

State of South Carolina

1333 Main Street, 5th Floor
P.O. Box 1715
Columbia, S.C. 29202-1715



TEL: (803) 737-5700
www.wcc.sc.gov

Workers' Compensation Commission

KERMIT INSTRUCTIONS for GO-LIVE

Good morning! The South Carolina Workers' Compensation Commission is excited to present KERMIT, our new Key Element Reporting, Management and Incident Tracking system. Please read the following information closely as it will guide you through what events will be happening today, when they will occur and how to get established as a user so you may begin using the system.

At 1:00 PM, KERMIT will officially launch. Prior to this, you can reference several key documents on the Commission's website at: <https://wcc.sc.gov/it-kermit-system-updates>. These include:

- **Release Notes** - provides a list of the key functions available in the system by user role. This document will be updated frequently as enhancements are added and bugs are fixed.
- **Organizational Roles** – an overview of the defined roles and their purpose.
- **Attorney Registration Instructions** – instructions as they will guide you through establishing your organization's account, creating users (attorneys and paralegals), and linking these roles for proper access to claim information.
- **Carrier/Adjuster Association Instructions**- provides directions for carriers on the ways to associate and link adjusters to claims.

At **1:00 PM**, the Commission's website will be updated with the KERMIT login. When you click this link, you'll be directed to the KERMIT homepage and from here you can execute the instructions in these documents.

Legal stakeholders, please follow the Attorney Registration Instructions as they will guide you through proper sequence of steps to establishing your organization's account including the Organizational Administrator Role(s) and Financial Manager Role(s).

Carrier stakeholders, please follow the Carrier/Adjuster Association Instructions. It will guide you through defining the Claims Manager role and provides you with multiple options for linking adjusters to claims.

Legal stakeholders, at **2:00 PM** today we will be hosting our first webex to assist your firms with any questions you may have related to creating your organization and registering users. This session will be open from 2:00 – 5:00 to provide flexibility so you may join when convenient. Please note there is a limit of 50 users at 1 time. If you are interested, then please copy and paste this link to join and enter the meeting code.

<https://jpityk.my.webex.com/jpityk.my/j.php?MTID=m23c74e1704fa2d4cfa61b1e0ed844873>

The meeting code is: 792 923 212

The telephone number is: [1-408-418-9388](tel:1-408-418-9388)

We will be hosting 4 other sessions tomorrow per the schedule below. If you are interested, then please email Amy Proveaux at aproveaux@wcc.sc.gov and indicate which session you would like to join. She can then send you a calendar invite.

9:00 – 10:00 Legal Stakeholders
11:00 – 12:00 Carrier Stakeholders
2:00 – 3:00 Legal Stakeholders
4:00 – 5:00 Carrier Stakeholders

Regarding the documents and filings we are migrating from our old system, these are still moving from our old system to the new environment so you will continue to see these appear in KERMIT over the next few weeks.

Lastly, please use the Help screen within KERMIT to submit help requests or report issues. This will ensure your request is processed in the most efficient manner.

Thank you for support, patience and assistance through this conversion and implementation.

Sandee Sprang
Director of IT