CompFile User Manual

wcc.compfile@illinois.gov

CompFile User Manual Table of Contents

Section 1: CompFile Basic Introduction

The IWCC is excited to announce CompFile, the future e-filing system for managing workers' compensation cases. The IWCC contracted with Microsoft Consulting Services and WorkComp Strategies to implement the CompFile system and kicked off the project in Summer 2019. The first release of CompFile comes in February 2020. This release contains the *registration* process of CompFile. The agency decided upon a phased approach. This allows external stakeholders to attend training, establish themselves in the system via registration, and build their business profile according to what best suits their organizational structure before they begin filing of legal pleadings and case management.

Section 2: CompFile Helpful Information

Subsection 2.1: CompFile Support/Methods of Contact

The IWCC has established a CompFile Support team that is available to answer questions and assist. You may contact CompFile Support Monday-Friday, 8:30 a.m. – 5:00 p.m. CT, exclusive of state holidays. You may email CompFile Support at wcc.compfile@illinois.gov (24 hours per day, but emails will only be answered during the hours listed previously). Additionally, once your account is active, there is a Submit Feedback button that allows you to send the IWCC comments, questions, or concerns you have.

Subsection 2.2: CompFile Hours of Operation

CompFile is 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.

Subsection 2.3: CompFile Implementation/Release Timeline

CompFile will be released in three phases:
Release 1: February 2020; General registration processes including setting up of law firm, attorney (including solo practitioners), and pro se accounts.

Release 2: Summer 2020; e-Filing of settlement agreements.

Release 3: Late fall 2020; a) electronic delivery of notices and decisions, b) secure, online access to case information and documents, c) e-filing of applications and other litigation documents.

Section 3: Registration

In order to be a CompFile user, you must register in the system and provide basic information to activate your account.

Subsection 3.1: Who should register?

During the initial rollout, registration is open for law firm administrators, attorneys (including solo practitioners), and pro se petitioners. ***Law Firm Administrators*** and ***Solo Practitioners*** are responsible for setting up and maintaining the firm's account and inviting firm attorneys (not in the case of Solo Practitioners) and additional firm administrators to open their accounts. ***Attorneys & Solo Practitioners*** set up CompFile law firm profiles. ***Pro Se petitioners*** may also register in CompFile. The primary focus of the first release is to set up IWCC stakeholders in CompFile, which includes providing law firms the ability to invite their employees/attorneys to register through the firm's CompFile account. **Release 1 *does not* provide e-filing capabilities.**

Subsection 3.2: When should I register?

CompFile Release 1 rolls out in mid-February 2020. The IWCC will communicate the CompFile go-live date and you with then be able to register. You do not have to register immediately; however, it is advantageous to complete registration prior to Release 2, which contains functionality for settlement agreements. This provides approximately 3 months to set up your law firm profile/business in CompFile.

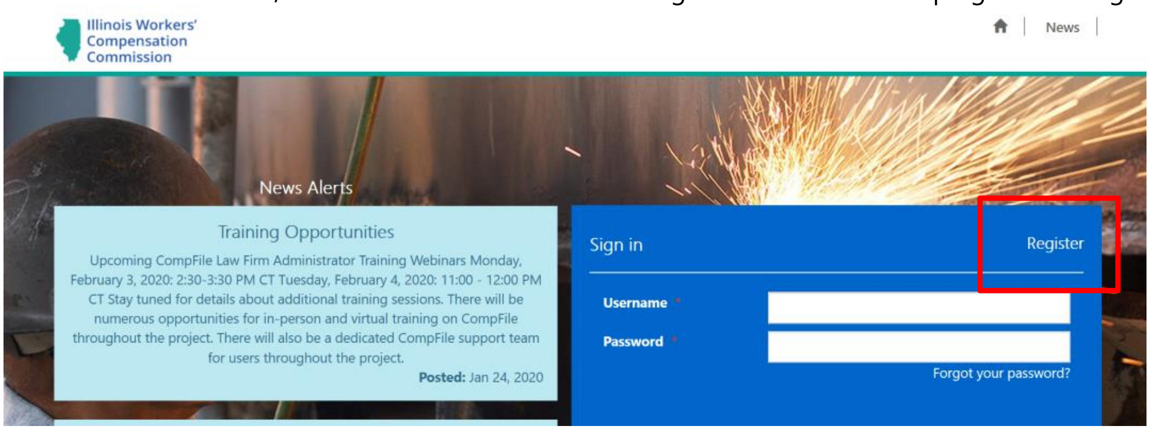
Subsection 3.3: Law Firms/Attorneys with assigned IWCC Code Numbers

If you/your law firm have submitted legal pleadings to the IWCC in the past, you already have an IWCC Code number assigned. If you have an IWCC Code number assigned to you, please provide that number when registering. This prevents possible duplication of numbers in the system. Currently, some attorneys (non-solo practitioners) have IWCC code numbers. The IWCC will work with these attorneys to streamline IWCC code numbers to law firms versus single attorney assignment. This *doesn't* apply to solo practitioners.

Subsection 3.4: Law Firm Administrator/Solo Practitioner Registration process

1. The Law Firm Administrator/Solo Practitioner logs into the CompFile portal.

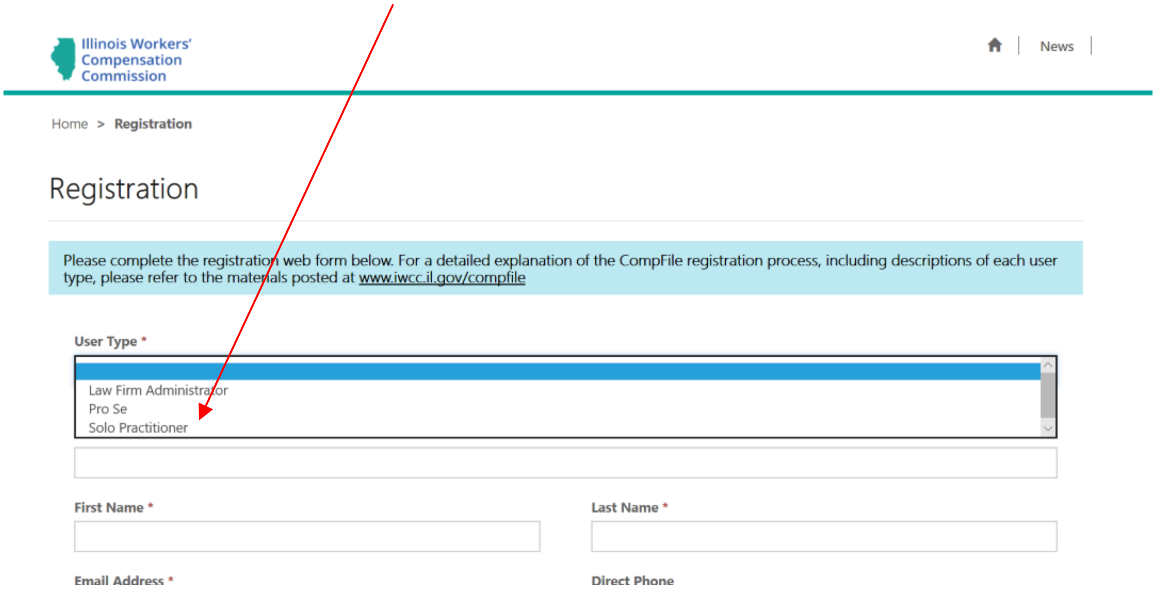
2. Law Firm Administrator/Solo Practitioner clicks on the 'Register' button at the top right of the sign in window.



3. Upon clicking the register button, the *Registration* box appears. The first field dictates what information is required for the remainder of registration. If you are the law firm administrator, please be sure to select *Law Firm Administrator* in the drop-down box.

   a. If you are an attorney doubling as the law firm administrator, you MUST provide your ARDC number to ensure you have e-filing rights in subsequent releases.
   b. If you are an attorney practicing within a law firm, please contact your law firm administrator to invite you to register in CompFile to ensure you are integrated into the law firm.

4. If you are a solo practitioner, please be sure to select *Solo Practitioner* in the drop-down box.



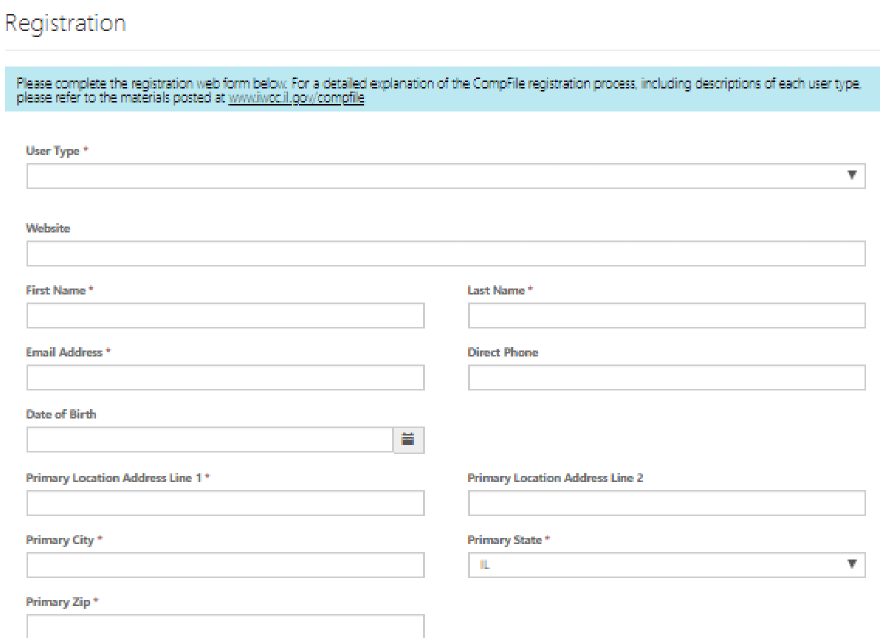
5. User type is a mandatory field and you may not proceed until you choose one of the options from the drop-down list. Once you have selected the user type, you are ready to continue.

6. The page requires that certain fields be filled out before successfully submitting the request. If any of the fields marked with an * are left blank, you will receive an error.

   a. NOTE: If you are an attorney doubling as a firm administrator and are the first person registering your firm, you MUST provide your ARDC number (even though it's not mandatory in this case) to ensure you have filing rights.

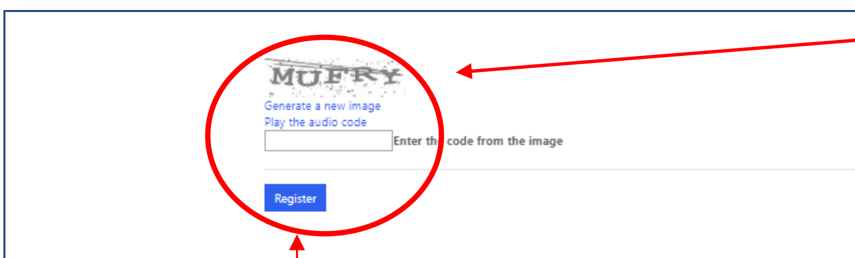
7. If you click on the error message link, it will take you to the field you need to populate/provide/correct your answer.

   a. You do not need to include a 1 with a phone number. The phone number format is (111) 111-1111. You do not have to add in the parenthesis/dashes as the system formats it for your convenience.
   b. The website you provide should be the law firm web address.



8. After the above fields are completed, the final step is to verify the captcha image.

    a. Captcha allows CompFile to distinguish human versus machine input to prevent spam and extraction of data. By entering the captcha code into the box accurately, you can submit your registration. If you have trouble determining the captcha code in the image, you may click the link 'Generate a new image' or click 'Play the audio code'. Once you enter the code, click on Register.

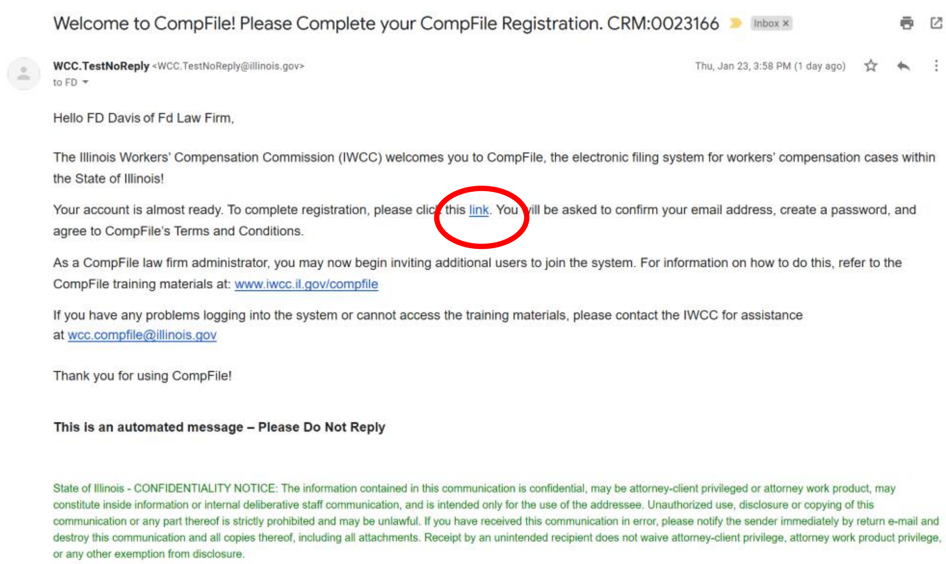


Captcha process

9. After clicking the register button, a message is displayed: "Thank you for submitting your CompFile registration request. An IWCC staff member will process your request and send an email asking you to complete your account setup within 1-2 business days. Please monitor your email's inbox and spam folders. For any questions or concerns, please contact the CompFile team at wcc.compfile@illinois.gov."

10. The Law Firm Administrator/Solo Practitioner receives an email with instructions how to complete the registration process. Accepting an invitation is the same for all users.

11. The law firm administrator/solo practitioner clicks on the link provided in the body of the email they receive as the example shows below.



Welcome to CompFile! Please Complete your CompFile Registration. CRM:0023166 Inbox ×

WCC.TestNoReply <WCC.TestNoReply@illinois.gov> Thu, Jan 23, 3:58 PM (1 day ago)
to FD

Hello FD Davis of Fd Law Firm,

The Illinois Workers' Compensation Commission (IWCC) welcomes you to CompFile, the electronic filing system for workers' compensation cases within the State of Illinois!

Your account is almost ready. To complete registration, please click this link. You will be asked to confirm your email address, create a password, and agree to CompFile's Terms and Conditions.

As a CompFile law firm administrator, you may now begin inviting additional users to join the system. For information on how to do this, refer to the CompFile training materials at: www.iwcc.il.gov/compfile

If you have any problems logging into the system or cannot access the training materials, please contact the IWCC for assistance at wcc.compfile@illinois.gov

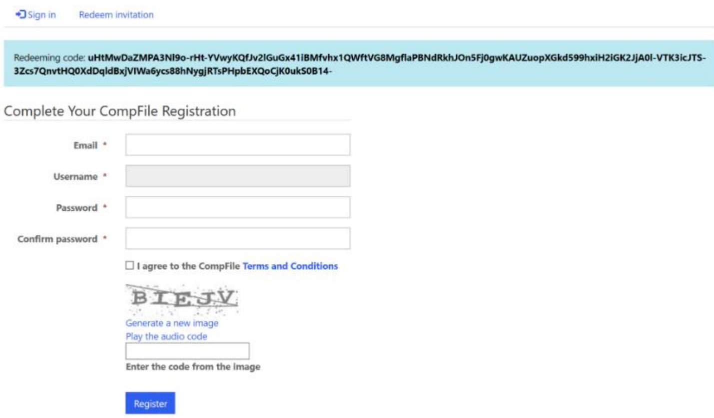
Thank you for using CompFile!

This is an automated message – Please Do Not Reply

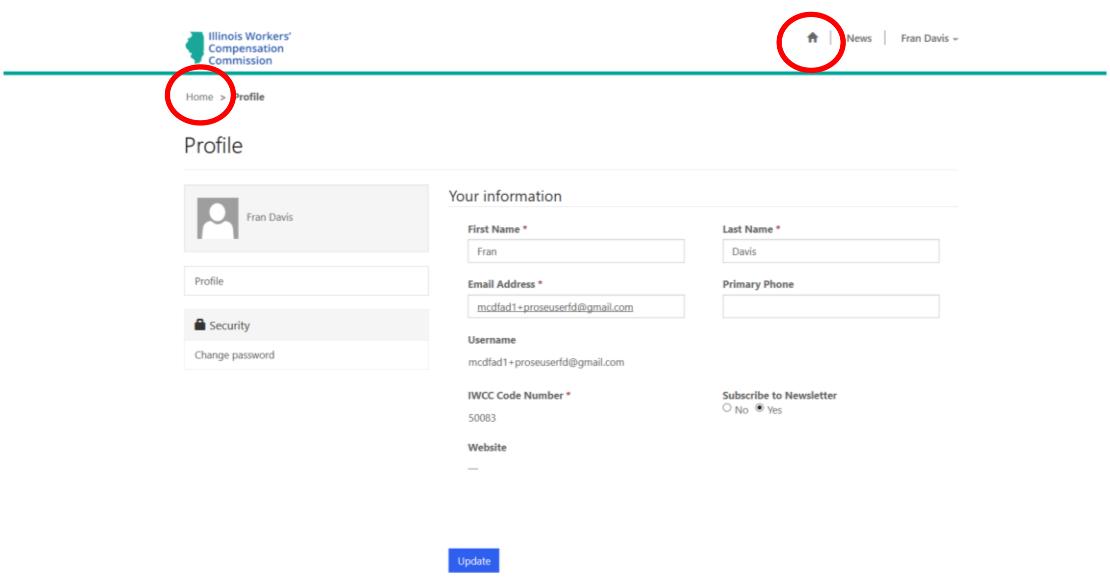
State of Illinois - CONFIDENTIALITY NOTICE: The information contained in this communication is confidential, may be attorney-client privileged or attorney work product, may constitute inside information or internal deliberative staff communication, and is intended only for the use of the addressee. Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately by return e-mail and destroy this communication and all copies thereof, including all attachments. Receipt by an unintended recipient does not waive attorney-client privilege, attorney work product privilege, or any other exemption from disclosure.

12. The Law Firm Administrator/Solo Practitioner clicks the link (marked in red in the above screenshot) which takes them to the Redeem Invitation Page where they create a password, agree to CompFile terms and conditions, enter the captcha code, and click 'Register'. See image below for reference.

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



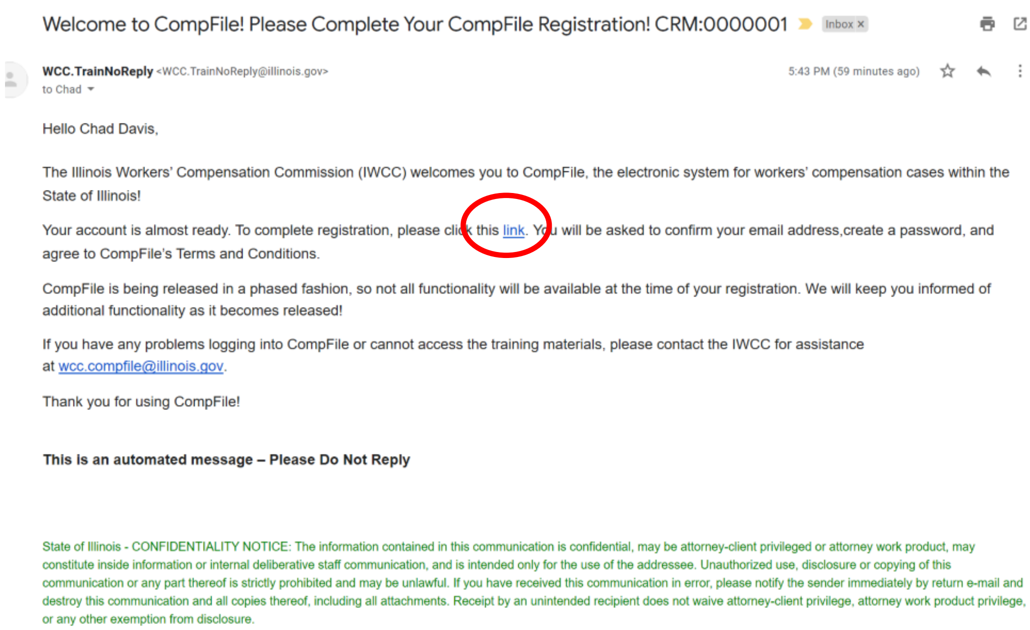
13. Registration is *now* complete, and the Law Firm Administrator/Solo Practitioner can navigate to the CompFile home page. Clicking either of the home buttons (circled in red below) will accomplish this task.



Subsection 3.5: Attorney registration process

For Attorneys in a law firm to register for CompFile, the Law Firm Administrator MUST add them, assign them a web role (more details on this later), and send the Attorney an invitation to activate their account. Instructions on this process follows:

1. Attorney receives an auto-generated email containing an invitation from the CompFile system. The Attorney clicks on the link provided in the email message.



Welcome to CompFile! Please Complete Your CompFile Registration! CRM:0000001 Inbox ×

WCC.TrainNoReply <WCC.TrainNoReply@illinois.gov> 5:43 PM (59 minutes ago)

to Chad

Hello Chad Davis,

The Illinois Workers' Compensation Commission (IWCC) welcomes you to CompFile, the electronic system for workers' compensation cases within the State of Illinois!

Your account is almost ready. To complete registration, please click this link. You will be asked to confirm your email address,create a password, and agree to CompFile's Terms and Conditions.

CompFile is being released in a phased fashion, so not all functionality will be available at the time of your registration. We will keep you informed of additional functionality as it becomes released!

If you have any problems logging into CompFile or cannot access the training materials, please contact the IWCC for assistance at wcc.compfile@illinois.gov.

Thank you for using CompFile!

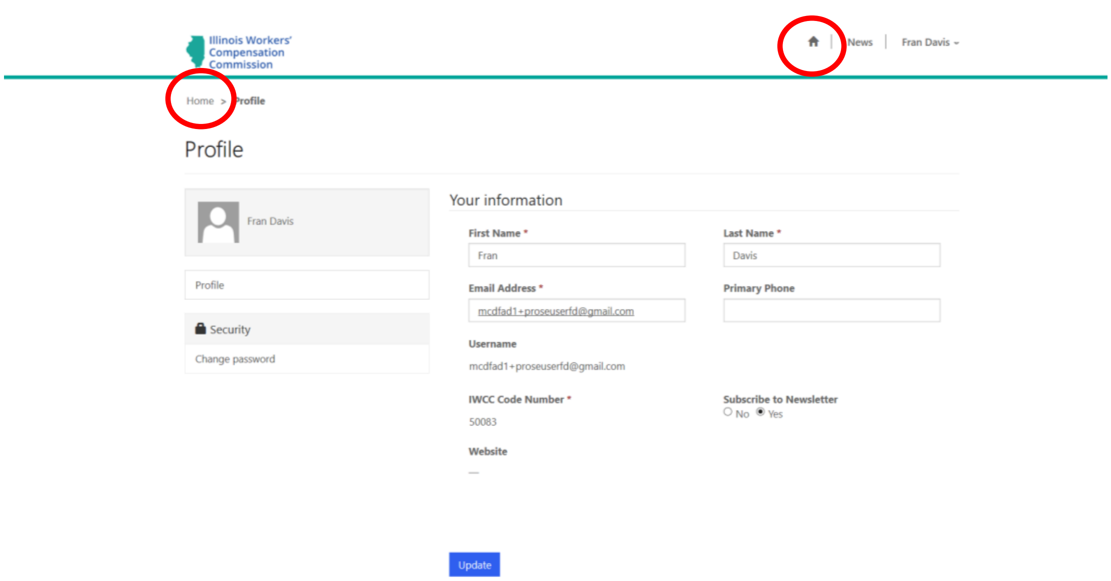
This is an automated message – Please Do Not Reply

State of Illinois - CONFIDENTIALITY NOTICE: The information contained in this communication is confidential, may be attorney-client privileged or attorney work product, may constitute inside information or internal deliberative staff communication, and is intended only for the use of the addressee. Unauthorized use, disclosure or copying of this communication or any part thereof is strictly prohibited and may be unlawful. If you have received this communication in error, please notify the sender immediately by return e-mail and destroy this communication and all copies thereof, including all attachments. Receipt by an unintended recipient does not waive attorney-client privilege, attorney work product privilege, or any other exemption from disclosure.

2. Clicking the link takes the Attorney to the Redeem Invitation Page (NOTE: the link in the email is valid for 5 DAYS. If the invitee clicks on the link after that time period, the Law Firm Administrator MUST send another invitation) where they create a new password, agree to CompFile terms and conditions, verify the captcha code, and click the 'Registration' button.

   Note: 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.

3. Registration is now complete, and the Attorney can navigate to the CompFile screen. Clicking either of the home buttons (circled in red below) will accomplish this task.

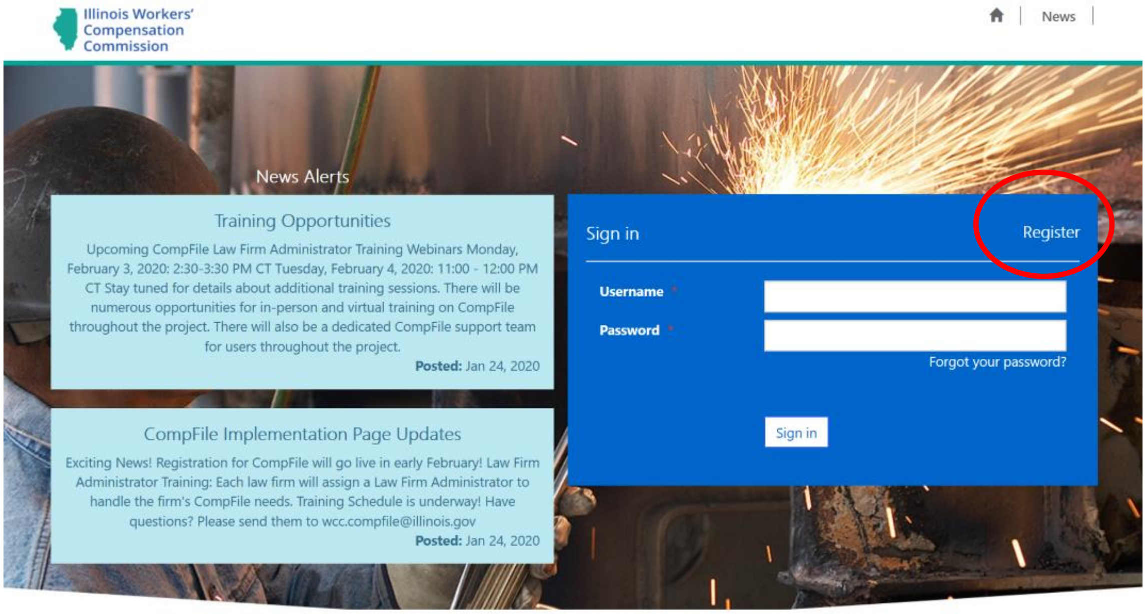


Subsection 3.6: Pro se registration process

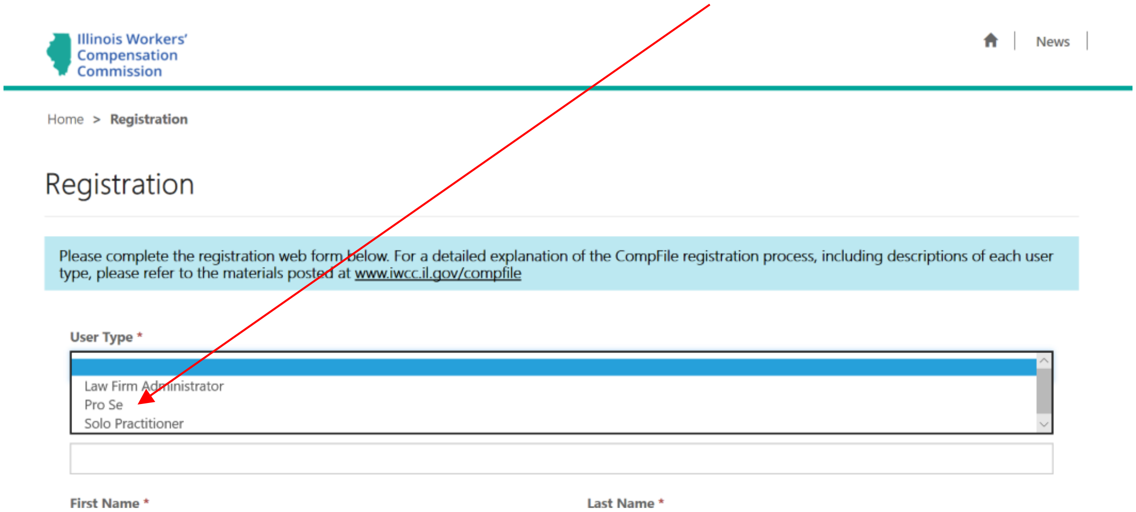
In Release 1, Pro Se petitioners can register in CompFile and get their account set up. The first release *doesn't include filing capabilities*, but it allows CompFile users to get registered in the system and prepare for next steps; these are detailed below.

1. The Pro Se user opens the CompFile portal.

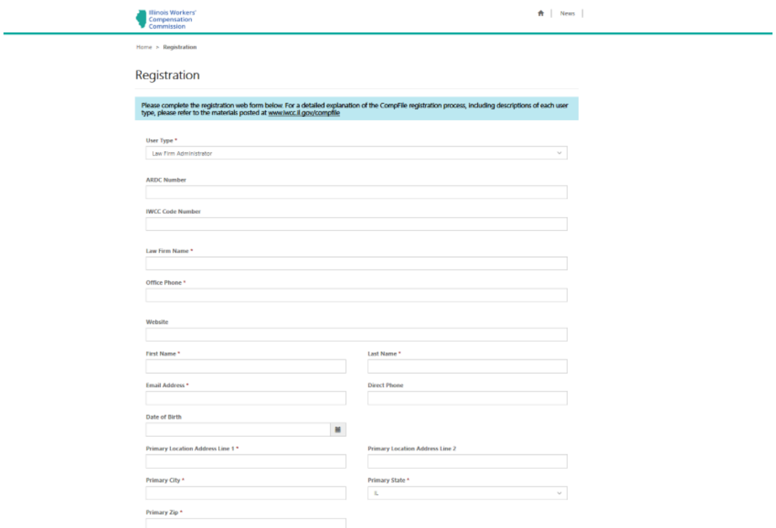
2. The Pro se user clicks on the *Register* button in the sign-in window.



3. User type is a mandatory field and you may not proceed until you choose one of the options from the drop-down list. The Pro Se user should select Pro Se. Once selected, the user is ready continue.



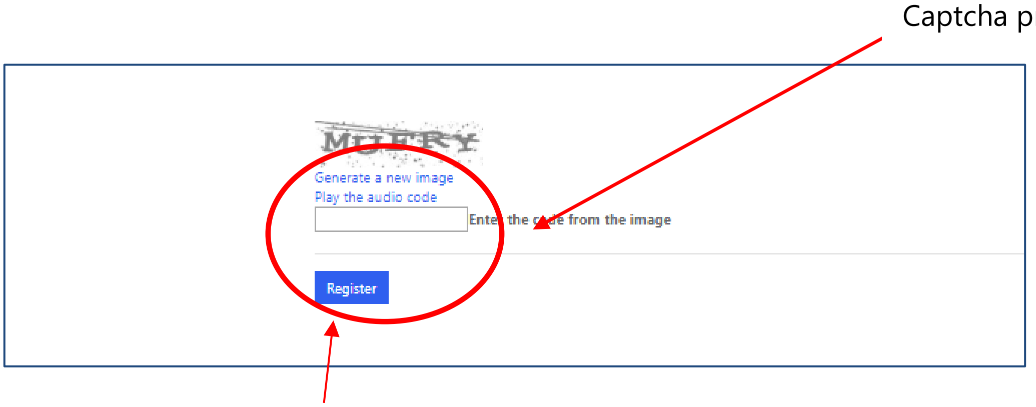
4. The page requires certain fields be filled out before successfully submitting the request.
   a. If any of the fields marked with an * are left, you will receive an error.
      i. If you click on the error message link, it will take you to the field you need to populate/provide/correct your answer.
   b. You do not need to include a 1 with a phone number. The phone number format is (111) 111-1111.
      i. Please do not enter the parenthesis/dashes as the system formats the phone number for your convenience.
   c. The website you provide should be the law firm web address.



5. After the above fields are filled out in the CompFile portal registration page, the final step on this page is to verify the captcha image in the box.

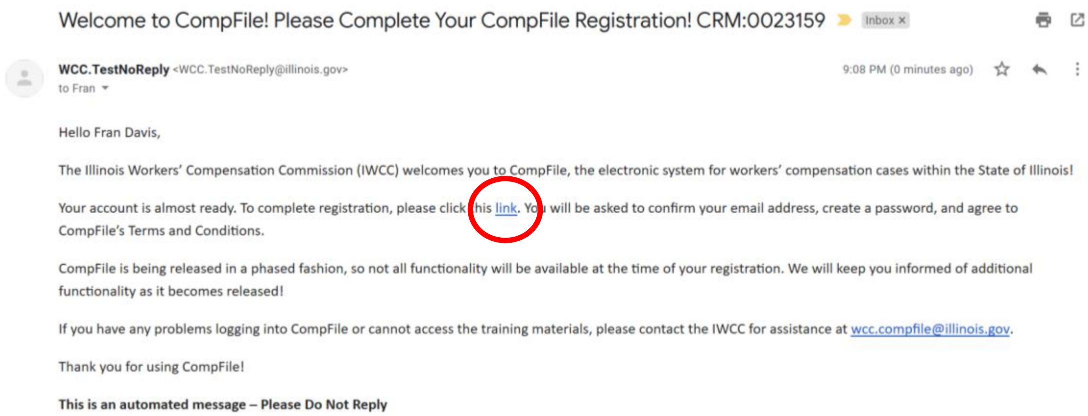
   a. Captcha allows CompFile to distinguish human versus machine input to prevent spam and extraction of data. By entering the captcha code into the box accurately, you can submit your registration. If you have trouble determining the captcha code in the image, you may click the link 'Generate a new image' or click 'Play the audio code'. Once you enter the code, click on the Register button.

Captcha process



6. After clicking the register button, a new window displays the following message: 'Thank you for submitting your CompFile registration request. An IWCC staff member will process your request and send an email asking you to complete your account setup within 1-2 business days. Please monitor your email's inbox and spam folders. For any questions or concerns, please contact the CompFile team at wcc.compfile@illinois.gov.'

7. The Pro Se user receives an email with instructions on how to complete the registration process.



Welcome to CompFile! Please Complete Your CompFile Registration! CRM:0023159 Inbox ×

WCC.TestNoReply <WCC.TestNoReply@illinois.gov> 9:08 PM (0 minutes ago)

to Fran

Hello Fran Davis,

The Illinois Workers' Compensation Commission (IWCC) welcomes you to CompFile, the electronic system for workers' compensation cases within the State of Illinois!

Your account is almost ready. To complete registration, please click this link. You will be asked to confirm your email address, create a password, and agree to CompFile's Terms and Conditions.

CompFile is being released in a phased fashion, so not all functionality will be available at the time of your registration. We will keep you informed of additional functionality as it becomes released!

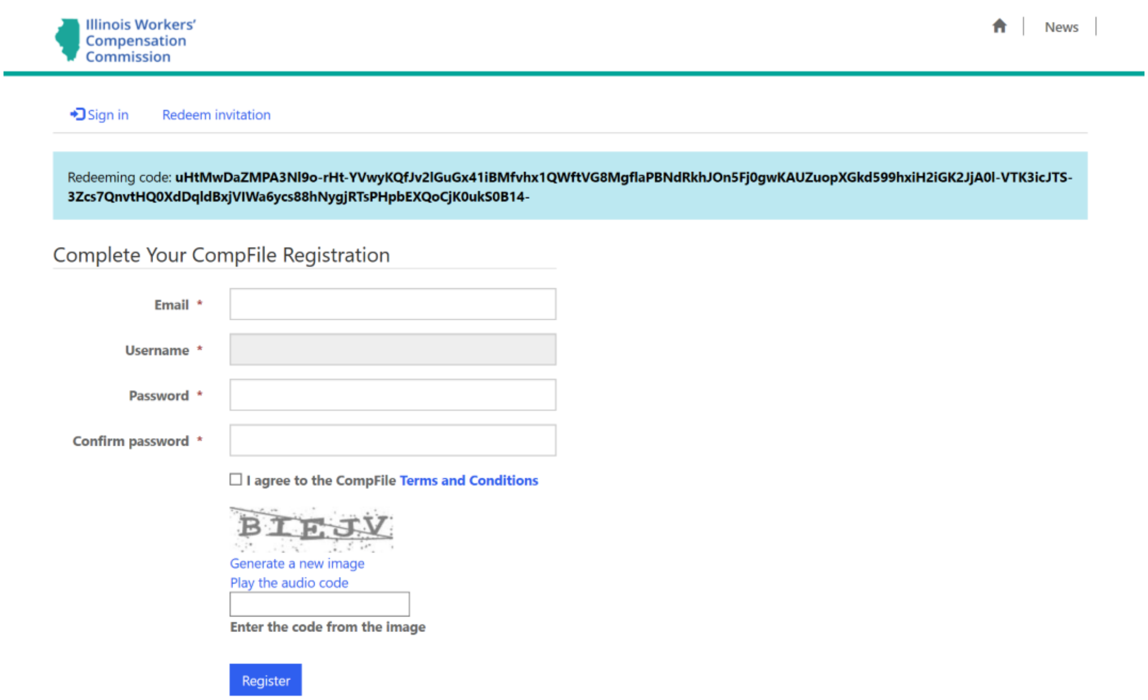
If you have any problems logging into CompFile or cannot access the training materials, please contact the IWCC for assistance at wcc.compfile@illinois.gov.

Thank you for using CompFile!

This is an automated message – Please Do Not Reply

8. The Pro Se user clicks the link within the email (shown in the red in screenshot above). The user is taken to the Redeem Invitation Page. The Pro Se user creates a password, agrees to CompFile terms and conditions, verifies the captcha code, and clicks the 'Register' button.

   Note: 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.



Illinois Workers' Compensation Commission

News

Sign in Redeem invitation

Redeeming code: **uHtMwDaZMPA3Nl9o-rHt-YVwyKQfJv2lGuGx41iBMfvhx1QWftVG8MgflaPBNdRkhJOn5Fj0gwKAUZuopXGkd599hxiH2iGK2JjA0l-VTK3icJTS-3Zcs7QnvtHQ0XdDqldBxjVIWa6ycs88hNygjRTsPHpbEXQoCjK0ukS0B14-**

Complete Your CompFile Registration

Email *

Username *

Password *

Confirm password *

I agree to the CompFile Terms and Conditions

BIEJV

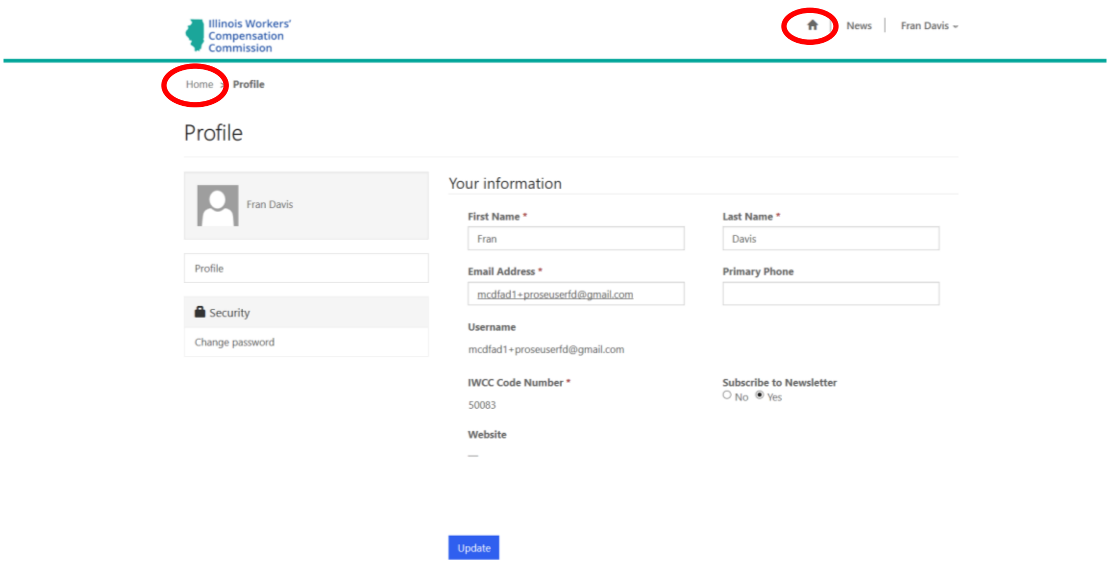
Generate a new image

Play the audio code

Enter the code from the image

Register

9. Registration is now complete and the Pro Se user can log into CompFile with their username and password. Clicking either of the home buttons takes the user to their CompFile home page.



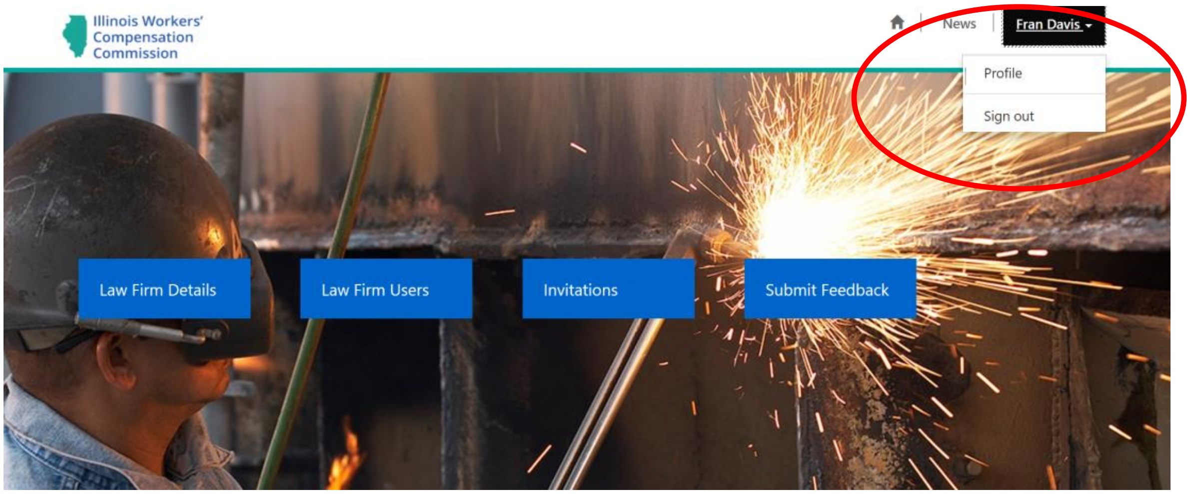
Section 4: Profile and account Maintenance

This section provides guidance on how to set up your account/profile, reset your password, change your password, attach a photo, and other details associated with your CompFile account/profile.

Subsection 4.1: How to set up Law Firm Administrator/Solo Practitioner/Pro Se Profile/Account and attach a Photo

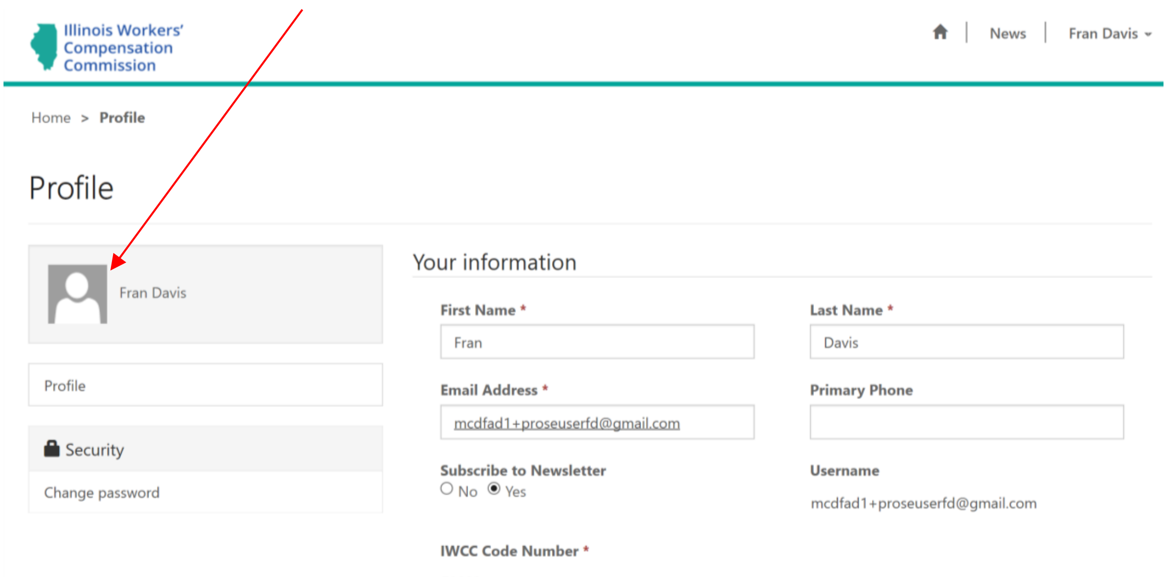
1. The user signs into CompFile with their log in credentials (username and password).

2. The user clicks on their profile from the top right-hand corner of the screen. The Law Firm Administrator, Attorney, Solo Practitioner, and Pro Se home pages are all different. Nevertheless, navigation to your personal profile is the same for all users.



3. The user clicks the down arrow next to their name in the profile drop down box and clicks Profile.

4. The user views their profile information on the screen. A box with a silhouette displays as the profile picture. The user clicks on the photo box as shown in the screenshot.



5. The user browses to the location (on their computer or phone) of a photo they wish to use as their CompFile profile picture and selects the photo file to upload.

6. The user clicks the upload button, the file is uploaded, and a 'saved' message appears.

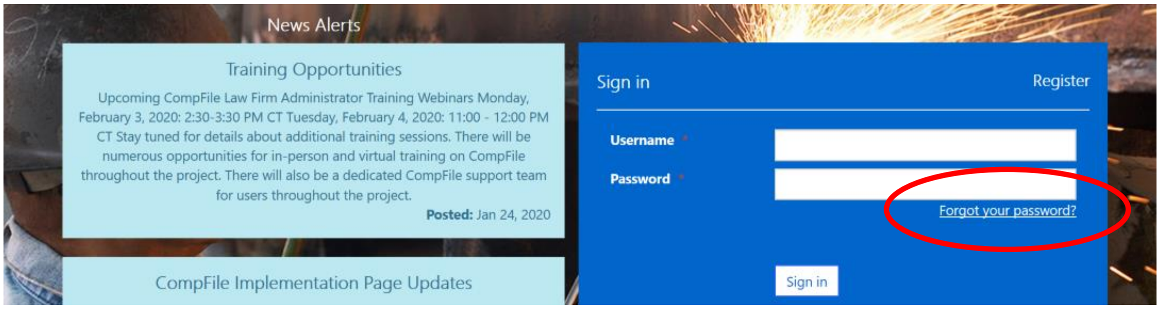
7. The user closes the window and the user's photo appears in the photograph box.
    a. If you attempt to leave the page and get an error message about losing your changes, click the 'Update' button on the bottom of the screen to ensure your changes are saved.

8. To remove the photo, click on the photo, select Remove Image, and confirm the deletion. Another photo can be uploaded using the steps above.

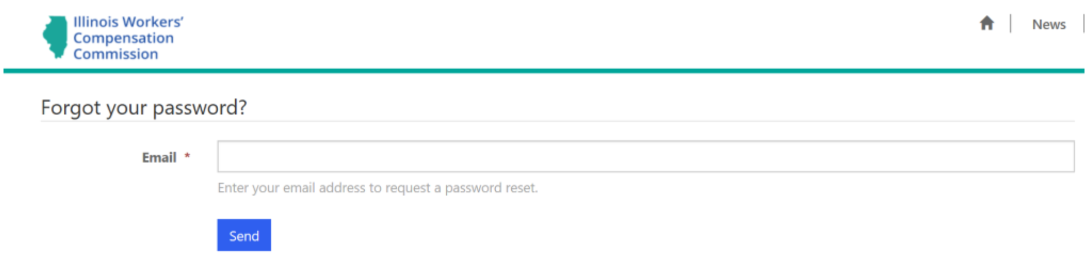
Subsection 4.2: I forgot my password - How to reset password

The CompFile user navigates to the CompFile portal and is unable to log in because of a forgotten password.

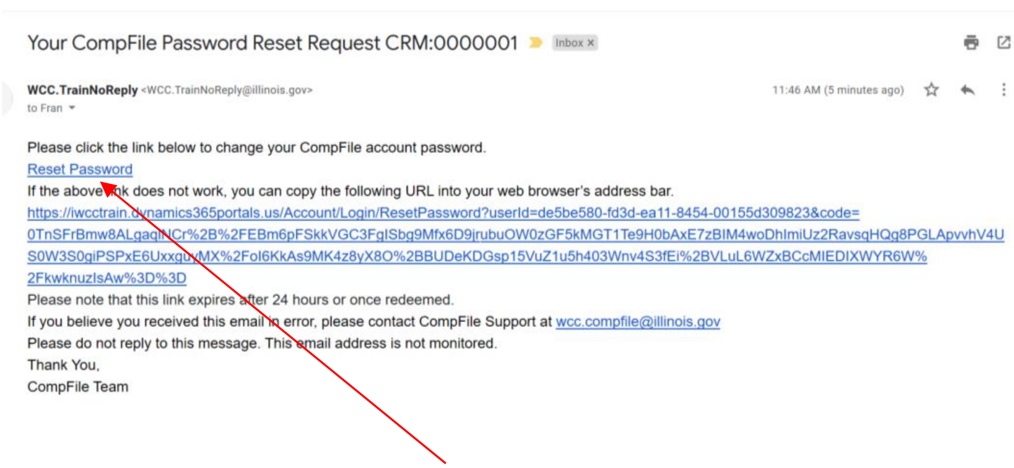
1. The CompFile user clicks on the 'Forgot your password?' button below the sign-in box.



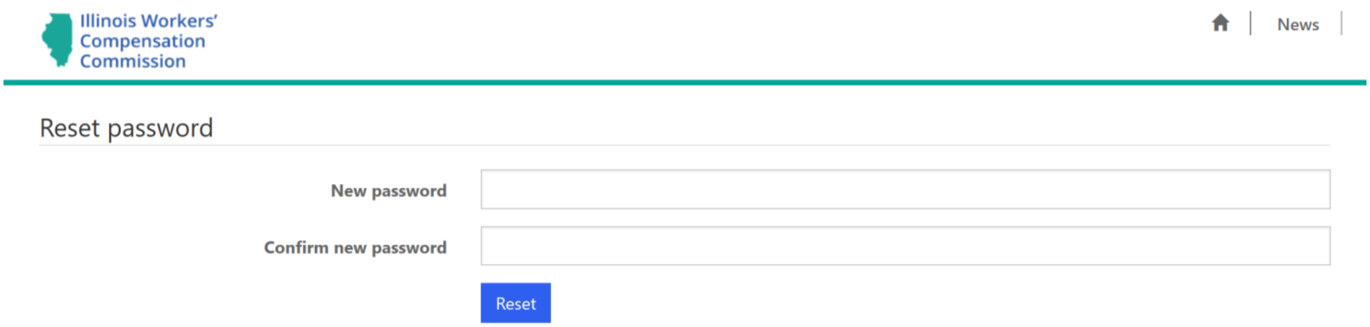
2. The window displays (as shown below) and the CompFile user enters their email address and clicks send.



3. The new window appears requesting CompFile user to check their email for a password reset link. Below is an example of the email.



4. The CompFile user clicks the 'reset password' link and is taken to a window where they enter a new password and click 'reset'. **Note:** 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. As with other sites, when changing your password, it must be entered twice to ensure the password has been entered correctly.

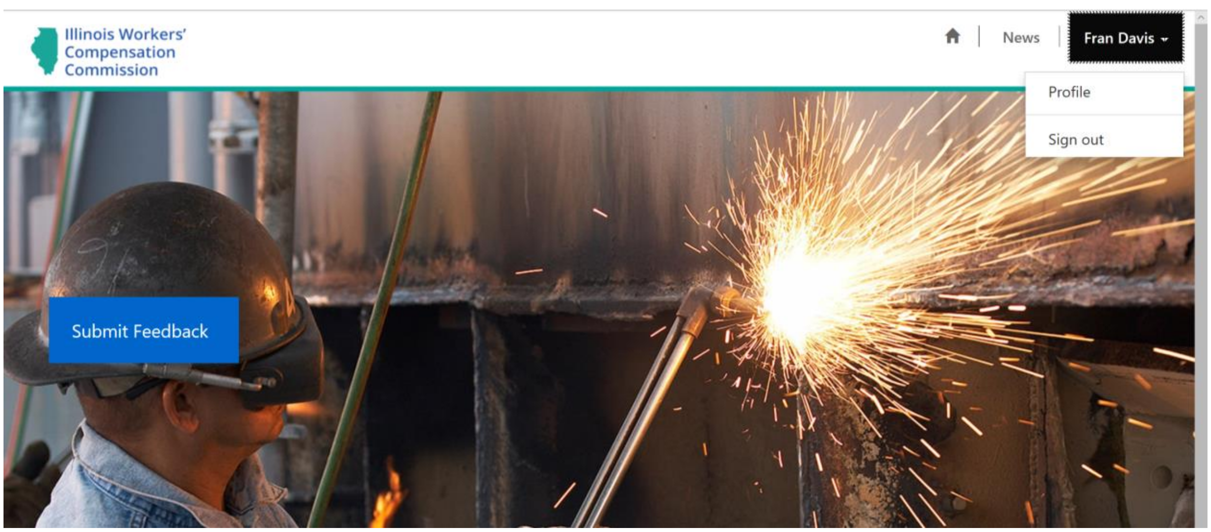


5. The CompFile user will see a new window stating the password has been reset. The user will click the home button where they will enter their username and *newly reset* password to log into CompFile.

SUBSECTION 4.3: HOW TO CHANGE PASSWORD

The CompFile user has signed into the system and wants to change their password. This can be done at the discretion of the user.

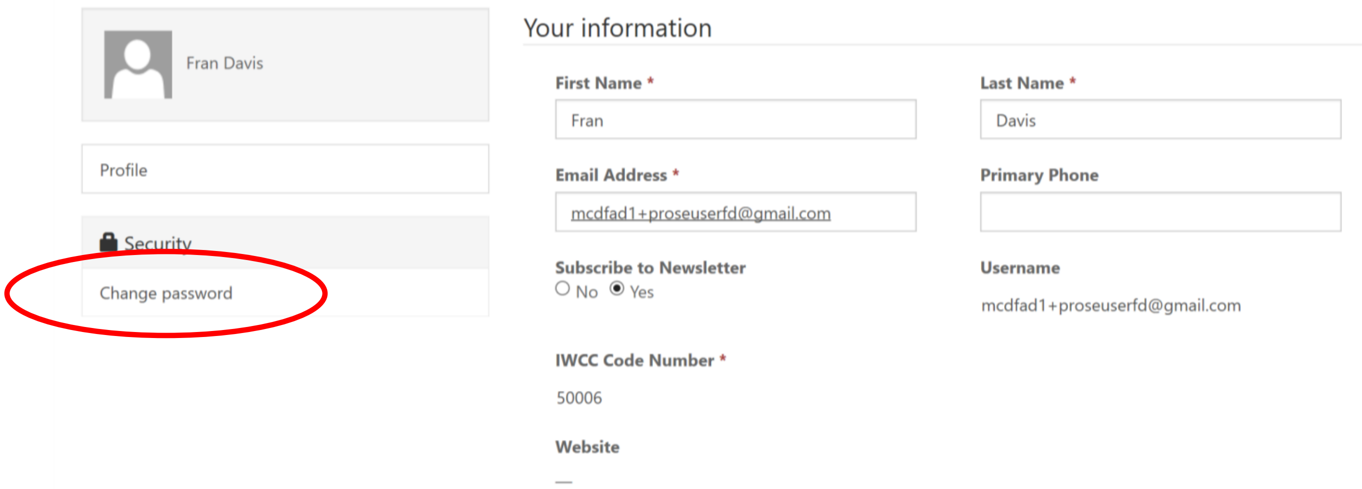
1. The CompFile user clicks on their profile from the top right of the CompFile screen.



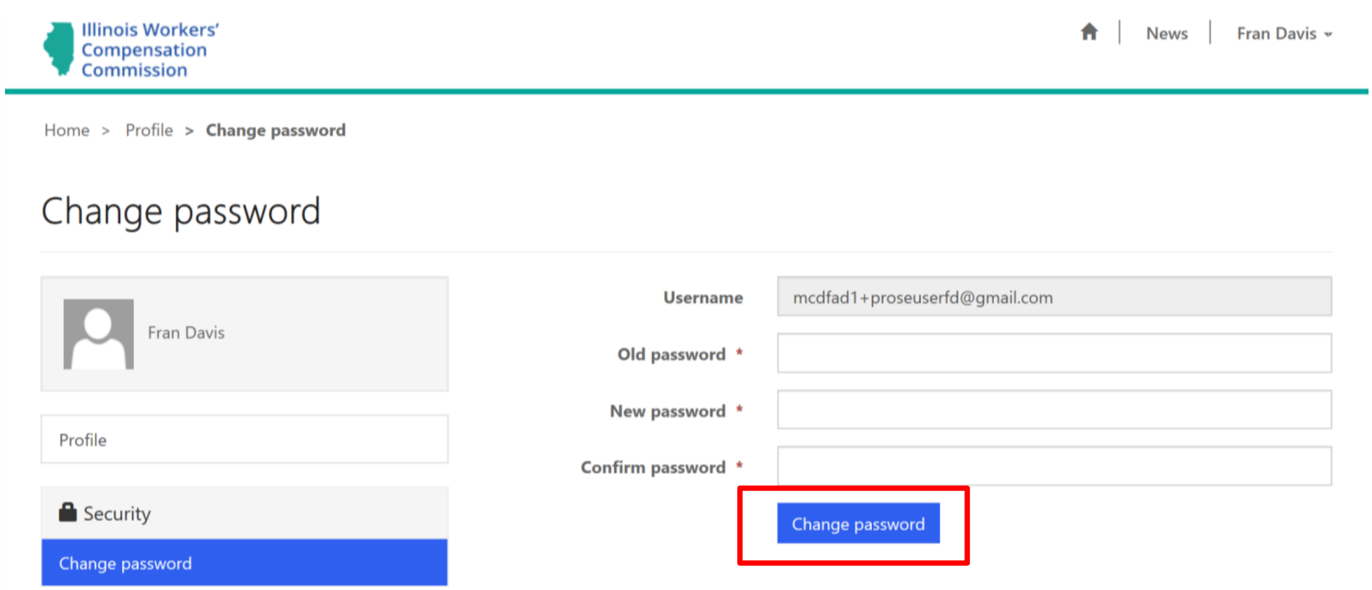
2. The CompFile user selects their name from the profile drop-down.

3. A new window appears that contains all the user's profile information. The user clicks on the 'Change password' button. See the image below.

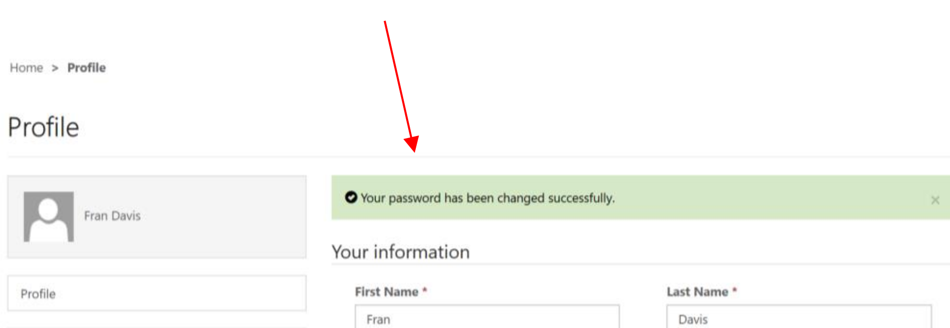
wcc.compfile@illinois.gov



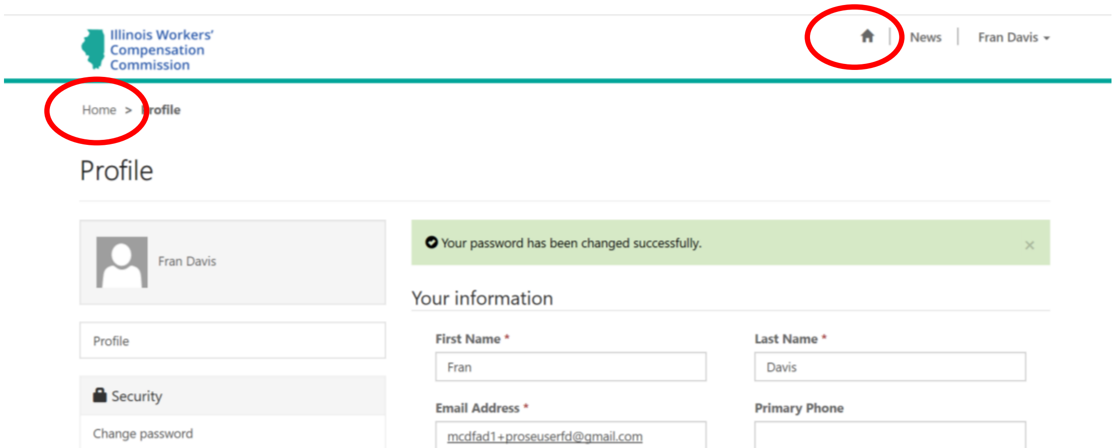
4. The CompFile user enters the old password, enters/confirms a new password and clicks the 'Change password' button directly below the new password (see image below). **Note:** Passwords must be at least 8 characters and contain three of the following four-character types; uppercase letter, lowercase letter, number, and non-alphanumeric (special) character.



5. The CompFile screen states that the password has been successfully changed.



6. The CompFile user navigates back to the home page of CompFile by using the breadcrumb trail or the home button on the top right of the screen.



Section 5: Law Firm Administrator (LFA) and Solo Practitioner Operations

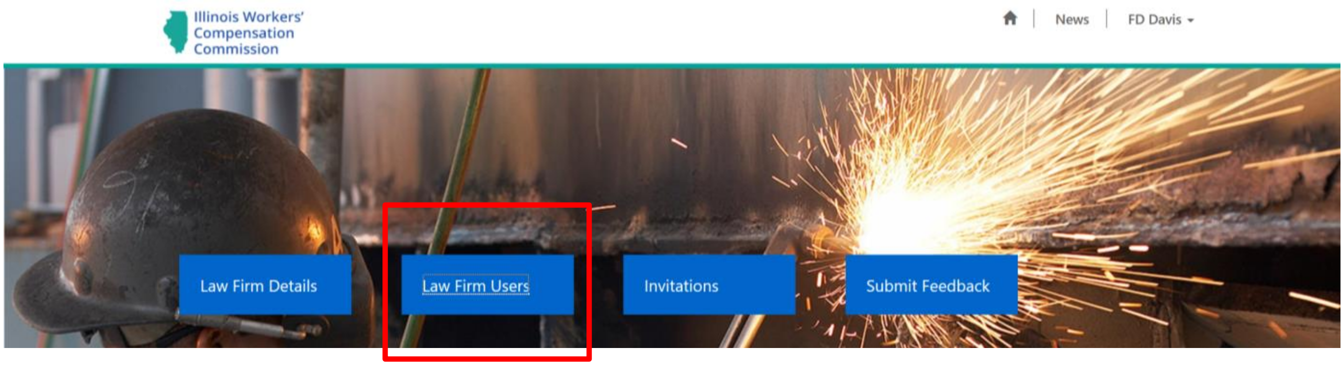
The Law Firm Administrator is responsible for managing CompFile accounts for a law firm, and inviting other users (i.e., Attorneys and Administrators) to CompFile accounts. The LFA serves as a *Clerical* position in the system. The LFA will ***not*** have e-Filing privileges (unless they are also an attorney and have provided CompFile with their ARDC number or have registered as a Solo Practitioner).

Subsection 5.1: Add Law Firm Users (Invite Law Firm Administrator and/or Attorney)

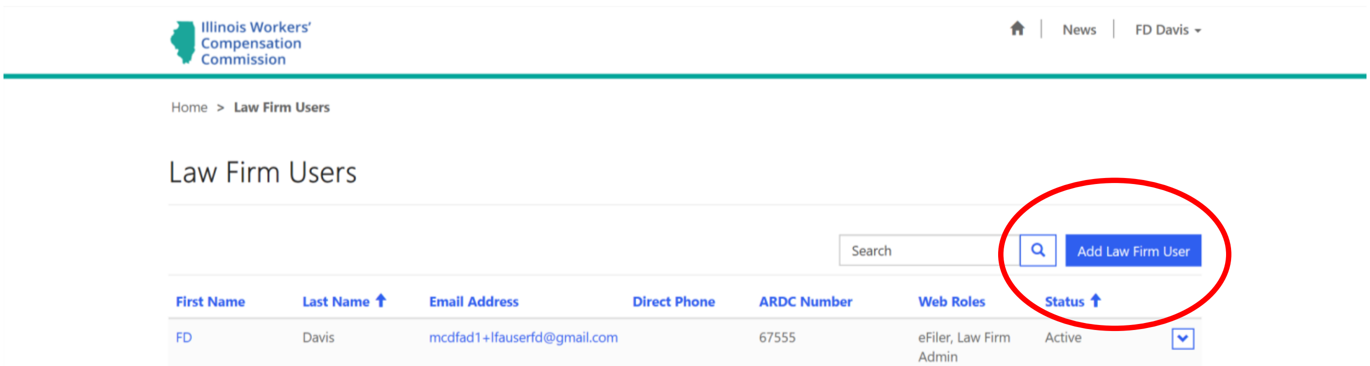
Law Firm Administrators and Solo Practitioners can invite users to the law firm. They can add Law Firm Administrators and/or Attorneys to the firm. Solo Practitioners can invite Law Firm Administrators to their firm. They should not however invite other Attorneys to join their firm due to the nature of a *solo* practice. See instructions that follow on adding users.

1. The Law Firm Administrator/Solo Practitioner signs into the CompFile portal with their username and password.

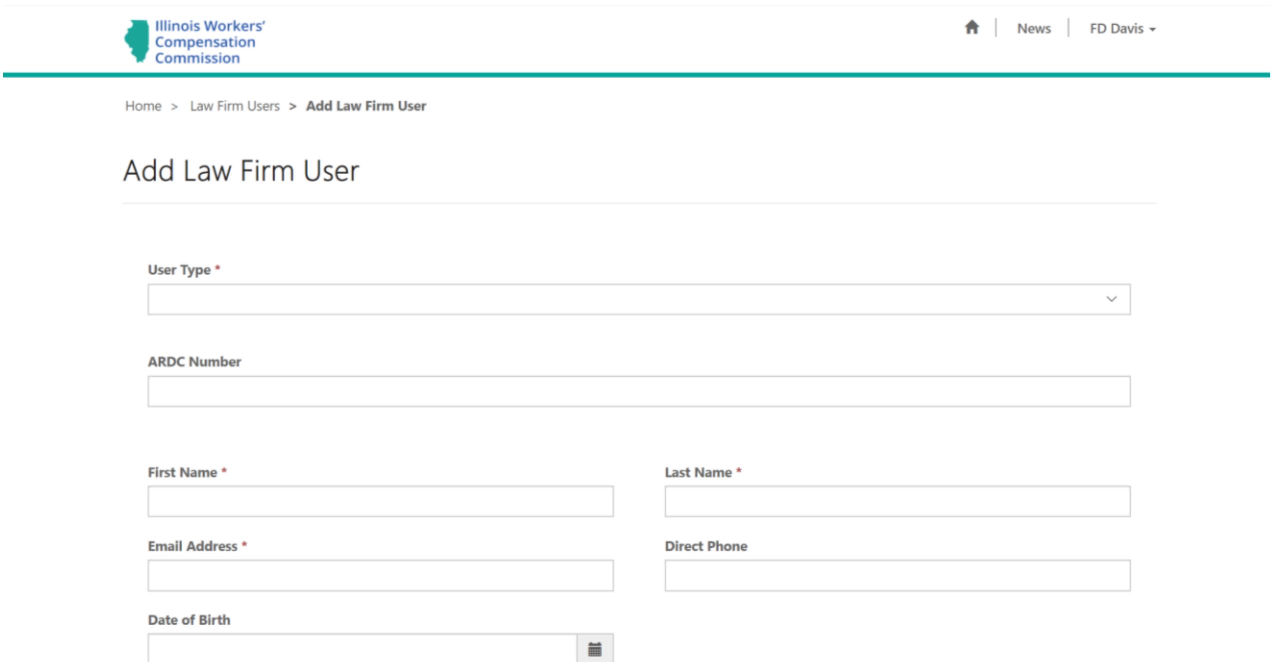
2. The Law Firm Administrator/Solo Practitioner clicks the Law Firm Users button on the screen as shown in the following image.



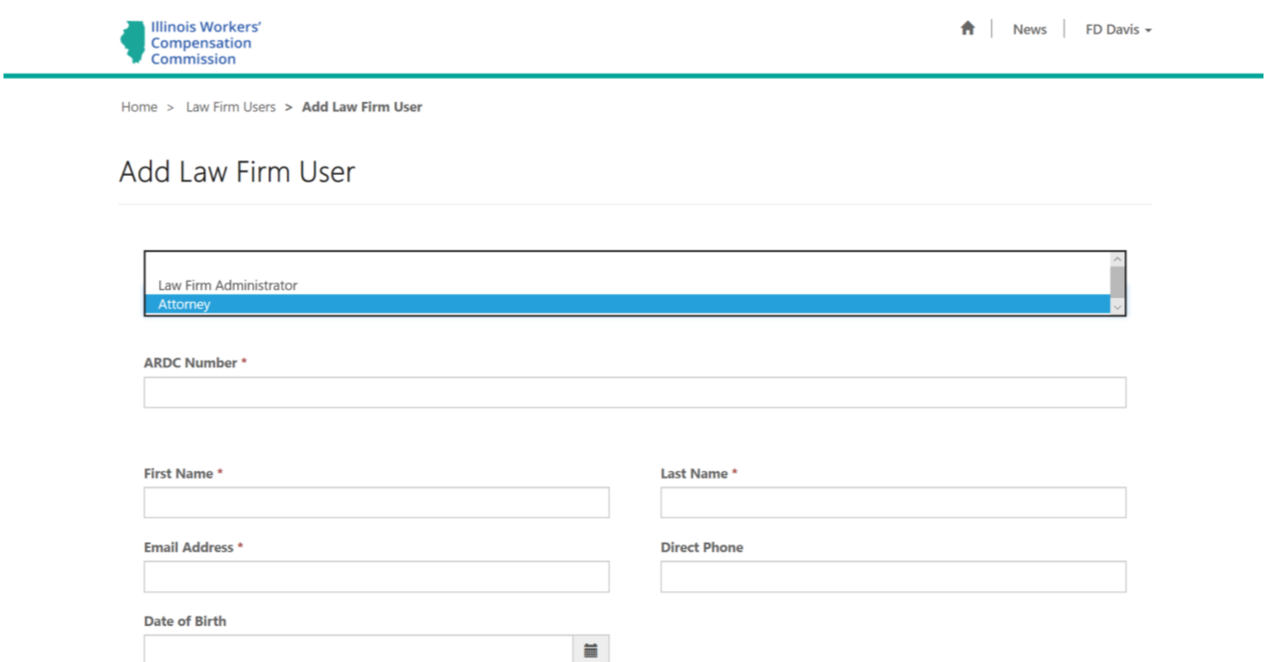
3. The Law Firm Administrator/Solo Practitioner clicks on the 'Add Law Firm User' button.



4. Upon clicking the 'Add Law Firm User' button, the Add Law Firm User page appears. This allows the Law Firm Administrator to enter information for (the user they are adding) into CompFile.



5. By selecting the User Type, the Law Firm Administrator specifies whether they are adding an Attorney or a backup/additional Law Firm Administrator. The Solo Practitioner adds Law Firm Administrator(s) to their firm.



6. There is one difference between adding an Attorney versus adding a Law Firm Administrator. The Attorney selection *requires* the ARDC number to complete the process. You cannot add an Attorney to the firm without an ARDC number. If you are adding a law firm administrator who is also an attorney, you MUST enter an ARDC upon the initial invitation. This will ensure the attorney has e-Filing permissions.

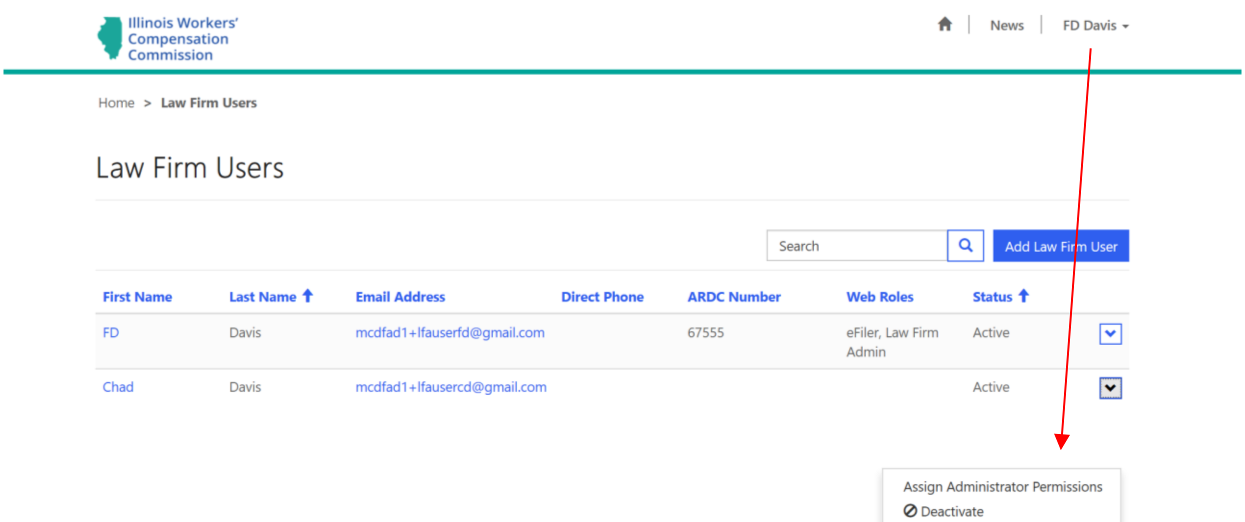
SUBSECTION 5.2: ASSIGNING E-FILING PERMISSIONS

In addition to being able to add users to the firm, the Law Firm Administrator/Solo Practitioner can assign filing permissions. The Law Firm Administrator assigns both e-Filing permissions and Law Firm Administrator permissions. The Solo Practitioner adds Law Firm Administrator permissions only. Both users can do this through the CompFile portal.

1. The Law Firm Administrator/Solo Practitioner signs into CompFile with their username and password.

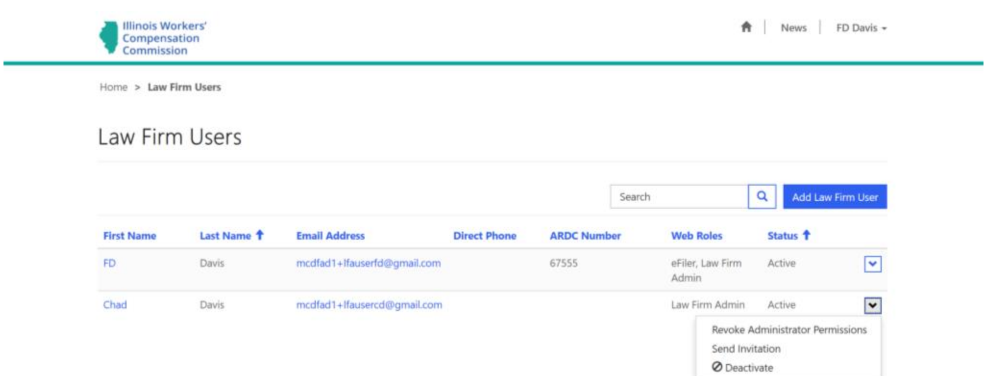
2. The Law Firm Administrator/Solo Practitioner clicks the 'Law Firm Users' tab.

3. The Law Firm Administrator/Solo Practitioner clicks the down arrow next to the user that needs permissions assigned.



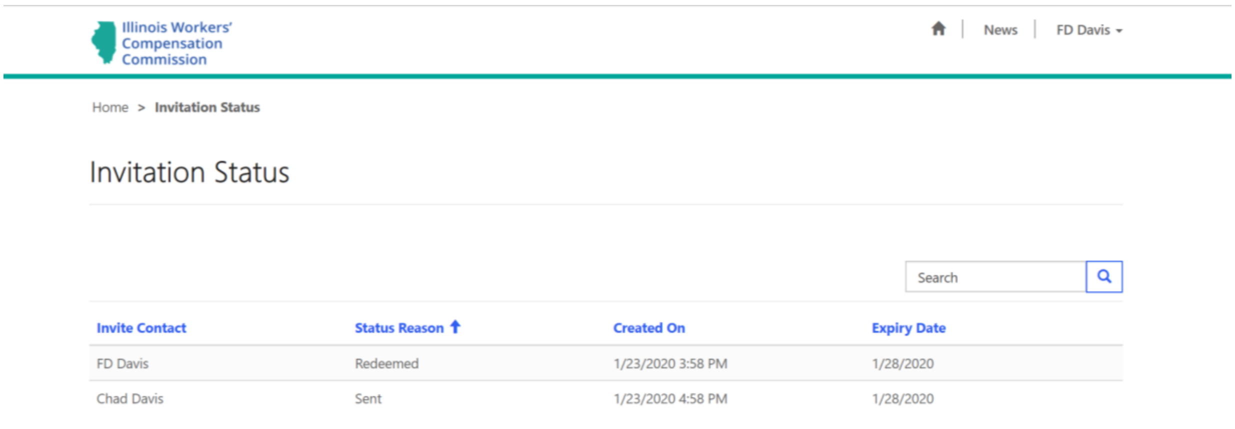
4. The Law Firm Administrator/Solo Practitioner assigns Law Firm Administrator permissions to this user.

5. Once the permission has been assigned, the Law Firm Administrator/Solo Practitioner clicks the arrow next to the new user and clicks on 'Send Invitation.'
   NOTE: the Send Invitation option will not appear unless the user has a role assigned.

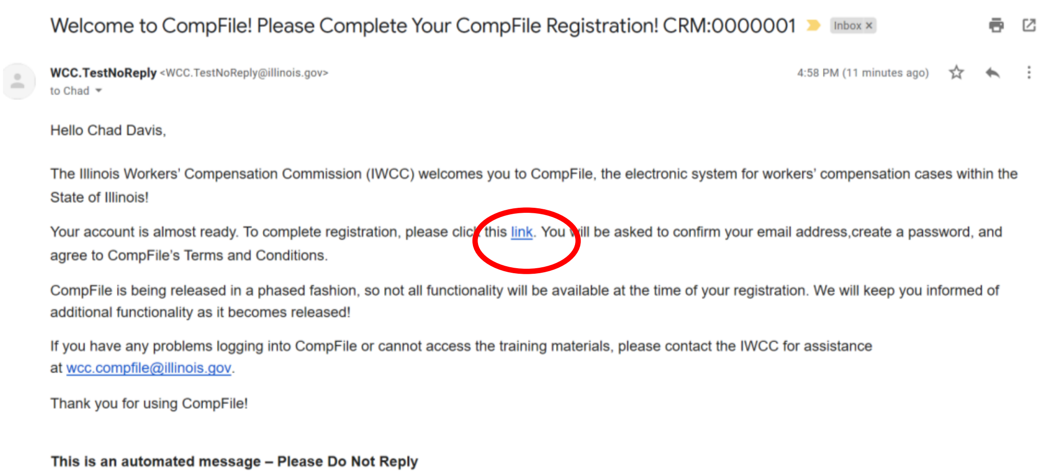


6. A message displays 'Invitation has been sent.'

7. The Law Firm Administrator/Solo Practitioner may ensure the invitation was sent by clicking on the 'Invitations' button. This will show that an invitation was sent. It will also tell the Law Firm Administrator/Solo Practitioner that an invitation has been redeemed. Once redeemed, the new user is added to the Law Firm.



8. The invited user receives an invitation via email.



9. When the user clicks the link, the Redeem Invitation page is displayed and the user is asked to create a password, agree to CompFile terms and conditions, and validate the captcha code. This process adds them to the law firm.

Subsection 5.3: Revoke Filing Permissions

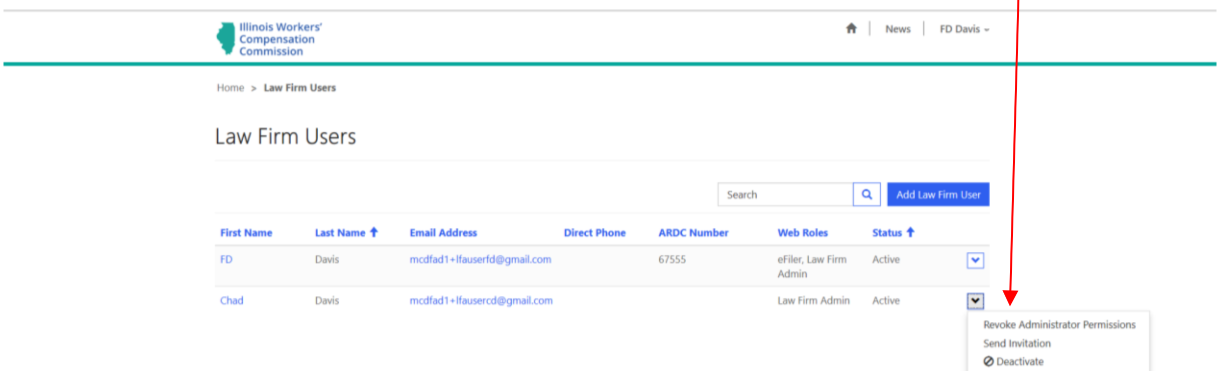
Law Firm Administrators/Solo Practitioners can revoke permissions as necessary, whether someone leaves the firm or changes positions within the firm.
NOTE: DO NOT REVOKE YOUR OWN PERMISSIONS

1. The Law Firm Administrator/Solo Practitioner signs into CompFile with their username and password.

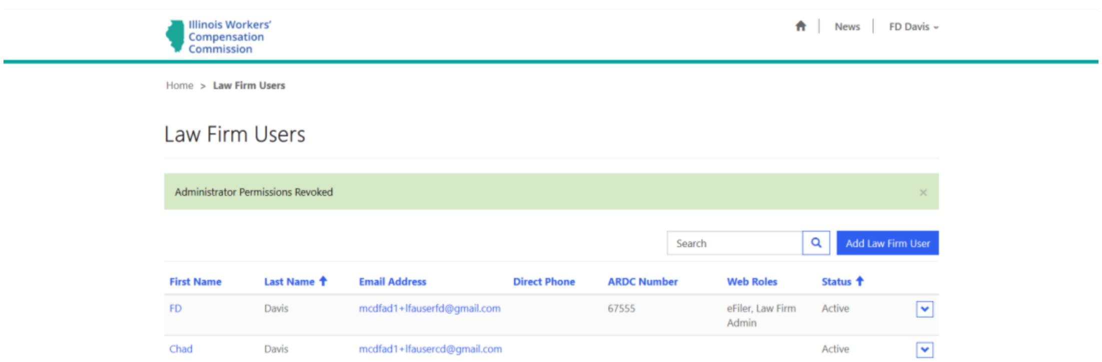
2. The Law Firm Administrator/Solo Practitioner clicks on the 'Law Firm Details' button.

3. The Law Firm Administrator/Solo Practitioner clicks the down arrow (just like in the assign permissions instructions) next to the user whose permissions are to be revoked.

4. The Law Firm Administrator/Solo Practitioner clicks on 'Revoke Administrator Permissions'.



5. The user no longer has administrator permissions in CompFile. They are still able to submit feedback and can view law firm details but cannot change any law firm details (The user would have to be 'deactivated' to have no access, which is described below in Subsection 5.4. below).



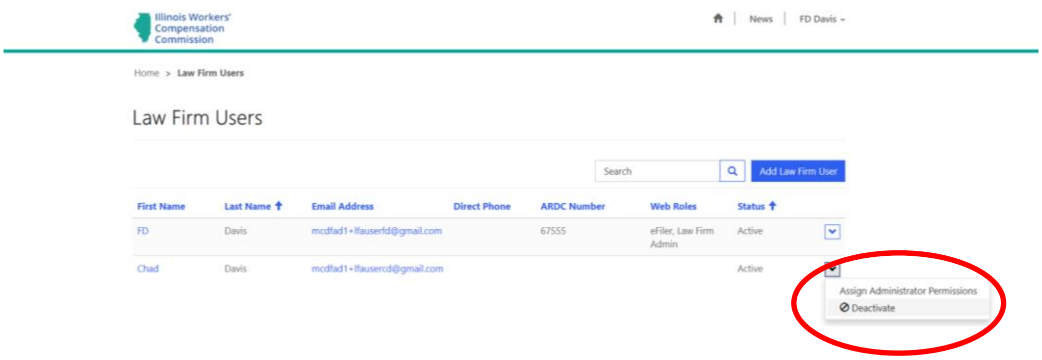
SUBSECTION 5.4: DEACTIVATING A USER FROM THE LAW FIRM

If an individual (either Attorney or Law Firm Administrator) leaves a law firm, the Law Firm Administrator MUST deactivate them from the firm.

1. The Law Firm Administrator/Solo Practitioner logs into CompFile with their username and password.

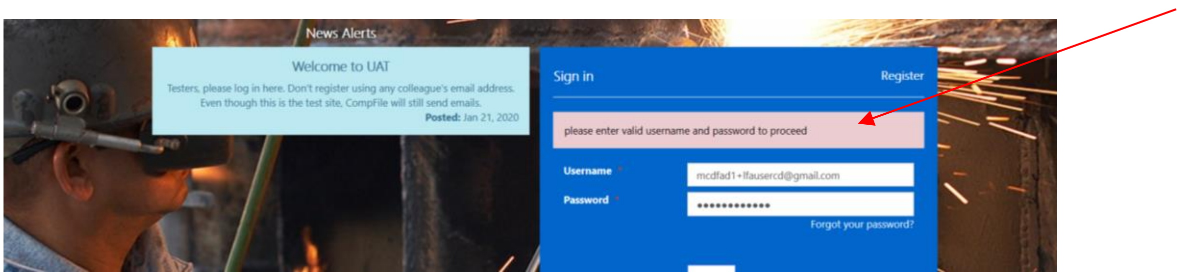
2. The Law Firm Administrator/Solo Practitioner navigates to the 'Law Firm Users' button.

3. The Law Firm Administrator /Solo Practitioner selects the user in need of 'Deactivation.'



4. The Law Firm Administrator/Solo Practitioner clicks 'Deactivate' and the system displays a confirmation message asking if user is sure about the deactivation. If "Yes" is selected, the user is no longer able to access CompFile with their username and password. Their status in Law Firm Users is listed as "inactive."

5. If the deactivated user tries to access the CompFile system, they get a message that the username and password entered is not valid.



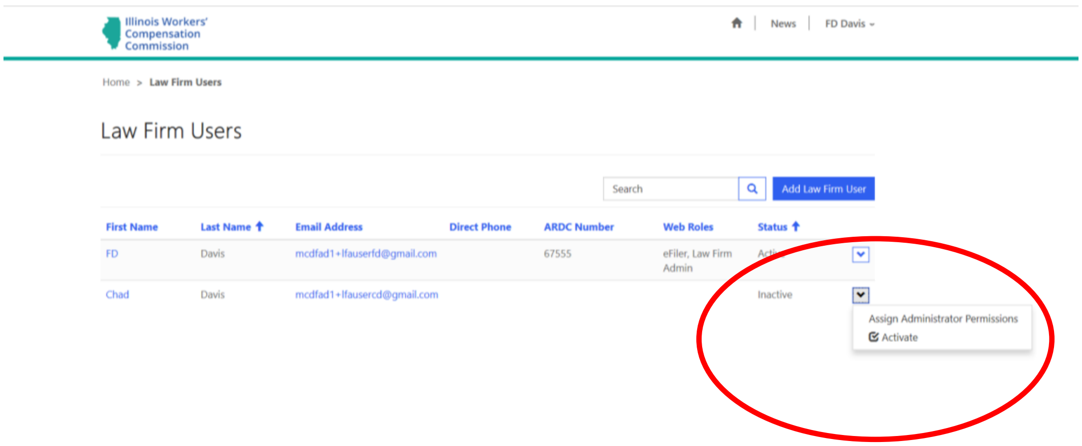
SUBSECTION 5.5: REACTIVATE ATTORNEY TO LAW FIRM

Just as a law firm user may decide to leave/change firms, an attorney may decide to return to a firm. The Law Firm Administrator can reactivate an account of an attorney who has returned to work at the law firm (assuming the email address is EXACTLY the same as it was when that person was deactivated. If the email address is different upon return, a NEW account must be opened. See Subsection 5.1 on adding new users to the law firm). This can be accomplished in very similar format as deactivating.

1. The Law Firm Administrator signs into CompFile with their username and password.

2. The Law Firm Administrator navigates to the Law Firm Details page.

3. The Law Firm Administrator clicks the down arrow next to the individual in need of activation as shown below.



4. The Law Firm Administrator clicks on the activate button, and the user is ready to work in CompFile.

5. The Law Firm Administrator should make sure that the law firm user has assigned permissions in the system, otherwise, the law firm user will be limited to only submitting feedback. (See Subsection 5.2 for assigning permissions).

SECTION 6: Attorney Operations

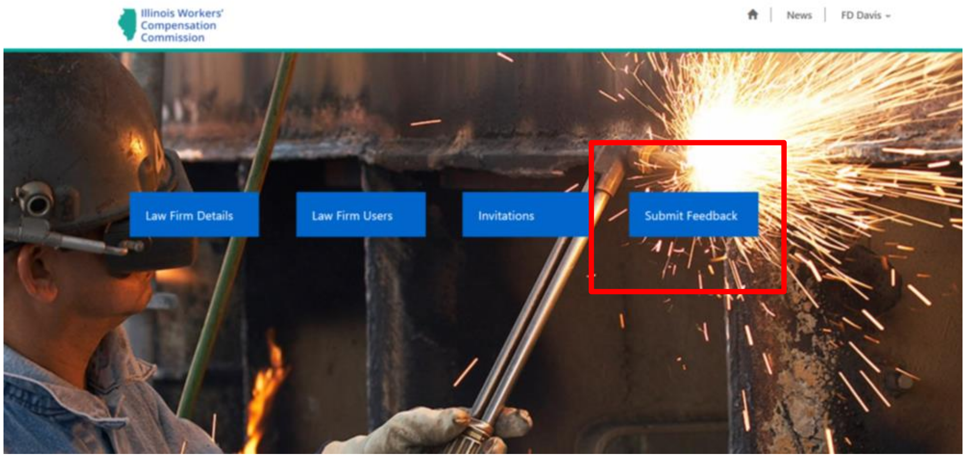
Attorneys who are not Solo Practitioners have limited functionality in CompFile (until we add e-filing capabilities in later releases). They can update their CompFile profile, add a photo, change their password, view law firm users, submit Feedback, and view Announcements. How to submit Feedback and view Announcements are detailed in the following sections.

SECTION 7: Submitting Feedback

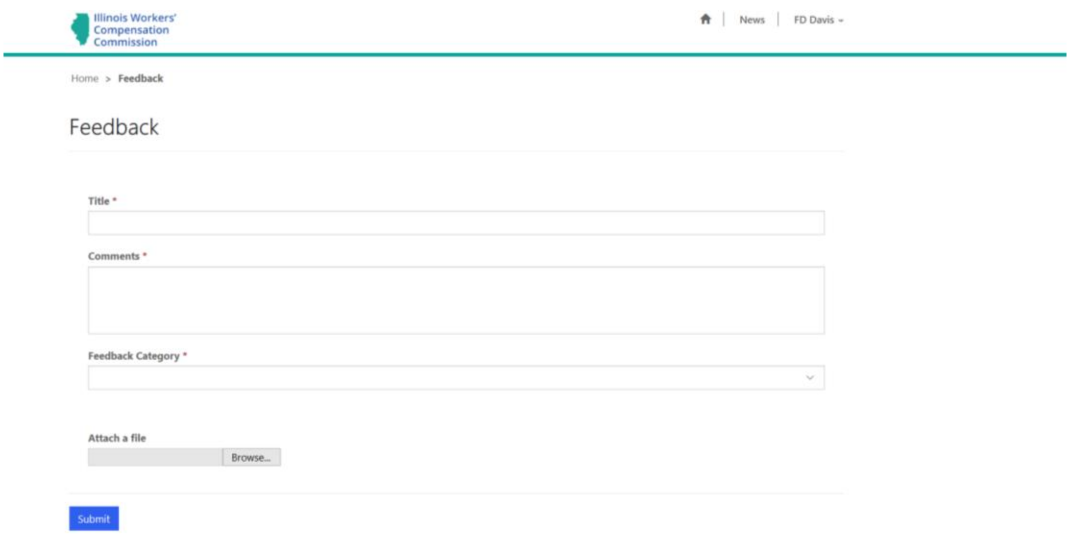
All CompFile users can submit feedback to the IWCC if something is wrong, ask questions about CompFile processes, suggest enhancements, or even send a compliment through the Feedback functionality of CompFile.

1. The user signs into the CompFile system with their username and password.

2. The user clicks on the 'Submit Feedback' button.



3. The user is taken to a feedback 'form' that once completed can be submitted to the CompFile Support Team.



4. The Title (description) of the feedback being submitted is a required field as are Comments. These allow the user to describe in detail what issue, question, or concern they have relating to CompFile.

5. The Feedback category is also a *required* field; the user selects the category that best fits the description of the feedback being submitted. Below is a list of feedback categories currently in the CompFile system. Note: The categories will evolve as additional functionality is added to CompFile.

6. If the user wants to include an attachment with feedback, the user clicks on the 'Choose Files' box under 'Attach a file', browses to and selects (on their computer or phone) the .jpg, .png or .pdf file(s) they wish to attach to the feedback.
7. The next page provides confirmation that the feedback has been uploaded to CompFile.

Section 8: View CompFile Announcements

All users can view announcements. CompFile announcements may or may not be duplicated on the IWCC web page. CompFile announcements will also contain announcements specific to CompFile.

1. The user navigates to the CompFile site. The top two most important announcements (as defined by IWCC) are displayed in the light blue box. These announcements will change. Once the user logs into CompFile, the News Alerts box is no longer visible, however, clicking on the News link (shown on the next page) allows the user to view news (including archived items).