

# Division of Workers' Compensation

## Quick Guide for Exchanging Documents Electronically Through Secure File Transfer Protocol (SFTP) Boxes

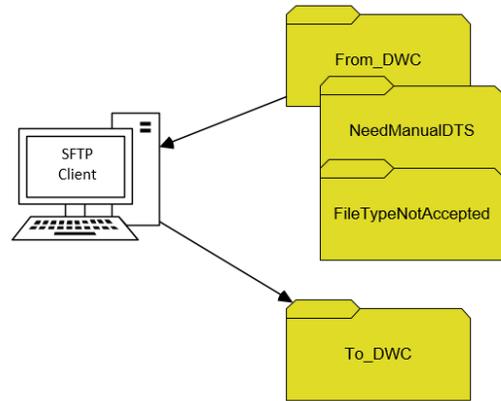
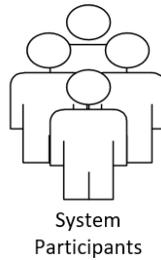
### 1. Getting Started

DWC will provide you with a username, password and connection information, including technical support.

You will need an internet connection and SFTP client software. Check with your organization's IT support for more information.

For the types of files DWC accepts refer to the DWC Secure File Transfer Protocol (SFTP) Standards.

If you have questions or need technical assistance, please contact DWC at [eFiling-Help@tdi.texas.gov](mailto:eFiling-Help@tdi.texas.gov).



**Note:** The physical boxes for insurance carrier Austin representatives at the DWC Metro office have been replaced with SFTP accounts.

### 2. SFTP Box Folder Structure

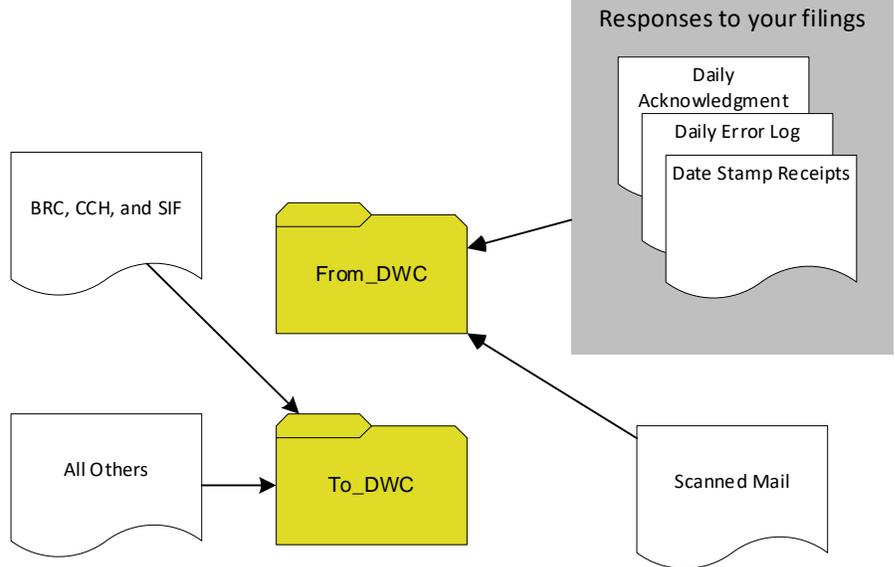
Your SFTP box has two folders:

**“From\_DWC” folder:**

Used by DWC to give document files, receipts, acknowledgements for filings, and DWC correspondence (previously provided at the DWC Metro office) to SFTP account holders, Monday through Friday. DWC suggests deleting files once they have been downloaded.

**“To\_DWC” folder:**

Used by system participants with an SFTP account to give document files to DWC. DWC picks up throughout the day. The date the correspondence is uploaded will be the date displayed on receipts and acknowledgements.



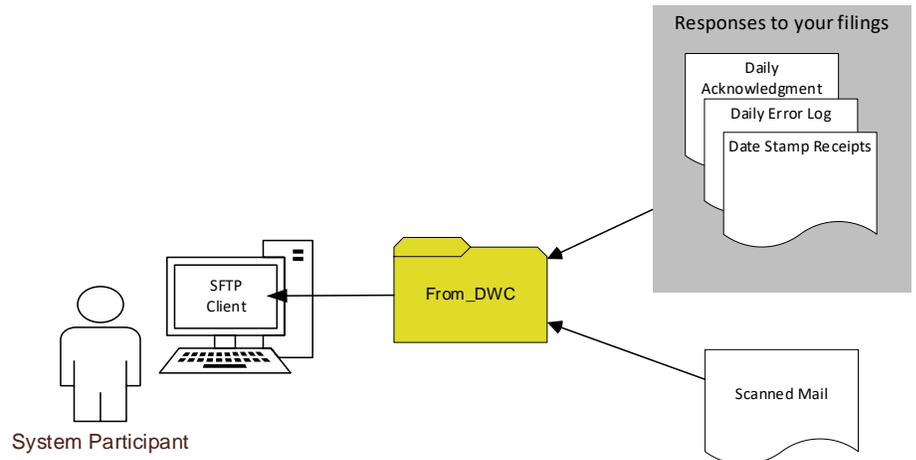
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### 3. Receiving Documents From DWC

Your "From\_DWC" folder includes these items:

- **Daily Acknowledgement List**  
Lists the files named with a "BRC" "CCH" or "SIF" received by DWC.
- **Daily Error Log**  
Lists the files that could not be automatically received and have been rejected by DWC. Files listed will include a description of the error.
- **Date Stamped Receipts**  
A copy of the original document file DWC received with the date DWC received it stamped on each page. The file name will be the same as the original document, however it will be converted to a .TIF file format.
- **Scanned Mail**  
Scanned images of documents. These files will have "Scanned Mail\_" in the document name. Each document will be a separate file.
- **Other Mail**  
Letters, Orders, System Detail Data Reports, Requests for Information, Responses to Open Records Requests and other documents will include information about the contents, including a short description in the file name.



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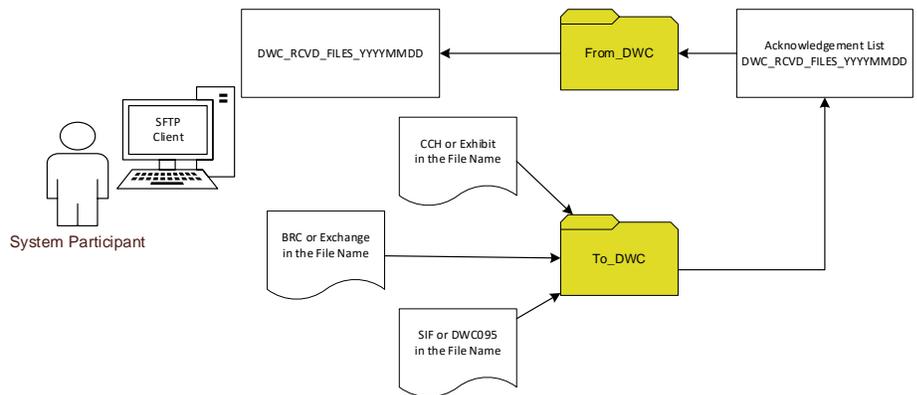
### 4. Sending Benefit Review Conference (BRC) Exchange, Contested Case Hearing (CCH) Exhibits, and Subsequent Injury Fund (SIF) Reimbursement Requests to DWC

Upload BRC exchange, CCH exhibits and SIF reimbursement requests using the "To\_DWC" folder.

- The document file will be delivered to the appropriate DWC staff based on the file name.
- DWC will place an acknowledgement list of files received for the day in the "From\_DWC" folder.

**Note:** These file names must reference "BRC", "CCH", or "SIF" as described in the **DWC SFTP Standards** document.

**BRC Exchange, CCH Exhibits, and SIF Reimbursement Requests**



### 5. Sending All Other Files To DWC

All other types of filings should be uploaded to the "To\_DWC" folder.

DWC will place a copy of the original document file DWC receives with the date DWC received it stamped on each page in the "From\_DWC" folder. The file name will be the same as the original document file, however it will be converted to a .TIF file format.

If there is an issue with a document file, it will be logged in a **Daily Error List** in the "From\_DWC" folder.

**Note:** DWC will not accept document files placed in any other directory or subfolder within the SFTP account.

**All Other Files**

