



**TENNESSEE BUREAU OF WORKERS' COMPENSATION  
IN THE COURT OF WORKERS' COMPENSATION CLAIMS  
IN THE WORKERS' COMPENSATION APPEALS BOARD**

# **TNComp External Access Instructions**

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## 1. Login

### TNComp Login (left side)

Only Internal Users (Bureau staff) with established User IDs created by the TNComp Administration login here.

### TNComp External User Login (right side)

First-time users will need to register in TNComp:

Click **Register** (no entry is available with the User ID or Password text boxes). See Register User ID (Page 5).

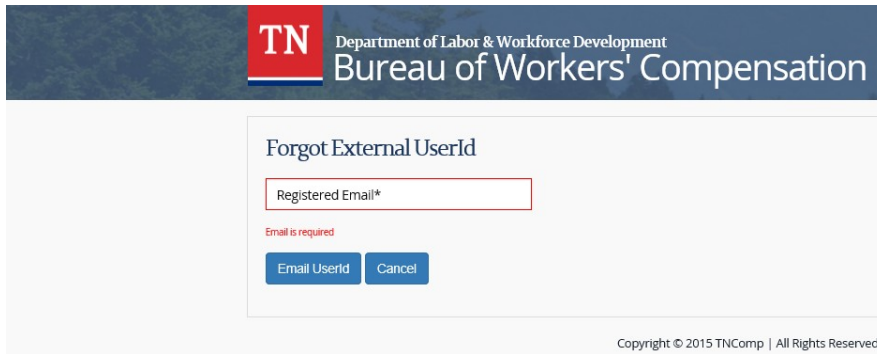
Registered users:

Enter your User ID and Password in the text boxes and click **Login**. See Docket Requests List (Page 7).

Forgotten User ID: Click **Forgot UserId**. The TNComp system will prompt you for entry of your registered email address; see Forgotten User ID (Page 3).

Forgotten Password: Enter a valid User ID and then click **Forgot Password**. TNComp will prompt you for entry of your registered email address.

## 2. Forgotten User ID

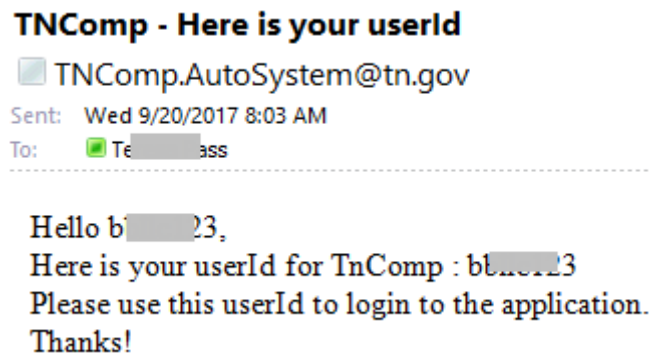


The screenshot shows the 'Forgot External UserId' form on the TN Bureau of Workers' Compensation website. The header includes the TN logo and the text 'Department of Labor & Workforce Development Bureau of Workers' Compensation'. The form has a title 'Forgot External UserId' and a text input field labeled 'Registered Email\*'. Below the field is a red error message 'Email is required'. At the bottom of the form are two buttons: 'Email UserId' and 'Cancel'. A copyright notice 'Copyright © 2015 TNComp | All Rights Reserved.' is visible at the bottom right of the form area.

Enter your valid registered email address.

Click **Email UserId** to receive an email with login information; proceed with login.

Email sent for a forgotten User ID:

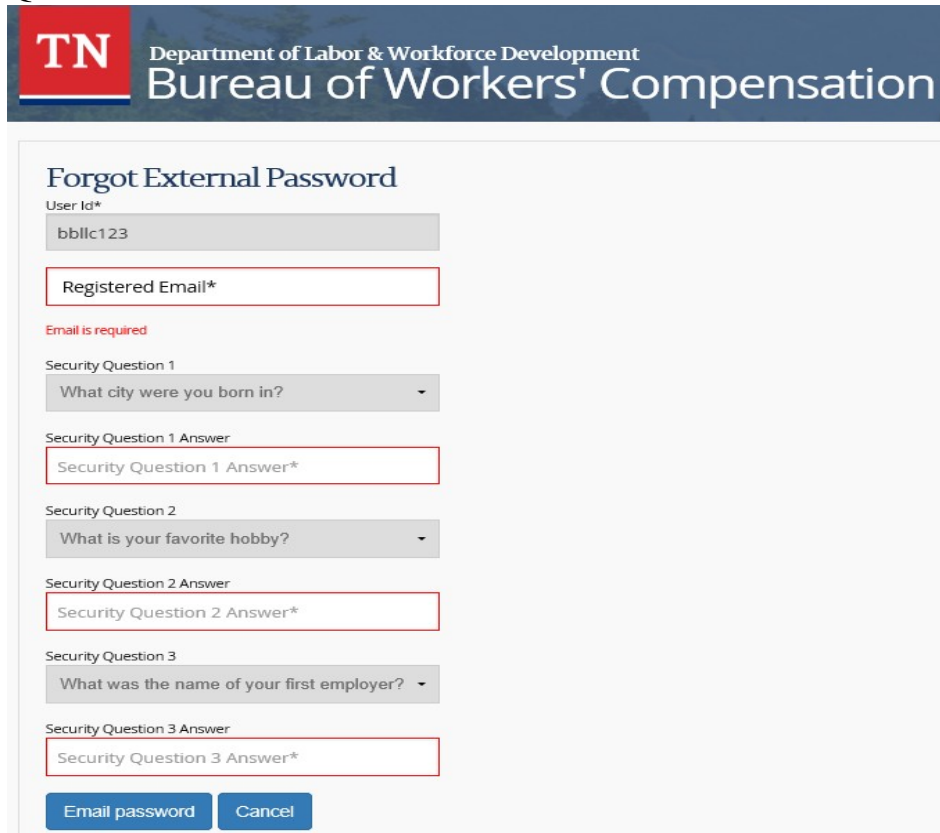


The screenshot shows an email from TNComp.AutoSystem@tn.gov. The subject is 'TNComp - Here is your userId'. The email was sent on Wed 9/20/2017 8:03 AM to a recipient whose name is partially visible as 'Te...3SS'. The body of the email reads: 'Hello b...23, Here is your userId for TnComp : b...23 Please use this userId to login to the application. Thanks!'.

Click **Cancel** to cancel the forgotten User ID process.

### 3. Forgotten Password

Enter your registered email address. Enter the Security Question answers to the Security Questions.



**TN** Department of Labor & Workforce Development  
**Bureau of Workers' Compensation**

#### Forgot External Password

User Id\*  
bbl1c123

Registered Email\*  
*Email is required*

Security Question 1  
What city were you born in?

Security Question 1 Answer  
Security Question 1 Answer\*

Security Question 2  
What is your favorite hobby?

Security Question 2 Answer  
Security Question 2 Answer\*

Security Question 3  
What was the name of your first employer?

Security Question 3 Answer  
Security Question 3 Answer\*

Email password Cancel

Click **Email password** to receive an email with a new, randomly generated password that must be used to log in. Once logged in successfully, you should promptly reset your password.

#### Email sent for a forgotten Password:

##### **TNComp - Here is your password**

TNComp.AutoSystem@tn.gov

Sent: Wed 9/20/2017 9:43 AM

To: TComp@ss

Hello bll1c123,

Here is your password for TnComp : wcrWxNsjNi

Please reset your password asap.

Thanks!

Click **Cancel** to cancel the forgotten password process.

#### 4. Register User ID Information

Register User

Please Select the User Type to Proceed:

User Id\* Password\* Security Question 1\*

First Name\* Confirm Password\* Security Question 1 Answer\*

Middle Init State Security Question 2\*

Last Name\* Zip Security Question 2 Answer\*

Mailing Address 1 Zip +4 Security Question 3\*

Mailing Address 2 Phone No Security Question 3 Answer\*

City Email

Register Cancel

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Select **User Type** from the drop-down list. Enter the required User Information.

Click **Register** to submit your User ID Information.

An email with verification will be sent to your registered email address:

External Access - New User Account

TNComp.AutoSystem@tn.gov

Sent: Tue 9/19/2017 3:09 PM

To: [redacted]

Hello t[redacted]1,

Here are your credentials for External Access:

User Id is : t[redacted]1

User Password is : T[redacted]1

Please request access for docket.

Thanks!

Click **Cancel** to cancel registration.

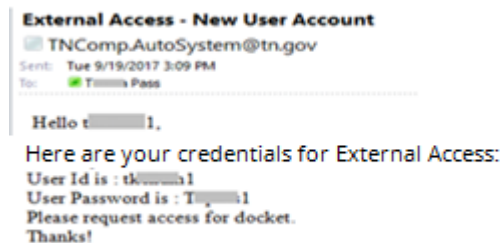
## 5. Account Confirmation

Once your User Details have been entered (See Appendix) and you click **Register**, you will see the login screen with the message “User has been successfully registered. Please login.” You will receive an email with login information confirming your new user account.



The screenshot displays two login interfaces for the Bureau of Workers' Compensation. The left interface, titled "TNComp Login", features input fields for "User Id\*" and "Password\*", both marked as required. Below these fields are buttons for "Login", "Forgot User Id", and "Forgot Password". The right interface, titled "TNComp External User Login", includes a green banner stating "USER HAS BEEN SUCCESSFULLY REGISTERED.PLEASE LOGIN.". It also has "User Id\*" and "Password\*" input fields with "Login", "Forgot User Id", "Forgot Password", and a "Register" button. The footer of the page reads "Copyright © 2015 TNComp | All Rights Reserved."

### External Access – New User Account Email:



The email, from TNComp.AutoSystem@tn.gov, provides external access credentials. The body text reads: "Hello t[redacted]1, Here are your credentials for External Access: User Id is : t[redacted]1 User Password is : T[redacted]1 Please request access for docket. Thanks!"

You will then login with the User ID and Password from the email, and if successful, the Docket Requests List displays.

The first time you log in, you will not see any docket numbers displayed. Docket numbers will display after you have entered Docket Access Requests.

## 6. Docket Requests List

The screenshot shows the 'Docket Requests List' page in the TNComp system. The header includes the TN logo, 'Department of Labor & Workforce Development', and 'Bureau of Workers' Compensation'. The user is logged in as CECIL ROGERS. The page features a sidebar with 'TNSComp', 'External User Home', and 'My Docket Requests List'. The main content area has a 'Create Docket Access Request' button, a 'Show 10 per page' dropdown, and a search bar. Below is a table with columns: Docket No, Role Name, Is Granted Access, Access Grant Date, and Access Remove Date. The table lists 10 requests, each with 'View/Update Request' and 'View Attachments' buttons. A pagination bar at the bottom shows '1' and '2' as active pages, with a total of 13 records.

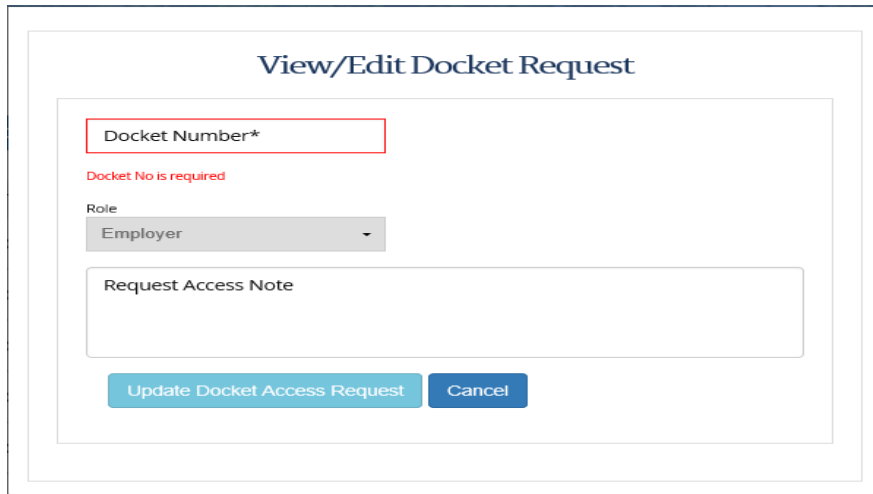
Docket No	Role Name	Is Granted Access	Access Grant Date	Access Remove Date
2014AP00003	Employer	Yes	09-13-2017	
2017AP00001	Employer	No		
2017AP00006	Employer	Yes	09-13-2017	
2017AP00011	Employer	No		
2017AP00012	Employer	No		
2017AP00014	Employer	No		
2017AP00015	Employer	No		
2017AP00016	Employer	No		
2017AP00017	Employer	No		
2017AP00018	Employer	No		

Click **Create Docket Access Request** to request access to a new docket number; see Create Docket Access Request (Page 8).

Click **View/Update Request** to View or Update the Docket Access Request; see View/Update Request (Page 10).

Click **View Attachments** to choose an attachment from that docket number to view it; see View Attachments (Page 11).

## 7. Create Docket Access Request



Enter a Docket Number (required; do not enter hyphens).

Enter Request Access Note (optional).


Your role is displayed.

Click **Update Docket Access Request** to request access.

- If the docket number is valid (found in TNComp), the system will display the message “Docket Request successfully created/updated. You will be notified through email once the access is granted or rejected.”

Examples of Docket Access Request emails – Approved and Removed:

### **Docket Access Request**

 TNComp.AutoSystem@tn.gov

Sent: Fri 9/15/2017 9:24 AM

To:  T[redacted] ass


Hello t[redacted] 3,

The Request to access the Docket Number 2017TC0020 has been Approved.


Thanks!



## Docket Access Request

 TNComp.AutoSystem@tn.gov

Sent: Wed 9/13/2017 1:28 PM

To:  Teresa Pass

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Hello t[REDACTED]3,

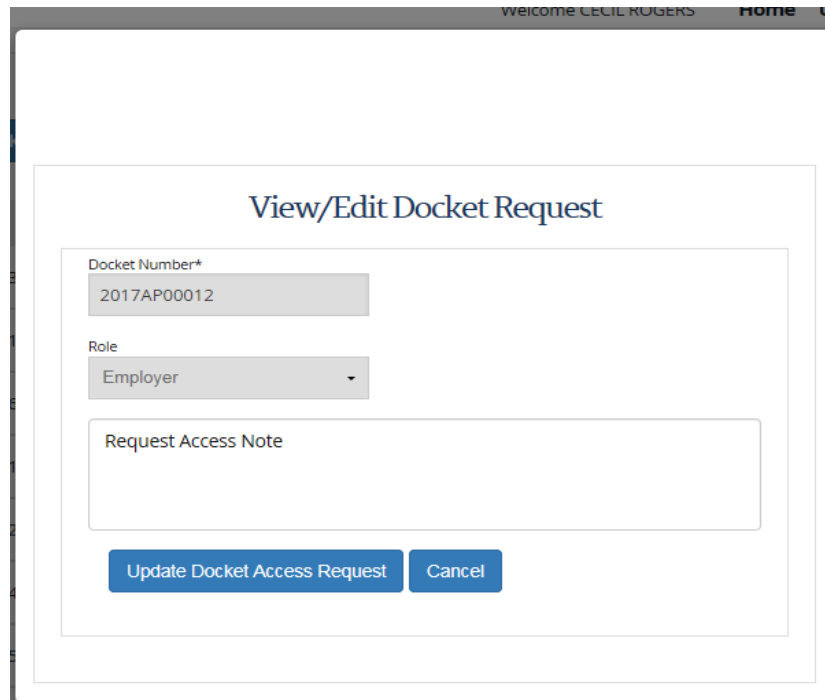
The Request to access the Docket Number 2014AP00003 has been Removed.

Thanks!

- If a docket number is invalid, the system will display the error message “Invalid Docket Number.” You may try again by clicking [Create Docket Access Request](#).

Click [Cancel](#); you will be returned to the Docket Requests List.

## 8. View/Update Request



The screenshot shows a web browser window with a header bar containing 'Welcome CECIL ROGERS' and 'Home'. The main content area is titled 'View/Edit Docket Request'. It contains a form with the following fields: 'Docket Number\*' with the value '2017AP00012', 'Role' with a dropdown menu showing 'Employer', and a 'Request Access Note' text area. At the bottom of the form are two buttons: 'Update Docket Access Request' and 'Cancel'.

Click **Update Docket Access Request** to update. Request Access Note may be updated only if your request has not been approved or rejected.

Click **Cancel**; you will be returned to the Docket Request List.

## 9. View Attachments

The screenshot shows the TNComp web application interface. The header includes the TN logo and the text "Department of Labor & Workforce Development Bureau of Workers' Compensation". The user is logged in as CECIL ROGERS. The "Attachments" tab is selected, showing the "Docket No: 2017AP00006". The "Court Archive Attachments" section contains a table with the following data:

Doc Id	Form Type	WC Type	WC Sub Type	
482	APP	OPINIONS	AFFIRMED AND REMANDED	<a href="#">View</a>
481	APP	APPELLEE CORRESPONDENCE	BRIEF	<a href="#">View</a>
480	APP	APPELLANT CORRESPONDENCE	BRIEF	<a href="#">View</a>
440	APP	MOTIONS	MOTION TO EXCLUDE	<a href="#">View</a>
408	APP	MOTIONS	MOTION FOR ORAL ARGUMENT	<a href="#">View</a>

Below the table is a pagination control showing "1 2" and a "Cancel" button. An "Add New Document" button is located at the top right of the table area.

### Attachments Tab

Attachments associated with a docket number are displayed showing “Doc Id, Form Type, WC Type and WC Sub Type.”

Click **View** to view an attached document.

Click **Cancel**; you will be returned to the Docket Request List.

Click **Add New Document** to upload a new attachment.

The "Upload Attachment" form contains the following fields and controls:

- Docket No\*: 2017AP00006
- Form Type\*: A dropdown menu.
- WC Type\*: A dropdown menu.
- WC Sub Type\*: A dropdown menu.
- Date Attachment Received\*: A date picker.
- File\*: A text input field with a "Browse..." button.
- Buttons: "Save" and "Cancel".

Select **Form Type** from the drop-down list.

Select **WC Type** from the drop-down list.

Select **WC Sub Type** from the drop-down list.

Select **Date Attachment Received** date from the Calendar. Choose **Browse** and select a file to upload.

Click **Save** to upload the attachment.

**Case Summary Tab** (Example on next page.)

This tab displays Case Event information by showing “Event Date, Event Description, and Event Detail.”

Click **Cancel**; you will be returned to the Docket Requests List.

## Case Summary

Event Date	Event Description	Event Detail
09-07-2017	Appeal Requested	
09-07-2017	TC Decision Received	NON-SUIT
09-07-2017	Appeal Requested	
09-06-2017	Appeal Requested	
09-06-2017	Appeal Requested	
09-05-2017	TC Decision Received	NON-SUIT
09-05-2017	TC Ammended Decision Received	NON-SUIT
08-29-2017	Court Attachment	AFRIDAVID / INDIGENCY
08-29-2017	TC Ammended Decision Received	DENIED
08-24-2017	Appeals Attachment	OPINIONS / AFFIRMED AND REMANDED
08-24-2017	Appeal Decision Received	AFFIRMED AND REMANDED
08-24-2017	In Process - Trial	
08-23-2017	Oral Argument - Scheduled	
08-23-2017	Appeals Board Motion Brief	APPELLEE CORRESPONDENCE / BRIEF
08-23-2017	Brief Received	APPELLEE CORRESPONDENCE / BRIEF
08-23-2017	Appeals Board Motion Brief	APPELLANT CORRESPONDENCE / BRIEF
08-21-2017	Motion Filed	MOTIONS / MOTION TO EXCLUDE
08-17-2017	Appeals Board Motion	MOTIONS / MOTION FOR ORAL ARGUMENT
08-17-2017	Motion Filed	MOTIONS / MOTION FOR ORAL ARGUMENT
08-17-2017	Appeals Board Motion	MOTIONS / MOTION FOR EXTENSION OF TIME
08-17-2017	Motion Filed	MOTIONS / MOTION FOR EXTENSION OF TIME
08-17-2017	In Process - Trial and Appeal	
08-17-2017	Appeal Requested-Appeal Board	
08-17-2017	Appeal Requested	
08-17-2017	TC Decision Received	DENIED
08-17-2017	Court Attachment	COURT ORDERS / MISCELLANEOUS
08-16-2017	Scheduled	Hearing / Compensation
08-16-2017	Scheduled	Hearing / Expedited
08-15-2017	In Process - Trial	
08-14-2017	DCN Submitted	DCN / DCN AI
08-14-2017	Most DCNAI Attachment	DCN / DCN AI
08-14-2017	Most Attachment	ER CORRESPONDENCE / EMPLOYMENT RECORDS
08-07-2017	Most DCN Attachment	DCN / DCN
08-07-2017	DCN AI In Process	DCN / DCN AI
08-07-2017	Most Attachment	ER CORRESPONDENCE / SURVEILLANCE
08-07-2017	DCN In Process	
08-07-2017	PBD Received	

Cancel

### Appendix-User Details

This table shows the details concerning the date field when registering.

<b>User Details</b>		
User Type	Drop down list	Required
User Id	7-10 alphanumeric, Unique No spaces, No special characters Case sensitive	Required
Password	Must contain, lower, upper and a number, 7- 15 characters, Case sensitive	Required
Confirm Password	Must match Password	Required
First Name	Max 40 characters	Required
Middle Initial	1-2 characters	Optional
Last Name	Max 40 characters	Required
Mailing Address 1	Max 60 characters	Optional
Mailing Address 2	Max 60 characters	Optional
City	Max 40 characters	Optional
State	Drop down list	Optional
Zip	5 Numeric	Optional
Zip + 4	4 Numeric	Conditional
Email	Max 100 characters	Required
Phone No	10 Numeric	Required
Security Question1	Drop down list - cannot be repeated	Required
Security Answer 1	Text Box	Required
Security Question2	Drop down list - cannot be repeated	Required
Security Answer 2	Text Box	Required
Security Question 3	Drop down list - cannot be repeated	Required
Security Answer 3	Text Box	Required
<b>Following data fields are based on User Type</b>		
<b>Attorney or Legal Assistant - BPR#</b>	5-15 numeric	Required
<b>Employee - SSN</b>	9 numeric	Required
<b>Employee - Date of Birth</b>	MM-DD-YYYY Select from Calendar	Required
<b>Employer - FEIN</b>	9 numeric	Required
<b>Ins. Carrier - Insurance Name</b>	60 characters	Required
<b>Ins. Carrier - Insurance Adjuster Name</b>	60 characters	Required
<b>SIF Attorney – BPR#</b>	5-15 numeric	Required
<b>TPA - TPA Name</b>	60 characters	Required
<b>TPA - TPA Adjuster Name</b>	60 characters	Required