elements:

- Upload Excel Spreadsheet *
- File type must be .XLS or .XLSX
- Override Address Validation
- Upload Report button

Note: Please note that the only file type accepted by WebFile is Excel. Supported versions are 95, 97, 2000, XP, and 2003. If you are using Excel 2007 as part of the Office 2007 suite, please “Save As” to a supported version.

5. Click the “Process __ Transactions” button to upload a report.



Upload Report

Testing Data 20200401.xls

File type must be .XLS or .XLSX

Override Address Validation

Process 128 Transactions



QUICK TIPS

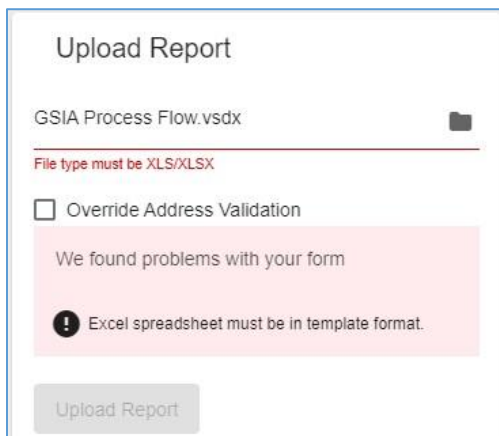
Because WebFile employs a batch process run after business hours to upload all Member and Subsidiary data received throughout the day, updated records are not visible until the following business day.

COMMON UPLOAD ERROR MESSAGES

This section covers WebFile upload report errors. WebFile validates uploaded report data against Commission standards, as well as against (for address data specifically) the US Postal Service’s address database.

FILE TYPE

File type must be XLS/XLSX. We found problems with your form. Excel spreadsheet must be in template format.

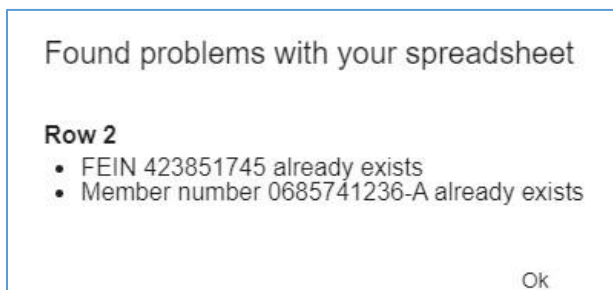


The screenshot shows a web form titled "Upload Report". At the top, the filename "GSIA Process Flow.vsdX" is displayed next to a folder icon. Below the filename, a red error message reads "File type must be XLS/XLSX". There is a checkbox labeled "Override Address Validation" which is currently unchecked. A pink error box contains the text "We found problems with your form" and a red exclamation mark icon followed by the message "Excel spreadsheet must be in template format." At the bottom of the form is a grey "Upload Report" button.

The correct file type is Microsoft Excel; supported versions are 95, 97, 2000, XP, and 2003. If you are using Excel 2007 as part of the Office 2007 suite, please “Save As” to a supported version.

SPREADSHEET ERROR

Found problems with your spreadsheet. The error message will display below.

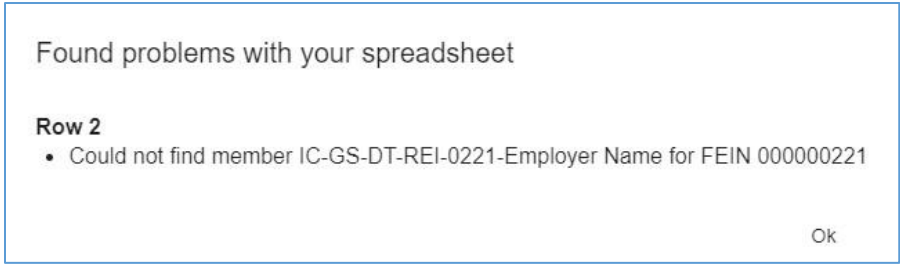


The screenshot shows a dialog box titled "Found problems with your spreadsheet". It lists the following error details:

Row 2

- FEIN 423851745 already exists
- Member number 0685741236-A already exists

An "Ok" button is located at the bottom right of the dialog box.




Correct the error and re-upload the file. This message will no longer display once all of the data and formatting requirements have been met.

If errors persist, please attach the spreadsheet (with errors highlighted) in an e-mail to WebFile.Support@workcomp.virginia.gov.

ADDRESS ERROR

The address you entered was not recognized by the United States Postal Service. Please correct the address or check the Override Address Validation box to skip validation.

The system validates address data against the US Postal Service database to ensure quality data is loaded to the system. You may override this step so that your address data is accepted.

 **IMPORTANT** *Non-Address data errors cannot be overridden, and must be corrected on the source spreadsheet and reloaded before WebFile will accept the Report.*

SYSTEM ERROR

An error occurred during the document upload; the administrator has been contacted. If the problem persists, please contact the WebFile administrator at WebFile.Support@workcomp.virginia.gov.

REPORT SPREADSHEET FIELDS AND FUNCTIONS

Spreadsheet Column	Required Format of Data	Maximum Width	Required/ Optional	Common System Error Messages	Description of Data Element
Action	2-digit number between 01 and 22	2	Required for All Transactions	Action Code Not Valid Maximum length for the Action Code is 2	An Action Code corresponds to a specific transaction type. See the last page for "Action Code Reference Table" for a list of each Action Code, Name, and Description.
Action Request Effective Date	YYYYMMDD (Example: May 5 th , 2009 is entered as 20090505)	8	Required for All Transactions	Action Request Effective Date is required. Maximum length for the Action Request Effective Date is 8	This date reflects the effective date of the action being requested.
Member Number	Can be Alpha-Numeric, and can include special characters	18	Required for All Transactions	Member Number is required. Maximum length for the Member Number is 18	This number is generated by the Group Self-Insured Association.
Coverage Term Effective Date	YYYYMMDD (Example: June 1 st , 2009 is entered as 20090601)	8	Required for All Transactions	Coverage Effective Date is required. Maximum length for the Coverage Effective Date is 8	The effective date of the coverage contract for the new certificate or the renewal certificate.
Coverage Term Expiration Date	YYYYMMDD (Example: June 1 st , 2010 is entered as 20100601)	8	Required for All Transactions	Coverage Expiration Date is required Maximum length for the Coverage Expiration Date is 8	The end date of the certificate contract for the new business certificate or the renewal certificate.
FEIN	9-digit Federal Employer Identification Number (FEIN)	9	Required for All Transactions	Federal Employer Identification Number is required. Maximum length for a FEIN is 9	
Old FEIN	Former 9-digit Federal Employer Identification Number	9	Required Only When Changing/Updating the Original Member or Subsidiary FEIN (Transactions 02 or 06)	Federal Employer Identification Number is required. Maximum length for a FEIN is 9	FEIN as it existed prior to being updated in the FEIN field. Note: Other terms for Subsidiary include "Trading As" or "Doing Business As"
Name	Data must match precisely with what is already in WebFile, including punctuation	90	Required for All Transactions	Name is required Maximum length for a Name is 90 Member/Subsidiary name, FEIN, and Member Number combination is not valid	Name of Member. This data may be found by accessing WebFile and reviewing the Member / Subsidiary record. This data represents what was initially provided by the GSIA and loaded to the Commission's database.
Old Name	Former Name of Member	90	Required Only When Changing/Updating Original Member Name (Transactions 03 or 07)	Name is required Maximum length for a Name is 90	Member Name as it exists prior to being updated in this transaction.
Address	US Post Office standard, including use of standard abbreviations as needed. (Example: 1119 West Main Street or 1119 W. Main St.)	60	Required for All Transactions	Street Address is required Maximum length for a Street Address is 60	Address of Member. This data may be found by accessing WebFile and reviewing the record. This data represents what was initially provided by the GSIA and loaded to the Commission's database.
City	US Post Office standard naming; no commas in field	30	Required for All Transactions	City is required Maximum length for a City is 30	The city of the Member's primary address or the city of the Member's address in the jurisdiction.
State	US Post Office Standard 2-letter Abbreviation (Examples: VA, NC, MN)	2	Required for All Transactions	State is required Maximum length for a State is 2	The State/jurisdiction of the Member's primary address or the State/jurisdiction of the Member's address in the jurisdiction.
Zip	US Post Office 5-digit or 9-Digit Zip Code	9	Required for All Transactions	Postal Code is required Maximum length for a Postal Code is 9	The postal code of the Member's primary address or the postal code of the Member's address in the jurisdiction.
Legal Status	2-digit number	2	Required for All Transactions	Legal Status is required Maximum length for the Legal Status is 2	The code associated with the Nature of Business. Values: 01 = Individual 02 = Partnership 03 = Corporation 04 = Assoc., Labor Union, Religious Organization 05 = Limited Partner 06 = Joint Venture 10 = Limited Liability Company (LLC) 11 = Trust or Estate 12 = Executor or Trustee 13 = Limited Liability Partnership (LLP) 14 = Governmental Entity 99 = Other

REPORT SPREADSHEET SAMPLE – NO ERRORS

Action	Action Request Effective Date	Member #	Coverage Term Effective Date	Coverage Term Expiration Date	FEIN	Old FEIN	Name	Old Name	Address	City	State	Zip	Legal Status
12	20090101	IC-GS-DT-REI-0221	20090101	20100101	000000221		IC-GS-DT-REI-0221-Employer Name		IC-GS-DT-REI-0221-Primary Address	Richmond	VA	230601234	01
12	20090101	IC-GS-DT-REI-0222	20090101	20100101	000000222		IC-GS-DT-REI-0222-Employer Name		IC-GS-DT-REI-0222- Primary Address	Richmond	VA	230601234	01
12	20090101	IC-GS-DT-REI-0223	20090101	20100101	000000223		IC-GS-DT-REI-0223-Employer Name		IC-GS-DT-REI-0223- Primary Address	Richmond	VA	230601234	01
12	20090101	IC-GS-DT-REI-0224	20090101	20100101	000000224		IC-GS-DT-REI-0224-Employer Name		IC-GS-DT-REI-0224- Primary Address	Richmond	VA	230601234	01
06	20090101	IC-GS-DT-END-0225	20090101	20100101	000000225	000099999	IC-GS-DT-END-0225-Employer Name		IC-GS-DT-END-0225- Primary Address	Richmond	VA	230601234	01
05	20090101	IC-GS-DT-END-0226	20090101	20100101	000000226		IC-GS-DT-END-0226-Employer Name		IC-GS-DT-END-0226- Primary Address	Richmond	VA	230601234	01
08	20090101	IC-GS-DT-END-0228	20090101	20100101	000000228		IC-GS-DT-END-0228-Employer Name		IC-GS-DT-END-0228- Primary Address	Richmond	VA	230601234	01
07	20090101	IC-GS-DT-END-0229	20090101	20100101	000000229		IC-GS-DT-END-0229-Employer Name	IC-GS-DT-END-0229-Employer Name Old	IC-GS-DT-END-0229-Employer Name	Richmond	VA	230601234	01
09	20090101	IC-GS-DT-END-0230	20090101	20100101	000000230		IC-GS-DT-END-0230-Employer Name		IC-GS-DT-END-0230- Primary Address	Richmond	VA	230601234	01
03	20090101	IC-GS-DT-END-0231	20090101	20100101	000000231		IC-GS-DT-END-0231-Employer Name		IC-GS-DT-END-0231- Primary Address	Richmond	VA	230601234	01
02	20090101	IC-GS-DT-END-0240	20090101	20100101	000000240	000999999	IC-GS-DT-END-0240-Employer Name		IC-GS-DT-END-0240- Primary Address	Richmond	VA	230601234	01
11	20090101	IC-GS-DT-REN-0242	20090101	20100101	000000242		IC-GS-DT-REN-0242-Employer Name		IC-GS-DT-REN-0242- Primary Address	Richmond	VA	230601234	01
11	20090101	IC-GS-DT-REN-0243	20090101	20100101	000000243		IC-GS-DT-REN-0243-Employer Name		IC-GS-DT-REN-0243- Primary Address	Richmond	VA	230601234	01
10	20090101	IC-GS-DT-REN-0244	20090101	20100101	000000244		IC-GS-DT-REN-0244-Employer Name		IC-GS-DT-REN-0244- Primary Address	Richmond	VA	230601234	01
19	20090101	IC-GS-DT-CAN-0245	20090101	20100101	000000245		IC-GS-DT-CAN-0245-Employer Name		IC-GS-DT-CAN-0245- Primary Address	Richmond	VA	230601234	01
13	20090101	IC-GS-DT-CAN-0246	20090101	20100101	000000246		IC-GS-DT-CAN-0246-Employer Name		IC-GS-DT-CAN-0246- Primary Address	Richmond	VA	230601234	01

REPORT SPREADSHEET – ACTION CODE REFERENCE

Action Code	Action Name	Action Description
01	Add New Member	Add New Insured Member
02	Change Member FEIN	Change Existing Insured FEIN to new FEIN – must also insert former FEIN in Old FEIN field
03	Change Member Name	Change Existing Insured Name
04	Change Member Address	Change Official Address for Insured
05	Add New Subsidiary/Trading Name/Doing Business As*	Add New Employer
06	Change Subsidiary FEIN	Change existing Employer FEIN to New FEIN – must also insert former FEIN in Old FEIN field
07	Change Subsidiary Name	Change existing Employer name to new Name – must also insert former name in Old Name field
08	Change Subsidiary Address	Change existing Employer address to new address
09	Remove Subsidiary	Delete Employer
10	Renew Member	Renew existing Insured client – must also insert Member Number in "Member #" field
11	Renew Subsidiary	Renew existing Employer – must also insert Member Number in "Member #" field
12	Reinstate Member	Reinstate currently inactive Insured client
13	Cancel Member due to Non-Payment (group's request)	Cancel Insured Client due to Non-Payment; action generated by Group
14	Cancel Member due to Underwriting Reason (group's request)	Cancel Insured Client due to Underwriting Reason; action initiated by member
15	Cancel/Non-renew Member due to Cov Placed Elsewhere (member's request)	Cancel due to Client Coverage moved to competitor; action initiated by member
16	Cancel/Non-renew Member due to Change of Ownership (member's request)	Cancel due to No Employer, No Expos (?), No Ops (?)
17	Cancel/Non-renew Member due to no Empl/No Expos/No Ops (member's request)	Cancel due to Change of Ownership; action initiated by member
18	Cancel/Non-renew Member due to Out of Business (member's request)	Cancel due to member going out of business; action initiated by member
19	Cancel/Non-renew Member Reason Unknown (member's request)	Cancel when action initiated by member, with no reason given
21	Non-renew Member due to Underwriting Discretion (group's request)	Non-renew member due to Underwriting decision; action initiated by Group.
22	Change Legal Status	Change Legal Status of Insured (see "Legal Status" row above or specific status options)

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.

