# 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 <u>'Submit Claim'</u> 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 <u>'Delete'</u> 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 Numbe <del>r</del>	Type of Claim	Registration No	Agency	Site	Status	Employee	Date Initiated	Date of Incident	Date completed by Employee	Date endorsed by Line Manager	
8 <mark>713917487</mark>					Claim Form In Progress		14/12/2023				X Delete
<u>1183608697</u> Ø					Manually Entered Claim Form		11/12/2023				X Delete

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

• 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

   WELCOME TO THE INSURANCE COMMISSION OF WA

   Insurance Commission of WA

   Select Claim Class...

   Meter Claim Class....

   Meter Claim Class....

   Meter Claim Class...

   Meter
- Select the 'List Employee Claims' menu option

WELCOME TO THE INSURANCE COMMISSION OF WA	WELCOME TO THE INSURANCE COMMISSION OF WA				
Flease be mindful that claims information is confidential and should only be accessed by authorised personnel and only used for authorised purposes	Please be mindful that claims information is confidential and should only be accessed by authorised personnel and only used for authorised pur				
Insurance Commission of WA	Insurance Commission of WA				
Motor Claim	Property Claim				
😆 Initiate Motor Claim	😌 Initiate Property Claim				
Q Query Employee Claim Receipt No	Q Query Employee Claim Receipt No				
\rm e Submit Claim	😝 Submit Claim				
Q Query Claim Incident/Claim No	Q Query Claim Incident/Claim No				
List Employee Claims	List Employee Claims				
List Submitted Claims	🛑 List Submitted Claims				

• 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)

- Search Fields											
Receipt Number	Receipt Number Employee's Surname Employee's Given Name(s)										
Filter By	🗌 Claim Fo	orm Created 🗌 C	aim Form In Progres	s 🗌 Claim Forn	n Completed 🗌 Lodged	to Employer 🗌 Manu	ally Entered Clair	n Form 🧕	Search		
Receipt Number	Type of Claim	Registration No	Agency	Site	Status	Employee	<ul> <li>Date</li> <li>Initiated</li> </ul>	Date of Incident	Date completed by Employee	Date endorsed by Line Manager	
<u>5774713784</u> Ø	Window damage only				Lodged to Employer		15/12/2023	01/01/2021	15/12/2023		X Delete
<u>9961215518</u> 🖉	Window damage only				Lodged to Employer		15/12/2023	01/01/2021	15/12/2023	15/12/2023	× Delete
<u>6823284545</u>	Window damage only				Lodged to Employer		15/12/2023	01/01/2022	15/12/2023	15/12/2023	X Delete
<u>1700487345</u>	Window damage only				Lodged to Employer		14/12/2023	01/01/2021	14/12/2023		× Delete
8716128143	Window damage only				Lodged to Employer		14/12/2023	01/01/2021	14/12/2023	14/12/2023	X Delete
<u>1222764239</u>	Window damage only				Lodged to Employer		14/12/2023	01/01/2021	14/12/2023		× Delete
8713917487	Window damage only				Claim Form In Progress		14/12/2023				× Delete
5849153803	Window damage only				Claim Form In Progress		14/12/2023				X Delete
<u>4277068269</u>	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.

	Claim Comments
- Claim Commante	
Com Comments	
255 characters remaining	Agency Authorisation/Declaration
Agency Authorisation/Declaration	Name of person authorising this claim
Was the person authorised to use the vehicle?	Family Name Person selecting "Submit" button R Given Name
I declare that I am a person authorised to lodge this claim with the Insurance Commission of WA on behalf of,	I declare that I am a person authorised to lodge this claim with the Insurance Commission of WA on behalf of,
Agency Name	Agency Name
Name	Name
Position	Resition
Phone	Phone I
Emai	Emai
Submit Date Last Updated	Submit Date Last Updated
🔷 Submit 📑 Save 🗋 Reset	🚸 Submit. 💾 Save 🗋 Reset
A new Claim Number will generate which is to b	pe used for claim enquiries.

	0				
MOTOR CLAIM - W	/INDOW DAMAGE ONLY (TEST)	)	PROPERTY CLAIM		(TES
Motor Vehicle			Property		
Main Menu	Incident No 21/15885 Claim No 1 O Query B Reset		Main Menu	Incident No. 21/19955 Claim No. 1 Welling Decision O Guery D Baset	nt Claim
Initiate Motor Claim			Initiate Property Claim		
Submit Claim	E Add successful - 0 attachments processed.		Submit Claim	👼 Add successful - 0 attachments processed.	

#### 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			
	WELCOME TO THE INSURANCE COMMISSIO	I OF WA		
•	WELCOME TO THE INSURANCE COMMISSIO	I OF WA	WELCOME TO THE INSURANCE CO	MMISSION OF WA  an is confidential and should only be accessed by authorised personnel and only used for authorised per  Insurance Commission of WA  Process Com  Q Query Employee Claim  Q Query Employee Claim  C Query Claim  C Que
	List Employee Claims     List Submitted Claims			Correction and a second s

- 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

	Q Se	arch								
Receipt Number	Type of Claim	Agency	Site	Status	Employee	Date Initiated	Date of Incident	Date completed by Employee	Date endorsed by Line Manager	
09198418 <i>(</i>	Property Claim - Building			Lodged to Employer	Surname, FirstName	15/12/2023	01/01/2021	15/12/2023	15/12/2023	XDe
nfirm th onfirm De	e deletic	on.		8 3	1-1 of 1 🕑 🗷					

Delete Reason	Duplicate entry	~)
	Confirm	Cancel

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

LIST EMPLOYEE CL Motor Vehicle	AIMS						
Main Menu							
Initiate Motor Claim	😴 You have successfully deleted the Receipt Number 5649153603. If required, please notify the employee to ensure they are aware the claim has not been submitted to RiskCover.						
Submit Claim	Search Fields						
List Submitted Claims	Receipt Number Employee's Given Name(s)						
List Employee Claims	Filter By						
Manage Claim	Caim rorm Createe Claim rorm in Progress Claim rorm Completed Clogge to Employer Manually Entered Claim rorm Createe						

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

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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