



# Document Submission via Online Forms Portal – Quick reference guide for Providers

## Who should use this guide?

This guide explains how providers can securely submit documents to Comcare relating to a workers compensation claim.

**Important:** Before you submit your invoices / documents, ensure you have your business details available so we can direct your documents to the correct team for processing. Claim number is optional. 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. Go to Comcare's [Online Forms Portal](#) and select **Upload a document to Comcare**.
2. On the **Instructions** page review the accepted file types, file limits and submission requirements then select **Next**.
3. Provide **Your Business / Provider Details** by entering your ABN, Business / Provider name, Contact Name, Contact Phone, Contact email. Confirm you are authorised to submit documents on behalf of the business / provider listed above. Then click **Next**.
4. On the **Documents** page, enter the Claimant's full name, and claim number if known. You can then upload up to 10 documents at a time and up to 20MB per document. Select 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 the file type, size and viruses. Unsupported, oversized, corrupted or password-protected files will not upload.

Repeat **4.** for all documents to be uploaded for a max of 10 documents in this session

5. 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 and select the **Submit** button
6. 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 **Your Personal Identification Details** page and will need to confirm your details 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**.