Campus Answer Hour for Employers: Go-live readiness
Agenda

• Campus business readiness status
• Go-live information
• Training manual
• Help desk information
• FAQs
• Post go-live support and survey
• Q&A
Stakeholder feedback

- Stakeholders expressed feeling “somewhat engaged to disengaged”
- Insurer and trading partner stakeholders have concerns about their individual and organizations’ readiness for Campus go-live
- Stakeholders are feeling a lack of confidence in their ability to use the Campus application
- Stakeholders expressed a lack of understanding in what support is available for go-live

Business readiness activities

- Stakeholder feedback session
- Weekly DLI change leader communication
- Campus Answer Hour sessions
- Expanded trading partner roundtrip testing
- Engagement pulse surveys
- Additional training sessions
- Campus demonstrations
- Go-live readiness and go-live support

Business readiness criteria

- Stakeholders have:
  - Engaged with the WCMP team weekly
  - Received interim and final business readiness status updates
  - Met regularly with change leaders to increase knowledge and awareness of the Campus implementation change impact
  - Completed connectivity, EDI 3.0 and all followup testing and feel confident in their business readiness
  - Received training that addresses knowledge and skill gaps from initial user-training
  - Received go-live user support and help desk information

| 8/24  | 8/31  | 9/7   | 9/14  | 9/21  | 9/28  | 10/5  | 10/12 | 10/19 | 10/26  | 11/2  |
|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|
| **Communication** | Feedback sessions | Stakeholder engagement activities | Stakeholder demonstrations | **Weekly communication** | **Go-live** |
| **Stakeholder engagement** | | | | | | | | | | |
| **Training** | Identify training gaps | Develop training content | Deliver training | | | | | | | |
Where can I find the most recent Campus information?

All Campus-related information can be accessed on the Work Comp Campus webpage, including a link to the Campus login page, help desk information and all training resources.

Bookmark this page and check back regularly for any system updates.
How do I sign-up for Campus upon go-live?

- Campus can be accessed Nov. 2 at 8 a.m. (CST) at [https://campus.dli.mn.gov](https://campus.dli.mn.gov).

- The Campus technical manual, which can be downloaded from the [Work Comp Campus training webpage](https://workcomp-campus.dli.mn.gov), has step-by-step instructions about how to register as an external user.

- You may also receive communication from your organization and group administrator with an invitation to sign up.
What can a group administrators do?

After you register as a Campus user, your group administrator can provide you with group access.

Group administrators can also assign additional permissions within your group.

Any time you are added or removed from a group, you will be notified through an email message generated by Campus.
What additional permissions are there within a group?

**Service of process designee:** Receives documents requiring legal service through Campus

**Designated contact for penalties:** Receives penalties created and served within Campus

**Designated contact for information requests:** Receives any requests for information from DLI

**Designated contact for assessments:** Receives information related to assessments from DLI
What additional permissions are there within a group? (continued)

**Profile management:** Ability to update entity information, such as addresses or entity name

**Claim access administrator:** Manages access to specific claims and cases

**Global claim access:** Gives access to all claims associated with the group (this is limited to insurer and third-party administrator entities)
How do I use the Campus technical training manual?

How do I sign-up for Campus?
How do I file a notice for representation in Campus?
How do I submit R-forms in Campus?
How do I initiate a dispute in Campus?
How do I schedule an event in Campus?
How do I submit an existing claim in Campus?
What support do I have as a Campus user?

Group administrators

- Add your account to the group or organization
- Change permissions in the group or organization
- Locate training resources
- Add or remove a group administrator
- Claim access

Help desk

- Get a Campus account
- Password reset
- Troubleshoot systems access
- Add or remove a group administrator
- Entity profiles
- Application troubleshooting
- Logging defects
Frequently asked questions

Q: What if we don’t have a group administrator or need to reassign this role?
A: Contact the Workers’ Compensation Division Help Desk.

Q: How will I know if I’ve been added or removed from a group?
A: Campus will generate an automated email message with any changes.

Q: What group permissions should I have in Campus?
A: Permissions are set by each organization and their group administrators.
FAQs: Insurers and trading partners

What if I am having an EDI issue?

What can a claim access administrator do?

How do I delegate claims within my group?

How do I register as a trading partner?
FAQs: Law firms

What if I need to be assigned to another user in Campus? For example, I am a paralegal and need to be assigned to an attorney in my organization.

How do I submit or request access to an existing file?

What if I can’t find an active case in Campus?
FAQs: Rehabilitation providers

What is the registration process for a QRC or QRC intern?

What is the registration process for rehabilitation providers?

How do I submit or request access to an existing file?
As a group administrator, can I add more than one employer location to the group?
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A link for a survey was included in last week’s stakeholder newsletters. We are asking for your feedback and input as we finalize the post go-live support plan.

We want to know the type of engagement activities you find most effective and how frequently you would like communication and engagement events going forward.
Questions?