

Portal Document Upload Application Guide



Department of Consumer
and Business Services

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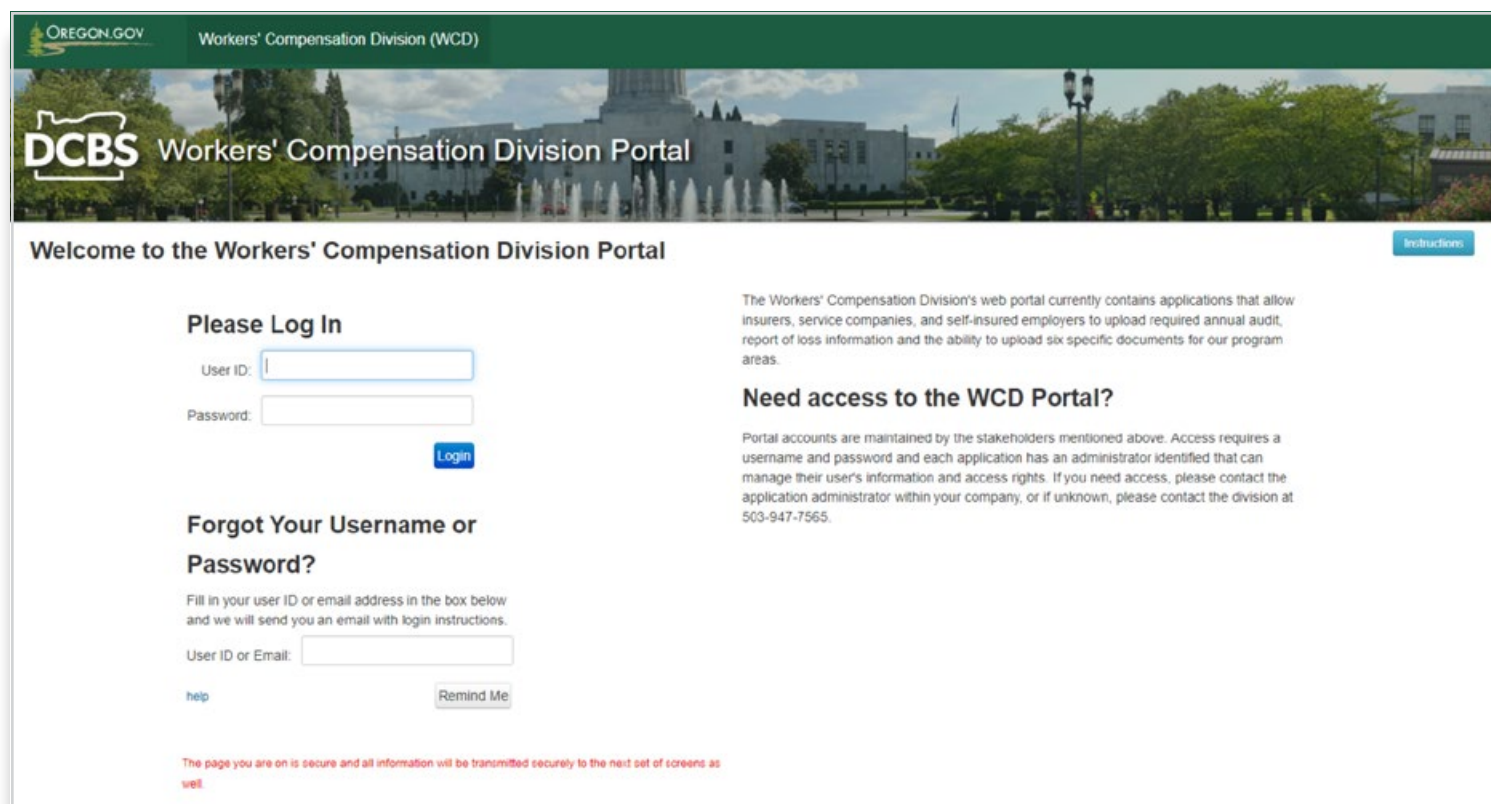
About the web portal document upload application

The document upload application was created to give insurers, self-insured employers, and service companies the ability to securely submit documents directly to the Workers' Compensation Division (WCD).

As of March 2023, the division offers four ways for these customers to submit documents: mail, fax, Biscorn, and the portal. While all of these options remain available for use, the division strongly encourages insurers, self-insured employers, and service companies to use the portal because of its ease of use and security.

You can access WCD's portal by clicking the link at the top of the WCD webpage (wcd.oregon.gov) or pasting the web address in your preferred browser: <https://www4.cbs.state.or.us/exs/wcd/portal/>

While WCD and the Workers' Compensation Board (WCB) perform similar functions related to workers' compensation, each entity maintains separate web portals that provide different services. Companies should ensure they use the correct portal to communicate with each government entity.



The screenshot shows the login page for the Workers' Compensation Division Portal. At the top, there is a green header with the Oregon state logo and the text "OREGON.GOV" and "Workers' Compensation Division (WCD)". Below the header is a banner image of the Oregon State Capitol building with the text "DCBS Workers' Compensation Division Portal". The main content area has a white background. On the left, there is a "Please Log In" section with fields for "User ID:" and "Password:", a "Login" button, and a "Forgot Your Username or Password?" section with a text box for "User ID or Email:" and a "Remind Me" button. On the right, there is a section titled "Need access to the WCD Portal?" with a paragraph of text. At the bottom, there is a small red text box stating "The page you are on is secure and all information will be transmitted securely to the next set of screens as well."

OREGON.GOV Workers' Compensation Division (WCD)

DCBS Workers' Compensation Division Portal

Welcome to the Workers' Compensation Division Portal

Please Log In

User ID:

Password:

Login

Forgot Your Username or Password?

Fill in your user ID or email address in the box below and we will send you an email with login instructions.

User ID or Email:

help Remind Me

The page you are on is secure and all information will be transmitted securely to the next set of screens as well.

The Workers' Compensation Division's web portal currently contains applications that allow insurers, service companies, and self-insured employers to upload required annual audit, report of loss information and the ability to upload six specific documents for our program areas.

Need access to the WCD Portal?

Portal accounts are maintained by the stakeholders mentioned above. Access requires a username and password and each application has an administrator identified that can manage their user's information and access rights. If you need access, please contact the application administrator within your company, or if unknown, please contact the division at 503-947-7565.

Who can upload documents?

At this time, the portal is designed for use by insurers, self-insured employers, and service companies. The division is exploring ways to add additional user types in the future.

All active insurers, self-insured employers, and service companies should currently have a portal account. Call the WCD Resource and Technology Support Unit manager at **503-947-7600** if your company is newly active in Oregon and does not have a portal account.

To be added as a portal user for your company's account, contact a document upload application administrator within your company for help. If you don't know who your administrator is, contact WCD at **503-947-7565**.

Instructions for managing your active user accounts can be found [here](#).

Current application administrators may choose to manage new users or organizations can appoint additional account administrators.



What documents can I upload using the document upload application?

Users can upload these document types:

- Audit referrals
- Audit responses
- Appellate review dispute responses
- Medical resolution dispute responses
- Vocational dispute responses
- Employer-at-Injury-Program (EAIP) reimbursement requests

Unlike other portal applications, only PDFs may be uploaded. One file can be uploaded at a time with a file-size limit of 150MB.

The division will continue to evaluate other documents to add to this list.

Annual audit payment data and report-of-loss-information will continue to be uploaded using the annual audit or self-insured portal applications.

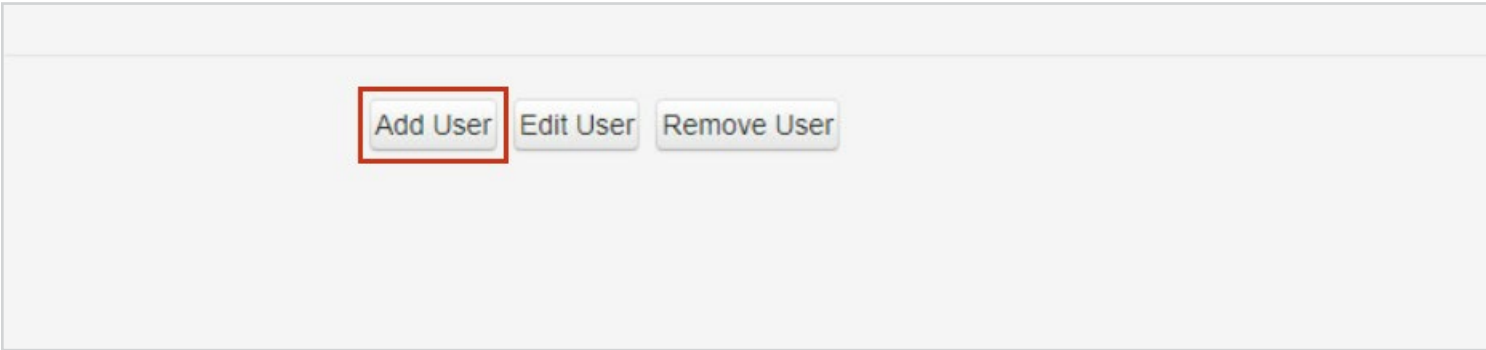
User account administration

Your company will need to assign application administrator(s) to manage your users' access for each WCD portal application. An application administrator can add, modify, or delete users for each application. Companies have the ability to select multiple administrators for each portal application.

If your organization has not designated an application administrator for a specific application, or the designee is no longer in that role, your company should choose someone and have them contact WCD at **503-947-7565**.

Add a new user

From the home screen, click the "Users" tab and then click the "Add User" button located in the gray window.



Enter the information in the required fields designated with an asterisk. The system will generate a user ID.

New User

Existing User

User Id

*

First Name

*

Middle Initial

Last Name

*

Email Address

*

Phone:

ext.

*

Scroll down and select the check box for the needed application(s).

- **Tip:** You can allow the new user to manage other users' access for that application by selecting the "Manage Users" check box. This will allow the user to add, modify, or delete users for the selected application.

WCD Program Doc Upload

WCD Upload PDF Document

1

2

Manage Users

Application Information:

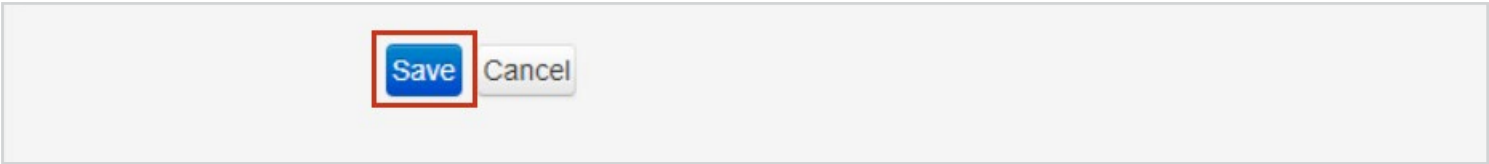
WCD program document uploads and upload section management

For Assistance Contact: IT&R

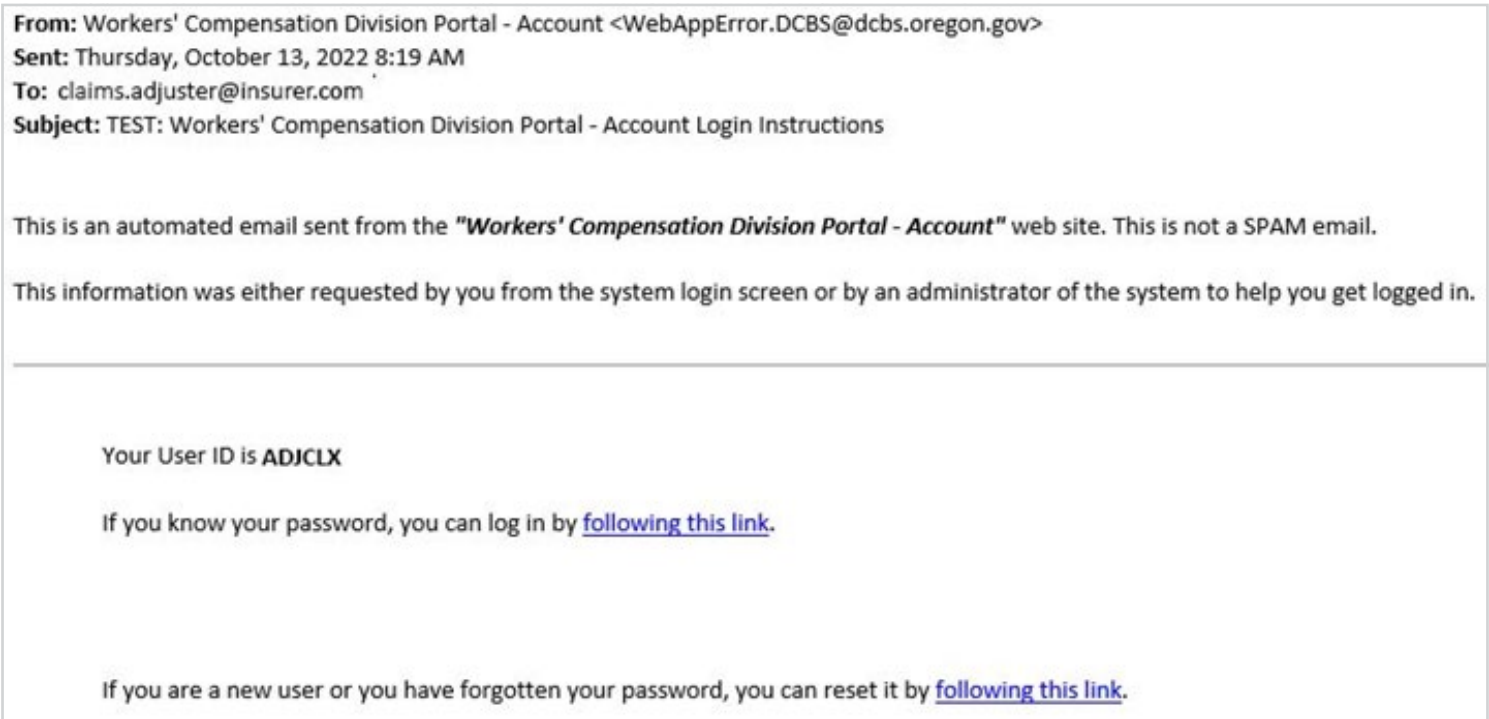
WebAppAdmin.DCBS@dcbs.org

503-947-7565

Scroll to the bottom of the screen and click the “Save” button.



The user will receive an email providing them with their user ID and a link to the system.



■ **Tip:** New users must log in within 48 hours before the link expires.

Edit user information or access

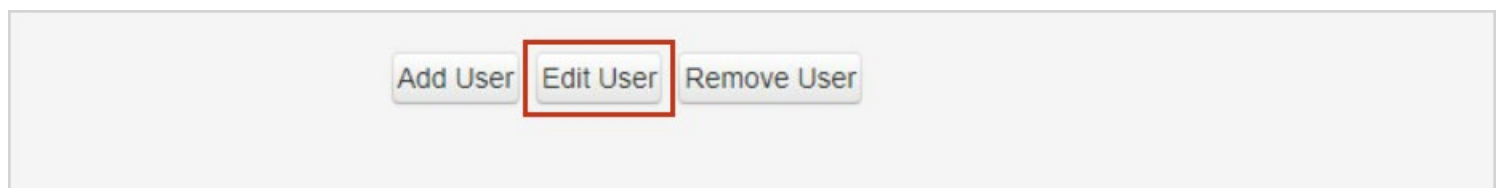
From the home screen, click the "Users" tab.



Select the user whose information or access you would like to change by clicking on the radio button next to their login ID.

10 records per page				
	Logon ID	First Name	Last Name	Email Address
<input checked="" type="radio"/>	AFIRM	A	FIRM	123@gmail.com
<input type="radio"/>	PWILLIAX	Piper	Williamson	456@aol.com

Click the "Edit User" button.



The “Existing User” tab will open. From here, you can edit the user’s contact information, select or deselect application access, and add or remove their ability to manage other users’ access.

Existing User

User Id

AFIRM

*

First Name

A

*

Middle Initial

Last Name

FIRM

*

Email Address

123@gmail.com

*

Phone:

ext.

*

WCD Program Doc Upload

WCD Upload PDF Document

1

2

Manage Users

Application Information:

WCD program document uploads and upload section management

For Assistance Contact: IT&R

WebAppAdmin.DCBS@dcbs.org

503-947-7565

Click on the “Save” button located at the bottom of the screen.

Save

Cancel

Reset Password

Remove a user

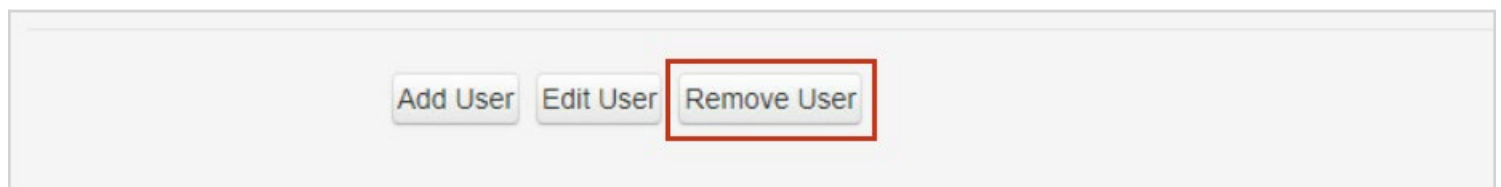
From the home screen, click the "Users" tab.



Select the user whose information or access you would like to change by clicking on the radio button next to their login ID.

10 records per page				
	Logon ID	First Name	Last Name	Email Address
<input checked="" type="radio"/>	AFIRM	A	FIRM	123@gmail.com
<input type="radio"/>	PWILLIAX	Piper	Williamson	456@aol.com

Click the "Remove User" button.



The user’s contact and access information will be displayed.

Remove selected user.

First Name: A

Last Name: FIRM

User ID: AFIRM

E-Mail Address: 123@gmail.com

WCD Program Doc Upload

☒ WCD Upload PDF Document

☐ Manage Users

Application Information:

WCD program document uploads and upload section management

For Assistance Contact: IT&R

WebAppAdmin.DCBS@dcbs.org

Click the “Remove User” button.

Remove User

Cancel Changes

Reset user password

From the home screen, click the "Users" tab.



Select the user whose password needs to be reset by clicking on the radio button next to their login ID.

10 records per page				
	Logon ID	First Name	Last Name	Email Address
<input checked="" type="radio"/>	AFIRM	A	FIRM	123@gmail.com
<input type="radio"/>	PWILLIAX	Piper	Williamson	456@aol.com

Click the “Reset Password” button at the bottom of the screen. An automated email will be sent to the user with a link to reset their password.

- **Tip:** This link expires after 48 hours.



Save Cancel **Reset Password**

Clicking the Reset Password button will generate an email message to the email address shown, which will include a link to reset the password. The link will automatically expire in 48 hours or when it is used to reset the password (whichever comes first).

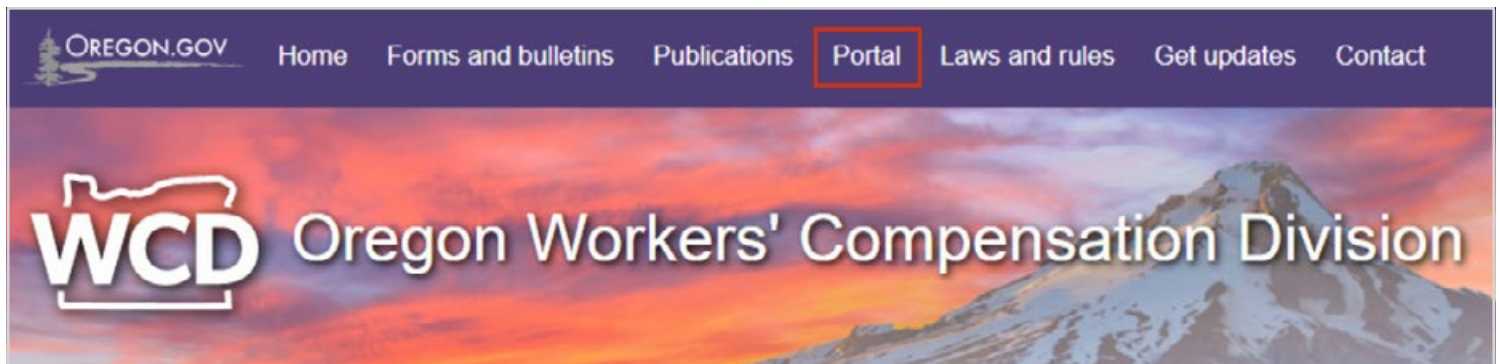
How do I use the application

For technical assistance with the portal, please call WCD at **503-947-7565**.

Logging in

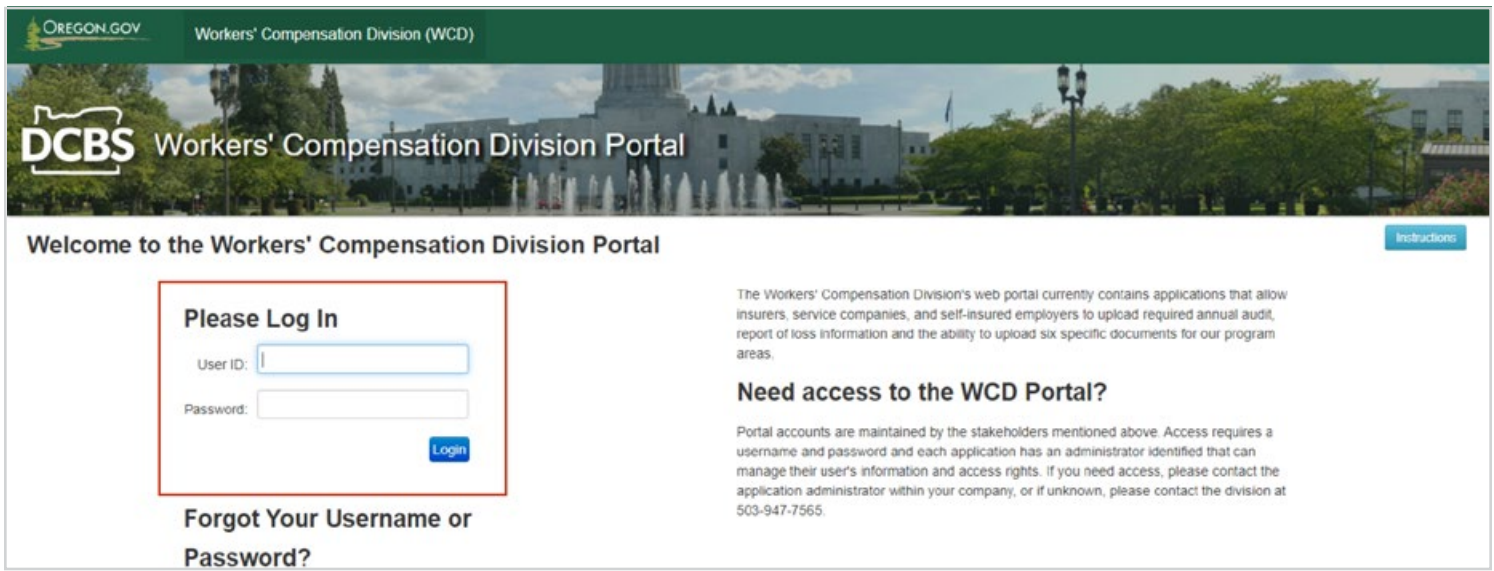
Using an internet browser, visit WCD’s external website (wcd.oregon.gov) and click the “Portal” link at the top of the page or use the direct link: <https://www4.cbs.state.or.us/exs/wcd/portal/>

- **Tip:** You will need a username and password from your company’s application administrator or WCD to log in to the portal.



Enter your username and previously created password on the portal homepage.

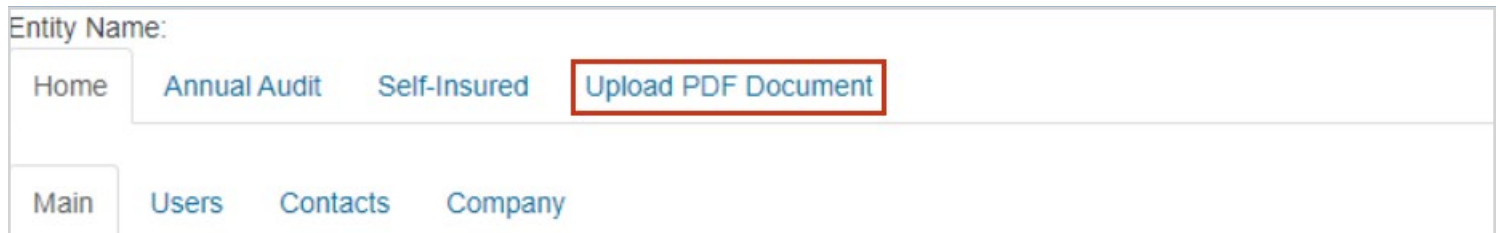
- **Tip:** Users experiencing problems with a username or password, should follow the instructions provided on the main portal page. For additional assistance, users can contact their company's account administrator or WCD at **503-947-7565**.



The screenshot shows the homepage of the Oregon Workers' Compensation Division Portal. At the top, there is a green header with the Oregon state logo and the text "OREGON.GOV" and "Workers' Compensation Division (WCD)". Below the header is a banner image of the Oregon State Capitol building. The main heading reads "DCBS Workers' Compensation Division Portal". Below this, a welcome message says "Welcome to the Workers' Compensation Division Portal" with an "Instructions" link. On the left, a "Please Log In" box contains fields for "User ID:" and "Password:" with a "Login" button. Below the login box is a link for "Forgot Your Username or Password?". On the right, there is a section titled "Need access to the WCD Portal?" with a paragraph explaining that portal accounts are maintained by stakeholders and access requires a username and password, and a link to contact the division at 503-947-7565.

Upload a PDF

On the left side of the page, click the "Upload PDF Document" tab.



The screenshot shows the navigation area of the portal. It features a grid of tabs. The top row includes "Home", "Annual Audit", "Self-Insured", and "Upload PDF Document", which is highlighted with a red border. The bottom row includes "Main", "Users", "Contacts", and "Company".

The "File Upload" tab will open. Here, you can enter information about the document you are uploading. The document type is a required field. You will choose a document type from the drop-down list.

- **Tip:** Other fields are optional unless you are provided specific instructions to include more information by WCD or your company. Users may also find it helpful to fill these out so they can identify documents on the "All Uploaded Files" page later. For security reasons, uploaded files are NOT viewable after upload.

Click “Browse” and choose a PDF to upload.

■ **Tip:** Files must be PDFs and less than 150MB. Only one file can be uploaded at a time.

Click “Save and Upload” to complete your request.

File Upload

All Uploaded Files

Document upload detail information

Fields marked with * are required

Please select your company or the appropriate insurer from the Business Name menu. If the insurer is not listed, select your company and type the insurer name into the Comments section.

Business Name *

9075 - AIG CLAIMS, INC.

Document Type *

WCD Insurer Number

WCD File Number

Insurer Claim Number

FEIN

Comments (1000 character limit)

Note: The maximum size for PDF files is 150MB.

Add a PDF document *

Browse

Save and upload

Cancel

"All Uploaded Files" page

After clicking "Save and Upload," you will be automatically directed to the "All Uploaded Files" tab. You will receive a confirmation message that your file was uploaded successfully.

This tab also includes a list of all the documents you have uploaded using your user account.

HomeAnnual AuditSelf-InsuredUpload PDF Document

File UploadAll Uploaded Files

The file was uploaded successfully.

Show10▼documents

Document Type	Submitted by	Submitted on	File Name
Med	WILLIAHH	4/19/2023 4:28 PM	medical-review-2304.pdf

Frequently asked questions



Q: I work for an insurance company. When I log in to the portal, the first screen I see shows a drop-down list with only one insurance company selection available. I need to upload documents for multiple insurers within my insurer group.

A: The landing page shows a list of companies that you are currently associated with in the other WCD portal applications. Selecting an insurer is not a requirement to submit documents to the document upload application, but it is helpful for us to direct where the document should be forwarded. You can simply go to the document upload tab, fill out the form, and enter the WCD insurer number of the insurer for whom you are uploading the document.

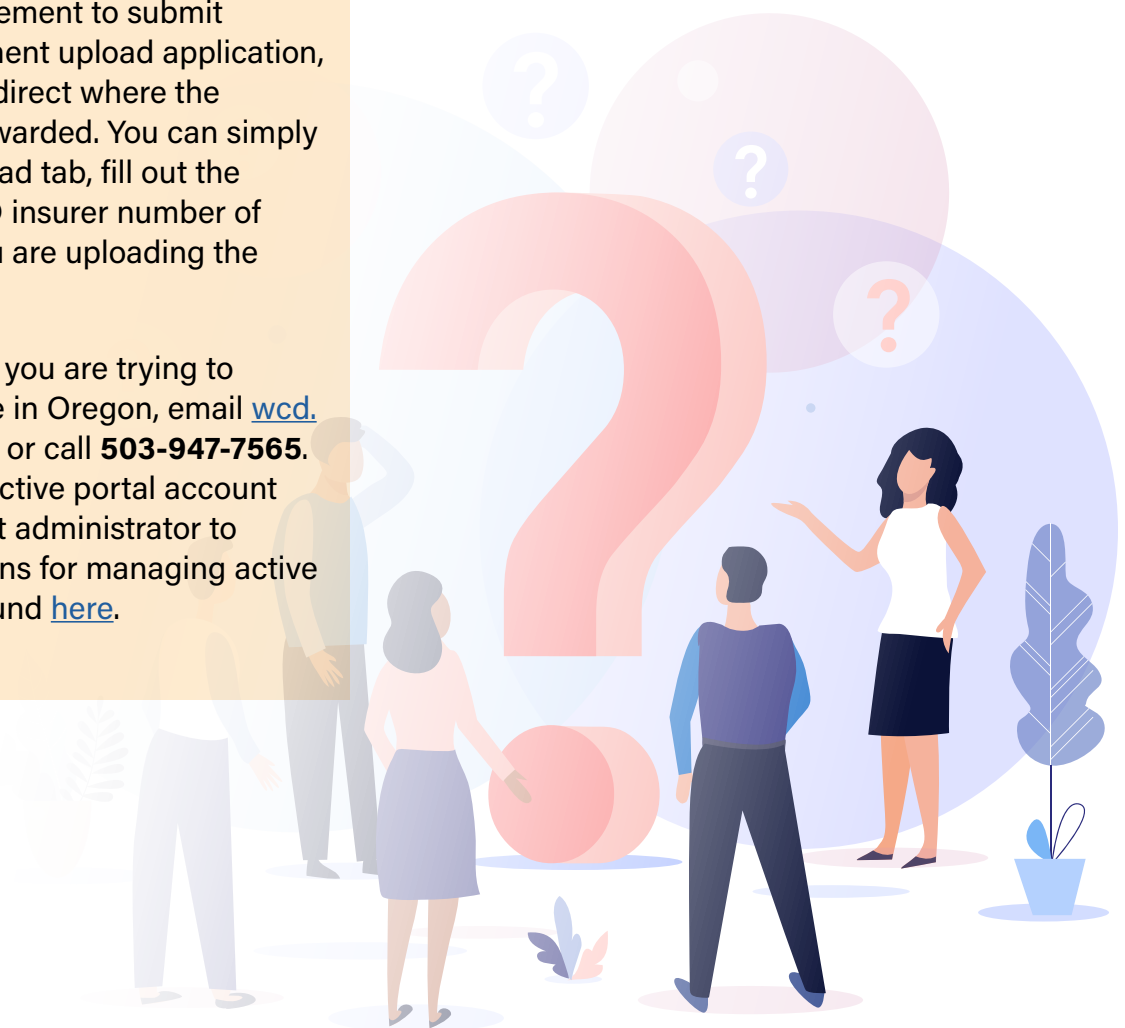
Q: I work for a service company, and the insurer for whom I'm trying to upload a document is not in the drop-down list on the Upload PDF Document page or the main page after I log in to the portal.

A: The insurer you are attempting to upload the document for may be currently inactive in our data system. Inactive insurers will not appear in the drop-down list. Selecting an insurer is not a requirement to submit documents to the document upload application, but it is helpful for us to direct where the document should be forwarded. You can simply go to the document upload tab, fill out the form, and enter the WCD insurer number of the insurer for whom you are uploading the document.

If you believe the insurer you are trying to access is currently active in Oregon, email wcd.portal@dcbs.oregon.gov or call **503-947-7565**. Each company with an active portal account has identified an account administrator to manage users. Instructions for managing active account users can be found [here](#).

Q: Do existing organization application administrators have to manage new users uploading documents?

A: This will be up to each organization to decide. The division recognizes that the documents may need to be submitted by different working units within organizations. Current application administrators may choose to manage new users or organizations can appoint additional application administrators.



For technical assistance, contact:

- [Self-Insurance Unit](#) (503-947-7057) about submitting report of losses
- [Audit Unit](#) (503-947-7664) about annual audit
- [Portal help desk](#) (503-947-7565) about the Upload PDF Document application

