



Group administration manual

Work Comp Campus

March 2023

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Welcome

Welcome to the Minnesota Department of Labor and Industry (DLI) Work Comp Campus group administration manual.

This manual focuses on the group administrator functions within Campus and is meant to guide users step by step, using visual aids, to understand how to perform these functions in Campus.

All names and the data portrayed are fictitious and used only for demonstration purposes. No identification with actual persons or entities is intended or should be inferred.

Workers' Compensation Division Help Desk

Contacting the help desk

You may contact the help desk in the following ways:

- by phone at 651-284-5005 (option 3) or 800-342-5354 (option 3); or
- by email at helpdesk.dli@state.mn.us.

The help desk team is available Monday through Friday, 8 a.m. to 4:30 p.m. If calling outside of office hours, you may leave a voicemail message and a staff member will respond within 24 hours.

Tips for contacting the help desk

When contacting the help desk, be as detailed as possible in your messages, both in voicemail and email. It is also helpful to the help desk staff to have as much identifying information as possible regarding your inquiry.

If you are having technical issues with Campus, such as receiving an error message while filing a claim, we suggest you clear the cache and cookies of the internet browser you are using and then try accessing Campus again.

If you continue to have issues, we encourage you to do the following.

- Take a screenshot of the error or issue.
- Make a note of the date and time the problem occurred.
- Send this information via email to the help desk at helpdesk.dli@state.mn.us.

Including the claim or dispute number on which the issue occurred is also important. This information will help the help desk and the Campus technical team to assist and resolve the issue.

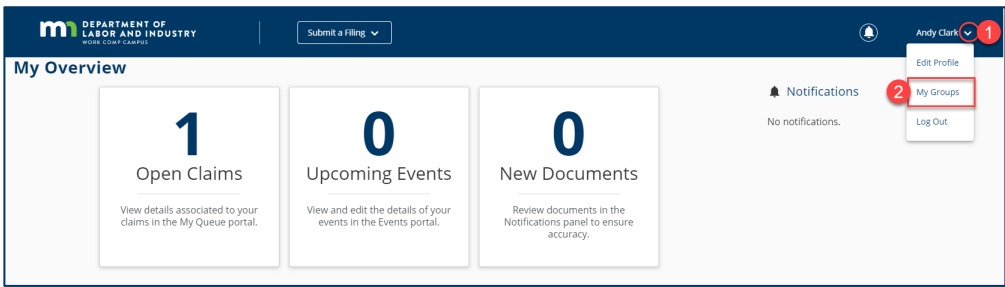
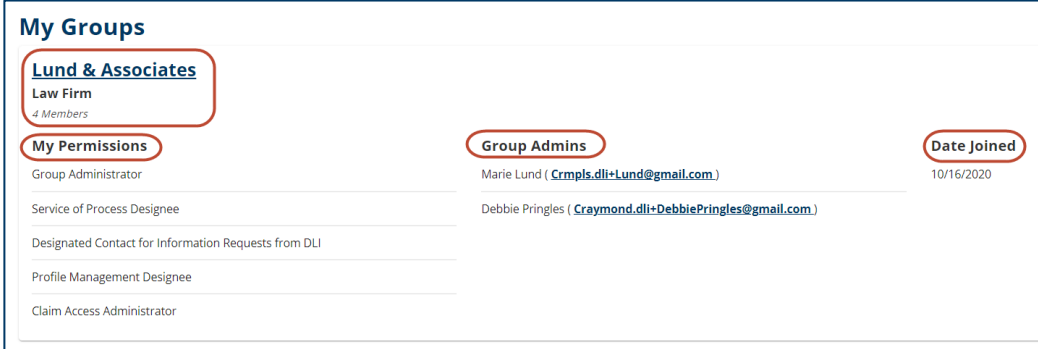
Group administration

Group administration tasks, such as adding members to a group, changing permissions, editing relationships and more, can only be performed as a group administrator within Campus.

There are several actions needed for a group administrator to grant permissions or create relationships for users within Campus.

1. The individual must register in Campus, making themselves a Campus user.
2. A group administrator of the group adds the user as a member of the group. Only members of groups can access claims in Campus with the exception of injured workers.
3. A group administrator can then assign specific permissions to any members within the group.
4. A group administrator can also link individual users within the group to share claim access with each other, such as linking a paralegal to an attorney.

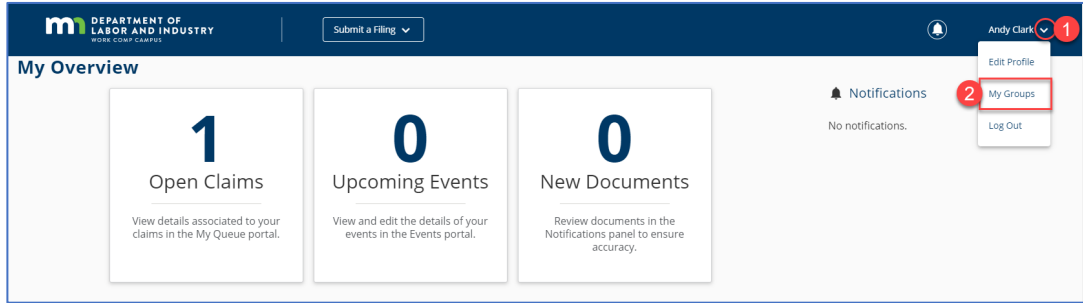
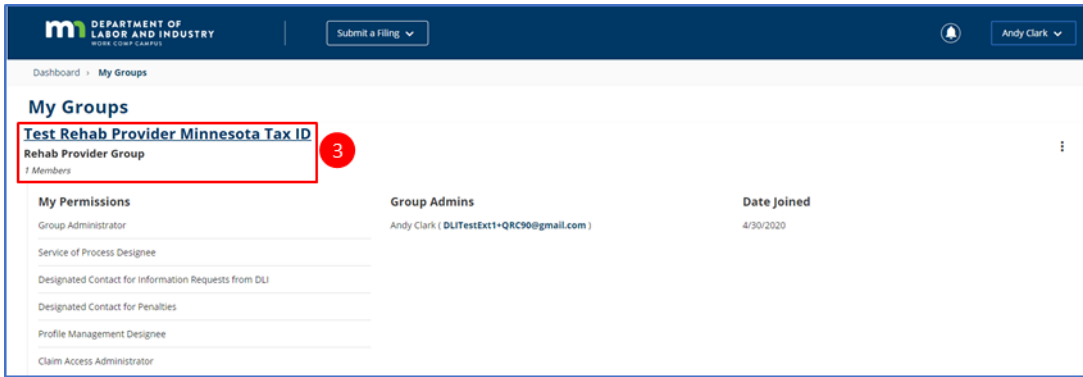
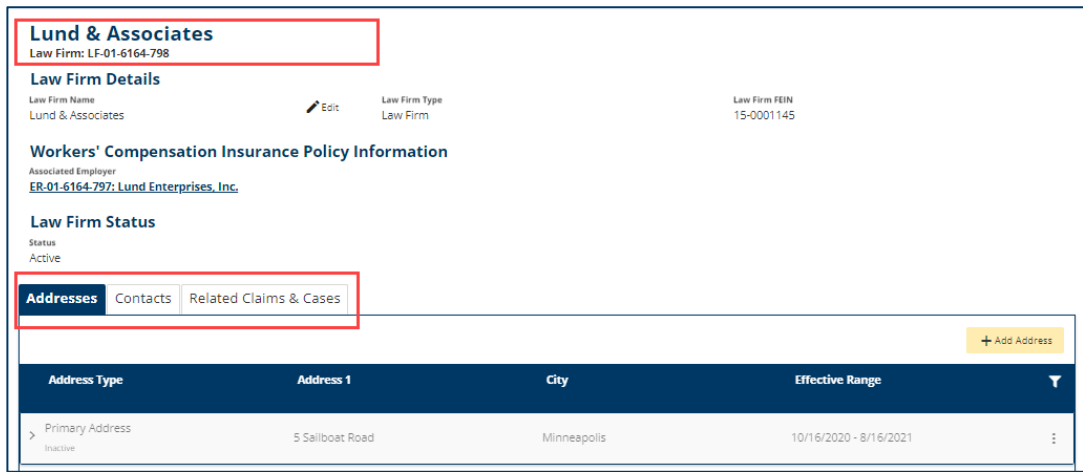
Viewing group information

<ol style="list-style-type: none"> 1. At the top of the user dashboard (homepage), click the drop-down arrow next to the user’s name. 2. Select My Groups. 	
<ol style="list-style-type: none"> 3. The My Groups page lists the groups you are associated with. <p>Each group you are associated with shows:</p> <ul style="list-style-type: none"> • the number of members; • user permissions; • group administrators; and • the date joined. 	

Viewing and editing entity details

An entity can be an individual user within Campus or a group, such as an employer, insurer, third-party administrator, trading partner, law firm, rehabilitation providers or supplemental entities. Except for employees, all entities can view entity details. To edit entity details, you must have the profile management designation.


Note: Any edits made to the entity name or address information will be submitted to DLI and require approval. When the request is approved by DLI, the changes will be reflected in Campus.

<p>1. At the top right of the user dashboard (homepage), click the drop-down arrow to display the menu.</p> <p>2. Select My Groups.</p>	 <p>The screenshot shows the user dashboard for Andy Clark. At the top right, a dropdown menu is open, showing options: Edit Profile, My Groups (highlighted with a red box and a '2'), and Log Out. The dashboard also displays three summary cards: Open Claims (1), Upcoming Events (0), and New Documents (0).</p>								
<p>3. The My Groups page lists the groups you are associated with. Click on the hyperlink for the entity that you wish to view or edit.</p>	 <p>The screenshot shows the 'My Groups' page. A group named 'Test Rehab Provider Minnesota Tax ID' is highlighted with a red box and a '3'. Below the group name, there are sections for 'My Permissions' and 'Group Admins'.</p>								
<p>4. The Entity Details page has the name of the entity at the top and relevant information about the entity below.</p>	 <p>The screenshot shows the 'Entity Details' page for 'Lund & Associates'. The entity name is highlighted with a red box. Below the name, there are sections for 'Law Firm Details', 'Workers' Compensation Insurance Policy Information', and 'Law Firm Status'. At the bottom, there is a table for 'Addresses' with a red box around the 'Addresses' tab and the table header.</p> <table border="1"> <thead> <tr> <th>Address Type</th> <th>Address 1</th> <th>City</th> <th>Effective Range</th> </tr> </thead> <tbody> <tr> <td>Primary Address</td> <td>5 Sailboat Road</td> <td>Minneapolis</td> <td>10/16/2020 - 8/16/2021</td> </tr> </tbody> </table>	Address Type	Address 1	City	Effective Range	Primary Address	5 Sailboat Road	Minneapolis	10/16/2020 - 8/16/2021
Address Type	Address 1	City	Effective Range						
Primary Address	5 Sailboat Road	Minneapolis	10/16/2020 - 8/16/2021						

- From this page, the group name can be updated by clicking on the **Edit** button next to the group name.
- The **Update Group Name** window will display. Under in the text field, edit the group name.
- When complete, click the yellow **Save** button to confirm the changes or click **Cancel** to exit without any changes being made.

Lund & Associates
Law Firm: LF-01-6164-798

Law Firm Details

Law Firm Name: Lund & Associates **5**  Law Firm Type: Law Firm Law Firm FEIN: 15-0001145

Workers' Compensation Insurance Policy Information
Associated Employer: [ER-01-6164-797: Lund Enterprises, Inc.](#)

Law Firm Status
Status: Active

Addresses | Contacts | Related Claims & Cases

[+ Add Address](#)

Address Type	Address 1	City	Effective Range
> Primary Address Inactive	5 Sailboat Road	Minneapolis	10/16/2020 - 8/16/2021

Update Group Name

Make any needed changes to the information below.

Law Firm Name

Lund & Associates **6**

Save **7** Cancel

- To add an address for the group, click on the yellow **+Add Address** button.
- The **Add Address** window will pop up. Click on the drop-down menu to select the **Address Type** and fill in all required information marked with an asterisk(*).

Note: If no primary address has been entered, the drop-down menu in the **Address Type** field will not be available.

- Click **Save** to submit the new address request or **Close** to exit without saving.

Addresses | Contacts | Related Claims & Cases

[+ Add Address](#) **8**

Address Type	Address 1	City	Effective Range
> Primary Address Inactive	5 Sailboat Road	Minneapolis	10/16/2020 - 8/16/2021

Showing (1-1) of 1 | < < 1 > > | Items per page 10

Add Address **9**

Address Type *

Address 1 *
Address 1

Address 2
Address 2

Outside US

Postal Code *
Postal Code

City *
City

County
County

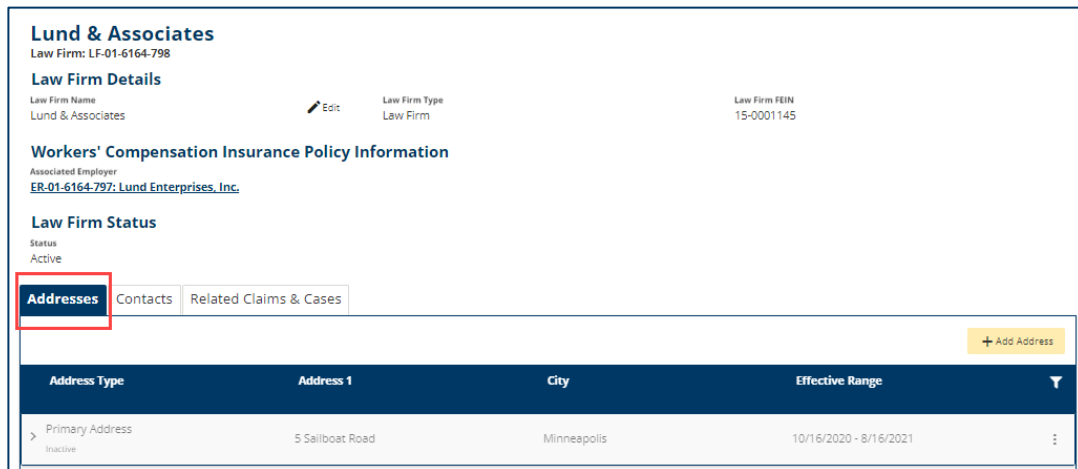
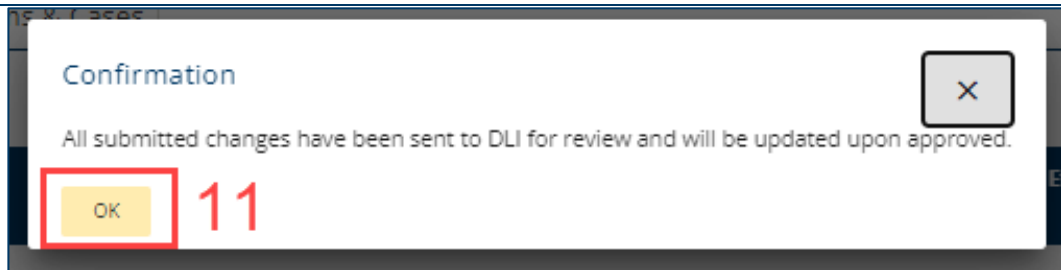
State Province
United States

Country
United States

Save **Close**

11. Once submitted, a **Confirmation** window will pop up. Click the yellow **OK** button to close the window.

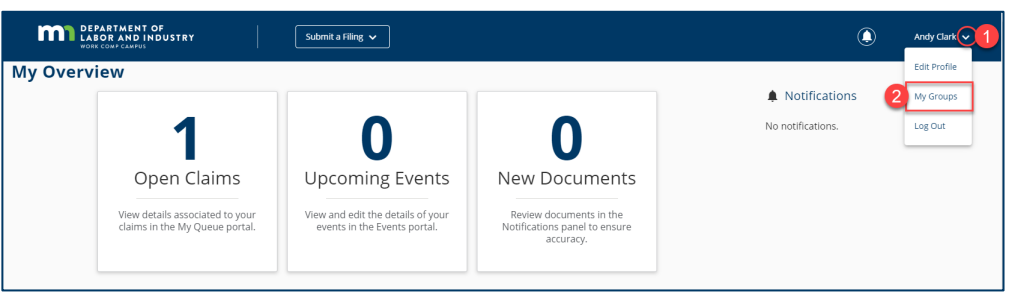
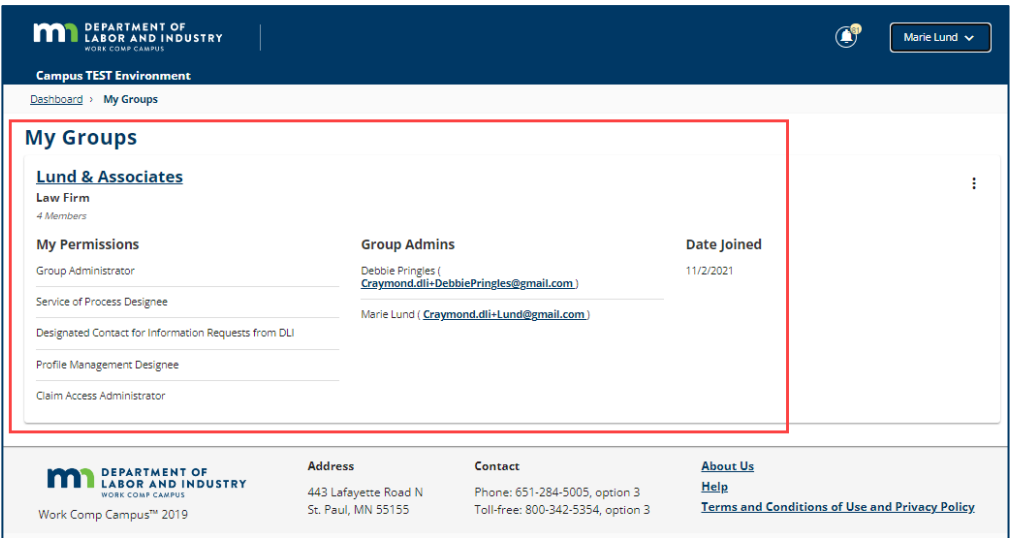
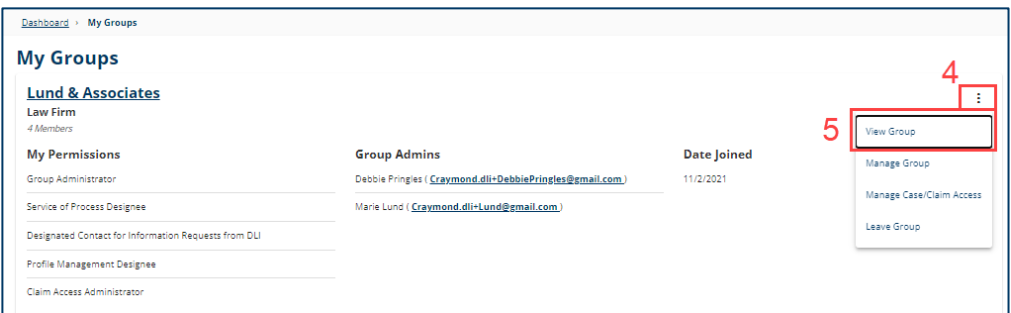
Note: The system will send notification to DLI staff members for review; if approved, the address will be visible on the **Entity Details** page, under the **Addresses** tab.



The screenshot shows the "Entity Details" page for "Lund & Associates". The page has a white background with a dark blue header. The header contains the firm name "Lund & Associates" and the Law Firm ID "LF-01-6164-798". Below the header, there are several sections: "Law Firm Details" with fields for "Law Firm Name" (Lund & Associates) and "Law Firm Type" (Law Firm); "Workers' Compensation Insurance Policy Information" with an associated employer "ER-01-6164-797: Lund Enterprises, Inc."; and "Law Firm Status" with a status of "Active". At the bottom, there is a tabbed interface with "Addresses" selected and highlighted with a red rectangle. Below the tabs is a table of addresses. The table has columns for "Address Type", "Address 1", "City", and "Effective Range". There is one address listed: "Primary Address" (Inactive) at "5 Sailboat Road", "Minneapolis", with an effective range of "10/16/2020 - 8/16/2021". A "+ Add Address" button is located in the top right corner of the table area.

Address Type	Address 1	City	Effective Range
> Primary Address Inactive	5 Sailboat Road	Minneapolis	10/16/2020 - 8/16/2021

Viewing member information

<ol style="list-style-type: none"> At the top right of the user dashboard (homepage), click the drop-down arrow to display the menu. Select My Groups. 	
<ol style="list-style-type: none"> The My Groups page lists the groups you are associated with. <p>Note: To view more detailed information about this page, go to the Viewing group information section of this manual.</p>	
<ol style="list-style-type: none"> Click on the kebab menu (three vertical dots in the upper right) to display the menu. Click on View Group to view the list of current members of the group. 	

6. The **Entity Details** page will open; click on the **Contact** tab.

7. Under the **Contacts** tab, click on the **Users** tab to view all the users connected to this entity.

Lund & Associates
Law Firm: LF-01-6164-798

Law Firm Details
Law Firm Name: Lund & Associates Edit Law Firm Type: Law Firm Law Firm FEIN: 15-0001145

Workers' Compensation Insurance Policy Information
Associated Employer: [ER-01-6164-797: Lund Enterprises, Inc.](#)

Law Firm Status
Status: Active

Addresses **Contacts** Related Claims & Cases + Add Address

Address Type	Address 1	City	Effective Range
Primary Address <small>Inactive</small>	5 Sailboat Road	Minneapolis	10/16/2020 - 8/16/2021

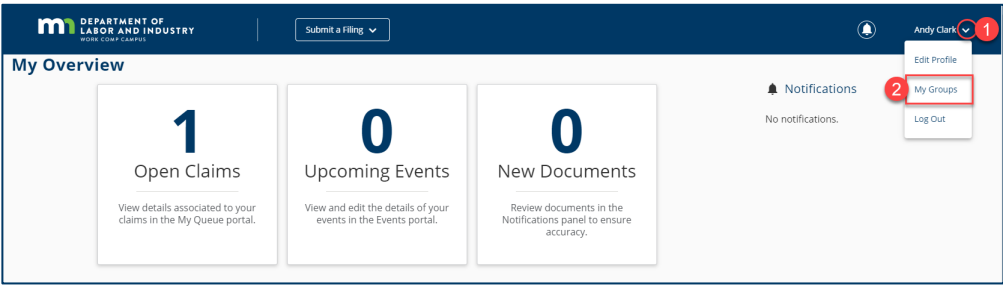
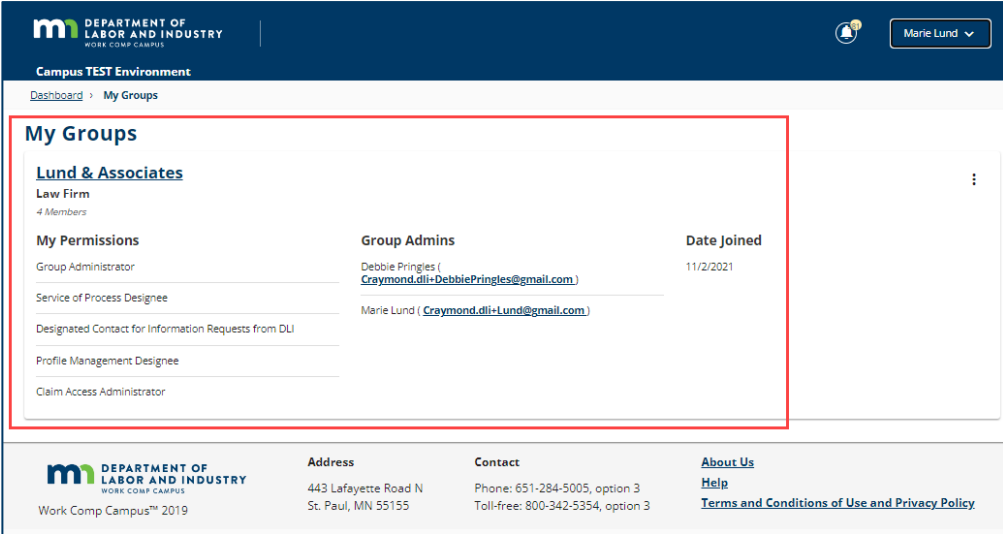
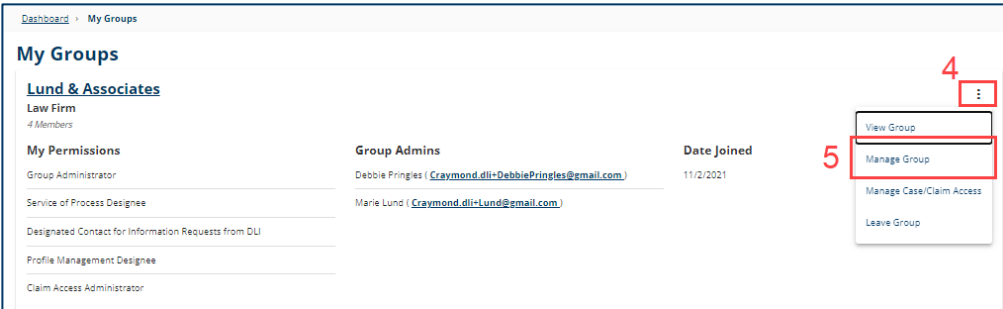
Addresses **Contacts** Related Claims & Cases

Contacts **Users**

Name	User Type	Registration Number	Phone Number	Email Address
Redd Butts	Other Legal Professional		(612) 478-5858	Craymond.dli+ReddButts@gmail.com
Marie Lund	Attorney	9478654	(320) 078-9454	Craymond.dli=Lund@gmail.com
Lou Lou Butts	Paralegal		(612) 705-1547	Crmpls.dli=Butts@gmail.com
Debbie Pringles	Legal Assistant		(612) 475-9584	Craymond.dli=DebbiePringles@gm...

Showing (1-4) of 4 << < 1 > >> Items per page: 10

Accessing group administrator settings

<ol style="list-style-type: none"> At the top right of the user dashboard (homepage), click the drop-down arrow to display the menu. Select My Groups. 	 <p>The screenshot shows the top right of the user dashboard. The user's name 'Andy Clark' is displayed with a dropdown arrow. The dropdown menu is open, showing options: 'Edit Profile', 'My Groups' (highlighted with a red box and a '2'), and 'Log Out'. A red '1' is placed next to the user's name. Below the menu, there are three summary cards: '1 Open Claims', '0 Upcoming Events', and '0 New Documents'. A notification bell icon shows 'No notifications'.</p>
<ol style="list-style-type: none"> The My Groups page lists the groups you are associated with. <p>Note: For instructions about how to view the current members of the group, go to the Viewing member information section of this manual.</p>	 <p>The screenshot shows the 'My Groups' page for 'Lund & Associates'. A red box highlights the group details, including the group name, type ('Law Firm'), number of members ('4 Members'), and a table of group administrators. The table has columns for 'My Permissions', 'Group Admins', and 'Date Joined'. The group administrator listed is Marie Lund (Craymond.dli+Lund@gmail.com) with a date joined of 11/2/2021. At the bottom, there is contact information for the Department of Labor and Industry.</p>
<ol style="list-style-type: none"> Click on the kebab menu (three vertical dots in the upper right) to display the menu. From the drop-down menu, select the Manage Group option. <p>Note: This option is only available to group administrators.</p>	 <p>The screenshot shows the 'My Groups' page with the kebab menu (three vertical dots) in the upper right corner highlighted with a red box and a '4'. The menu is open, showing options: 'View Group', 'Manage Group' (highlighted with a red box and a '5'), 'Manage Case/Claim Access', and 'Leave Group'. The group details for 'Lund & Associates' are visible in the background.</p>

6. The **Group Management** page displays all **Active Members** and includes their:

- name;
- email address;
- user type; and
- date joined.

Note: An **Active Member** is a user who has registered in Campus and is linked to the group entity. If the user is not registered, see more detailed instructions in the [Member not registered](#) section of this manual.

Dashboard > My Groups > Group Management

Group Management
Lund & Associates: LF-01-6164-798

Active Members Open Invitations + Add Member

	Name	Email	User Type	Date Joined
<input type="checkbox"/>	Debbie Pringles	Craymond.dli+DebbiePringles@gmail...	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dli+Butts@gmail.com	Paralegal	2/2/2021
<input type="checkbox"/>	Marie Lund	Craymond.dli+Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli+ReddButts@gmail.com	Other Legal Professional	9/26/2022

Showing (1-4) of 4 Items per page 10

Debbie Pringles, Legal Assistant Edit Location Remove Member

All Locations

Permissions Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DU
- Profile Management Designee
- Claim Access Administrator

Relationships Edit

- Marie Lund, Attorney

7. As a group administrator, you can update the address information associated with a member by clicking on the **Edit Location** link.

More detailed instructions are provided in the [Editing member's location](#) section of this manual.

Dashboard > My Groups > Group Management

Group Management
Lund & Associates: LF-01-6164-798

Active Members Open Invitations + Add Member

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli+DebbiePringles@gm...	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dli+Butts@gmail.com	Paralegal	2/2/2021
<input type="checkbox"/>	Marie Lund	Craymond.dli+Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli+ReddButts@gmail.c...	Other Legal Professional	9/26/2022

Showing (1-4) of 4 Items per page 10

Debbie Pringles, Legal Assistant Edit Location Remove Member

All Locations

Permissions Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DU
- Profile Management Designee
- Claim Access Administrator

Relationships Edit

- Marie Lund, Attorney

8. Permissions are displayed for the member. Click the **Edit** link to update **Permissions**.

More detailed instructions are provided in the [Editing member permissions](#) section of this manual.

Group Management

Lund & Associates: LF-01-6164-798

+ Add Member

Active Members Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dji+DebbiePringles@gm...	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dji+Butts@gmail.com	Paralegal	2/2/2021
<input type="checkbox"/>	Marie Lund	Craymond.dji+Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dji+ReddButts@gmail.c...	Other Legal Professional	9/26/2022

Showing (1-4) of 4

Items per page 10

Debbie Pringles, Legal Assistant

All Locations

Edit Location Remove Member

Permissions

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DUJ
- Profile Management Designee
- Claim Access Administrator

Edit

Relationships

- Marie Lund, Attorney

Edit

9. Relationships are displayed for the member. Click the **Edit** link to update **Relationships**.

More detailed instructions are provided in the [Editing member relationships](#) section of this manual.

Group Management

Lund & Associates: LF-01-6164-798

+ Add Member

Active Members Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dji+DebbiePringles@gm...	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dji+Butts@gmail.com	Paralegal	2/2/2021
<input type="checkbox"/>	Marie Lund	Craymond.dji+Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dji+ReddButts@gmail.c...	Other Legal Professional	9/26/2022

Showing (1-4) of 4

Items per page 10

Debbie Pringles, Legal Assistant

All Locations

Edit Location Remove Member

Permissions

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DUJ
- Profile Management Designee
- Claim Access Administrator

Edit

Relationships

- Marie Lund, Attorney

Edit

10. If you need to delete a member associated to this group, click the **Remove Member** link.

Note: A user cannot leave a group if they are the only member assigned the group administrator or service of process designee permissions. Another group administrator or service of process designee must be identified before removing this member from the group.

More detailed instructions are provided in the [Removing a member from group](#) section of this manual.

Group Management

Lund & Associates: LF-01-6164-798

+ Add Member

Active Members

Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli+DebbiePringles@gm...	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dlj+Butts@gmail.com	Paralegal	2/2/2021
<input type="checkbox"/>	Marie Lund	Craymond.dli+Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli+ReddButts@gmail.c...	Other Legal Professional	9/26/2022

Showing (1-4) of 4

Items per page 10

Debbie Pringles, Legal Assistant

All Locations

Edit Location

Remove Member

Permissions

Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DUI
- Profile Management Designee
- Claim Access Administrator

Relationships

Edit

- Marie Lund, Attorney

Adding members to a group

Member already registered in Campus

A group administrator has the ability to add and remove members for their group. If a member needs to make updates to their individual user information, such as an email address, they must log in and make that update.

1. From the **Group Management** page, click on the yellow **+Add Member** button at the top right of the page.

The screenshot shows the 'Group Management' interface for the group 'Lund & Associates: LF-01-6164-798'. At the top right, there is a yellow '+ Add Member' button. Below this is a table of active members:

Name	Email	User Type	Date Joined
Debbie Pringles	Craymond.dli+DebbiePringles@gmail.com	Legal Assistant	2/4/2021
Lou Lou Butts	Crmpls.dli+Butts@gmail.com	Paralegal	2/2/2021
Marie Lund	Craymond.dli+Lund@gmail.com	Attorney	11/2/2021
Redd Butts	Craymond.dli+ReddButts@gmail.com	Other Legal Professional	9/26/2022

Below the table, there are sections for 'Permissions' and 'Relationships' for the selected member, Debbie Pringles, Legal Assistant.

2. On the **Add Member** page, enter a valid email address in the **Email Address** field for the new member and enter it again in the **Confirm Email** field.

Note: The email address must be the same one the individual used to register and activate their account in Campus.

Note: If a person is already registered in Campus, their name will auto-populate after entering their email address.

The screenshot shows the 'Add Member' form. It has the following fields and sections:

- Email Address *** and **Confirm Email *** (both highlighted with a red box)
- First Name *** and **Last Name ***
- Address** (dropdown menu set to 'All')
- (Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.**
- Item Pool** (checkboxes for various permissions):
 - Group Administrator: Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.
 - Service of Process Designee: Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.
 - Designated Contact for Information Requests from DLI: Members with this permission are contacted when DU sends a request to their associated entity and receive a notification to respond to the request.
 - Profile Management Designee: The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm.
- Selected Items** (None selected)
- Add** and **Cancel** buttons

3. Optional: In the **Address** field, select a location for the member. If no specific location applies, leave as **All**.

The screenshot shows the 'Add Member' form with the following fields and options:

- Email Address ***: Email Address
- Confirm Email ***: Confirm Email
- First Name ***: First Name
- Last Name ***: Last Name
- Address**: A dropdown menu with 'All' selected, highlighted by a red box.
- Item Pool**:
 - Group Administrator**: Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.
 - Service of Process Designee**: Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.
 - Designated Contact for Information Requests from DLI**: Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.
 - Profile Management Designee**: The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm.
- Selected Items**: None selected.
- Buttons**: Add, Cancel

4. Assign the appropriate permissions for this member by clicking on the + symbol.

Note: Permissions available are as follows.

- **Group Administrator** – members with this permission can add and remove group members, change permissions to existing members and change relationships among members if applicable.
- **Service of Process Designee** – members with this permission are included in the list of serviceable participants to be served any time a filing is added to a claim, case, dispute or appeal relating to your group.
- **Designated Contact for Information Requests from DLI** – members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.
- **Profile Management Designee** – users in this permission group have access to the **Edit Profile**

This screenshot is identical to the one above, but with a red oval highlighting the '+' symbols next to the permission options in the 'Item Pool' section.

Note: Permissions do not have to be selected in this step. Member permissions can be set up at any time, either when the individual is initially added to a group or at a later time by the group administrator. More detailed instructions are provided in the [Editing member permissions](#) section of this manual.

link and have authority to edit the profile of the group.

- **Claim Access Administrator** – users in this permission group are able to administer users' access to claims and cases within the group.

5. Any permissions that are selected will show in the **Selected Items** column.

Add Member [Close]

Enter the email address of the individual you wish to invite to this group.

Email Address *
Timmy.Tester@aol.com

Confirm Email *
Timmy.Tester@aol.com

First Name *
Timmy

Last Name *
Tester

(Optional) Select a location for this Member. If no specific location applies, leave as All.

Address
All

(Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.

Item Pool	Selected Items
<input type="checkbox"/> Group Administrator <i>Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.</i>	<input checked="" type="checkbox"/> Service of Process Designee <i>Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.</i>
<input type="checkbox"/> Designated Contact for Information Requests from DLI <i>Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.</i>	
<input type="checkbox"/> Profile Management Designee <i>The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm</i>	
<input type="checkbox"/> Claim Access Administrator <i>The Users in this Permission group will be able to administer users' access to Claims and Cases within the group.</i>	

Add **Cancel**

6. After permissions are selected, click the yellow **Add** button to save the information or click **Cancel** to exit without any changes.

Note: The individual who has been added will receive an email message to the address listed in Campus.

They will need to confirm their email address to get access. After confirmation, their name will appear under the **Active Members** tab on the **Group Management** page.

Add Member [Close]

Enter the email address of the individual you wish to invite to this group.

Email Address *
Timmy.Tester@aol.com

Confirm Email *
Timmy.Tester@aol.com

First Name *
Timmy

Last Name *
Tester

(Optional) Select a location for this Member. If no specific location applies, leave as All.

Address
All

(Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.

Item Pool	Selected Items
<input type="checkbox"/> Group Administrator <i>Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.</i>	<input checked="" type="checkbox"/> Service of Process Designee <i>Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.</i>
<input type="checkbox"/> Designated Contact for Information Requests from DLI <i>Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.</i>	
<input type="checkbox"/> Profile Management Designee <i>The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm</i>	
<input type="checkbox"/> Claim Access Administrator <i>The Users in this Permission group will be able to administer users' access to Claims and Cases within the group.</i>	

Add **Cancel**

Member not registered in Campus

- From the **Group Management** page, click on the yellow **+Add Member** button at the top right of the page.

Group Management
Lund & Associates: LF-01-6164-798

Name	Email	User Type	Date Joined
Debbie Pringles	Craymond.dli-DebbiePringles@gmail.com	Legal Assistant	2/4/2021
Lou Lou Butts	Crmpls.dli-Butts@gmail.com	Paralegal	2/2/2021
Marie Lund	Craymond.dli-Lund@gmail.com	Attorney	11/2/2021
Redd Butts	Craymond.dli-ReddButts@gmail.com	Other Legal Professional	9/26/2022

Showing (1-4) of 4

Debbie Pringles, Legal Assistant

Permissions

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DLI
- Profile Management Designee
- Claim Access Administrator

Relationships

- Marie Lund, Attorney

- On the **Add Member** page, enter a valid email address in the **Email Address** field for the new member and enter it again in the **Confirm Email** field.

Add Member

Enter the email address of the individual you wish to invite to this group.

Email Address *
Email Address

Confirm Email *
Confirm Email

First Name *
First Name

Last Name *
Last Name

(Optional) Select a location for this Member. If no specific location applies, leave as All.

Address
All

(Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.

Item Pool

- Group Administrator
Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.
- Service of Process Designee
Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.
- Designated Contact for Information Requests from DLI
Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.
- Profile Management Designee
The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm.

Selected Items
None selected.

Add Cancel

- Enter the new member's name in the **First Name** and **Last Name** fields.

Add Member

Enter the email address of the individual you wish to invite to this group.

Email Address *
Email Address

Confirm Email *
Confirm Email

First Name *
First Name

Last Name *
Last Name

(Optional) Select a location for this Member. If no specific location applies, leave as All.

Address
All

(Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.

Item Pool

- Group Administrator
Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.
- Service of Process Designee
Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.
- Designated Contact for Information Requests from DLI
Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.
- Profile Management Designee
The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm.

Selected Items
None selected.

Add Cancel

4. Optional: In the **Address** field, select a location for the member. If no specific location applies, leave as **All**.

5. Assign the appropriate permissions for this member by clicking on the + symbol.

Note: Permissions available are as follows.

- **Group Administrator** – members with this permission can add and remove group members, change permissions to existing members and change relationships among members if applicable.
- **Service of Process Designee** – members with this permission are included in the list of serviceable participants to be served any time a filing is added to a claim, case, dispute or appeal relating to your group.
- **Designated Contact for Information Requests from DLI** – members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.
- **Profile Management Designee** – users in this permission group access to the **Edit Profile** link and

Note: Permissions do not have to be selected in this step. Member permissions can be set up at any time, either when the individual is initially added to a group or at a later time by the group administrator. More detailed instructions are provided in the [Editing member permissions](#) section of this manual.

have authority to edit the profile of the group.

- **Claim Access Administrator** – users in this permission group are able to administer users' access to claims and cases within the group.

6. Any permissions that are selected will show in the **Selected Items** column.

Add Member [Close]

Enter the email address of the individual you wish to invite to this group.

Email Address * Timmy.Tester@aol.com Confirm Email * Timmy.Tester@aol.com

First Name * Timmy Last Name * Tester

(Optional) Select a location for this Member. If no specific location applies, leave as All.

Address All

(Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.

Item Pool	Selected Items
<input type="checkbox"/> Group Administrator <i>Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.</i>	<input checked="" type="checkbox"/> Service of Process Designee <i>Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.</i>
<input type="checkbox"/> Designated Contact for Information Requests from DLI <i>Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.</i>	
<input type="checkbox"/> Profile Management Designee <i>The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm</i>	
<input type="checkbox"/> Claim Access Administrator <i>The Users in this Permission group will be able to administer users' access to Claims and Cases within the group</i>	

Add Cancel

7. After permissions are selected, click the yellow **Add** button to save the information or click **Cancel** to exit without any changes.

Note: The individual who is added will receive an email message to the address listed in Campus.

Add Member [Close]

Enter the email address of the individual you wish to invite to this group.

Email Address * Timmy.Tester@aol.com Confirm Email * Timmy.Tester@aol.com

First Name * Timmy Last Name * Tester

(Optional) Select a location for this Member. If no specific location applies, leave as All.

Address All

(Optional) Assign permissions. These will be applied for the individual when he/she joins the group. If none selected, default permissions will apply.

Item Pool	Selected Items
<input type="checkbox"/> Group Administrator <i>Members with this permission can add and remove group members, change permissions to existing members, and change relationships among members if applicable.</i>	<input checked="" type="checkbox"/> Service of Process Designee <i>Members with this permission are included in the list of serviceable participants to be served anytime a filing is added to a claim, case, dispute, or appeal relating to your group.</i>
<input type="checkbox"/> Designated Contact for Information Requests from DLI <i>Members with this permission are contacted when DLI sends a request to their associated entity and receive a notification to respond to the request.</i>	
<input type="checkbox"/> Profile Management Designee <i>The Users in this Permission group will have access to the Edit Profile link, and have authority to Edit the profile of the Law Firm</i>	
<input type="checkbox"/> Claim Access Administrator <i>The Users in this Permission group will be able to administer users' access to Claims and Cases within the group</i>	

Add Cancel

8. When the member has been added, from the **Group Management** page, click on the **Open Invitations** tab.

Open Invitations are considered pending. When a user is added as a member, a notification is sent to their email address and, until the user accepts the invitation, their account will display in this queue.

Note: If the member cannot locate the emailed invitation, have them check in their spam or junk email folder. Also, ensure the user is looking in the mailbox of the email address that was entered in step 2.

	Name	Email	User Type	Date Joined	
<input type="checkbox"/>	Debbie Pringles	Craymond.dli-DebbiePringles...	Legal Assistant	2/4/2021	
<input type="checkbox"/>	Lou Lou Butts	Crmpis.dli+Butts@gmail.com	Paralegal	2/2/2021	
<input type="checkbox"/>	Marie Lund	Craymond.dli-Lund@gmail.co...	Attorney	11/2/2021	
<input type="checkbox"/>	Redd Butts	Craymond.dli-ReddButts@gm...	Other Legal Professional	9/26/2022	

Editing member permissions

Member permissions can be set up at any time, either initially when the member is added to a group or at a later time by the group administrator.

1. From the **Group Management** page, select the user whose account you are changing by clicking the box next to the user's name in the **Active Members** tab.

The screenshot shows the 'Group Management' interface for 'Lund & Associates: LF-01-6164-798'. The 'Active Members' tab is selected, displaying a table with columns for Name, Email, User Type, and Date Joined. A red box highlights the selection checkboxes for Debbie Pringles, Lou Lou Butts, and Marie Lund.

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli-DebbiePringles@gmail.com	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dli-Butts@gmail.com	Paralegal	2/2/2021
<input checked="" type="checkbox"/>	Marie Lund	Craymond.dli-Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli-ReddButts@gmail.com	Other Legal Professional	9/26/2022

2. When selected, more detailed information will display at the bottom of the page.

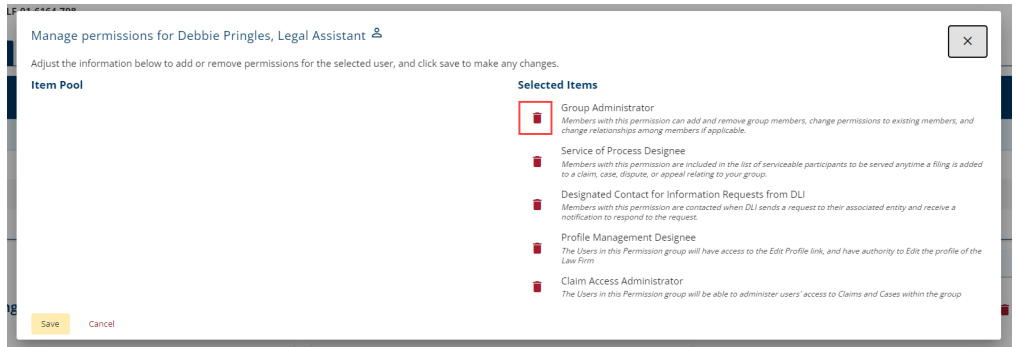
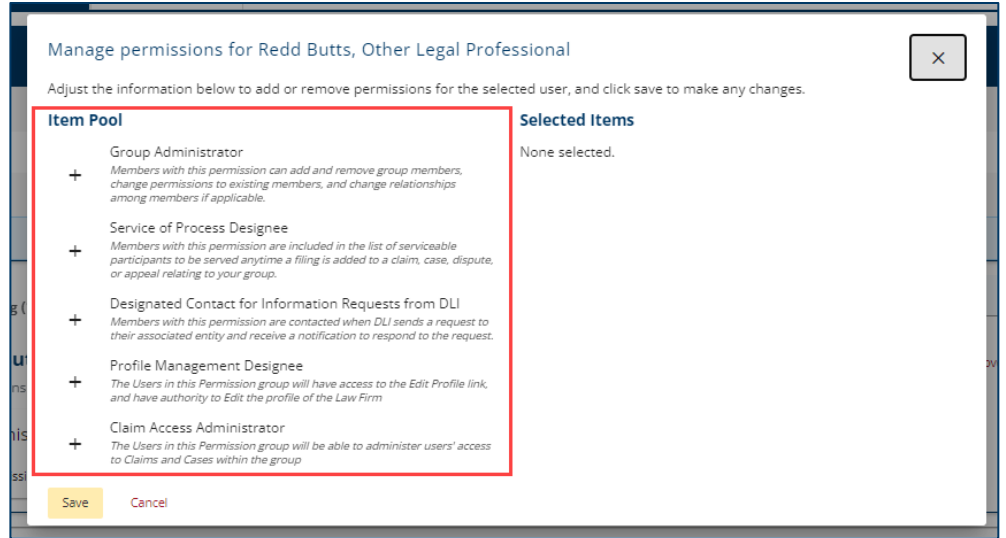
The screenshot shows the detailed view for 'Debbie Pringles, Legal Assistant'. A red box highlights the 'Permissions' and 'Relationships' sections. The 'Permissions' section lists roles such as Group Administrator, Service of Process Designee, Designated Contact for Information Requests from DLI, Profile Management Designee, and Claim Access Administrator. The 'Relationships' section lists Marie Lund, Attorney.

3. To edit their permissions, click on the **Edit** button in the permissions box.

The screenshot shows the detailed view for 'Debbie Pringles, Legal Assistant'. A red box highlights the 'Edit' button in the 'Permissions' section. The 'Permissions' section lists roles such as Group Administrator, Service of Process Designee, Designated Contact for Information Requests from DLI, Profile Management Designee, and Claim Access Administrator. The 'Relationships' section lists Marie Lund, Attorney.

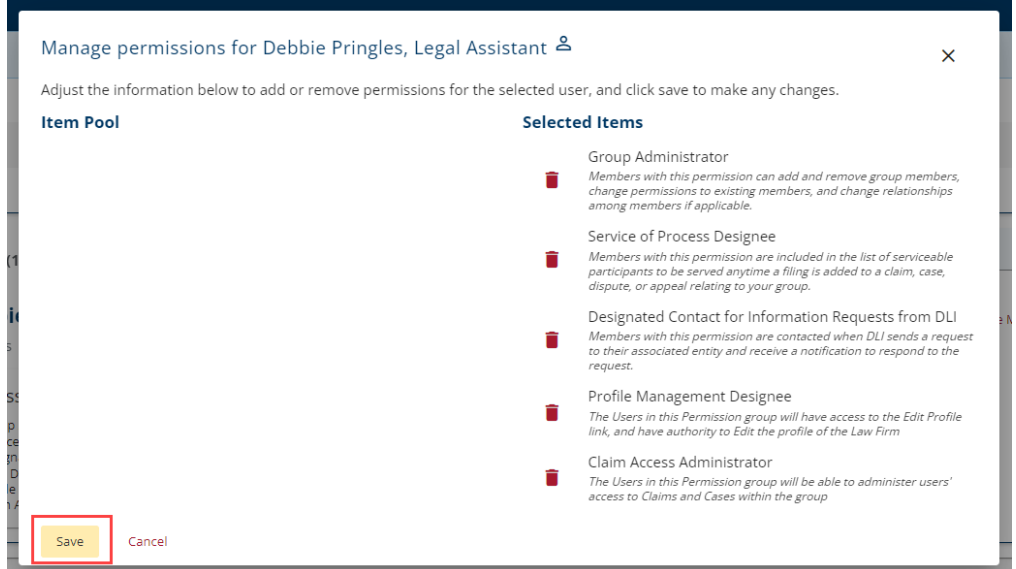
4. The **Manage Permissions** window will display.

- To add permissions, click on the **+** next to the permission.
- To remove a permission, click on the red trash can icon to remove.



5. When completed, click the yellow **Save** button at the bottom of the window.

Note: Changes will take effect immediately. Have the user log out of Campus and log back in for the changes to be applied to their account.



Law firm groups: Creating and editing member relationships

Group administrators can create relationships between members of a group by linking individual users within their group, to be able to share access with each other, such as a paralegal to an attorney. They may also edit those relationships at any time after they are established.

Note: This is only relevant to law firm groups and members.

- From the **Group Management** page, select the user by clicking the box next to user's name from the **Active Members** tab.

The screenshot shows the 'Group Management' interface for 'Lund & Associates: LF-01-6164-798'. The 'Active Members' tab is selected, displaying a table with columns for Name, Email, User Type, and Date Joined. A red box highlights the selection checkbox next to Debbie Pringles' name.

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli+DebbiePringles@gmail.com	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmpls.dli+Butts@gmail.com	Paralegal	2/2/2021
<input type="checkbox"/>	Marie Lund	Craymond.dli+Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli+ReddButts@gmail.com	Other Legal Professional	9/26/2022

- When selected, more detailed information will display at the bottom of the page.

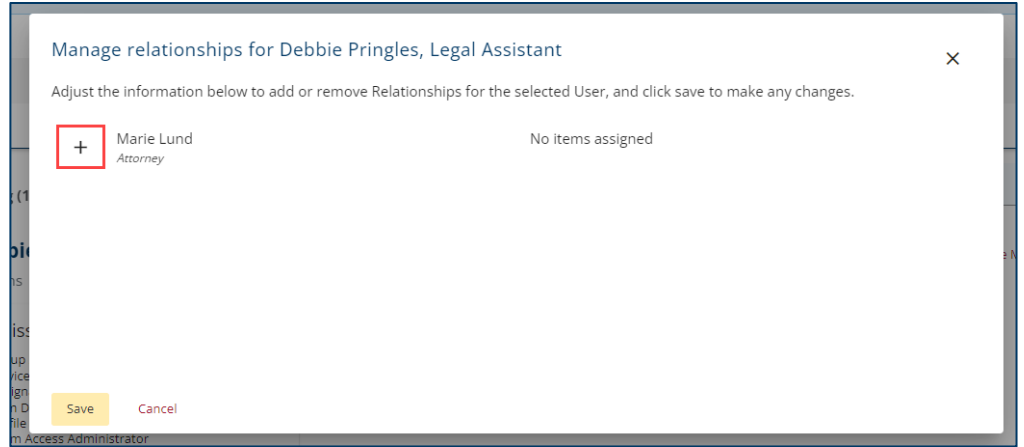
The screenshot shows the detailed view for 'Debbie Pringles, Legal Assistant'. The 'Relationships' section is highlighted with a red box and shows a list of related users: Marie Lund, Attorney.

- To create or edit the user's relationships, click on the **Edit** button in the **Relationships** box.

The screenshot shows the detailed view for 'Debbie Pringles, Legal Assistant'. The 'Relationships' section is highlighted with a red box, and the 'Edit' button next to the relationship with Marie Lund is circled in red.

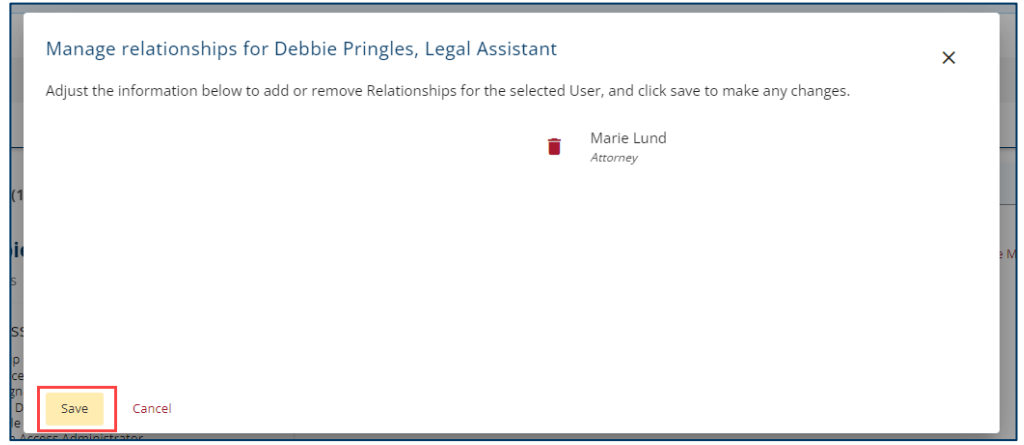
4. The **Manage relationships for ...** window will display.

- To add a relationship, click on the **+** next to the appropriate name.
- To remove a relationship, click on the red trash can icon to remove.



5. When completed, click the yellow **Save** button at the bottom of the window or click **Cancel** to exit the window without any changes.

Note: Changes will take effect immediately. Have the user log out of Campus and log back in for the changes to be applied to their account.



Editing member's location

- From the **Group Management** page, select the user by clicking the box next to the user's name from the **Active Members** tab.

DEPARTMENT OF LABOR AND INDUSTRY
Campus TEST Environment

Dashboard > My Groups > Group Management

Group Management
Lund & Associates: LF-01-6164-798

Active Members | Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli-DebbiePringles@gmail.com	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmppls.dli-Butts@gmail.com	Paralegal	2/2/2021
<input checked="" type="checkbox"/>	Marie Lund	Craymond.dli-Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli-ReddButts@gmail.com	Other Legal Professional	9/26/2022

- When selected, more detailed information will display at the bottom of the page.

Active Members | Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli-DebbiePringles@gmail.com	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmppls.dli-Butts@gmail.com	Paralegal	2/2/2021
<input checked="" type="checkbox"/>	Marie Lund	Craymond.dli-Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli-ReddButts@gmail.com	Other Legal Professional	9/26/2022

Showing (1-4) of 4

Debbie Pringles, Legal Assistant
All Locations

Permissions Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DU
- Profile Management Designee
- Claim Access Administrator

Relationships Edit

- Marie Lund, Attorney

Edit Location Remove Member

- To edit the user's location, click on the **Edit Location** button in the user details at the bottom of the page.

Showing (1-4) of 4

Debbie Pringles, Legal Assistant
All Locations

Permissions Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DU
- Profile Management Designee
- Claim Access Administrator

Relationships Edit

- Marie Lund, Attorney

Edit Location Remove Member

- The **Edit Location** window will display.
- In the **Address** drop-down menu, select the location for the user.
- Click the yellow **Save** button when completed.

Edit Location

(Optional) Select a location for this member. If no specific location applies, leave as All.

Address
All

Save Cancel

Note: Changes will take effect immediately. Have the user refresh their browser for the changes to be applied to their account.

Removing a member from group

- From the **Group Management** page, select the user by clicking the box next to user's name from the **Active Members** tab.

DEPARTMENT OF LABOR AND INDUSTRY
Campus TEST Environment
Dashboard > My Groups > Group Management
Group Management
Lund & Associates: LF-01-6164-798 + Add Member

Active Members Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli-DebbiePringles@gmail.com	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmppls.dli-Butts@gmail.com	Paralegal	2/2/2021
<input checked="" type="checkbox"/>	Marie Lund	Craymond.dli-Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli-ReddButts@gmail.com	Other Legal Professional	9/26/2022

- When selected, more detailed information will display at the bottom of the page.

Active Members Open Invitations

	Name	Email	User Type	Date Joined
<input checked="" type="checkbox"/>	Debbie Pringles	Craymond.dli-DebbiePringles@gmail.com	Legal Assistant	2/4/2021
<input type="checkbox"/>	Lou Lou Butts	Crmppls.dli-Butts@gmail.com	Paralegal	2/2/2021
<input checked="" type="checkbox"/>	Marie Lund	Craymond.dli-Lund@gmail.com	Attorney	11/2/2021
<input type="checkbox"/>	Redd Butts	Craymond.dli-ReddButts@gmail.com	Other Legal Professional	9/26/2022

Showing (1-4) of 4 << < 1 > >> Items per page 10

Debbie Pringles, Legal Assistant
All Locations Edit Location Remove Member

Permissions Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DU
- Profile Management Designee
- Claim Access Administrator

Relationships Edit

- Marie Lund, Attorney

- To remove the member from the group, click on the red **Remove Member** button in the user details.

Showing (1-4) of 4 << < 1 > >> Items per page 10

Debbie Pringles, Legal Assistant Edit Location Remove Member

All Locations

Permissions Edit

- Group Administrator
- Service of Process Designee
- Designated Contact for Information Requests from DU
- Profile Management Designee
- Claim Access Administrator

Relationships Edit

- Marie Lund, Attorney

- A confirmation window will display asking if you are sure you want to remove this member.
 - To remove, click on the yellow **Remove** button.
 - To exit this window and not remove the member, click on the **Cancel** button or the **X** in the corner of the window.

Are you sure you want to remove this Member?

If you remove this Member, he/she will no longer be affiliated with this Group in Campus.

Remove Cancel

Note: Changes will take effect immediately. Have the user log out of Campus and log back in for the changes to be applied to their account.

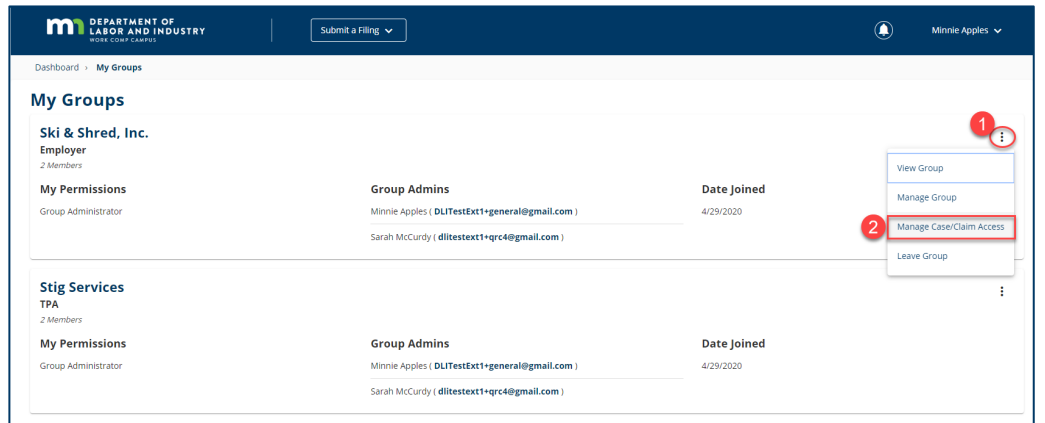
When completed, the user will no longer be affiliated with the group in Campus.

Managing case and claim access

A member with claim access administrator permission can control the group members' claim and case access from the **Manage Case/Claim Access** page. This function is not applicable for law firms.

Single edit

- From the **My Groups** page, click on the kebab menu (three vertical dots in the upper right).
- In the drop-down menu, select the **Manage Case/Claim Access** option.



- From the **Group Case and Claim Access Management** page, click on the **Claim** tab.

Note: Use the **Claims** and **Cases** tabs to toggle between those lists.

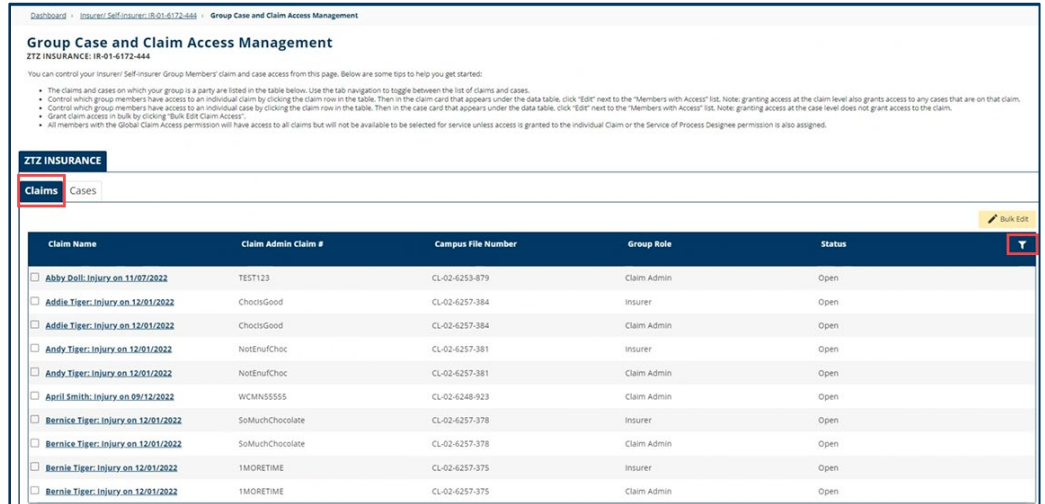
- Click on the funnel icon to filter to search the claim to assign to a member of the group.

- Claims can be filtered by:

- claim name;
- claim admin claim #;
- Campus file number;
- group role; or
- status.

After the appropriate information is entered, click **Apply** to search.

- After the claim is displayed, click the box next to the claim name.



7. The claim information will display at the bottom of the page. In the **Members with Access** box, click **Edit**.

ZTZ INSURANCE

Claims Cases

Filters

Column Value

Campus File Number: CL-02-6258-583

Claim Name	Claim Admin	Claim #	Campus File Number	Group Role	Status
Winnie Pooh: Injury on 08/01/2022	POOHBEAR#1		CL-02-6258-583	Insurer	Open
Winnie Pooh: Injury on 08/01/2022	POOHBEAR#1		CL-02-6258-583	Claim Admin	Open

Winnie Pooh: Injury on 08/01/2022

Claim: CL-02-6258-583

Members with Access **Edit**

- Cheryl George
- Lynne Potter

Cases on this Claim

No related cases

8. The **Edit Claim Access** window will pop up; click on the **+** symbol to select the group member(s) for whom you wish to grant or remove access. Any members who are selected will now appear in the **Selected Group Members** area.

Edit Claim Access - Winnie Pooh: Injury on 08/01/2022

Claim: CL-02-6258-583

Adjust the information below to add or remove members' access from the claim, and click "Save" to make any changes.

Available Group Members **+**

- Lynne Potter

Members with Claim Access

- Cheryl George

Save Cancel

- To remove members, click on the red trash can icon next to their name.

9. Select **Save** to confirm your changes or **Cancel** to exit without saving the changes.

Note: Changes will take effect immediately. Have the user refresh their browser for the changes to be applied to their account.

Bulk edit

1. From the **My Groups** page, click on the kebab menu (three vertical dots on the right).
2. In the drop-down menu, select the **Manage Case/Claim Access** option.

Dashboard > My Groups

My Groups

Ski & Shred, Inc.
Employer
2 Members

My Permissions	Group Admins	Date Joined
Group Administrator	Minnie Apples (DLTestExt1+general@gmail.com)	4/29/2020
	Sarah McCurdy (dlitestext1+qrc4@gmail.com)	

Stig Services
TPA
2 Members

My Permissions	Group Admins	Date Joined
Group Administrator	Minnie Apples (DLTestExt1+general@gmail.com)	4/29/2020
	Sarah McCurdy (dlitestext1+qrc4@gmail.com)	

3. From the **Group Case and Claim Access Management** page, click on the **Claim** tab.

Note: Use the **Claims** and **Cases** tabs to toggle between these lists.

4. All claims or cases associated with the group will display. The **Claim Name** or **Case Name** hyperlink can be selected to view further details.
5. Click the funnel icon to narrow the list results.
6. The **Bulk Edit** button allows granting or removing member access to claims for multiple members at one time.

Dashboard > Employer: ER-00-0000-057 > Group Case and Claim Access Management

Group Case and Claim Access Management

Ski & Shred, Inc.; ER-00-0000-057

You can control your Employer Group Members' claim and case access from this page. Below are some tips to help you get started:

- The claims and cases on which your group is a party are listed in the table below. Use the tab navigation to toggle between the list of claims and cases.
- Control which group members have access to an individual claim by clicking the claim row in the table. Then in the claim card that appears under the data table, click "Edit" next to the "Members with Access" list. Note: granting access at the claim level also grants access to any cases that are on that claim.
- Control which group members have access to an individual case by clicking the claim row in the table. Then in the case card that appears under the data table, click "Edit" next to the "Members with Access" list. Note: granting access at the case level does not grant access to the claim.
- Grant claim access in bulk by clicking "Bulk Edit Claim Access".

Ski & Shred, Inc.

Claims Cases **3**

Claim Name	Campus File Number	Group Role	Status
Fred Flintstone: Injury on 01/01/2020	CL-01-7178-068	Employer	Open

Showing (1-1) of 1 | << < 1 > >> | Items per page 10

Fred Flintstone: Injury on 01/01/2020
Claim : CL-01-7178-068

Members with Access ⁰ Edit
No members have access

Cases on this Claim ⁰
No related cases

7. Select either option to **Grant Access** or **Remove Access**.

8. Click on the box to **Select All Claims**.

Note: A single claim search can be done by selecting the drop-down menu arrow in the **Claims** field. More detailed instructions are provided in the [Single edit](#) section of this manual.

9. Click on the + symbol to select the group member(s) for whom you wish to grant or remove access. Any members who are selected will now appear in the **Selected Group Members** area.

Note: Click on the + symbol to add and the – symbol to remove access.

10. Select **Save** to confirm your changes or **Cancel** to exit without saving the changes.

The screenshot shows a web interface titled "Bulk Grant or Remove Member Access to Claims". At the top, there are two radio buttons: "Grant Access" and "Remove Access", with a red circle containing the number 7 next to them. Below this is a checkbox labeled "Select All Claims" with a red circle containing the number 8. A "Claims" field with a drop-down arrow is visible. The interface is split into two columns: "Group Members" and "Selected Group Members". In the "Group Members" column, there are two entries: "Minnie Apples" and "Sarah McCurdy", each with a red circle containing a plus sign (+). A red circle containing the number 9 is positioned between the two columns, with a red arrow pointing from it to the plus sign next to "Sarah McCurdy". In the "Selected Group Members" column, the text "No group members selected" is displayed. At the bottom left, there are two buttons: "Save" and "Cancel", with a red circle containing the number 10 next to them.

Document history

Version	Description	Date
1.0	Initial document	Jan. 24, 2023
2.0	Compliance, Records and Training (CRT) review edits	Feb. 6, 2023
3.0	Business Technology Office (BTO) edits	March 7, 2023
4.0	Alternative Dispute Resolution (ADR), CRT and BTO meeting edits	March 17, 2023
5.0	CRT – Managing case and claim access updates	March 20, 2023
6.0	ADR review edits	March 27, 2023
7.0	Clarified language in point #2 on page 5	May 19, 2023