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FAQs Syncplicity Distribution

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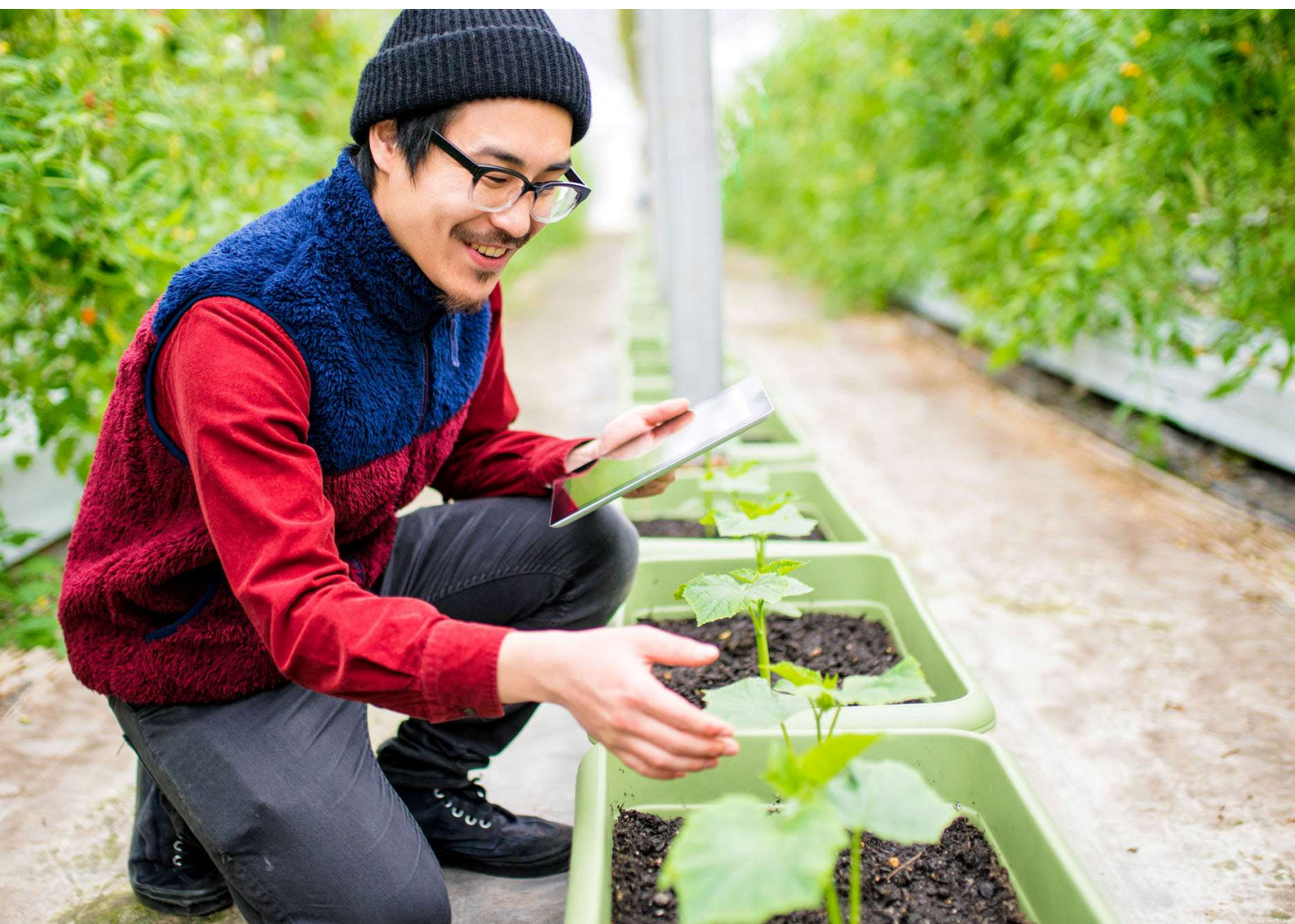
Why aren't I receiving my monthly cost of claims report via an email with an excel attachment anymore?

Under the new Cost of Claims distribution process, we will now be providing all reports via a secure portal called Syncplicity. This secure external file-sharing platform enables icare to securely share sensitive and confidential documents such as health records, legal documents, subpoena documents, regulatory reports and any other large files, safely with external users.

Why Syncplicity?

Syncplicity is a safe, secure and encrypted platform that many people within the NSW workers compensation industry are already using to safely share confidential files. All Cost of Claims reports will **only** be accessible via Syncplicity moving forward. Syncplicity is a reputable program providing an advanced level of security and protection for the sharing of personal and confidential data.

What happens if I don't create an account?

As part of icare's security protocols, all Cost of Claims reports will only be sent via Syncplicity moving forward. To automatically receive your report you will need to create a free Syncplicity Personal Account.

How much does it cost to set up and maintain an account?

It is free to set up and maintain a Personal Account on Syncplicity. Please refer to the user guides on our website to assist with onboarding and the creation of an account.

Can I create one account for my team i.e. shared inbox?

Yes! You can create one account login for your team and share the password.

I can't access Syncplicity from my computer, it is coming up as a blocked site.

Please ask your IT department to mark the Syncplicity site as safe and allow access.

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When will worker names be put back into the report?

Once the rollout of Syncplicity has been successfully completed, we will then move forward with adding worker names into our Cost of Claims reports.

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How do I add myself and/or another staff member to the monthly Distribution List?

As we continue to improve our automated Cost of Claims report process and in line with SIRA's requirements, we have developed the Distribution List Request Form. Any Employer or Authorised Representative who would like to be added or removed from our monthly Distribution List will need to complete this form. We will no longer be accepting requests via email.

Who can I contact for more information?

If you have any questions regarding Cost of Claims reports, please email WIReporting@icare.nsw.gov.au