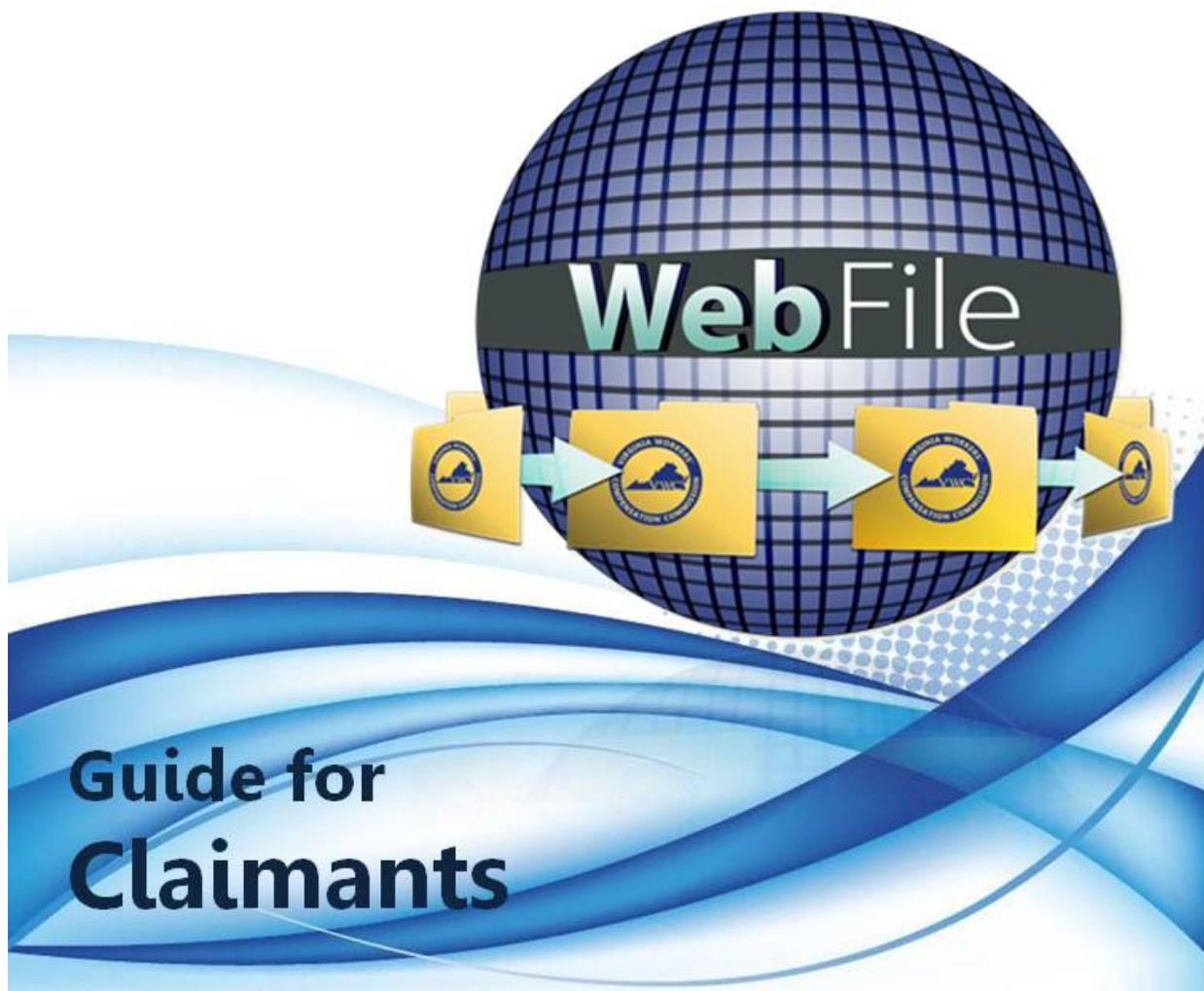


VIRGINIA WORKERS' COMPENSATION COMMISSION



**Guide for
Claimants**

WELCOME



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

The Commission created WebFile to assist its customers in easily accessing, viewing and managing their claim record.

This WebFile Guide for Claimants document provides the information and instructions necessary for navigating this web-based claim management 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.

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WebFile OVERVIEW

WebFile is a comprehensive Claims Management system accessible to most of the Commission's stakeholders - Claimants, Claim Administrators, Claim Managers, and Attorneys. The system has been built so that each of these customers can, based on their roles, view claims records and manage key claims transactions online.

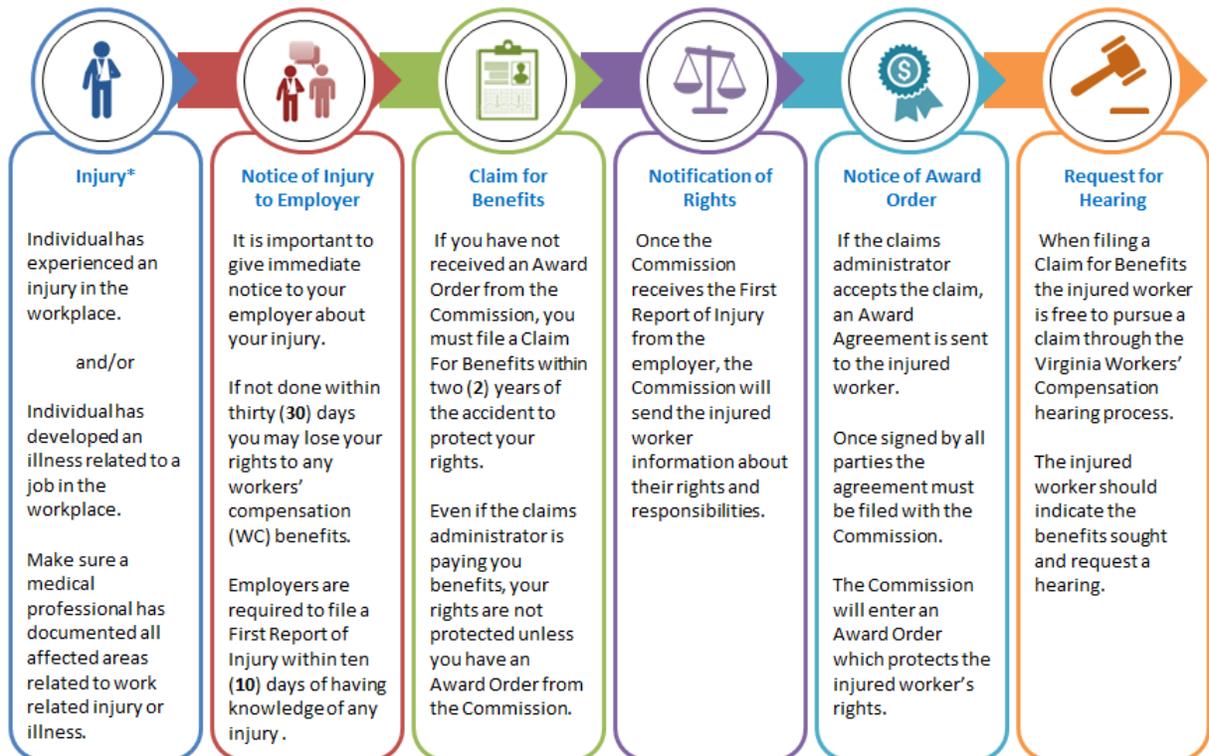
"Filing a Claim" in WebFile is an important responsibility for Claimants. Filing is necessary to protect a Claimant's rights under the Virginia Workers' Compensation Act.

With the access to WebFile, Claimants can:

- ✓ View claim information and transaction history on a claim.
- ✓ Verify which Claim Administrator is handling their claim.
- ✓ File a Claim for Benefits and a Request for Hearing online.

This Guide provides details on each of these functions, as well as instructions necessary for a Claimant to log in and view claim records online.

GENERAL FLOW OF A CLAIM



*You should inform the Commission and claim all body parts injured as a result of your work accident. You may lose your claim for any body part /injury not claimed within two (2) years of the accident.

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 COMMISSION SUPPORT

General questions about claims, filings, and workers' compensation issues should be addressed by contacting the Commission.

Claimant WebFile users may call 1-877-664-2566 for immediate assistance or email their support request to webfile.support@workcomp.virginia.gov .

WEBFILE REGISTRATION

This module covers the online registration within WebFile as the Claimant.



STEPS TO COMPLETE

1. Go to the WebFile site at <https://webfile.workcomp.virginia.gov/>.
2. Select the "Claimant Registration" link located in the top right corner.



3. Enter a valid email address and first, middle and last name.

4. Enter the characters displayed in the security box.

5. Review the Terms and Conditions by clicking on the link.
6. Check the box to accept the Terms and Conditions.
7. Click the "Register" button to verify and complete this initial process.

Check this box to accept [Terms and Conditions](#)
 By clicking register, you are verifying you are an Injured Worker/Claimant

8. A confirmation message will appear.



9. An email will be sent to the address indicated which contains a temporary password. This password will expire in 5 days. Check your inbox. The email could also be in a spam or junk folder.



10. Once you have gotten the temporary password email, click the "Login" link.



11. Since this is the first time logging into WebFile, enter the registered email address and the temporary password.

A screenshot of the "Portal Login" form. It features a "Username:" label followed by a text input field. Below the field is a note: "(Please log in with your email address if this is your first time logging in or if you have not yet created a username.)". Below the note is a "Password:" label followed by another text input field. At the bottom of the form, there is a blue link that says "Forgot Username/Forgot Password" and two buttons labeled "Login" and "Close".

12. Create a username and enter the temporary password from the email.

A screenshot of the "User Profile" page. At the top, there is a blue header with the text "User Profile". Below the header is a grey box containing a message: "Password is case sensitive, must be at least 8 characters long, forgotten password. Effective Friday, June 26, 2015, the Virginia Workers' Compensation Commission has changed its password policy. This change was implemented by the Commission to enhance". Below this message is a section titled "Login information" which includes a "Username:" label with an information icon and an empty text input field.

13. The current password on this screen is the temporary password that was just sent. Create a new password based on the following 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., @, #).



Please change your password

Current Password: ⓘ
.....

New Password: ⓘ
.....

Confirm New Password: ⓘ
.....

14. 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.



Security Question: ⓘ
Select a Security Question... ▼

Answer: ⓘ
.....

Security Question: ⓘ
Select a Security Question... ▼

Answer: ⓘ
.....

Security Question: ⓘ
Select a Security Question... ▼

Answer: ⓘ
.....

15. Review the Terms and Conditions by clicking on the “Terms and Conditions” link in the bottom left hand corner.
16. After reviewing, check the box to accept the Terms and Conditions.

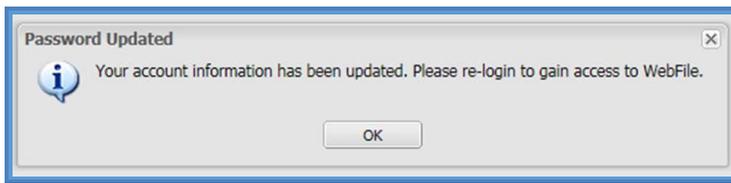


Check this box to accept [Terms and Conditions](#)

17. Click "Save" to complete your registration.



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



20. Log back in to WebFile with the new username and password.

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:

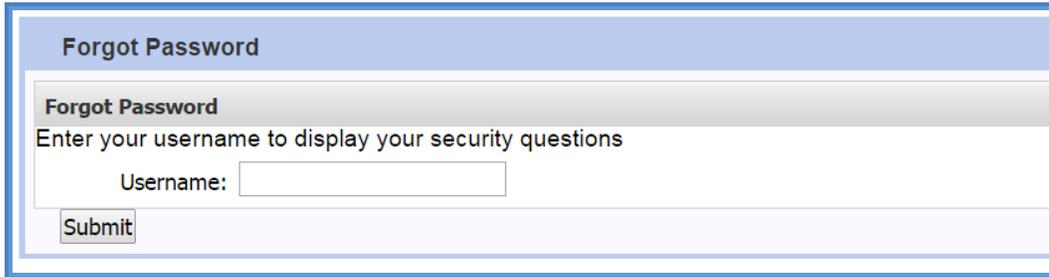
(Please log in with your email address if this is your first time logging in or if you have not yet created a username.)

Password:

[Forgot Username/Forgot Password](#)

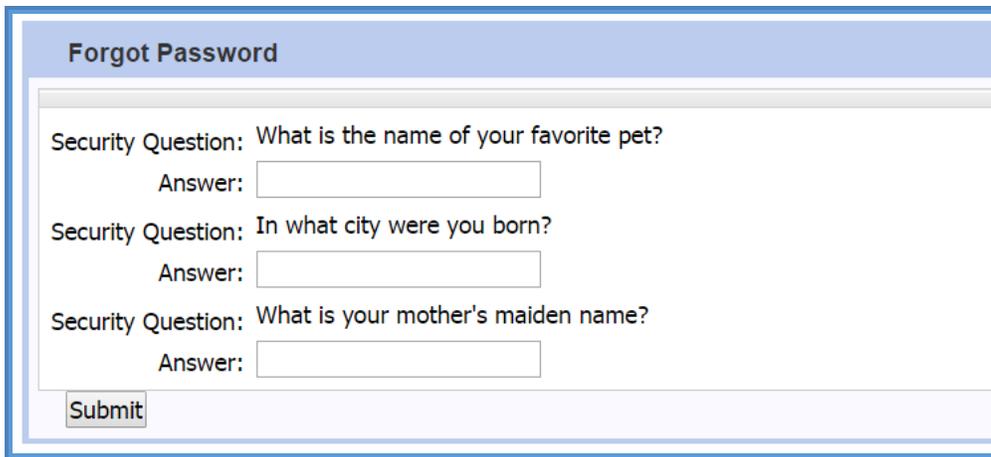
Login Close

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



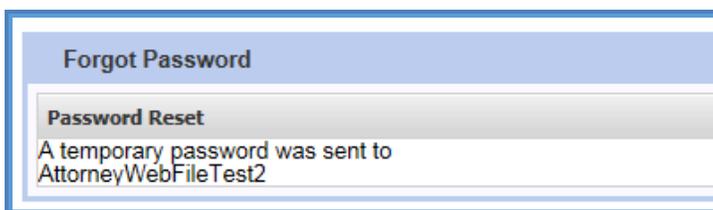
The screenshot shows a web form titled "Forgot Password". Below the title, there is a sub-header "Forgot Password" and a prompt: "Enter your username to display your security questions". There is a text input field labeled "Username:" and a "Submit" button below it.

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 respective answer 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 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



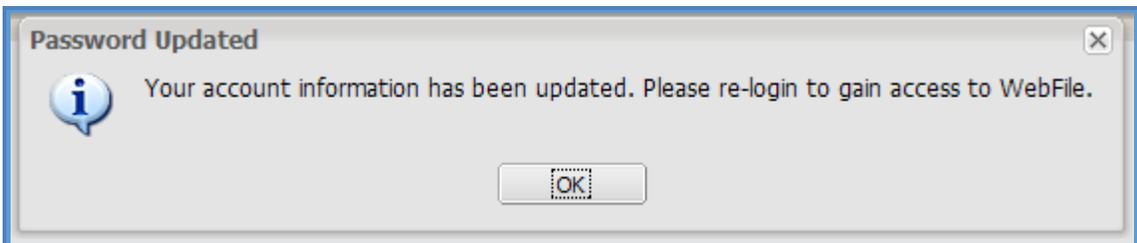
STEPS TO COMPLETE

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.

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



6. Log in with username and the new password.

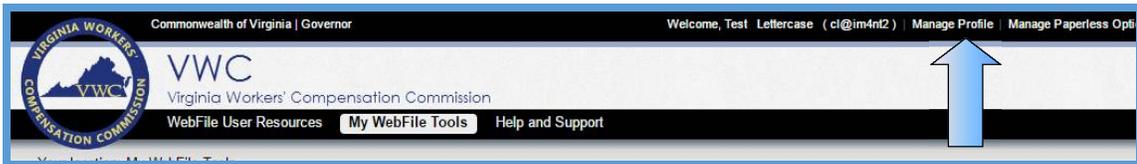
EMAIL ADDRESS CHANGE

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

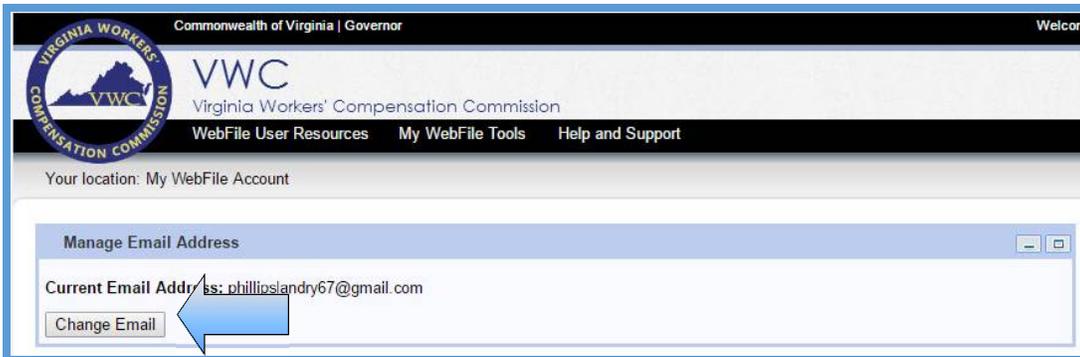


STEPS TO COMPLETE

1. Click on the "Manage Profile" link.



2. Click the "Change Email" button.



3. Enter and confirm the new email address.
4. Enter the current password.
5. Click the "Save" button.

The screenshot shows the VWC (Virginia Workers' Compensation Commission) website interface. At the top, it says 'Commonwealth of Virginia | Governor' and 'VWC Virginia Workers' Compensation Commission'. Below that are navigation links: 'WebFile User Resources', 'My WebFile Tools', and 'Help and Support'. The page title is 'Your location: My WebFile Account'. The main content area is titled 'Manage Email Address' and contains the following fields:

- Current Email Address: phillipslandry67@gmail.com
- New Email Address:
- Confirm New Email Address:
- Account Password:

At the bottom of the form are three buttons: 'Save', 'Cancel', and 'Reset'.

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

The screenshot shows a confirmation message box titled 'Manage Email Address'. The message reads: 'You have requested to change your email address. Please check your email for a link to activate the new email address. Until the link is activated, notifications will continue to be sent to the current email address, which is displayed below.' Below the message, the 'Current Email Address' is listed as 'vwctestattorneyhc2@gmail.com'. At the bottom of the box is a 'Change Email' button.

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

The screenshot shows an email in an inbox. The subject is 'VWC WebFile Email Address Activation'. The sender is 'Webfile.Support@workcomp.virginia.gov' and the date is 'Oct 19 (5 days ago)'. The email body contains the following text:

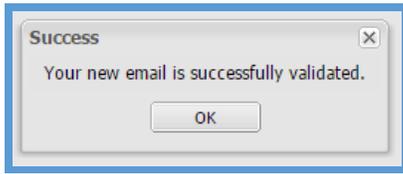
Thank you for requesting to update your email address with the Virginia Workers' Compensation Commission WebFile system. Please click the following link within 5 days to activate the new email address:

[Activate New Email](#)

If you did not request this change, please contact us at [877-664-2566](tel:877-664-2566).

Notice: The information in this email and any attachments with it may be confidential and/or privileged. It is intended

9. 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.

ACCESSING A CLAIM

This module covers the procedure for gaining access to your claim information through WebFile. Claims with injury dates prior to October 1, 2008 are not viewable in WebFile.



BEFORE YOU GET STARTED

An Injured Worker will receive two letters from the Commission after a claim is established.



Notification of Injury

This letter contains the Jurisdiction Claim Number (JCN) assigned to the claim and also lists the Injury Date.



Claimant PIN for *WebFile*

This letter contains a Personal Identification Number (PIN) a claimant will use to access the claim record within *WebFile*.

Both letters are necessary to validate claimant access to WebFile.

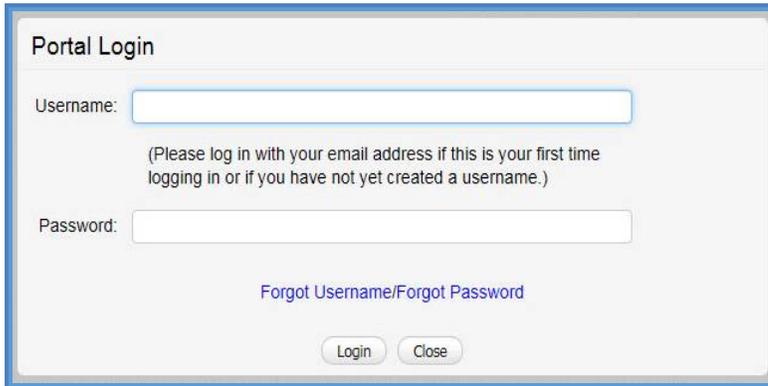


STEPS TO COMPLETE

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



Portal Login

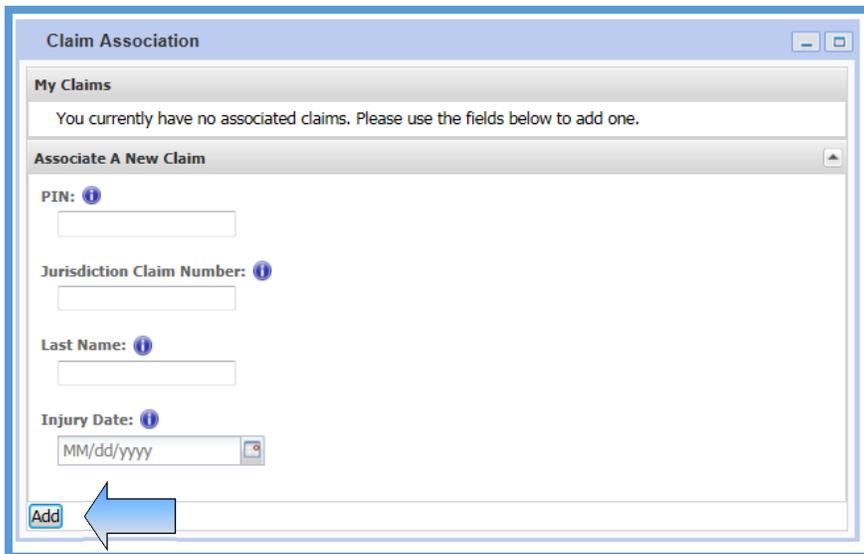
Username:

(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](#)

4. Navigate to the right side of the screen to the "Claim Association" section.
5. If this is the first time a claim has been filed, enter the following information:
 - a. Personal Identification Number (PIN)
 - b. Jurisdiction Claim Number (JCN)
 - c. Last Name
 - d. Injury Date
6. Click the "Add" button.



Claim Association

My Claims

You currently have no associated claims. Please use the fields below to add one.

Associate A New Claim

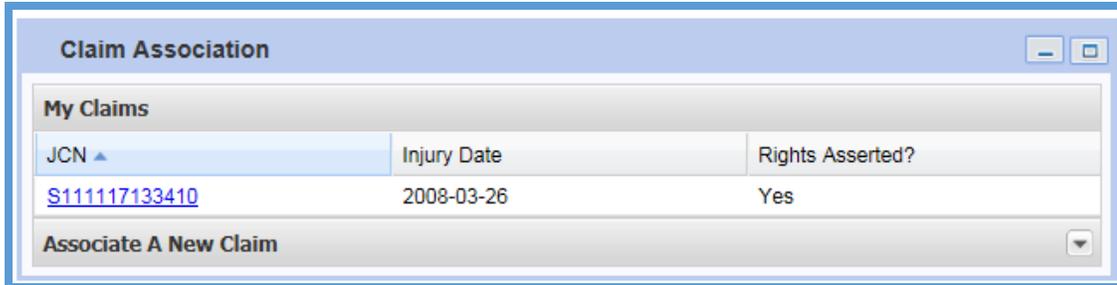
PIN:

Jurisdiction Claim Number:

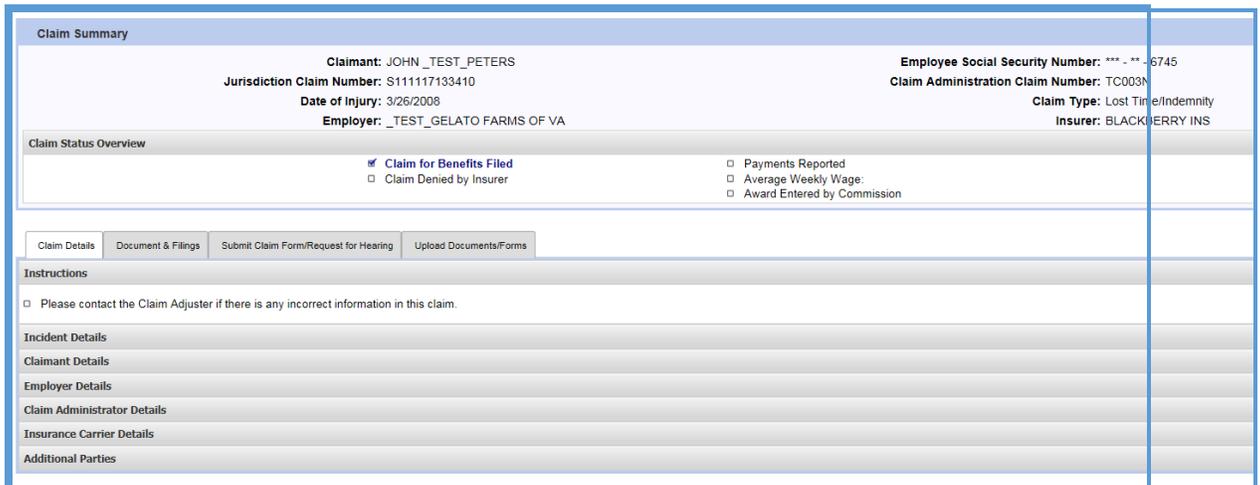
Last Name:

Injury Date:

7. After the above information has been validated, a JCN link will be visible under the "My Claims" section.
8. Click the JCN link to open the claim.



9. Review the information available.



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



11. 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 Claimants within the "Claim Details" tab.

Claim Details Tab

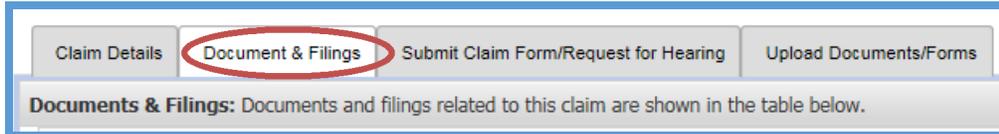
Incident Details	Provides general information regarding the reported incident such as dates, description and location.
Claimant Details	Provides general personal and contact information on the Claimant. There is a separate section that identifies Attorney contact information.
Employer Details	Provides 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 CLOSER LOOK

The “Document and Filings” tab allows Claimants to view documents associated with a claim.



Documents that are related to the claim are arranged by type. To view pdf documents, click on the document type or click on the “Expand Groups” button.



IMPORTANT

If PIN or JCN entries produce error messages, please contact the Commission at 1-877-664-2566 or webfile.support@workcomp.virginia.gov for assistance

SUBMITTING CLAIM FOR BENEFITS/REQUEST FOR HEARING

This section covers the online submission of the Claim for Benefits. The Injured Worker should submit a Claim for Benefits to the Commission as soon as possible. If you are requesting a hearing, you must file medical reports supporting your request with the Commission.



IMPORTANT

Even if you have been paid by your employer or claim administrator for time missed from work because of your injury or for medical treatment for your injury, you should file a claim with the VWC to protect your right to benefits under Virginia Law.



STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the right hand side of the screen to the "Claim Association" section. Notice that the JCN does not have a Claim for Benefits associated and there is an alert message.

The screenshot shows a web interface titled "Claim Association". It contains a table with the following data:

JCN	Injury Date	Rights Asserted?
HEC0412120924	2008-03-26	No (Assert)

Below the table, there is a red-bordered alert box with the text: "■ You have not asserted your rights on one or more of the above claims! To file a Claim For Benefits, click the "Assert" link above." At the bottom of the interface, there is a button labeled "Associate A New Claim".

3. If an injury has been reported to the Commission, initiate a Claim for Benefits submission by clicking on the "Assert" link in the "Claims Association" section.

The screenshot shows a window titled "Claim Association". Inside, there is a section "My Claims" with a table:

JCN	Injury Date	Rights Asserted?
HEC0412120924	2008-03-26	No (Assert)

Below the table is a red-bordered box with the text: "You have not asserted your rights on one or more of the above claims! To file a Claim For Benefits, click the 'Assert' link above." A mouse cursor is pointing at the "Assert" link. At the bottom, there is a button labeled "Associate A New Claim".

4. When the "Claim Summary" screen is displayed and the "Submit Claim Form/Request for Hearing" tab will be automatically selected.

The screenshot shows a "Claim Summary" screen. At the top, a red-bordered box contains the text: "You have not filed your Claim for Benefits. Please click [here](#) to do so." Below this, the following claim details are displayed:

Claimant: PETER_TEST_PETERS
Jurisdiction Claim Number: HEC0412120924
Date of Injury: 3/26/2008
Employer: _TEST_GELATO FARMS OF VA

Below the details is a "Claim Status Overview" section with two checkboxes: "Claim for Benefits Filed" and "Claim Denied by Insurer".

At the bottom, there are four tabs: "Claim Details", "Document & Filings", "Submit Claim Form/Request for Hearing" (which is selected), and "Upload Documents/Forms".

Under the selected tab, there is a section titled "Instructions: Enter Web Form Data" and "Step 1 of 2: Enter Web Form Data for Claim for Benefits/Request for Hearing". Below this is the "Injured Worker Details" section, which includes a form for "Injured Worker's Name" with fields for "First Name" (containing "PETER"), "MI" (empty), "Last Name" (containing "_TEST_PETERS"), and "Suffix (Sr, Jr, III, etc.)" (empty). There is also a field for "Injured Worker's Address".

5. Complete the following section on the form:
 - a. Injured Worker Details
 - b. Employer Details
 - c. Incident Details
 - d. Request for Benefits - This section is optional.

For convenience, some information is prepopulated. The symbol  indicates a required field.

6. Click the "Next" button at the bottom of the page when complete.

250 characters left

** Medical records or bills are required for a hearing and can be attached on the next page.

<< Previous Next >>

7. Review the "Claim for Benefits" and "Request for Benefits" sections to ensure information is accurate.
8. Attach any supporting documents such as medical treatment records or work excuse slips. Medical records or bills are required for a hearing.

Attach Supporting Documents

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 at 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...

File(s) must be Non-Encrypted PDFs

____ Browse...
____ Browse...
____ Browse...
____ Browse...
____ Browse...

9. Click the Disclosure & Agreement Form box.
10. Click the "Submit" button.

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...

<< Previous Submit >>

11. Confirmation note will be displayed.

Claim Details Document & Filings Submit Claim Form/Request for Hearing Upload Documents/Forms

Instructions: Enter Web Form Data

Step 1 of 2: Enter Web Form Data for Claim for Benefits/Request for Hearing

Your form has been submitted to The Commission.
 You can review the form submitted to The Commission immediately by [clicking here](#).

UPLOAD DOCUMENTS TO THE CLAIM

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



BEFORE YOU GET STARTED

- ✓ Document to be uploaded is in PDF format.
- ✓ Document must be non-encrypted.
- ✓ PDF cannot be larger than 3 MB.

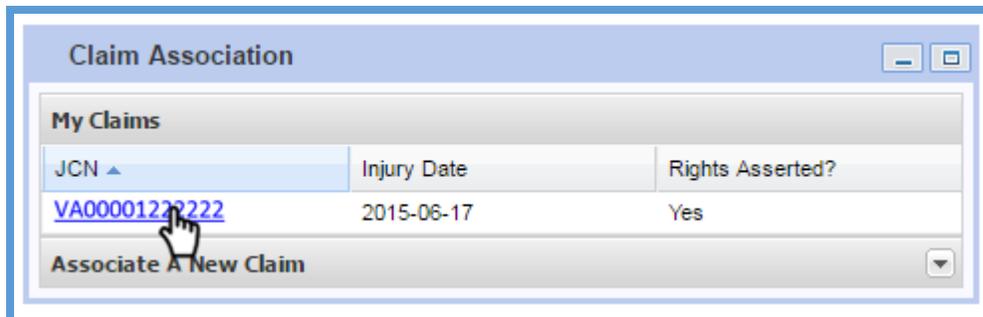


STEPS TO COMPLETE

1. Log in to WebFile.
2. Navigate to the "Claim Association" section.



3. Click on the desired JCN.



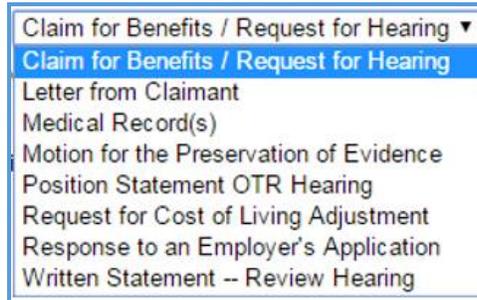
4. Select the "Upload Documents/Forms" tab.

The screenshot shows a web interface for a claim summary. At the top, there is a blue header with the text "Claim Summary". Below this, the following information is displayed: "Claimant: PETER DILLARD", "Jurisdiction Claim Number: 0169570", "Date of Injury: 3/15/1971", and "Employer: _TEST_METAL SHAPERS INC". Below this information is a section titled "Claim Status Overview" with two checkboxes: "Claim for Benefits Filed" and "Claim Denied by Insurer". At the bottom of the screen, there are four tabs: "Claim Details", "Document & Filings", "Submit Web Forms", and "Upload Documents/Forms". The "Upload Documents/Forms" tab is circled in red.

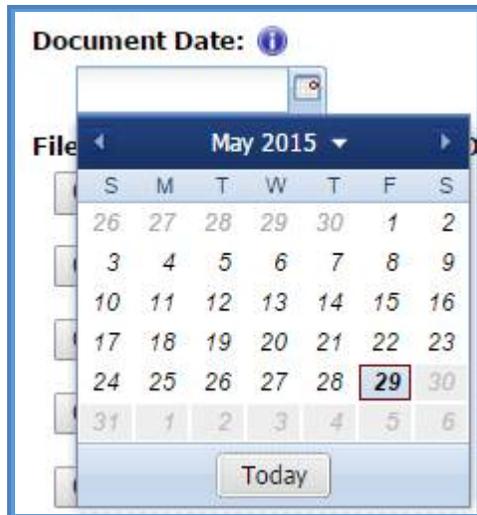
5. Review the "Instructions" section.
6. Navigate to the "Upload a Filing" section which is located in the lower left side of the "Claim Summary" screen. Note: There are three required areas to be completed.

The screenshot shows a form titled "Upload a Filing". The form has a section titled "Filing Upload Form" with the following fields: "Select Filing Type:" with a dropdown menu showing "Claim for Benefits / Request for Hearing"; "Document Date:" with a date input field showing "MM/dd/yyyy"; and "File(s) must be Non-Encrypted PDFs" with five "Choose File" buttons, each followed by the text "No file chosen". At the bottom of the form is an "Upload" button.

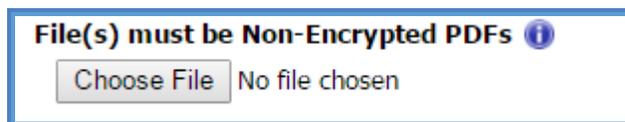
7. Select the Filing Type that is being uploaded.



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. Click the "Upload" button.

Upload a Filing

Filing Upload Form

Select Filing Type: ⓘ
Claim for Benefits / Request for Hearing ▼

Document Date: ⓘ
MM/dd/yyyy

File(s) must be Non-Encrypted PDFs ⓘ

Choose File No file chosen

Upload

11. Confirm the successful upload by reviewing the "Documents & Filings" tab.

Claim Details **Document & Filings** Submit Claim Form/Request for Hearing Upload Documents/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 B multiple pages.
- Imaged documents require a compatible Adobe PDF viewer to view and print. If you do not have compatible A

 Get ADOBE READER

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

Work Event(s)	Seal...	Recipient
---------------	---------	-----------

MEDICAL RECORDS

Medical Records are uploaded in a similar fashion as other claim related documents.

There are a four requirements when uploading Medical Records into WebFile.

1. Select "Medical Records" as the Filing Type.
2. The "Document Date" enter the date of service with the medical provider. If there is more than one day, please enter the last date within the range of time.
3. 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."
4. Click the "Choose File" button to locate the document. There is a 3 MB limit per PDF document.

Upload a Filing

Filing Upload Form

Select Filing Type: Medical Record(s)

Document Date:

Name of Provider:

File(s) must be Non-Encrypted PDFs

No file chosen



IMPORTANT

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

PAPERLESS OPTIONS

This section covers options regarding the WebFile Paperless feature. Those who elect Paperless will only receive electronic notifications from the Commission. Paper copies of notices and filings will not be sent to users that elect Paperless.



BEFORE YOU GET STARTED

- ✓ “EWI Banner” displays current paperless status.
- ✓ Paperless Option can only be changed once per calendar day.
- ✓ People that elect Paperless will appear with the  icon.

ELECTING PAPERLESS

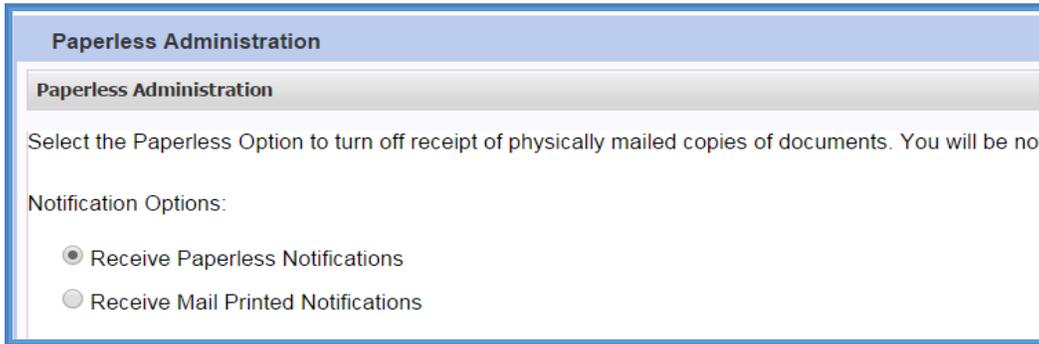


STEPS TO COMPLETE

1. Log in to WebFile.
2. 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

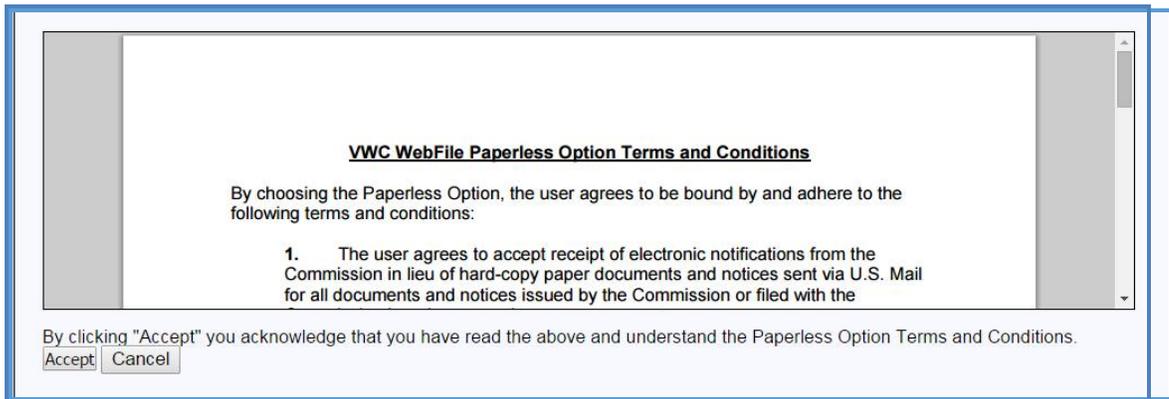
Select the Paperless Option to turn off receipt of physically mailed copies of documents. You will be notified by email.

Notification Options:

- Receive Paperless Notifications
- Receive Mail Printed Notifications

5. Scroll and read the Terms and Conditions.

6. Click the "Accept" button.



VWC WebFile Paperless Option Terms and Conditions

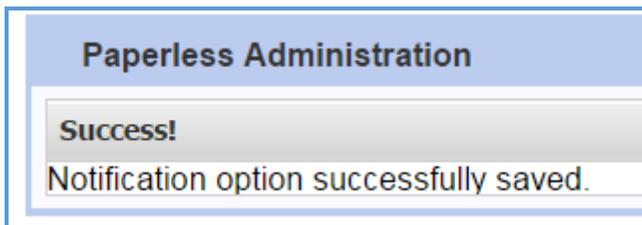
By choosing the Paperless Option, the user agrees to be bound by and adhere to the following terms and conditions:

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

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

Accept Cancel

7. Confirmation message will appear.

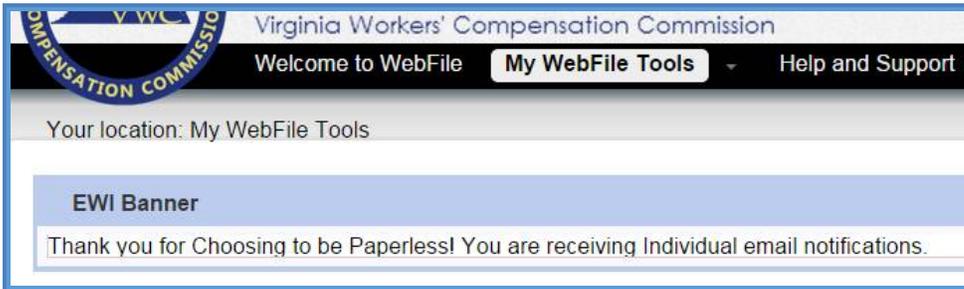


Paperless Administration

Success!

Notification option successfully saved.

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



 **QUICK TIP**

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

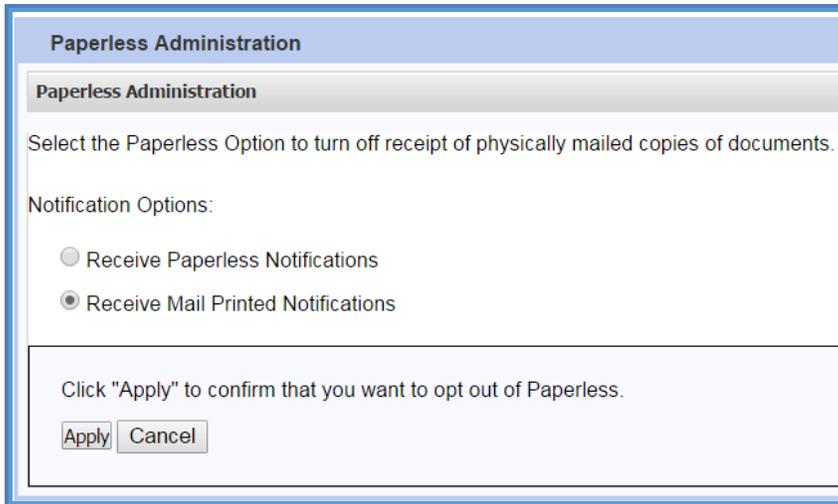
Users may choose to revert back to receiving mailed notifications.



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

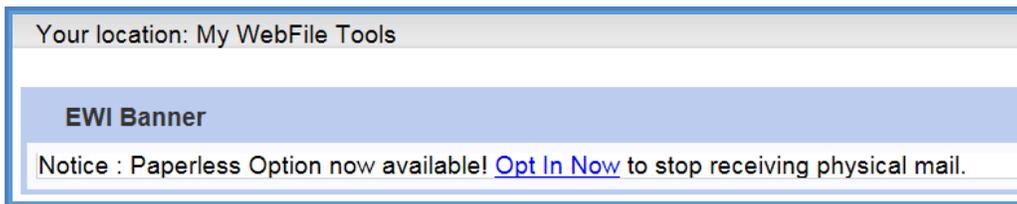


3. Select the "Receive Mail Printed Notifications" option.
4. Click the "Apply" button.



The screenshot shows a web interface for "Paperless Administration". At the top, there is a blue header with the text "Paperless Administration". Below this is a grey sub-header with the same text. The main content area contains the instruction: "Select the Paperless Option to turn off receipt of physically mailed copies of documents." Underneath, it says "Notification Options:" followed by two radio button options: "Receive Paperless Notifications" (which is unselected) and "Receive Mail Printed Notifications" (which is selected). At the bottom of the form, there is a light blue box containing the text "Click 'Apply' to confirm that you want to opt out of Paperless." and two buttons: "Apply" and "Cancel".

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



The screenshot shows a notification banner. At the top, it says "Your location: My WebFile Tools". Below this is a blue header with the text "EWI Banner". The main content area contains the text: "Notice : Paperless Option now available! [Opt In Now](#) to stop receiving physical mail."