

# ECOMPBOARD

## WCB Portal Frequently Asked Questions



<https://portal.wcb.oregon.gov/>

Table of  
Contents

# Frequently Asked Questions

- **I want to use the WCB portal. How do I get an activation code?**

WCB sent out activation codes by mail. If you do not have an activation code you can contact WCB and we will provide you with the code. Contact us at [portal.wcb@state.or.us](mailto:portal.wcb@state.or.us) or call 503-378-3308

- **Can I have access to see the approvals for my settlements and stipulations from WCB?**

When you sign up for the WCB portal you can choose what email notifications you wish to receive. Currently, notifications of CDA approvals are sent via the portal. We will be adding notification of other types of settlements in the future.

- **My company has several subsidiaries. I want to make sure that my portal account information comes directly to me. How can I do that?**

Please contact WCB at the time you set up your portal account. We will walk you through the process and make sure you are getting the information you need. We will also verify the company information at that time.

- **There has been a staff change at my office and I want to remove someone as a contact. How do I do that?**

As long as you are the administrator for your account you can go into the “contacts” and/or “users” tab and remove the person. If the person you want removed was the administrator you will need to designate another person as your administrator by giving the proper authorizations to the new person or you can contact WCB and we will assist you in removing the contact and naming a new account administrator.

- **How do I cancel my account?**

Please contact WCB and we will deactivate your account.

- **My notification emails are coming in sporadically? What is going on?**

Please contact WCB as soon as possible. We can track each notification to see what is happening and restore your notifications. Fast and immediate service is very important to us.

- **How can I print my notifications?**

Most notifications come via your email. You can print them from there. If you would like to print a Request for Hearing or Board Review you may do so by clicking “view request” and clicking the print button within Adobe..

- **How do I file an amended or corrected Request for Hearing through the portal?**

Begin the process just like you would a normal Request for Hearing. On the Request for Hearing tab there is a place for you to choose the request type.

- **I filed my Request for Hearing by paper but want to amend/correct/supplement my request through the portal. Can I do that?**

Yes, on the Request for Hearing tab there is a place for you to choose the request type.

- **Do the other parties on my Request for Hearing or Request for Review get notified by the portal?**

Parties that are signed up for the portal will automatically receive notification of the filing. You will receive an email listing the parties **not** on the portal. You may print a copy of your filing to send to those parties.

- **How do I add another user to my account?**

Have your administrator log into the portal. Click the “users” tab. Then click the “Add user” button. Please make sure you enter a valid e-mail address when adding a user.

- **I am an attorney and a moving to another firm. Can I change my account and take my portal case information with me?**

Yes, we will activate a new account for you under your OSB number. Please contact WCB to make this change..

- **Our firm name has changed. Can we change it or does WCB do that for us?**

If you have already notified WCB and are participating in the Portal then the change should already be reflected. If it hasn't please contact us and we can make the change immediately.

- **My name is spelled incorrectly in the contact section. Can you fix it?**

The administrator for your account can fix it by clicking on the “contacts” tab and then “edit contact.” If you need assistance, please feel free to contact WCB.

- **My email address has changed. Can we update it?**

The administrator for your account can fix it by clicking on the “contacts” tab and then “edit contacts.” If you need assistance, feel free to contact WCB.

- **I can't get on the portal. Every time I try it continues to say “processing.” Can you help?**

Feel free to contact WCB, we will verify that your account is active and attempt to diagnose the problem you are having.

- **I don't see a place to upload my attorney retainer agreement on the request form. Where is it?**

When requesting a hearing or requesting board review, you will fill out the form and press "submit." The next screen will ask you if you want to upload supporting documents.

- **Can I print out a hard copy of my Request for Hearing or Request for Board Review before I submit?**

No, once you submit your request you will have the ability to print out a hard copy but not before.

- **There is no "submit" button on my screen?**

Please contact WCB and we will attempt to diagnose your issue.

- **I can't "save" my request, can you help?**

Please contact WCB, someone will verify that you have the proper authorization to save requests. If you do we can attempt to diagnosis the problem. If you do not, we can direct you to your account administrator who can provide you with authorization.

- **Can I delete incomplete requests?**

If you have saved an incomplete request, you can delete it. Located at the bottom of the Request for Hearing and Request for Board Review form there is a button to click entitled "Delete Incomplete Request."

The Workers' Compensation Board offers a number of notifications through the portal. Those notifications are listed under the "Contacts" tab in your portal account. Here are a few things WCB recommends that users can do to make sure they receive all notifications they are expecting.

## SETTING UP YOUR CONTACTS

- Verify Notification:

It is important you set up your contacts correctly. If you are not receiving notifications this is the first place to look. Please verify that the appropriate check box is marked.

- Verify your Email:

If your email address has been entered incorrectly you will not receive the notifications.

- Check Contact History:

You can check to see if a notification was sent to you in the "Contact History" link under the "Contacts" tab. This will show you all the notifications sent to the contact you choose.

- Firm Notifications vs. Person Notifications:

If you're not receiving a specific notification please also verify that you are not set up to receive a specific Attorney's notifications. To edit this you need to uncheck the box that says "Notify me of cases I am directly involved in." This will make ensure you get all notifications.

- More than one Contact:

If you have more than one contact make sure you check all the above for each contact.

- Always Accept Email from the Portal:

Please add the Portal Email address to your email addresses that are considered safe. This way spam filters or other email rules will not mistake the notifications as spam.

### CHECK YOUR FIREWALL/SPAM FILTER/EMAIL SETTINGS:

Below is a list of articles regarding spam filters for various email providers. These articles vary in difficulty but are a first step for users who are having trouble with not receiving email notifications. This list is a compilation of major email providers as well as a few others.

- Comcast - <http://customer.comcast.com/help-and-support/internet/spam-filters-and-email-blocking/>
- Yahoo - <https://help.yahoo.com/kb/mail/check-filters-sln5075.html>
- (Google) Gmail - <https://support.google.com/a/answer/2368132?hl=en>
- Hotmail - <http://onlinehelp.microsoft.com/en-us/msn/ff808716.aspx>
- Outlook - [http://technet.microsoft.com/en-us/library/cc179183\(v=office.15\).aspx](http://technet.microsoft.com/en-us/library/cc179183(v=office.15).aspx)
- CenturyLink (Qwest) - <http://www.centurylink.com/help/index.php?assetid=130>
- AOL - <http://help.aol.com/help/microsites/microsite.do?cmd=displayKC&docType=kc&externalId=217148>
- Frontier - <http://www.frontierhelp.com/faq.cfm?qstid=995>
- BendBroadBand - [http://help.bendbroadband.com/sp\\_kb\\_detail.asp?kb=100119&adct=3&pageID=bbbs&subID=hsi](http://help.bendbroadband.com/sp_kb_detail.asp?kb=100119&adct=3&pageID=bbbs&subID=hsi)
- Mac Mail - <http://support.apple.com/kb/PH4868>
- FiOS (Verizon) - <http://www.verizon.com/support/residential/internet/highspeed/email/messagecenter/questions/email+settings.htm#>

You can also contact your Internet Service Provider (ISP) to assist you further with any issues you are having with these settings.

## CONTACT PORTAL SUPPORT:

As always you can contact WCB for assistance. The portal email address is [wcbportal@cbs.state.or.us](mailto:wcbportal@cbs.state.or.us) or call 503-378-3308 and ask to be connected to Portal Support. We also offer one on one training where we would be happy to come to your location and assist with setting this up with you.

## ● PORTAL HOUSE KEEPING:

The Workers' Compensation Board Portal is designed to be managed by the users. WCB does not have access to usernames/passwords or specific user settings. It is vital that Portal entities make sure to keep their users and contacts up to date. WCB recommends that you include Portal username/contact setups in your personnel check lists. This ensures that when an employee is hired/leaves that your portal account stays secure. Below is a checklist designed to assist users in this process.

## ADDING NEW USERS:

- Have your Administrator log into your portal account and click the "Users" tab.
- Click "Add User"
- Fill in the required and optional information.
- Choose the Authorizations this user needs
- Click "Save" when finished

The new user will receive an email with their username and a link to create their password.

## CREATING A CONTACT:

- Log into the Portal.
- Click the “Contacts” Tab.
- Click “Add Contact.”
- Fill in the required and optional information.
- Choose the notifications that this email address will receive.
- Click “Save.”

Please double check the email address is entered correctly to ensure notifications will be received.

## REMOVING A USER:

- Have your Administrator log into your portal account and click the “Users” tab.
- Select the User you want to remove.
- Click “Remove User”
- Click “Remove User” again at the bottom of the page.

## REMOVING A CONTACT:

- Log into the Portal.
- Click the “Contacts” Tab.
- Select the contact you want to remove.
- Click “Remove Contact.”
- Click “Remove Contact” again at the bottom of the page.

## CONTACT PORTAL SUPPORT:

- As always you can contact WCB for assistance. The portal email address is [wcbportal@cbs.state.or.us](mailto:wcbportal@cbs.state.or.us) or call 503-378-3308 and ask to be connected to Portal Support. We also offer one on one training where we would be happy to come to your location and assist with setting this up with you.

## SETTLEMENT SUBMISSIONS

The Workers' Compensation Board (WCB) began accepting settlement documents electronically through the WCB Portal on January 25, 2016. What follows is a list of questions received since the launch.

- **Why can't I find the settlement tab in my portal account?**

Account administrators were granted access to the settlements tab during the initial rollout. Your account administrator can grant authorization to submit settlements or, alternatively, give you "read only" access. The "user detail" tab is where authorizations are granted.

- **I'm unable to type the employer's name or opposing counsel's name in the boxes on the upload screen.**

Because that information is contained in the settlement documents you upload, WCB is not asking you to give it to us again. WCB staff will create the case information from your settlement documents.

- **We're settling a case that is set for hearing. The WCB number does not show up on the settlement screen, and I can't type it in the box.**

If you are submitting settlement documents on a case currently in litigation, you can access that case from your WCB Case Status screen. Click the button on the left to upload the settlement documents. The data fields will populate with the information contained in WCB's Hearings Division file.

- **I'm trying to upload an addendum, but the "submit" button is not available to me.**

Only the original submitter can upload additional documents. If you were not the original submitter, you will need to contact opposing counsel to have those documents uploaded. In addition, please note that any initial settlement submission must include a Claim Disposition Agreement (CDA), a Disputed Claim Settlement (DCS) or a Stipulation (Stip) – i.e., a "settlement document." To submit an addendum after your initial submission, click the "view/update" button on the case from your Settlement list.

- **If I'm submitting a cover letter with the settlement documents, do I need to upload it as a separate document?**

You can submit them all in one document, or in multiple documents. WCB can process them either way.

- **Will the portal system notify opposing counsel that I have submitted a settlement, similar to a portal hearing request? When do those notifications go out?**

The portal system will generate an email to the submitter and opposing counsel once WCB has begun processing the settlement submission. However, in order to receive those notifications, each party must edit their portal contact to elect receipt of those notifications.

- **Will the portal notify me when a settlement has been approved?**

If you've elected to receive email notifications, an email will be sent to you announcing approval of a settlement submitted through the portal. Portal users will be directed to view a scanned copy of the order/agreement in their WCB Case Status screen.

- **Will my client receive a paper copy of the order in the mail?**

For a DCS or Stipulation, all parties will receive a copy of the approval/dismissal order by mail. Except for those CDAs approved by Board/ALJ order, notice of the CDA approval is posted on WCB's website, and sent by email to portal users.

- **When I submit a combination CDA/DCS agreement, will I get an email or electronic notice when both agreements have been approved?**

You will probably receive notice of the CDA approval first, via WCB's website or an email from the portal system. The DCS order is not sent electronically, but it can be found in your WCB Case Status screen ("orders and documents" tab). If you are a portal user, you will receive an email notifying you that an order issued. Please note that these "combined" agreements are processed in tandem. Thus, if you have received notice of an approved CDA, the DCS has also been approved.

- **I'd like to know the status of my settlement submission, but I don't necessarily want to get more emails.**

You don't have to sign up for email notifications to see that your settlement is in process at the Board. The Settlements tab will display the status of your cases. However, the email notification system enables the parties to copy opposing counsel via the portal without having to send a paper copy of the transmittal letter.

- **I would like to file more things electronically in the WCB Portal. When will I be able to file a Response to Issues, a brief, or briefing extension through the portal?**

WCB has a long-term plan to continue adding features to the portal. Next to come is Response to Issues. Your ideas, requests, and feedback are always welcome. Please contact WCB at [portal.wcb@oregon.gov](mailto:portal.wcb@oregon.gov).