

Attorney/Litigation Questions

Q. How do I set up an attorney account or law firm in OSCAR?

Go to www.oscar.doi.ks.gov and scroll down to the bottom of the page and click 'Create Account.' Enter all required fields, including selecting the radio button indicating that you are an attorney in the State of Kansas. This requires your Supreme Court ID. Then click 'Create Account.' Upon creation you will be sent a verification link to the email address you submitted. It must be verified from that email account within an hour or the link will expire. Once your account is verified you will be able to sign in on the same page where you created your account. Your email address is your User ID.

You will need to make sure your law firm is registered with the division. If you are the first attorney from your law firm to work in OSCAR, please see the Contact Us section of this page to call or email the Division to set up your law firm's account.

Q. What do I do if I don't see a case in the My Cases Module that should be there?

First, confirm that you have filed an Entry of Appearance for the case. If you have and still don't see it, please see the Contact Us section of this page to call or email the Division.

Q. In the My Cases module, what constitutes an Active case and what constitutes an Archived case?

An archived case is one that has had no activity within the past calendar year. All other cases, where there has been activity in the past calendar year, are considered Active.

Q. How do I see all of the cases my law firm is handling?

Only law firm group administrators can see all of a law firm's cases. If you are not a group administrator, ask your group administrator to give you the appropriate access. Please see the training manual to view the process for gaining access to cases once you are a group administrator.

Q. How will I receive case notices from OSCAR?

All case notifications are automatically emailed to all registered OSCAR users on a case. Other users are mailed notification if appropriate. The email will contain a link that will take you directly to the appropriate case details page when clicked.

Q. Is transcript billing/invoicing handled in OSCAR?

No. Billing for transcripts is handled outside of OSCAR, and court reporters should handle it the same way they always have. However, attaching an invoice at the end of the transcript and uploading it into the Case Record is acceptable.

Q. Will I be able to access OSCAR via my mobile device (iPad, phone, etc.)?

Yes. You will be able to access your case files in addition to being able to submit a limited number of forms in OSCAR via your phone or tablet.

Q. Do I need to send notices of hearing anymore?

No. The division will be sending out all notices of hearing (E3).

Q. Can multiple attorneys represent a party on a case in OSCAR?

Yes. Additional attorneys will need to complete the OSCAR Entry of Appearance form to gain access to the case.

Q. What format do my documents need to be in for OSCAR?

All documents uploaded into OSCAR must be .PDF files. They can be up to 10MB in size. If you need to submit a larger file size, please contact the division at the phone number or email address listed below to access the O.R.E.O. (Online Records Exchange in OSCAR) function.

Q. What do we do if the system is down and I have to make a legal filing?

In the event that the system is down and you are unable to meet your legal filing deadline, the rules for judicial filings are covered by the Electronic Filing Regulations.

Q. As a respondent attorney, will OSCAR alert me that I need to file an Entry of Appearance?

No. Your client will receive notification from the division that a case has been filed involving them (via mail), and they have to inform you so that you can file an Entry of Appearance.

Q. Will the system prevent me from being double booked for a hearing?

No. The system will not be able to determine if you have accidentally double booked yourself for two hearings at the same time. Please contact your ALJ's office to work with them to reschedule your hearing.

Q. Will we use the same Docket Numbers in OSCAR?

No. However, if your case was filed prior to OSCAR go-live and you have a docket number you can use that to search for the case and determine the new Case number. Case numbers are in a format of "CS-XX-XXXX-XXX" where X's are a numeric sequence.

Q. Will settlements be handled in OSCAR?

Yes. All docketed or undocketed settlements will be filed in OSCAR. Please see the training manual.

Q. Do we still need to pen and paper sign all pleadings?

No. You are allowed to electronically sign and submit pleadings in OSCAR. However, you can only electronically sign your name.

Q. Can I upload my exhibits into OSCAR for a hearing?

Yes. The division requests that you upload all exhibits into OSCAR prior or during your hearing. All court rooms have WIFI, so you will be able to upload an exhibit while you are at the hearing.

Q. How do I Implead the Fund on a case in OSCAR?

Please note, the Workers' Compensation statute (44-566a(c)(1)) requires that the commissioner of insurance must receive written notice from a party wishing to implead the workers' compensation fund, setting forth the nature of the liability asserted.

If you are filing a motion to implead the fund in OSCAR, the Fund is not automatically added as a participant on the case and will not receive notice through the system. Once they have been added to the case then OSCAR will notify them through the system. Please send your written notice to the Fund at Kansas Insurance Department, Workers' Compensation Fund, 1300 SW Arrowhead Rd, Topeka, Kansas, 66604-4073.

Q. If I am a court reporter can I gain access to hearings and see the case record?

Yes, you will be able to accomplish both tasks. The hearing number will be required in order to attach yourself to a hearing. The hearing number is generated when a hearing is requested by an attorney, and you can contact the judge's assistant if you don't have the hearing number you need. Once you are attached to the hearing you can access the case record module on the hearing details page.

Employer/insurer Questions

Q. How do I set up an individual account in OSCAR?

Go to www.oscar.dol.ks.gov and scroll down to the bottom of the page and click 'Create Account.' Enter all required fields and click 'Create Account.' Upon creation you will be sent a verification link to the email address you submitted. It must be verified from that email account within an hour or the link will expire. Once your account is verified you will be able to sign in on the same page where you created your account. Your email address is your User ID.

Q. After I create my individual account, how do I become the group administrator for my organization (employer/insurer)?

A group administrator assigns roles and responsibilities to other members of the organization (reporting paid loss, requesting records, etc.). Please see the Contact Us section of this page to call or email the Division. They will designate you as the group administrator, and you will be able to invite other users and assign them permissions mentioned previously. Multiple group administrators are permissible.

Q. Will I be notified by OSCAR if someone has filed an Application for Benefits (E1) involving my organization?

Yes. You will be able to designate "Service of Process" designees who will receive automated emailed from OSCAR if someone files an E1 involving your organization. If you have no online users, the division will still mail the notice.

Q. Will I be able to view injury reports (FROI & SROI reports) submitted by or pertaining to my organization?

Yes. OSCAR will allow users from your organization to view the submitted injury reports. Your group administrator must give these users appropriate permissions to accomplish this.

Q. Do we submit injury reports (FROI & SROI reports) in OSCAR?

No. You will continue providing injury reports to the division via the EDI system.

Q. Will we be able to view the case file(s) related to our organization?

Yes. Your organization's group administrator will be able to designate specific users to have "case access." These users will be able to view the case, but will not be allowed to submit anything to the case. Only attorneys who have filed an Entry of Appearance can submit case filings.

Q. Will Paid Loss be submitted via OSCAR?

Yes. Annual Paid Loss Reports will be submitted in OSCAR. Please see the training manual for how to complete this process.

Q. Will I apply for Self-Insured status in OSCAR?

Yes. Self-Insurance Applications and Renewals will be handled in OSCAR. Please see the training manual for how to complete this process.

Q. Will I be able to see my policy information in OSCAR?

You will be able to see your policy number, start and end date, and provider in OSCAR.

Q. Will I be able to submit Elections on behalf of an Employer if I am a third-party, such as an insurance agent?

Yes. First you will need to get Business Administrator permission for the Employer by contacting OSCAR support at KDOL.OSCAR@ks.gov and then you will be able to file the Election.

Records Request Questions

Q. Can attorneys submit requests on behalf of employers/insurers?

Yes. When making a records request you will be prompted to indicate whether you are requesting records on behalf of a worker currently seeking benefits or in connection with an offer of conditional employment or legal representation inquiry. Specific instructions can be found in the training manual.

Q. Will records requests be submitted in OSCAR?

Yes, you must submit all records requests in OSCAR. Please see the training manual for instructions.

Q. Will files still be mailed to me after the request is fulfilled?

No. The division will notify you that your request is complete in OSCAR, and you will be able to login and download your files. Completed records requests appear in the "Closed" section of the My Records Request page.

Q. Will I need to request files for active cases?

No. If you have access to the case in OSCAR (i.e. you are an attorney on that case, or a representative of one of the parties), you will be able to view and download the case materials directly.

Systems Questions

Q. What if I forget my password?

Click the Forgot Password link from the login page. The division will email you a password reset link. The reset link must be clicked within an hour or it will expire.

Q. What do I do if the system is acting slow or not functioning properly?

First, ensure your internet connection is not the issue. Second, try clearing your browser's cache (instructions are in the training manual). Third, try logging out and then logging back in, take note of any banner messages indicating OSCAR is down or not working properly. If the system is still acting slow or not functioning properly, please see the Contact Us section of this page to call or email the Division.

Q. Will the system auto-log me out?

Yes. After 15 minutes of inactivity, the system will automatically log you out.

Q. Can multiple people be logged on to the same account at the same time?

Yes.

Q. What are some good tips & tricks for navigating OSCAR efficiently?

a.) Use the OSCAR Quick Search. If you know the corresponding alphanumeric OSCAR ID, using the quick search in the top right-hand corner of any OSCAR page is the most efficient way to navigate to any details page (case, undocketed settlement, appeal, employer, claimant, etc.).

b.) Using multiple tabs to move between module pages and details pages in OSCAR. Using multiple tabs will allow you to view a Case details page while maintaining a Case search results, for instance. This can be accomplished by right clicking on the transaction ID hyperlink (Case number) and

clicking either “open in a new tab” or “open in a new window.” This will open the Case details page in an entirely new tab or window while maintain your search results in the other tab or window.

c.) Reminder Tray. The reminder tray is an OSCAR function that allows you to bookmark specific pages in OSCAR that you need for quick retrieval, essentially creating a to-do list within the system. You can access the reminder tray by clicking on the clipboard icon in the far top right corner of OSCAR. When you click on it, the reminder tray will open and you can enter a description and due date. OSCAR will automatically bookmark the link of the page you are on. Once you save it, a reminder will be created and it will show a CTA (Call-to-Action) notification when the due date passes. You can then click on the reminder tray again and go directly to the saved page by clicking on the link. With the reminder tray open, if you hover over the reminder in the list you will see a checkmark. By clicking the checkmark, the reminder will disappear.

Q. When do Call-to-Action (CTA) notifications disappear?

CTA notification bubbles (red bubbles with numbers) only disappear when the transaction status is changed. For instance, a CTA will appear if a hearing is ready to be voted on by an attorney. The CTA will disappear when all of the attorneys on the voting poll finish voting. This changes the status of the hearing from “Voting on Availability” to “Voting Complete.” The status will not always change immediately when you vote, so the bubble will continue to appear until it does.

Q. Can I only have one email address associated with my OSCAR account?

You can only associate one email account per user (including attorneys), so the Division recommends setting up email forwarding rules on your personal email accounts if you need to forward notifications to your legal assistants or any other user.