

A GUIDE TO YOUR CLIENT PORTAL

2
0
2
2

**EVERYTHING YOU NEED TO KNOW
ABOUT YOUR CASE: COMMUNICATE
AND COLLABORATE WITH YOUR
REPRESENTATIVE IN ONE EASY-TO-USE
ONLINE PORTAL***

**FOR BEST EXPERIENCE, PLEASE USE A
TABLET OR LAPTOP**



Welcome to the Dibcase client portal...

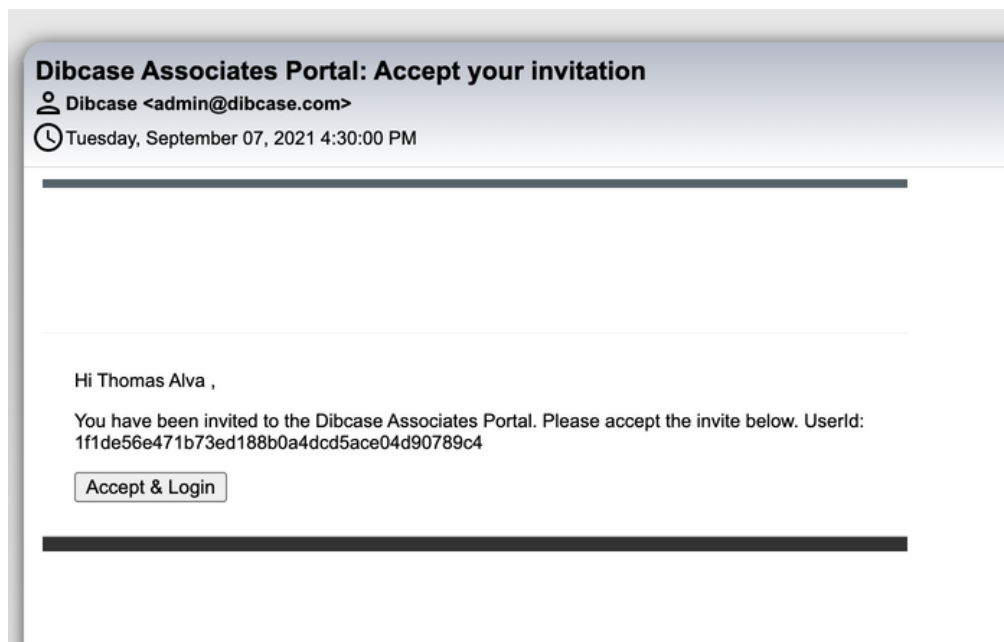
The Dibcase Client Portal is an easy-to-use, online platform that provides you with 24/7 access to important case information and secure communications with your attorney or representative.

Activating your Dibcase portal	_____	03
The dashboard	_____	04
View announcements	_____	05
View my case status	_____	06
Update your medical info	_____	07
View or add a note	_____	08
View upcoming events	_____	09
Completing forms	_____	10
Upload download files	_____	11
Symptom diary	_____	12
Change my contact information	_____	13

Set your portal preferences	14
Change my password and other settings	15

Activating your Dibcase portal

Once your attorney has given you Dibcase Client Portal Access, you will receive an Activation Email (pictured below). Click on the URL in the email to activate your Client Portal account.

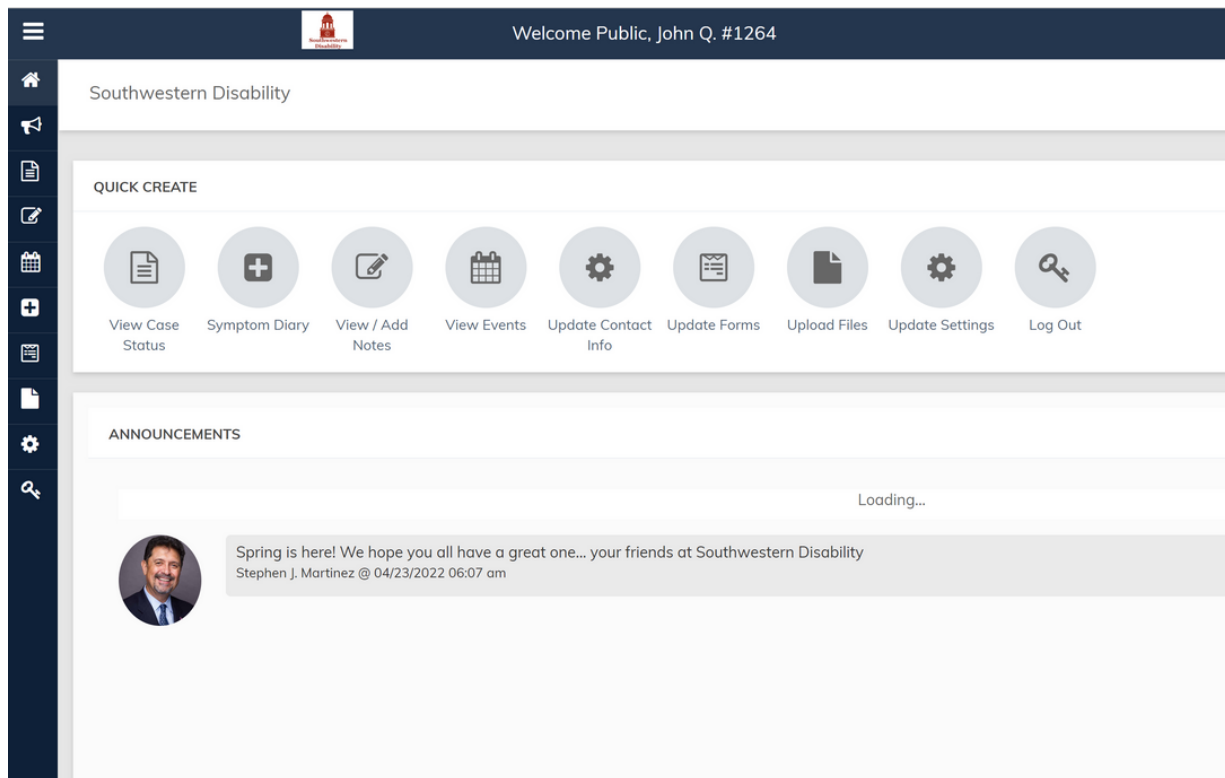


Once you have activated your account, you can access your Client Portal any time by navigating to <https://app.dibcase.com/#/client-portal/login>

Note: Activation Emails will be sent from admin@dibcase.com. If your attorney has sent you an activation email and cannot locate it in your inbox, please be sure to check your Spam filter.

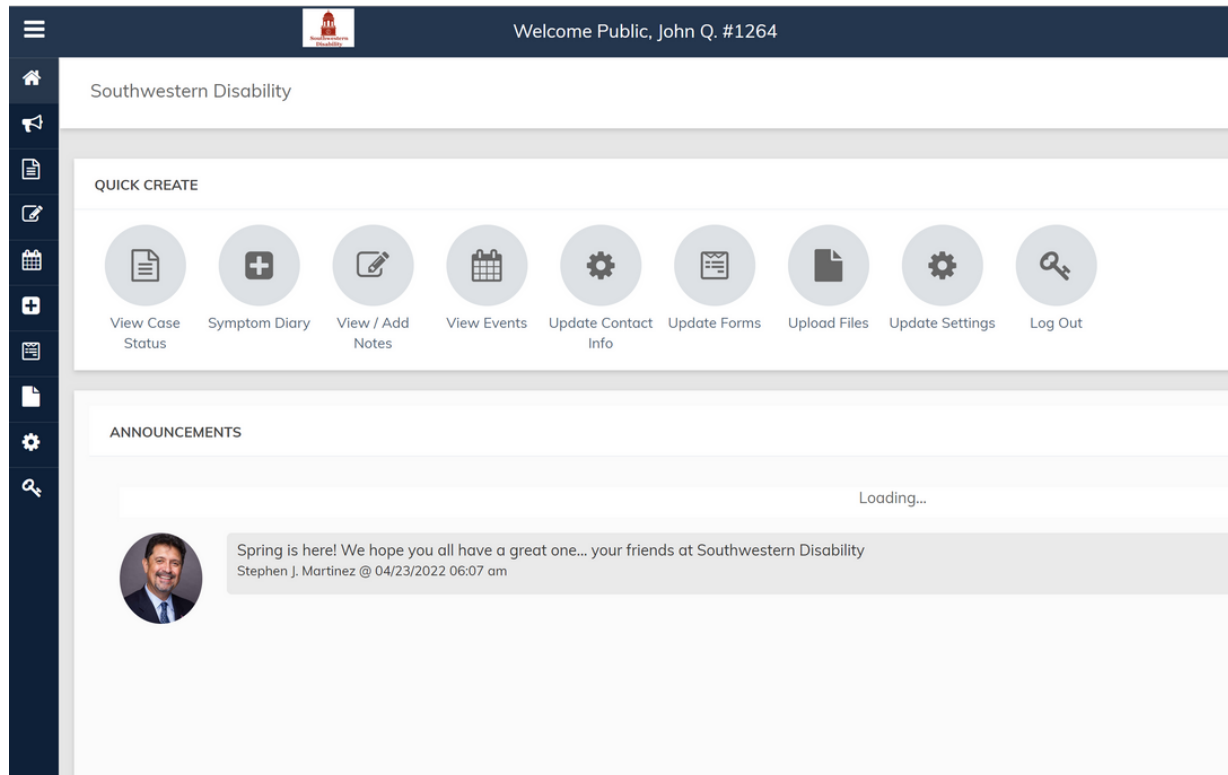
The dashboard

At the top of the dashboard we've conveniently added the "Quick Create" toolbar to make it easy to perform common tasks in your portal. In the rest of this guide, we discuss each option and how to utilize the features.



View announcements

The announcements are a read-only platform for your attorney to communicate important information with you.



View my case status

The case status accordions are a read-only platform for your attorney to communicate important information regarding your case. The current status of your case will always appear on the first accordion, and can be viewed under the "CLAIM STATUS" option.

Modules

SSA (1) Workers Comp (0) Veterans (VA) (0) Personal Injury (0)

SOCIAL SECURITY 1 OF 1 (ACTIVE) (HEARING PENDING)

INTAKE

Is your claim currently in a denied status?

Select

If yes, what is the date of your denial letter?

Do you have a claim pending for Social Security or SSI benefits? (Please explain)

Please describe why you are unable to work. (Describe your conditions & symptoms)

CLAIM STATUS

REPRESENTATION (REPRESENTATION CONFIRMED)

CLAIMS INFO

ONSET

HEARING

APPEALS COUNCIL

Update medical info

In order to make it easier for you to keep your medical information up to date, we added a self-help medical component to the portal. Here, you can update your medical providers, conditions, tests, procedures and medication details.

Medical Providers (1)

Search Contacts

Search our database OR add a new provider

Add Medical Provider

1. TALLAHASSEE EAR NOSE AND THROAT SPECIALISTS | PHONE (850) 877-0101 | FAX

Submit Medical Provider

Add new medical providers

1. TALLAHASSEE EAR NOSE AND THROAT SPECIALISTS | PHONE (850) 877-0101 | FAX

Name: Tallahassee Ear Nose and Throat Specialists

Organization:

Address 1: 1405 Centerville Road

Address 2: #5400

City: Tallahassee

State: FL

Zip code: 32308

Phone: (850) 877-0101

Fax:

Email:

First Visit:

Last Visit:

Next Scheduled Appt.:

Medical Conditions Treated (add associated providers to conditions):

Treatment Received:

Medications Prescribed:

Notes: Test

Last edited: 06/08/2022 by James E. Allen

Submit Medical Provider

Add new conditions and medications

COPD

Medical Condition:

Date Diagnosed:

Notes:

Treated By:

Add provider first before adding new conditions

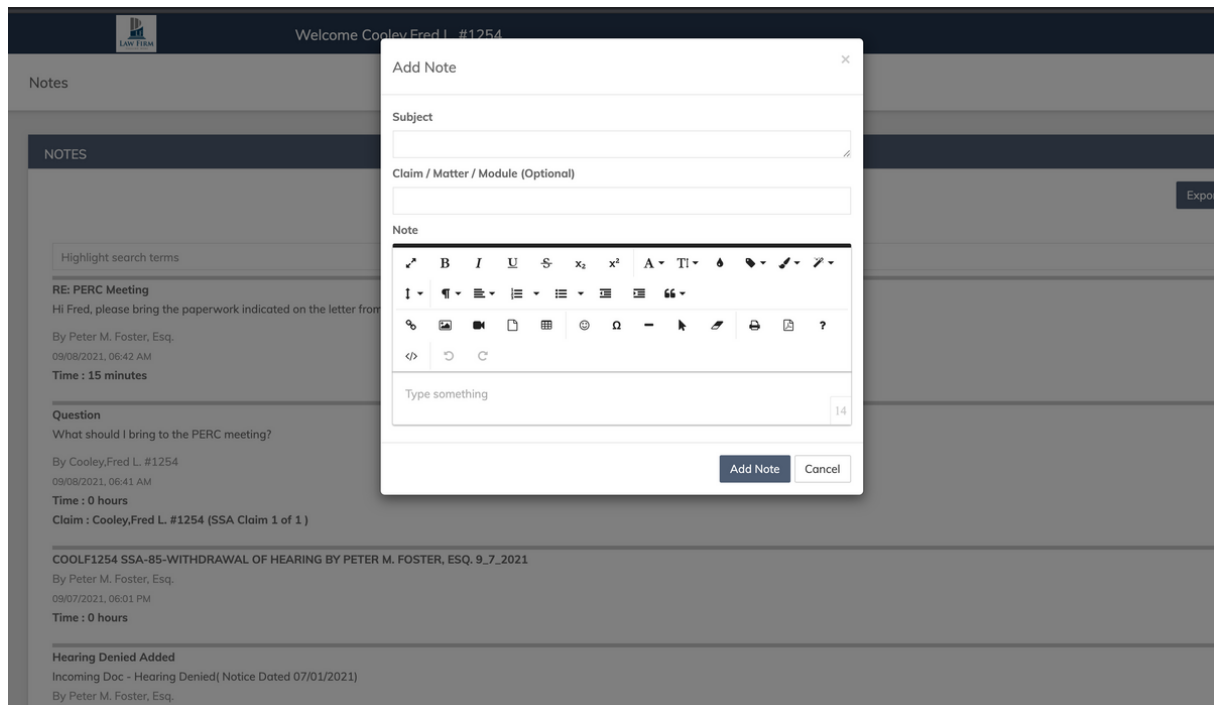
Tallahassee Ear Nose and Throat Specialists

Submit Medical Condition

View or add a note

Instead of sending an email or calling your attorney's office, you can send secure messages from the Client Portal.

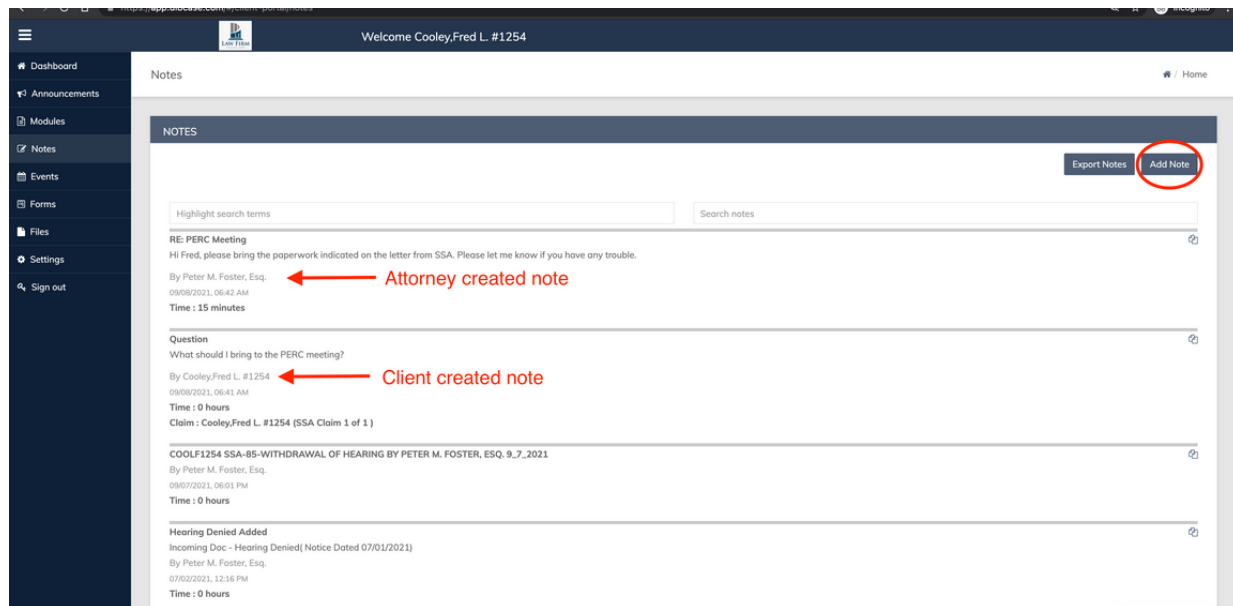
To do so, click on the "Add Note" button and you will be taken to the "Add Note" Window (pictured below)



To create your note, you must add a subject and optionally associate your note with a matter or claim. Once you complete the body of the note, you are ready press the "Add Note" button. Once your note is added, it will be added to your case for your representative or case manager to see.

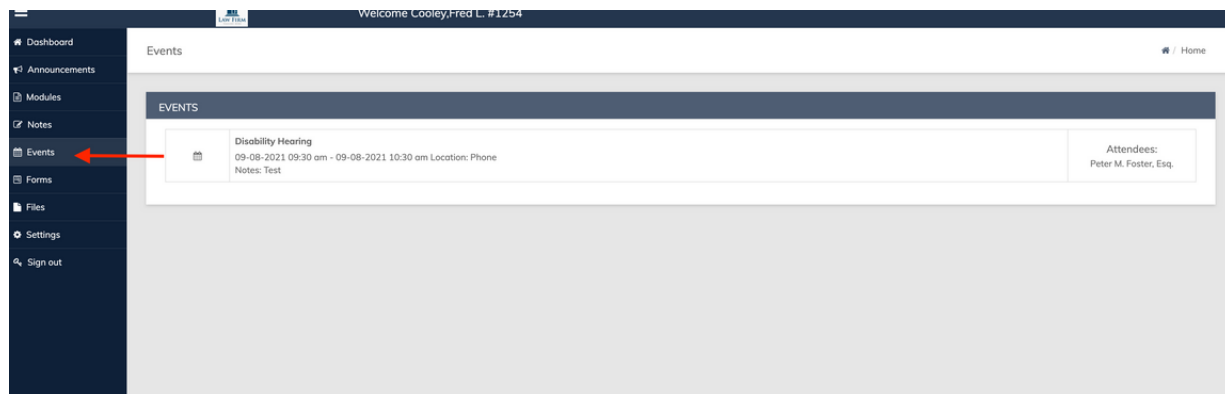
Note: You can upload documents in the "Files" tab.

Continued...



View upcoming events

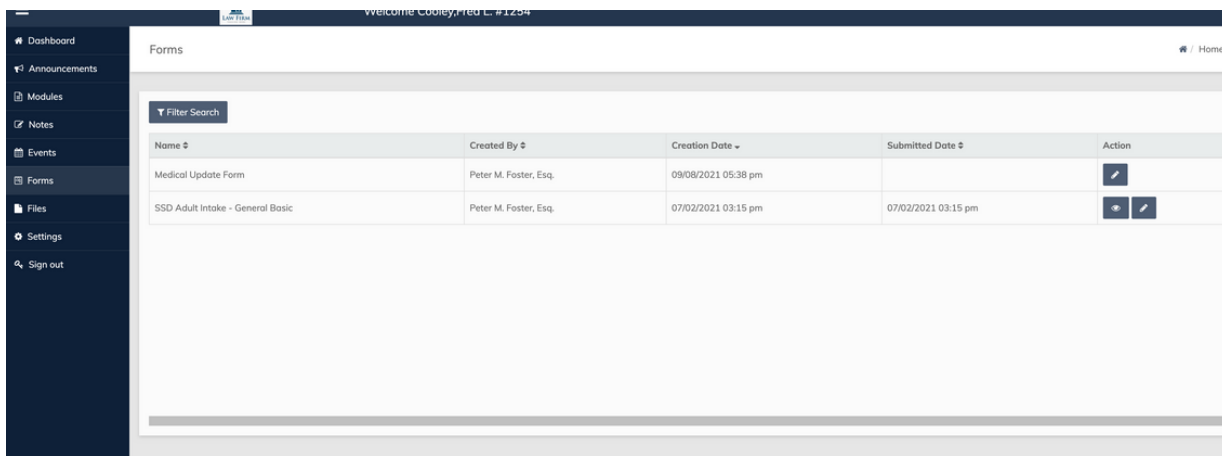
When your attorney adds an event or appointment to your case, it will appear on the "Events" page. This panel will show you the date, time, and attendees for your event.






Complete Forms

Your client portal includes forms that your attorney may add to your case. These forms can be submitted securely in your portal. Some forms can be updated and resubmitted as necessary.

To edit a form, select the "Pencil" icon on the right of the form. Fill in the necessary information and submit the form. Your attorney will be notified once you submit your form.

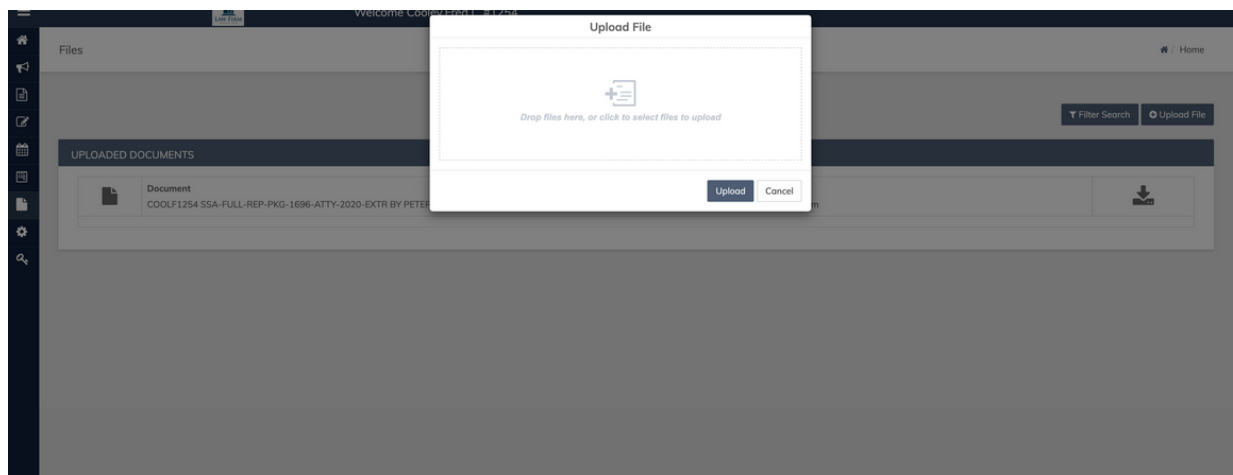


Name	Created By	Creation Date	Submitted Date	Action
Medical Update Form	Peter M. Foster, Esq.	09/08/2021 05:38 pm		
SSD Adult Intake - General Basic	Peter M. Foster, Esq.	07/02/2021 03:15 pm	07/02/2021 03:15 pm	 

Upload/down files

Instead of using email or traditional mail to send documents, you can upload documents right into the Client Portal. This way, your attorney can have instant, secure access to the necessary documents they need to work on your case.

To do so, click on the “Upload File” button in your in the "Files" tab. You will be taken to the Add Document Window (pictured below). From there, you can add any document saved on your device that needs to be submitted to your attorney.



Symptom Diary

The symptom diary allows you to create and maintain a diary of symptoms related to your conditions. These entries can be added daily, weekly, or whatever interval you choose. These entries can be filtered and printed out as evidence in your disability case. You can also print it out and take it to your medical provider.

The screenshot shows a web application titled "Symptom Diary". On the left is a dark sidebar with icons for home, notifications, documents, a calendar, a plus sign, a list, settings, and a search icon. The main content area has a header with the title "Symptom Diary" and a "Home" link. Below the header is a form for adding new entries with fields for "Date", "Symptoms", "How long they lasted", and "Impact on your day", followed by a "+" button. A "Date Range" section includes "From Date", "To Date", and "Search" buttons, along with a "Search by symptoms" link and an "Export" button. The main part of the interface is a table with four columns: "Date", "Symptoms", "How long they lasted", and "Impact on your day". The table contains four entries from June 2022. At the bottom right, there is a "Get Started" button.

Date	Symptoms	How long they lasted	Impact on your day
06/27/2022	Back Pain, Confusion, Migraines	Pain all day, and migraine lasted from 8:00 AM-2:00 PM	Unable to do any household chores or leave the house.
06/27/2022	Back Pain	4 hours	Had to take hot bath, extra pain meds, and couldn't function.
06/27/2022	Back pain	7:00 AM to 9:00 AM	Unable to leave the house. Postponed Dr visit
06/24/2022	Abdominal Pain IBS	8:00-10:00 AM	My IBS was flared up and felt exhausted most of the day

Change my contact information

You can change your address, add a phone number, or add an email address by going to the "Settings" tab. Once you have keyed in your updated information, press the "Update" button to submit your contact information to your attorney.

Settings

Contact Settings Portal Settings Notifications

Address 1
123 Smith Street

Address 2
Address 2

City
Phoenix

State
AZ

Zip
85306

Email
Email

Phone
(623) 695-4767

Update

Set your portal preferences

When changes are made to your Client Portal, you will be notified by email and/or text. You can change the type of notifications you wish to receive by going to the "Settings" tab, then the "Notifications" window. Select the check box for each option you want to be notified for the press "Update". (See example below)

The screenshot shows the Client Portal interface. At the top, a dark blue header bar contains a hamburger menu icon, a logo with the text "LAW FIRM", and a welcome message "Welcome Cooley, Fred L. #1254". Below the header is a dark blue sidebar with a list of navigation items: Dashboard, Announcements, Modules, Notes, Events, Forms, Files, Settings (highlighted with a gear icon), and Sign out. The main content area is titled "Settings" and features three tabs: "Contact Settings", "Portal Settings", and "Notifications" (which is active and highlighted in blue). Under the "Notifications" tab, there are two columns of notification options. The left column is titled "Send an email notification when:" and lists five options, each with an unchecked checkbox: "Someone sends me a announcement", "A note is shared with me", "An event is added", "A form is assigned or submitted", and "A file is shared with me". The right column is titled "Send an SMS notification when:" and lists the same five options, also with unchecked checkboxes. At the bottom left of the notification options, there is a blue "Update" button.

Change my password and other settings

In the "Settings" tab under "Portal Settings" you can change your password, update your email, and the phone number you wish to receive notifications on. Remember to press the "Update" button once you have keyed in your needed information.

The screenshot displays a web application interface for a law firm. A dark blue sidebar on the left contains a menu with items: Dashboard, Announcements, Modules, Notes, Events, Forms, Files, Settings (highlighted), and Sign out. The main content area has a header with a 'LAW FIRM' logo and a welcome message: 'Welcome Cooley, Fred L. #1254'. Below the header, the 'Settings' page is shown with three tabs: 'Contact Settings', 'Portal Settings' (selected), and 'Notifications'. The 'Portal Settings' tab contains several input fields: 'Username' (with 'cooleyf' entered), 'Password' (masked with dots and a toggle icon), 'Time Zone' (with 'Time Zone' entered), 'Email' (empty), and 'SMS Notifications' (with 'Phone' entered). An 'Update' button is located at the bottom of the form.