

COMMONWEALTH OF VIRGINIA  
WORKERS' COMPENSATION COMMISSION



***WebFile*** Guide For  
Attorneys

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Instructional Guide for WebFile System

**OCTOBER, 2014 EDITION**

# WELCOME

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Welcome to the Virginia Workers' Compensation Commission's **WebFile** system.

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

This **WebFile Guide for Attorneys** contains all the information and instructions needed to take full advantage of the case-management functions in this new web-based tool. It can be used in two different ways:

- the printed document may be used as a hard-copy comprehensive reference manual
- the electronic file may be used as a quick reference guide

Attorney access to **WebFile** is managed by a firm's Site Administrator. Site Administrators should direct questions regarding WebFile to the Commission at 1-877-664-2566 or to [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov) (WebFile access requests should also be directed to this email). Please use these channels to report any technical problems.

Attorneys should address questions about **WebFile** to their firm's Site Administrator.



*The WebFile application is built and maintained to work best with Internet Explorer version 7.0 or later and Mozilla Firefox version 3.0 or later. Use of WebFile within other web browsers is not recommended or supported by the Commission.*

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## WebFile ROLES

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

### Site Administrator

The Site Administrator is an employee of an approved Law Firm who is accountable for managing access to the Commission's **WebFile** system. The Site Administrator will:

- 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)
- Manage the firm's user list (add, deactivate, modify), including password resets
- Communicate with the Commission to ensure current **WebFile** access matches approvals granted by Site Administrator
- Serve as the primary point-of-contact between the Commission and his or her own organization on all matters related to **WebFile**
- 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**.

### Attorney

From **WebFile's** standpoint, an Attorney User :

- Is legally able to access, view, and in some cases, modify Workers' Compensation Claim records
- Has accepted **WebFile's** Terms and Conditions
- 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.

Attorneys must request **WebFile** access through their organization's Site Administrator.

## SITE ADMINISTRATOR - ACTIVATE A NEW ATTORNEY USER

This section covers the procedures Site Administrators will use to activate an Attorney User in *WebFile*.



If your organization does not have a designated Site Administrator with access to *WebFile*, contact the Commission by phone at 1-877-664-2566 or by email at [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).

**Applicable Roles:** Site Administrator

**Prerequisite Actions:** Site Administrator *has already been set up by the Commission*, and has completed the registration process (see [Register as a New User](#) section). The prospective Attorney User's information has already been submitted and is housed in the Commission's master database.

**Business Scenario:** Site Administrator needs to activate an attorney WebFile account.

1. Go to new website at: <https://webfile.workcomp.virginia.gov>.
2. Log in to *WebFile*.



3. Enter login User Name and password.

VWC Portal Login

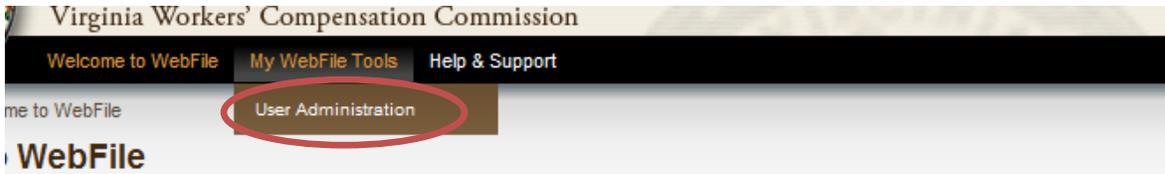
Email:

Password:

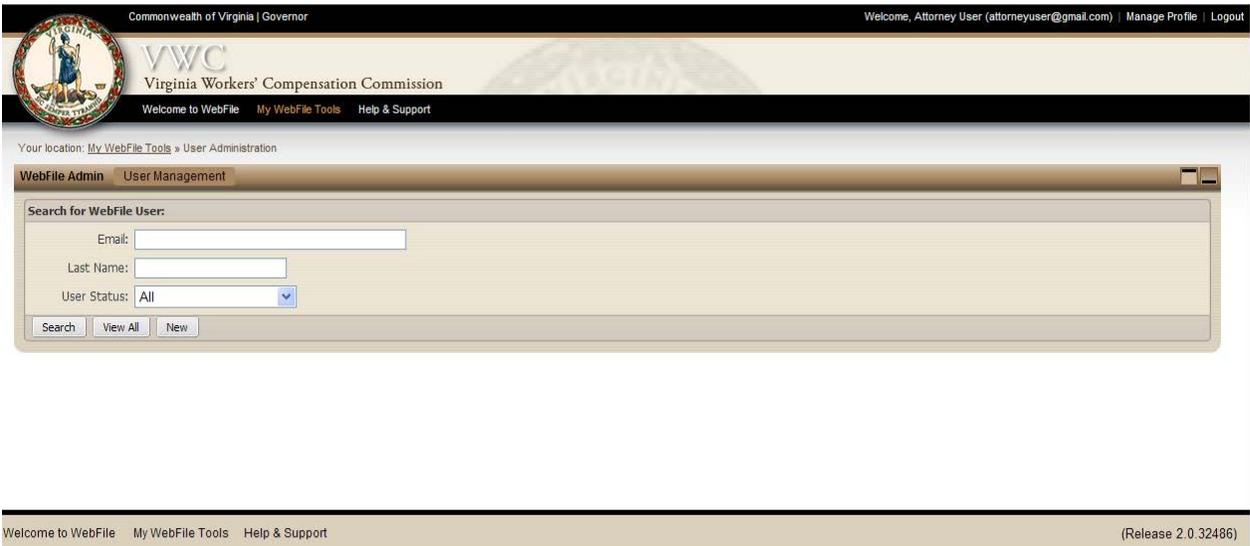
[Forgot Password](#)

Login

4. Select "User Administration" from the drop down menu under 'My WebFile Tools'.



5. The Search screen will display.



6. Click 'New' to add a user, which launches the Create New WebFile User portlet. Once clicked, the Attorney Lookup drop down menu will display all users associated with the law firm.

The screenshot shows the 'Create New WebFile User' form. It is divided into two steps:

- Step 1: Select Attorney for New Account**
  - Attorney Lookup: [Dropdown menu]
- Step 2: Confirm/Update Attorney Details**
  - Attorney: [Text field]
  - Email: [Text field]
  - Name: [Text field]
  - Address: [Text field]
  - Address 1: [Text field]
  - Address 2: [Text field]
  - City: [Text field]
  - State: [Text field, dropdown menu]
  - Zip Code: [Text field]
  - Country: [Text field]

At the bottom of the form, there is a 'Status' field set to 'Current User' and two buttons: 'Cancel' and 'Save'.



*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. Select the Attorney you wish to add - address data will pre-populate. Enter the Attorney User's email address, and click 'Save.'



**Attorney Users you wish to grant WebFile rights to will not display unless their master data already exists in the Commission's database. This data cannot be submitted via WebFile. Send this information in a letter to the Clerk's Office or by emailing a completed "[Attorney Registration Form](#)" to [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).**

8. An email with the Attorney User's temporary password will be generated and sent to the attorney email provided. Attorney users will log in with this information to complete the registration process.



#### **PRACTICE TIP**

When establishing an Attorney User account, Site Administrators should ensure that only ONE account per email address is established; otherwise, the user may receive the same notices at multiple email addresses, or fail to receive all notifications at the appropriate single email address. Also, be careful to enter email addresses carefully, since the email address is the key to providing proper user access to relevant records.



#### **PRACTICE TIP**

While WebFile requires a unique email account for each user, Site Administrators / law firms may decide to create a common internal mailbox to which all WebFile generated emails and notifications can be sent. This is often accomplished by creating a "forward to" RULE within a firm's email system on each WebFile user's email account. Email will still be sent to individual users, but this rule ensures that all messages are also forwarded to a single email inbox for proper oversight/management by a firm's support staff.

## SITE ADMINISTRATOR - ACCESS AN EXISTING USER PROFILE

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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, verify that a user is not set up more than once, and modify an existing user's profile or reset a password.

**Applicable Roles:** Site Administrator

**Prerequisite Actions:** You have been set up as a Site Administrator by the Commission, have completed the registration process, and have created an attorney user.

**Business Scenario:** Site Administrator wants to find a specific Attorney User and view/edit the user's profile.

1. Go to new website at: <https://webfile.workcomp.virginia.gov>.
2. Log in to *WebFile*.
3. Select "User Administration" from the drop down menu under 'My WebFile Tools'.



4. Search *WebFile* screen will display.

A screenshot of the WebFile Admin User Management search screen. The window title is "WebFile Admin User Management". The search area is titled "Search for WebFile User:" and contains three input fields: "Email:", "Last Name:", and "User Status:". The "User Status:" dropdown menu is currently set to "All". Below the search fields are three buttons: "Search", "View All", and "New".

5. Enter either the USER ID (email address) or the LAST NAME. If not sure then click the VIEW ALL button.

- Click on search (or “View All” if you would like to see the full list of current users at your firm).
- Search Results screen will display .

Your location: [My WebFile Tools](#) » User Administration

WebFile Admin User Management

WebFile User Search Results:

Email*	Name	Role	Status	Manager?	Locked?	Registered?	Site Admin?	
attorneyuser@gmail.com	Attorney Bill Smith	Law Firm	Current User	N	N	Y	Y	<a href="#">Edit</a>

 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.

- Click the **Edit** link next to the user whose information you wish to update – you may Reset the Password or Deactivate the Account.



*Since the Attorney User’s email address acts as the logon id and helps link the user’s account to specific case records, the system will not allow for it to be updated.*

- If user is not in the list, either click BACK to SEARCH and try again or click NEW to add user. To view instructions for adding a new user, see the [SITE ADMINISTRATOR – CREATE NEW ATTORNEY USER](#) section.
- After completing your edit (in this case, a password reset), the following success message will appear:



## SITE ADMINISTRATOR - DEACTIVATE USER ACCESS

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This section covers the procedures for deactivating (or re-activating) access for an Attorney User in *WebFile*. This access is managed by the Site Administrator.

**Applicable Roles:** Site Administrator

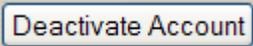
**Prerequisite Actions:** Site Administrator has been set up as a Site Administrator by the Commission, has completed the registration process, and has created an attorney user.



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.

**Business Scenario:** Site Administrator or the Commission has determined that an Attorney User's access must be deactivated.

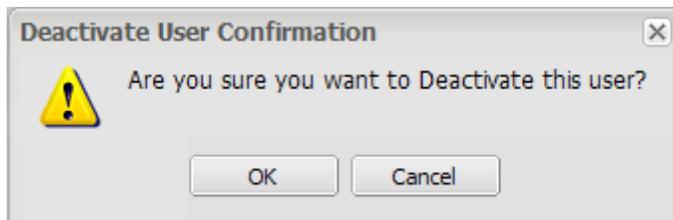
1. Access user's profile.

2. Click 



You may select 'Reactivate Account' at this point should you desire to reinstate an Attorney User's access rights.

3. You are asked to confirm Deactivation.



4. A Confirmation message will be displayed; no "Save" is needed for this change.



### PRACTICE TIP

Removing an Attorney from your 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 may file a Motion to Substitute through WebFile (See [NOTE REPRESENTATION](#) SECTION)

## 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 **user name** and **password**.

### LOGON USERNAME

The logon username is the user's email address. The email address is the primary data element linking a user to relevant case information.

The logon username cannot be changed to be anything other than another email address. If your email address changes and you wish to update your profile, have your Site Administrator contact the Commission by phone at 1-877-664-2566 or by email at [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).

### PASSWORDS

All users are required to use a password along with the logon 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 contain one special character (i.e. @, #)**
- **Must be at least 8 characters in length**
- **Must have at least one number**
- **Must have at least one letter**
- **Must not have been used within the previous 12 months**

### TIMEOUT FEATURE

The system has been set up with a 30 minute timeout feature. If there is no activity within 30 minutes, the user will receive a message notifying them that they need to log back in.



*The system will 'time out' after 30 minutes of inactivity. NOTE: Entering data is still viewed by the system as being idle – users who take longer than 30 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.*

# RESET USER PASSWORD

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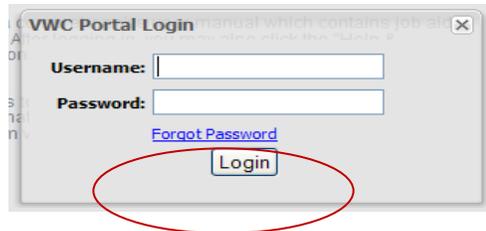
This section covers how to reset a password. The directions differ based on the scenario - Scenario 1 is for forgotten passwords. Scenario 2 is for voluntarily resetting a password.

**Prerequisite Actions:** A user has been set up and has registered in *WebFile*.

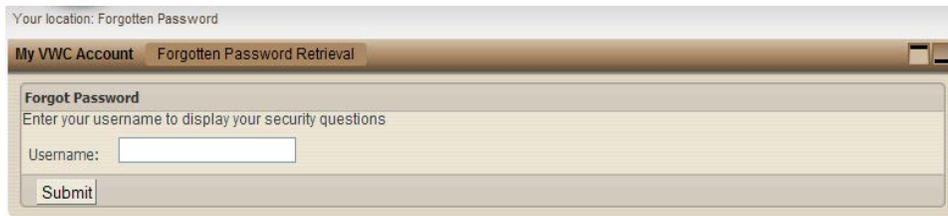
**Business Scenario 1:** User has forgotten his password.

When the log in screen displays, you have the option to request a new password yourself.

1. Click on [Forgot Password](#).



2. Enter your Logon Username. Click Submit.



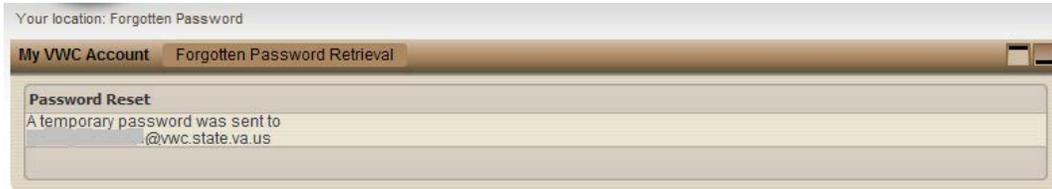
3. Answer the three security questions you completed when you first registered, and click Submit.





If you cannot remember the answers to your security questions, contact the Commission at 1-877-664-2566 or [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).

4. A confirmation message will appear.



5. Retrieve your email containing your new, temporary password.
6. When you log in again with your new/temporary password, you will be required to re-register.

**Business Scenario 2:** User logs in with current password and wishes to reset it.

1. From the main *WebFile* menu, click on Manage Profile.



2. The Manage Account Profile portlet will display.

My WVC Account    Manage Account Profile

First Name:

Middle Name:

Last Name:

Mailing Address

Address: Street:

City:

State:

Postal Code:

Country:

Check this box to accept [Terms and Conditions](#)

My WVC Account    Manage Account Password

Password is case sensitive, must be at least 8 characters long, contain at least 1 number, 1 letter and 1 special character. Password will expire every 90 days and will not be re-usable for 12 months.

Current Password:

New Password:

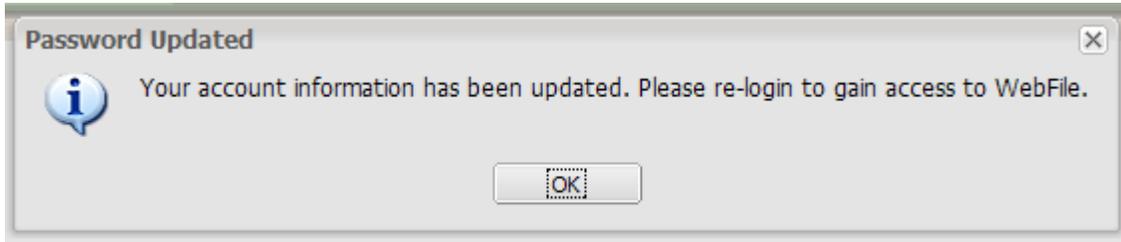
Confirm New Password:

3. Scroll down to the “Manage Account Password” section.
4. Enter current password, then new password twice.



Make sure to create a password that is at least 8 characters in length, has at least one number, has at least one letter, has at least one special character, and has no spaces. The password is not re-usable for 12 months.

5. Click RESET.



6. Click OK to return to the main *WebFile* page.
7. You will need to log back in with the new password.



#### **PRACTICE TIP**

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

#### **Delegation of Authority to Use Login and Password**

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.

## REGISTER AS A NEW USER

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This section covers the registration process for an Attorney User and for a Site Administrator User. Registration is the prerequisite step to allow access to claim records, upload documentation and submit various Web Forms, review notifications, and view the hearing calendar through the *WebFile* system.



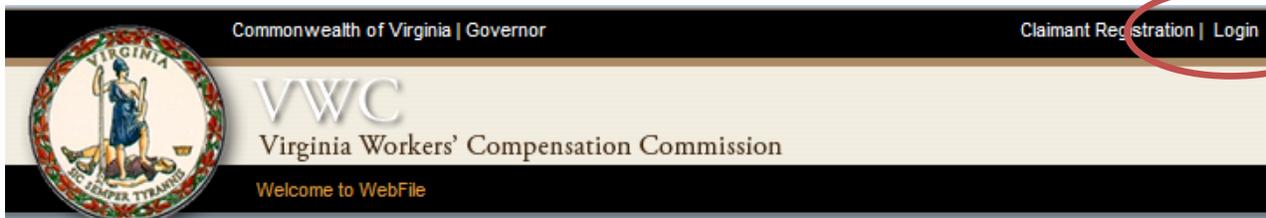
*In order to complete the Attorney User Registration process, an Attorney's profile data must already be in the Commission's master database, the firm's Site Administrator must already be established, and the Site Administrator has created the User Account.*

**Applicable Roles:** Attorney User

**Prerequisite Actions:** The firm's Site Administrator has been established and has created the Attorney User account. Attorney User's master data (FEIN, Bar Number, etc.) is already housed in the Commission's system.

**Business Scenario:** Attorney User wishes to execute various functions in *WebFile*.

1. Access the WebFile website at <https://webfile.workcomp.virginia.gov/>.



2. Select Login – enter your email address and the temporary password you received from [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov).



An Attorney's User Name must be a valid email address. The temporary password used during the registration process is sent from [webfile.support@workcomp.virginia.gov](mailto:webfile.support@workcomp.virginia.gov) once the Site Administrator has completed the initial Attorney User set up process.

My VWC Account Manage Account Profile

Password is case sensitive, must be at least 8 characters long, contain at least 1 number, 1 letter and 1 special character. Password will expire every 90 days and will not be re-usable for 12 months. Personal security questions will be used in case of a forgotten password.

Please change your password

Current Password:  ⓘ

New Password:  ⓘ

Confirm New Password:  ⓘ

Security Question: What high school did you attend ⓘ ?

Answer:  ⓘ

Security Question: Please select Security Question ⓘ

Answer:  ⓘ

Security Question: Please select Security Question ⓘ

Answer:  ⓘ

Check this box to accept [Terms and Conditions](#)

Save

First Name: ewi

Middle Name:

Last Name: user

Mailing Address

Address: Street: 414 N 12th St

City: Richmond

State: Virginia

Postal Code: 23219-2032

Country: United States



This symbol ⓘ next to a field indicates a required field.

- The first part of the registration process requires that you select a new (permanent) password.



Make sure to create a password that is at least 8 characters in length, has at least; one number, one letter, one special character, and no spaces. The password is not re-usable for 12 months.

- The next three fields capture responses to questions that will assist you in case you are ever locked out of the system or forget your password.

Security Question: ⓘ

What is your mother's maiden name ⓘ

Please select Security Question

What is your mother's maiden name

What high school did you attend

What was the make of your first car

What was your childhood best friend's last name

What is your favorite sports team

- If applicable, enter your contact information.
  - Enter first name
  - Enter last name
  - Enter address



The address is validated against the US Postal Service database. A valid address is required for registration.

6. Review the Terms and Conditions by clicking on the words “**Terms and Conditions**” at the bottom left hand corner.

Check this box to accept **Terms and Conditions**

7. After reviewing, check the box to accept the terms and conditions.
8. Click the  button to complete your registration.
9. You will receive a confirmation message verifying your successful registration.
10. You will be asked to log back in to the system with your existing email and permanent password.



#### **PRACTICE TIP**

You are NOT asserting that you represent a party by creating an account. This is a separate step covered under [Note Representation](#) in the next section. Any Attorney with a law firm that has registered with the Clerk of the Commission can have a WebFile account, regardless of whether or not they actually represent any clients before the Commission at that time.

# NOTE REPRESENTATION

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

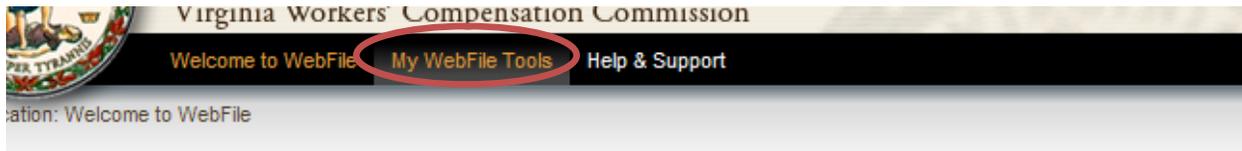


*Attorney Users cannot access a claim record until they have noted representation to one or more of the parties. This requires having both the JCN and the Injury Date.*

**Prerequisite Actions:** A claim record already exists in **WebFile**. The Attorney User knows the JCN and Injury Date.

**Business Scenario:** An Attorney User wishes to Note Representation for the Claimant, the Claim Administrator, or some Other Party.

1. Go to website at: <https://webfile.workcomp.virginia.gov> .
2. Log into WebFile and select My WebFile Tools.



3. Under Note Representation, enter the Jurisdiction Claim Number and the Injury Date.

The screenshot shows the 'Note Representation on Claim (Step 2 of 2)' form. The form fields are as follows:

JCN	Injury Date	Party Represented
VA00000009138	06/01/2009	

**Select Party You Represent:**

- Claimant (Johnson, Jack)
- Claim Administrator (CATHERINES CLAIM ADMINISTRATOR)
- Other Party:

Please select a Letter of Representation to upload for this request (Adobe Acrobat Format Only).

<< Previous Submit



The first time you log in to **WebFile**, the My Represented Claims window may be empty. It will remain so until you have noted representation on at least one claim.

- Select Claimant, Claim Administrator, or Other Party, and click Submit.



An Attorney User can immediately verify the Note Representation transaction when selecting either Claimant or Claim Administrator. This does **NOT** require a Letter of Representation. If Other is selected, a Letter of Representation (in .pdf format) **must be uploaded**. After Commission processing (in 2 – 3 business days), an attorney can confirm this transaction in WebFile.

- Once the transaction is complete, a success message will appear and the JCN will appear in the top panel entitled My Represented Claims. Represented Claims will also appear once the Clerk's Office completes the note representation process if "other" is selected.

Commonwealth of Virginia | Governor

Welcome, Attorney User (attorneyuser@gmail.com) | Manage Profile | Logout

**VWC**  
Virginia Workers' Compensation Commission

Welcome to WebFile | My WebFile Tools | Help & Support

Your location: My WebFile Tools

### Welcome to WebFile Tools

Welcome to WebFile, the Virginia Workers' Compensation Commission's online portal to electronic claim records. WebFile was established to provide the Commission's partners in the legal community with self-service capabilities to view and manage case files and documents online.

WebFile provides access to Workers' Compensation claims where you represent a party to a workplace injury. You are able to gain access by noting your representation (see Note Representation Portlet to the right). Typically, claim files that are available are those that have been opened through a Carrier's filing of an electronic accident report, known as a First Report of Injury (FROI). If this has NOT been done, you may either wait for the FROI to be submitted, or submit a Claim Form by using the [Claim for Benefits page](#).

Your point of contact for assistance with using WebFile is your firm's Site Administrator. This is the role the Commission has established to manage a firm's access, and to handle user questions. Accordingly, please direct all questions and comments to your Site Administrator. Click the Help & Support link above to download a copy of the WebFile Guide for Attorneys.

JCN	Injury Date	Party Represented
VA00000009138	06/01/2009	CATHERINES CLAIM AD...

Page 1 of 1

#### Note Representation on Claim (Step 1 of 2)

- You were successfully associated with the selected claim. If you submitted a Letter of Representation for one of the non-Claimant/Claim Administrator parties you will have to wait several days for verification before having access to the claim records. Otherwise please use the Represented Claims portlet to find your newly associated claim.

Jurisdiction Claim Number:

Injury Date:

Next >>

Welcome to WebFile | My WebFile Tools | Help & Support

(Release 2.0.32486)

- Click the JCN to access the claim record (covered in the following section).



#### PRACTICE TIP

You can have access to 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 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.



#### PRACTICE TIP

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, he will receive an electronic notification and can view this transaction from within the system. *NOTE: In the future, WebFile users will be given the option of "opting out" of paper. However, until the Commission transitions to 'e-notice' only, you cannot rely on the WebFile notice to satisfy your obligation to provide a copy to your opponent. Opponents who are WebFile users will receive an e-notice, but they must also receive a paper notice (as they do today) until the transition period is declared complete.* At that point, WebFile users may choose to 'opt out' of receiving paper copies of relevant filings.

## SEARCH FOR AND VIEW CASE RECORD

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



Attorneys will not be able to search for and view case records until (as defined in the previous section) they have noted representation to at least one party on a claim.

**Prerequisite Actions:** The attorney has access to **WebFile** and has noted representation.

**Business Scenario:** Attorney wishes to access a case record for which he has noted representation to at least one party to the claim.

1. Login to WebFile.
2. Click on My WebFile Tools.

JCN	Injury Date	Party Represented
<a href="#">VA00000009138</a>	06/01/2009	CATHERINES CLAIM AD...
<a href="#">VA00000033424</a>	11/15/2008	NICHOLAS BLACKCLO...
<a href="#">VA00000033440</a>	11/12/2008	WENDY WEBB (Claimant)
<a href="#">VA00000009092</a>	10/01/2008	Harry Henderson (Claim...
<a href="#">VA00000009093</a>	02/05/2008	Ronald McDonald (Claim...

Page 1 of 1 | Claim 1 - 5 of 5

3. Click on the JCN to view specifics of the record you wish to see; this will take you to the Claim Summary. For this scenario, JCN **VA00000009138** has been selected.
4. Review the information under the Claim Summary.

Your location: My WebFile Tools » Claim Summary

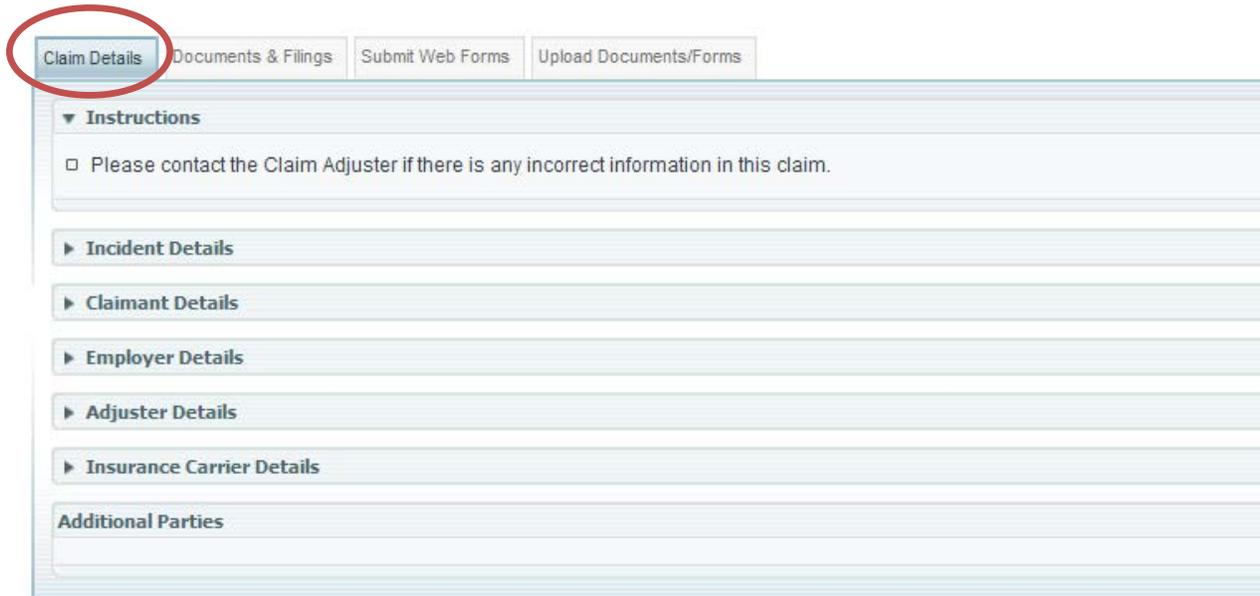
### Claim Summary

Claimant: Jack Johnson	Employee Social Security Number: *** - ** - 6789
Jurisdiction Claim Number: VA00000009138	Claim Administration Claim Number: 987987987987
Date of Injury: 6/01/2009	Claim Type: Became Medical Only
Employer: CATHERINES CLAIM ADMINISTRATOR	Insurer: CATHERINE TEST INSURER

#### Claim Status Overview

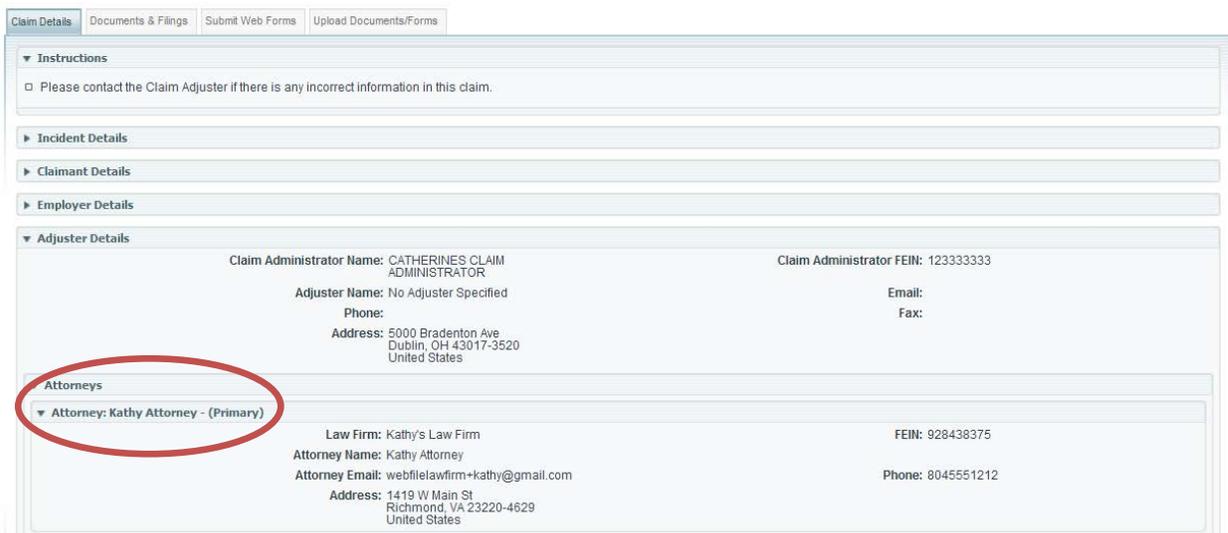
<input checked="" type="checkbox"/> Claim for Benefits Filed	<input type="checkbox"/> Payments Reported
<input type="checkbox"/> Claim Denied by Insurer	<input type="checkbox"/> Award Entered by Commission

- The Claim Details tab is the default view and is pre-selected; details can be viewed by expanding desired sections. Note the types of information available to Attorney Users.



**WebFile** is a common web-based platform. While one's role controls the level of access, information that is displayed to one user is the same information viewable by other roles with the same access rights. The information displayed in WebFile is the same information available to internal Commission staff.

- The Claim Details section containing the Adjuster Details reflects the fact that "Kathy Attorney" has Noted Representation to the Claim Administrator/Adjuster, and is the Primary Attorney.





While viewing the Claim Details tab (which is the default view after clicking the JCN link you wish to view), remember you can also view existing imaged files by clicking on the Documents and Filings tab. The process for uploading a new .pdf document is covered in the [Upload Documents and Forms Section](#).

# VIEW ELECTRONIC NOTIFICATIONS

---

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



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

**Prerequisite Actions:** Attorney is a registered user, is already associated with a claim(s), and transactions exist which have generated relevant notifications.

**Business Scenario:** Attorney has received email notifications, and wishes to **view** electronic notifications generated as a result of various WebFile transactions.

1. View email announcing electronic notification.

## Email Inbox View

<input type="checkbox"/>	★ WebFileSupport	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	11:29 am
<input type="checkbox"/>	★ WebFileSupport (5)	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	Oct 24
<input type="checkbox"/>	★ WebFileSupport	New Notification - You have received a new notification from the Virginia Workers' Compensation Commission: JCN ..	Oct 23

## Individual Email View

New Notification Inbox | X

★ WebFileSupport@wvc.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/wvc-portal?doLoginDialog=1>.

Virginia Workers' Compensation Commission

2. Login to WebFile.
3. Navigate to Notifications Portlet and view this list of notifications; sort and filter by Status, Date, Notification Type, etc...

My Web File Tools    WVC Notifications

VVC Notifications: Instructional content here...

<input type="checkbox"/>	Status	Date	Notification	Description	Jurisdiction Claim Number	Claimant Last Name
<input type="checkbox"/>	Unread	2009-10-23	 <a href="#">Assertion Of Rights</a>	Assertion of Rights	<a href="#">VA0000009092</a>	Henderson
<input type="checkbox"/>	Unread	2009-10-24	 <a href="#">Agreement Form (Signed or Partially ...</a>	Award Agreement	<a href="#">VA0000009138</a>	Johnson
<input type="checkbox"/>	Unread	2009-10-24	 <a href="#">Request For Hearing</a>	Request for Hearing	<a href="#">VA0000009138</a>	Johnson
<input type="checkbox"/>	Unread	2009-10-24			<a href="#">VA0000009138</a>	Johnson
<input type="checkbox"/>	Unread	2009-10-24			<a href="#">VA0000009138</a>	Johnson
<input type="checkbox"/>	Unread	2009-10-24	 <a href="#">Twenty Day Order Claim Filed - Agre...</a>	Twenty Day Order Res...	<a href="#">VA0000009138</a>	Johnson
<input type="checkbox"/>	Unread	2009-10-26	 <a href="#">Request for Mediation</a>	Request For Mediation	<a href="#">VA0000009138</a>	Johnson

Page 1 of 1    Select a Document...    Apply Action    Results 1 - 7 of 2

4. Navigate to imaged document or JCN.
5. Mark notifications as “Read” (once viewed, the system automatically marks as “Read”) or “Unread.” This can be done either one at a time, or by selecting the check boxes next to each notification. Click the ‘Apply to Selected’ button to execute the desired transaction.
6. Notifications can remain in the inbox or can be moved to the Archived Folder.



***As the list of notifications grows over time, users are encouraged to use the Archived folder option. Click the item you wish to Archive, and select ‘Archive Item’ in the drop down menu.***

**Business Scenario:** Attorney wants to verify a notification has been **sent** based on his system activity/transactions.

1. Login to WebFile.
2. If not already done, execute relevant transactions which will generate an electronic notification (e.g. Upload a Document or Submit a Web Form).
3. Navigate to Notifications Portlet and verify you have received the notification based on the recently completed transaction. All other WebFile users relevant to the claim will receive the same notification.



***Only active WebFile users will receive electronic notifications. As noted previously, opponents who are both WebFile and non WebFile users must be copied/ notified using existing methods and processes.***

## UPLOAD DOCUMENTS AND FORMS

This section covers the steps for uploading documents to a case record.



WebFile can only accept documents in .pdf format. Attorneys may convert documents to this format either by using conversion software or by using a scanner which creates images in a .pdf format. NOTE: The file sizes for scanned images are typically larger than converted documents.

**Prerequisite Actions:** Attorney is a registered user, is already associated with a claim(s), and the document to be uploaded has been converted to a .pdf format.

**Business Scenario:** Attorney wishes to add an existing document via the “upload” function to a case record.

1. Login to WebFile and click My WebFile Tools.
2. Click on the desired JCN (again, for this scenario, we will use JCN **VA00000009138**).

JCN	Injury Date	Party Represented
<b>VA00000009138</b>	06/01/2009	CATHERINES CLAIM AD...
VA00000033424	11/15/2008	NICHOLAS BLACKCLO...
VA00000033440	11/12/2008	WENDY WEBB (Claimant)
VA00000009092	10/01/2008	Harry Henderson (Claim...
VA00000009093	02/05/2008	Ronald McDonald (Claim...

Page 1 of 1 | Claim 1 - 5 of 5



The illustration above shows only 5 records. As you continue using WebFile, your Represented Claims list may grow much longer. The screen shot on the next page displays how to use the Filter function to filter for a specific JCN, or series of JCNs that may have the same numbers in the record.

**My WebFile Tools** Represented Claims

**My Represented Claims:** The following is a list of claims where you added yourself as representative to a party to that claim. Click on a JCN to access a claim. If your claim is not shown here, then use the Note Representation feature below.

JCN	Injury Date	Party Represented
<a href="#">VA00000009138</a>		CATHERINES CLAIM AD...
<a href="#">009998</a>		Suzanne Test (Claimant)
<a href="#">VA00000001355</a>		JOHN MYAL (Claimant)
<a href="#">VA00000001316</a>		YAW TENKORANG (Cla...
<a href="#">VA00000001354</a>		MATTHEW SPENCER (C...
<a href="#">VA00000001888</a>	08/22/2008	THE FRANK GATES SE...
<a href="#">VA00000001288</a>	08/21/2008	JACKSON SCOTT (Clai...
<a href="#">VA00000001330</a>	08/21/2008	KELLY ERNST (Claimant)
<a href="#">VA00000001235</a>	08/20/2008	SYLVIA CARTER (Claim...
<a href="#">VA00000001237</a>	08/18/2008	JESSIE SHUPE (Claimant)

Page 1 of 16 | Claim 1 - 10 of 153

3. Select the Upload Documents/Forms Tab.

**Claim Summary**

Claimant: Jack Johnson  
 Jurisdiction Claim Number: VA00000009138  
 Date of Injury: 6/01/2009  
 Employer: CATHERINES CLAIM ADMINISTRATOR

Employee Social Security Number: \*\*\* - \*\* - 6789  
 Claim Administration Claim Number: 987987987987  
 Claim Type: Became Medical Only  
 Insurer: CATHERINE TEST INSURER

**Claim Status Overview**

Claim for Benefits Filed  
 Claim Denied by Insurer  
 Payments Reported  
 Award Entered by Commission

Claim Details | Documents & Filings | Submit Web Forms | **Upload Documents/Forms**

4. Select the Document Type you wish to upload – *Attorneys have many different document types they may upload using WebFile.*

<b>714B Fee Request</b>
Award Agreement
Termination of Wage Loss Award
Request for Cost of Living Adjustment
Employer's Application for Hearing
Letter from Attorney
Medical Provider Application
Medical Record(s)
Petition and Order (Claimant's Info Letter)
Petition and Order
Claim for Benefits / Request for Hearing
Request for Review
Request for Mediation
Request for Reconsideration of Opinion
Stipulated Order
Motion
Motion for the Preservation of Evidence
Position Statement OTR Hearing
Response to an Employer's Application
Written Statement -- Review Hearing

5. Once you have “identified” the document type, select Browse to locate the document on your computer. Select the check box to signify the document has been signed (if applicable) by all parties. Click ‘Upload.’



Attorneys must file a “Certificate of Service” letter as part of the filing process

6. Confirm a successful upload (in this scenario, an Award Agreement uploaded on 10/14/2009 and a document creation date of 10/1/2009) by reviewing the Documents and Filings tab.

Claim Details Documents & Filings Upload Documents/Forms Submit Web Forms

**Documents & Filings:** Documents and filings related to this claim are shown in the table below.

**Instructions**

- You may bundle documents by checking the boxes to the left of the document name and clicking Create Doc Bundle at the bottom which will create a single PDF containing all selected items to view on your computer. You may select items on multiple pages.
- Imaged documents require a compatible Adobe PDF viewer to view and print. If you do not have compatible Adobe PDF software you may download and install it at no charge by visiting the Adobe website.



**Imaged Documents:** All imaged documents for this Claim are displayed below. Click the Document Type to view the document.

	Sealed	Description	Source	Service Date	Date Filed
<input type="checkbox"/> Work Event(s)					
<input type="checkbox"/>  Agreement Form (Signed or Partially Signed)	No	Award Agreement	Web	10/01/2009	10/14/2009

Page 1 of 1 | Select a Document... | Apply to selected | Results 1 - 1 of 1



Remember: 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 in on paper, since uploaded documents are immediately viewable by all approved users.***

### **Requirement to File a Certificate of Service on Electronically-Filed Documents**

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 (when the “Opt Out of Paper Notification” option becomes available)
- A list of those recipients who receive mail notifications
- Your name

To determine the “Notifications Status” of a party on the claim:

1. Log in to WebFile.
2. Click on the desired JCN in the “Represented Claims” portlet.
3. Select either the Upload Documents/Forms or the Submit Web Forms tab.
4. Review the ‘Claim Parties/Upload Recipients’ portlet. This lists all parties to the claim.

## 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 “Opt Out” icon on WebFile:

Jacob Smith  
Attorney at Law  
123 Main Street  
Any Town, VA 22310  
[jsmithatty@goodlaw.com](mailto:jsmithatty@goodlaw.com)

John Johnson  
ABC Law Firm  
1000 Maple Avenue  
Any Town, VA 23220  
[jjohnson@abclaw.gmail.com](mailto: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 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 can be uploaded to the record, either separately or in a (scanned) document bundle, or added as 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. ***Until the “Opt Out of Paper Notification” process is available, the Certificate of Service document should list ALL parties to the claim under the ‘Parties Who Have Not Opted Out’ of receiving paper notifications.***



**PRACTICE TIP**

You can save time by submitting a Web Form in certain transactions instead of uploading documents. See the next section [SUBMIT WEB FORMS](#) for a list of available transactions.



**PRACTICE TIP**

When uploading Medical Records, enter the latest Date of Service under Document Date (if the records cover more than one date). The system automatically indicates today’s date under the Date Filed column viewable from the Documents & Filings tab once the record is uploaded. 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, 2010.” This will help you and other users find records more readily in the list of imaged documents.

**Upload a Filing**

Filing Upload Form

Select Filing Type: ⓘ  
 Medical Record(s) ▼

Document Date: ⓘ  
 MM/dd/yyyy ⓘ

Name of Provider: ⓘ

File(s) must be Non-Encrypted PDFs ⓘ

Browse...

Browse...

Browse...

Browse...

Browse...

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

## 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.

**Prerequisite Actions:** Attorney is a registered user and is already associated with a claim.

**Business Scenario:** Attorney wishes to submit a new filing to a case record using a web form vs. uploading an existing document.

1. Login to WebFile and click My WebFile Tools.
2. Click on the desired JCN (for this scenario, we will use JCN **VA0000033440**).



3. Select the 'Submit Web Forms' Tab.



4. Choose the Web Form to file from the drop down menu (***Claim for Benefits/Request for Hearing, Employer's Application for Hearing, Order Response Form – Claim Filed, Order Response Form – Payments Made, and Request for Mediation***) and click 'Next.'

Claim Details Documents & Filings Upload Documents/Forms **Submit Web Forms**

Instructions: Select Web Form

Step 1 of 3: Select a Web Form

Select Form Type

Select Form Type...

- Claim for Benefits/Request for Hearing
- Employer's Application for Hearing
- Order Response Form - Claim Filed
- Order Response Form - Payments Made
- Request for Mediation

Welcome to WebFile My WebFile Tools Help & Support (Release 2.0.33327)

5. For this scenario, Claim for Benefits/Request for Hearing has been selected.

Claim Details Documents & Filings Upload Documents/Forms **Submit Web Forms**

Instructions: Enter Web Form Data

Step 2 of 3: Enter Web Form Data for Claim for Benefits/Request for Hearing

Injured Worker Details

Injured Worker's Name

First Name <sup>i</sup> MI Last Name <sup>i</sup> Suffix (Sr, Jr, III, etc.)

WENDY [ ] WEBB [ ]

Injured Worker's Address

Street Address <sup>i</sup>

1224 Rock Rd Lot 61

[ ]

City <sup>i</sup> State <sup>i</sup> ZIP <sup>i</sup>

Christiansburg VA - Virginia 24073-6170

Injured Worker's Phone

Phone (Home) Phone (Work)

[ ] [ ]

Employer Details

Employer's Name

Employer's Name <sup>i</sup>

THINGS REMEMBERED

Employer's Contact Information

Street Address <sup>i</sup>

5500 Avion Park Dr

[ ]

City <sup>i</sup> State <sup>i</sup> ZIP <sup>i</sup>

Cleveland OH - Ohio 44143-1911

Phone (Work)

[ ]

Incident Details

Parts of Your Body Injured <sup>i</sup> Date of Injury <sup>i</sup> Average Earnings (per week) <sup>i</sup>

[ ] 11/12/2008 [ ] [ ]



Notice that much of the Claim for Benefits Form is pre-populated with data received on the initial Injury Report.

6. Enter additional required data (e.g. body parts injured and average weekly earnings) and click Submit.



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.

7. Review data entered and add supporting .pdf documents. Click the check box to accept the 'Disclosure & Agreement Form' and then click Submit.



A Certificate of Service document must accompany a new Web Form filing, just as it does when an existing document is uploaded.

Disclosure & Agreement Form

By clicking "submit" I am indicating that the information is correct to the best of my knowledge and that I wish to file the record with the Commission.

<< Previous    Submit >>

8. Review the success message generated by the system.
9. Verify that a new .pdf has been added to the record by:

- a) selecting the link in the success message to open the .pdf
- b) clicking on the Documents & Filings tab and then selecting the appropriate link to open the .pdf

Imaged Documents: All imaged documents for this Claim are displayed below. Click the Document Type to view the document.

Work Event(s)	Sealed	Description	Source	Service Date	Date Filed
Acknowledge Protective Filing - Claimant	No	To Claimant Home Address	Print		10/15/2009
Acknowledge Protective Filing	No	To Claim Administrator Main Office	Print		10/15/2009
Acknowledge Protective Filing	No	To Employer Main Office	Print		10/15/2009
Acknowledge Protective Filing - Claimant	No	To Claimant Attorney	Print		10/15/2009

Page 1 of 1    Select a Document    Apply to selected    Results 1 - 4 of 4



COMMONWEALTH OF VIRGINIA  
VIRGINIA WORKERS' COMPENSATION COMMISSION  
1000 DMV DRIVE, RICHMOND VA 23220  
1-877-664-2566  
www.vwc.state.va.us

**Acknowledge  
Protective Filing**

Date of this notice: October 15, 2009

§{dn0044} §{dn0045} §{dn0043} v. THINGS REMEMBERED  
WAUSAU BUSINESS INSURANCE COMPANY , Claim Administrator  
Jurisdiction Claim No. VA00000033440  
Claim Administrator File No. 550626338  
Date of Injury November 12, 2008

Dear §dn0044 §dn0045 §dn0043,

This is to acknowledge receipt on October 15, 2009 of your letter of October 15, 2009 filing a claim in the above matter. No further action will be taken on this claim until requested by the parties.



**PRACTICE TIP**

Although WebFile documents are always available in the Documents & Filings tab, you can also save a copy of any completed .pdf to your computer.

## VIEW SCHEDULED HEARINGS

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

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

**Business Scenario:** Attorney wishes to **view** Scheduled Hearings on a case record for which they have previously noted representation.



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.

1. Login to WebFile and click My WebFile Tools.
2. Navigate to Scheduled Hearings portlet.

Status	Date	Notification	Description	Jurisdiction Claim Number	Claimant Last...
<input type="checkbox"/> Unread	2009-10-15	<a href="#">Judicial Correspondence</a>		<a href="#">EWI000000023</a>	_TEST_PETE...
<input type="checkbox"/> Unread	2009-10-16	<a href="#">Judicial Correspondence</a>		<a href="#">EWI000000023</a>	_TEST_PETE...
<input type="checkbox"/> Unread	2009-10-19	<a href="#">Judicial Correspondence</a>	desc	<a href="#">EWI000000023</a>	_TEST_PETE...



WebFile only displays schedule hearings for the following: Evidentiary, Show Cause, Review, and Mediation. "On The Record" (OTR) hearings are not displayed.

Users may Sort (ascending or descending) or Filter each column. Filtering allows you to select the specific item or items you wish to display, and WebFile will only display what has been selected.

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



#### **PRACTICE TIP**

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 you wish to be noted as the Primary Attorney, contact the Deputy Commissioner's office handling the case to make this request.

## FREQUENTLY ASKED QUESTIONS

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**Question:** What steps should attorneys take if they make a mistake (e.g. wrong or mischaracterized document) during the upload document process?

If the document in question is for a docketed case, call the Deputy Commissioner's office handling the case to explain the error. If the document is not related to a docketed case, call the Commission's Customer Contact Center (877-664-2566), which can make an appropriate notation on the record. Complete the process by uploading a corrected document.

**Question:** How do I know if my opponent is a WebFile user, and how can I verify the he has been copied on my filings?

A list of WebFile Users can be found in two places in the system: 1) During the Upload Document process, and during the Submit Web Form process. In both places, the system displays this information under the "Claim Parties/Upload Recipients" portlet. Parties listed in this portlet will automatically receive electronic notifications of documents and filings you have made on the claim.

**Question:** Why do Attorneys have to work through a Site Administrator vs. contacting the Commission directly?

This support model has proven to be successful with other WebFile users (e.g. Claim Administrators). Individual users can quickly find answers to common questions from people who work closest to them in their firms (handling requests to be added, help with password resets, etc.) and the Commission's WebFile Support team can provide higher quality service to an entire firm by working through a single point of contact.

**Question:** Can Attorneys delegate their logins to support staff?

The Commission is following the guidance provided by the US District Court's (Eastern District) E-Filing policy which permits attorneys to "allow a secretary, paralegal, or other person in their office to use their log in and password to file documents on their behalf." An attorney's log in and password constitutes their signature when filing electronic documents.

**Question:** Will we be able to file 4.2 medical records through Webfile?

Medical records are one of the document types attorneys can upload using WebFile. Medical records, as with any file upload, must be in .pdf format. No one record can exceed 3MB, and the total file size cannot exceed 15MB (there are occasions when WebFile will allow as many as 5 attachments to a transaction).

**Question:** A .pdf can be created from an existing document either by scanning the document, or by converting it using software. Which method does the Commission recommend?

Scanning is the only option when the document to be uploaded requires a hand-written signature. Otherwise, using conversion software is preferable because file sizes are smaller. The conversion process is also quicker and simpler, and can be executed using the same computer that created the original document.

**Question:** Will the Commission notify WebFile users about scheduled down times for maintenance?

Yes, the Commission will post messages on its website home page (<http://www.workcomp.virginia.gov>). The Commission will make every effort to schedule downtimes during non-peak hours. See the question immediately following about how WebFile users can make a filing during system downtimes.

**Question:** What happens if WebFile is unavailable unexpectedly?

Attorneys who wish to make a filing through WebFile, but are prevented from doing so because of a system outage, may fax the filing to (804) 367-9740. (Additionally, a filing made via certified or registered mail is considered filed when post-marked.) Refer to the Commission's [fax policy](#) for policies regarding faxed filings.

**Question:** I know I'm representing the Employer and Insurance Carrier, but WebFile shows me as representing the "Claim Administrator." However, my name does not appear under Claim Details in the attorney section for either the Employer or the Carrier. Is that accurate?

From the Commission's viewpoint, an attorney who represents the Claim Administrator is representing the Employer and Carrier. Those individual fields in WebFile for Employer and Carrier are used in those instances when an attorney may only represent one of these parties. When Noting Representation electronically, selecting "Claim Administrator" is an indication that you represent the Employer and Carrier. Use the "Other" option if you represent only one of these parties (or some other party, such as a Medical Provider).

**Question:** To what degree can an attorney enter a description on an uploaded medical record so that it can be properly identified and located more quickly?

The Name of Provider field allows for free-form text. Enter the name of the provider, along with any other descriptive information which may help you identify the contents of the medical record (date ranges, etc.) up to a limit of 50 characters.