

Print documents

*Use these instructions to print documents from the **Documents for Claim** tab under the **Documents** tab in claim.*

*- You can also print documents from the **Documents** tab in a **party record**.*

How to:

- [Print a document](#)
- [Print selected documents](#)
- [Print all documents in a claim file](#)
- [Tips](#)

Note: some documents are not included in **Print Doc(s)** or **Print All** functions available in the claim record. These include documents with a **Security Level** 'Copyright' or 'Secured' or documents that are eforms.

Print a document

Step 1

Open the claim and go to the **Documents** tab then the **Documents for Claim** sub-tab.

Documents Tab on Claim Record TS 

ACC45 Claim

Auxiliary Services

Hearing Loss

Weekly Compensation

Participants

Claimant

Buzz Lightyear

Claim Lodgement - Provider

Dr [Redacted]

Add Participant

Summary Information

Date Of Accident

02/09/2015

Lodgement Date

07/09/2015

WC Start Date

Claimant Age

35

Claimant Occupation

Heavy Truck Driver

Injury Description

Ankle sprain, Contusion, kne

RTW Target Date

WC Days Paid

0

Ownership

Case Owner

Sample User

Transfer Case

ACC45 # AC [Redacted]

Date of Birth 14/07/1980

Case Details

ACC32 QE

Surgery QE

General QE

General + QE

Add Contact

Add Activity

Add Document

Add Sub Case

Email

Status

Registration Complete

Close

- General Entitlements Plan Managing Contacts Documents Tasks Injury Medical Employment Transactions
- Documents for Claim Document Groups

Documents

Display Sub-Case Documents

Display Removed Documents

Date/Time Creator Status Description

21/09/2015 09:21 Sample User Complete Employer Return To Work Script Transcript

14/09/2015 09:52 Sample User Received ACC001 Request for assistance

10/09/2015 14:19 [Redacted] Incomplete VOC01 Vocational Rehab Programme Advice - Vendor

08/09/2015 08:56 [Redacted] Incomplete VOC01 Vocational Rehab Programme Advice - Vendor

07/09/2015 13:06 [Redacted] Complete ACC45 Claim Form Document

Add Open Properties Print Doc(s) Move Email History

Scripts

Date/Time Creator Updated Last Updated By Status Document Type View

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No Records To Display

Close

Step 2

Select the document and click **Open**.

Step 3

Print the document as normal.

- an 'Incomplete' document will **open in Word**
- a document which is 'Complete' or an electronic (scanned) document will open in PDF format.


Print selected Documents

A selection of documents can be printed as a single Bulk print from claim records by using the **Print Doc(s)** button.

- This function is not available in party or employer party records or when printing documents from the **Documents** tab within a task.

Step 1

Open the claim and go to the **Documents** tab then the **Documents for Claim** sub-tab.

Documents Tab on Claim Record TS 

Documents

Display Sub-Case Documents	Date/Time	Creator	Status	Description	Add
<input checked="" type="checkbox"/>	21/09/2015 09:21	Sample User	Complete	Employer Return To Work Script Transcript	Open
<input type="checkbox"/>	14/09/2015 09:52	Sample User	Received	ACC001 Request for assistance	Properties
<input type="checkbox"/>	10/09/2015 14:19		Incomplete	VOC01 Vocational Rehab Programms Advice - Vendor	Print Doc(s)
<input type="checkbox"/>	08/09/2015 08:56		Incomplete	VOC01 Vocational Rehab Programms Advice - Vendor	Move
<input type="checkbox"/>	07/09/2015 13:06		Complete	ACC45 Claim Form Document	Email

Display Removed Documents

Scripts

1-5 of 5

Updated Last Updated By Status Document Type View

No Records To Display

Close

Close

Close

Close

Participants

Claimant Buzz Lightyear Claim Lodgement - Provider Dr Add Participant

Summary Information

Date Of Accident 02/09/2015 Lodgement Date 07/09/2015 WC Start Date Claimant Age 35

Claimant Occupation Heavy Truck Driver Injury Description Ankle sprain, Contusion, kne

RTW Target Date WC Days Paid 0

Ownership

Case Owner Sample User Transfer Case

Step 2

Click Print Doc(s).

Print Selected Documents TS 

Purpose * Not Selected
Releasable To * Not Selected
Description

Documents Available

Date/Time	Creator	Status	Document Type	Description
<input checked="" type="checkbox"/> 16/10/2015 08:42	Zuser One	Complete	Employer Return To Work Script Transcript	
<input type="checkbox"/> 16/10/2015 08:27	Zuser One	Complete	Initial Client Contact Script Transcript	
<input type="checkbox"/> 09/10/2015 09:09	ISUSER	Received	IB - ACC0018 Medical Certificate	ACC18 - Selected Work
<input type="checkbox"/> 07/10/2015 13:06	ZUser Two	Complete	Image Script Transcript	sdrafasdffra
<input type="checkbox"/> 06/10/2015 15:57	Sample User	Received	COM01 Findings - client	
<input type="checkbox"/> 01/10/2015 15:05	Sample User	Complete	Image Script Transcript	
<input type="checkbox"/> 01/10/2015 14:57	Sample User	Complete	Rehabilitation Progress Checklist_Script_Transcript	testing test testing test
<input type="checkbox"/> 29/09/2015 14:59	Sample User	Complete	Initial Client Contact Script Transcript	

Documents to Print

Date/Time	Creator	Status	Document Type	Description
No Records To Display				

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Step 3

Select the documents you want to print from the 'Documents Available' list and click **Add to Print**.

- Note: You can filter the 'Documents Available' list before selecting documents to print.

Step 4

Click **Print**.

- Eos will create a PDF containing copies of the documents you have selected to print, excluding e-forms. A pop-up message will advise that you will be sent an email with the URL for printing the documents.
- You can either print the PDF or forward the PDF to the client, and/or their representative.

Print all documents in the claim file

When using the 'Print all documents in the claim file' function, check to ensure those documents relate to the correct client and/or release of documents on the file will not cause any breach of privacy.

The **Print All** function is only available via the **Print Doc(s)** button from the individual claim record.

Step 1

Open the claim record and go to the **Documents** tab then **Documents for Claim sub-tab**.

Step 2

Click **Print Doc(s)** then **Print All**.

Step 3

Click **OK**.

- Eos will create a PDF containing copies of all the unsecured documents in the 'complete' subset, excluding e-forms. The PDF is emailed to you automatically with a link to the document.

Tips

When using the **Print Doc(s)** function:

- Only documents with a security level of 'Non Secured' or 'Not Selected' listed on the **Documents for Claim** tab are moved to the 'Documents Available' list. The list can be filtered, in which case only the displayed documents will be moved.
- Documents with a 'Secured' security level will not be included in the 'Documents Available' list.
- If you want documents to print in a particular order, you can sort the 'Documents to Print' list prior to printing.
- The **Remove** button allows you to remove any unwanted documents from the 'Documents to Print' list.
- The link to the 'Print All' PDF document is only available for 24 hours so if you need to save the document, click on the link and save a copy of the PDF right away.
- Ensure documents being printed for release relate to the correct claimant and will not cause any privacy breaches.
- **Print All** will print documents with 'Complete' status only.
- Check for documents with 'Incomplete' status and validate/update their status at the time of printing.
- All documents will be moved to the 'Documents Available' list by default unless the list has been filtered, in which case only the displayed documents will be moved