

## NYS Workers' Compensation Board

### Viewing Documents in eCase

1. **Log into eCase** by visiting this link:  
[http://www.wcb.ny.gov/content/ebiz/ecase/ecase\\_overview.jsp](http://www.wcb.ny.gov/content/ebiz/ecase/ecase_overview.jsp)
2. **Access the Case** by selecting from the Main Menu: Case > Case Details. Enter the Case ID (eight-character WCB Case number), and then press Enter on the keyboard or select the magnifying glass button.



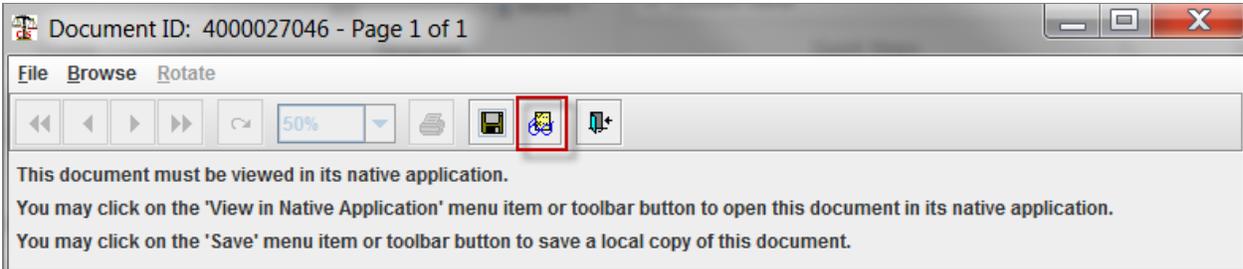
#### Other Toolbar Action Buttons in eCase

-  **Erase** – Select to clear all entries on the screen.
-  **Retrieve** – Select to retrieve case information after entering a Case ID.
-  **View** – Select to open documents.
-  **Print** – Select to print documents.
-  **Document upload** – When the case status is Hearing Set, this button will be enabled.

3. **Select the Case Folder tab.**
  - a. To open one document, highlight and double-click on a document row.
  - b. To open multiple documents, press and hold the Shift or Ctrl key on the keyboard as you select the documents you want to open. Then press and hold the Shift or Ctrl key while you double-click on one of the selected rows.

Case Info	Party of Interest	Case Folder	FROI/SROI	Board Awards	Related Materials
<b>Case Folder - 36 Documents</b>					
Form	Section Name	Medical Provider Name	Medical Service Date	Doc	
CLT-CORR	Judges Attn			4000	
ECF-16.1C	Decisions			296	
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4. File types can open differently. The file will open in the Document Viewer or its Native Application. The message below may be displayed. If the message is displayed, **select the toolbar button** to view the document in its native application.



### Other buttons in the Document Viewer

- Use the **single arrow** buttons to navigate from **one page to another** within a multiple-page document.
- Use the **double arrow** buttons to navigate from **one document to another document** when multiple documents are opened.
- Use the curved arrow button to rotate the document.
- Use the zoom drop-down to view the document at a different view percentage.
- Select the printer button to view the print options screen.
- Select the far-right button to exit the document view.

Note: Another way to navigate in the Document Viewer is to use the Menu options (File, Browse, Rotate).

5. File types will open in their native application. These include the following:
- a. **PDF** documents may open using Adobe Acrobat Reader. Instructions for viewing documents with Adobe Acrobat Reader  
[http://www.wcb.ny.gov/content/ebiz/ecase/viewing\\_adobe\\_documents.pdf](http://www.wcb.ny.gov/content/ebiz/ecase/viewing_adobe_documents.pdf)
  - b. **Word** documents will open in Microsoft Word. Instructions for viewing Word documents  
[http://www.wcb.ny.gov/content/ebiz/ecase/viewing\\_word\\_documents.pdf](http://www.wcb.ny.gov/content/ebiz/ecase/viewing_word_documents.pdf)
  - c. **Excel** documents will open in Microsoft Excel. Instructions for viewing Excel documents  
[http://www.wcb.ny.gov/content/ebiz/ecase/viewing\\_excel\\_documents.pdf](http://www.wcb.ny.gov/content/ebiz/ecase/viewing_excel_documents.pdf)
- Note: It is important to check your task bar to see if any of these types of documents have opened, because these documents may open behind and be hidden by the Document Viewer window. If these types of documents have opened, you will see an icon(s) for the document type (Microsoft Word, Microsoft Excel, and/or Adobe) on your task bar.

### Questions?

Contact WCB Customer Support by phone at (844) 337-6305 or by email at [WCBCustomerSupport@wcb.ny.gov](mailto:WCBCustomerSupport@wcb.ny.gov)