



WebFile Guide for

# Claim Administrators

**How to Navigate through WebFile**

# WELCOME

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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](http://workcomp.virginia.gov/webfile/webfile-support) for issue resolution or direction to the proper Commission resources.

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# WebFile SECURITY

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

## USERNAME

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

## PASSWORD

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

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

## TIMEOUT FEATURE

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

### IMPORTANT



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

# WebFile ROLE OVERVIEW

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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](mailto: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

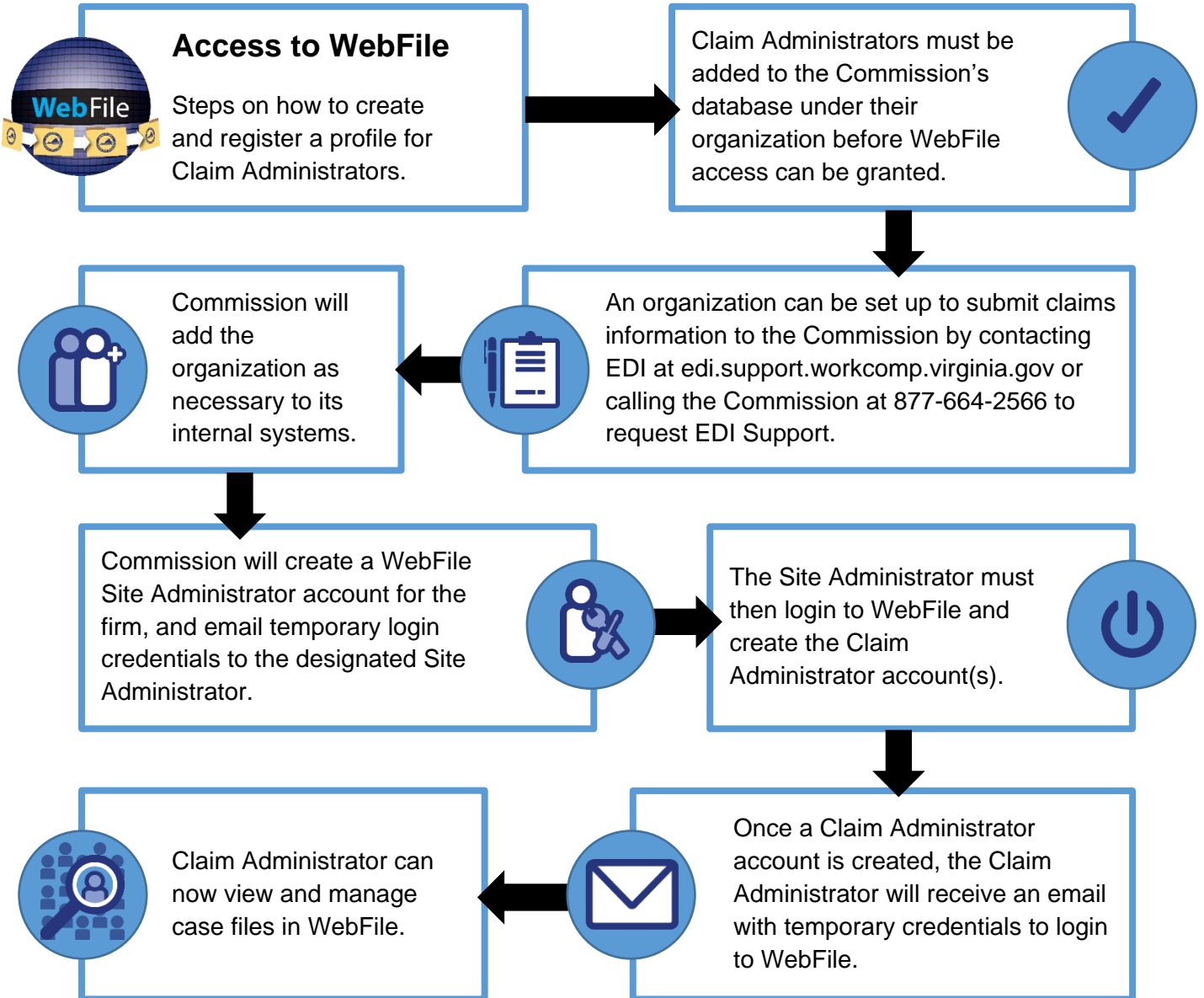
### IMPORTANT



*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.



## IMPORTANT



*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.*



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

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](mailto: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](mailto: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](mailto: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.



# 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 - 9 and the Claim Administrator User will need to complete steps 10 - 21.



## BEFORE YOU GET STARTED

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



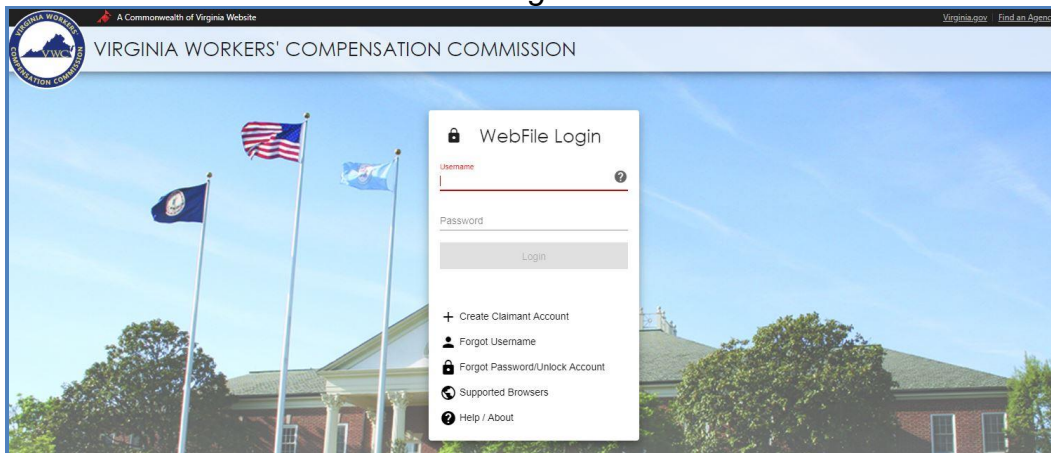
## STEPS TO COMPLETE



1. Go to the WebFile website at:

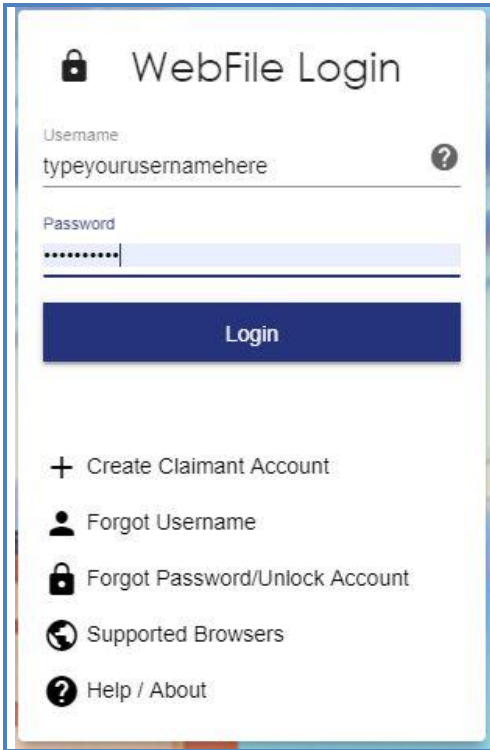
[webfile.workcomp.virginia.gov](http://webfile.workcomp.virginia.gov).

WebFile Login Interface

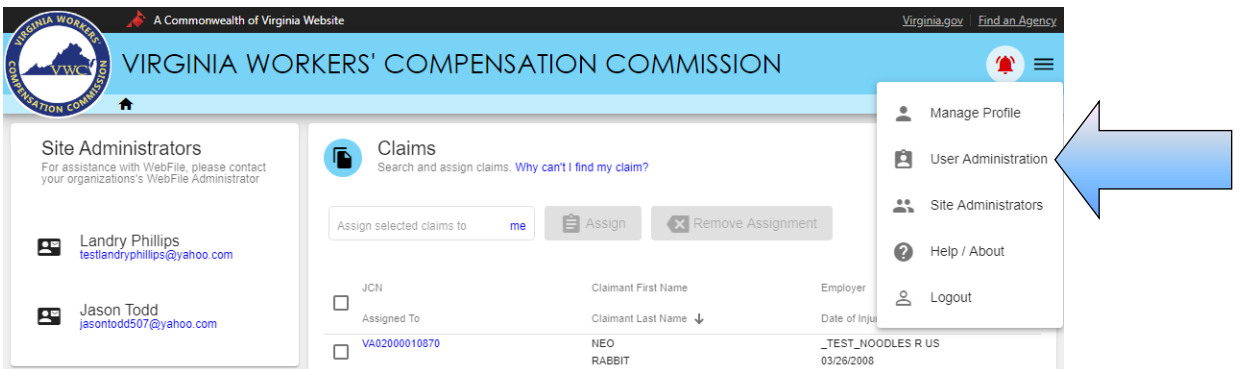




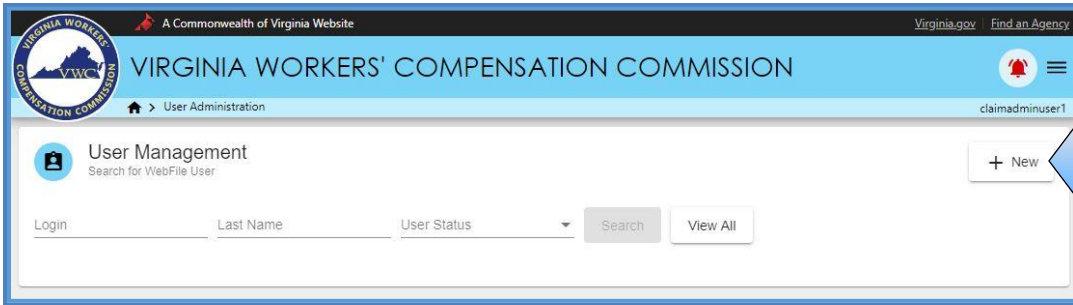
2. Enter Username and Password
3. Click the “Login” button.



4. Click the menu dropdown ( ≡ ) in the top right and select “User Administration.”



5. Click “New” to add a user.



6. Enter the Claim Administrator User's information.

The screenshot shows the 'Add User' form. The form includes the following fields and values:

- Status:** Current User
- Email \***: newuser@wvc.state.va.us
- First Name \***: New
- Middle Name**: (empty)
- Last Name \***: User
- Address \***: 1000 DMV Drive
- City \***: Richmond
- State \***: Virginia
- Zip \***: 23223
- Country \***: United States

7. Click/drag the “Manager” toggle to assign the “Manager” role.
8. Click the “Save” button.

The screenshot shows a user management interface. At the top left, there is a 'Manager' toggle switch that is currently turned off. Below this, there are two columns: 'Available Managers' and 'Assigned Managers'. The 'Available Managers' column contains a list of names with plus signs next to them: Dawson, Michael; Graham, Mahlon; McEntee, Ryan; Padgett, Lauren; Smitts, Jimmy; and Stevens, Brady. The 'Assigned Managers' column is currently empty. At the bottom left, there is a blue 'Save' button. A large blue arrow points from the 'Save' button towards the right, indicating the next step in the process.

9. An email with the Claim Administrator User’s temporary password will be generated and sent to the Claim Administrator email address.

### IMPORTANT



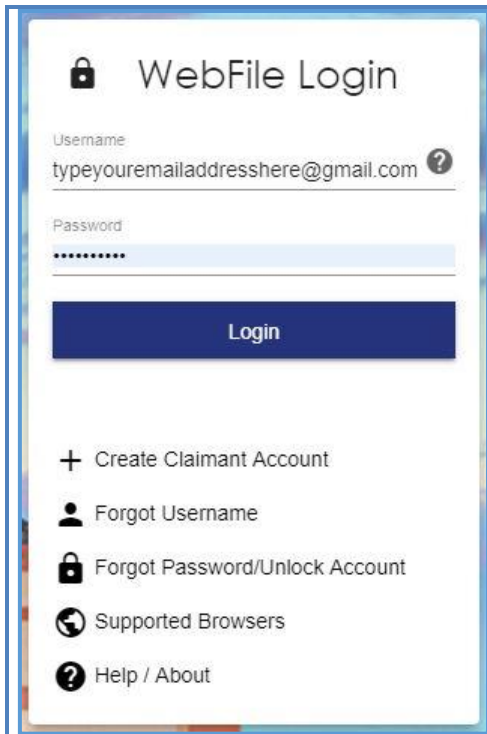
*Temporary password emails may show up in a spam/junk folder. Email security settings and contact lists may need to be adjusted to allow future emails. Please consult your Internet Service Provider (ISP) with any questions pertaining to these settings.*



### 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.***

10. New Claim Administrator User will need to access the WebFile website at:  
[webfile.workcomp.virginia.gov/](http://webfile.workcomp.virginia.gov/)
11. Enter the Username (email address) and Password provided to you from  
[webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).
12. Click the “Login” button.



WebFile Login

Username  
typeyouremailaddresshere@gmail.com ?

Password  
\*\*\*\*\*

Login

+ Create Claimant Account

Forgot Username

Forgot Password/Unlock Account

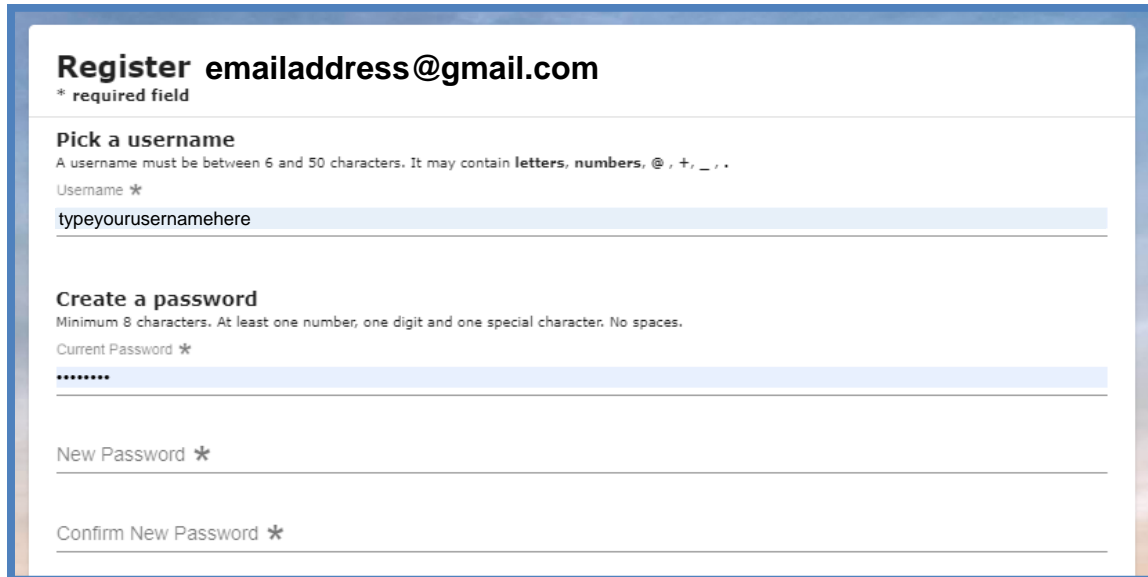
Supported Browsers

Help / About

13. Create a Username.

**Note:** Do not use an email address. (see [WebFile Security](#))

14. Create a new password and confirm.



The screenshot shows a registration form with the following sections:

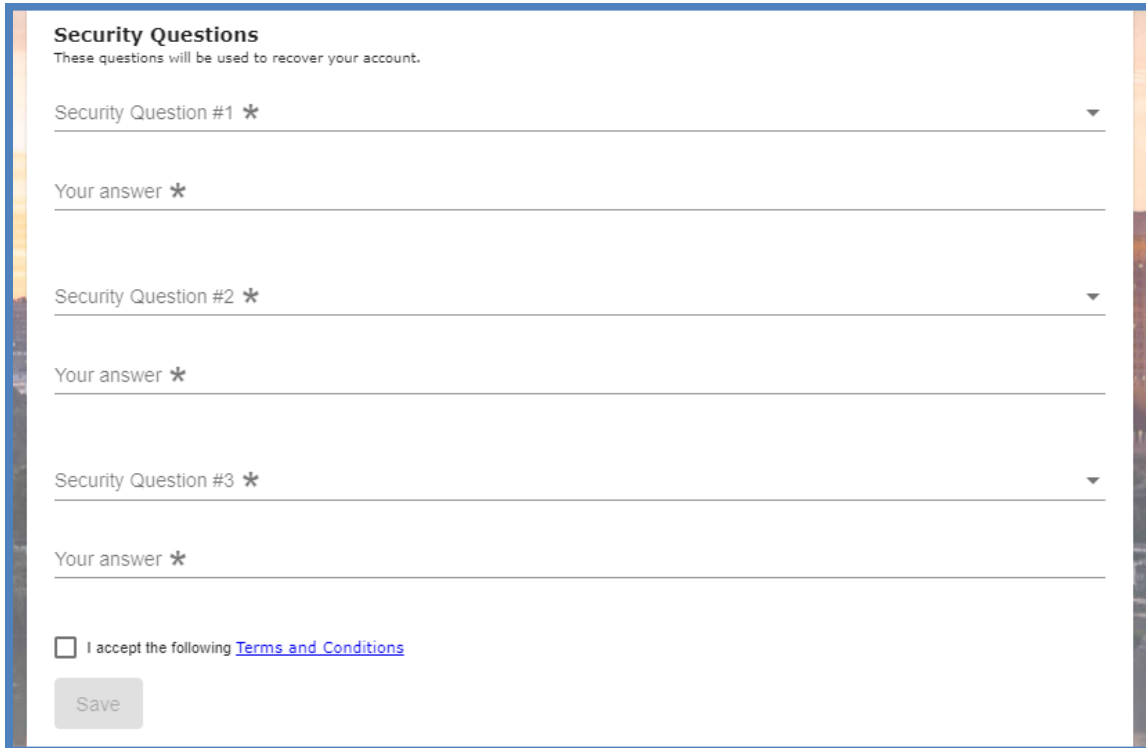
- Register emailaddress@gmail.com**  
\* required field
- Pick a username**  
A username must be between 6 and 50 characters. It may contain letters, numbers, @, +, \_ , .  
Username \*  
typeyourusernamehere
- Create a password**  
Minimum 8 characters. At least one number, one digit and one special character. No spaces.  
Current Password \*  
\*\*\*\*\*
- New Password \*
- Confirm New Password \*

15. Select and answer three security questions. These questions will assist you in case you are ever locked out of the system or forget your password. Answers are case sensitive.

16. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.

17. After reviewing, check the box to accept the Terms and Conditions.

18. Click "Save" to complete your registration.



The screenshot shows a registration form titled "Security Questions". Below the title is a sub-header: "These questions will be used to recover your account." The form contains three identical sections, each with a dropdown menu for a security question and a text input field for the answer. At the bottom of the form, there is a checkbox labeled "I accept the following [Terms and Conditions](#)" and a "Save" button.

19. Confirmation message verifying your successful registration is displayed.
20. Click the "OK" button.

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.


The screenshot shows the 'User Management' interface for the Virginia Workers' Compensation Commission. The page header includes the VWC logo and the text 'VIRGINIA WORKERS' COMPENSATION COMMISSION'. Below the header, there is a navigation bar with 'User Administration' and a user profile 'mahlon.graham@vwc.state.va.us'. The main content area is titled 'User Management' and 'Search for WebFile User'. It features three input fields: 'Login', 'Last Name', and 'User Status', followed by a 'Search' button. A blue arrow points to the 'Search' button. A '+ New' button is located to the right of the search fields.

## Search Results:



The screenshot displays the 'User Management' interface for the Virginia Workers' Compensation Commission. It features a search bar with fields for 'Login', 'Last Name', and 'User Status', along with 'Search' and 'View All' buttons. A table below lists five users, each with an edit icon (pencil) to the right of the row.

Login	Name	Role	Status	Manager?	Locked?	Registered?	Site Admin?	
rhester66@yahoo.com	Barbara Walters	Claim Administrator	Current User	Y	N	Y	N	
toddbw@vcu.edu	John Doe	Claim Administrator	Current User	N	N	Y	N	
misterpro@yahoo.com	Mister Pro	Claim Administrator	Current User	N	N	Y	N	
crackerbetty1@gmail.com	Betty Crocker	Claim Administrator	Current User	N	N	N	N	
bradymac43@gmail.com	Tracy McBrady	Claim Administrator	Current User	N	N	N	N	

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.





## 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.*






### BEFORE YOU GET STARTED

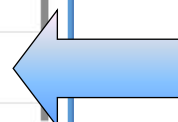
- ✓ Set up as a Site Administrator by the Commission
- ✓ Finished Registration process
- ✓ Created a Claim Administrator User profile



### 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.

ryan.mcentee@vwc.state.va.us  
Status: Current User

First Name \* Ryan Middle Name Last Name \* McEntee

Address \* 2018 Monument Ave

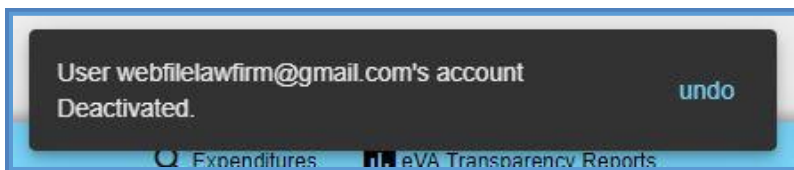
City \* Richmond State \* Virginia Zip \* 23220-2700 Country \* United States

Manager

Available Employees	Assigned Employees
+ Barlow, Deja	- Benjamin, Dru
+ Boy, VWC	- Crocker, Betty
+ Mark, Marky	- Crockera, Betty
+ McEntee, Ryan	- Dawson, Michael
+ saga, bob	- Doe, John
+ Stevens, Brady	- Ford, Franklin

Save Reset Password **Deactivate Account** Back

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

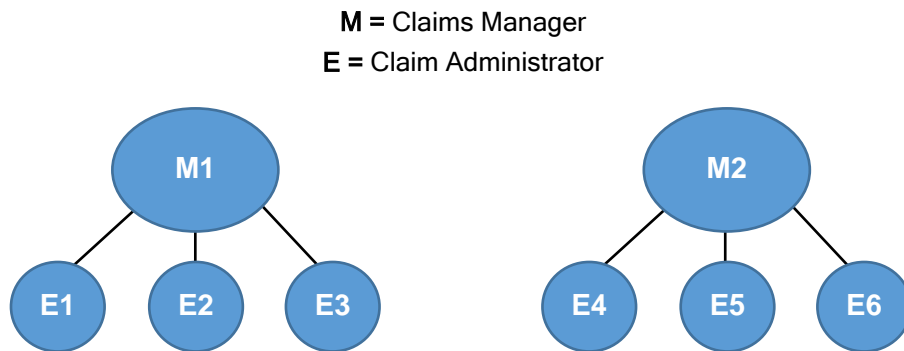
### IMPORTANT



*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.



### WebFile Claim Administrator Manager/Non Manager Association

#### Manager One

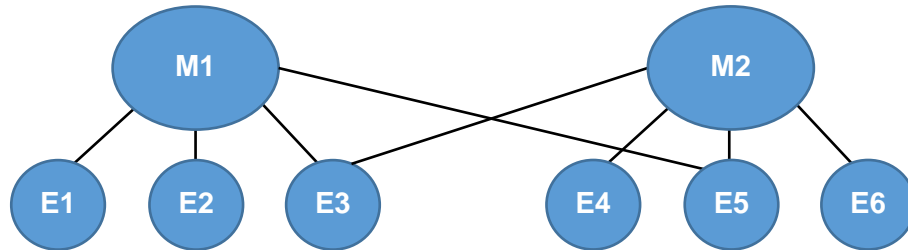
Available Managers	Assigned Managers
+Manager, Two	-Employee, One
+Manager, Three	-Employee, Two
+Employee, Four	-Employee, Three
+Employee, Five	
+Employee, Six	

#### 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

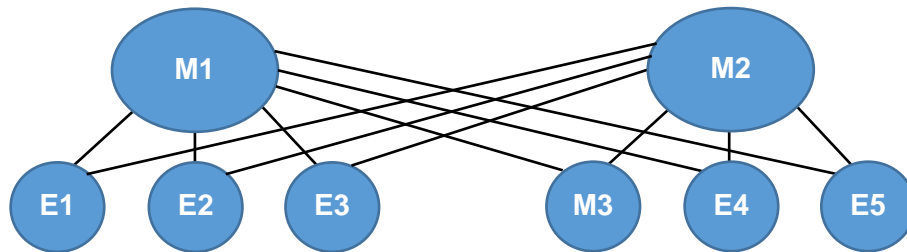
Available Managers	Assigned Managers
+Manager, Two	-Employee, One
+Manager, Three	-Employee, Two
+Employee, Four	-Employee, Three
+Employee, Six	-Employee, Five

### 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

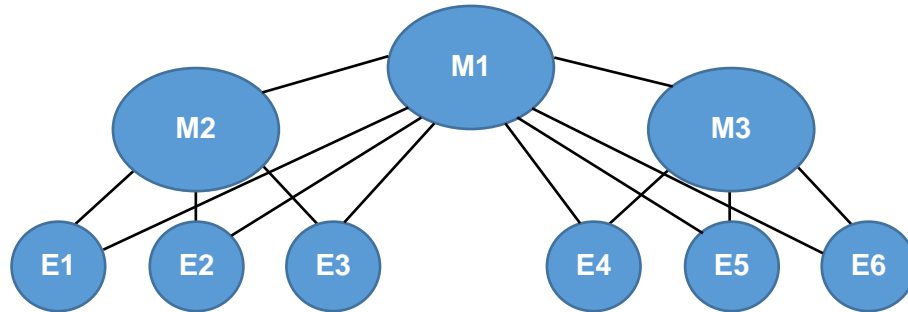
Available Managers	Assigned Managers
+Manager, Two	-Manager, Three
	-Employee, One
	-Employee, Two
	-Employee, Three
	-Employee, Four
	-Employee, Five
	-Employee, Six

### 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.





## UNASSIGN MANAGERS AND EMPLOYEES

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.

The screenshot shows a user profile page for 'pamgresham+' with the status 'Current User'. The profile information includes:

- First Name: Pam
- Middle Name: Spray
- Last Name: Gresham
- Address: 207 N ROWLAND ST
- City: RICHMOND
- State: Virginia
- Zip: 23220-3429
- Country: United States

Below the profile information is a 'Manager' toggle switch, which is currently turned on and circled in red. Below the toggle is a table with two columns: 'Available Managers' and 'Assigned Managers'. The 'Available Managers' column contains a list of names with plus signs next to them:

- + Phillips, Landry
- + Sanchez, Carla
- + Storm, Erika
- + Taylor, Ingrid
- + Zang, Jebidiah

At the bottom of the page are four buttons: 'Save', 'Reset Password', 'Deactivate Account', and 'Back'.

# SA A CHANGE PASSWORD

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

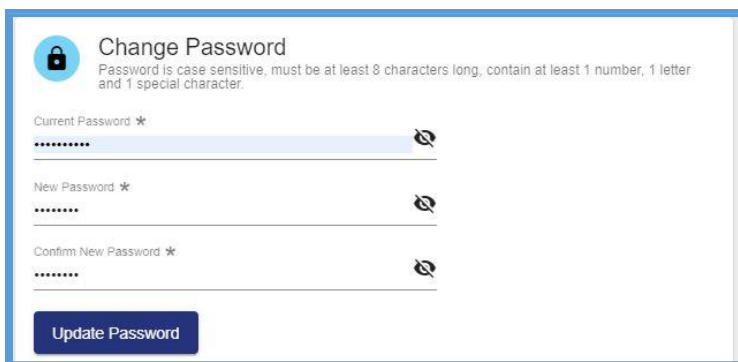
## info BEFORE YOU GET STARTED

Remember the WebFile Password Criteria:

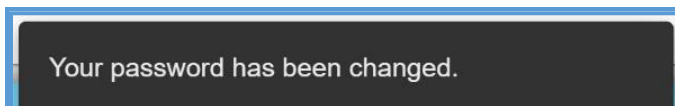
- ✓ Must be at least 8 characters in length
- ✓ Must have at least one number
- ✓ Must have at least one letter
- ✓ Must contain one special character (i.e., @, #)
- ✓ Passwords will expire every 90 days and will not be re-usable for 12 months

## STEPS TO COMPLETE

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



6. 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](https://workcomp.virginia.gov/webfile/webfile-support) and complete a WebFile Support Request.

## SA A 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.

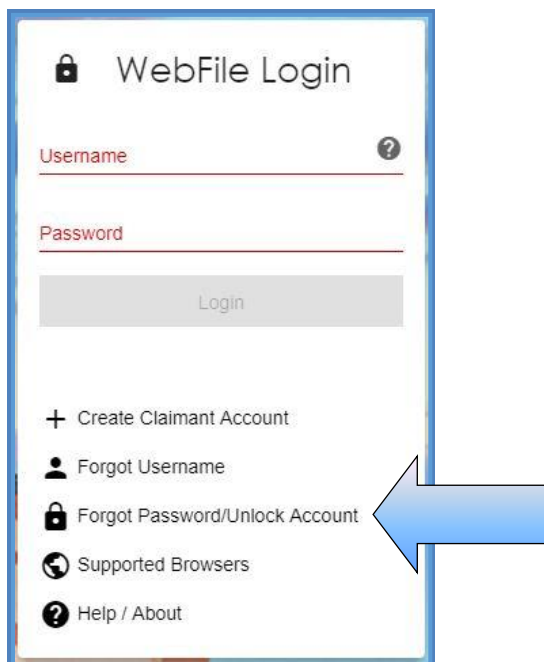
### RESET A FORGOTTEN PASSWORD



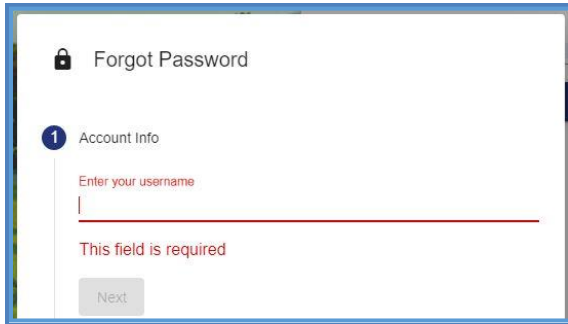
#### STEPS TO COMPLETE

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

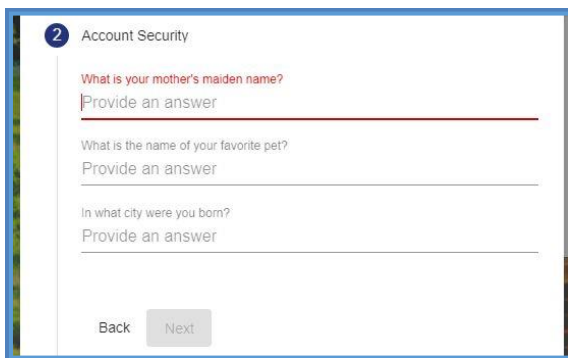
1. Click “Forgot Password/Unlock Account.”



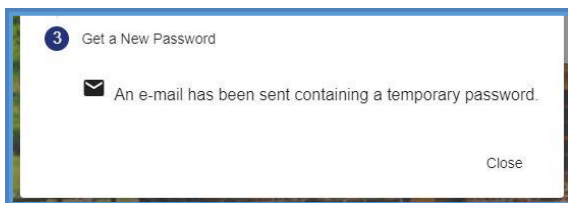
2. Enter your username and click the “Next” button.



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



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



5. Retrieve the email from [noreply@workcomp.virginia.gov](mailto:noreply@workcomp.virginia.gov) containing the new, temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
6. After logging in with your username and temporary password, you will be required to create a new permanent password and set up three new security questions.

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

## 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.

carlasanchez12272  
Status: Current User

First Name \*  
Carla

Middle Name

Last Name \*  
Sanchez

Address \*  
2412 LIBBIE AVE

City \*  
RICHMOND

State \*  
Virginia

Zip \*  
23230-2332

Country \*  
United States

Manager

Available Employees	Assigned Employees
+ Gresham, Pam	- Buford, Sean
+ Orton, Al	- Green, Ethan
+ Phillips, Landry	
+ Storm, Erika	
+ Taylor, Ingrid	
+ Todd, Jason	

Save Reset Password Account Back

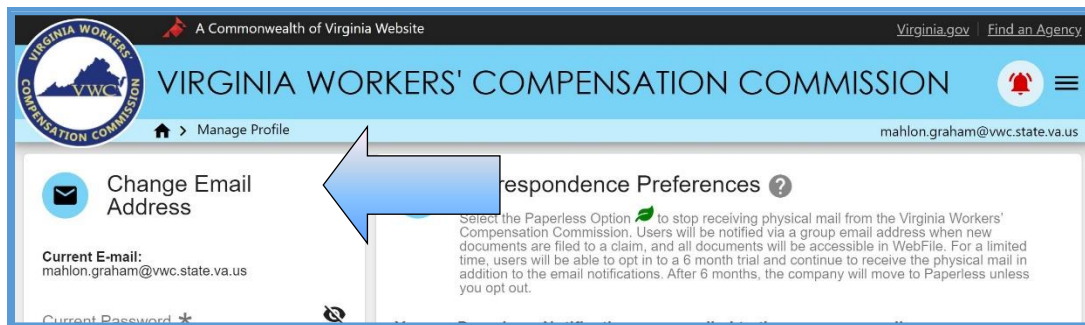
## CA CHANGE EMAIL ADDRESS

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.

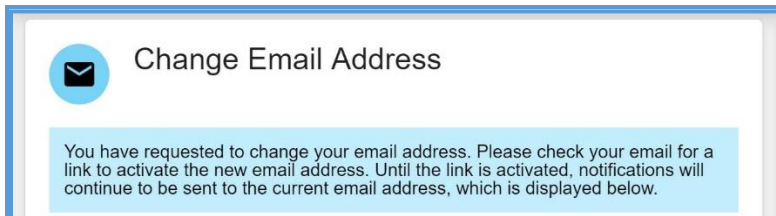


3. Enter and confirm the new email address.
4. Click the “Update Email” button.

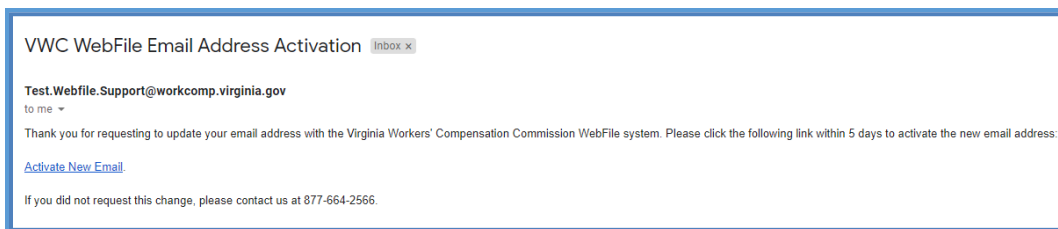
The screenshot shows the "Change Email Address" form. The form includes the following fields and elements:

- Current E-mail:** mahlon.graham@vwc.state.va.us
- Current Password:** A password field with a masked input (dots) and a toggle icon.
- New E-mail:** mahlon.graham2@vwc.state.va.us
- Confirm New E-mail:** mahlon.graham2@vwc.state.va.us
- Update Email:** A blue button at the bottom of the form.

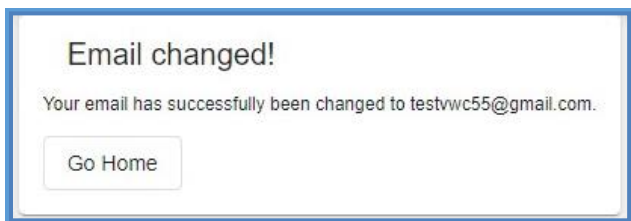
5. A confirmation message will appear and will provide instructions to complete the email change.



6. Open the email from [webfile.support@workcomp.virginia.gov](mailto: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](http://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. Check the box next to the unassigned claim.

Claims  
Search and assign claims. Why can't I find my claim?

Assign selected claims to: me [Assign] [Remove Assignment] 0 active filters

<input type="checkbox"/>	JCN	Claimant First Name	Claimant Last Name ↓	Employer	Date of Injury	Assigned To
<input type="checkbox"/>	VA00000011765	MAGGIE	ZSMITH	Claim Admins R' Us	11/27/2010	Graham, Mahlon
<input type="checkbox"/>	VA00000010438	HARRY	ZOLNER	Claim Admins R' Us	11/26/2008	Tracey, Spencer
<input checked="" type="checkbox"/>	VA0000009356	JOHN	Zolner	TEST_GELATO FARMS OF VA	11/26/2008	Graham, Mahlon
<input type="checkbox"/>	VA00000163495	Professor	Zoidberg	ANDERSON INSURANCE	09/01/2013	Graham, Mahlon
<input type="checkbox"/>	VA00000010613	Zabc	Zabcski	Claim Admins R' Us	11/21/2008	Tracey, Spencer
<input type="checkbox"/>	VA00000010786	Zabcde	Zabcdeson	Claim Admins R' Us	11/26/2008	Loggins, Kenny
<input type="checkbox"/>	VA00000010612	Yzab	Yzabski	Claim Admins R' Us	11/26/2008	Smitts, Jimmy

4. Enter the last name of the user to whom the claim is to be assigned into the field labeled “Assign selected claims to.”

Claims  
Search and assign claims. Why can't I find my claim?

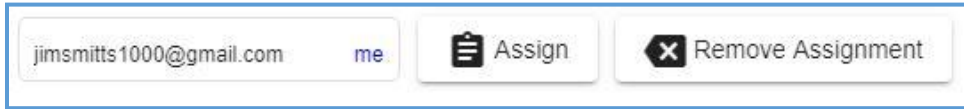
Assign selected claims to: smi me [Assign] [Remove Assignment]

Smitts, Jimmy  
jimsmitts1000@gmail.com

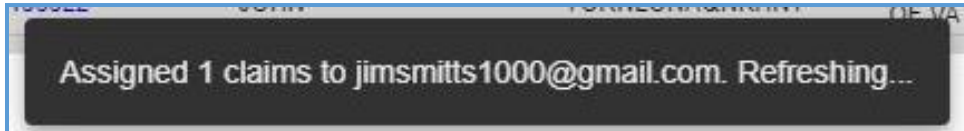
<input type="checkbox"/>	JCN	Claimant First Name	Claimant Last Name ↓	Employer
<input type="checkbox"/>	VA00000011765	MAGGIE	ZSMITH	Claim Admins R'
<input type="checkbox"/>	VA00000010438	HARRY	ZOLNER	Claim Admins R'



5. Click the “Assign” button.



6. Confirmation message will appear.





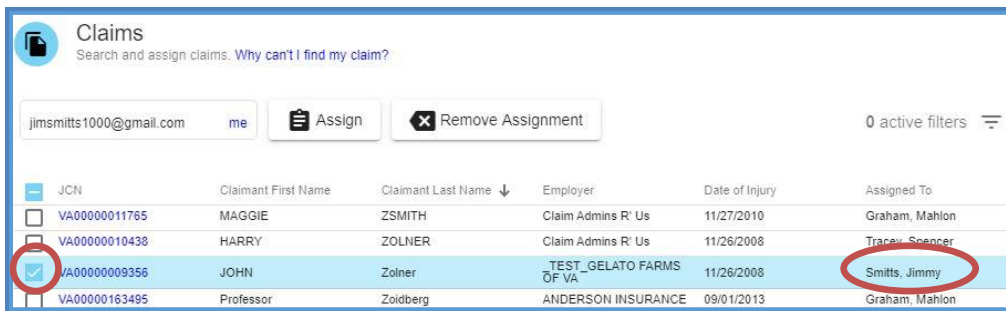
## UNASSIGN A CLAIM

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

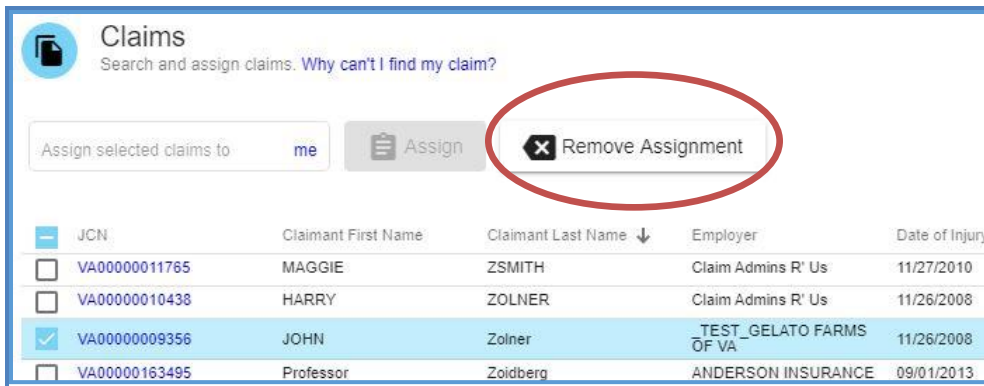


### STEPS TO COMPLETE

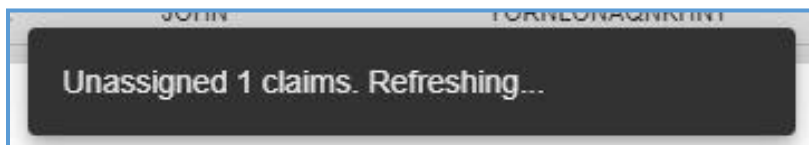
1. Log in to WebFile.
2. Navigate to the “Claims” section.
3. Check the box next to the assigned claim.



4. Click the “Remove Assignment” button.



5. Confirmation message will appear.





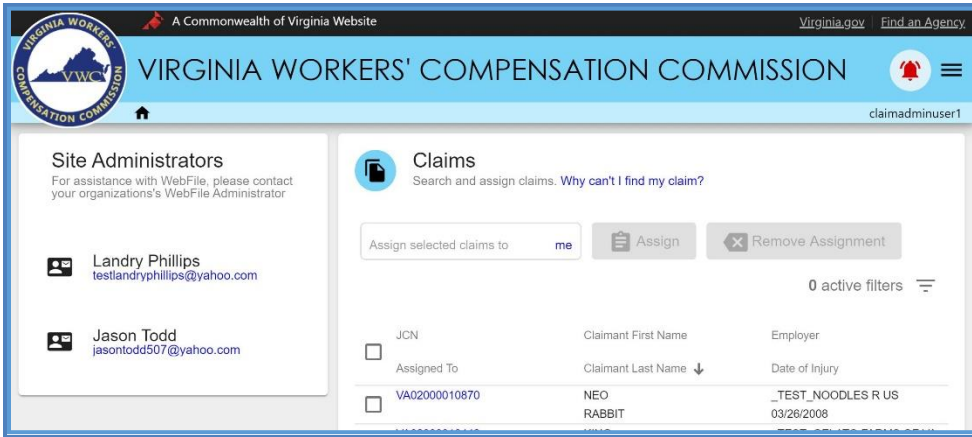
# SEARCH AND VIEW CASE RECORD

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

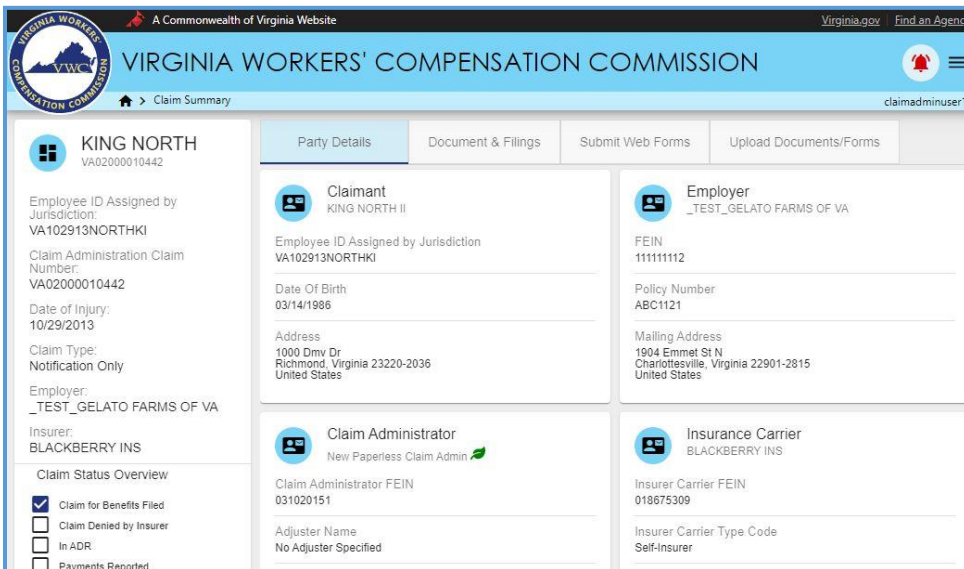


## STEPS TO COMPLETE

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



4. Review the information available.



## CLAIMS VIEW CUSTOMIZATION

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

The screenshot shows a table of claims with the following columns: JCN, Claimant First Name, Claimant Last Name, Employer, Date of Injury, and Assigned To. The table contains 10 rows of data. Annotations A through F point to specific UI elements: A points to the 'Assign selected claims to' field, B to the 'Assign' button, C to the 'Remove Assignment' button, D to the 'Check/Uncheck All Toggle', E to the 'Check Toggle', and F to the 'Filter Button'.

JCN	Claimant First Name	Claimant Last Name	Employer	Date of Injury	Assigned To
<input type="checkbox"/> VA0000011765	MAGGIE	ZSMITH	Claim Admins R' Us	11/27/2010	Graham, Mahlon
<input type="checkbox"/> VA0000010438	HARRY	ZOLNER	Claim Admins R' Us	11/26/2008	Tracey, Spencer
<input type="checkbox"/> VA0000009356	JOHN	Zolner	TEST_GELATO FARMS OF VA	11/26/2008	
<input type="checkbox"/> VA00000163495	Professor	Zoidberg	ANDERSON INSURANCE	09/01/2013	Graham, Mahlon
<input type="checkbox"/> VA0000010613	Zabc	Zabcski	Claim Admins R' Us	11/21/2008	Tracey, Spencer
<input type="checkbox"/> VA0000010786	Zabcde	Zabcdeson	Claim Admins R' Us	11/26/2008	Loggins, Kenny
<input type="checkbox"/> VA0000010612	Yzab	Yzabski	Claim Admins R' Us	11/26/2008	Smitts, Jimmy
<input type="checkbox"/> R120216135800	JOHN	YOUNG	TEST_GELATO FARMS OF VA	01/15/2012	Smitts, Jimmy
<input type="checkbox"/> R120216141000	JOHN	YOUNG	TEST_GELATO FARMS OF VA	01/15/2012	Dawson, Michael

- 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

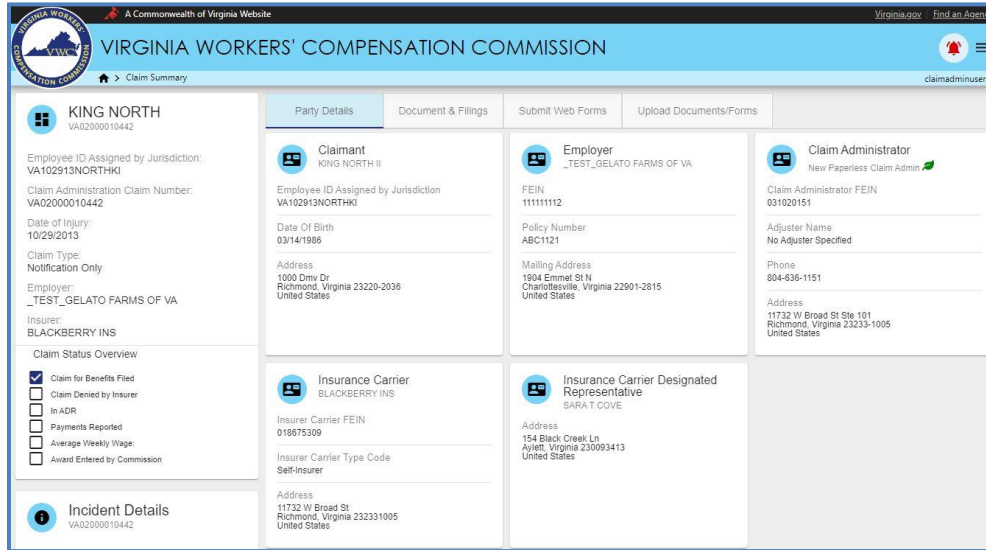
The Filter Interface includes the following elements:

- Assign selected claims to: me
- Assign Button
- Remove Assignment Button
- 0 active filters (Filter Button)
- Unassigned toggle
- Assigned To: me
- JCN input field
- Claimant First Name input field
- Claimant Last Name input field
- Employer input field
- Date of Injury (From) input field with calendar icon
- Date of Injury (To) input field with calendar icon
- MM/DD/YYYY format
- Apply Button
- Clear Button

# 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 Representative	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.



### 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

<input type="checkbox"/>	★ WebFileSupport	<b>New Notification</b> - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	11:29 am
<input type="checkbox"/>	★ WebFileSupport (5)	<b>New Notification</b> - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	Oct 24
<input type="checkbox"/>	★ WebFileSupport	<b>New Notification</b> - 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](#)

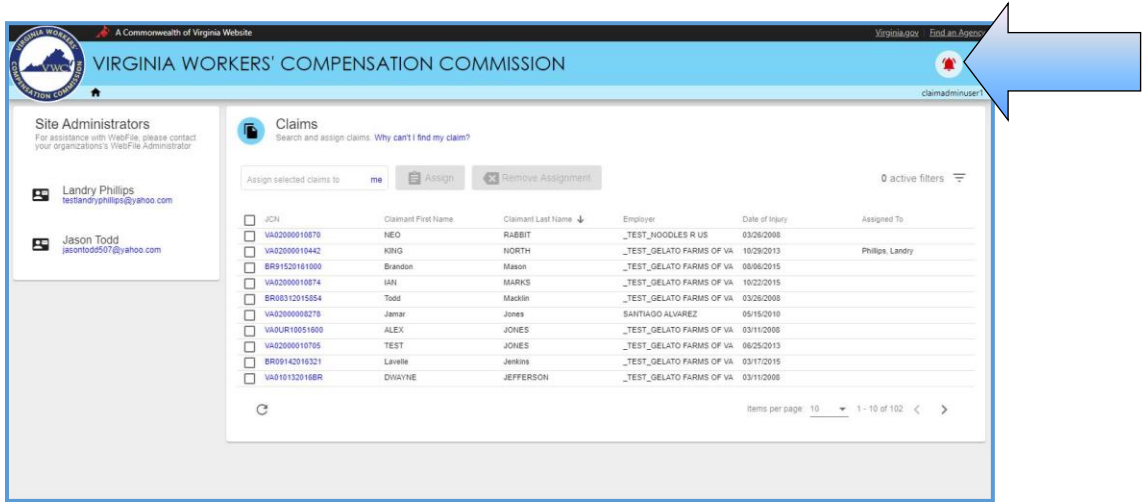
You have received a new notification from the Virginia Workers' Compensation Commission:

JCN: VA00000009092

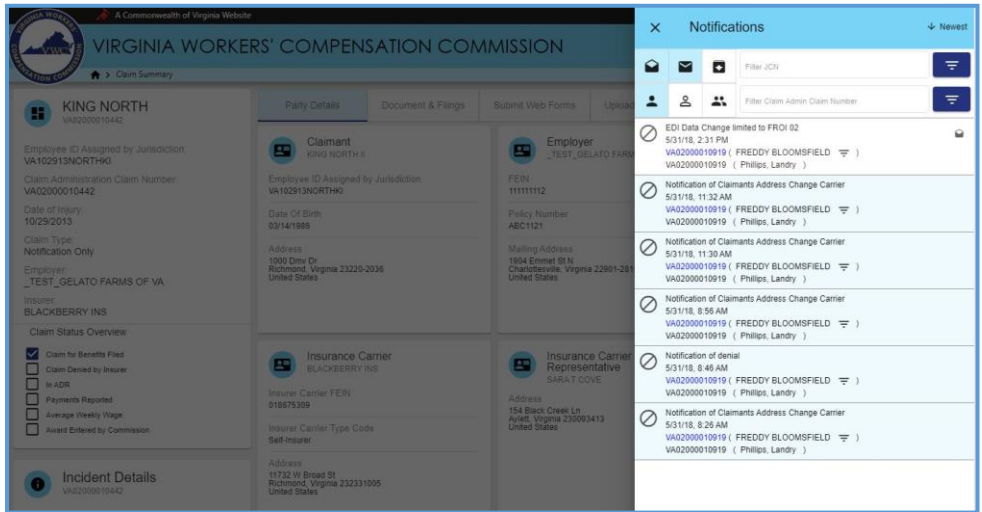
You can view this notification by logging into the commission's WebFile system at <https://webfile.workcomp.virginia.gov/portal/vwc-portal?doLoginDialog=1>.

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.



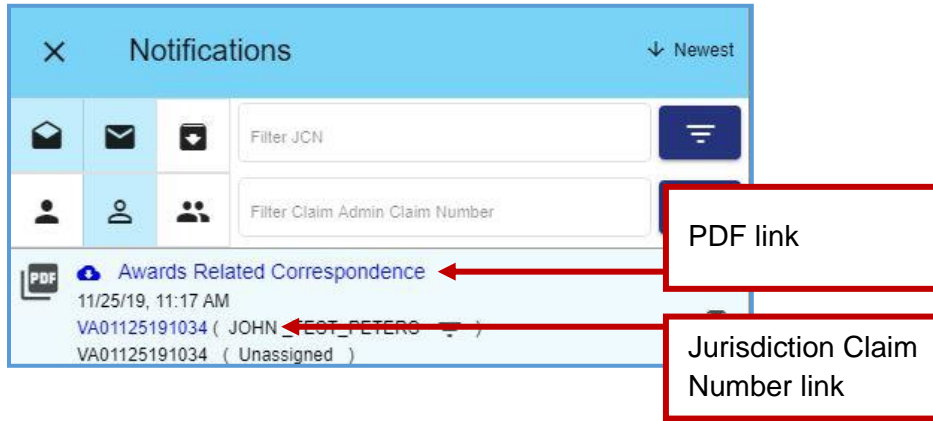
### Notifications Interface



### QUICK TIPS



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

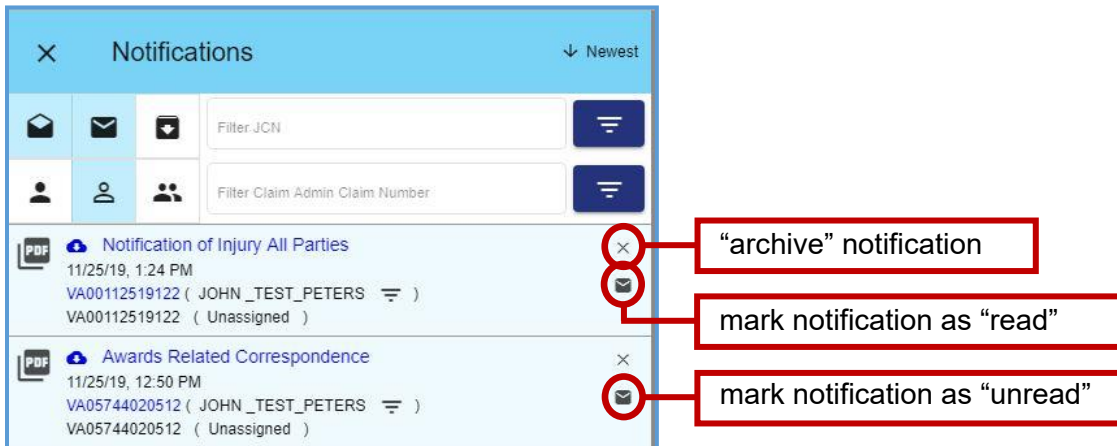
4. Review the list of notifications.
  - a. Click on the PDF link to view a document
  - b. Click the Jurisdiction Claim Number link to view the claim associated with the notification.



## 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.



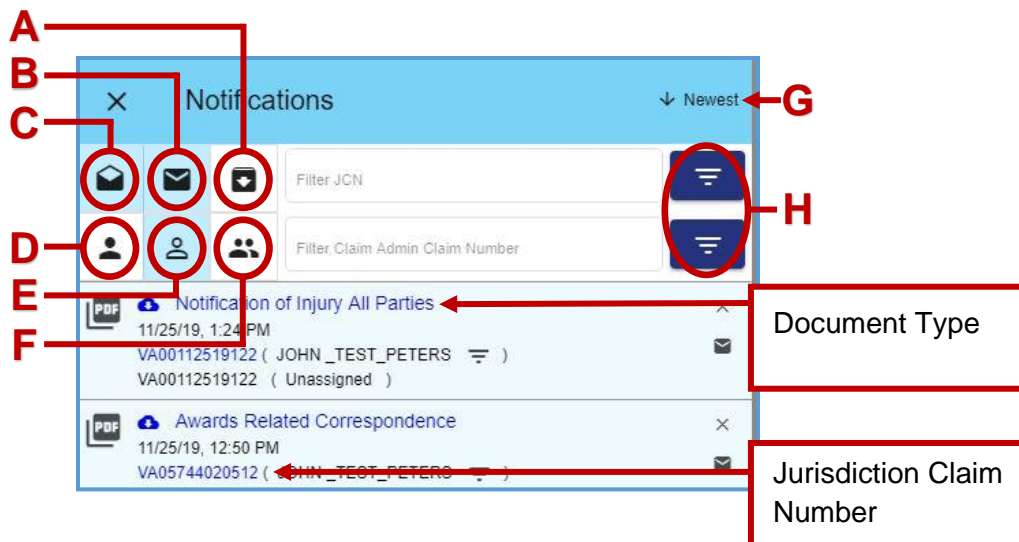
### QUICK TIPS

*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

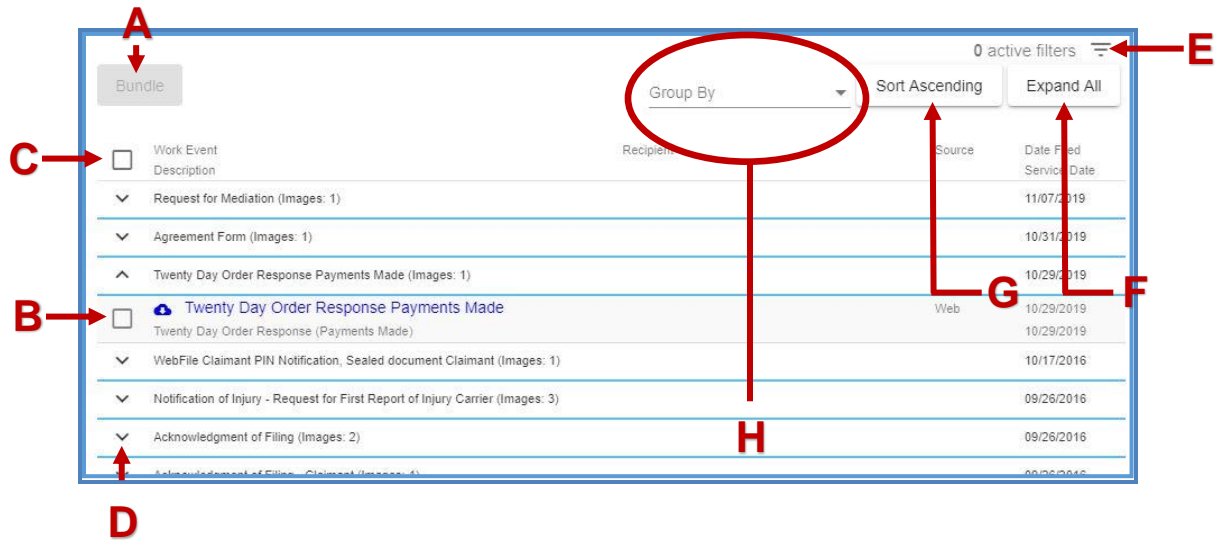
1. Log in to WebFile.
2. Navigate to the “Claims” section.
3. Click on the desired JCN.
4. Select the “Document & Filings” tab.

The screenshot displays the Virginia Workers' Compensation Commission (VWC) WebFile interface. The header includes the VWC logo, the text "A Commonwealth of Virginia Website", and navigation links for "Virginia.gov" and "Find an Agency". The main title is "VIRGINIA WORKERS' COMPENSATION COMMISSION". Below the title, there are tabs for "Party Details", "Document & Filings" (which is circled in red), "Submit Web Forms", and "Upload Documents/Forms". The left sidebar shows claim details for "KING NORTH" (VA02000010442), including employee ID, jurisdiction, claim number, date of injury, claim type, employer, and insurer. The "Claim Status Overview" section has several checkboxes, with "Claim for Benefits Filed" checked. The main content area is titled "Instructions" and provides guidance on viewing and bundling documents. Below the instructions is a table of documents with columns for "Work Event Description", "Recipient", "Source", and "Date Filed Service Date".

Work Event Description	Recipient	Source	Date Filed Service Date
Request for Mediation (Images: 1)			11/07/2019
Agreement Form (Images: 1)			10/31/2019
Twenty Day Order Response Payments Made (Images: 1)			10/29/2019
WebFile Claimant PIN Notification, Sealed document Claimant (Images: 1)			10/17/2016
Notification of Injury - Request for First Report of Injury Carrier (Images: 3)			09/26/2016

## 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

The filter interface contains the following fields and controls:

- Work Event: [Text Input]
- Recipient: [Text Input]
- Description: [Text Input]
- Service Date (Before): [Date Picker]
- Service Date (After): [Date Picker]
- Date Filed (Before): [Date Picker]
- Date Filed (After): [Date Picker]
- Buttons: Apply, Clear

- F. **Expand/Collapse All Button:** displays all work event details.
- G. **Sort Button:** displays events in ascending or descending order.
- H. **Group By Button:** displays the selected work event details.

# 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.

<input type="checkbox"/>	JCN	Claimant First Name	Claimant Last Name	Employer	Date of Injury	Assigned To
<input type="checkbox"/>	VA02000010870	NEO	RABBIT	_TEST_NOODLES R US	03/26/2008	
<input type="checkbox"/>	VA02000010442	KING	NORTH	_TEST_GELATO FARMS OF VA	10/29/2013	Phillips, Landry

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

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

1 Enter your data 2 Review

**Change in Condition Claim Response Web Form**

Response Of \*

Employer  
 Insurer  
 Other

Claim for Benefits filed on \*

Was your claim accepted, denied, or partially accepted/denied? \*

The claim is accepted  
 The claim is accepted in part and denied in part  
 The claim is denied



## QUICK TIPS

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

A Commonwealth of Virginia Website

VIRGINIA WORKERS' COMPENSATION COMMISSION

Claim Summary

KING NORTH  
VA02000010442

Employee ID Assigned by Jurisdiction: VA102913NORTHKI  
 Claim Administration Claim Number: VA02000010442  
 Date of Injury: 10/29/2013  
 Claim Type: Notification Only  
 Employer:

Party Details | Document & Filings | **Submit Web Forms** | Upload Docs

**Help** (circled in red)

1 Enter your data 2 Review

**Employer's Application for Hearing**

Employee Details  
 Employee Name

Cancel

**Help - Employer's Application for Hearing**

**Instructions**

The Employer's Application for Hearing must be filed with the Virginia Workers' Compensation Commission with supporting documentation. You will be able to attach documents, in pdf format, to this online form when you click Final Review. At the time the application is filed with the Commission, a copy of the application and the supporting documentation must be sent to the employee and to the employee's attorney, if represented. You will be able to save and print a copy immediately after submission.

The employer must send the employee a copy of the "Employee Instructions" which will automatically be attached to the submission, and will be immediately available to save and print.

Compensation must be paid in accordance with the Virginia Workers' Compensation Commission Rule 1.4 (C). If you are relying on Rule 1.4 (F), please indicate that compensation benefits continue to be paid.

You will be notified in writing if the Virginia Workers' Compensation Commission finds it appropriate to suspend compensation benefits.

- Attach supporting non-encrypted PDF documents.

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

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

**Disclosure & Agreement Form**

I hereby certify under penalty of perjury that the statements in this application are true and correct to the best of my knowledge and that a copy of this application, including the application instructions, and all attached supporting documents will be sent to the employee at the

above address, and to the employee's attorney (if known) at  on

**Submit Form to VA00000011765** Back

12. Review the success message generated by the system.

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

### Select a Web Form

**Your submission was successful!** ×

- i** Your Employer's Application for Hearing form submission was received, please refer to the "Documents & Filings" panel to confirm that the form has been added to this claim (work event "Request for Hearing")
- i** You can review the form submitted to the Commission immediately by clicking [here](#).

Form Type ▾

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.*

## A 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.

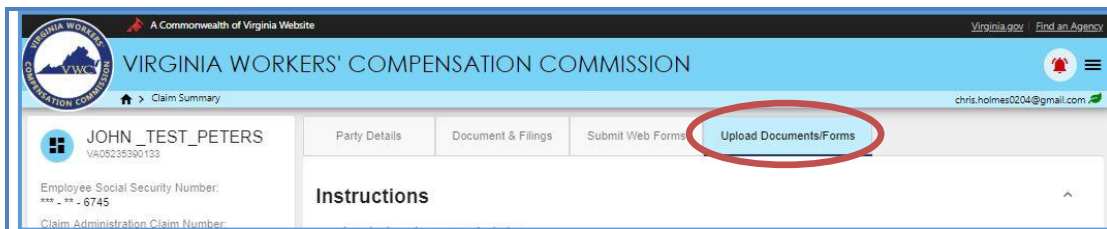


### STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Claims” section.
3. Click on the desired JCN.

<input type="checkbox"/>	JCN	Claimant First Name	Claimant Last Name ↓	Employer	Date of Injury	Assigned To
<input type="checkbox"/>	VA02000010870	NEO	RABBIT	_TEST_HOODLES R US	03/26/2008	
<input type="checkbox"/>	VA02000010442	KING	NORTH	_TEST_GELATO FARMS OF VA	10/29/2013	Phillips, Landry

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.

**Upload your document/form**

Select Filing Type \*

Document Date \*  
MM/DD/YYYY

Upload PDF \*  
Choose a non-encrypted PDF

Upload PDF  
Choose a non-encrypted PDF

Upload PDF  
Choose a non-encrypted PDF

Upload PDF  
Choose a non-encrypted PDF

Upload PDF  
Choose a non-encrypted PDF

Upload Document to VA02000010442

8. Select the “Filing Type” that is being uploaded.

**Upload your document/form**

Select Filing Type \*

Award Agreement

Change in Condition Claim Response

Claim Form

Claim-Related Correspondence (General)

Consolidation Request

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.

Upload PDF

Choose a non-encrypted PDF



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.

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**

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


The screenshot shows the Virginia Workers' Compensation Commission web portal. The user is logged in as 'claimadminuser1'. The main navigation bar includes 'Party Details', 'Document & Filings' (selected), 'Submit Web Forms', and 'Upload Documents/Forms'. The left sidebar shows claim details for 'KING NORTH' (VA0200010442), including employee ID, claim number, date of injury (10/29/2013), claim type (Notification Only), employer (\_TEST\_GELATO FARMS OF VA), and insurer (BLACKBERRY INS). The 'Claim Status Overview' section shows 'Claim for Benefits Filed' as checked. The main content area displays 'Instructions' for viewing documents and a table of uploaded documents. The 'Request for Mediation' document is circled in red.

Work Event	Recipient	Description	Source	Service Date	Date Filed
<input type="checkbox"/>					
<input checked="" type="checkbox"/>		Request for Mediation (Images: 1)	Web	11/07/2019	11/07/2019
<input checked="" type="checkbox"/>		Request for Mediation (Images: 1)			10/31/2019
<input checked="" type="checkbox"/>		Twenty Day Order Response Payments Made (Images: 1)			10/29/2019
<input checked="" type="checkbox"/>		WebFile Claimant PIN Notification, Sealed document Claimant (Images: 1)			10/17/2016

## 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.

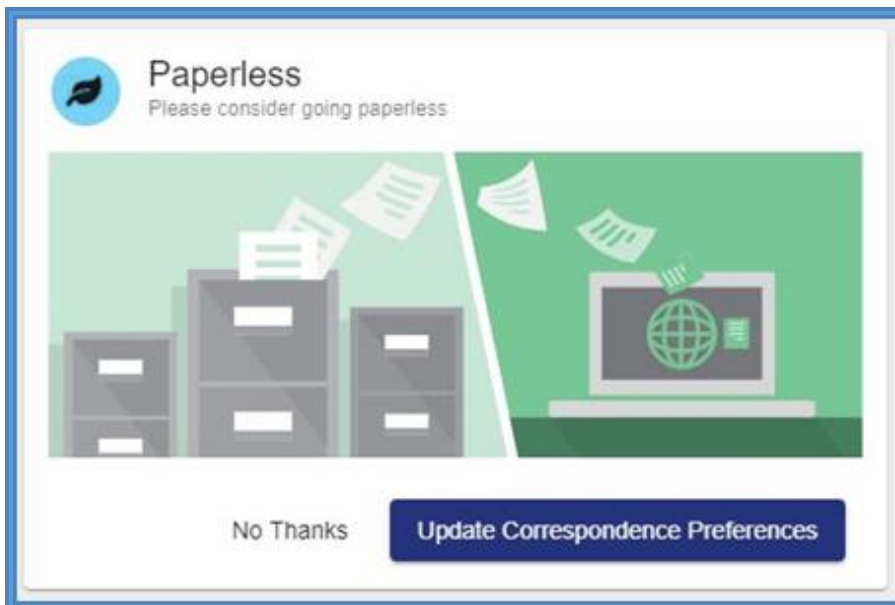
### info BEFORE YOU GET STARTED

- ✓ *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.

**Correspondence Preferences** ?

Select the Paperless Option to stop receiving physical mail from the Virginia Workers' Compensation Commission. Users will be notified via a group email address when new documents are filed to a claim, and all documents will be accessible in WebFile. For a limited time, users will be able to opt in to a 6 month trial and continue to receive the physical mail in addition to the email notifications. After 6 months, the company will move to Paperless unless you opt out.

You are Paperless. Notifications are emailed to the company email [ctest629@yahoo.com](mailto:ctest629@yahoo.com).

Receive notifications via:

Postal Mail

Email

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Receive emailed notifications via:

Company Notification Email Address \*

Confirm Email Address \*

Opt into:

Receive Email Notifications and no physical mail

Trial: Receive Email Notifications and also physical mail

By clicking "Update Correspondence Preferences" you acknowledge that you have read and understand the [Paperless Option Terms and Conditions](#)



## 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.

**Correspondence Preferences** ?

Select the Paperless Option to stop receiving physical mail from the Virginia Workers' Compensation Commission. Users will be notified via a group email address when new documents are filed to a claim, and all documents will be accessible in WebFile. For a limited time, users will be able to opt in to a 6 month trial and continue to receive the physical mail in addition to the email notifications. After 6 months, the company will move to Paperless unless you opt out.

You are Paperless. Notifications are emailed to the company email [ctest629@yahoo.com](mailto:ctest629@yahoo.com).

Receive notifications via:

Postal Mail

Email

## WebFile SUPPORT

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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](https://workcomp.virginia.gov/webfile/webfile-support-request) and complete a WebFile Support Request.



