



WebFile Quick-Start for Claimants

Get Ready:

- Download and review the WebFile Guide for Claimants at <http://www.workcomp.virginia.gov/webfile/webfile-guide-claimants>.
- Use a desktop or laptop computer to access WebFile. Do not use mobile devices.
- Use Google Chrome or Internet Explorer 11 or higher. Other browsers may not work.

Get Started:

1. Go to the WebFile login page at <https://webfile.workcomp.virginia.gov>.
2. Click the “Claimant Registration” link at the top-right corner of the page.
3. Enter required information and click the “Register” button.
4. A temporary password will be emailed to you.
5. Go back to the WebFile login page at <https://webfile.workcomp.virginia.gov> and click the “Login” link at the top-right corner of the page.
6. Login with your email address and the temporary password emailed to you.
7. Enter required information to create and save your username, new password, and security question answers.
8. You will be logged out of WebFile. Log back in with your username and new password.
9. Enter the required information under “Claim Association” to associate your claim to your WebFile account. This allows you to view and manage your claim. The required information comes from two separate mailings from the Commission.
 - The PIN comes from the PIN Letter mailed from the Commission.
 - The Jurisdiction Claim Number, Last Name, and Injury Date come from the Notification of Injury letter mailed from the Commission
 - Information must be entered **EXACTLY** as it appears in the letters.
10. Use the directions in the WebFile Guide for Claimants (<http://www.workcomp.virginia.gov/webfile/webfile-guide-claimants>) to view and manage your claim.

Questions/Problems?

Use the Online WebFile Support Tool at <http://www.workcomp.virginia.gov/content/webfile-support> to answer FAQs and get directions to helpful resources.