

Portal Document Upload Application Guide



Department of Consumer
and Business Services

Contents

About the web portal document upload application.....	3
Who can upload documents?.....	4
What documents can I upload using the document upload application?	4
User account administration	5
Add a new user.....	5
Edit user information or access	8
Remove a user	10
Reset user password	12
How do I use the application.....	13
Logging in	13
Upload a PDF	14
“All Uploaded Files” page.....	16
Frequently asked questions.....	17
For technical assistance.....	19

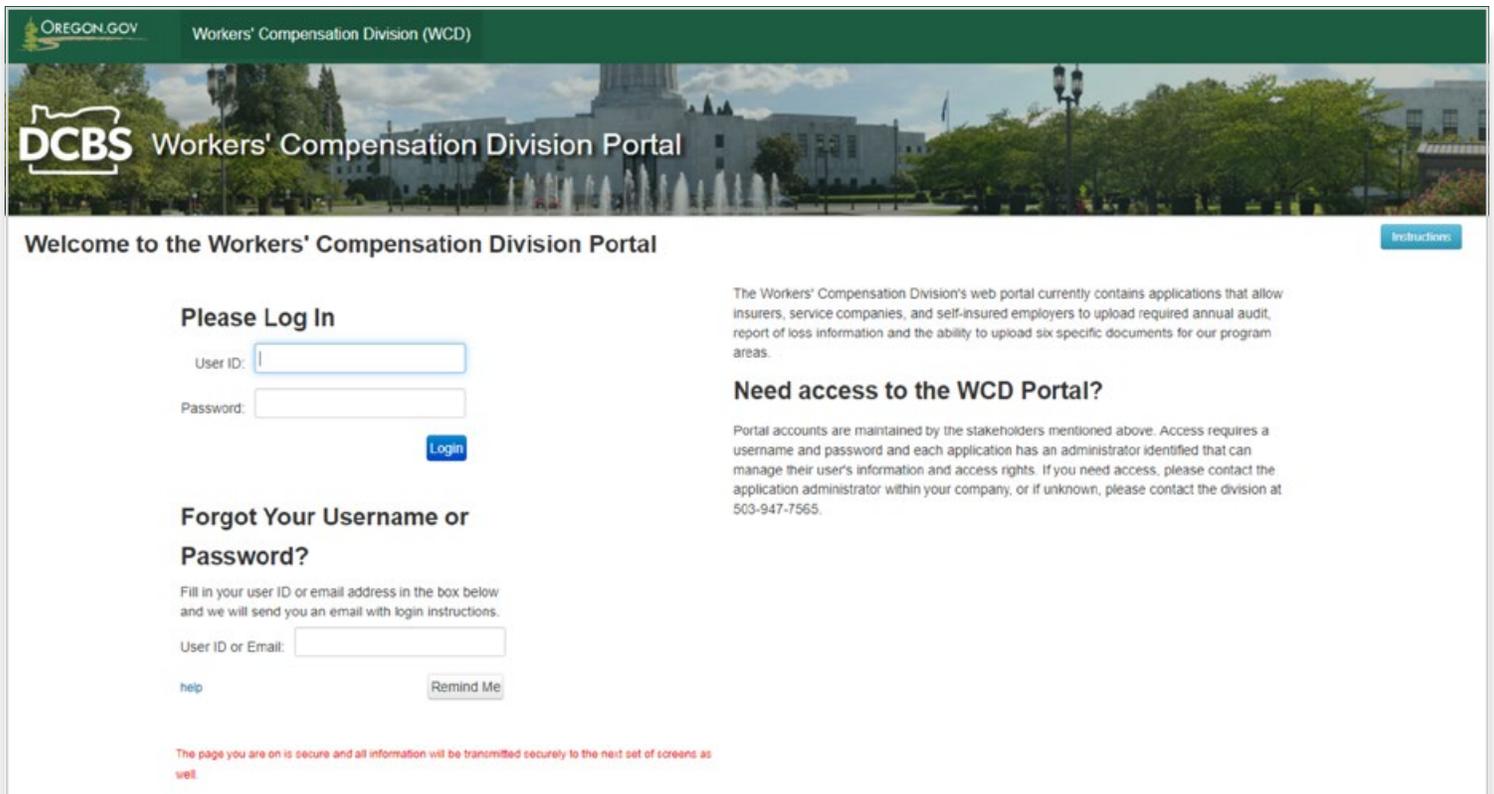
About the web portal document upload application

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.



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.

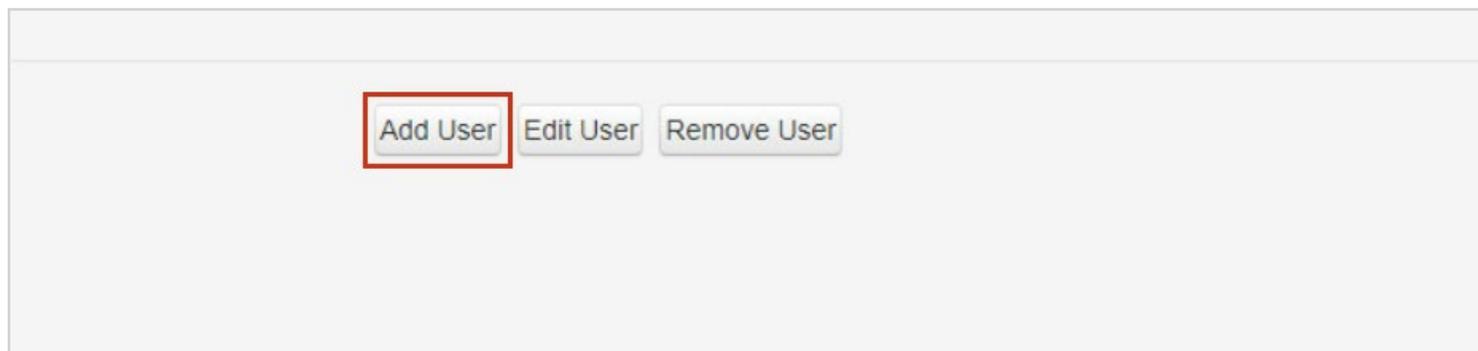
User account administration

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.

The form is titled "New User" (highlighted with a red box) and "Existing User". It contains the following fields:

- 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.

The screenshot shows the "WCD Program Doc Upload" application selected in a dropdown menu. A red circle with the number "1" highlights the selection. To the right, a red "2" highlights the "Manage Users" checkbox, which is currently unchecked. A tooltip titled "Application Information:" is visible, providing details about the application and contact information.

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.

From: Workers' Compensation Division Portal - Account <WebAppError.DCBS@dcbs.oregon.gov>
Sent: Thursday, October 13, 2022 8:19 AM
To: claims.adjuster@insurer.com
Subject: TEST: Workers' Compensation Division Portal - Account Login Instructions

This is an automated email sent from the "**Workers' Compensation Division Portal - Account**" web site. This is not a SPAM email.

This information was either requested by you from the system login screen or by an administrator of the system to help you get logged in.

Your User ID is **ADJCLX**

If you know your password, you can log in by [following this link](#).

If you are a new user or you have forgotten your password, you can reset it by [following this link](#).

■ **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.

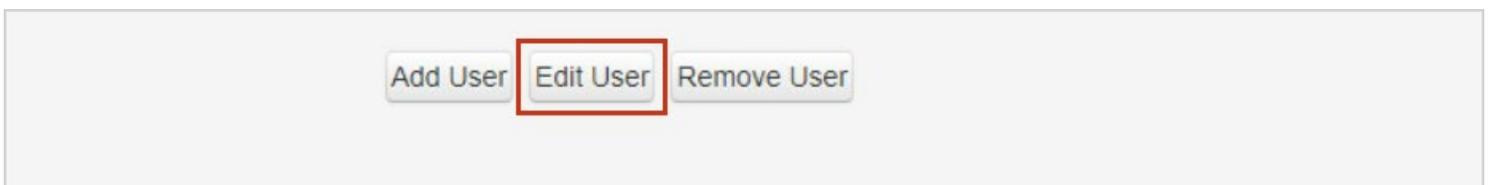


Select the user whose information or access you would like to change by clicking on the radio button next to their logon ID.

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 *

First Name *

Middle Initial

Last Name *

Email Address *

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

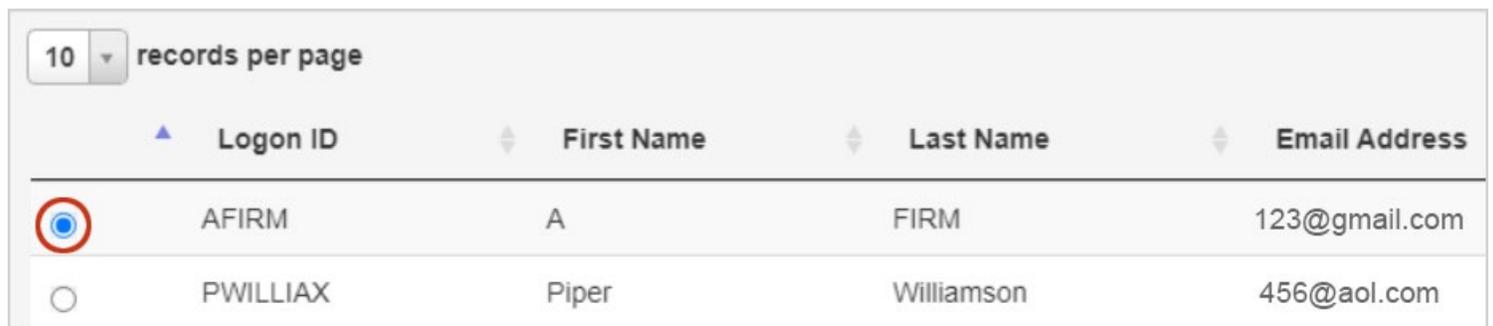
Click on the "Save" button located at the bottom of the screen.

Remove a user

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



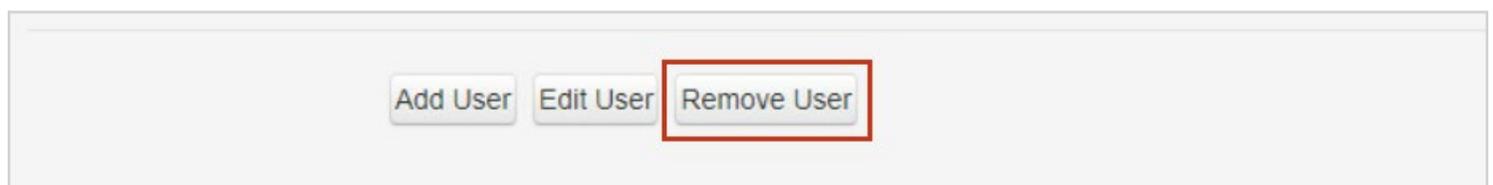
Select the user whose information or access you would like to change by clicking on the radio button next to their logon ID.



The screenshot shows a user management interface. At the top left, there is a dropdown menu set to "10 records per page". Below this is a table with the following columns: "Logon ID", "First Name", "Last Name", and "Email Address". The first row of the table is selected, indicated by a red circle around the radio button in the first column. The second row is unselected.

	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.

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 logon ID.

10 records per page

<input type="checkbox"/>	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.



How do I use the application

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

Logging in

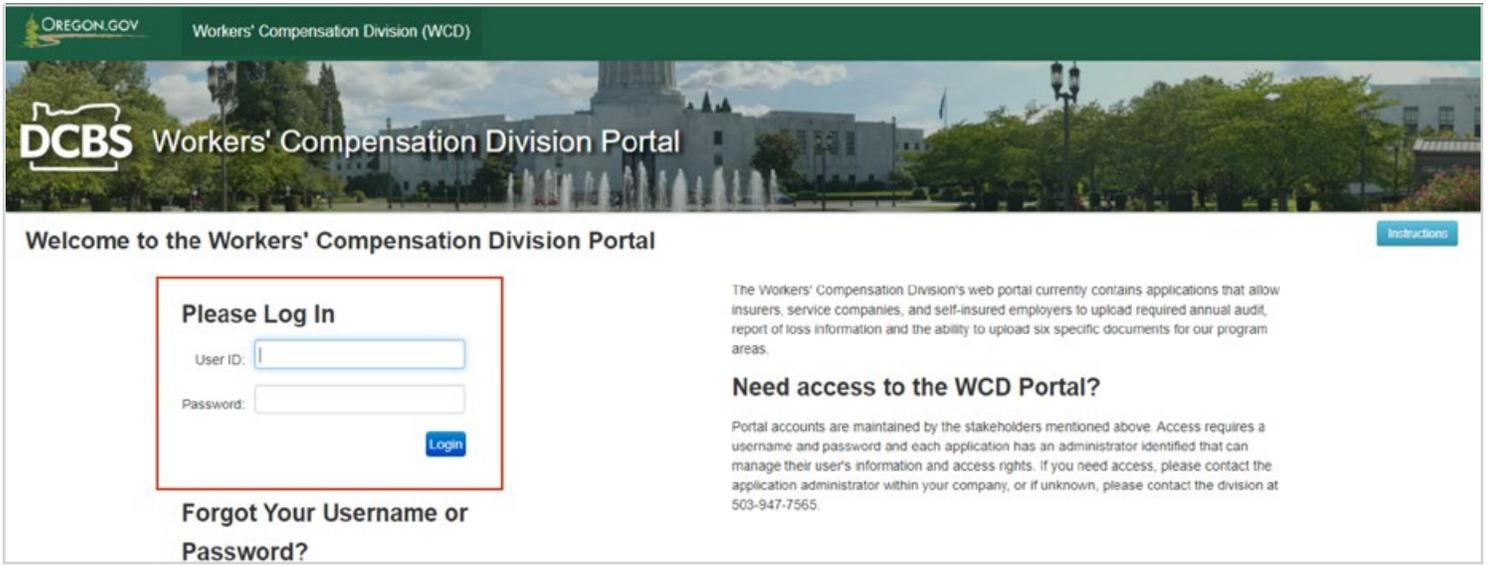
Using an internet browser, visit WCD’s external website (wcd.oregon.gov) and click the “Portal” link at the top of the page or use the direct link: <https://www4.cbs.state.or.us/exs/wcd/portal/>

- **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.

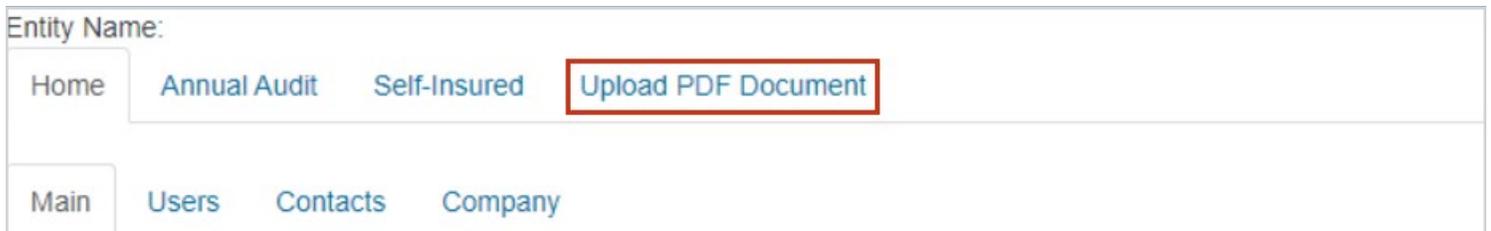
- **Tip:** Users experiencing problems with a username or password, should follow the instructions provided on the main portal page. For additional assistance, users can contact their company's account administrator or WCD at **503-947-7565**.



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 with the text "DCBS Workers' Compensation Division Portal". The main content area has a white background with the heading "Welcome to the Workers' Compensation Division Portal" and a blue "Instructions" button. On the left, there is a "Please Log In" section with a red border around the login form. The form includes fields for "User ID:" and "Password:" and a blue "Login" button. Below the form is a link that says "Forgot Your Username or Password?". On the right, there is a section titled "Need access to the WCD Portal?" with a paragraph of text explaining that portal accounts are maintained by stakeholders and access requires a username and password, and each application has an administrator identified that can manage their user's information and access rights. It also provides contact information for 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 a navigation bar with the label "Entity Name:" on the left. There are two rows of tabs. The first row contains four tabs: "Home", "Annual Audit", "Self-Insured", and "Upload PDF Document". The "Upload PDF Document" tab is highlighted with a red border. The second row contains four tabs: "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)

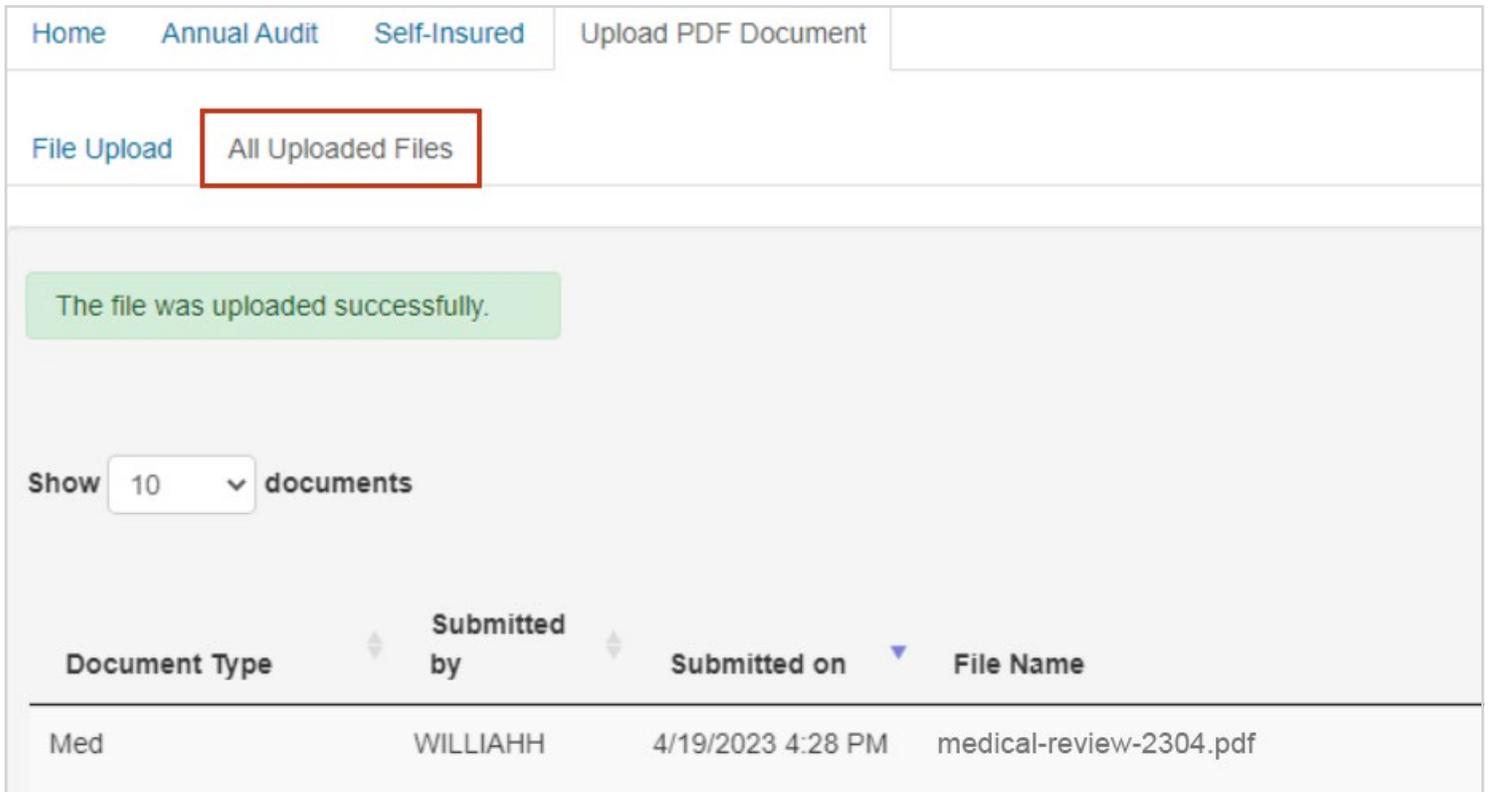
Note: The maximum size for PDF files is 150MB.

Add a PDF document *

“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.



The screenshot shows a web interface with a navigation bar at the top containing links for Home, Annual Audit, Self-Insured, and Upload PDF Document. Below the navigation bar, there are two tabs: File Upload and All Uploaded Files, with the latter highlighted by a red box. A green confirmation message states, "The file was uploaded successfully." Below the message, there is a "Show 10 documents" dropdown menu. A table displays the details of the uploaded document.

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.

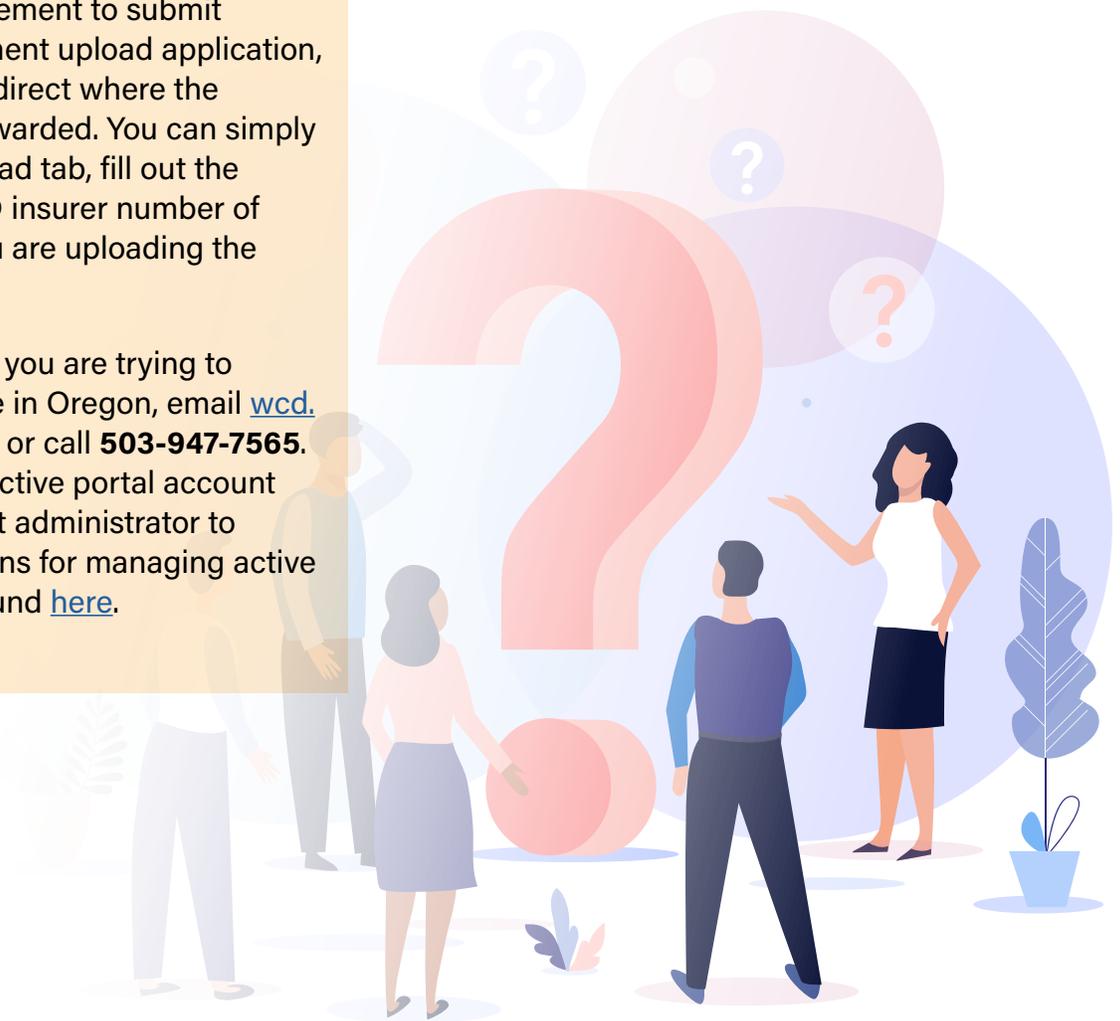
Q: I work for a service company, and the insurer for whom I'm trying to upload a document is not in the drop-down list on the Upload PDF Document page or the main page after I log in to the portal.

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

