

CompFile

Frequently Asked Questions



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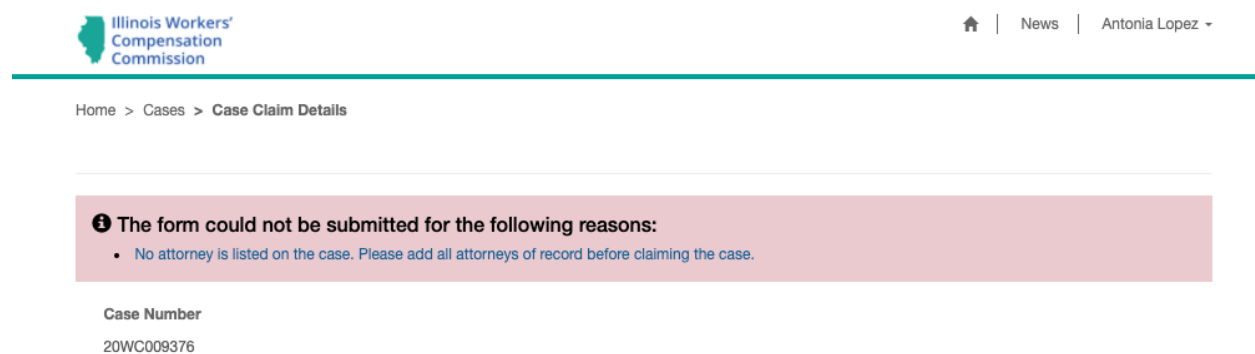
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Claiming Cases and Managing Assigned Attorneys

I need to file an appearance (or substitution) on an unclaimed legacy case.

When you claim the case, do NOT add yourself to the case. Only add your opponent. Then, enter your appearance or substitution in CompFile.

What does this error message mean when claiming a case?



The screenshot shows the Illinois Workers' Compensation Commission website. The header includes the logo and navigation links for Home, News, and a user profile for Antonia Lopez. The breadcrumb trail reads: Home > Cases > Case Claim Details. A red error message box contains the following text: "The form could not be submitted for the following reasons:" followed by a bullet point: "No attorney is listed on the case. Please add all attorneys of record before claiming the case." Below the error message, the case number is displayed as "Case Number 20WC009376".

You will see this error message if you do not address all the legacy law firms by clicking the down arrow to the right, selecting the "Update" option, and using the "Add" or "Remove" function.

What happens if another firm mistakenly claims one of my cases?

You can contact CompFile Support at wcc.CompFile@illinois.gov for assistance with case claiming errors.

Will law firm administrators be able to claim cases on behalf of an attorney user in the same firm, or does the claiming need to be done by the attorney?

The case claiming process can only occur under an attorney's account.

Do both attorneys have to claim a case or is it only the petitioner attorney who must claim it?

Only one attorney (either the petitioner attorney or respondent attorney) claims the case. The claiming attorney should then add the opposing counsel to the case during the case claiming process.

Why are people who claim cases responsible for adding opposing counsel information?

By adding the opposing counsel into CompFile, it allows the opposing counsel to receive notice of your filings. You cannot complete **electronic service** of future filings on an attorney if he or she does not appear on the case in CompFile.

Do we have to case claim for every file we currently have in our office after April 21, 2021?

You need to claim all your active legacy cases. You should claim active cases that appear on a call and that you want to make a filing for in CompFile. You should also claim each consolidated case. If a unique attorney appears on one of the consolidated cases, you must add that attorney to all the consolidated cases to ensure that he or she receives proper notice and electronic service of future filings in the consolidated cases.

Is there a way to identify if a case has already been claimed?

The case appears on the "Cases" screen in your list of cases. Additionally, the attorneys added to the case also receive an email notification that the case has been claimed. If you try to claim a case that has already been claimed, you receive an error message.

Am I able to claim the case if I, as the claiming attorney, am not listed on the case as the legacy law firm?

Yes, the attorney who claims the case can select the "Remove" option for the previous attorney (if no longer an attorney of record on the case) and add himself or herself to the case.

What about subbing into a case?

If an attorney is subbing in from the same law firm, the law firm administrator can handle the change through the "Manage Assigned Attorneys" function in CompFile.

What about subbing from one respondent firm to another respondent firm?

You can easily file an appearance through CompFile. You can also file a stipulated substitution in CompFile and identify the withdrawing law firm and the new firm entering an appearance.

What if an attorney has left the firm? How do we switch the names on existing cases?

Using the "Manage Assigned Attorneys" function, law firm administrators can reassign another attorney within the firm to the case.

If the respondent attorney changes, do we as petitioner attorney need to go in and make changes ourselves?

No, the respondent attorney is responsible for entering an appearance or filing a motion to withdraw or substitute attorney. When you claim the case, you should indicate the respondent attorney who is the current attorney of record for the respondent.

Can the assigned attorney email address be updated if the handling attorney of record within the firm changes during litigation of the case?

The law firm administrator can use the "Manage Assigned Attorneys" function in CompFile to change the handling attorney. The assigned attorney should not make changes to his or her email address just to allow someone else to handle the case.

Will firm name changes make a difference when searching old claimed cases?

If you have an active case in your office and you need to claim it in CompFile, you can update the case to your firm when you claim it.

Can more than one lawyer in a firm claim a case?

No, but the law firm administrator can add an attorney from the same firm to the case as co-counsel.

Can any lawyer in a firm file a motion in a case in which his or her firm is the counsel for the respondent?

Yes.

What if we are dealing with adjusters?

You still claim the case even if a respondent attorney has not entered an appearance on the case. When you go to make a filing on the case, the case parties list will only contain your attorney. That would be a signal to you that there is not a respondent attorney on the case to receive notice of the filing in CompFile. So, you would continue to serve the motion on the employer or insurance company outside of CompFile and attach proof of the service to the filings you submit in CompFile. If the employer or insurance company eventually retains an attorney, that attorney would file an appearance in the case in CompFile to gain access to the case.

We have several cases with approved settlement contracts that still show up on the call sheets. Can we claim the cases and request in the "Changes Needed" section that the case reflect the settled status and be removed from the call sheets?

No – you can simply contact CompFile Support at wcc.CompFile@illinois.gov to update the case to inactive and have the case removed from the call sheets.

For case claiming, if an attorney is not in CompFile, do you leave it blank?

When searching for an attorney from the legacy law firm to add to the case, you may not be able to find him or her in the search list. Only attorneys with registered CompFile accounts appear in the search list. Under the "Add" label, check the box indicating that you could not find the attorney. You can then complete the case claim process without adding the attorney or legacy law firm. Please note, however, that you cannot complete electronic service of future filings on an attorney if he or she does not appear on the case in CompFile. You will need to continue to serve the attorney outside of CompFile and attach proof of service to the filing you submit in CompFile.

For new cases, does filing an application just list the case and the attorney claims it whenever they decide to do so?

You do not have to claim cases that originated in CompFile. The case claiming process is only necessary for legacy cases that originated on paper.

Do we have to claim the firm's closed legacy cases?

No, only claim your active cases (i.e., those cases that appear on calls that you want to make filings for in CompFile).

Applications

If a respondent is d/b/a, would that go in the notes section or would that be a separate respondent?

You can add such information in the "Other Additional Information" field (such as d/b/a Acme Co).

Can you only make changes to the application before you submit it?

If you submit the application and then need to make changes, you must submit an amended application.

Once the case number is received, how can we print a copy of the file stamped app?

On the "Applications" screen, you can change your view to the "My Submitted Applications" view and click the arrow to the right of the application. You can also go to the "Cases" screen and find the case in the case list. Once you open the case, you can scroll to the "Applications" section and print the application documents.

How do I add that I am mailing the application to an insurance adjuster?

You would indicate how you served the application on the proof of service that you attach to the application.

Amended Applications

If we need to amend an app, do we go about it through the "Applications" screen?

No, click on the "Cases" button, find your case, and click the down arrow at the end of the row on the right side. You can then select the "Initiate Amended Application" option.

I have completed an amended application, and when I print it out, there are crossed out elements that I did not change.

This will happen on the printed PDF if you select the "pre-populate" option, but the original application was filed on paper - not in CompFile.

Will we have to attach the original application when we amend pre-CompFile apps?

If originally filed on paper, you would initiate an amended application in CompFile and add a copy of the original application that you filed with the IWCC.

Will the new amended app numerate the amendment automatically (first amended, etc.) or will we need to note that in your system? Will that change depending on legacy cases or ones that originate in CompFile?

It will not specifically note second amendment, third amendment, etc. However, the date filed field will let you know which amended application was filed first, second, or third. There is also a document number associated with each application and amended application submitted in CompFile.

If the change on the amended application is location, will that automatically change venue too?

No, you must file a motion to change venue.

Fee Petitions

For fee petition cases - once we obtain the entered order, we mail it certified to the previous attorney and opposing counsel - if the entered order is in CompFile – will there be a need to send it certified to all parties anymore?

Arbitrators have a method for tracking fee petitions until final disposition. As such, they will "catch" fee petitions from previous attorneys when issuing orders and decisions. That said, CompFile will not automatically email attorneys no longer in the case. You will need to deliver notice to them outside of CompFile.

If I have been substituted out but have filed a fee petition, will I still be listed as an attorney on the case?

No, you will only be listed if the attorney claiming the case lists you.

Legacy Cases and Fee Petitions

- CompFile will only contain information about motions or petitions filed on or after April 21, 2021.
- Information about motions or petitions in legacy cases, which were created prior to April 21, 2021, will not be in CompFile.
- If an attorney filed a fee petition in a legacy case, and the Arbitrator continued it to disposition, this petition will not be in CompFile.
- The simplest way to ensure that a record of your fee petition exists in CompFile is to file a new petition in CompFile and attach a copy of the prior fee petition filing to the new petition.
- You do not have to appear in the case in order to file a fee petition.
- You can indicate to the Arbitrator that the fee petition was already considered, and the Arbitrator can continue the fee petition to disposition to properly ensure that the petition is in place in CompFile.

Notifications

Will the attorney get an email on anything that is happening in CompFile? Whether a motion is granted or is withdrawn, etc.? Or will it be up to the attorney to check CompFile for updates on his or her cases?

Yes, email notifications go to the attorneys on a case in CompFile when a case is claimed, a filing is submitted, an order or decision is issued, a case is dismissed, etc.

If I file something in CompFile, does my opponent automatically get a copy of the filing?

If your opponent is registered in CompFile and is listed as a party on the case, the email notification informs the recipient that action has been taken in CompFile. The attorney can then go into CompFile and access the motion on the "Motions and Other Filings" screen under the "Motions Received in My Cases" view.

Does the attorney who filed the appearance receive an email about the filing (i.e., does attorney receive confirmation of filing)?

Yes, you also receive an email notification after you have submitted the filing. You can also access all your filings on the "Motions and Other Filings" screen under the "My Filed Motions" view.

When you file a motion, is a copy sent to the Arbitrator?

Motions filed in CompFile will be visible to Arbitrators, but they will not receive an email notification.

Do we need to email the Arbitrator and opposing counsel 48 hours prior to the call date with a copy of the motion?

No, do not send filings to Arbitrators via email or any other method other than CompFile.

Once all the cases are claimed, will emails be sent to the attorney of record only, or to the firm address?

The email notifications will go out to the email address of the attorney accounts that are on the case. You can set up a forwarding rule on the attorney's email account if you want to receive email notifications sent to that attorney.

Will email notifications go to non-attorneys, like adjusters or petitioners?

No, CompFile is primarily a system for attorneys. As such, key email notifications are sent to attorneys or pro se petitioners only, as attorneys are intended to correspond with their clients regarding such events. For settlements without respondent counsel, the petitioner attorneys must notify the respondent directly of important status changes.

Petitioners and adjusters only get email notifications when they are being prompted to e-sign. They do not get email notifications that the contract has been approved, has been returned by the commission for adjustments, or has been sent back to the drafter for changes (via the "Changes Needed" button).

Serving the Opponent / Notice of Motion

Will filing in CompFile and having CompFile serve the motion by email on opposing counsel eliminate the need to serve paper copies on opposing counsel? Can the language on our forms be changed to indicate service through CompFile?

Yes, if your opponent appears on the case in CompFile, you can serve them directly through CompFile. This is compliant with our administrative rules. You can simply note "Served through CompFile" if you so choose on the motion you attach in CompFile.

What if there is no attorney on file? And you need to add the employer & adjuster. Would you list both in that field?

The "Status/Review Call" screen contains a field that allows you to list any recipients that will be served the Notice of Motion outside of CompFile. These recipients will appear on the electronic Notice of Motion, which you can print on the filing confirmation screen.

Will we still be required to mail a paper copy of motions to the respondent or respondent attorney?

If the respondent attorney has not yet appeared on a case in CompFile, you will be required to serve the respondent directly outside of CompFile. You can name non-CompFile parties on the "Status/Review Call" screen, and they will appear on the Notice of Motion that gets generated by CompFile. Then, you can print the generated Notice of Motion for non-CompFile service.

Do we still need to serve motions via US Mail?

CompFile shows who will receive the notice via CompFile. If you need to serve someone and they are not listed as being served via CompFile, you need to accomplish service in another manner.

Where is the proof of service, or do we not need that anymore?

Please refer to our administrative rules. If your opponent appears on the case in CompFile, they will be served electronically through CompFile. You only attach a proof of service if you are serving someone outside of CompFile. If you need to serve someone outside of CompFile, you can download the Notice of Motion generated by CompFile and serve that party outside of CompFile.

Do you need to file proof of service with all motions, or can you have it as part of the attachment with the notice of motion and or the 19(b) petition?

Separate proof of service attachments are only necessary if you are also serving the filing outside of CompFile.

What about when there are adjusters on the case and not attorneys?

When you go to make a filing on the case, the case parties list will only contain the petitioner attorney. That would be a signal to you that there is not a respondent attorney on the case to receive notice of the filing in CompFile. So, you serve the motion on the employer or insurance company outside of CompFile and attach proof of service to the filing you submit in CompFile. If the employer or insurance company eventually retains an attorney, that attorney would file an appearance in the case in CompFile to gain access to the case.

How do you serve a pro se petitioner?

Attorneys and pro se petitioners must electronically file all cases and documents in CompFile. If the pro se petitioner does not appear on the case in CompFile, you must serve the motion on the pro se petitioner outside of CompFile until he or she registers and gains access to the case in CompFile. The only way a pro se petitioner would receive notice in CompFile is if they register and file the application themselves - OR - if they complete the pro se paper appearance process. There are resources available for pro se petitioners on the IWCC website.

If there is co-counsel, are they served electronically?

Co-counsel are served electronically if they have appeared on the case in CompFile.

Is the attorney's signature automatically inserted?

Yes, CompFile automatically applies the attorney's signature to the Notice of Motion generated by CompFile.

Is the Notice of Motion cover sheet still required? If so, how do we prepare the form?

CompFile automatically generates the Notice of Motion for all filings that appear on a status call or review call.

When we file a 19(b) petition, do we also have to submit a request for hearing with it or just the notice of motion?

You must attach the substantive motion. A motion must be attached to every Notice of Motion. That is a requirement noted on the Notice of Motion form. Again, CompFile generates the Notice of Motion for you but you still need to attach the actual motion.

Should we prepare motions, petitions, etc. with the forms on the IWCC website and/or forms created from our current database? And do we need to add the prepared form with the attorney signature to CompFile?

If an attorney needs to sign the actual motion, they will still need to sign or e-sign it prior to attaching it in CompFile. CompFile only generates the Notice of Motion and applies the filing attorney's e-signature automatically to the Notice of Motion only.

Forms

Are there “electronic forms” per se in which you would complete the fields as with the settlement contracts?

When submitting a motion or filing via CompFile, you will still use all the same forms. You will attach them before submitting the motion.

Can we download the documents our opponents submitted in CompFile?

Yes, you can access whatever document opposing counsel attached to the filing on the “Motions and Other Filings” screen under the “Motions Received in My Firm’s Cases” view.

Will the attorney rep agreement be available on CompFile with the possibility of being e-signed by the petitioner or will we need to have the agreement signed the old fashion way by the petitioner and then attached to the application when routing for filing?

Signed the old fashion way. We heard from petitioner attorneys that they often mark up the form with their own language. We wanted to provide flexibility with that document.

Multiple Filings

When filing multiple motions, do we also have to file a request for hearing form? How do we file all of these in one filing on CompFile?

You would file each motion separately. All the motions you file would then appear as pending motions for the selected status call. This is a change from previous practice where the IWCC allowed multiple “checkboxes” on the paper Notice of Motion and Order form.

If I have a claimant with multiple cases assigned to different Arbitrators and I want to file a motion to consolidate all the cases before the Arbitrator assigned to the earliest filing, how would I do so?

A motion to consolidate will electronically serve all attorney parties on all cases being consolidated. When consolidating, the Arbitrator assigned to the oldest still active case becomes the assigned Arbitrator for all consolidated cases. The motion to consolidate filing type allows you to select multiple cases for consolidation.

If you have a petitioner with three cases, can you type all three WC case numbers on a notice of motion?

For consolidated cases, you should submit filings and documents only under the primary case number (i.e., the case filed first with the lowest case number). For cases that are not consolidated, you need to submit filings separately under each case number.

Transcripts

Are you able to download the transcript and save it to your firm's database? Or can the electronic transcript only be accessed on CompFile and/or the IWCC website?

You will be able to download a PDF copy of the transcript from CompFile after payment is provided to the preparing court reporter.

What if we need to redact information from transcript to comply with Supreme Court Rules?

You will not upload the transcript back into CompFile, but only the authentication page. The transcript that you authenticate will be available to the Commissioner in CompFile. If there is information in the transcript that must be removed, you should contact the court reporter directly or the Arbitrator who admitted the exhibit.

Should the authentication page have real, scanned signatures of the attorneys?

Yes, coordinate the signatures outside of CompFile, scan one transcript authentication page with **all** signatures, and upload it.

If a petition for review was filed on paper, do we return/file to the IWCC on paper or do we upload the transcript in CompFile?

If the petition for review was filed on paper, the transcript and the authentication page should be on paper.

Call Sheet Tips

Where are the line numbers on the call sheet?

The call sheets in CompFile use the term "sequence number" to refer to a case's line number. Five days prior to the call, CompFile sequences the cases on the call sheet, and that call sheet is considered "locked" when the sequence numbers are assigned.

Where is the Return to Call date?

If you download/print the call sheet, the RTC date appears at the top of the call sheet – but only after it is sequenced.

I want to see all my cases for status call on a particular day.

On the "Motions and Other Filings" screen, attorneys can select the "Motions Received in My Firm's Cases" view and sort by status call date. It will not show redline cases, but you can use your case list and sort by case number to get a quick sense of which cases are going to be redlines based on the case number. Redlining is now calculated - 3 years after date filed.

Off the Call Dates

What if we need to file a 19(b) off the call – the months in between the official status calls? Will we have that option in CompFile?

Yes. 19(b) filings allow you to "chase" the Arbitrator around to his or her different call locations.

Will attorneys be able to file motions off the call?

CompFile only displays an Arbitrator's off-cycle call dates if the "Petition for Immediate Hearing under Sect. 19(b)" filing type is selected.

You should only file a 19(b) for true 19(b) scenarios. However, choosing "Petition for Immediate Hearing under Sect.19b/8a/death, permanent total benefits" is the only way you can choose an off-the-call date from your side.

Per the rules, all motions except 19(b) and 8(a) petitions are scheduled for a status call every 3 months. Due to COVID, more Arbitrators have accommodated off-cycle filings, but this is not IWCC's standard operating procedure. However, you can file motions on the regular status call cycle and ask the Arbitrator to consider them earlier.

If you have arranged for another date with the Arbitrator, you should make the filing, choose the next available date, and the Arbitrator should adjust the date and time on their side based on the arrangements they made directly with you. (Depending on the scenario, this kind of date adjustment may not show up on the call sheet.)

When filing a 19(b) with another filing, how can we have the other filing heard on the date of the 19(b) when I only get the regular call schedule on the drop-down menu?

You would file each motion separately and contact the Arbitrator to request that they hear the motion with the 19(b).

Settlements

Will our settled cases show up as active cases?

If the case is settled, it will show up as an inactive case.

As a respondent firm, can we pre-populate settlement contracts that we draft even though we do not file the initial application as petitioner attorney?

Yes, it will pre-populate the settlement contract based on the application submitted in CompFile. The prepopulate function does not work if the original application was filed on paper.

The wrong attorney is showing up on this settlement contract and there is no "Add" or "Remove Attorney" button so that I can correct it.

You cannot add or remove attorneys on settlements that have a case number. That is because the attorneys will auto-populate on the settlement based on previous filings in the case. If the wrong attorney is on the case, the case will have to be addressed first via an attorney dismissal or withdrawal – or by using the "Manage Assigned Attorneys" function if both the departing and new attorneys are from the same firm. Once the case itself has the correct attorneys listed, the contract should be deleted and re-drafted.

The "Submit" button is not working.

For the "Submit to IWCC for Approval" button to become activated (blue instead of faded) –

1. All parties must show a date in the "Date Signed" column on the "Add Signature and Submit to IWCC" screen.
2. There must be an attached medical report that was uploaded under the Document Set Type: "Medical Report" (not "Other").

If the "Submit to IWCC" button is activated (blue instead of faded), and you get a pop-up box that says, "Are you sure you want to submit this settlement?" then after you click the "Yes" button – nothing happens, please log into CompFile using the Chrome web browser. This has solved the problem for others who have described the same experience.

The petitioner/adjuster is trying to sign but he keeps getting an "Invalid Invitation Code" error message.

The link in the email invitation to register expires after 5 days. If the invitation has passed the 5-day expiration, the attorney can re-send the invitation by clicking the down arrow to the right of the name on the "Add Signature and Submit to IWCC" screen and selecting the "Resend the invitation" option.

If the invitation is not expired - that means they have already set up a password and registered in CompFile, but they are clicking the link in the email to register again. Direct them to simply log into CompFile through the portal sign-in page.

I'm not getting the down arrow to e-sign.

For non-attorneys (petitioners and non-attorney respondents/adjusters) the arrow to e-sign disappears after the person has signed. Check for a date in the "Date Signed" column to see if they have already successfully e-signed.

How do you add an adjuster to a settlement contract?

This is done on the "Add Respondent" screen by selecting the "Yes" option to the "Does respondent's insurance or service company need to sign the settlement contract?" question.

Do adjusters need to register in CompFile?

An adjuster will be invited to register for CompFile when an attorney adds him or her to the settlement in CompFile and routes the contract for signatures. When this happens, CompFile will send the adjuster an auto-generated email with a registration link. This is the only way adjusters can register in CompFile.

I had to make changes to this contract, and now it will no longer show up in the adjuster's active settlements.

Once you route for signatures again, the adjuster will see the settlement in his or her list of active settlements.

Why do claims adjusters not receive emails notifying them when the contract has been approved?

CompFile is primarily a system for attorneys. As such, key notification emails are sent to attorneys (or pro se petitioners) only, as attorneys are intended to correspond with their clients regarding such events. Settlements without respondent counsel are a unique scenario, in that they can proceed without respondent counsel, but petitioner attorneys must notify the respondent directly of important status changes.

Petitioners and adjusters only get email notifications when they are being prompted to e-sign. They do not get email notifications that the contract has been approved, has been returned by the commission for adjustments, or has been sent back to the drafter for changes (via the "Changes Needed" button).

How can I change the drafter of a settlement contract to another attorney?

The drafter of a settlement contract cannot be changed. The contract needs to be deleted and re-drafted under the new attorney's CompFile account.

How can I add more than one case number to a contract that involves multiple cases?

After you have added the first case number, put your cursor back in the "Add case(s)" field, backspace, and enter the second number. Then click "Search," and you will be able to add the second case.

The cases do not have to be consolidated to be included on the same contract together.

When drafting a contract that involves multiple cases, fill in the fields with the information from the oldest case. Then use the various "notes" fields to include information about the other case(s) and/or point to the terms of settlement.

We received an email stating that a contract "needs changes or has not been approved." However, I can't tell what needs to be corrected. How are we supposed to determine the problem with the contract?

If the contract is in the "Returned by Attorney" status, that means the drafting attorney is making changes and they (or you) clicked the "Changes Needed" button.

If the status of your contract is in the "Returned by Commission" status, you can view the Arbitrator or Commissioner's required changes by clicking the down arrow to the right of the settlement and selecting the "View Adjustments/Rejections" option.

My attorney would like to strike out or delete #3 under Petitioner's signature - states: "3. My right to any further medical treatment, at the employer's expense for the results of this injury." Is there a way to do this?

Striking through text in the petitioner's signature attestation to reinforce reservation of rights is no longer necessary as the attestation now ***always*** defers to the terms of settlement. To view the attestation language, you can print a copy of the contract on the "Add Signature and Submit to IWCC" screen or click the down arrow to the right of the settlement on the "Settlements" screen. Notice in the contract that it says: "I understand that by signing this contract, I am giving up the following rights unless

expressly reserved or left open for a specified period of time in the terms of settlement."

I accidentally submitted the settlement contract to the IWCC, but there is an error that needs correction.

If you have already submitted a settlement for approval, please contact the assigned Arbitrator or Commissioner directly and ask him or her to return it for adjustments. The settlement status will change to the "Returned by Commission" status, and you will be able to make edits, re-route for signature, and re-submit for approval.

Pro Se Settlements

Does the pro se petitioner need to have something filed in CompFile before the respondent attorney can initiate a pro se settlement contract?

No. You can create a pro se settlement contract even if the pro se petitioner is not registered yet in CompFile and/or if there are no existing filings in CompFile.

What about for respondent attorneys who receive referrals where an adjuster reaches an agreement with an unrepresented worker? Will the respondent attorney need to file an application or will the pro se need to do so?

You can create a file with a pro se settlement contract in CompFile. Once the contract is submitted, the case will receive a case number and Arbitrator assignment.

Will the respondent attorney have to instruct the pro se petitioner to set up an account in CompFile to e-sign?

When you add the pro se petitioner to the contract, the pro se petitioner is sent an email to set up an account so that he or she can e-sign the settlement contract. The pro se petitioner does not have to be registered ahead of this step.

Other

Are motions submitted through CompFile date-stamped?

No - motions, applications, and other filings are not file-stamped. You can confirm the date filed in CompFile.

What is the deadline for filing motions through CompFile? Specifically, how many days prior to the status call do motions need to be filed?

You can submit motions at any time prior to a status call. Please refer, however, to the administrative rules for the days required to provide proper notice to your opponent.

Are we to assume we cannot file a motion or the case will not show up unless we have filed our appearance?

Yes, you can use the case claim process for legacy cases originally filed on paper to note yourself as the attorney of record – or for non-legacy cases – you would file an application, appearance, or stipulation to substitute attorneys to access a case and make future filings.

Per the Special Circumstances procedures - we need to file a motion/RFH in order to get a pre-trial date from the Arbitrator even for redline cases - will this still be the case using CompFile?

Yes.

Can electronic appearances be e-filed on the same day as an Arbitrator's status call or on an Arbitrator's hearing date or are there restrictions?

There are no restrictions on when you can submit a filing in CompFile.

What does the "No Action Taken" status mean?

CompFile automatically RTCs (returned to call) a case if a motion is not acted upon within 7 days of the status call. If the Arbitrator wants to take action on the motion after 7 days, the Arbitrator can activate the filing in order to grant, deny, etc. *(continued on the next page)*

The “No Action Taken” status will also show for filings on which no Arbitrator action is needed (such as an appearance).

Proposed Decisions

All proposed decisions are handled outside of CompFile. Proposed decisions are to be emailed directly to the Arbitrator or Commissioner, as they were before CompFile.

Appellate Court Filings

You do not need to submit copies of appellate court filings via CompFile. That process is handled outside of CompFile.

Exhibits

Exhibits are not handled in CompFile. Attorneys should bring them to the hearing / handle as before CompFile.

The phone number that appears on email notifications and settlement contracts does not match the phone number in my profile.

The phone number is populated from the number listed under the “Law Firm Details” screen, not the individual profile of an attorney. The information on the “Law Firm Details” screen can be edited by the law firm administrator.

I have reset my password multiple times and still cannot log into the portal.

CompFile locks you out for 2 hours after 7 failed log-in attempts. You can contact CompFile Support at wcc.CompFile@illinois.gov to find out when the lockout ends.

I keep getting an “invalid invitation code” message.

The link in the email invitation to register expires after 5 days. If the invitation has passed the 5-day expiration, the invitation needs to be resent.

This error message will also display if you have already set up a password and registered in CompFile but are clicking the link in the email to register again. If you have already set up a password in CompFile, you can simply log in through the portal

on the CompFile sign-in page. You do not need to click the link in any further email notifications.

I received notification of a submitted motion, but when I click on the link in the email notification, it says I do not have the appropriate permissions.

You will get this error message if you are not logged in to CompFile when you click the link.

I have forgotten my username.

Your username is your email address.