

The Employees' Compensation Operations and Management Portal (ECOMP) Frequently Asked Questions (FAQs) and Tips

Q: When I go to <https://www.ecomp.dol.gov/#>, the page will not display. What do I do?

A: If you are having a problem getting the Web site to load, there is a local connectivity/firewall issue. You must work with your center's Information Technology Point-of-Contact (IT POC) to resolve it. If the IT POC is unable to resolve the issue, contact the Job Corps Data Center (JCDC).

Q: There are two sign-in buttons on the ECOMP homepage, which do I use?

A: ALWAYS use the blue "Agency Reviewers & OSHA Recordkeepers Sign In" button to record student injuries. DO NOT use the green "Sign In/Register" button when signing into ECOMP. By registering and signing in here, you are creating a claimant account; meaning, you are filing an injury report for yourself.

Q: How do I know if I have any partially filed or unprocessed cases in ECOMP?

A: When signing in or out of ECOMP, you should check the "Awaiting My Review" and "Supervisor" tabs on the Agency Reviewer Dashboard. The "Awaiting My Review" tab will display all unprocessed cases and the "Supervisor" tab will display any cases **incorrectly** sent to the supervisor.

Q: What do I do if I cannot continue onto the supervisor portion of the Office of Workers' Compensation Programs (OWCP) form CA-1?

A: When you select who will review this form, you must always select "Agency Reviewer." If you select "Supervisor will review this form," the claim will be locked and you cannot proceed. You then have to delete/withdraw the unprocessed CA-1 and start from the beginning.

Tip: If the student's injury goes beyond first aid but the student will **NOT** be sent home on MSWR or otherwise separated from the program, the extent of injury should be listed as "NLT-no lost time." This will require you to select the claim's filing instructions in the "Sign" step of the Supervisor portion of the CA-1. **You must select "XN- No lost time. No medical expenses."** If you select XM, you will forward the claim to OWCP. Please be careful!

Tip: The ECOMP User's Guide was originally meant to be used electronically, with special features to make it more *user-friendly*. If you have opted to print the User's Guide, please make sure you are following each step on each page, and update the User's Guide with revisions as they become available.

Q: Which ECOMP Control Number (ECN) should I use/reference for SIRs and my manual CA-1 log?

A: As you may have noticed, ECOMP generates two separate ECNs for each injury report—one for the OSHA 301 and another for the OWCP CA-1. When using the ECN as a claim identifier, please use the ECN associated with the CA-1.

Q: A student has been medically separated from Job Corps due to injury, and I want to file a claim with OWCP. The Job Corps Policy and Requirements Handbook (PRH) requires the center to receive approval from the National Office prior to submitting a claim to OWCP. What is the process for documenting an injury in ECOMP for a student who is medically separated from Job Corps?

A: Complete the OSHA 301, as well as the claimant and supervisor portions of the OWCP form CA-1 in ECOMP. (Tip: For the “Extent of Injury,” you must select “LT-Lost time” to indicate that the student is being separated from the program.) From there, close the claim and contact Brittany Jonas at (202) 693-2825 or Heather Edmonds at (202) 693-3774 to request approval. Once the claim has been reviewed, and your request approved, you will be instructed to complete the Agency Reviewer section, and to sign and forward. (An OWCP claim number is usually generated within minutes of submission.)

Tip: If you are kicked out of ECOMP and unable to fully file a case, you should check the “Awaiting my Review” tab on the Agency Reviewer Dashboard before starting a new case.

Tip: NEVER CLICK DONE. There are three sections of the OWCP form CA-1 and all must be completed before the claim is processed. Do not stop until you see the page shown below:

The screenshot shows the ECOMP Agency Reviewer Dashboard for a CA-1 claim. The page title is "ECOMP Claim for a Traumatic Injury (CA-1)". A blue banner states "This form has been submitted to DFEC". Below this, a summary box shows the ECN 2122381, Organization: ETA-JOB CORPS CENTERS-ENROLLEES, and Date of event: Initiated. A yellow warning icon and text state "Wait! You are not finished yet". Below this, a list of instructions for completing the process is provided: 1) Printed, 2) Signed by all parties, 3) Retained by the Agency with all original signatures, and 4) Made available for inspection by OWCP/DFEC, if and when necessary. A green button at the bottom reads "I Agree. Get PDF and Save / Print".

Q: Who do I enter as the supervisor on the OWCP form CA-1?

A: You, the ECOMP student injury record keeper, are the supervisor in ECOMP. You are also the Agency Reviewer and are responsible for fully processing each student injury in ECOMP.

Q: How do I find a previously entered/processed claim in ECOMP?

A: The Agency Reviewer Dashboard has a search tool in the upper left hand corner of the page. Simply enter a last name or ECN into the search bar, select the date range and wait for the page to load. You will see the claim displayed under the “All Forms” tab.

Tip: Once a claim is forwarded to OWCP, it cannot be edited or retracted. Be very careful when selecting the “Extent of Injury” in the Supervisor section of the OWCP CA-1.

Tip: Our timeliness is measured by the number of days it takes to fully process a claim in ECOMP; from the time you begin a CA-1/CA-2/CA-7 until the time you finish it. DO NOT begin an OWCP form until you are ready to finish it.