



Document Submission via Online Forms Portal – Quick reference guide for Employers

Who should use this guide?

This guide explains how authorised employer representatives can submit documents directly to a claim within their agency.

Important: Ensure you have Employer access for Comcare's [Online Forms Portal](#). Please contact your agency's super user to assist you or if you require access.

Before you submit any documents, ensure you have the employee's claim details available, so the documents can be placed directly onto claim file. You can submit a maximum of 10 files per submission and up to 20MB per file. Files must not be password protected, corrupted or contain cloud-storage links.

Instructions

1. Log into through the **Employer Online Forms**. Please refer to the [Online Forms - Quick reference guide](#) for further assistance.
2. At the bottom of the Portal homepage, in **Begin a New Form**, select **Upload a document for a claim**.
3. On the **Instructions** page review the accepted file types, file limits and submission requirements then select **Next**.
4. On **Claim Detail** page, enter the employee's Claim Number, Suffix, Date of injury. If all details match the Employee name will populate. Click **Next** to proceed. Note: If the details do not match you will get an error message.
5. On the **Documents** page, you can upload up to 10 documents at a time and up to 20MB per document. Select a Document Type from list provided. Click the **Upload** icon, and on the window that pops up, either drag and drop a file into the window, then click **Add File**.

The system checks file type, size and viruses. Unsupported, oversized, corrupted or password-protected files will not upload.

Repeat **5.** for all documents to be uploaded for a max of 10 documents in this session.

6. Review your details and uploaded documents in the **Submit** window. Return to previous pages by clicking the **Back** button if changes are required. Complete the declaration if you are satisfied, enter your full name and your phone number. Then select the **Submit** button

7. The **Thank you** screen advises of the documents that have been sent to Comcare.

On the **Thank You** page you have the option to upload additional documents to the same claim, or different claim via the options provided. If you select either of these options, you will be sent back to the **Claim Details** page and will need to confirm the employee's details, including the claim number are correct. Then you can repeat the process from 5. in the **Documents** page.

If you experience any issues completing submitting documents, please contact Comcare on **1300 366 979**. If you are experiencing any technical issues, please email the Comcare Technology Service Desk on **technologyservicedesk@comcare.gov.au**.