

CompFile:

Frequently Asked Questions for External Users

1. What is CompFile and who will use it?

CompFile is the Illinois Workers' Compensation Commission's (IWCC) electronic filing system for managing workers' compensation cases. CompFile is used by attorneys, law firm administrators, solo practitioners, and pro se petitioners to manage workers' compensation cases. As of now, CompFile is not intended for use by non-filing parties, such as medical providers and insurance adjusters.

2. What is a Law Firm Administrator in CompFile?

A Law Firm Administrator is responsible for managing the CompFile account for a law firm, and inviting the firm's other users (i.e., Attorneys and Law Firm Administrators). The Law Firm Administrator serves as a CLERICAL position in CompFile. The Law Firm Administrator will not have e-filing privileges (unless they are also an attorney and have provided CompFile with their ARDC number or have registered as a Solo Practitioner).

3. How does CompFile compare to electronic filing in the Illinois Courts?

CompFile for the Illinois Workers' Compensation Commission	e-FileIL for the Illinois Courts (includes Supreme Court, Appellate Court, and Circuit Courts)
Free service provided to users (no filing fees or transactions costs)	Standard court filing fees apply and filing fee payment transaction costs (i.e., credit card processing)
Built for convenience; register via computer or mobile device.	Register via computer.
E-filing is mandatory for all litigants, including self-represented litigants (pro se)	E-filing is mandatory for all litigants, including self-represented litigants (exception is self-represented litigants incarcerated in a correctional facility).

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CompFile for the Illinois Workers' Compensation Commission	e-FileIL for the Illinois Courts (includes Supreme Court, Appellate Court, and Circuit Courts)
Does not use Electronic Filing Service Providers (EFSP) to file with IWCC.	Filers must use an Electronic Filing Service Provider (EFSP) with most charging for optional, value-added services.
CompFile will be implemented in three releases with Release 1 in February 2020 (includes registration, user profile setup and law firm administrator ability to organize law firm structure), Release 2 in Summer 2020 (includes settlement agreements and electronic signatures), and Release 3 in Fall 2020 (includes filing applications for adjustment of claim and other pleadings, web forms, decisions and notices, electronic service and more).	Illinois Supreme Court announced mandatory e-filing of civil cases on January 22, 2016.

4. I am an attorney who practices workers' compensation in the State of Illinois. Do I have to register in CompFile?

Attorneys will not register themselves directly via the CompFile website. First, the law firm should assign a Law Firm Administrator to the firm. Once assigned, they should register themselves in CompFile via the CompFile website. Upon successful completion of registration, the Law Firm Administrator will invite all other law firm users to CompFile.

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5. I am an attorney. Do I have to use CompFile?

Yes. Once the Law Firm Administrator invites you to join the law firm, you should set up your account in CompFile. This provides an opportunity to get comfortable with the new system prior to mandatory e-filing.

6. Is my law firm required to register with CompFile? If so, why?

Yes, law firms should begin registering for CompFile in February 2020. E-filing with the IWCC will be mandatory in Release 2 and Release 3. However, registration is the focus during Release 1 of CompFile. NOTE: No court documents are e-filed in CompFile as part of Release 1 (February 2020 release).

7. I am an attorney. Can I register myself for a CompFile account?

No. Contact your Law Firm Administrator and they will invite you to join the law firm. If you are an attorney who has also been appointed as your firm's primary Law Firm Administrator, then you should register yourself via the CompFile website. In general, once your firm's Law Firm Administrator has registered, they should use the "Add Law Firm User" function within CompFile to invite all additional law firm users.

8. Do I need to have any special information to register with CompFile?

You will need an IWCC Code Number. If you or your law firm have been doing business with the IWCC, then you already have an IWCC Code Number and will ***not*** need another one assigned to you. If you do not have an IWCC Code Number, one will be assigned to you through the registration process. You will need a valid email address, which will serve as your User ID in CompFile. You ***will*** be asked for additional information such as an address and phone number to complete the registration process. Finally, Attorneys must provide their ARDC Number to gain filing permissions within CompFile.

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9. What is a Solo Practitioner?

An attorney that practices independently in a law firm that may include non-attorney support personnel but does not generally include other attorneys. Solo Practitioner is a distinct user type within CompFile, and registering as one grants that user both Law Firm Administrator and e-filing permissions. A user can achieve the same permission set by registering as a Law Firm Administrator and providing an ARDC Number while registering.

10. What does it mean to be Pro Se?

An individual who chooses to represent oneself (without hiring an attorney) on his or her workers' compensation case.

11. What is an ARDC Number?

ARDC stands for the Attorney Registration & Disciplinary Commission. The ARDC operates at the direction of the Illinois Supreme Court, which has sole authority to regulate the admission and discipline of lawyers in the State of Illinois. Individuals registering as Attorneys in CompFile must provide an ARDC Number. The ARDC Number is used to assist the IWCC with the verification of Attorneys.

12. Upon receiving my invitation to CompFile, I cannot get the system to accept my password. Are there specific requirements for creating a password?

Yes, passwords must be at least 8 characters and contain three of the following four-character types; uppercase letter, lowercase letter, number, and non-alphanumeric (special) character.

13. I am an attorney. What information do I need to register with CompFile?

If you are registering as an Attorney, please contact your firm's designated Law Firm Administrator(s) to request an invite to the firm's account within CompFile. Your Law Firm Administrator MUST have your ARDC number and email address in order to generate your registration invite from within CompFile. Once you receive the invitation, you will create your password and agree to CompFile's Terms and Conditions to finalize your registration. If you are acting as a Solo Practitioner, you will need your IWCC Code Number (if you already have one; if not, one will be assigned to you) as well as your ARDC Number. You also will provide basic information such as a phone number, law firm website address, location address, etc.

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14. I am a person who wants to register in CompFile and file a workers' compensation claim. I am not an attorney and am not part of a law firm. What information do I need to register with CompFile?

You will register in CompFile as a "Pro Se", a selectable user type from the CompFile Registration page. You will fill out basic information about yourself, such as name, address, phone number, and you must attest to the fact that you are at least 18 years old to complete your registration request.

15. My password has been compromised. How do I change it?

If you know your password, you may log into CompFile and go to your profile in the top-right corner of the portal. Click on your profile and you will be able to change your password. If you do not know your password, on the main screen of the portal right below the sign in area, you will click on 'Forgot your password'. You will enter your email address into the box and click submit. You will receive an email with instructions on how to reset your password. Finally, if you are unable to change your password using the two methods described above, you may contact the IWCC CompFile Support at wcc.compfile@illinois.gov for assistance.

16. How will a Law Firm Administrator use CompFile?

Law Firm Administrators will *manage* the law firm's information in CompFile, such as primary location address. They will set up the firm's users by sending invitations (via CompFile) to the attorneys at the firm once their initial registration is complete.

17. Is it possible for our law firm to have more than one Law Firm Administrator in CompFile?

Yes, the law firm may have multiple Law Firm Administrators to meet their business needs.

18. What happens if I am a Law Firm Administrator and one of our firm's attorneys has registered before receiving an invitation?

Please contact the IWCC CompFile Team at wcc.compfile@illinois.gov for assistance.

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19. Am I able to be both a Law Firm Administrator and an Attorney in CompFile? If yes, how do I do this and what kind of impact does it have on filing documents with the IWCC?

You may serve in both capacities (Law Firm Administrator and Attorney) within CompFile using one user account. You will register in CompFile as a Law Firm Administrator. You will enter the IWCC Code Number (if you already have one assigned to you) and enter your ARDC Number during the registration process. This will allow you to both manage the Attorneys (and other Law Firm Administrators should you decide to add them) as well as perform additional functionality in CompFile as it is implemented. A Law Firm Administrator can also grant Administrator permissions to any Attorney user within their firm, which has the same end result.

20. If I am a Law Firm Administrator and a practicing Attorney within my firm, will I be able to keep my list of cases separate from the other attorneys at the law firm?

CompFile does not currently have case filing capabilities. Please stay tuned for additional functionality in Releases 2 and 3.

21. I am a Law Firm Administrator but not an Attorney in CompFile. Will I be able to file an application for adjustment of claim, settlement contract, or legal pleadings in CompFile for my boss (like I always do)?

Any support staff submitting filings on behalf of their assigned attorney should do so by logging in as that attorney user to complete the filings. The information regarding such an “authorized agent” arrangement is detailed in the CompFile’s Terms and Conditions, to which all users must agree during registration. Please review this information with your firm to determine the appropriate process. You may also contact the IWCC CompFile Team with additional questions or clarifications at wcc.compfile@illinois.gov.

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22. I am a solo practitioner. Is there anything special I should do to set up my profile in CompFile?

By selecting the Solo Practitioner user type during registration, you establish yourself as a Law Firm Administrator as well as an Attorney within CompFile. This role will allow you to manage your law firm business as well as invite additional Law Firm Administrators to assist you in managing your CompFile account functions as we progress with the implementation of Releases 2 and 3.

23. By registering with CompFile, will I essentially be signing up for paperless service or will I still receive paper from the IWCC?

When registering for an account in CompFile, you are required to accept the Terms and Conditions for using the CompFile system. By doing so, you are consenting to comply with the provisions of 50 Ill. Adm. Code 9015 in the Rules Governing Practice Before the Illinois Workers' Compensation Commission. More specifically, you may refer to Section 9015.50 regarding Service and Proof of Service for additional information.

24. I forgot my password to CompFile. What do I need to do to reset it?

Navigate to the CompFile sign-in page. On the bottom-right side of the sign-in box, please click on "Forgot your password." This will prompt you to enter your email address (also known as your User ID) and click submit. You will receive an email with instructions on how to reset your password.

25. I do not have an IWCC Code Number and the registration page asks for one. What do I need to do?

If you have confirmed that your law firm does not have an IWCC Code Number, simply leave this field blank and continue to the next field. By leaving this field blank, the IWCC will be alerted that you do not have a number and thus will provide you with one. You will see your assigned IWCC Code Number once registration is complete.

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26. I registered in CompFile but do not have time right now to complete my registration. Will the link I received in my email expire? If so, when?

Yes, the link will expire in five (5) calendar days.

27. My Law Firm Administrator has added me as an Attorney in CompFile. I received an invitation to register but did not complete my registration before the link within the invitation expired. What do I do now?

Please contact your Law Firm Administrator and ask him or her to resend the invitation.

28. Is CompFile compatible with Internet Explorer? What other browsers can I use to access CompFile? Do I need to have the latest version of my internet browser?

CompFile is compatible with multiple internet browsers (tested with IE, Chrome, Edge, Safari, and Firefox). CompFile is optimized for browsers running on Windows 10. The IWCC recommends updating to the newest version of your preferred internet browser for best performance.

29. Can I register for CompFile on my phone? Does it matter if I have an Android or iPhone?

Yes, you may register with CompFile on your mobile device. CompFile is compatible with Android and iPhone browsers.

30. Can I file pleadings on my Android or iPhone?

The size of the screen may limit your ability to fully review the documents prior to submittal, but you may file pleadings via your mobile device. NOTE: No court documents are e-filed in CompFile as part of Release 1 (February 2020 release).

31. When the attorneys in my law firm register for CompFile, do they use their personal email address, or their email address associated with the firm? Does it matter?

The Law Firm Administrator will send invitations to the attorneys within the firm at the email address he or she normally uses to communicate with the firm's attorneys. This will be the email address associated with the law firm. In general, IWCC discourages use of non-work email addresses for registration purposes.

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32. I am going to be assigned as a Law Firm Administrator for our firm. Do I add in all our attorneys or do they register for themselves?

As the Law Firm Administrator, you will add and send invitations to the attorneys within the firm. This allows you to manage the firm's CompFile accounts. If the attorneys register for themselves, they will not be connected to the law firm.

33. I am a Law Firm Administrator. How do I add the law firm's attorneys to CompFile so they can register with the system?

Please see the CompFile External Training Guide for step-by-step instructions.

34. One of our attorneys is planning to retire soon. Do I delete them from the system or does the IWCC do that for us?

Law Firm Administrators may *deactivate* Attorneys within the law firm's account. This will not delete the Attorney from the CompFile system, but he or she will no longer have an active role in CompFile or within your firm. Should he or she return to work for your firm, you will be able to *reactivate* this user account providing their email address remains exactly the same.

35. CompFile is not working the way I think it should. Do I tell the IWCC? If so, how?

Please let the IWCC CompFile Team know if CompFile is not working properly. You may reach the IWCC CompFile Team, by email at wcc.compfile@illinois.gov, or by utilizing the Submit Feedback option directly from the CompFile portal.

36. Am I allowed to share my email/password to CompFile with anyone or am I supposed to keep those to myself?

Please review the Terms and Conditions that you agreed to when registering with the CompFile system. These may be accessed in the CompFile portal on the bottom-right side of the screen. The Terms and Conditions detail specifics regarding user accounts, authorized agents, and the access and use of account information. Please contact the IWCC CompFile Support team with additional questions or clarifications at wcc.compfile@illinois.gov.

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37. My law firm address has changed. Do I have to do anything in CompFile? Do we have to file a change of address in every case we have before the IWCC?

CompFile registered users agree to keep their account information up to date as per the Terms and Conditions. Therefore, any address changes need to be made to the law firm account by the Law Firm Administrator. CompFile does not currently have filing capabilities, but, until further notice, **firms are still required to file a Notice of Change of Address with IWCC if their address changes.**

38. I signed up for a CompFile account but used the wrong email address. Can I delete it and start over? If not, what should I do?

Please contact the IWCC CompFile Team by email at wcc.compfile@illinois.gov for assistance.

39. What are the hours of operation for CompFile?

CompFile is available twenty-four hours a day, seven days per week, excluding scheduled maintenance or unanticipated technical interruptions.

40. What are the hours of live support for CompFile?

The CompFile system will be available twenty-four hours a day, seven days per week, excluding scheduled maintenance or unanticipated technical interruptions. Staffing for email/phone/feedback responses is available Monday-Friday, 8:30 a.m. - 5:00 p.m. (Central Time).

41. Will there be training that I can attend for the CompFile system? Hands on, in person or online?

The IWCC CompFile Team will hold multiple training opportunities in various formats. The IWCC is publishing information about training opportunities on the IWCC website and through its communication network.

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42. In CompFile, will there be paperless notification? Will I receive an email from CompFile when something has been filed?

CompFile does not have filing capabilities currently. Please stay tuned for additional functionality in Releases 2 and 3.

43. I am an Attorney in CompFile and would like to upload a photo to my profile. Is that something that I can do in CompFile and, if so, is there a format for upload?

You may upload a photo to your profile in CompFile. Your photo MUST be in one of the following formats: jpg, or png.

44. I am an attorney. I used to work for Law Firm XYZ but now I work for Law Firm ABC. What do I need to do in CompFile to change firms?

Law Firm XYZ's Law Firm Administrator will need to deactivate you in the firm's account (this has probably already been done, but you should verify). Law Firm ABC's Law Firm Administrator will be able to add you to new firm's account and you will receive an invitation to join the firm. The email address you use for Law Firm ABC will differ from the email address you used for Law Firm XYZ.

45. Is my IWCC Code Number changing?

For most attorneys, no. If your IWCC Code Number is specific to you, not your Law Firm, you will be assigned your Law Firm's IWCC Code Number. If you're already using your Law Firm's IWCC Code Number, it will remain the same in CompFile. Someone from IWCC will inform you if your IWCC Code Number changes.

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46. My Law Firm has two (or more) locations with two (or more) separate IWCC Codes. Are we able to keep those separate or will we have to have only one IWCC Code Number?

It is the firm's choice to have one IWCC Code Number per location or to combine them into one IWCC Code Number. Ideally, one code number allows the firm to see all of the cases in one place. Two IWCC code numbers will split the firm into two; firm 1 will only see IWCC Code #1 cases/Attorneys/Law Firm Administrators and firm 2 will only see IWCC Code #2 cases/Attorneys/Law Firm Administrators. The IWCC suggests combining the numbers into one single IWCC Code Number.

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