eClaims Instructions for Authorised Users (All agencies)

This page contains information for authoriser users with a login to eClaims for their agency.

eClaims Menu Options

The following is an explanation of the menu options that appear in eClaims to the logged in authorised users.

- *Initiate Claim* – allows the authorised users to send a link to another employee to create a claim without them requiring login details, please don't forward the link to yourself as an authorised user. Refer 'Initiate Claim' for instructions.

- *Query Employee Claim* – allows the authorised users to search a Receipt Number to obtain details that have been captured, including the Claim Number that replaced the temporary Receipt Number if it has been submitted to ICWA for processing.

- *Submit Claim* – allows authorised users to instantly create and submit a claim at the same time, without any other employee involved in the process to the complete the details or authorisation in eClaims. Refer 'Submit Claim' for instructions.

- *Query Claim* – allows you to search a Claim Number that was submitted in eClaims (which replaced the temporary Receipt Number) to obtain details of what was submitted at the time to ICWA for processing. Unfortunately it does not show you any changes or current status information once the 'Submit' button is selected.

- *List Employee Claims* – this is where authorised users can see all claims/Receipt Numbers that have been created in eClaims, which still require action to be submitted to ICWA for processing. Alternatively authorised users can select 'Delete' on individual Receipt Number rows if the claim forms should not progress to ICWA for processing.

  Please note if the Receipt Number is not a hyperlink it indicates it is still in draft status. The person who commenced creating the claim form needs to finalise their action to progress the claim form.

Receipt Number	Type of Claim	▲ Registration No	Agency	Site	Status	Employee	Date Initiated	Date of Incident	Date completed by Employee	Date endorsed by Line Manager	
3713917487					Claim Form In Progress		14/12/2023				✖ Delete
1183608697 ⬀					Manually Entered Claim Form		11/12/2023				✖ Delete

  To submit a completed claim form without waiting for the Line Manager endorsement, refer to Bypass Line Manager Endorsement.

- *List Submitted Claims* – when a claim form with a temporary Receipt Number has had the 'Submit' button selected, a new replacement Claim Number is generated. When that occurs, those eClaims move from the 'List Employee Claims' menu option to this option and display the new Claim Number. Refer to how to change submitted claim information.

Document Size/Limits

When authorised users login and select the 'Initiate Motor Claim' option from the menu there is a 10MB combined total limit across all files that are uploaded.

On all other pages, with and without a login, there is a 10MB limit per document uploaded, there is not a total combined limit like 'Initiate Motor Claim'.

Bypass Line Manager Endorsement to 'Submit' a Claim Form to ICWA

If the Line Manager details were captured on a claim form, the authorised users with login details have the ability to bypass the Line Manager Endorsement step to submit the claim as follows:

- Login to eClaims
- Complete the Multi-Factor Authentication process. If assistance is required with this function please contact our IT Service Desk on 9264 3666.
- Select MOTOR or PROPERTY
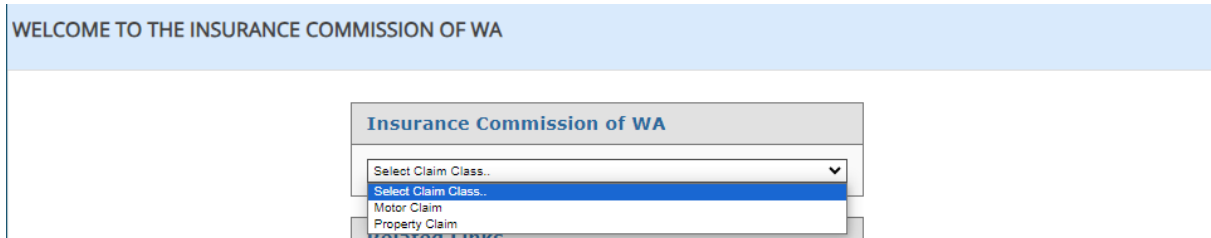
- Select the 'List Employee Claims' menu option
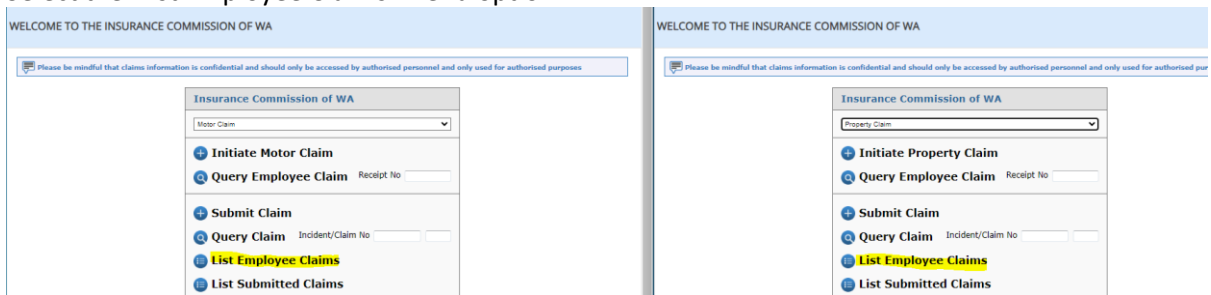
- Select the appropriate Receipt Number hyperlink (if the Receipt Number is not a hyperlink it is still in the draft status, the person who created the form needs to finalise their action)

Receipt Number	Type of Claim	Registration No	Agency	Site	Status	Employee	Date Initiated	Date of Incident	Date completed by Employee	Date endorsed by Line Manager	
5774713784	Window damage only				Lodged to Employer		15/12/2023	01/01/2021	15/12/2023		X Delete
9961215518	Window damage only				Lodged to Employer		15/12/2023	01/01/2021	15/12/2023	15/12/2023	X Delete
6823284545	Window damage only				Lodged to Employer		15/12/2023	01/01/2022	15/12/2023	15/12/2023	X Delete
1700487345	Window damage only				Lodged to Employer		14/12/2023	01/01/2021	14/12/2023		X Delete
8716128143	Window damage only				Lodged to Employer		14/12/2023	01/01/2021	14/12/2023	14/12/2023	X Delete
1222764239	Window damage only				Lodged to Employer		14/12/2023	01/01/2021	14/12/2023		X Delete
8713917487	Window damage only				Claim Form In Progress		14/12/2023				X Delete
5649153603	Window damage only				Claim Form In Progress		14/12/2023				X Delete
4277068269	Window damage only				Lodged to Employer		14/12/2023	12/04/2022	14/12/2023		X Delete

- Review information added to the claim form and amend if required. Complete all mandatory fields (*).

- Once all details are correct and you are ready to proceed, select the 'Submit' button to send the claim to ICWA for processing.

- A new Claim Number will generate which is to be used for claim enquiries.

Cancel/Delete Claims before Submitted

The authorised users that have login details decide if a claim is to be authorised and progressed through to submission to ICWA.

If for any reason the claim should not be sent to ICWA for processing such as unauthorised, invalid, duplicated, incorrect Claim Type selected etc, complete the following to ensure a Claim Number is not generated. Please note once the 'Delete' button is selected the deletion cannot be reversed:

- Login to eClaims
- Complete the Multi-Factor Authentication process. If assistance is required with this function please contact our IT Service Desk on 9264 3666.
- Select MOTOR or PROPERTY

- Select the 'List Employee Claims' menu option

- Scroll to the appropriate Receipt Number row
- On the far right side of the table are the 'Delete' buttons.

- Select the 'Delete' button for the appropriate Receipt Number

- Confirm the deletion.

The Receipt Number should no longer be visible to all the authorised users, when searching the Receipt Number the details are not returned.

To cancel a claim once it has been submitted to ICWA (a Claim Number has generated in eClaims), please email your Claims Officer or the following group emails requesting the cancellation quoting your Claim Number:

Motor eClaims: gi.motorclaims@icwa.wa.gov.au

Property eClaims: gi.propertyclaims@icwa.wa.gov.au

Change/Update Submitted Claims

To change or update the details on a claim once it has been submitted to ICWA (a Claim Number has generated), please email your Claims Officer or the following group emails requesting the change quoting your Claim Number:

Motor eClaims: gi.motorclaims@icwa.wa.gov.au

Property eClaims: gi.propertyclaims@icwa.wa.gov.au