Virginia Workers' Compensation Commission

WebFile Guide for

Attorneys and Attorney Site Administrators

How to Navigate through WebFile

VER 2019.1

WELCOME

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

The Commission created WebFile to provide its partners in the legal community with self-service capabilities to view and manage case files and documents online.

This guide contains all the information and instructions needed to take full advantage of the case-management functions in this web-based tool.

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

Questions regarding WebFile processes should be directed to the firm's WebFile Site Administrator. Site Administrators should use the WebFile Support online tool at http://www.workcomp.virginia.gov/webfile/webfile-support for issue resolution or direction to the proper Commission resources.

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WebFile SECURITY

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

USERNAME

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

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

- ✓ 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

The WebFile system is set up with two levels of permissions.

Site Administrator

SA

- ✓ 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
- ✓ Add to, deactivate and modify the firm's user list
- ✓ Manage password resets
- ✓ Communicate with the Commission to ensure current WebFile access matches approvals granted by Site Administrator
- ✓ Use the Commission's dedicated email channel, webfile.support@workcomp.virginia.gov, as the means to send questions and comments related to WebFile

Attorney User

A

- ✓ Access, view, and in some cases, modify Workers' Compensation Claim records
- ✓ Has submitted contact information, including Bar number and FEIN (Federal Employer Identification Number) to the Commission
- ✓ Can note representation to at least one party on the claim

IMPORTANT

Attorneys may also have Site Administrator rights within WebFile*. There is no need to create a separate Site Administrator account if an attorney in the firm wishes to take on the Site Administrator role.*

DELEGATION OF AUTHORITY

IMPORTANT

Attorneys may share their passwords with legal secretaries (or other staff members) according to the Commission's policy, which is based upon the Eastern District's Policy on Access Delegation.

Attorneys may allow a secretary, paralegal, or other person in their office to use their login and password to file documents on their behalf.

However, attorneys should remember that

- Their login and password constitute their signature, regardless of whether they personally use the login and password or delegate that authority to someone else.
- They are responsible for safeguarding and protecting their login and password at all times.

WebFile ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process.

Access to WebFile

Steps on how to register and activate a profile for attorneys.

Law firms/attorneys must be added to the Commission's database under their law firm before WebFile access can be granted.

A WebFile Attorney Registration Form must be completed and emailed to webfile.support@workcomp.virginia.gov when a firm is requesting WebFile access or when a firm is adding a new attorney.

Commission will add the firm and attorneys as necessary to its internal systems.

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

The Site Administrator must then login to WebFile and activate the attorney account(s).

Once an attorney account is activated, the attorney will receive an email with temporary credentials to login to WebFile.

Attorney can now view, note representation and manage case files in WebFile.

IMPORTANT

A — *Attorney User* WebFile *access is managed by the firm's Site Administrator; questions regarding* WebFile *should be directed to their firm's Site Administrator.*

SA — *Site Administrators should direct questions regarding* WebFile *to the Commission at* ***1-877-664-2566*** *or to* webfile.support@workcomp.virginia.gov. WebFile *access requests should also be directed to this email address.*

REQUEST ACCESS

The Commission maintains a database of lawyers who represent parties to workers' compensation claims in Virginia. The WebFile Attorney Registration Form must be completed to ensure that all attorneys from a firm who may need WebFile access are added to and maintained in the Commission's database.

ATTORNEY REGISTRATION FORM

This form is located on the Virginia Workers' Compensation Commission website:

http://www.workcomp.virginia.gov/sites/default/files/forms/WebFile-Attorney-Registration.pdf

- ✓ Make sure that the form is filled out **entirely**.
- ✓ Information that is omitted will stall the registration process.
- ✓ A FEIN (Federal Employer Identification Number) is mandatory.

Submit the form to the below email address:

webfile.support@workcomp.virginia.gov

CHECK EMAIL

When a law firm 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 firm's attorney accounts within WebFile.

ACTIVATE A NEW ATTORNEY USER

This section covers the procedures Site Administrators will use to activate an Attorney User. The Site Administrator must complete steps 1 - 9 and the Attorney User will need to complete steps 10 - 21.

BEFORE YOU GET STARTED

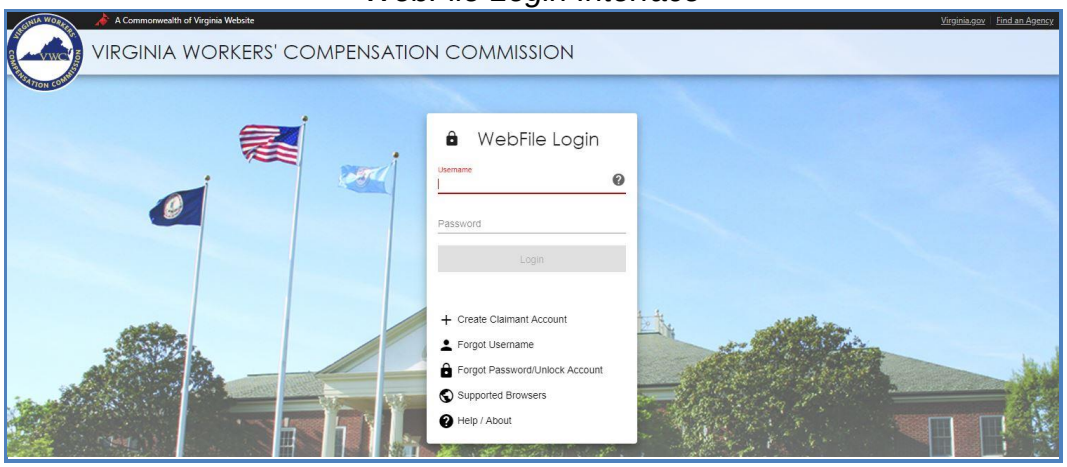
- ✓ *The Site Administrator **must** complete the registration process and be set up by the Commission.*
- ✓ *The prospective Attorney User's information **must** be submitted and housed in the Commission's master database.*

STEPS TO COMPLETE

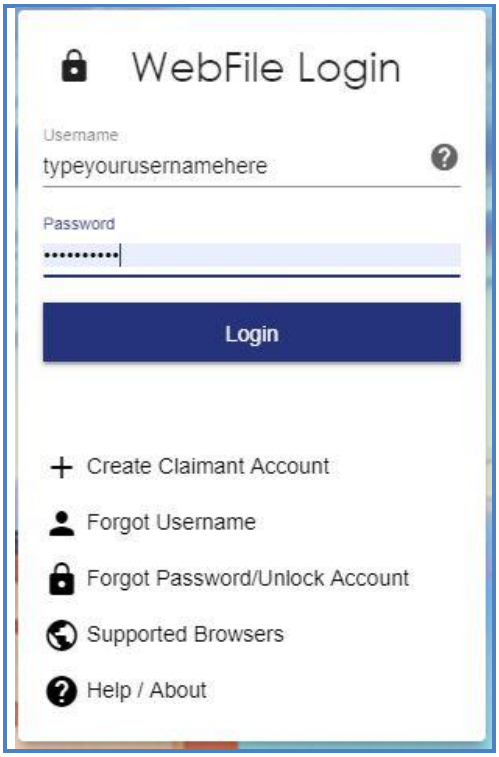
1. Go to the WebFile website at:

   http://webfile.workcomp.virginia.gov.

WebFile Login Interface



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



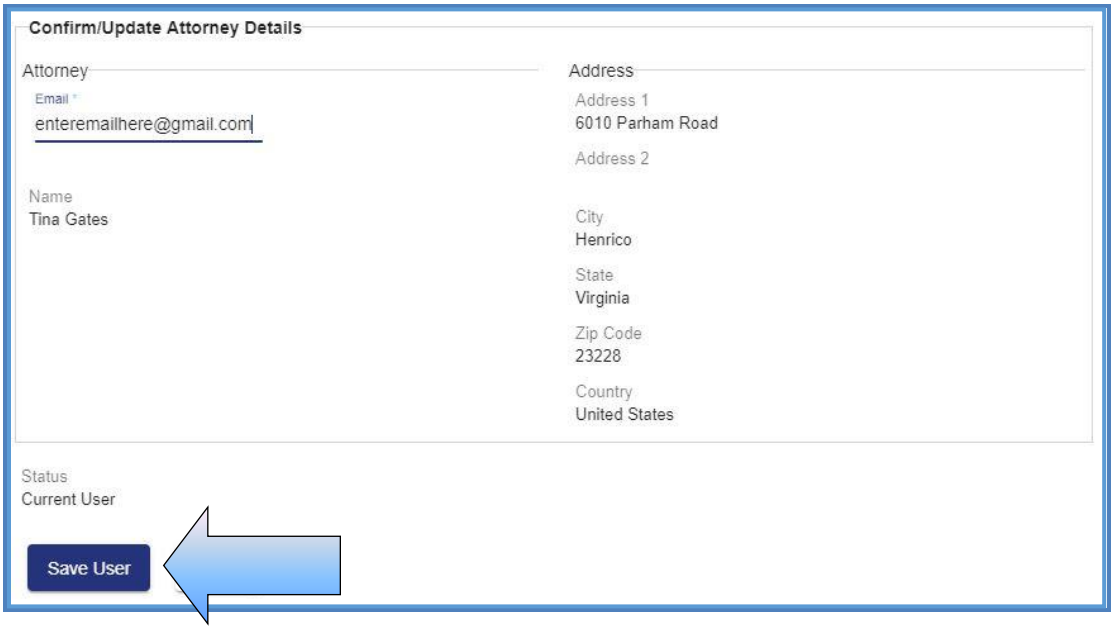
4. Click the menu dropdown (≡) in the top right and select “User Administration.”

5. Click “New” to add a user.

6. Click Attorney Lookup (the dropdown menu will display all users associated with the law firm) and then select a name.*

*If you are both the Site Administrator and an Attorney User (e.g., you are a sole proprietor), select your own record from the list of available attorneys.

7. Enter the Attorney User's email in the "Confirm/Update Attorney Details" section.
8. Click the "Save User" button.



9. An email with the Attorney User's temporary password will be generated and sent to the attorney 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

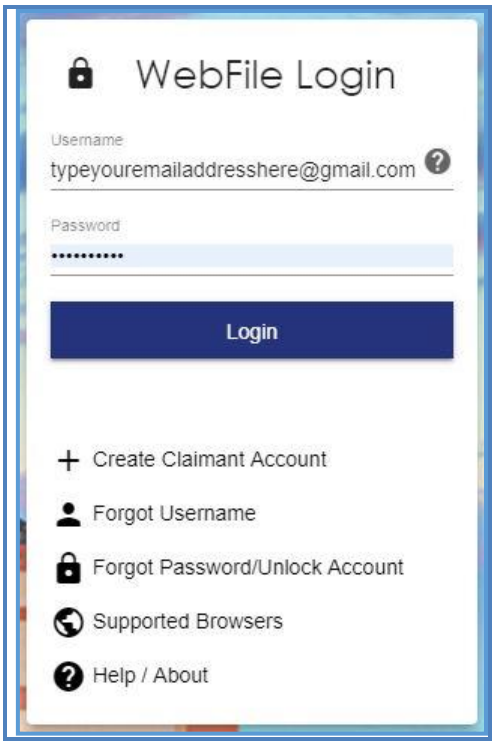
*At this point, the **Site Administrator's** involvement in this process is complete.*
The Attorney User will need to complete the remaining steps.

10. New Attorney User will need to access the WebFile website at:

http://webfile.workcomp.virginia.gov/

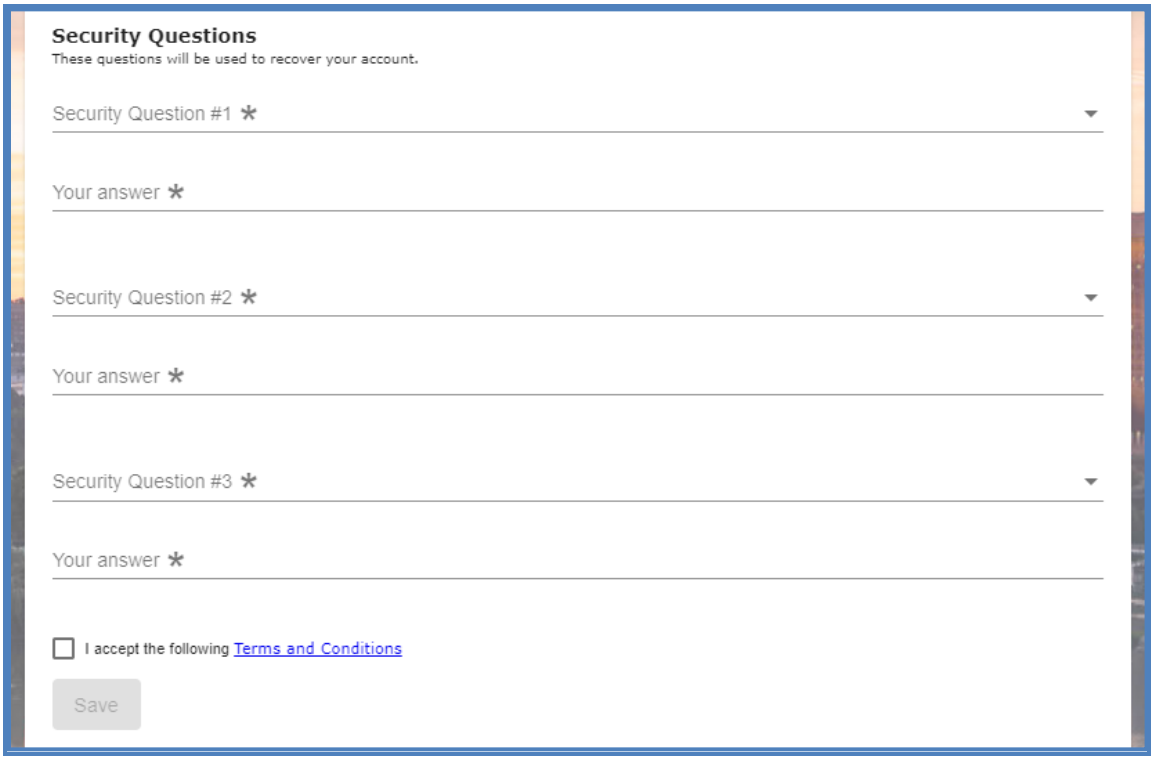
11. Enter the Username (email address) and Password provided to you from webfile.support@workcomp.virginia.gov.

12. Click the “Login” button.



13. Create a Username.
14. Create a new password and confirm.

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.



19. Confirmation message verifying your successful registration is displayed.
20. Click the “OK” button.
21. Log back in to WebFile with the new Username and permanent password.

ACTIVATE OWN ATTORNEY ACCOUNT

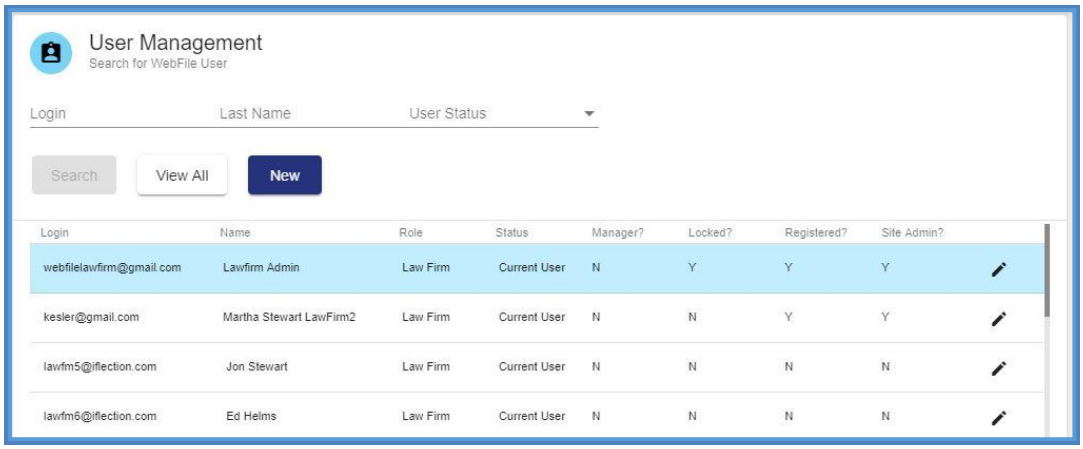
STEPS TO COMPLETE

1. Go to the WebFile website at:

   http://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 “User Administration.”
5. Click “View All” to add a user.

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



7. Click Attorney Lookup and then select your account.
8. Click the “Save User” button.

SA ACCESS AN EXISTING ATTORNEY USER PROFILE

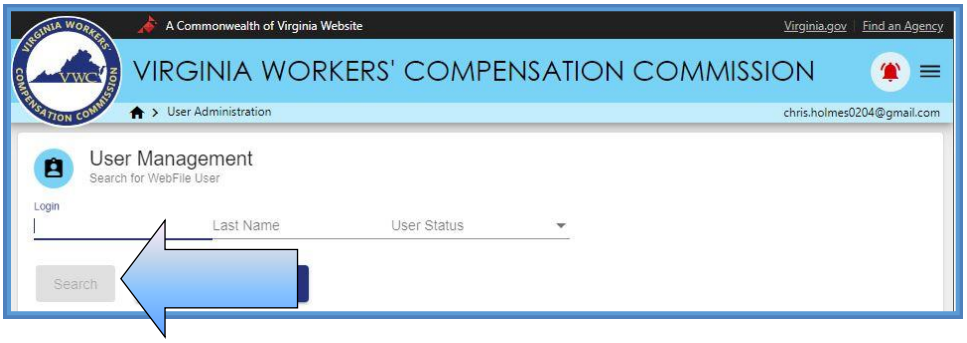
This section covers the procedure for searching for an existing Attorney User in your law firm's user list. This is a useful way to audit who has access, and modify an existing user's profile or reset a password.

info BEFORE YOU GET STARTED

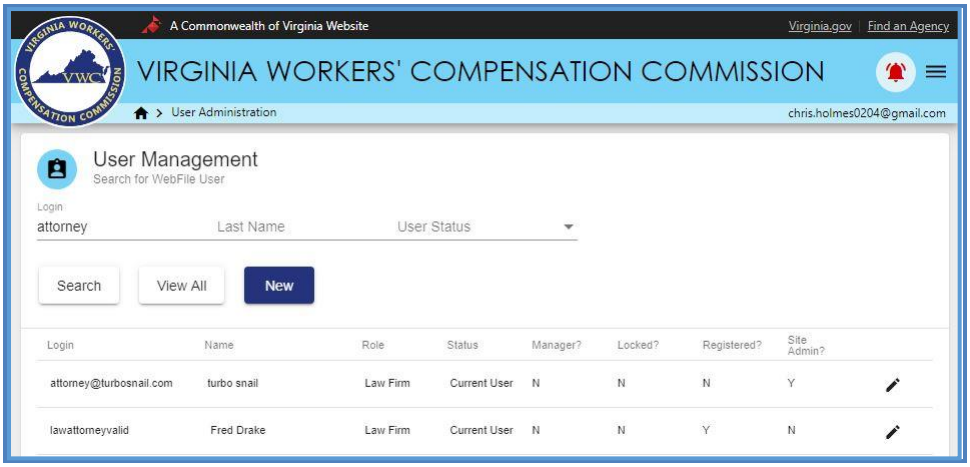
- ✓ *Set up as a Site Administrator by the Commission.*
- ✓ *Finished Registration process.*
- ✓ *Created an Attorney User profile.*

STEPS TO COMPLETE

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



Search Results:



5. 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 Attorney 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 ATTORNEY USER ACCESS

This section covers the procedures for deactivating access for an Attorney User.

IMPORTANT

An Attorney User should be deactivated if the user is no longer eligible to view claims or is no longer employed by (or associated with) the firm. If a user violates the Terms and Conditions, the Commission has the right to deactivate their access.

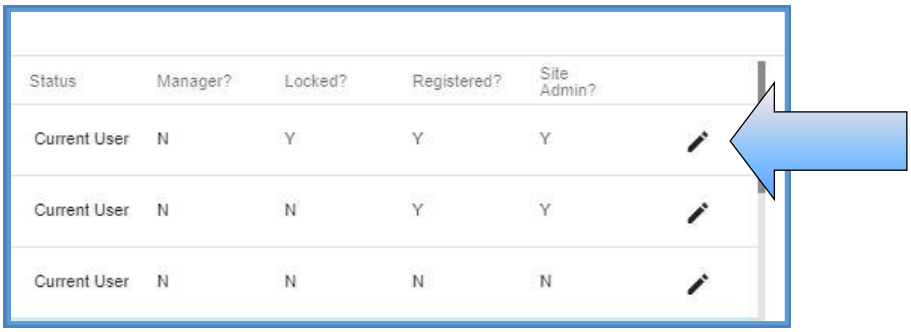
Removing an Attorney from a profile does not remove them from a case, it just blocks WebFile *access. You will need to file a Motion to Substitute Counsel or Withdraw as appropriate. You many file a Motion to Substitute through* WebFile*.*

BEFORE YOU GET STARTED

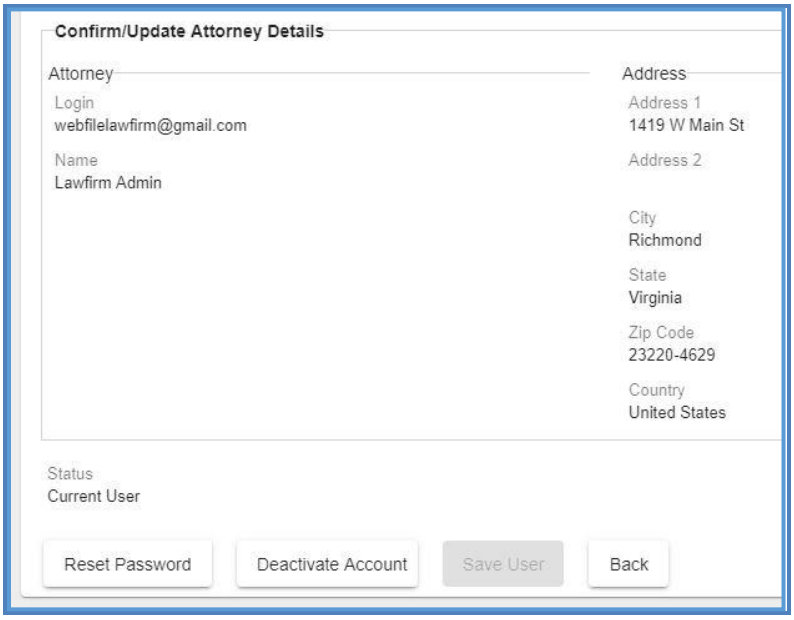
- ✓ *Set up as a Site Administrator by the Commission.*
- ✓ *Finished Registration process.*
- ✓ *Created an Attorney User profile.*

STEPS TO COMPLETE

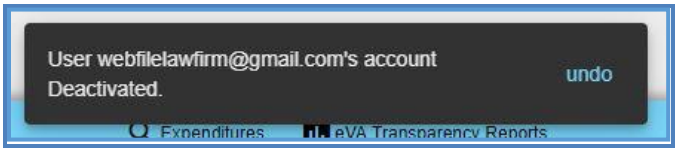
1. Access user's profile.
2. Navigate to the right side of the screen and click the "Edit" button.



3. Click the “Deactivate Account” button under the “Confirm/Update Attorney Details” section.



4. A confirmation message will be displayed.



QUICK TIPS

Reactivate deactivated profiles by clicking the “Reactivate Account” button.

CHANGE PASSWORD

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

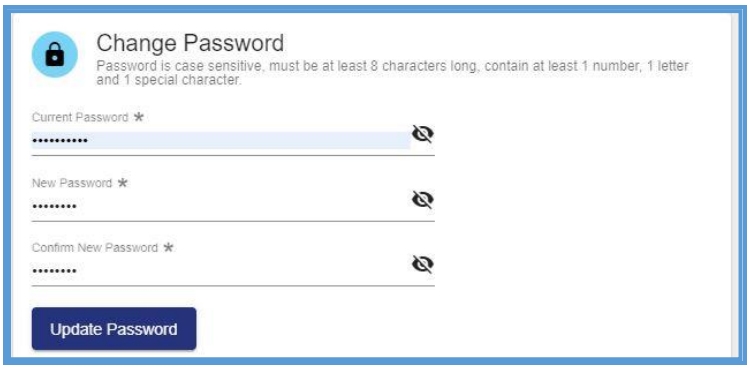
BEFORE YOU GET STARTED

Remember the WebFile *Password Criteria:*

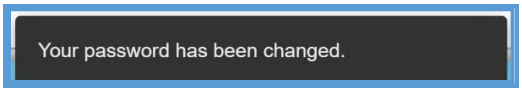
- ✓ *Must be at least 8 characters in length.*
- ✓ *Must have at least one number.*
- ✓ *Must have at least one letter.*
- ✓ *Must contain one special character (i.e., @, #).*
- ✓ *Passwords will expire every 90 days and will not be re-usable for 12 months.*

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.



If you have any questions, contact the Commission at **1-877-664-2566** or webfile.support@workcomp.virginia.gov.

PASSWORD RESET

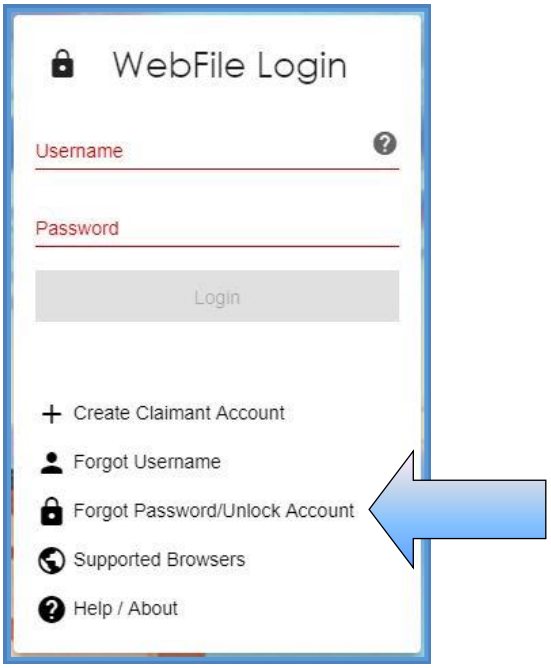
This section covers how to reset a password. There are two methods that can be used in WebFile. One is for the user to reset a forgotten password and the other is for the Site Administrator to reset a forgotten password.

RESET A FORGOTTEN PASSWORD

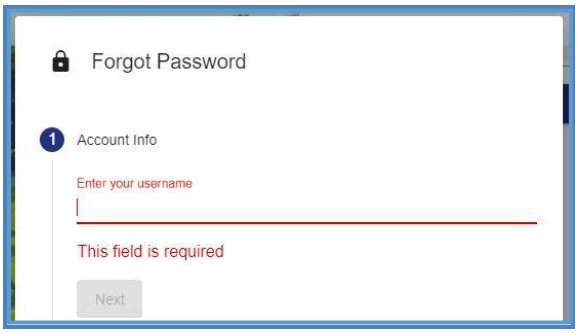
STEPS TO COMPLETE

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

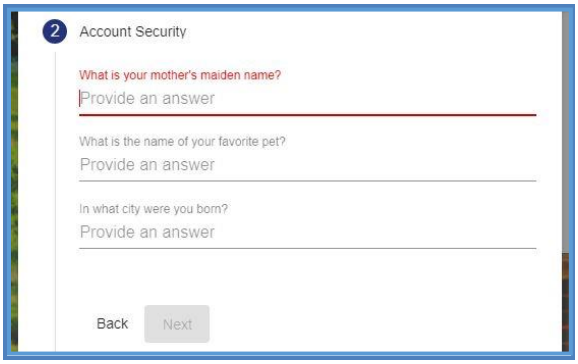
1. Click “Forgot Password/Unlock Account.”



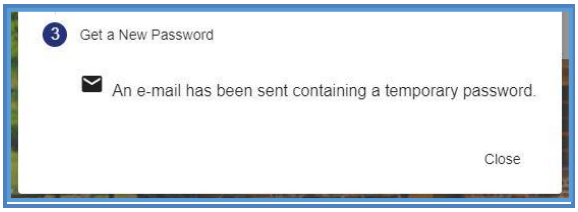
2. Enter your username and click the “Next” button.



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.



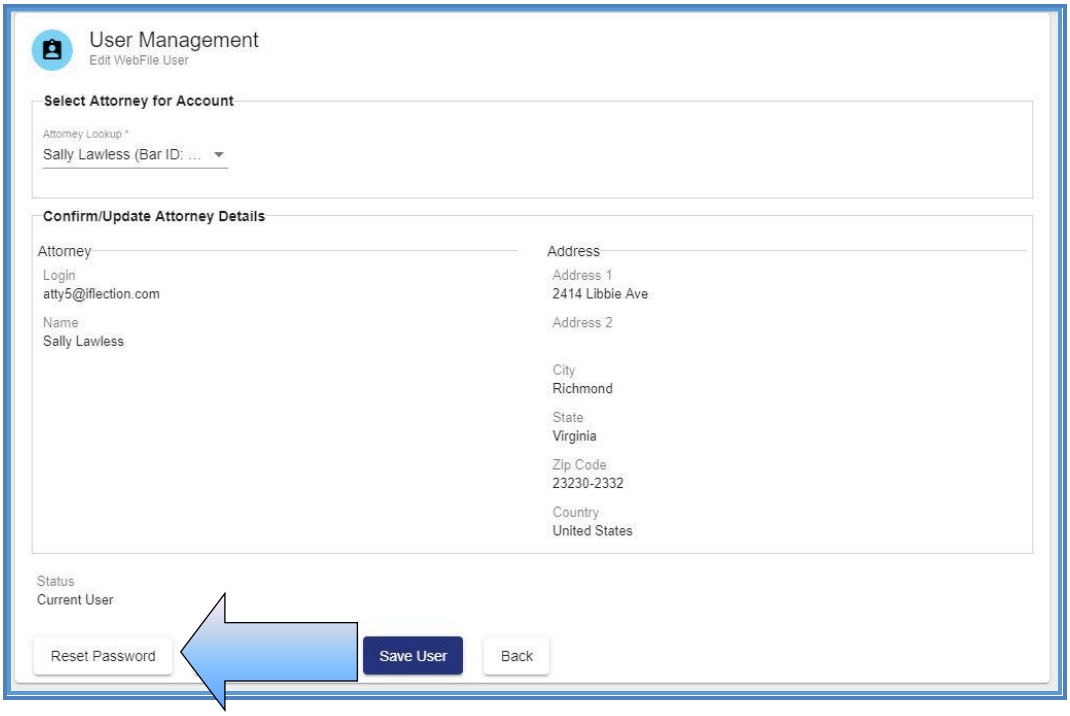
5. Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. **This password will expire in 5 days.** The email could also be in a spam or junk folder.
6. After logging in with your username and temporary password, you will be required to create a new permanent password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

If you cannot remember the answers to your security questions, contact the Commission at **1-877-664-2566** or please visit http://www.workcomp.virginia.gov/webfile/webfile-support-request and complete a WebFile Support Request.

RESET AN ATTORNEY 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 attorney account to be edited.
5. Click the “Reset Password” button.



CHANGE EMAIL ADDRESS

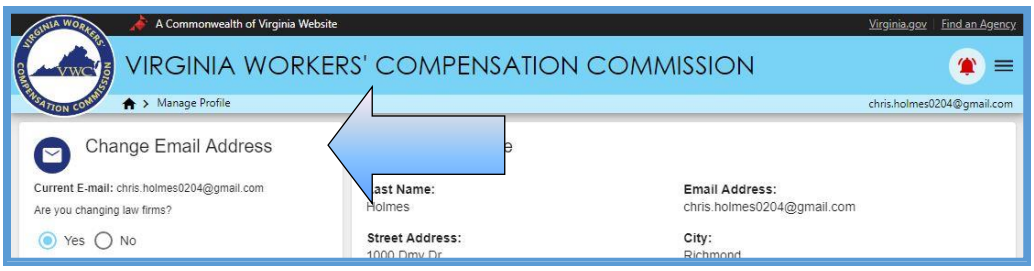
This section covers changing an email address after a profile has been created.

BEFORE YOU GET STARTED

- ✓ *Email address can **only** be changed if attorney remains associated with the current firm.*
- ✓ *Attorneys moving to a new firm must notify the Clerk's Office and indicate if cases will be moved to the new firm.*
- ✓ *Attorneys moving to a new firm will need to request a new* WebFile *profile.*

STEPS TO COMPLETE

1. Click the menu dropdown in the top right and select "Manage Profile."
2. Go to the "Change Email Address" section.

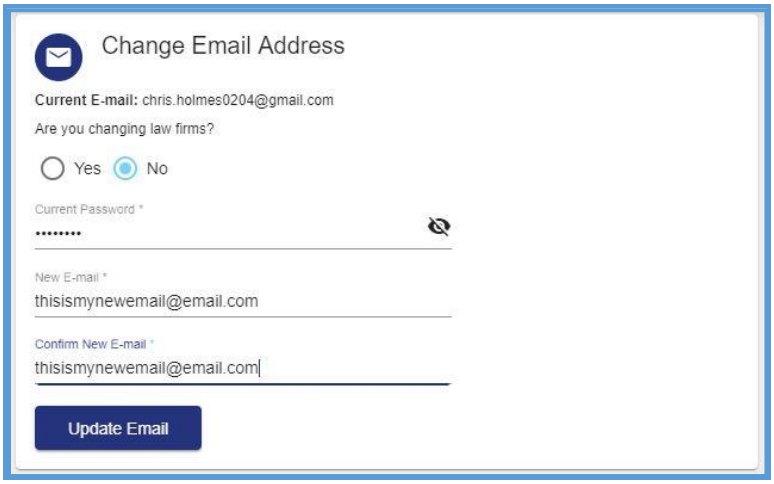


3. Select "Yes" or "No."
4. If you selected "Yes," due to changing your law firm, please contact the Clerk's Office at **804-205-3569**.

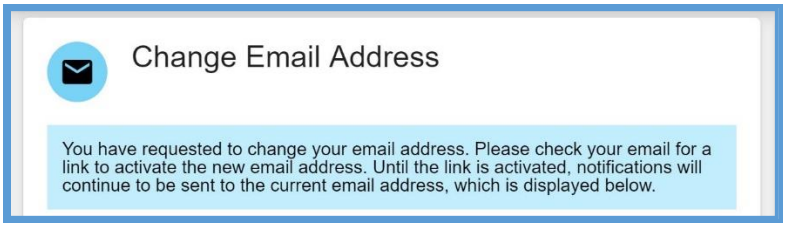
IMPORTANT

If you are changing law firms: *If an attorney who is currently using* WebFile *to manage cases before the Commission moves to a new firm and wishes to continue managing their existing cases through* WebFile *in the new firm, the attorney **MUST** contact the Clerk's Office (804-205-3569) for assistance.*

5. If you selected “No,” enter the current profile password.
6. Enter and confirm the new email address.
7. Click the “Update Email” button.

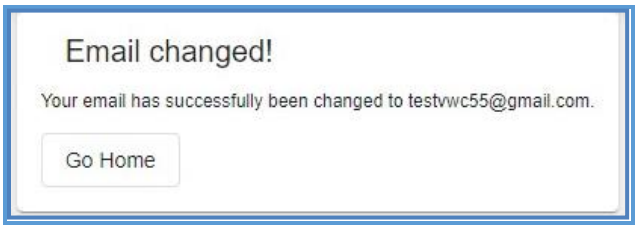


8. A confirmation message will appear and will provide instructions to complete the email change.



9. Open the email from webfile.support@workcomp.virginia.gov with a subject of “VWC WebFile Email Address Activation.”
10. Click the “Activate New Email” link.

11. Access WebFile and verify that the email address has changed.



Questions regarding WebFile processes should be directed to the Commission at 1-877-664-2566 or please visit http://www.workcomp.virginia.gov/webfile/webfile-support and complete a WebFile Support Request.

A NOTE REPRESENTATION

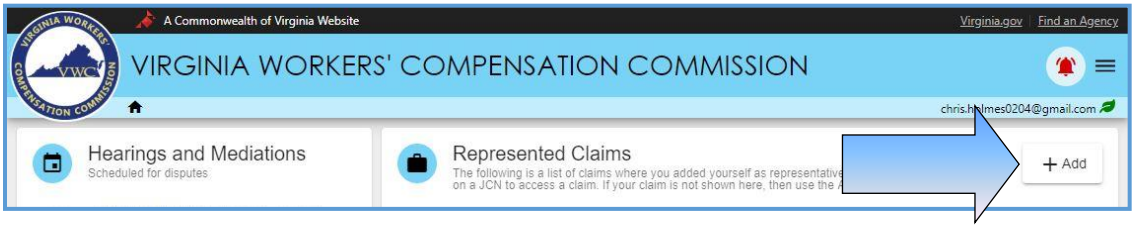
This section covers the procedure for gaining access to a claim record by first noting representation through WebFile.

IMPORTANT

Attorney Users cannot access a claim record until they have noted representation of one or more of the parties.

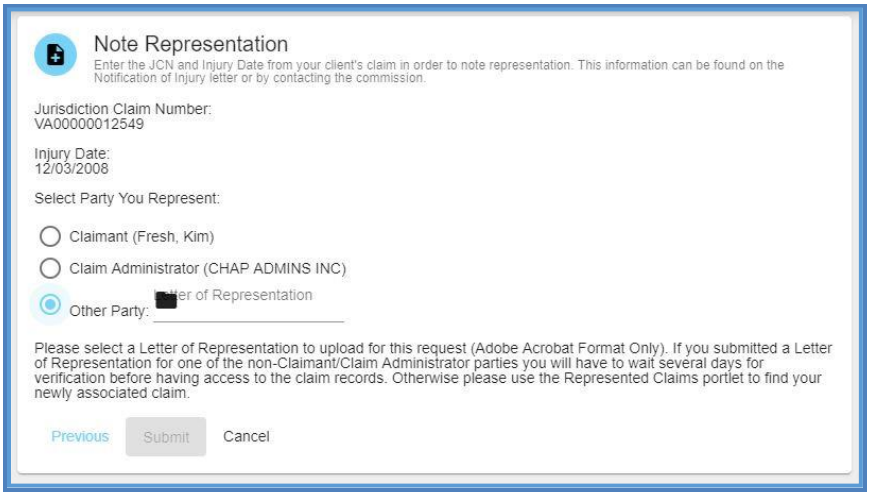
STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click the “Add” button.



4. Enter the Jurisdiction Claim Number (JCN) and the Date of Injury.
5. Click the “Next” button.

6. Select the party you represent.
7. Click the “Submit” button.



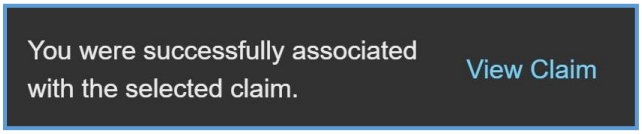
Please consider the table below when selecting representation.

Party	**Representing**	**Documentation**	**Access**
Claimant	Injured Worker	None	Immediate Access
Claim Administrator*	Both Employer and Insurer “Defense”	None	Immediate Access
Other	Medical Provider or Employer or Insurer	Letter of Representation	2-3 Business Days

*If representing the “Defense,” a FROI must be filed with the Commission. If a FROI is not on file, “Other” must be selected and a letter of representation must be uploadeded.

8. Once the transaction is complete, a success message will appear and the JCN will appear in the “Represented Claims” section.

Note: Represented Claims will also appear once the Clerk’s Office completes noting representation process if “Other” is selected.



IMPORTANT

You must copy your opponent on the letter noting your representation, as well as on any other notice or document that you would normally send today.

If your opponent is a WebFile *user, they will receive an electronic notification and can view this transaction.*

WebFile *Attorney Users have the option of “opting out” of paperless. This is discussed in greater detail in the* [Paperless Options] *section.*

QUICK TIPS

Attorney Users can have access to files even though a colleague is the Primary Attorney. This way, one can help “cover” for attorneys on vacation or with hearing conflicts.

If you wish to be noted as the Primary Attorney, you may do so when first noting your Representation; otherwise, you may contact the Deputy Commissioner’s office handling the case to make this request.

A SEARCH AND VIEW CASE RECORD

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

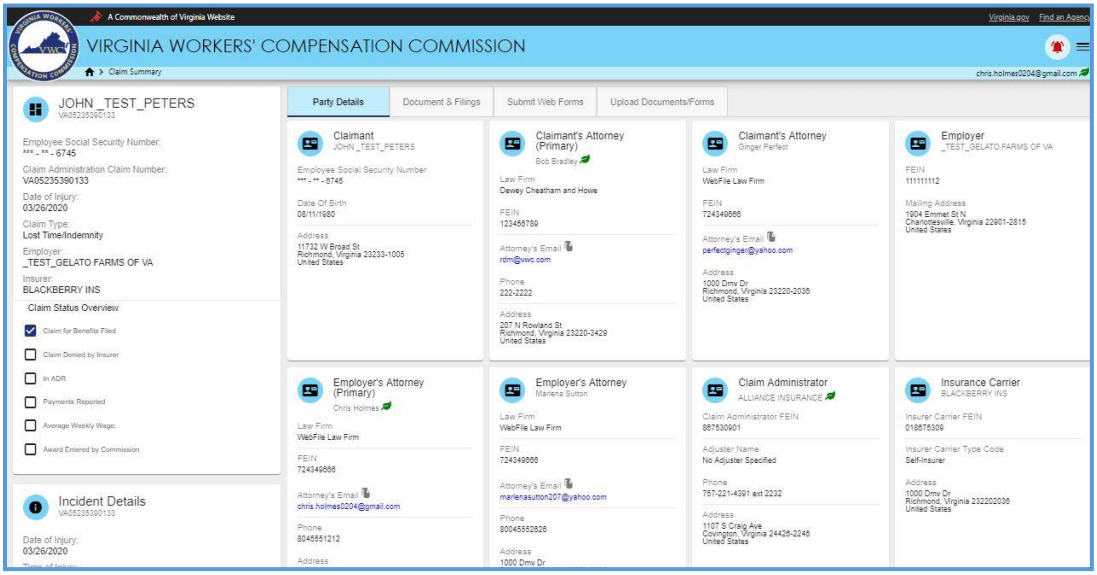
BEFORE YOU GET STARTED

✓ *Attorney has access to WebFile and has noted representation.*

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “Represented 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.

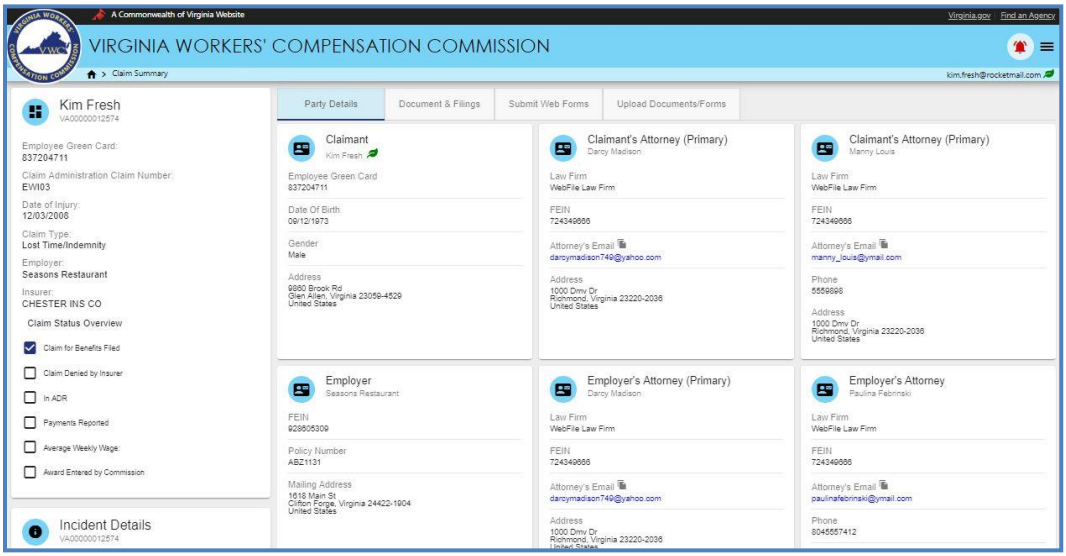
4. Review the information available.



PARTY DETAILS

The Party Details tab is the default view and is pre-selected.

Party Details Interface



The chart below lists information available to claimants within the "Party Details" tab.

Incident Details	General information regarding the reported incident such as dates, description and location.
Claimant	The party who sustained an injury or occupational disease on the job.
Employer	The person or entity with control over your work activities.
Claim Administrator	The organization responsible for administering a workers' compensation claims.
Insurance Carrier Designated Represenative	Each insurance carrier licensed to write workers' compensation coverage in the Commonwealth of Virginia, each employer certified as a self-insurer by the Virginia Workers' Compensation Commission, and each group association licensed as a self-insurer by the State Corporation Commission is hereby ordered to designate and maintain a representative in Virginia.
Insurance Carrier	A company licensed to write workers' compensation coverage in Virginia.
Additional Parties	Parties to a claim include the injured worker, employer, carrier, claim administrator, and attorneys of record for the injured worker, employer, or carrier. Typically, family members are not considered a party to the claim unless the Commission has authorization from the injured worker. This may also include health care providers who have filed a claim, and their attorneys of record.

*Attorneys that represent both Employer and Insurance Carrier are listed under the "Claim Administrator" section.

A VIEW ELECTRONIC NOTIFICATIONS

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

IMPORTANT

WebFile*'s electronic notifications do* ***NOT*** *satisfy the requirement to copy opponents. Attorneys must still copy opponents using existing methods and processes.*

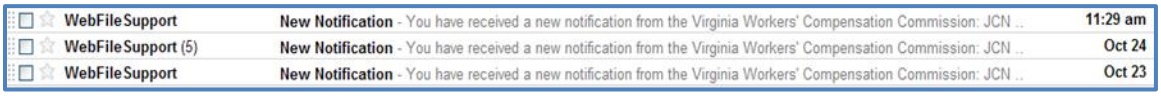
BEFORE YOU GET STARTED

- ✓ *Attorney is registered user*
- ✓ *Attorney is already associated with a claim*
- ✓ *Transactions exist which have generated relevant notifications*
- ✓ ***Only*** *active* WebFile *users will receive electronic notifications*

STEPS TO COMPLETE

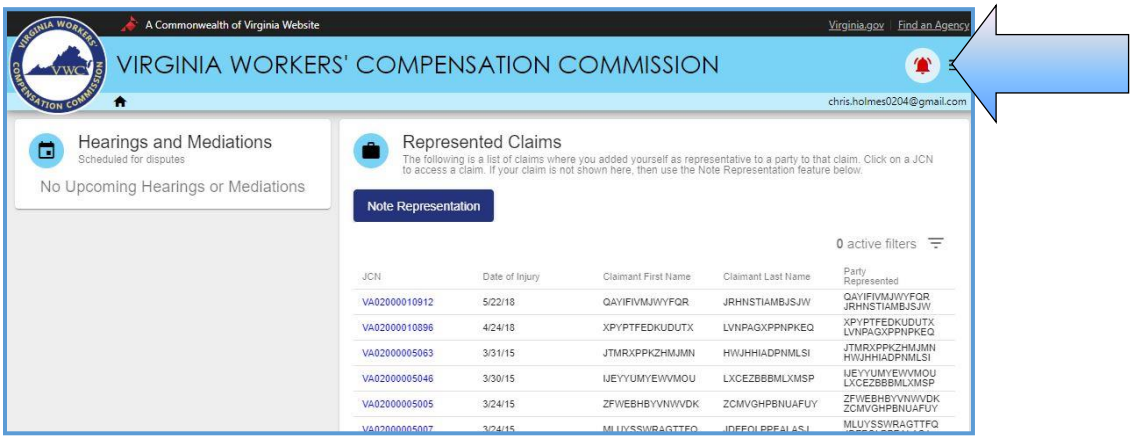
1. View email announcing electronic notification.

Email Inbox View

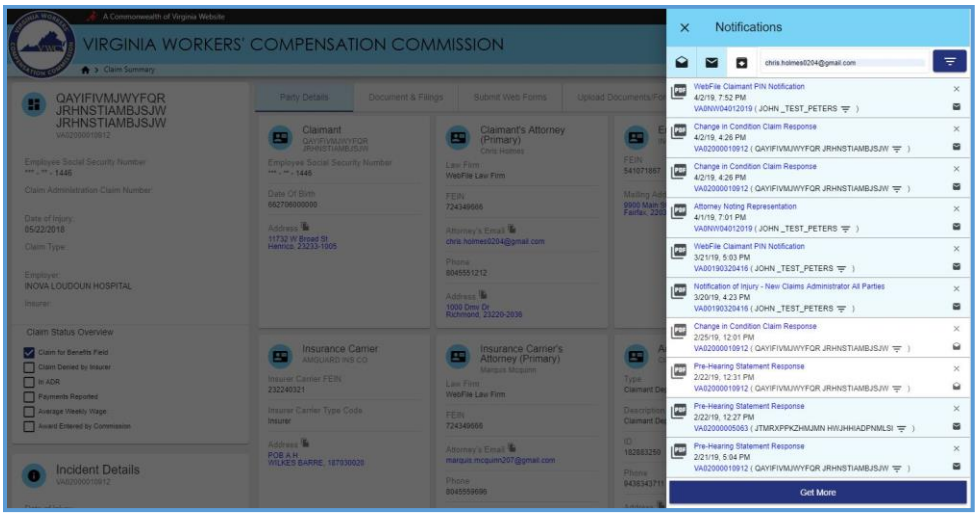


Individual Email View

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



4. Review the list of notifications.

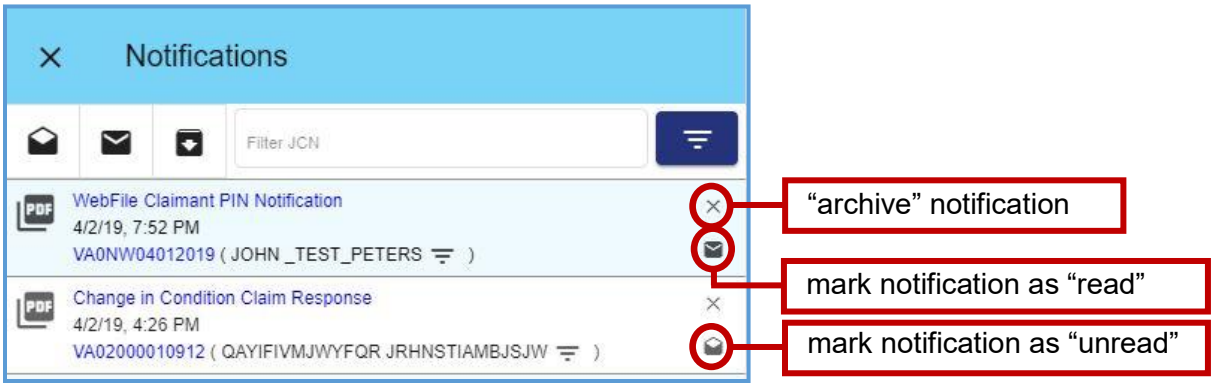
   a. Click on the PDF link to view a document
   b. Click the Jurisdiction Claim Number link to view the claim associated with the notification.

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.

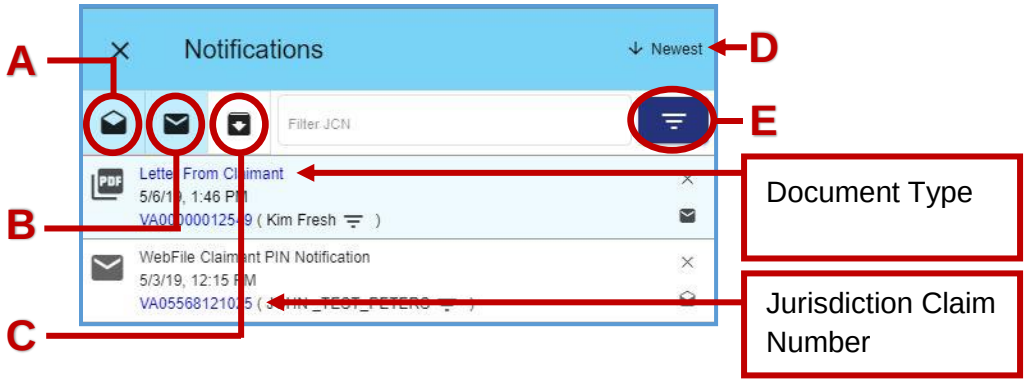


QUICK TIPS

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 the "**View Read**" toggle with display **only** "read" notifications.

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

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

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

E. **Filters ( ):** Typing in the "Filter JCN" field can be used to display certain notifications on the claim associated with the JCN searched.

QUICK TIPS

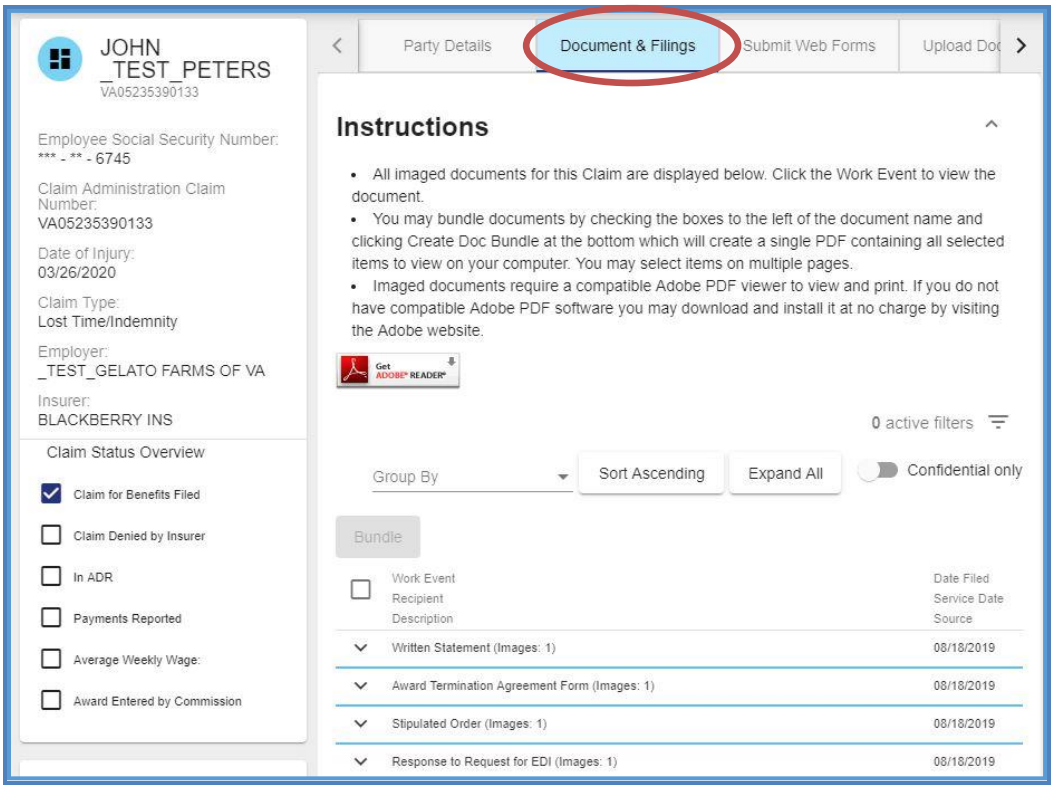
Multiple toggles can be selected at once. To return to the standard view, be sure to unselect all toggles.

A DOCUMENT & FILINGS

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

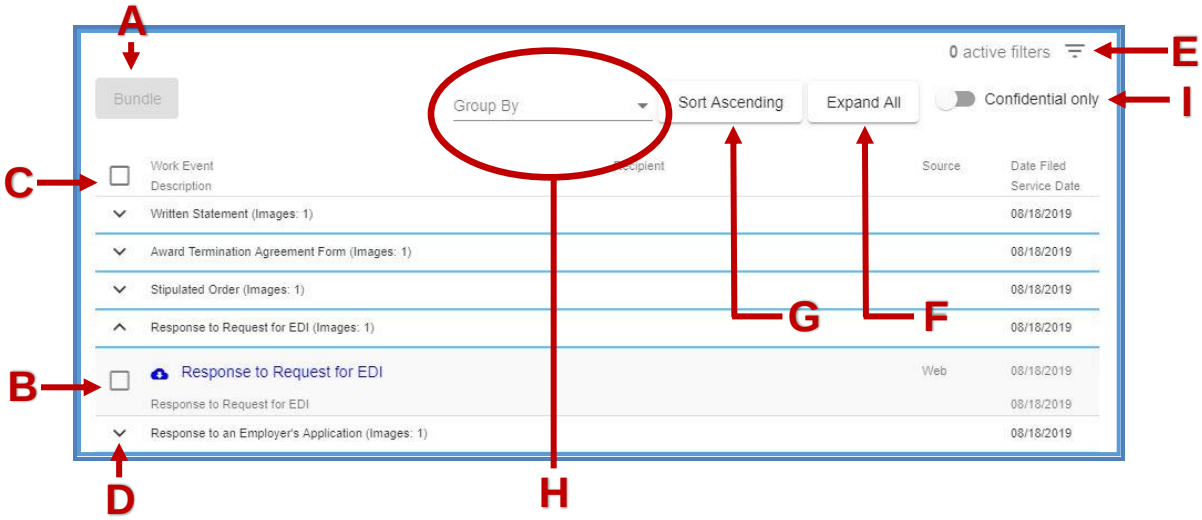
STEPS TO COMPLETE

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



DOCUMENT & FILINGS VIEW CUSTOMIZATION

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



A. **Bundle Button:** creates a PDF combining all selected work events.

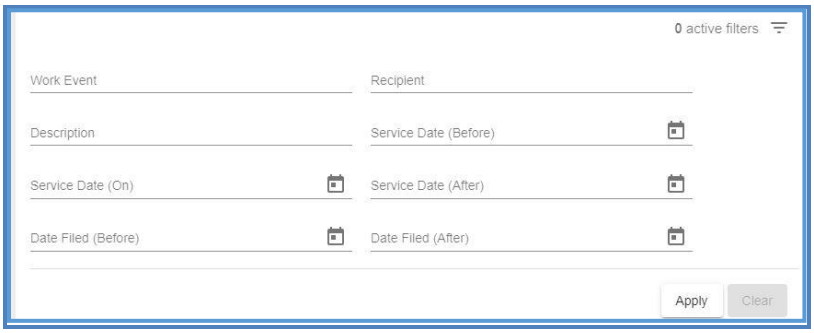
B. **Check Toggle:** select/deselect a work event.

C. **Check/Uncheck All Toggle:** selects/deselects all work events.

D. **Expand:** displays the selected work event details.

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

Filter Interface



F. **Expand/Collapse All Button:** displays all work event details.

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

H. **Group By Button:** displays the selected work event details.

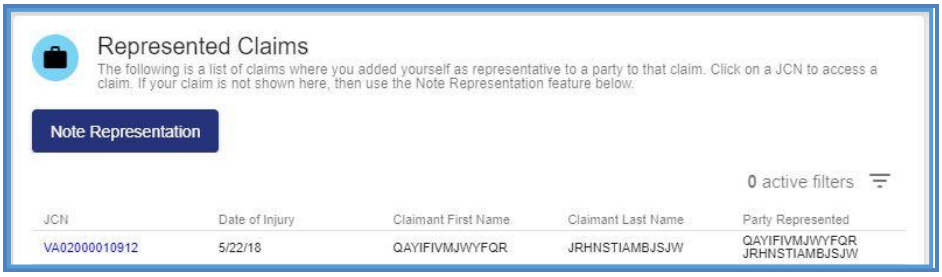
I. **Confidential Only Toggle:** displays only confidential documents.

A SUBMIT WEB FORMS

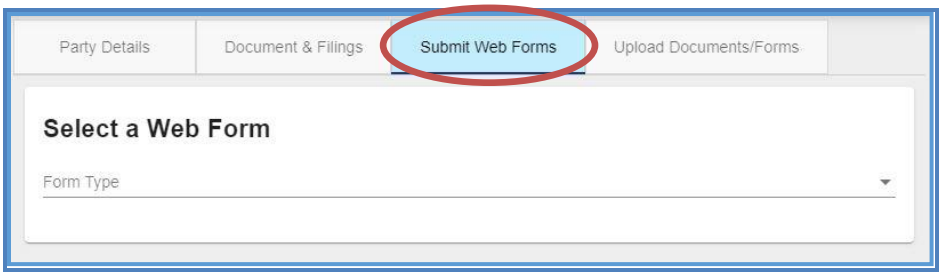
This section covers the process for submitting a new filing via a Web Form. This filing creates and posts a new PDF document to the record.

STEPS TO COMPLETE

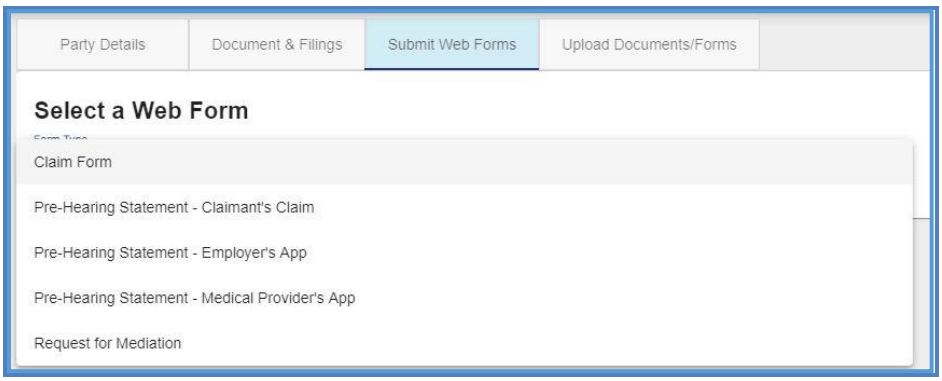
1. Log in to WebFile.
2. Navigate to the “Represented Claims” section.
3. Click on the desired JCN.



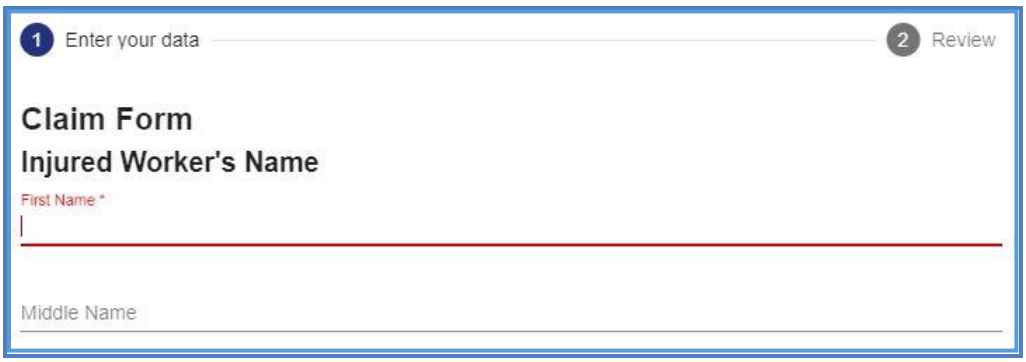
4. Select the “Submit Web Forms” tab.



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

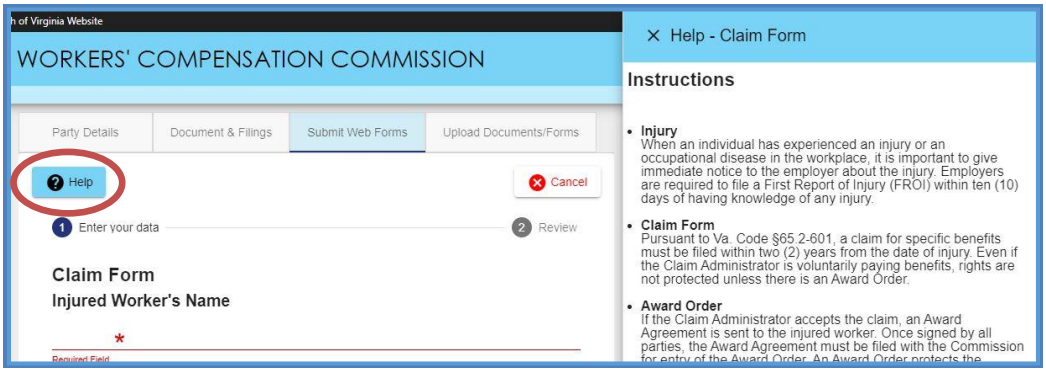


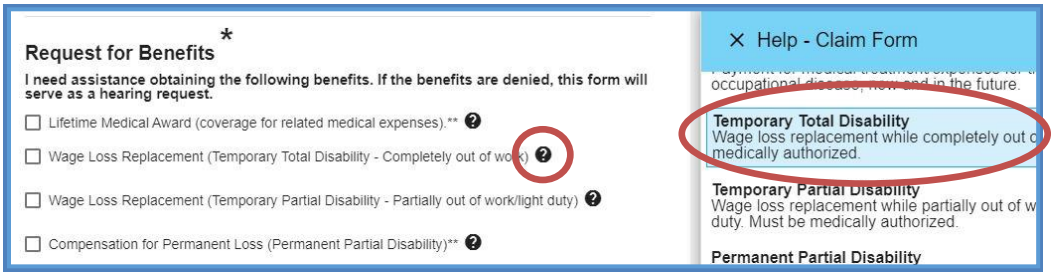
6. Complete the blank fields and make sure all required fields marked with an asterisk (*) are complete.



QUICK TIPS

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



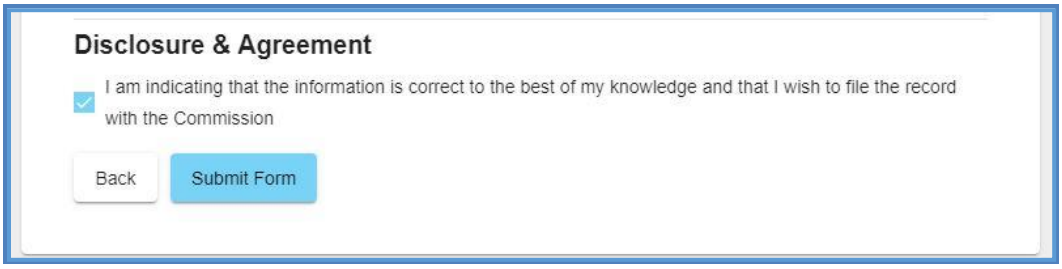


7. Attach supporting non-encrypted PDF documents.

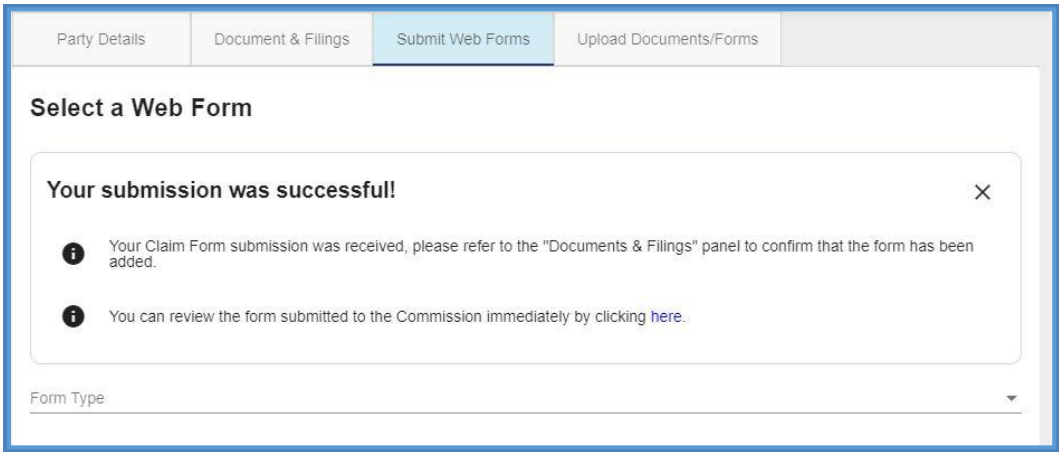
   Note: Keep in mind that the total size of PDF attachments cannot exceed 15 MB.

8. Attach a “Certificate of Service” document.
9. Click the “Next” button.

10. Review the content of the Web Form.
11. Read the “Disclosure & Agreement” statement and click the check box to accept.
12. Click the “Submit Form” button.



13. Review the success message generated by the system.



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

IMPORTANT

Attorneys may edit and change existing data as part of the filing process. This data does not update the master data in the record, however, but does provide the opportunity to submit edited data so that it becomes a part of the overall record.

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.*

Continue to send sealed documents to the Commission on paper, since uploaded documents are immediately viewable by all approved users.

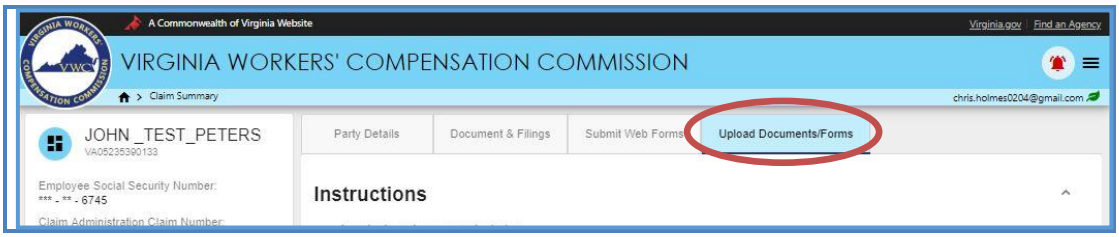
BEFORE YOU GET STARTED

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

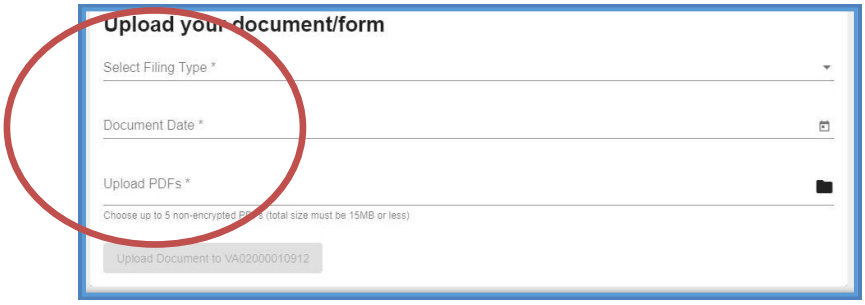
STEPS TO COMPLETE

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

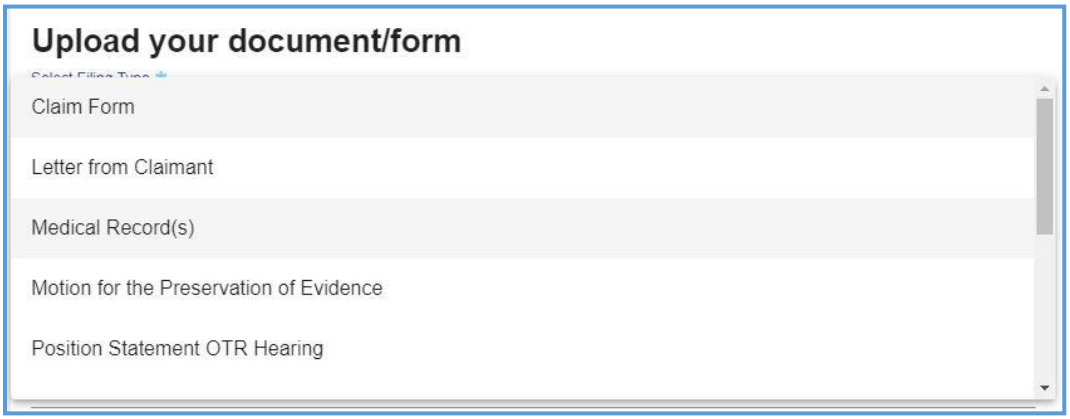
4. Select the “Upload Documents/Forms” tab.
5. Review the “Instructions” section.



6. Navigate to the “Upload your document/form” section, which is lower on the page.
7. There are three required areas to be completed.



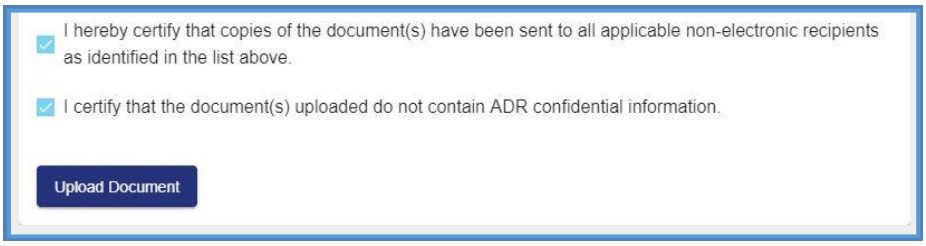
8. Select the “Filing Type” that is being uploaded.



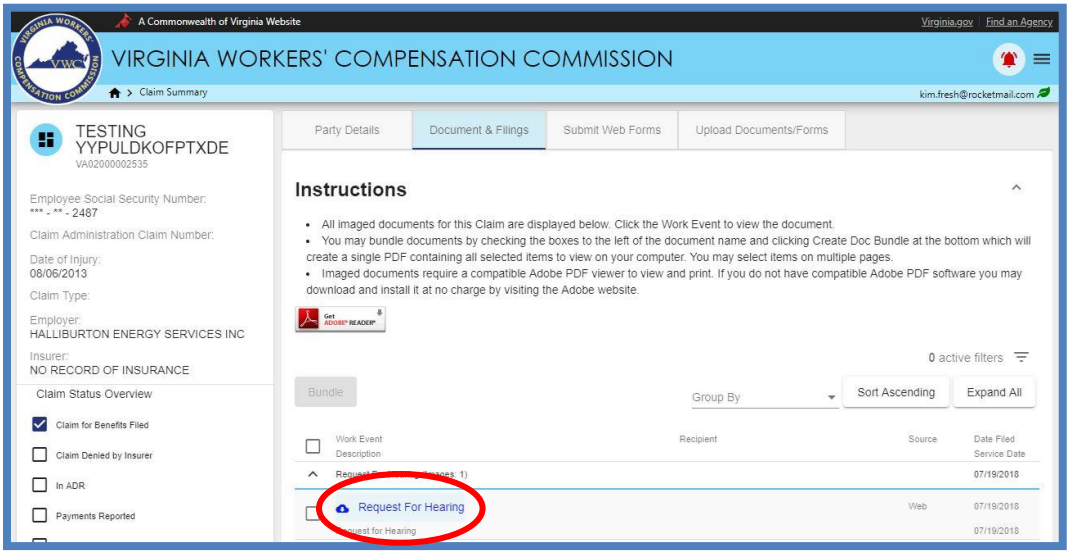
9. In the “Document Date” field, type or select the correct date by clicking the calendar icon).
10. Click “Upload PDFs” to locate the document. The total size of PDF attachments cannot exceed 15 MB.

11. Create and upload a “Certificate of Service” letter. A template can be found in the Appendix.
12. Check box to signify copies of the document(s) have been sent to all parties.
13. Check box to certify signatures.

14. Click the “Upload Document” button.



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



IMPORTANT

When a document is uploaded in error:

***If the claim is on the Docket** – Contact the Deputy Commissioner’s Office*
***If the claim is not on the Docket** – Contact the Clerk’s Office*
***Other** – Contact the Customer Contact Center*

MEDICAL RECORDS

There are a few items to consider when uploading Medical Records into WebFile.

The “Name of Provider” field allows for free-form text, up to 50 characters, which can be used for clarifying descriptions. Example: “Dr. Wilson Medical Records, March 1 – March 10, 2015.”

When uploading Medical Records, enter the latest Date of Service in the “Document Date” field if the records cover more than one date.

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

A UPCOMING HEARINGS AND MEDIATIONS

This section covers the process for viewing the Commission's scheduled hearings.

BEFORE YOU GET STARTED

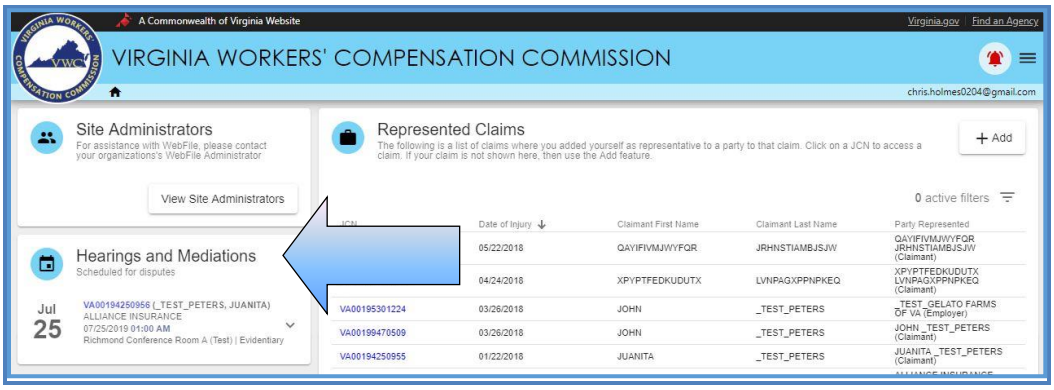
- ✓ *Commission has scheduled a hearing through its internal system.*
- ✓ *Primary Attorney, who has previously noted representation, has received email notification of this activity.*

IMPORTANT

The commission mails notifications of scheduled hearings to the Primary Attorney only. Also, WebFile *does not send reminders of upcoming hearings, although changes to a hearing date/time will generate a new notification.*

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Hearings and Mediations" section.



3. Review the list of scheduled hearings; clicking on the related JCN will take you to the Claim Summary section for that record.

WebFile only displays scheduled hearings for the following:

- ✓ Evidentiary
- ✓ Show Cause
- ✓ Review
- ✓ Mediation

"On The Record" (OTR) hearings are not displayed.

QUICK TIPS

You can note representation on and access files even though a colleague is the Primary Attorney. In this way, you can help "cover" for attorneys (e.g. those on vacation, with hearing conflicts in other jurisdictions, etc.).

If a Primary Party is already listed, and you wish to be noted as the Primary Attorney, contact the Deputy Commissioner's office handling the case to make this request.

A PAPERLESS OPTION

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

BEFORE YOU GET STARTED

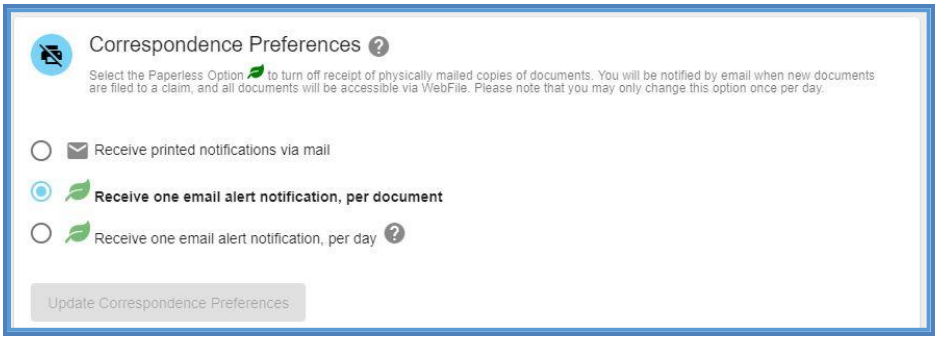
- ✓ *Paperless Option can only be managed by the Attorney User.*
- ✓ *Paperless Option can only be changed once per calendar day.*
- ✓ *People that elect Paperless will appear with the icon.*

ELECTING PAPERLESS

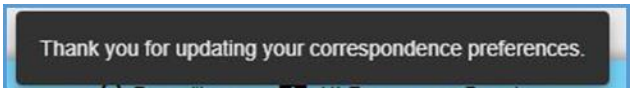
STEPS TO COMPLETE

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

4. Select the “Receive one email alert notification, per document” or “Receive one email alert notification, per day” option.
5. Click the “Update Correspondence Preferences” button.



6. Confirmation message will appear.



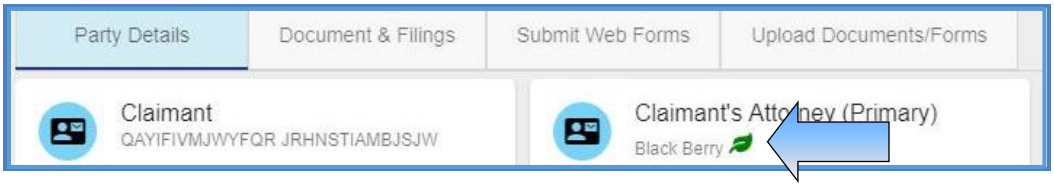
OPT OUT OF PAPERLESS

STEPS TO COMPLETE

1. Click the menu dropdown in the top right and select “Manage Profile.”
2. Go to the “Correspondence Preferences” section.
3. Select the “Receive printed notifications via mail” option.
4. Click the “Update Correspondence Preferences” button.

COPYING PARTIES

When uploading documents through WebFile, all parties to the claim are listed to remind the attorney of whom they need to copy on their filing. Attorneys who have chosen to be paperless are labeled with a green leaf icon indicating that they do not need a mailed copy of the filing.



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 http://www.workcomp.virginia.gov/webfile/webfile-support-request and complete a WebFile Support Request.

Appendix

CERTIFICATE OF SERVICE

Attorneys should certify service of every document electronically filed with the Commission. Each filing must include a Certificate of Service, which contains 3 sections:

- A list of those recipients who receive electronic notifications
- A list of those recipients who receive mail notifications
- Your name

CERTIFICATE OF SERVICE SAMPLE

I hereby certify that on the ____ day of _____, 20___, I will electronically file the foregoing with the Commission using the WebFile system, which will then send a notification of such filing to the following WebFile Users who have opted out of receiving paper notifications, as indicated by the "Green Leaf Paperless" icon on WebFile:

Jacob Smith
Attorney at Law
123 Main Street
Any Town, VA 22310
jsmithatty@goodlaw.com

John Johnson
ABC Law Firm
1000 Maple Avenue
Any Town, VA 23220
jjohnson@abclaw.gmail.com

And I hereby certify that I will mail the document by U.S. mail to remaining Parties Who Have Not Opted Out of receiving notifications and to whom I am obligated to copy:

Jane Jones
224 Ivy Lane
Any Town, VA 22214

Bill Smith
2018 W. Broad Street
Any Town, VA 23226

The Certificate of Service sample referenced above can be used as a guide for how to create your own Certificate of Service document.

Completed documents must be uploaded to the record,

- In PDF format
- Either separately or in a (scanned) document bundle
- Part of the document upload function when submitting a Web Form

Attorneys who elect to turn off paper will receive only email notifications on those claims for which they have noted representation.