

VIRGINIA WORKERS' COMPENSATION COMMISSION



**Guide for
Attorneys**

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 WebFile Guide for Attorneys 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 Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov.

TABLE OF CONTENTS

WebFile SECURITY	1
WebFile ROLE OVERVIEW	2
DELEGATION OF AUTHORITY	3
ACCESS AND REGISTRATION OVERVIEW	4
REQUEST ACCESS	5
ACTIVATE A NEW ATTORNEY USER	6
ACCESS AN EXISTING ATTORNEY USER PROFILE	11
DEACTIVATE ATTORNEY USER ACCESS	13
PASSWORD RESET	15
EMAIL ADDRESS CHANGE	18
NOTE REPRESENTATION	21
SEARCH AND VIEW CASE RECORD	24
VIEW ELECTRONIC NOTIFICATIONS	27
CHANGE A NOTIFICATION STATUS	29
DETERMINE NOTIFICATION STATUS	30
VIEW CUSTOMIZATION	31
UPLOAD DOCUMENTS AND FORMS	34
MEDICAL RECORDS	38
SUBMIT WEB FORMS	39
VIEW SCHEDULED HEARINGS	44
PAPERLESS OPTION	46
ELECTING PAPERLESS	46
OPT OUT OF PAPERLESS	48
COPYING OPPONENTS	49
Appendix	
CERTIFICATE OF SERVICE TEMPLATE	51

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., @, #).
- ✓ Must not have been used within the previous 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 log back in to WebFile.

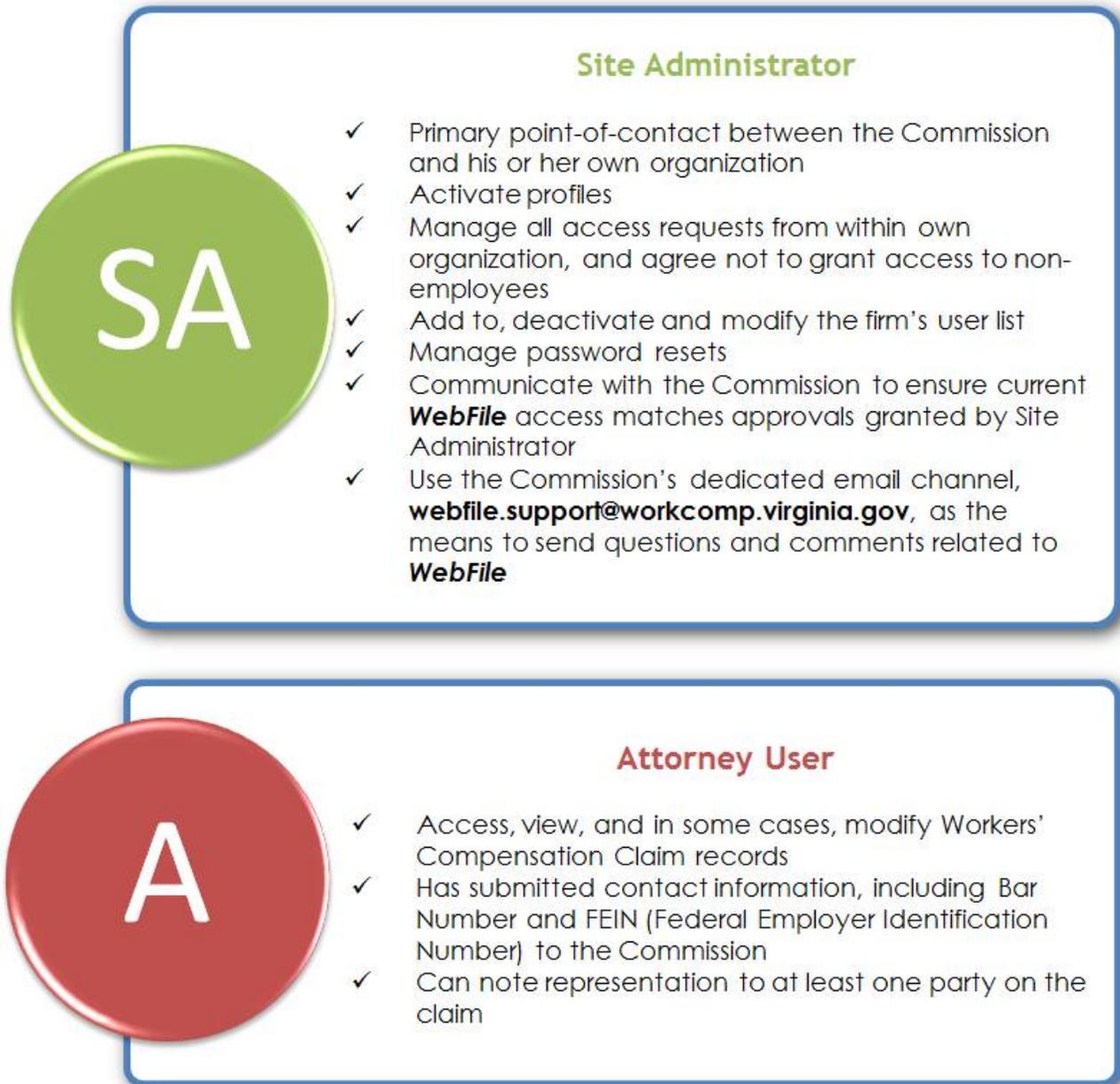


IMPORTANT

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.



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.

Delegation of Authority to Use Login and Password

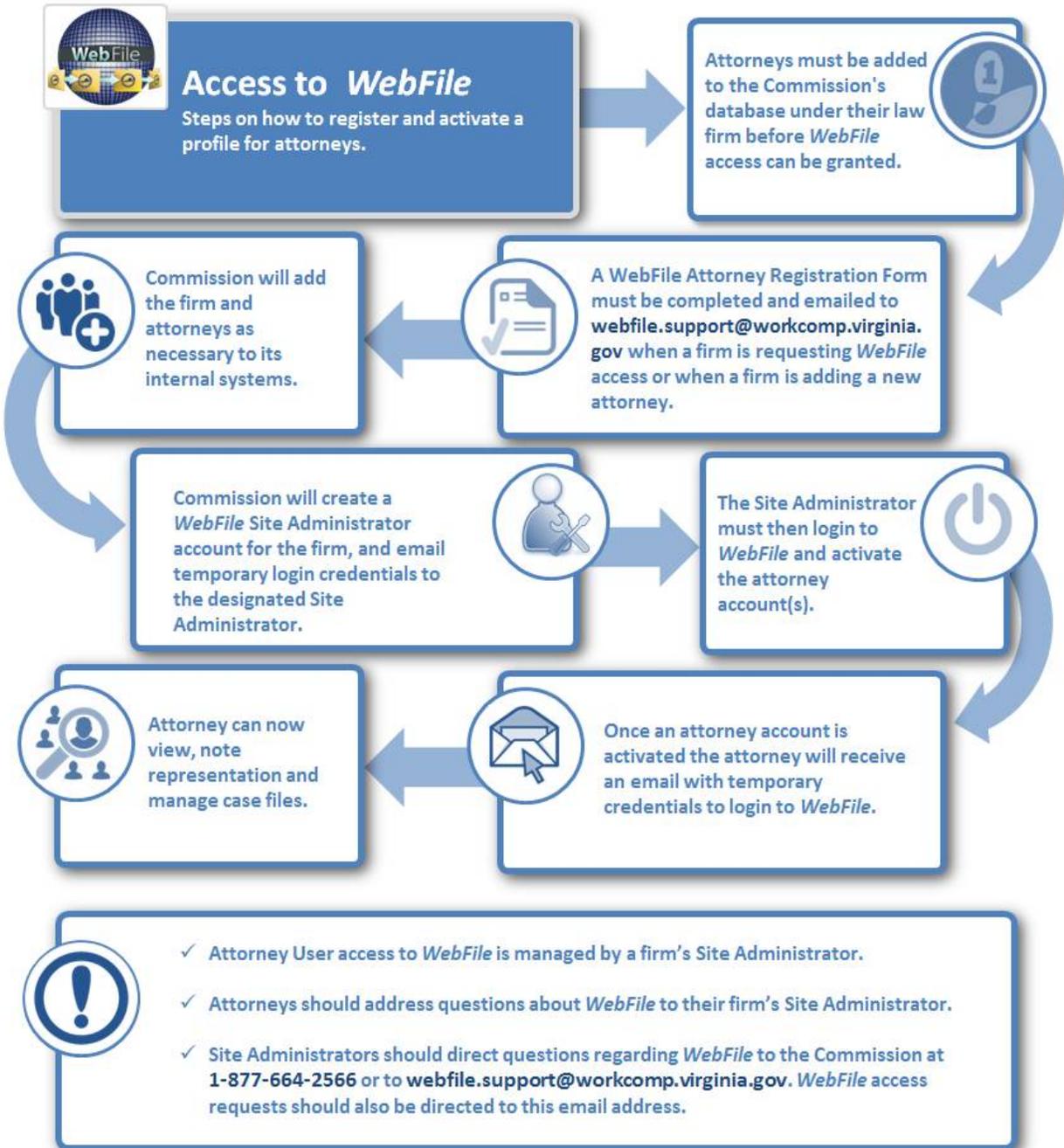
Attorneys may allow a secretary, paralegal, or other person in their office to use their login and password to file documents on their behalf.

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.
-

ACCESS AND REGISTRATION OVERVIEW

Below is a brief overview of the WebFile registration process. Please note that it requires action from a firm's Site Administrator and Attorney.



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.

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 E-MAIL

When a law firm requests WebFile access, the Commission will create 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 in WebFile. The Site Administrator must complete steps 1 - 8 and the Attorney User will need to complete steps 9 - 19.



BEFORE YOU GET STARTED

- ✓ Site Administrator has completed the registration process and has been set up by the Commission.
- ✓ The prospective Attorney User's information has already been submitted and is housed in the Commission's master database.



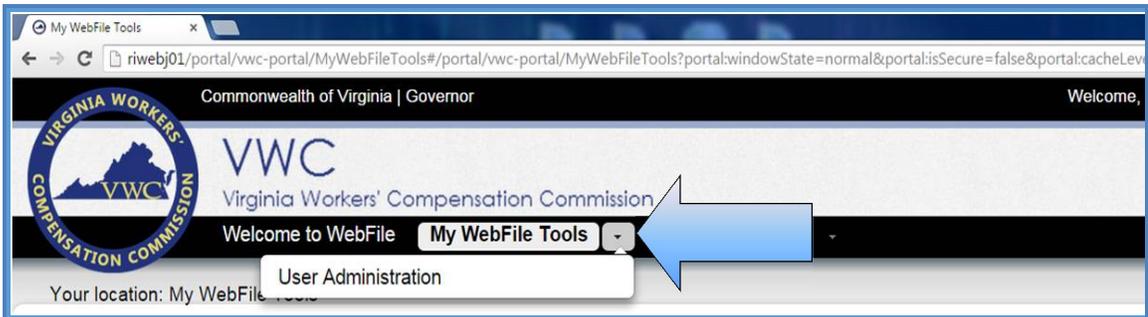
STEPS TO COMPLETE

1. Go to the WebFile site at: <https://webfile.workcomp.virginia.gov>.
2. Click "Login" located in the upper right corner of the screen.

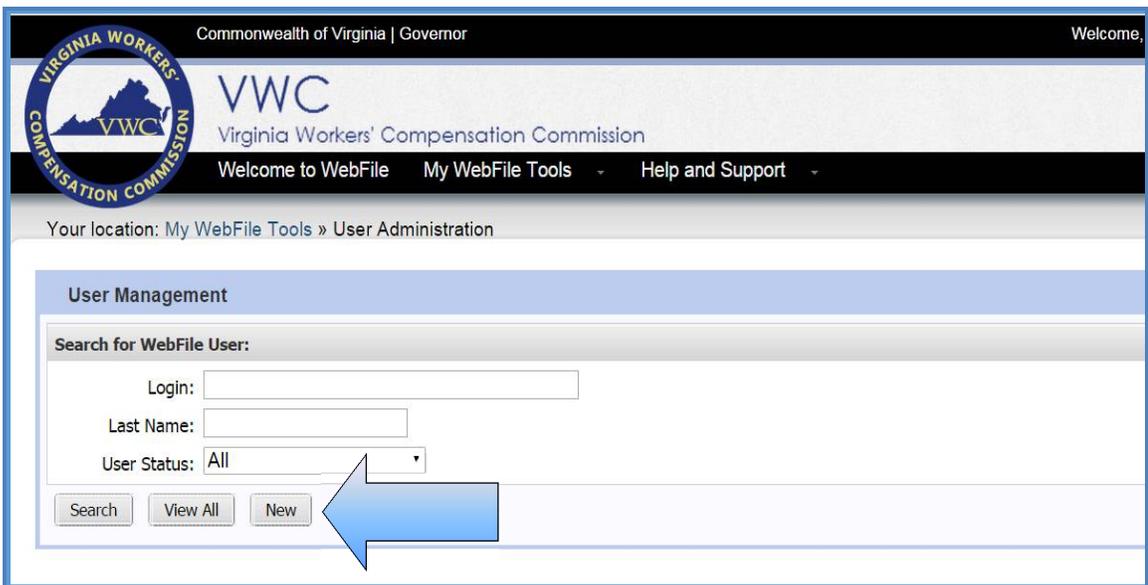


3. Enter Username and Password

- Click the dropdown arrow to the right of "My WebFile Tools" and select "User Administration" from the drop down menu.



- Click "New" to add a user.

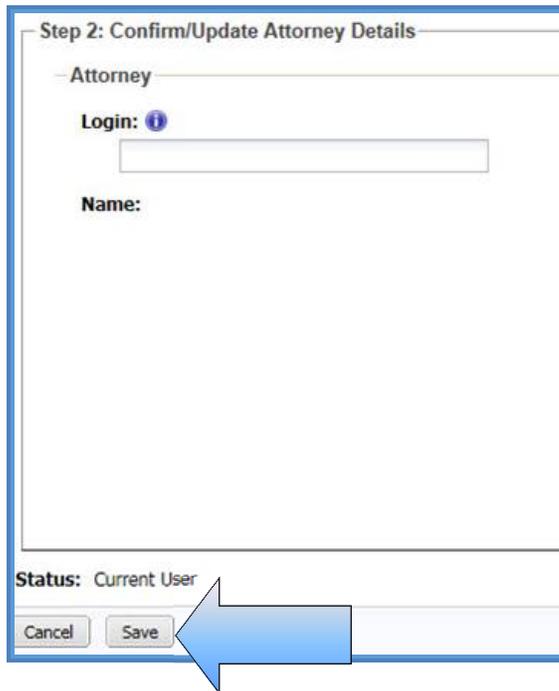


- Click the Attorney Lookup (the dropdown menu will display all users associated with the law firm) and then select a name.*



*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 address in the "Login" section.
8. Click the "Save" button.



Step 2: Confirm/Update Attorney Details

Attorney

Login: ⓘ

Name:

Status: Current User

Cancel Save

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.



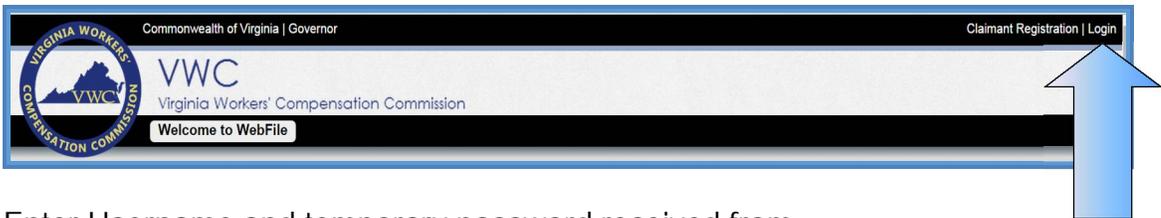
TRANSITION

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:

<https://webfile.workcomp.virginia.gov/>

- 11. Click the “Login” link.



- 12. Enter Username and temporary password received from:

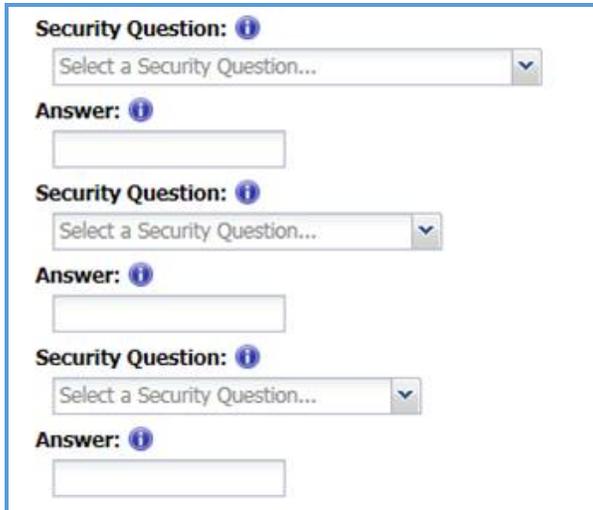
webfile.support@workcomp.virginia.gov

The symbol  indicates a required field.

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

', 'Current Password: ', 'New Password: ', and 'Confirm New Password: .

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



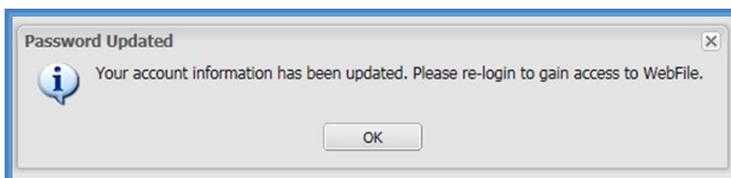
The screenshot shows a registration form with three identical sections. Each section consists of a 'Security Question' dropdown menu with the text 'Select a Security Question...' and a blue information icon, followed by an 'Answer' text input field with a blue information icon.

16. Review the Terms and Conditions by clicking on the "Terms and Conditions" link in the bottom left hand corner.
17. After reviewing, check the box to accept the Terms and Conditions.
18. Click "Save" to complete your registration.



The screenshot shows a checkbox with the text 'Check this box to accept [Terms and Conditions](#)' and a 'Save' button below it.

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



The screenshot shows a dialog box titled 'Password Updated' with a blue information icon. The text inside reads: 'Your account information has been updated. Please re-login to gain access to WebFile.' There is an 'OK' button at the bottom.

21. Log back in to WebFile with the new Username and permanent password.



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.



BEFORE YOU GET STARTED

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



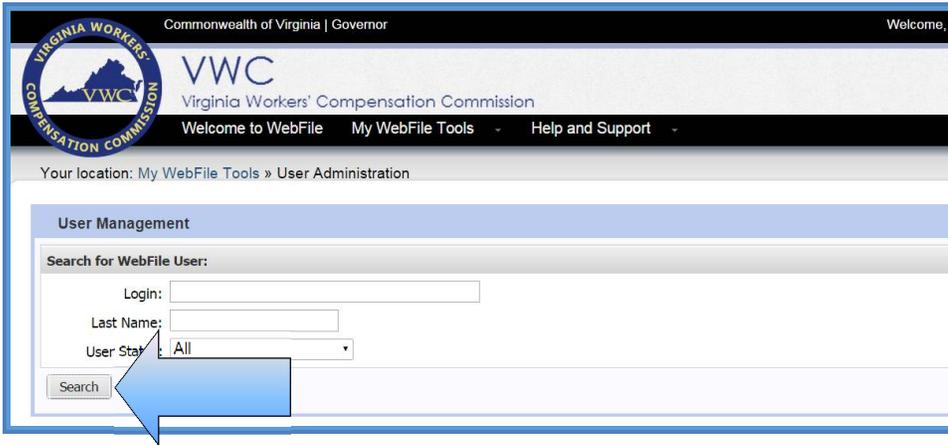
STEPS TO COMPLETE

1. Log in to WebFile.
2. Click the dropdown arrow to the right of "My WebFile Tools" and select "User Administration" from the dropdown menu.

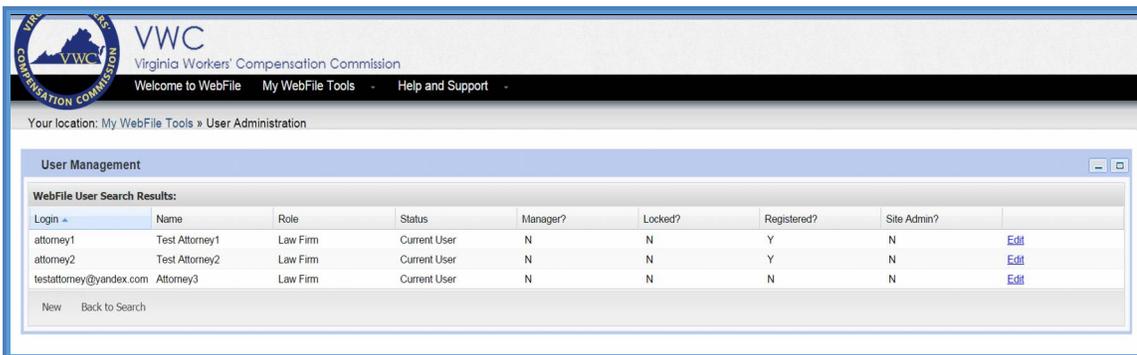


3. Enter either a Username or a Last Name.

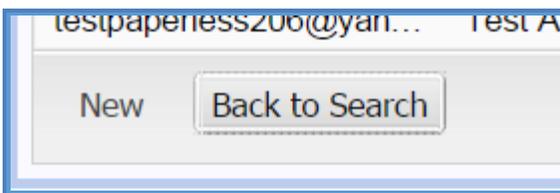
- Click on the "Search" button.



Results of search will be displayed.



- Click the "Back to Search" button if changes to existing search are needed.



QUICK TIP

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.

SA DEACTIVATE ATTORNEY USER ACCESS

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



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 may file a Motion to Substitute through **WebFile**.



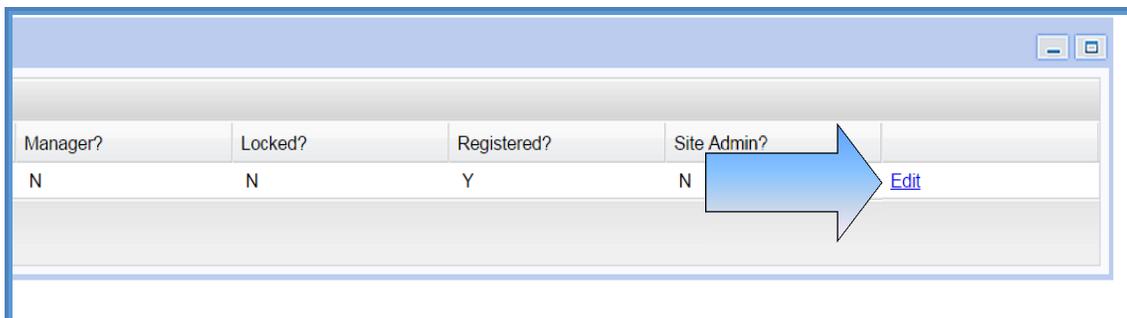
BEFORE YOU GET STARTED

- ✓ 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" link.



3. Scroll down and click the "Deactivate Account" button.

Attorney

Address

Login:
attorney1

Name:
Test Attorney1

Address 1:
1000 Dmv Dr

Address 2:

City:
Richmond

State:
VA

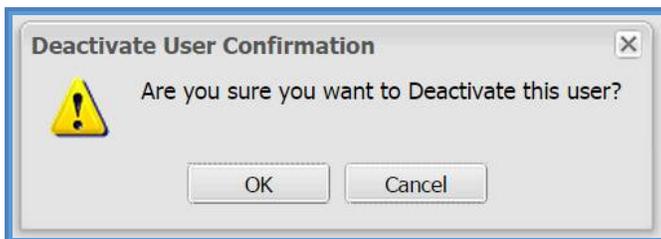
Zip Code:
23220-2036

Country:
United States

Status: Current User

Reset Password Deactivate Account Cancel Save

4. Confirm the deactivation by clicking the "OK" button.



A confirmation message will be displayed.



Profiles deleted in error can be recreated by completing the registration process.



PASSWORD RESET

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



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., @, #).
- ✓ Must not have been used within the previous 12 months.

RESET A FORGOTTEN PASSWORD



STEPS TO COMPLETE

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

1. Click on the "Forgot Password" link.

Portal Login

Username:

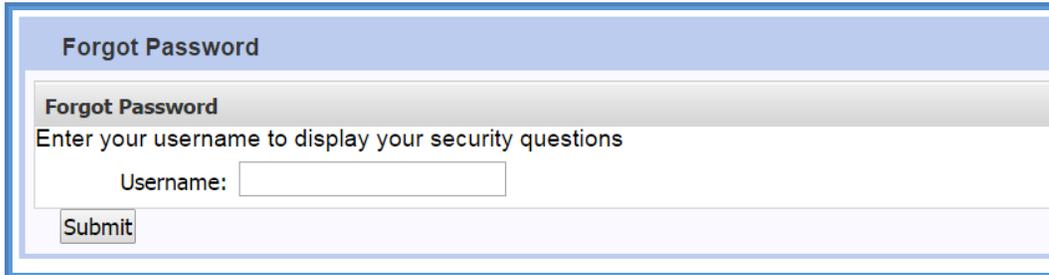
(Please log in with your email address if this is your first time logging in or if you have not yet created a username.)

Password:

[Forgot Username/Forgot Password](#)

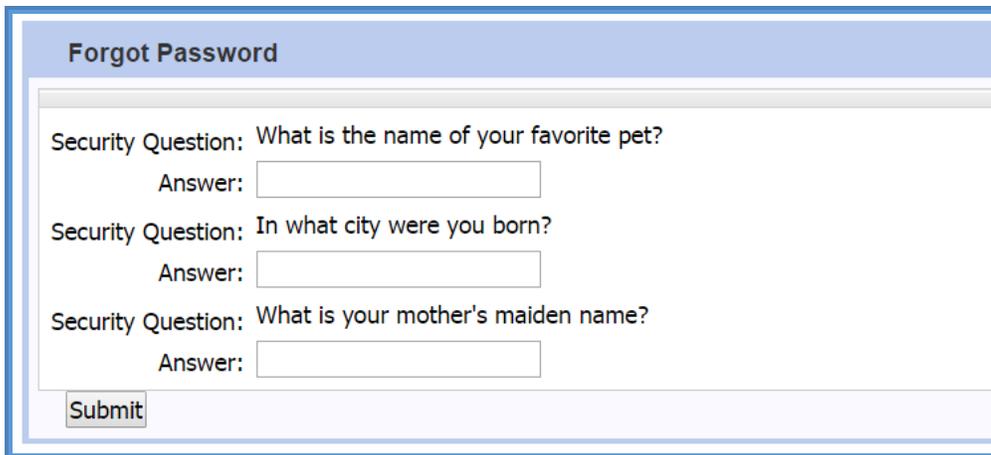
Login Close

2. Enter a username and click the "Submit" button.



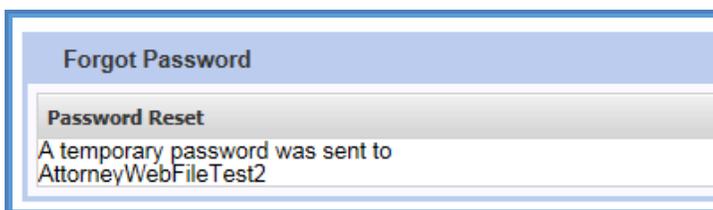
The screenshot shows a web form titled "Forgot Password". Below the title, there is a sub-header "Forgot Password" and the instruction "Enter your username to display your security questions". There is a text input field labeled "Username:" and a "Submit" button below it.

3. Answer the three security questions from initial registration and click the "Submit" button. Answers are case sensitive.



The screenshot shows the "Forgot Password" form with three security questions and their corresponding answer input fields. The questions are: "What is the name of your favorite pet?", "In what city were you born?", and "What is your mother's maiden name?". Each question has an "Answer:" label and a text input field. A "Submit" button is located at the bottom of the form.

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



The screenshot shows the "Forgot Password" form with a confirmation message. The message reads: "Password Reset" followed by "A temporary password was sent to AttorneyWebFileTest2".

5. Retrieve the email from noreply@workcomp.virginia.gov containing the new, temporary password. This temporary password will expire after five (5) days. Email could be in a Junk/Spam folder.
6. After logging in with Username and new/temporary password, you will be required to re-register.

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

ELECT TO RESET A PASSWORD



STEPS TO COMPLETE

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



2. Scroll down to the Reset Password section.
3. Enter current password and new password as prompted.
4. Click the "Reset" button.

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

Reset Password

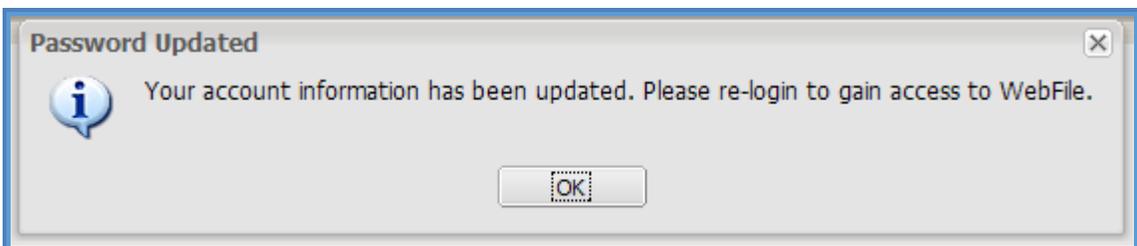
Password is case sensitive, must be at least 8 characters long, contain at least 1 number, 1 letter and 1 special character. Password will expire every 90 days and will

Current Password:

New Password:

Confirm New Password:

5. Click "OK" to return to the main WebFile page.



6. Log in with the new password.

A EMAIL ADDRESS CHANGE

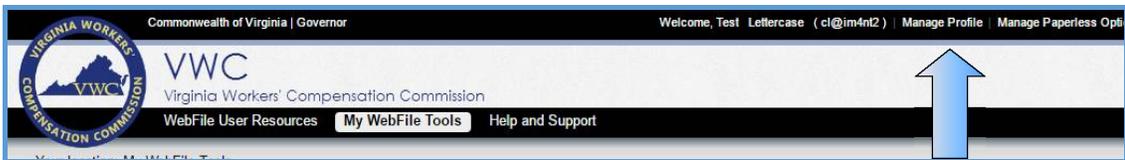
This section covers how to change an email address after a profile has been created.

info BEFORE YOU GET STARTED

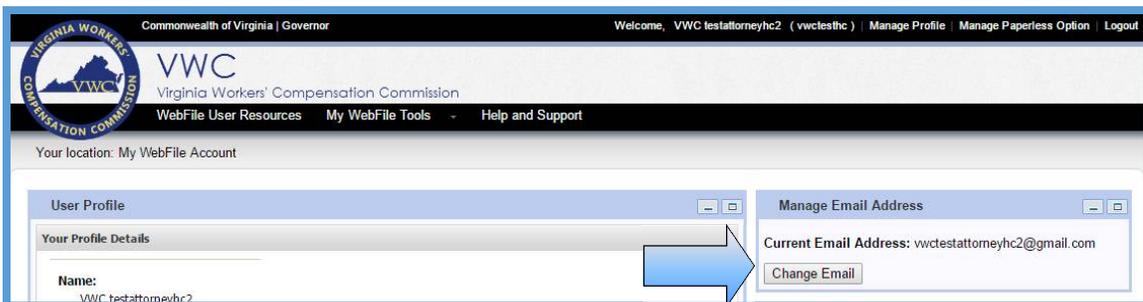
- ✓ Email address can only be changed if attorney remains associated with the current firm.
- ✓ Attorneys moving to a new firm must notify the Clerk's Office and indicate if cases will be moved to the new firm.
- ✓ Attorneys moving to a new firm will need to request a new WebFile profile.

STEPS TO COMPLETE

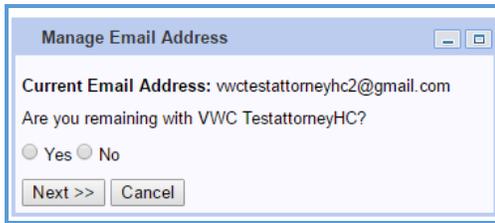
1. Click on the "Manage Profile" link.



2. Click the "Change Email" button.



3. Confirm if remaining with the current firm.
4. Click the "Next" button.



Manage Email Address

Current Email Address: vwctestattorneyhc2@gmail.com

Are you remaining with VWC TestattorneyHC?

Yes No

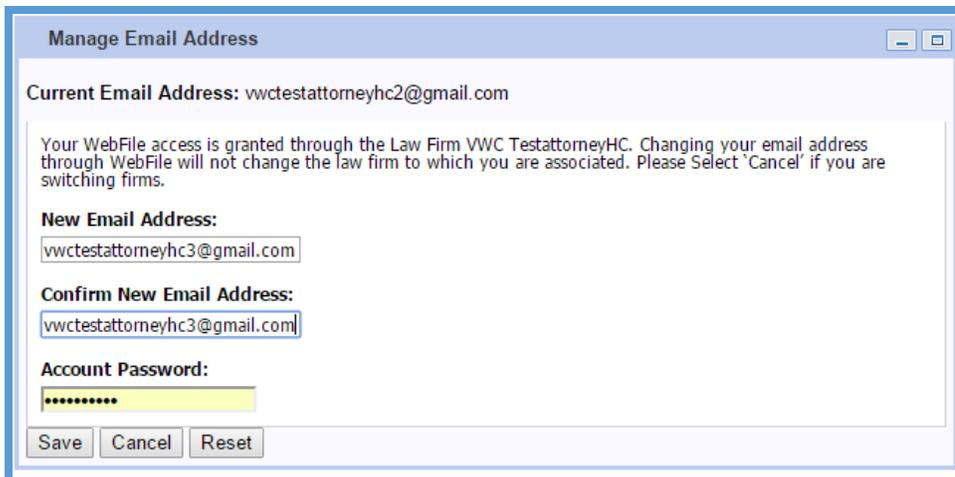
Next >> Cancel



IMPORTANT

If "Yes" is selected, proceed to Step 5.
If "No" is selected, please contact the Clerk's Office at 804-205-3569.

5. Enter and confirm the new email address.
6. Enter the current profile password.
7. Click the "Save" button.



Manage Email Address

Current Email Address: vwctestattorneyhc2@gmail.com

Your WebFile access is granted through the Law Firm VWC TestattorneyHC. Changing your email address through WebFile will not change the law firm to which you are associated. Please Select 'Cancel' if you are switching firms.

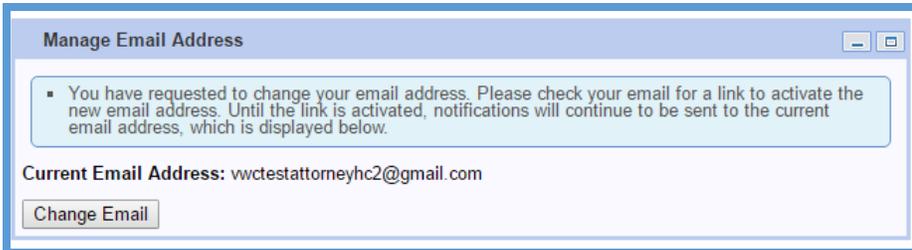
New Email Address:
vwctestattorneyhc3@gmail.com

Confirm New Email Address:
vwctestattorneyhc3@gmail.com

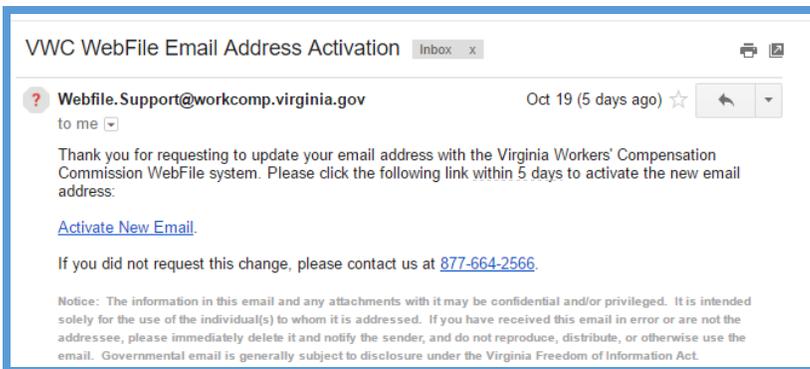
Account Password:

Save Cancel Reset

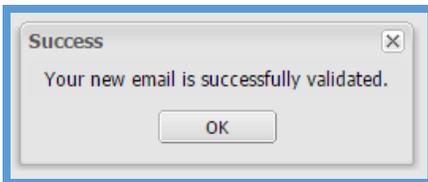
8. A confirmation message will appear and will provide instructions to complete the email change.



9. Log in to the inbox of the new email address.
10. Open the email from webfile.support@workcomp.virginia.gov with a subject of "VWC WebFile Email Address Activation."
11. Click the "Activate New Email" link.



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



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

A NOTE REPRESENTATION

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

info BEFORE YOU GET STARTED

- ✓ A claim record already exists in WebFile.
- ✓ The Attorney User knows the Jurisdiction Claim Number (JCN) and Injury Date.



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 "Note Representation" section. It is located in the lower right side of the opening screen.

The screenshot displays the WVC WebFile interface. At the top, the WVC logo and 'Virginia Workers' Compensation Commission' are visible. Below the header, there are navigation links for 'Welcome to WebFile', 'My WebFile Tools', and 'Help and Support'. The main content area is divided into several sections:

- EWI Banner:** A notice about a paperless option.
- Welcome to WebFile Tools:** A detailed welcome message explaining the portal's purpose and providing instructions on how to use it.
- Your Upcoming Hearings:** A table listing upcoming hearings with columns for Claimant Name, Date, Hearing Type, Location, JCN/FEIN, Claimant Attorney, Claim Administrator, and Insurer Attorney.
- Represented Claims:** A table listing claims with columns for JCN, Injury Date, Claimant First Name, Claimant Last Name, and Party Representation. The table contains five rows of data.
- Note Representation:** A section with instructions for noting representation, including a sub-section for 'Note Representation on Claim (Step 1 of 2)' which prompts the user to enter the JCN and Injury Date.

A large blue arrow points from the 'Note Representation' section towards the 'Your Upcoming Hearings' section.

3. Enter the Jurisdiction Claim Number (JCN) and the Injury Date.
4. Click the "Next" button.

The screenshot shows a window titled "Note Representation" with a blue header bar. Below the header is a section titled "Instructions (Step 1 of 2)" with a scroll bar. The instructions text reads: "Enter the JCN and Injury Date from your client's claim in order to note representation. This information can be found on the Notification of Injury letter or by contacting the commission." Below this is another section titled "Note Representation on Claim (Step 1 of 2)". It contains two input fields: "Jurisdiction Claim Number:" with an information icon and an empty text box; and "Injury Date:" with an information icon, a text box containing "MM/dd/yyyy", and a calendar icon. At the bottom left of the window is a "Next >>" button.

5. Select Claimant, Claim Administrator, or Other Party, and click the "Submit" button.

The screenshot shows a window titled "Note Representation on Claim (Step 2 of 2)". It displays the following information: "Jurisdiction Claim Number:" followed by the value "0169570"; "Injury Date:" followed by the value "03/15/1971"; and "Select Party You Represent:" with an information icon. There are three radio button options: "Claimant (DILLARD, PETER)", "Claim Administrator (CHEAP ADMIN INC)", and "Other Party:". Below the "Other Party:" option is a "Choose File" button and the text "No file chosen". A note below the radio buttons states: "Please select a Letter of Representation to upload for this request (Adobe Acrobat Format Only)". At the bottom of the window are two buttons: "<< Previous" and "Submit".

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 uploaded.

- 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 noting representation process if "Other" is selected.

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.



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 paper. This is discussed in greater detail on page 44.



QUICK TIP

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.



SEARCH AND VIEW CASE RECORD

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



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. It is located in the upper right side of the opening screen.

JCN	Injury Date	Claimant First ...	Claimant Last ...	Party Represe ...
S130208042084	04/01/2008	LUCY	PETERSON	(Claimant)
S110314152246	03/28/2008	JOHN	_TEST_PETERS	(Claimant)
0181263	12/15/1970	DARIUS	BREEDING	(Claimant)
0128637	08/19/1970	JOHN	PRUITT	(Claimant)
0093007	02/07/1970	LEWIS	KINLEY	(Claimant)

- Click on the JCN to view specifics of the record you wish to see; this will take you to the "Claim Summary" section.

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	Claimant First ...	Claimant Last ...	Party Represe...
S130208042094	04/01/2008	Lucy	Peterson	(Claimant)
S110314152246	03/26/2008	JOHN	_TEST_PETERS	(Claimant)
0169570	03/15/1971	PETER	DILLARD	(ClaimAdminist...)
0181263	12/15/1970	DARIUS	BREEDING	(Claimant)
0128637	08/19/1970	JOHN	PRUITT	(Claimant)
0093007	02/07/1970	LEWIS	KINLEY	(Claimant)

Page 1 of 1 | Claim 1 - 6 of 6

- Review the information available.

Your location: My WebFile Tools » Claim Summary

Claim Summary

Claimant: PETER DILLARD
 Jurisdiction Claim Number: 0169570
 Date of Injury: 3/15/1971
 Employer: _TEST_METAL SHAPERS INC

Employee ID Assigned by Jurisdiction: 000911
 Claim Administration Claim Number: TCURN3
 Claim Type: Notification Only
 Insurer: CHESTER INS CO

Claim Status Overview

Claim for Benefits Filed
 Claim Denied by Insurer
 Payments Reported
 Average Weekly Wage: \$0.00
 Award Entered by Commission

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

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

Instructions

Please contact the Claim Adjuster if there is any incorrect information in this claim.

Incident Details

Claimant Details

Employer Details

Claim Administrator Details

Insurance Carrier Details

Additional Parties

6. The Claim Details can be viewed by expanding desired sections.
- Pressing the  button will display the information for the corresponding section.
 - Pressing the  button will hide the information for the corresponding section.

 **QUICK TIP**

The chart below lists information available to Attorney Users within the "Claim Details" tab.

Claim Details Tab

Incident Details	Provides general information regarding the reported incident such as dates, description and location.
Claimant Details	Provides general personal and contact information on the Claimant. There is a separate section that identifies Attorney contact information.
Employer Details	Provides general information about the Employer of the Claimant. There is a separate section that identifies Attorney contact information.*
Claim Administrator Details	Provides general information about the company in the Claim Administrator role. There is a separate section that identifies Attorney contact information.
Insurance Carrier Details	Provides general information about the Insurance Carrier. There is a separate section with designated contact information. There is also a section that identifies Attorney contact information .*
Additional Parties	Can be used to indicate medical provider involvement as well as next of kin information should the incident be fatal. Use of the Uninsured Employer's Fund can also be noted in this section.

* Attorneys that represent both the Employer and Insurance Carrier will be 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 a 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

<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

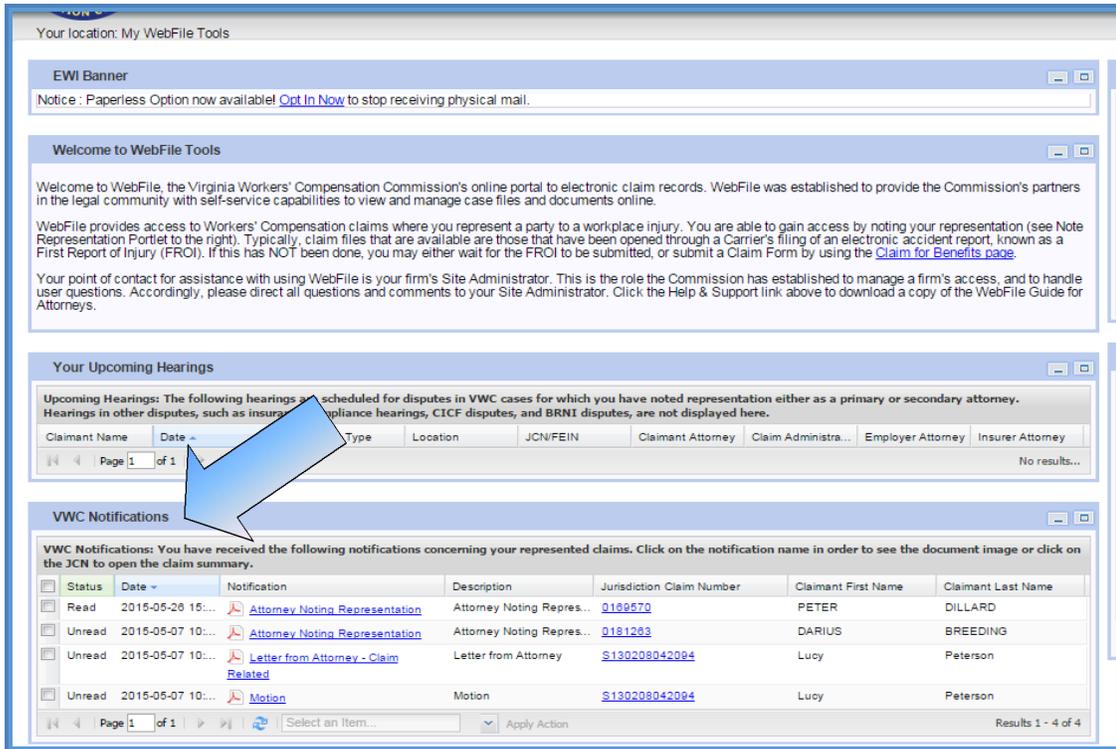
You have received a new notification from the Virginia Workers' Compensation Commission:

JCN: VA00000009092

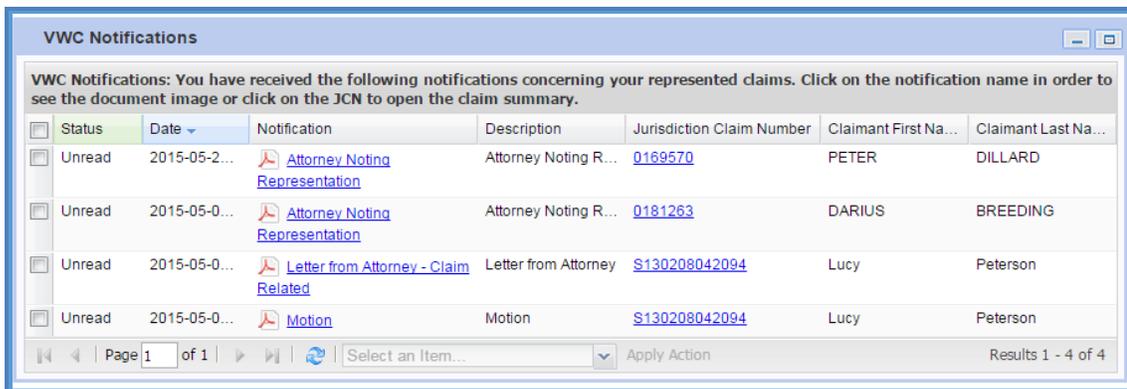
You can view this notification by logging into the commission's WebFile system at <https://webfile.workcomp.virginia.gov/portal/wvc-portal?doLoginDialog=1>.

Virginia Workers' Compensation Commission

2. Log in to WebFile.
3. Navigate down the lower left side of the home screen to the "VWC Notifications" section.



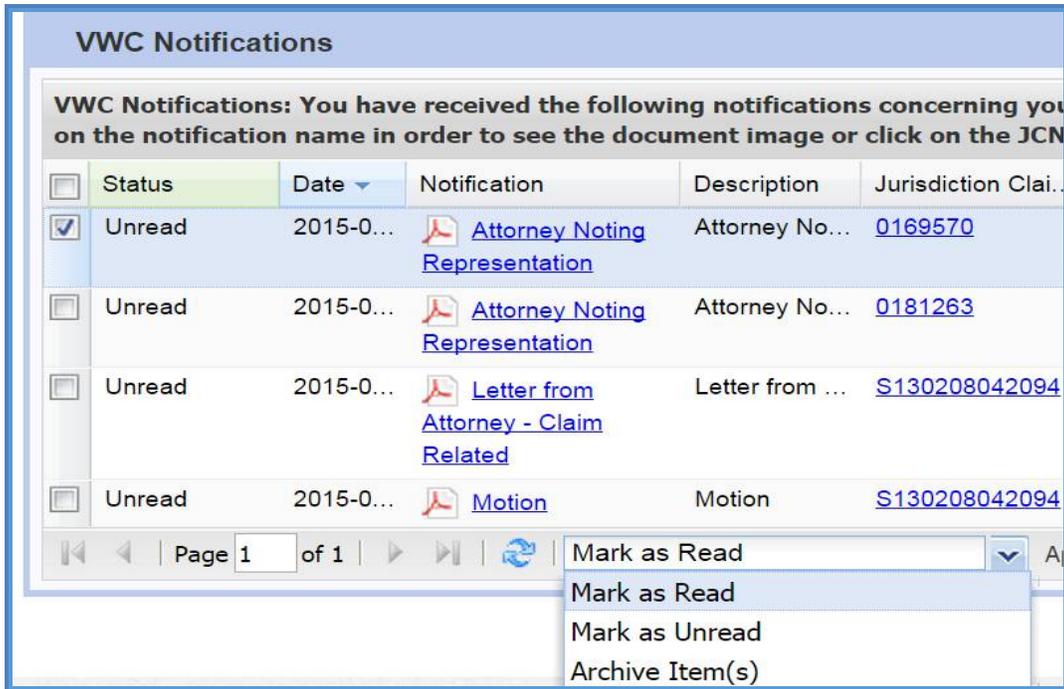
4. Review the list of notifications.
 - Click on the PDF link in the "Notification" column to view a document.
 - Click the link in the "Jurisdiction Claim Number" column to view the claim associated with the notification.



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 the check boxes next to each notification. Select a new status at the bottom of the “VWC Notification” section.



VWC Notifications

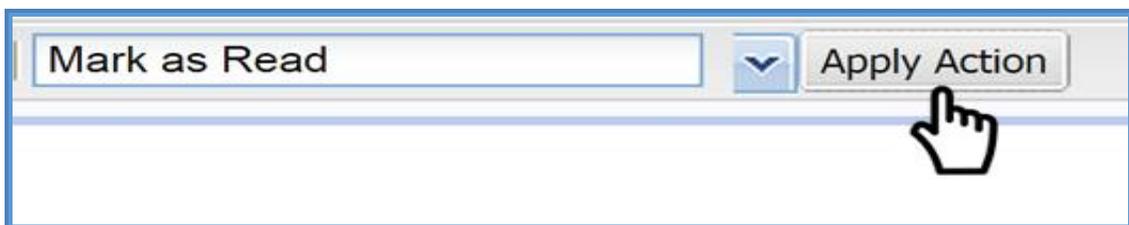
VWC Notifications: You have received the following notifications concerning you on the notification name in order to see the document image or click on the JCN

<input type="checkbox"/>	Status	Date	Notification	Description	Jurisdiction Clai..
<input checked="" type="checkbox"/>	Unread	2015-0...	 Attorney Noting Representation	Attorney No...	0169570
<input type="checkbox"/>	Unread	2015-0...	 Attorney Noting Representation	Attorney No...	0181263
<input type="checkbox"/>	Unread	2015-0...	 Letter from Attorney - Claim Related	Letter from ...	S130208042094
<input type="checkbox"/>	Unread	2015-0...	 Motion	Motion	S130208042094

Page 1 of 1

Mark as Read
Mark as Read
Mark as Unread
Archive Item(s)

2. Click the “Apply to Selected” button to execute the desired transaction.



Mark as Read

Apply Action



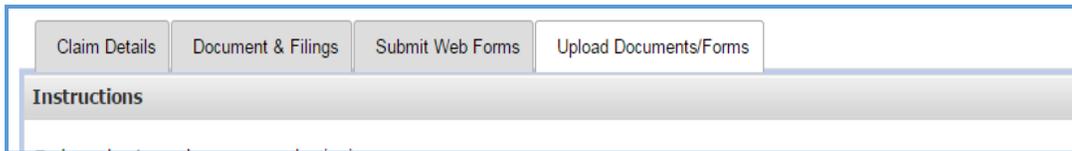
QUICK TIP

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.

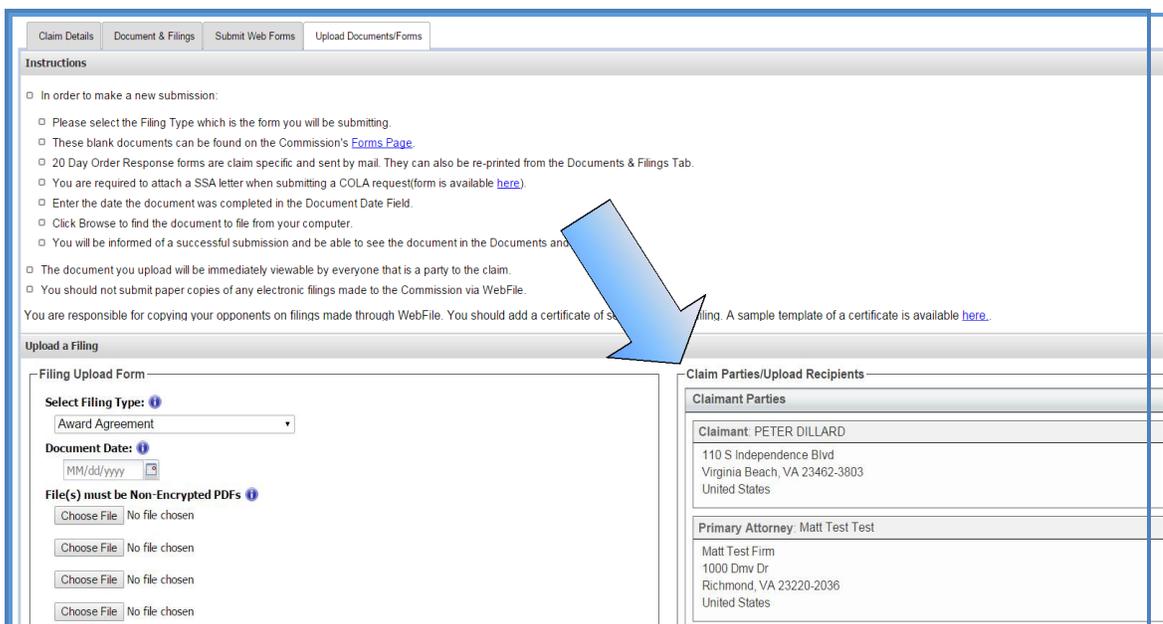
DETERMINE NOTIFICATION STATUS

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” section.
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 involved with the claim.



A screenshot of the WebFile interface showing the 'Upload a Filing' section and the 'Claim Parties/Upload Recipients' portlet. A blue arrow points from the 'Upload a Filing' section to the 'Claim Parties/Upload Recipients' portlet.

Upload a Filing

Filing Upload Form

Select Filing Type:

Document Date:

File(s) must be Non-Encrypted PDFs

No file chosen

No file chosen

No file chosen

No file chosen

Claim Parties/Upload Recipients

Claimant Parties

Claimant: PETER DILLARD
110 S Independence Blvd
Virginia Beach, VA 23462-3803
United States

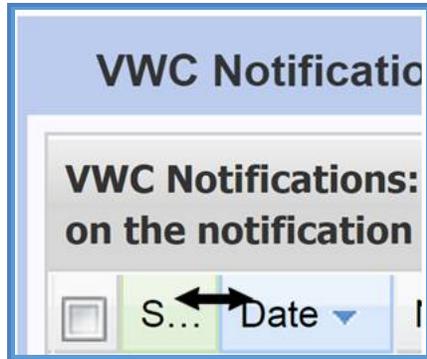
Primary Attorney: Matt Test Test

Matt Test Firm
1000 Dmv Dr
Richmond, VA 23220-2036
United States

VIEW CUSTOMIZATION

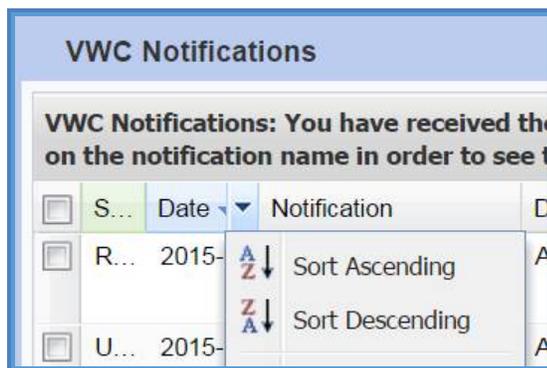
Here are some options that may make it easier to view notifications.

- A. Column Width: In order to view more or less information in a column, the width can be adjusted.
1. Place the cursor between two columns and look for a double arrow.



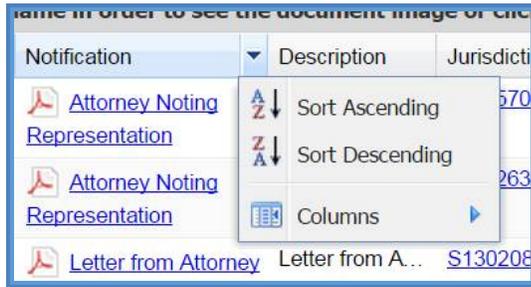
- Click and drag to the right to make the column larger.
 - Click and drag to the left to make the column smaller.

- B. Sorting: Most columns can be sorted either in ascending or descending order.
1. Hover over the column that needs to be changed.
 2. Click on the black drop down arrow. Select and click the desired sort.

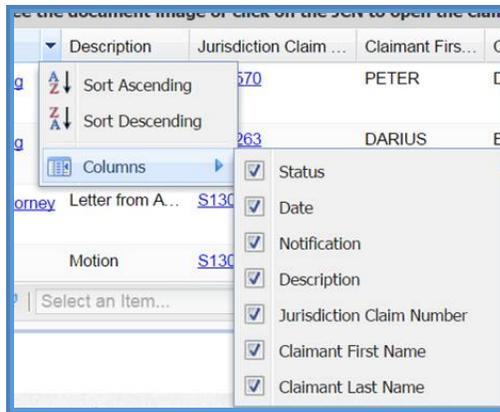


- C. Hiding Columns: All columns can be hidden should it be necessary. This can assist in creating a less cluttered notification section.
1. Hover over the column that is to be hidden.

2. Click on the black drop down arrow.



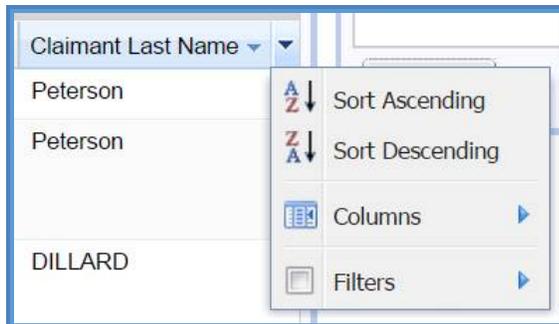
3. Hover over the "Columns" option and uncheck the box(es) of the column(s) that need to be hidden.



To restore the column, repeat the steps above except check the box.

- D. Filters: A few columns can be filtered to display certain notifications based upon user preference. For example, filters can be applied to the "Status" column to only display "Read" items. Filtering can also be used as a name or JCN search for a Claimant.

1. Hover over the column that is to be filtered.
2. Click on the black drop down arrow.
3. Hover over the "Filters" option and navigate over the blue arrow.



- Type in a name and notification section will bring forward the results.



The column heading that was filtered will turn green.

To unselect the filter, repeat the steps above and uncheck the "Filters" box.



QUICK TIP

The chart below provides a general description of the columns in the VWC Notifications section.

VWC Notifications

Column Heading	Explanation	Sort	Columns	Filters
Status	Provides status on the notification. Can be marked "Read", "Unread" or "Archived."	No	Yes	Yes
Date	Date notification was sent and date a claim was updated.	Yes	Yes	No
Notification	Type of document related to a claim.	Yes	Yes	No
Description	Type of action that occurred on a claim.	Yes	Yes	No
Jurisdiction Claim Number	The claim number associated with an incident for an individual.	Yes	Yes	Yes*
Claimant First Name	The name of Claimant displayed in two sortable columns.	Yes	Yes	Yes*
Claimant Last Name				

* Filter allows user to type a name or claim number.



UPLOAD DOCUMENTS AND FORMS

This section covers the steps for uploading PDF documents to a case record. WebFile can only accept documents in PDF format.



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

- ✓ Attorney is a registered user.
- ✓ Attorney is associated with a claim.
- ✓ Document to be uploaded is in PDF format.
- ✓ PDF cannot be larger than 3 MB.



STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Represented Claims" section.

3. Click on the desired JCN.

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	Claimant First ...	Claimant Last ...	Party Represe...
S130208042094	04/01/2008	Lucy	Peterson	(Claimant)
S110314152246	03/26/2008	JOHN	_TEST_PETERS	(Claimant)
0169570	03/15/1971	PETER	DILLARD	(ClaimAdminist...)
0181263	12/15/1970	DARIUS	BREEDING	(Claimant)
0128637	08/19/1970	JOHN	PRUITT	(Claimant)
0093007	02/07/1970	LEWIS	KINLEY	(Claimant)

Page 1 of 1 | Claim 1 - 6 of 6

4. Select the "Upload Documents/Forms" tab.

Claim Summary

Claimant: PETER DILLARD
Jurisdiction Claim Number: 0169570
Date of Injury: 3/15/1971
Employer: _TEST_METAL SHAPERS INC

Claim Status Overview

- Claim for Benefits Filed
- Claim Denied by Insurer

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

5. Review the "Instructions" section.

6. Navigate to the "Upload a Filing" section which is located in the lower left side of the "Claim Summary" screen. Note: There are three required areas to be completed.

Upload a Filing

Filing Upload Form

Select Filing Type: ⓘ
Award Agreement ▼

Document Date: ⓘ
MM/dd/yyyy

File(s) must be Non-Encrypted PDFs ⓘ

Choose File No file chosen

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.

I hereby certify that the document(s) have been signed by all applicable parties.

7. Select the Filing Type that is being uploaded.

714B Fee Request

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

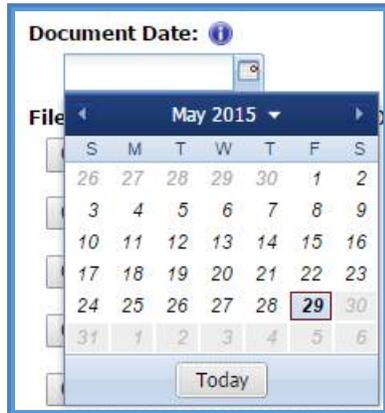
Motion for the Preservation of Evidence

Position Statement OTR Hearing

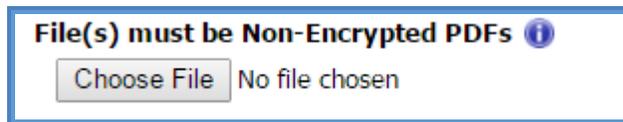
Response to an Employer's Application

Written Statement -- Review Hearing

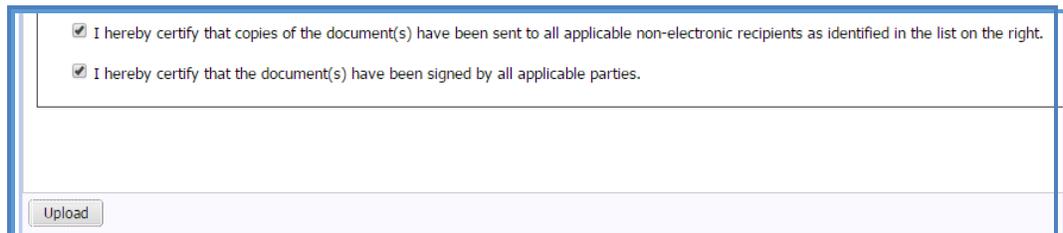
8. Under "Document Date", type or select the correct date.



9. Click the "Choose File" button to locate the document. There is a 3 MB limit per PDF document.



10. Create and upload a "Certificate of Service" letter. A template can be found in the Appendix.
11. Check box to signify the document has been sent to all parties.
12. Check box to certify signatures.
13. Click the "Upload" button.



14. Confirm a successful upload by reviewing the "Documents and Filings" tab.

When a document is uploaded in error, please reach out to one of the following:

- On Docket - Contact the Deputy Commissioner's Office
- Not on Docket - Contact the Clerk's Office
- Other - Contact the Customer Contact Center

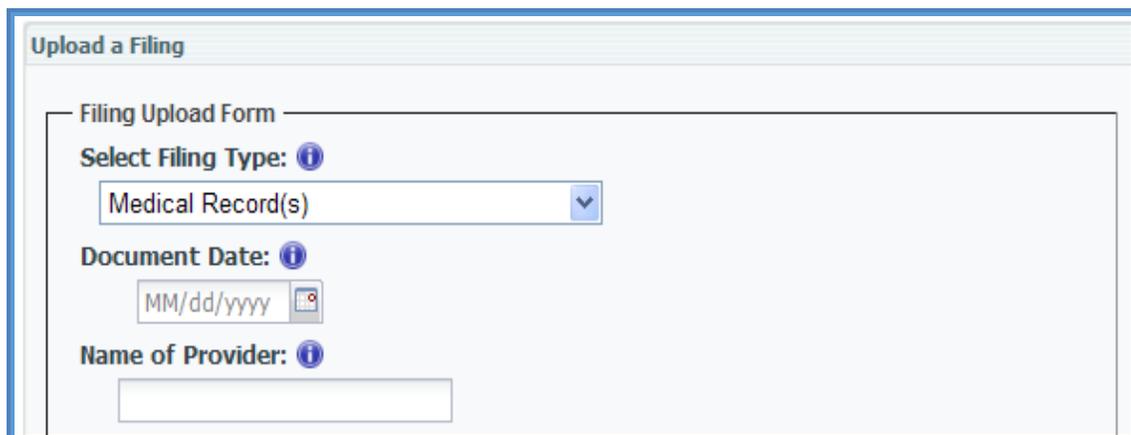
MEDICAL RECORDS

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

If uploading Medical Records, enter the latest Date of Service under "Document Date" 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.

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."



The screenshot shows a web form titled "Upload a Filing". The form is enclosed in a blue border and has a light gray background. It contains the following fields:

- Filing Upload Form**: A large rectangular area for uploading files.
- Select Filing Type:** A dropdown menu with a blue information icon to its left. The selected option is "Medical Record(s)".
- Document Date:** A date input field with a blue information icon to its left. The placeholder text is "MM/dd/yyyy" and there is a small calendar icon to the right of the field.
- Name of Provider:** A text input field with a blue information icon to its left.



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.



BEFORE YOU GET STARTED

- ✓ Attorney is a registered user.
- ✓ Attorney is 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.

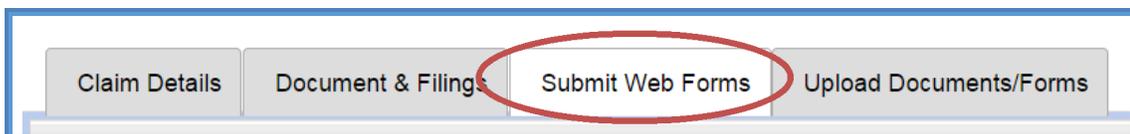
Represented Claims

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	Claimant First ...	Claimant Last ...	Party Represe...
S130208042094	04/01/2008	Lucy	Peterson	(Claimant)
S110314152246	03/26/2008	JOHN	_TEST_PETERS	(Claimant)
0169570	03/15/1971	PETER	DILLARD	(ClaimAdminist...
0181263	12/15/1970	DARIUS	BREEDING	(Claimant)
0128637	08/19/1970	JOHN	PRUITT	(Claimant)
0093007	02/07/1970	LEWIS	KINLEY	(Claimant)

Page 1 of 1 | Claim 1 - 6 of 6

4. Select the "Submit Web Forms" tab.



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

Step 1 of 3: Select a Web Form

Select Form Type

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

6. Click the "Next" button.

Step 1 of 3: Select a Web Form

Select Form Type

Claim for Benefits/Request for Hearing ▼

<< Previous

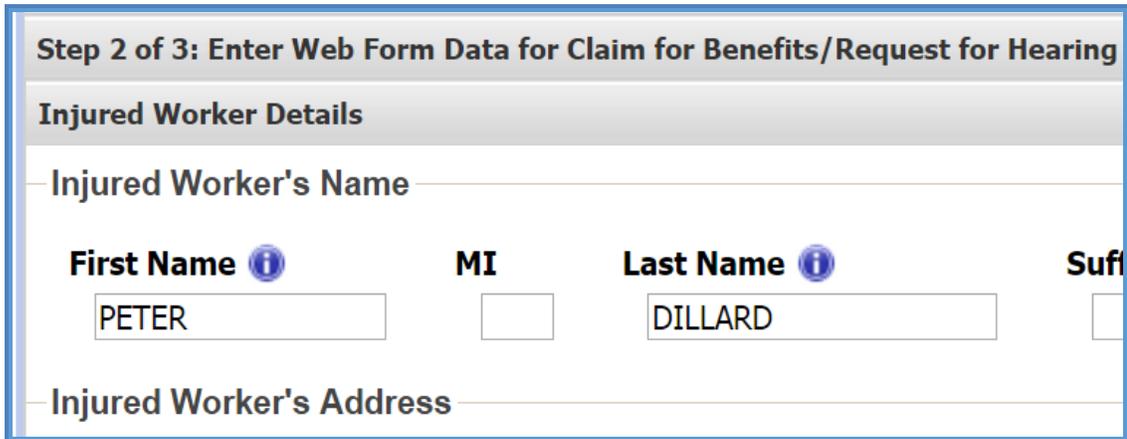
Next >>

7. Review the Instructions on how to complete the chosen Web Form.

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

Instructions: Enter Web Form Data

8. Complete the blank fields and make sure all required  fields are complete.



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

Injured Worker Details

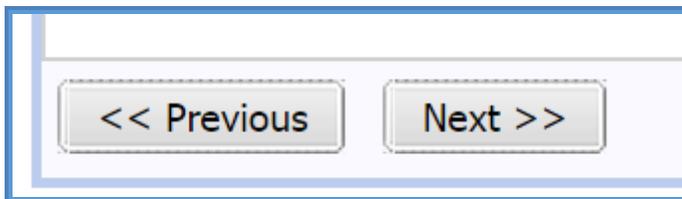
Injured Worker's Name

First Name  **MI** **Last Name**  **Suff**

PETER DILLARD

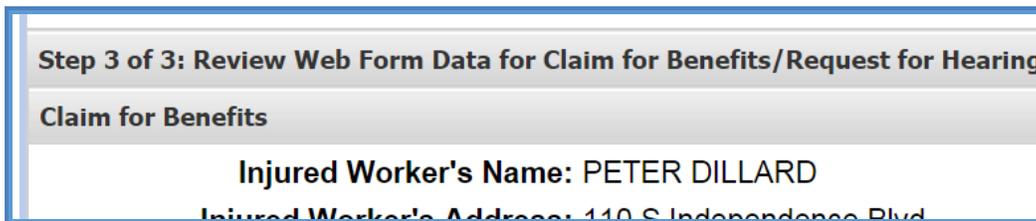
Injured Worker's Address

9. Click the "Next" button at the bottom of the page.



<< Previous Next >>

10. Review the content of the Web Form.



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

Claim for Benefits

Injured Worker's Name: PETER DILLARD

Injured Worker's Address: 110 S Independence Blvd

11. Attach supporting PDF documents. Keep in mind that each PDF cannot exceed 3 MB.

12. Attach a "Certificate of Service" document.

Attach Supporting Documents

Select Supporting Document(s)

You can attach any documents that support your request here. Your request will be processed more quickly if you attach them now. If you are unable to attach them now, please go ahead and file your claim and mail the supporting documents to the Commission at 1000 DMV Drive, Richmond, VA 23220, and write your Jurisdiction Claim Number, or JCN, on the top of the first page. Please contact the Commission at 877-664-2566 if you need help getting these records.

Supporting documents include medical treatment records, work excuse slips, and job search lists if you are partially disabled. Please do not submit billing records or doctors invoices.

File(s) must be Non-Encrypted PDFs

Choose File TEST.pdf

13. Read the "Disclosure & Agreement Form" statement and click the check box to accept.
14. Click the "Submit" button.

Disclosure & Agreement Form

By clicking "submit" I am indicating that the information is correct

<< Previous Submit >>

15. Review the success message generated by the system.

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

- Your Claim for Benefits/Request for Hearing form submission was received, please refer to the "Documents & Filings" panel to confirm that the form has been added.
- You can review the form submitted to The Commission immediately by [clicking here](#).

Instructions: Select Web Form

16. Verify that a new PDF has been added to the record by:
- ✓ Selecting the link in the success message to open the PDF.
 - ✓ Clicking on the "Documents & Filings" tab and then selecting the appropriate link 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.

A VIEW SCHEDULED HEARINGS

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

info 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. Scroll down to "Your Upcoming Hearings" section.

Claimant Name	Date	Hearing Type	Location	JCN/FEIN	Claimant Attorney	Claim Administr...	Employer Attorney	Insurer Attorney
---------------	------	--------------	----------	----------	-------------------	--------------------	-------------------	------------------

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 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.

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.

info BEFORE YOU GET STARTED

- ✓ Paperless Option can only be managed by the Attorney User.
- ✓ “EWI Banner” displays current paperless status.
- ✓ Paperless Option can only be changed once per day.

ELECTING PAPERLESS

STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the “EWI Banner” located in the upper right corner.
3. Click the “Opt In Now” link.



4. Select the "Receive Paperless Notifications" option.

Paperless Administration

Paperless Administration

Select the Paperless Option to turn off receipt of physically mailed copies of documents. You will be notified by email.

Notification Options:

Receive Paperless Notifications

Receive Mail Printed Notifications

5. Read and select notification options.

Please choose to receive one email alert notification per document or one email alert notification per day. The daily email alert will be listed in one e-mail.

Select one:

One email alert notification per document

One email alert notification per day (All documents received during the day will be listed in one e-mail)

6. Scroll and read the Terms and Conditions.

7. Click the "Accept" button.

VWC WebFile Paperless Option Terms and Conditions

By choosing the Paperless Option, the user agrees to be bound by and adhere to the following terms and conditions:

1. The user agrees to accept receipt of electronic notifications from the Commission in lieu of hard-copy paper documents and notices sent via U.S. Mail for all documents and notices issued by the Commission or filed with the Commission.

By clicking "Accept" you acknowledge that you have read the above and understand the Paperless Option Terms and Conditions.

Accept Cancel

8. Confirmation message will appear.

Paperless Administration

Success!

Notification option successfully saved.

9. "EWI Banner" will now display updated status.



 **QUICK TIP**

Attorney Users can also manage Paperless options by clicking the "Manage Paperless Option" link located in the upper right corner of the home screen.

OPT OUT OF PAPERLESS

Attorney Users may choose to revert back to receiving mailed notifications.



1. Log in to WebFile.
2. Navigate to the "Manage Paperless Option" link.



3. Select the "Receive Mail Printed Notifications" option.
4. Click the "Apply" button.

5. The "EWI Banner" will display the updated status.

Opt In Now to stop receiving physical mail.' Above the banner, it says 'Your location: My WebFile Tools'."/>

COPYING OPPONENTS

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 will be labeled with a green leaf 🌿 icon indicating that they do not need a mailed copy of the filing.

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:

- i A list of those recipients who receive electronic notifications
- i A list of those recipients who receive mail notifications
- i 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.