

**COMMONWEALTH OF VIRGINIA
WORKERS' COMPENSATION COMMISSION**



**WebFile Guide for
Attorney Site Administrators**

Key Points

- The Commission recommends using WebFile with Google Chrome or Internet Explorer (IE) 11. These browsers have been tested to ensure optimal usability.
- Attorneys may also have Site Administrator rights within WebFile. There is no need to create a separate Site Administrator account if an attorney in the firm wishes to take on the Site Administrator role.
- Site Administrators who are not attorneys cannot view or manage cases through their account.
- Site Administrators may request assistance via the Online WebFile Support tool at <http://www.workcomp.virginia.gov/content/webfile-support>.

Requesting WebFile Access

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

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 may then activate the firm's attorney accounts within WebFile.

Site Administrator Responsibilities

- Maintain the WebFile Attorney Registration Form and communicate all updates and changes to the Commission
- Activate attorney accounts
- Manage attorney accounts including password resets and account deactivations as necessary

Activate Attorney Account

- Site Administrators who are not attorneys use these steps to activate attorney accounts:
 1. Login to WebFile.
 2. Click on the drop-down arrow next to “My WebFile Tools” and choose “User Administration” from the menu.
 3. Click the “New” button.
 4. Choose the attorney account to activate from the menu in Step 1.
 5. Enter the email address for the attorney to use for WebFile in Step 2.
 6. Click the “Save” button. You should receive a success message.

The attorney will receive an email with temporary login credentials.

- Site Administrators who are also attorneys use the steps below to activate your own attorney account. To activate other attorney accounts in your firm, please use the steps above:
 1. Log into WebFile
 2. Click on the drop-down arrow next to “My WebFile Tools” and choose “User Administration” from the menu.
 3. Click the “View All” button at the bottom of the screen.
 4. Next to your account, click the red “Edit” link on the right of the screen.
 5. In the drop-down box, select your account.
 6. Click the “Save” button at the bottom of the screen. You should receive a success message.
 7. Click on “My WebFile Tools” You should now be able to view existing cases and note representation on new cases.

Reset Attorney Password

1. Login to WebFile.
2. Click on the drop-down arrow next to “My WebFile Tools” and choose “User Administration” from the menu.
3. Click the “View All” button.
4. Click “Edit” next to the attorney account to be edited.
5. Click the “Reset Password” button.

The attorney will receive an email with temporary login credentials.

Deactivate Attorney Account

1. Login to WebFile.
2. Click on the drop-down arrow next to “My WebFile Tools” and choose “User Administration” from the menu.
3. Click the “View All” button.
4. Click “Edit” next to the attorney account to be edited.
5. Click the “Deactivate Account” button.

After deactivation, the attorney will no longer have access to their cases through the firm’s WebFile account. Deactivating a WebFile attorney account **DOES NOT** remove the attorney from their cases. Deactivation prevents them from accessing their cases through the firm’s WebFile account and prevents them from receiving emailed notifications from the Commission. They may continue to manage their cases outside of WebFile and will continue to receive notifications from the Commission by mail.