



Australian Government

Comcare

EMPLOYER USER GUIDE—ONLINE CLAIM LODGEMENT

REVIEW AND ACTION AN EMPLOYEE'S CLAIM AS A CASE MANAGER

If you do not have access to online claim lodgement please contact your agency's Super User.

Step 1—Login

1. Go to <https://forms.comcare.gov.au/>
2. Go to the Employer tab. Enter your user name and password and click 'Login' to proceed.

Step 2—Processing forms

1. Select a claim for processing from the list by clicking on the form name.
2. Review the claim information entered by the employee. *Note: these details cannot be changed by the employer and are for review only.*
3. Click  until you reach the 'Employer Details' screen, and select the claim case manager from the drop down menu.
4. Click  to reach the 'Employee Claim Details' screen, and enter the employee's AGS or payroll number. This will automatically populate the Liable Employer Details.
5. You can save any changes you have made and return to the record at a later time by clicking .

Step 3—Attachments

1. To upload electronic copies of medical certificates, or other attachments, click 'Upload New'.
2. Click 'Browse' from the pop up window. Navigate to and click the document and press 'Open', then click 'Start upload'.
Note: The combined size of any documents uploaded cannot exceed 10mb.
3. You can add another attachment by clicking  and remove an attachment by clicking .
4. You can navigate to the previous page by clicking  or proceed to the next page by clicking .

Step 4—Submit

1. Read and agree to the declarations by selecting the checkboxes and clicking 'Submit'.
2. A message will appear to confirm the claim form was submitted successfully and that an email will be sent with a PDF attachment.
3. Log out by clicking  in the top right hand corner or click 'Back to tasks list' to return to the list of claim submissions.