

# CompFile: Frequently Asked Questions and Best Practice Tips

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### ELECTRONIC SETTLEMENT CONTRACTS – OVERVIEW

#### 1. AM I REQUIRED TO USE COMPFILE TO SUBMIT A SETTLEMENT CONTRACT TO THE IWCC?

Yes, you are required to use CompFile for most settlement contracts. You will continue, however, to file some settlement contracts on paper. If there is not an application for adjustment of claim on file in a case, and no IWCC case number has been issued, then you would file the settlement contract for that case on paper at this time. Additionally, all settlements involving an unrepresented petitioner (pro se settlements) must continue to be filed on paper and require an in-person hearing. [Return to Table of Contents](#)

#### 2. I AM NOT REGISTERED IN COMPFILE. DO I NEED TO REGISTER IN ORDER TO FILE A SETTLEMENT CONTRACT?

Yes, you must register in CompFile to file a settlement contract. Please refer to Section 3 of the CompFile user manual for instructions on how to register in CompFile. [Return to Table of Contents](#)

#### 3. MY LAW FIRM IS REGISTERED IN COMPFILE AND I HAVE A COMPFILE ACCOUNT. HOW DO I FILE A SETTLEMENT CONTRACT?

When you log into CompFile with your username (email address) and password, the first screen you see has several buttons; most of which you have seen before (especially if you went through our *CompFile Registration Training*.) You will notice a new button on this screen, the *Settlements* button. When you click *Settlements*, you are taken to the screen where you will initiate and manage all your or your firm's settlement contracts. [Return to Table of Contents](#)

#### 4. CAN I USE COMPFILE TO SETTLE A CASE DIRECTLY WITH A THIRD PARTY ADMINISTRATOR (TPA)?

Yes! A petitioner attorney can draft a settlement contract and indicate that it is being made directly with an insurance or service company. The petitioner attorney will add the appropriate insurance or service company representative and email address. That individual will then receive an email, click the link to access the settlement, and add his or her signature. Only the

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attorney can click the “Submit to IWCC for Approval” button, so the attorney must finalize the submission to the IWCC for review and approval once the respondent signature is added to the contract. More details about this process is in the following section. [Return to Table of Contents](#)

**Best Practice Tip:** After filling out the settlement contract in CompFile, download a copy and send it to the insurance or service company representative by email for review. It is much easier to make changes to the settlement contract prior to circulating for signatures. Once the attorney clicks the “Route for e-Signatures” button, the insurance or service company representative is only able to review and e-sign the contract. The insurance or service company cannot return the contract for any changes. [Return to Table of Contents](#)

## 5. [I CAN'T FINALIZE THE SETTLEMENT CONTRACT WITHOUT ADDING A BODY PART, BUT THERE IS NO PERMANENCY ON THIS CASE. WHAT DO I DO?](#)

If there is no permanency, you can select N/A for the body part. You will notice by selecting N/A, you are not required to enter a body part percentage. [Return to Table of Contents](#)

## 6. [I AM TRYING TO ENTER A 0% BODY PART PERCENTAGE BUT COMPEFILE WON'T ALLOW ME TO DO SO. WHAT DO I DO?](#)

Body part percentage must be between 0.01 and 100. You cannot enter 0 in this field. If there is no permanency, please use N/A on the body part and body part percentage is no longer a required field. [Return to Table of Contents](#)

## [ELECTRONIC SETTLEMENT CONTRACTS – SIGNATURES](#)

### 7. [HOW CAN I MANAGE MY CLIENT'S SIGNATURE?](#)

There are two options for your client to sign the settlement contract: 1) E-Signature and 2) Signature on File.

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*E-Signature* involves having the petitioner e-sign the contract. The petitioner's attorney will add the petitioner to the contract along with his or her email address. The petitioner will then receive an email and a link to the settlement. The petitioner will need to create a password to complete registration for electronic filing and click "E-Sign" on the settlement to add his or her signature. The petitioner can also print a copy of the contract just signed or return later, for example after the contract is approved, and print a final, stamped copy of the contract.

*Signature on File* involves the attorney printing a copy of the settlement contract and collecting the petitioner's signature onto the printed copy. The attorney should then input the date of this signature in CompFile. On the submitted version of the contract, the petitioner's signature says, "Signature on File." The Rules Governing Practice Before the Illinois Workers' Compensation Commission, 50 Ill. Admin. Code 9015.40, "Signatures," covers this scenario of a signer not registered for electronic filing and requires the attorney to retain the document and make it available for inspection by the IWCC upon request. [Return to Table of Contents](#)

## 8. [WHAT IF I NEED TO MAKE CHANGES AFTER I INPUT THAT MY CLIENT HAS SIGNED?](#)

Any change to a previously signed settlement contract requires all parties (attorneys and petitioner) to again sign the contract. If the petitioner previously e-signed, then he or she must log back into CompFile and click "E-Sign" on the updated contract. If the petitioner used the "Signature on File" option, then the attorney must remove that signature, re-add the signature, and update the date signed. The petitioner's attorney cannot edit or make changes to the contract if the petitioner's first signature remains on the contract needing changes. The petitioner's attorney must remove the petitioner's first signature to make the necessary changes. The petitioner's attorney can then print the updated version of the contract, collect a new original signature on the updated contract to retain in the file, and add the petitioner's new "Signature on File" in CompFile. [Return to Table of Contents](#)

## 9. [IS AN ELECTRONIC SIGNATURE VALID?](#)

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Yes. 50 Ill. Admin. Code 9015.40, "Signatures," covers the validity of electronic signatures. The holder of the username and password is the signature placed on the settlement contract. Therefore, only user accounts of attorneys with ARDC numbers can draft and e-sign settlement contracts. [Return to Table of Contents](#)

## 10. MY ATTORNEY WANTS ME TO USE COMPFILE TO SIGN A SETTLEMENT CONTRACT. CAN I DO THAT?

Yes. Your attorney will provide your email address, and CompFile will send you an email with a link to the draft settlement contract for your review and electronic signature. [Return to Table of Contents](#)

## 11. WILL THE ARBITRATOR'S OR COMMISSIONER'S APPROVAL STAMP BE ELECTRONIC?

Yes. The Arbitrator or Commissioner will electronically approve the settlement contract, and the system will add the approval stamp and mark his/her signature and the date signed. All parties can then download and print a copy of the final, fully signed, and approved settlement contract. [Return to Table of Contents](#)

## ELECTRONIC SETTLEMENT CONTRACTS – ATTACHMENTS

### 12. WILL SEPARATELY ATTACHED RIDERS BE STAMPED?

No. Only the settlement contract, in the location at the bottom of the final page of the settlement contract, will bear the Arbitrator's or Commissioner's electronic stamp and signature. For this reason, attorneys can copy/paste up to 15 pages of text in the **terms of settlement** section of the settlement contract. [Return to Table of Contents](#)

### 13. HOW DO I ATTACH A DOCUMENT TO THE SETTLEMENT CONTRACT?

Attaching a document to the settlement contract is a two-step process.

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In the first step, attorneys need to select and name their document set. The following are the four available options for the types of documents that can be attached to the settlement contract: 1.) Medical Report, 2.) Representation Agreement, 3.) MSA Documentation, and 4.) Other. The document set name should include the case number and describe the selected document type. For example, an attorney attaching a recent medical report would type "20WC001234 Medical Report" as the document set name.

In the second step, attorneys need to add the appropriate documents or files. Browse your computer and choose the appropriate files to add to the document set. Attorneys can add multiple files to a document set. After choosing the appropriate files, the attorney clicks the "Upload Files" button to complete the process. [Return to Table of Contents](#)

### 14. MSA DOCUMENTATION IS AN OPTION FOR THE TYPES OF DOCUMENTS THAT CAN BE ATTACHED TO THE SETTLEMENT CONTRACT. DOES THAT MEAN I SHOULD ATTACH THE MSA RIDER THAT I ATTACH TO THE PAPER SETTLEMENT CONTRACT TODAY?

No. Attorneys should include any contract language for the administration of an MSA in the **terms of settlement** section of the settlement contract. Again, the Arbitrator or Commissioner **will not** separately stamp addendums and riders included as attachments to the settlement contract. The MSA Documentation option is primarily meant to cover a CMS Approval Letter.

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## ELECTRONIC SETTLEMENT CONTRACTS – SETTLEMENTS DIRECTLY WITH A TPA/ADJUSTER

### 15. I AM A PETITIONER ATTORNEY SETTLING A CASE DIRECTLY WITH AN ADJUSTER. CAN I HAVE THE ADJUSTER SIGN OFF ON THE CONTRACT BEFORE SENDING IT TO MY CLIENT FOR SIGNATURE?

Yes. You can accomplish this by having the adjuster review the draft prior to sending to your client. In CompFile, at the "Add Petitioner" screen, click the "Print" button to download a copy of the draft on your computer. Email this download to the adjuster to confirm that there are no changes needed. If the adjuster requests changes, then you would simply edit

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and repeat the process. If the adjuster is okay as drafted, then you would now have your client sign. To do this: Return to the "Add Petitioner" screen and do one of the following two steps depending on how your client will sign:

- 1) If you are going to have your client e-sign, then you would add their email address here, then on the next screen add the adjuster's email address. You would then proceed to the final page and click the "Route for Signatures" button and the client and the adjuster would receive an email and add their e-signatures.
- 2) If you are going to have your client sign a printed version (the "Signature on File" option), you would click the "Print" button, have the client sign, and you would input the date of the signature. On the next screen, you add the adjuster's email address, proceed to the final screen, and click the "Route for Signatures" button and the adjuster would receive an email and add his or her signature.

**Important:** Be certain that you have added the required medical report before completing the signature steps. [Return to Table of Contents](#)

### 16. I AM A PETITIONER ATTORNEY SETTLING A CASE DIRECTLY WITH AN ADJUSTER. WHAT ARE MY OPTIONS FOR COLLECTING SIGNATURES?

In a case where no respondent attorney is involved, the following three (3) signatures are needed on the settlement contract: 1) the petitioner client; 2) the respondent adjuster; and 3) the drafter, who is the petitioner attorney. Here is the sequence of events in CompFile.

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The **respondent adjuster** will be applying his or her e-signature. As the drafter of the contract, the petitioner attorney will add the adjuster's email address in CompFile, which will send them an email when the electronic settlement contract is ready for signature. The **petitioner client** has two options: he or she can also apply an e-signature or, alternatively, sign a printed copy (the "Signature on File" option), which the petitioner attorney retains on file. The e-signature option involves adding the email address, which will result in CompFile sending an email to the petitioner client when the contract is ready for signature. The "Signature on File" option involves the drafter, who is the petitioner attorney, printing a copy for signature, collecting the petitioner client's signature, then returning to CompFile to input the date of the client's signature. The **drafter** signature is applied as the last step before submitting to the IWCC for approval.

**Important:** Be certain that you have added the required medical report before completing the signature steps. [Return to Table of Contents](#)

### 17. I AM A PETITIONER ATTORNEY SETTLING A CASE DIRECTLY WITH AN ADJUSTER. I WANT TO MAIL MY CLIENT A COPY OF THE CONTRACT FOR SIGNATURE. CAN I DO THAT?

Yes. Once the contract is complete and the petitioner attorney and the adjuster are in full agreement as to the terms and content of the settlement contract, you can print a copy, mail to the petitioner client, and await the signed copy. Do not finalize the signatures in CompFile until after you receive the signed copy from your client. After you receive the signed copy, return to CompFile and go to the "Add Petitioner" screen. You would input the petitioner's signature information, including the date he or she signed. Next you would add the adjuster's name and email address and then proceed to the final screen where you would click the "Route for Signatures" button. This will send the contract to the adjuster, who will e-sign the contract. Be certain that you have added the required medical report **before** clicking the "Route for Signatures" button.

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## ELECTRONIC SETTLEMENT CONTRACTS – BEST PRACTICES AND TIPS

### 18. ARE THERE “BEST PRACTICES” THAT WE SHOULD KEEP IN MIND AS WE USE COMPFILE FOR ELECTRONIC SETTLEMENTS?

The following highlights discuss some general tips and tricks for efficiently using the CompFile system.

- A. ***Be ready for all required fields.*** Before initiating a settlement, collect all information currently used in completing a settlement contract today, such as wages, compensation rates, disability dates, family information, etc. Note that you are able to “Save & Exit” and return at a later time to finish drafting the settlement contract.
- B. ***Have a scanned PDF copy of a recent medical report ready.*** You must attach a recent medical report with the settlement contract. You will upload a PDF from your computer when completing the process in CompFile. Either the respondent or the petitioner attorney can attach the medical report. If not relevant, then include an explanation as to why it is not being submitted with the settlement contract. IMPORTANT: Upload this explanation as a “Medical Report” in order to meet the requirement that a medical report be included for submission to the IWCC.
- C. ***Make sure your opposing counsel has registered in CompFile.*** In order for the settlement contract to be completed in CompFile, the drafter will “add” the other attorney involved on the settlement. This works ONLY if the other attorney is registered in CompFile.

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- D. ***Make sure you can log in.*** If you cannot log into CompFile, then you will not be able to draft a settlement contract. If you are not the drafter and you cannot log into CompFile, then you will not be able to e-sign a settlement contract.
- E. ***Use the “Forgot Password” feature.*** Do not continue to input an incorrect password. After a few failed attempts, your account will become locked. Please use the “Forgot Password” feature to set a new password.
- F. ***Collect petitioner’s email address.*** If the petitioner will be signing electronically, then you will need to provide the petitioner’s email address when adding the petitioner to the settlement contract in CompFile. The attorney for the petitioner will need this information.
- G. ***When to print a copy for a petitioner’s “Signature on File.”*** Once the terms of a settlement are finalized and ready for a petitioner attorney’s signature, then he or she should first print a copy for the petitioner’s signature. (This applies to the “Signature on File” option only. If the petitioner will be e-signing, then the petitioner will get an email with a link to the final version of the settlement contract.) If the contract is modified after circulation, for example a mistake is found, then the “Signature on File” must be removed, a new copy of the settlement contract printed/signed by the petitioner, and a new “Signature on File” date added. You do this by “removing” and then “adding” the petitioner to the signature list, being sure to add the new signature date.
- H. ***If needed, collect an insurance or service company representative’s email address.*** When a petitioner attorney settles a case directly with an insurance or service company, then he or she will provide a representative’s name and email address for electronic signature. Collect this information prior to starting the draft. If a respondent attorney would like to include his or her client’s electronic signature on the contract, then make sure the drafter knows to include that client’s name and email address on the settlement contract.

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- I. ***Circulate a copy prior to final signatures.*** If the settlement terms are complicated and require back-and-forth review, then you can download a copy of the draft prior to circulating for electronic signatures. The drafter can send this draft by email. Remember only the drafter can make edits in CompFile. This will save time in getting terms into a final state and make the e-signature process more efficient. ***Pro tip:*** send a copy to the petitioner or respondent client for review just before “routing for signatures” in CompFile. The “Print” button is on the final page. This will make their e-signature process much more efficient.
- J. ***Know the amounts of deductions.*** The petitioner attorney should supply the deduction amounts to the total amount of the settlement. You can provide “margin notes” to explain unusual amounts. You can also provide a “cover letter” type of comment to explain unusual situations with the settlement contract.
- K. ***Copy and paste settlement terms.*** Prepare settlement terms on your local computer. Then, when everything is finalized, log into CompFile and copy and paste the terms into the “Terms of Settlement” section. You can then make revisions and edits on your own computer and, only when fully ready, access the settlement contract and add the settlement terms.
- L. ***Determine the signature sequence ahead of time.*** If the drafter will be the last person to sign, then explain this to the other attorney by separate email. Once the other attorney has signed, then the drafter can e-sign and submit for approval. If on the other hand the drafter wants the other attorney to sign and submit, then the drafter should e-sign, route for signatures, and explain by separate email that the other attorney should e-sign and submit for approval.
- M. ***Click the “Changes Needed” button to re-start the drafting process.*** If the drafter needs to make changes to the settlement contract after sending it to the other attorney, then

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the drafter or the other attorney will need to click the “Changes Needed” button to place the contract back into draft status for editing. Once circulated, CompFile will lock the inputs to ensure that any changes are seen by all parties.

- N. **Contact the drafter before clicking the “Changes Needed” button.** If the non-drafter notices an issue with a settlement contract draft sent for review, he or she should confirm the issue with the drafter prior to clicking the “Changes Needed” button. It may be a simple misunderstanding not requiring a change, that is cleared up by additional communication. Once the non-drafter clicks the “Changes Needed” button, then the signature process re-starts. A related practice tip is to download and circulate a copy of the settlement contract draft prior to routing for signatures, saving that final signature step for after the parties agree on all key terms.
- O. **Continue to communicate in person, by phone, and by email.** CompFile should be the final step in the process of drafting, signing, and submitting a settlement contract. Parties should rely on standard communication channels to sort out contract term issues. Sorting these out prior to starting the process in CompFile will be more efficient.
- P. **Know the assigned Arbitrator or Commissioner.** The drafter will select the assigned Arbitrator or Commissioner. An inaccurate selection will slow down the process once submitted to the IWCC, as re-assignment will be needed prior to review. This is especially true in multi-case settlements, where a consolidation has not yet taken place. The drafter must select the Arbitrator (or Commissioner) assigned to the oldest case.
- Q. **Amendments are relatively rare.** CompFile has the option of “amending” an approved settlement contract. What this does, is places the term “AMENDED” at the top of the final downloadable settlement contract. You should only use this to amend a previously approved settlement contract. If you start drafting a settlement contract for a case, abandon it, and then later initiate another settlement contract for the case, this is not

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an amended contract. In this multi-draft scenario just described, you would delete the first draft and only then start a second draft.

- R. **Know if your assigned Commissioner requires an amended settlement contract or an agreed stipulation.** For post-arbitration settlement situations, Commissioners follow their own separate procedures, established by them, for reviewing post-arbitration settlements. Confirm this procedure with your assigned Commissioner before initiating a settlement contract in CompFile. [Return to Table of Contents](#)

## COMPFILE OVERVIEW

### 19. 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. At this time, only electronic settlement contracts are available for filing using CompFile. [Return to Table of Contents](#)

### 20. 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)

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# CompFile:

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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).
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: Release 1 in February 2020 (includes registration, user profile setup and law firm administrator to organize law firm structure), Release 2 in Summer 2020 (includes settlement agreements and e-signatures), and Release 3 in Fall 2020 (includes filing applications for adjustment of claim and other pleadings, web forms, decisions and notices, electronic service, etc.)	Illinois Supreme Court announced mandatory e-filing of civil cases on January 22, 2016.

### **21. 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, including IE, Chrome, and Edge. It is optimized for browsers running on Windows 10. The IWCC recommends updating to the newest version of your preferred internet browser for best performance. We have noticed issues with certain users on FireFox, and we recommend choosing a different browser. [Return to Table of Contents](#)

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# CompFile: Frequently Asked Questions and Best Practice Tips

## 22. CAN I USE COMPFIL ON MY PHONE? DOES IT MATTER IF I HAVE AN ANDROID OR IPHONE?

Yes, you may use CompFile on your mobile device. CompFile is compatible with Android and iPhone browsers. [Return to Table of Contents](#)

## 23. CAN I FILE PLEADINGS ON MY ANDROID OR IPHONE?

The size of the screen will limit your ability to fully review the documents prior to submittal, but you may file pleadings via your mobile device. At this time only electronic settlement contracts are available for filing in CompFile. [Return to Table of Contents](#)

## COMPFIL REGISTRATION AND ACCOUNTS – OVERVIEW

## 24. I WANT TO REGISTER IN COMPFIL 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 COMPFIL?

You will register in CompFile as a "Pro Se," which is a type of user you may select on 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. Note that only electronic settlement contracts are available for e-filing at this time, and only attorneys are able to draft and submit a settlement contract. [Return to Table of Contents](#)

## 25. WHAT IS A LAW FIRM ADMINISTRATOR IN COMPFIL?

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). [Return to Table of Contents](#)

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# CompFile: Frequently Asked Questions and Best Practice Tips

## 26. WHAT IS A SOLO PRACTITIONER ACCOUNT IN COMPFIL?

A Solo Practitioner is an attorney that practices independently in a law firm that may include non-attorney support personnel but does not generally include other attorneys. A 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.

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## 27. WHAT IS A PRO SE ACCOUNT?

An individual who chooses to represent oneself (without hiring an attorney) on his or her workers' compensation case. [Return to Table of Contents](#)

## 28. 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. [Return to Table of Contents](#)

## 29. I SIGNED UP FOR A COMPFIL ACCOUNT BUT USED THE WRONG EMAIL ADDRESS. CAN I DELETE IT AND START OVER? IF NOT, WHAT SHOULD I DO?

Please contact CompFile Support by email at [wcc.compfile@illinois.gov](mailto:wcc.compfile@illinois.gov) for assistance. [Return to Table of Contents](#)

## 30. IN COMPFIL, WILL THERE BE PAPERLESS NOTIFICATION? WILL I RECEIVE AN EMAIL FROM COMPFIL WHEN SOMETHING HAS BEEN FILED?

Yes. Attorneys registered in CompFile receive email notifications of their filings. Only electronic settlement contracts are available for filing in CompFile at this time. [Return to Table of Contents](#)

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## 31. 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. If your link expires, ask your Law Firm Administrator to send you another link. [Return to Table of Contents](#)

## 32. I REGISTERED FOR COMPFILE DURING INITIAL TRAINING BACK IN FEBRUARY 2020. WHY DOESN'T MY USERNAME AND PASSWORD WORK?

If you attended a training (one held prior to 2/10/2020) and registered in CompFile (in the Test or Train environment,) the username and password you *created during that training* will not work. The training exercise was to become familiar with the CompFile system. The CompFile system went live 2/10/2020 so please re-register. [Return to Table of Contents](#)

## 33. I REGISTERED IN COMPFILE, BUT I HAVEN'T RECEIVED THE EMAIL INVITATION TO FINISHING SETTING UP MY ACCOUNT. WHAT DO I NEED TO DO?

CompFile sends all outbound emails from "WCC.NoReply@illinois.gov." Please coordinate with your I.T. staff to ensure this email address is not blocked. This is sometimes referred to as "whitelisting" an email address. [Return to Table of Contents](#)

## 34. I REGISTERED, AND THEN CLICKED THE LINK IN THE INVITATION EMAIL I RECEIVED FROM COMPFILE. WHY AM I GETTING AN ERROR?

CompFile invitation emails expire 5 calendar days after issuance. If you encounter an "invalid invitation code" error, please ask your Law Firm Administrator to send you a new invitation email. [Return to Table of Contents](#)

## COMPFILE PASSWORDS

## 35. UPON RECEIVING MY INVITATION TO COMPFILE, I CANNOT GET THE SYSTEM TO ACCEPT MY PASSWORD. ARE THERE SPECIFIC REQUIREMENTS FOR CREATING A PASSWORD?

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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.

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### **36. AM I ALLOWED TO SHARE MY EMAIL/PASSWORD TO COMPFILE WITH ANYONE OR AM I SUPPOSED TO KEEP THOSE TO MYSELF?**

You may share them with your authorized agents per the Terms and Conditions. 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 CompFile Support with additional questions or clarifications at [wcc.compfile@illinois.gov](mailto:wcc.compfile@illinois.gov) or by the Submit Feedback option directly from the CompFile portal. [Return to Table of Contents](#)

### **37. 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. NOTE: The *Forgot your password* function will only work if you have already completed your CompFile registration. ALSO NOTE: Do not continue to input an incorrect password. This will lock your account. [Return to Table of Contents](#)

### **38. 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

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contact the IWCC CompFile Support at [wcc.compfile@illinois.gov](mailto:wcc.compfile@illinois.gov) for assistance. [Return to Table of Contents](#)

### LAW FIRM ADMINISTRATORS AND LAW FIRM ACCOUNTS

#### 39. 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. [Return to Table of Contents](#)

#### 40. DO I NEED TO HAVE ANY SPECIAL INFORMATION TO REGISTER MY FIRM WITH COMPFILe?

You will need an IWCC Code Number. If you or your law firm have been doing business with the IWCC, 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. [Return to Table of Contents](#)

#### 41. IS MY LAW FIRM REQUIRED TO REGISTER WITH COMPFILe? IF SO, WHY?

Yes, law firm registration for CompFile began February 10, 2020. E-filing with the IWCC is mandatory in Release 2 and Release 3. Release 2 – Electronic Settlement Contracts – is live on July 22, 2020. Firms must register prior to being able to complete and submit a settlement contract in CompFile. All attorneys involved in the settlement must have a CompFile account to complete and submit a settlement contract. [Return to Table of Contents](#)

#### 42. 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?

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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 themselves, they will not be connected to the law firm. [Return to Table of Contents](#)

## 43. I AM A LAW FIRM ADMINISTRATOR. HOW DO I ADD THE LAW FIRM'S ATTORNEYS TO COMPFIL SO THEY CAN REGISTER IN THE SYSTEM?

Please see the [CompFile Training Guide](#) for step-by-step instructions. [Return to Table of Contents](#)

## 44. 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. [Return to Table of Contents](#)

## 45. IS IT POSSIBLE FOR OUR LAW FIRM TO HAVE MORE THAN ONE LAW FIRM ADMINISTRATOR IN COMPFIL?

Yes, the law firm may have multiple Law Firm Administrators to meet their business needs. [Return to Table of Contents](#)

## 46. 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](mailto:wcc.compfile@illinois.gov) for assistance. [Return to Table of Contents](#)

## 47. 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?

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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 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. [Return to Table of Contents](#)

### 48. IF I AM BOTH A LAW FIRM ADMINISTRATOR AND ALSO 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?

All firm users with CompFile accounts will be able to see other firm member's cases in CompFile. Only users with ARDC numbers (attorneys) are able to submit filings in CompFile. At this time, only electronic settlement contracts are available for filing in CompFile. [Return to Table of Contents](#)

### 49. I AM A LAW FIRM ADMINISTRATOR (NOT AN ATTORNEY). I TYPICALLY MAKE FILINGS, SUCH AS AN APPLICATION FOR ADJUSTMENT OF CLAIM OR SETTLEMENT CONTRACT. CAN I DO THAT IN COMPFIL?

Any support staff submitting filings on behalf of their assigned attorney will be able to do so by logging in as that attorney user to complete the filings. (Only electronic settlement contracts are available for filing in CompFile at this time.) Information regarding such an "authorized agent" arrangement is detailed in the CompFile Terms and Conditions, to which all users must agree during registration. Please review this information with your firm to determine the process. You may also contact CompFile Support with questions at [wcc.compfile@illinois.gov](mailto:wcc.compfile@illinois.gov). [Return to Table of Contents](#)

### 50. I DO NOT HAVE AN IWCC CODE NUMBER AND THE REGISTRATION PAGE ASKS FOR ONE. WHAT DO I NEED TO DO?

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If you have confirmed that your law firm does not have an IWCC Code Number, 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. [Return to Table of Contents](#)

## 51. 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. [Return to Table of Contents](#)

## 52. 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.** [Return to Table of Contents](#)

## ATTORNEY REGISTRATION

### 53. 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 a

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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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### 54. 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. [Return to Table of Contents](#)

### 55. I AM AN ATTORNEY WHO PRACTICES WORKERS' COMPENSATION IN THE STATE OF ILLINOIS. HOW DO I REGISTER IN COMPFILE?

Attorneys will not register themselves directly via the CompFile website (unless they are a Solo Practitioner.) First, the law firm should assign a Law Firm Administrator to the firm. Once assigned, the Law Firm Administrator 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 (both Attorneys and backup Law Firm Administrators) to CompFile. Solo Practitioners will register themselves in CompFile by selecting the Solo Practitioner user type on the Registration page. [Return to Table of Contents](#)

### 56. I AM AN ATTORNEY. DO I HAVE TO USE COMPFILE?

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Yes. Attorneys within a law firm will get an invitation from the Law Firm Administrator to join CompFile. Upon receipt of this invitation, the Attorney should set up their account. Solo Practitioners will register in CompFile and after IWCC processing, will receive an email to finalize their registration and set up their CompFile account. Effective July 22, 2020, settlement contracts are required to be filed in CompFile. There are two exceptions: 1) settlements with an unrepresented petitioner (pro se settlements) are still filed on paper and require a hearing; and 2) settlements in which the settlement contract is the first filing in that case (meaning no application for adjustment of claim has been filed) and no IWCC case number has been assigned should be filed on paper. [Return to Table of Contents](#)

### **57. I AM AN ATTORNEY. CAN I REGISTER MYSELF FOR A COMPFILE ACCOUNT?**

Every firm must designate a Law Firm Administrator to handle the firm's CompFile account. The Law Firm Administrator will use the "Add Law Firm User" function within CompFile to invite all additional law firm users. *If you are an attorney who has been appointed as your firm's primary Law Firm Administrator, only then will you register yourself in the CompFile system.* Solo Practitioners will register themselves in CompFile and may also act as their own Law Firm Administrator. An ARDC number is required for Solo Practitioners. [Return to Table of Contents](#)

### **58. 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. [Return to Table of Contents](#)

### **59. 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. [Return to Table of Contents](#)

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## 60. 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 as well as invite additional Law Firm Administrators to assist you in managing your CompFile account functions. [Return to Table of Contents](#)

## 61. I AM AN ATTORNEY USING 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. [Return to Table of Contents](#)

## 62. 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 the 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. [Return to Table of Contents](#)

## 63. I AM AN ATTORNEY USING COMPFILE. BY REGISTERING, WILL I ESSENTIALLY BE SIGNING UP FOR PAPERLESS SERVICE OR WILL I STILL RECEIVE PAPER FROM THE IWCC?

Yes, by registering in CompFile, you are signing up for paperless service. When registering for an account in CompFile, you are required to accept 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. You may refer to Section 9015.50 regarding Service and Proof of Service for additional information. [Return to Table of Contents](#)

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## HOURS OF OPERATION AND SUPPORT

### 64. COMPFIL 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](mailto:wcc.compfile@illinois.gov), or by utilizing the Submit Feedback option directly from the CompFile portal. [Return to Table of Contents](#)

### 65. WHAT ARE THE HOURS OF SUPPORT FOR COMPFIL?

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.) Please be aware that current closings may affect response times. Use email or the feedback tool within CompFile to ensure the quickest response. [Return to Table of Contents](#)

### 66. DURING WHAT TIMES CAN I ACCESS COMPFIL?

CompFile is available twenty-four hours a day, seven days per week, excluding scheduled maintenance or unanticipated technical interruptions. [Return to Table of Contents](#)

### 67. WILL THERE BE TRAINING THAT I CAN ATTEND FOR THE COMPFIL SYSTEM?

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. [Return to Table of Contents](#)

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