



## ICA ANNOUNCEMENT: Launch of the New ICA Community

Phoenix, AZ, 05-28-2019

Dear Stakeholder,

The Industrial Commission of Arizona is pleased to announce the launch of the new ICA Community!

ICA Community user accounts are available to any authorized individual, including claimants, attorneys, employer representatives/adjusters, carrier representatives/adjusters, and third-party administrator representatives/adjusters.

Users may create ICA Community accounts by visiting the "ICA Community" webpage (<https://azicawc.force.com/claims/>) and following the steps to create a new account by requesting access to a workers' compensation claim and ALJ file.

Individuals who previously had user accounts established in the ICA Claims Portal will be receiving an e-mail (at the e-mail address associated with the ICA Claims Portal) from Salesforce with user name, instructions on accessing the ICA Community, and a link to create a new password. The sender of the e-mail will be "noreply@salesforce.com on behalf of ICA Claims Community." If you had a user account in the ICA Claims Portal and do not receive an e-mail today, please check your "spam" folder or, alternatively, visit the ICA Community and create a new account. Please note that the reset password link in the e-mail is only valid for 24 hours. If the reset password link expires or, during the new account setup process, you receive a message stating, "You are an existing Contact and your vetting request might already be in progress," please select the "Log In" button in the upper right corner of the ICA Community and follow the "Forgot your password?" link.

User accounts migrated from the ICA Claims Portal will include access to Claim records that were previously approved in the ICA Claims Portal. Please note that document migration will be continuing over the next 48 hours. If you are unable to view a document in ICA Community, please check back later.

### **ADDITIONAL INFORMATION**

For more information about the new System, please visit [www.azica.gov/newsystem](http://www.azica.gov/newsystem). Training resources regarding usage of the ICA Community have been posted to the web page.

If you have any problems logging into or creating an account in ICA Community, please call Customer Service at (602) 542-6734 or e-mail [claims@azica.gov](mailto:claims@azica.gov).

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