Transcript: Uploading a file to Campus video

This instructional video will provide the steps for uploading file into Campus.

Why is uploading documentation important?

Uploading all pertinent documentation is important so reviewers have access to clear and complete information for the specific file.

Before you begin, do you know where the files you want uploaded are located?

Knowing the file location before you begin the upload will save time.

There are many actions in Campus that require uploading a document.

The best place to start is to open the claim or dispute, then click the submit filing button.

If you are completing a form, select the appropriate form from the list.

Some of the available forms are highlighted in green.

If you are uploading a document without an accompanying form, select other filing.

The other filing option is highlighted in purple.

Uploading an independent medical exam would be an example of other filing.

If you are uploading a document under upload your filing, the file type must be PDF.

Now you are ready.

You know where your files are located, you have opened the claim or dispute and you know your purpose.

Are you filling out a web form or simply adding a document?

To start click the upload document button.

Once you are at the point of uploading a document the steps are all the same.

Click on the upload document button.

Click here to find your file.

You may need to do some navigating, but you know where your file is because you did your homework.

Click on the file name, click on open and it will show up here in the document box.

If you picked the wrong file, you can click on remove and go back to the file list.

You can also drag and drop a file. Click cancel to make the document list go away.

Depending on the type of upload, you may or may not be asked for a document category.

You will always be asked for a document type. One of the biggest questions we get is, "I don't see my document type on this list, what should I pick?"

The document type is to give some insight into the type of information in the file. Select the type that best fits the document. In a moment I will show you where this actually shows up. You can also add a brief description, which can be helpful.

Click on upload, then under the upload document button you will see the file you uploaded, along with the file type and the description. These pieces of information should be helpful for anyone looking through the document list.

If you uploaded something that does not belong here, you can remove it by clicking on the remove button.

If you have more documents to upload, continue with the same steps, starting fresh by clicking the upload document button.

There is one more step to complete the upload process.

After all documents have been uploaded, continue as directed until the submit button has been selected.

The confirmation screen will be different depending on the transaction being completed. Here are a few examples.

If you have questions, contact us online or by phone.