

Workers' Compensation Automation and Integration System (WCAIS)



Why Your Law Firm Should Register as a Law Firm User in WCAIS
October 2025



Why Your Law Firm Should Register as a Law Firm User in WCAIS

Agenda



- 1 Introduction
- 2 User roles overview
- 3 Key processes
- 4 What role should I choose?
- 5 Additional considerations
- 6 Q&A and resources

Introduction



What is a role?

A role is a set of permissions or responsibilities assigned to WCAIS users. A role determines what a person can see, do, or change within the system.

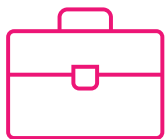
Why roles matter in WCAIS

Selecting the correct role provides data security and allows multiple users to take separate actions on the same Claim.

Why roles matter to law firms

Registering as the appropriate user role ensures efficient and effective case management within a law firm.

User Roles Overview



Attorney

Licensed by the Pennsylvania Supreme Court. The primary case manager, responsible for all aspects of claim management. Can grant access to law firm users for support and collaboration.



Law Firm Administrator

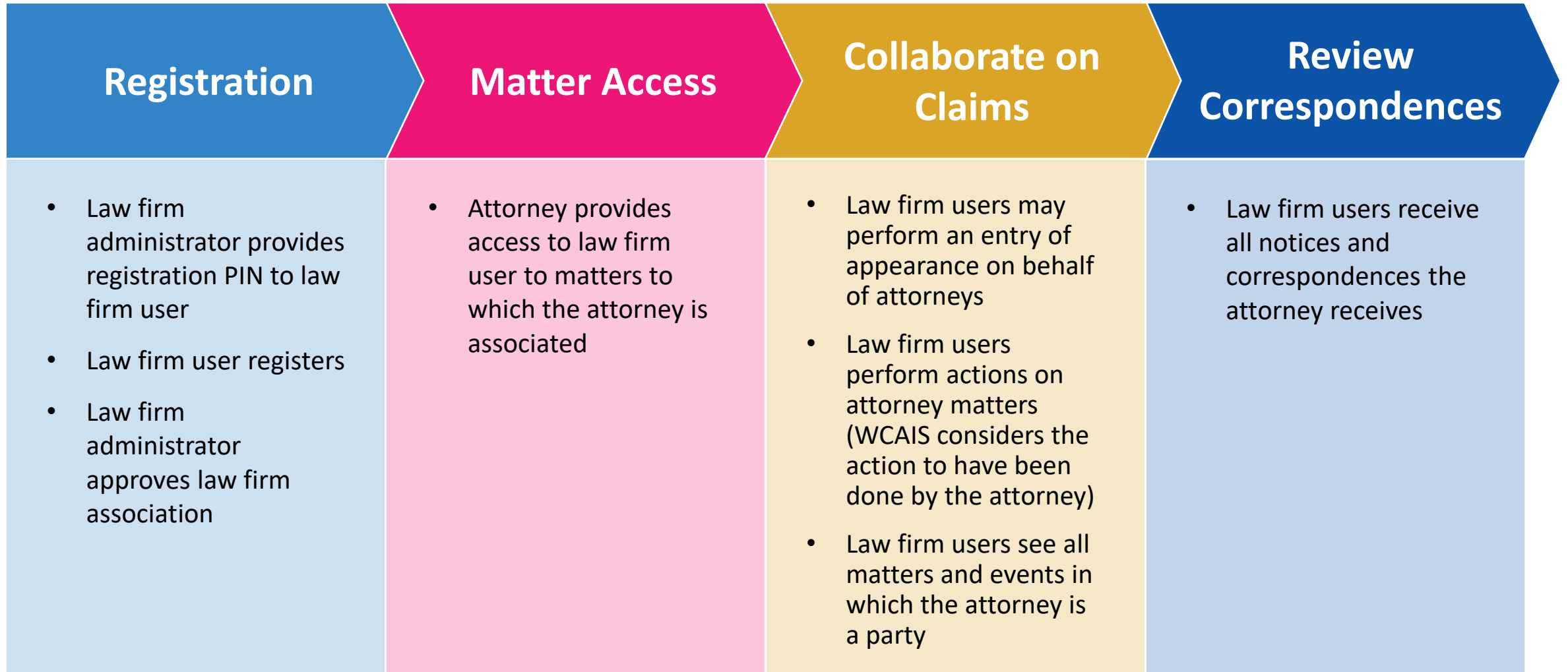
Handles the law firm in terms of approving access when roles associate to the firm. Can also perform mass entries of appearance and withdrawals of appearance with personnel changes within the firm.



Law Firm User

Other workers at the law firm can easily switch between attorneys directly from their WCAIS dashboard. This role is perfect for paralegals completing actions on behalf of multiple attorneys and attorneys managing others in the firm.

Key Processes



Why Your Law Firm Should Register as a Law Firm User in WCAIS

LF Admin | Law Firm PIN

Dashboard

Personalize Your Dashboard

My Claims



Add Item



You are registered as an administrator for your organization. Provide organization pin to your non-administrative users to register themselves into WCAIS. [Click here](#) to view your organization pin

1

Change Profile

Keystone ID

user1234

Organization Name

Law Firm

Federal Employer Identification Number

11-1111111

WCAIS User Registration PIN

11111111

Status

Active

2

WCAIS Roles

Law Firm Administrator

A **law firm administrator** needs to provide the law firm's PIN to a law firm user:

1. Select the **click here** link in the yellow section at the top of the WCAIS dashboard.
2. Find the **WCAIS user registration PIN** for the law firm and provide it to the law firm user which needs to register.

Why Your Law Firm Should Register as a Law Firm User in WCAIS





LF User | Registration

Login

Keystone Key

Keystone ID

Password

Log In

[Are you a HandS User?](#)

1 [Are you a New User?](#)

[Forgot Password?](#)

[Forgot your Keystone ID?](#)

[Have a question?](#)

Self Registration - User Selection

Individual users, please select one of the following options

- I am an attorney
- I am a claimant
- I am a Dependent of a deceased claimant

Organizational users, please select one of the following options *(required)*

- I am an employer, or I am an employer's representative. (Please select this option if you are an authorized individually self-insured employer or a representative or guarantying entity of a self-insured employer)
- I am a Healthcare Provider (Facility / Group e.g. Pharmacy, Hospital), or I am a Healthcare Provider's representative
- I am an insurer, or I am an insurer's representative (Insurance Carrier)
- 2** I am a Law Firm, or I am a Law Firm's representative
- I am a Third Party Administrator (TPA), or I am a TPA's representative
- I am an existing Utilization Review Organization/Peer Review Organization (URO/PRO), or I am an existing URO/PRO's representative
- I am a Group Self-Insured Fund Admin, or I am a Group Self-Insured Fund Admin's representative
- I am an applicant Utilization Review Organization/Peer Review Organization (URO/PRO), or I am an applicant URO/PRO's representative

A law firm user needs to register in WCAIS:

1. Select the **Are you a New User?** link on the WCAIS homepage.
2. Select the **I am a Law Firm, or I am a Law Firm's representative** radio button.
3. Press the **Register** button.

3 **Register**



LF User | Registration (Cont'd)

Law Firm Self Registration Request - Role in the Organization

PROGRESS

1 Organization Role 2 Identifying Information 3 Online Agreement 4 Account Information 5 Verify Information

Tell us about your role in your organization (required)

I am an administrative law firm user (responsible for administering WCAIS user accounts within the organization)

I am a non-administrative law firm user (requires registration pin provided by WCAIS administrator of your organization)

4

- 4. Select the **I am a non-administrative law firm user (requires registration pin provided by WCAIS administrator of your organization)** radio button.
- 5. Enter the **User Registration PIN** provided by the law firm administrator. Enter all remaining details to register in WCAIS.

Law Firm Self Registration Request - Identifying Information

PROGRESS

✓ Organization Role 2 Identifying Information 3 Online Agreement 4 Account Information 5 Verify Information

Since this is the first time you are accessing WCAIS, please confirm the following details to complete your registration.

Tell us about yourself.

First Name (required) Last Name (required)

Email Address (required) Confirm Email Address (required)

Tell us about your organization

User Registration PIN (required) 5

LF Admin | Registration Approval

Home

Search

Helpline

My Matters

WCAB

Profile

Admin

Dashboard

You are registered as an administrative user to register

Alerts

Modify User

Reset Password

Pending Approvals

Pending Approval Request

Approval Request Search

Approval Request Status (required)
Pending

Search

Approval Requests (1)

Select One	Keystone Id ↑	Name ↓	Email Address ↓	Request Date ↓
<input checked="" type="radio"/>		First Last	name@email.com	09/03/2025

Cancel

Select and Continue

A law firm administrator needs to approve the law firm user's registration:

1. Navigate to **admin > pending approvals** in the WCAIS Menu.
2. Select **pending** from the **approval request status** drop-down menu.
3. Press the **search** button.
4. Select the radio button for the approval request.
5. Press the **select and continue** button.



LF Admin | Registration Approval

Registration Request

User Registration PIN ⓘ
11111111

First Name: First Last Name: Last

Email Id ⓘ
name@email.com

Reason for Approver's Decision (required)

Reason for decision

15 characters entered

Return to List **Approve** Reject Save

6

7

- 6. Enter a **reason for approver's decision** in the text field.
- 7. Press the **approve** button.

Attorney | Manage Access of Law Firm Users

The screenshot shows the WCAIS menu bar on the left. The 'My Matters' option is highlighted with a red box. Below it, the 'Manage Access of Law Firm User' option is also highlighted with a red box. A blue circle with the number '1' is placed over the 'Manage Access of Law Firm User' option.

The screenshot shows the 'Manage access to My Matters with Law Firm Users' page. At the top, there is a checkbox with a blue circle '2' next to it. Below this is a 'List of Users (2)' table with a blue circle '3' next to the first row. At the bottom right, there is a 'Submit' button with a blue circle '4' next to it.

Manage access to My Matters with Law Firm Users

My Law Firm Users

You may designate one or more law firm users to perform functions on your behalf in WCAIS. You remain responsible for any actions taken by the law firm user(s) you designate. You can revoke an individual's user status any time by managing your access. (required)

List of Users (2)

<input type="checkbox"/>	Law Firm User Name ↑
<input checked="" type="checkbox"/>	FIRST LAST
<input type="checkbox"/>	FIRST LAST 2

Showing 1 - 2 of 2

Cancel Submit

An **attorney** can select law firm users to have access to their matters:

1. Navigate to **My Matters > Manage Access of Law Firm User** on the WCAIS Menu bar.
2. Check the box to confirm your understanding that the law firm user can perform actions on your behalf.
3. Check the box(es) of the appropriate law firm user(s).
4. Press the **Submit** button.

LF User | Act on Behalf of Attorney

Workers' Compensation Automation and Integration System

LAW FIRM USERS

All Matters Search...

Dashboard

Personalize Your Dashboard My Claims

Please Select an Attorney to work for

- ATTORNEY 1
- Select One -
- ATTORNEY 1
- ATTORNEY 2

+ BWC (0)

+ WCOA (2)

Attorneys who have provided access to the law firm user will display in a drop-down menu on the law firm user's WCAIS dashboard. Law firm users may only work as one attorney at a time.

Note: Until an attorney is selected, no matters will display in a search, the dashboard will not include any matters, and the calendar will be empty.

Workers' Compensation Automation and Integration System

LAW FIRM USER (working for ATTORNEY 1)

All Matters Search...

Dispute Summary

WCAIS Claim #: 1111111
Dispute: DSP-1111111-1

Prior to performing actions on behalf of an attorney, check that the attorney's name displays in parentheses in the upper-right hand corner of the screen.

General Information Interested Parties & Associated Recipients Petitions and Answers Hearing Information Mediation Information

Exhibits Witness Requests Briefs Decision Documents and Correspondence

Below is a list of Brief Schedules that have been set by the assigned Judge. To submit a Brief or Request for a Brief Extension, select the respective action from the drop-down and select the "Continue" option.

My Brief Schedule (1)

Select One	Submitting Party	Brief Due Date	Date Submitted	Briefs	Document Description
o	ATTORNEY 1 (Claimant's Attorney)	08/22/2025			

Action

Submit Brief Continue

Why Your Law Firm Should Register as a Law Firm User in WCAIS



LF User | Complete EOA on Behalf of Attorney

Dashboard

- Home
- Search
- Helpline
- My Matters**
 - Manage My Matters
 - Request for Entry of Appearance**
 - Multiple Request for Entry of Appearance
 - Withdrawal of Appearance
- WCAB
- WCOA
- Healthcare

Using the WCAIS Menu, navigate to **My Matters > Request for Entry of Appearance**.

Request for Entry of Appearance

For Law Firm Users / Admins

Requesting Entry of Appearance on behalf of

ATTORNEY 1

Law Firm Users can request Entry of Appearance for any Attorneys for whom they have been provided access.

To submit a Request for Entry of Appearance, select a party below. Once a party is selected additional fields will display.

Please select the party on whose behalf you are entering your appearance (required)

Defendant/Employer

Please select a criteria for identifying the claim (required)

WCAIS Claim Number and Date of Injury

Enter the WCAIS Claim Number and the Date of Injury

WCAIS Claim Number (required)

00000000

Date of Injury (required)

09/09/2022

MM/DD/YYYY

I hereby certify that I am this day serving my entry of appearance in the claim above upon all persons and entities associated with the claim, in a manner that satisfies the requirements of the Pennsylvania Workers' Compensation Act, 77 P.S. § 1, et seq. and relevant regulations. I understand that all parties to this matter must be provided with an electronic or paper copy of my entry of appearance in this matter. (required)

Cancel

Submit





LF User | Access Attorney's Correspondences

Workers' Compensation Automation and Integration System

LAW FIRM USER (working for ATTORNEY 1)

All Matters Search...

WCOA Dashboard | WCAB Briefs and Requests Dashboard | Records Request Dashboard | File a WCOA Petition | Judges' Procedures and Policies

Correspondence (500) [Search Correspondences](#)

Document Type ↑	Case #	Claimant/Employee Name	Date Sent ↑
Revised Brief Schedule	A11-1111	LAST, FIRST	09/05/2025
Request for Entry of Appearance	1111111111	LAST, FIRST	09/04/2025
Respondent Brief Due Date Notice	A11-1111	LAST, FIRST	08/27/2025
UEGF Notice Not Received Second Letter			08/15/2025
UEGF Notice Not Received Second Letter			08/15/2025

Showing 1 - 5 of 500

<< < 1 2 3 4 5 6 7 8 9 10 > >>

When law firm users log in to WCAIS, no correspondences will display. Once an attorney is selected, that attorney's correspondences will display on the WCAIS dashboard.

LF User or Attorney | Filtering Correspondences

Correspondence (500) [Search Correspondences](#)

x

Freeze Header
 Show Filter
[Export to Excel](#)

Document Type ↑	Case #	Claimant/Employee Name	Date Sent ↑
Respondent Brief Due Date Notice	A22-2222	LAST, FIRST 1	09/12/2025
Revised Brief Schedule	A22-2222	LAST, FIRST 1	09/05/2025
Request for Entry of Appearance	2222222	LAST, FIRST 1	09/04/2025

Viewing 3 filtered records.

A law firm user or attorney needs to view all correspondences for a specific claimant:

1. Press the gear icon to display the settings for the grid.
2. Check the show filter box.
3. Enter the claimant's name into the filter results field.

LF User | Upcoming Events

Workers' Compensation Automation and Integration System

LAW FIRM USER NAME (working for ATTORNEY NAME)

Claim Search

Dashboard

Personalize Your Dashboard
My Claims Add Item

In performing administrative functions in WCAIS, the law firm user acknowledges that he or she is acting under the authority and direction of the supervisory attorney.

Please Select an Attorney to work for
ATTORNEY NAME

Upcoming Events (106)

Legend: First Hearing, Hearing, Final Hearing, Mandatory Mediation, Voluntary Mediation, Informal Conference, Conference Call, Resolution Hearing, WCAB Hearing, Cancelled Event

September 2025

Day Week Month Today

Monday	Tuesday	Wednesday	Thursday	Friday
01	02 01:00 PM LAST, FIRST / COMPANY Judg	03 11:00 AM LAST, FIRST / COMPANY Judg	04 01:00 PM LAST, FIRST / COMPANY Judg	05 10:15 AM LAST, FIRST / COMPANY Judg
08	09	10 11:30 AM LAST, FIRST / COMPANY Judg	11 09:30 AM LAST, FIRST / COMPANY Judg 10:15 AM LAST, FIRST / COMPANY Judg 11:00 AM LAST, FIRST / COMPANY Judg	12
15	16	17	18	19
22	23	24	25 10:30 AM LAST, FIRST / COMPANY Judg 02:00 PM LAST, FIRST / COMPANY Judg	26 02:45 PM LAST FIRST / COMPANY Judg
29	30 10:15 AM LAST, FIRST / COMPANY Judg 03:30 PM LAST FIRST / COMPANY Judg	01 09:45 AM LAST, FIRST / COMPANY Judg 11:00 AM LAST, FIRST / COMPANY Judg	02 10:00 AM LAST, FIRST / COMPANY Judg 11:00 AM LAST, FIRST / COMPANY Judg	03 10:30 AM LAST FIRST / COMPANY Judg 11:00 AM LAST, FIRST / COMPANY Judg 02:40 PM LAST, FIRST / COMPANY Judg

Law firm users can view the upcoming events for the selected attorney on their WCAIS dashboard.

Why Your Law Firm Should Register as a Law Firm User in WCAIS



LF User | WCOA Dashboard

Workers' Compensation Automation and Integration System

LAW FIRM USER NAME (working for ATTORNEY NAME) ▾

Claim ▾ Search...

Dashboard

Personalize Your Dashboard

My Claims ▾ Add

⚠ In performing administrative functions in WCAIS, the law firm user acknowledges that he or she is acting under the authority and direction of the supervisory attorney.

Please Select an Attorney to work for

ATTORNEY NAME ▾

Alerts

[Expand](#)

- + BWC (0)
- + WCOA (3)
- + WCAB (5)
- + General (2)

Quick Links

- WCOA Dashboard**
- Judges Procedures and Policies

Law firm users can view the WCOA dashboard of the attorney that they are working for by selecting the WCOA dashboard link within the quick links menu.

The WCOA dashboard displays the selected attorney's:

- Upcoming briefs
- WCOA petitions / answers
- WCOA requests
- Judge communication



Workers' Compensation Automation and Integration System

Law Firm User Name (working for Attorney Name) ▾ ?

Claim ▾ Search...

WCOA Dashboard

Upcoming Briefs (12)

Dispute Number	Brief Due Date	Status	Claimant/Employer Name	Defendant/Employer Name
DSP-11111-1	09/25/2025	Pending	LAST, FIRST	COMPANY
DSP-11111-1	09/26/2025	Pending	LAST, FIRST	COMPANY NAME

Showing 1 - 12 of 12

WCOA Petitions / Answers (1)

Matter Number	Petition Number	Petition Type	Filed Date	Filed By	Claimant/Employer Name	Defendant/Employer Name	Status
DSP-11111-1	PET-202509231111111	Claim Petition (LIBC-362)	09/23/2025	LAST, FIRST	LAST, FIRST	COMPANY	Processed

WCOA Requests (8)

Dispute Number	Request Type	Submitted Date	Filed By	Claimant/Employer Name	Defendant/Employer Name	Last Updated Date	Status
DSP-11111-1	Subpoena Request	09/23/2025	LAST, FIRST	LAST, FIRST	COMPANY	09/24/2025	Approved

Showing 1 - 8 of 8

Judge Communication (120)

Mark As Read	Date	Dispute Number	Claimant Name	Judge Name	Judge Letter	Action
<input type="checkbox"/>	09/15/2025	DSP-11111-1	Last, First	LAST, FIRST	Attorney Last, thank you for the update. I will re-diary it for 30 days.	

Showing 1 - 25 of 120

Why Your Law Firm Should Register as a Law Firm User in WCAIS



What role should I choose?

	Attorney	Law Firm User	Law Firm Administrator
Entry/withdrawal of Appearance	✓	✓	✓
File on behalf of an attorney	✓	✓	✗
Easily see all matters associated to a particular attorney	✓	✓	✗
Easily see all events associated to a particular attorney	✓	✓	✗
See all correspondence on the dashboard	✓	✓	✗
Manage access to matters (sharing)	✓	✗	✓
Disassociate attorney with law firm	✓	✗	✓
Approve association with the law firm during registration	✗	✗	✓
Reset password for law firm users and attorneys	✗	✗	✓
Modify law firm profile	✗	✗	✓

Why Your Law Firm Should Register as a Law Firm User in WCAIS

Additional Considerations



Completing actions for multiple attorneys

- When completing tasks for multiple Attorneys, the best approach is to complete actions for one Attorney at a time.
- If Law Firm Users act as multiple Attorneys across multiple browser tabs, it causes data issues.

Caution When Completing Actions for Attorneys

- When completing actions for an Attorney, double-check the name in the upper right-hand corner of your screen to confirm that it displays the correct Attorney name.
- If the Attorney's name does not display, WCAIS will view the action as the Law Firm User performing it instead of the Attorney.

Using Roles to Your Advantage

- One individual may register for multiple roles within WCAIS – each role would have a different Keystone ID
- Senior Attorneys may choose to register as a Law Firm User to monitor case management

Q&A and Resources

Access WCAIS Online Help

- WCAIS Online Help is available for detailed instructions on various Law Firm and Attorney actions.



WCOA Resource Center

- Direct specific questions to the WCOA Resource Center for personalized support regarding WCOA-related matters.



Session Q&A Time

- Questions? The hyperlink to the questionnaire is found in the chat.
- For additional step-by-step instructions please find the [Attorney Comprehensive WCAIS Survival Guide](#).



BWC Helpline

- Questions regarding how to complete WCAIS registration and resetting passwords should be directed to the BWC Helpline.



Workers' Compensation Contacts

Bureau of Workers' Compensation (BWC)

Information Services Helpline:

Toll-free inside PA: (800) 482-2383

Local outside PA: (717) 772-4447

Email: ra-li-bwc-helpline@pa.gov

Workers' Compensation Office of Adjudication (WCOA)

Phone: (844) 237-6316

Email: wcoaresourcecenter@pa.gov

Workers' Compensation Appeal Board (WCAB)

Phone: (717) 783-7838

Email: ra-li-wcab@pa.gov

Why Your Law Firm Should Register as a Law Firm User in WCAIS