



NYSI SUM AAA WebFile® FAQ

1. What is AAA WebFile?

Answer: AAA WebFile is our convenient online case management system. It is an easy to use, accessible, and secure space for parties to perform a variety of case-related activities, including, but not limited to, viewing case information, hearing information, previously filed documents, and uploading new documents.

2. How do I create an AAA WebFile account/login?

Answer: Please email customerservice@adr.org or call 800-778-7879, specifying that this is for “NYSI SUM WebFile”. Please note that you cannot create a NYSI SUM WebFile account without reaching out to AAA® Customer Service.

3. How do I get an AAA WebFile Registration Code?

Answer: You must reach out to customerservice@adr.org for this information, specifying that this is for “NYSI SUM AAA WebFile.” Please note that you cannot create a NYSI SUM WebFile account without this information.

4. Who do I reach out to for help creating my AAA WebFile account?

Answer: Please contact our customer service department at 800-778-7879 or email customerservice@adr.org, specifying that this is for “NYSI SUM WebFile.”

If you already have an account, please let us know by sending customerservice@adr.org your username only (not your password) and information that you need “NYSI SUM WebFile access.”

If you need assistance with recovering the credentials of an existing account, please follow the “forget username/password” instructions on the sign in page or contact our customer service department.

Please note that you cannot currently have both AAA WebFile and NYSI SUM WebFile accounts tied to the same email address.

5. Are there demo videos on AAA WebFile?

Answer: To view a tutorial video of AAA WebFile, please visit <https://go.adr.org/aaa-webfile>.



6. What services does AAA WebFile offer?

Answer: AAA WebFile offers new case filing, immediate 24/7 case access, online payment system, document management, hearing information, and more.

7. How can I access my AAA WebFile case?

Answer: Once you login to your AAA WebFile account, you will want to click on “My Cases” to view cases where you are listed as a named party or representative.

If you do not see the case you are looking to access in AAA WebFile, please reach out to the AAA case manager as they maintain access.

If you do not know the case manager and do not have any correspondence from the AAA, please provide your association to the case along with your case number to NYSInsurance@adr.org so we can forward it to the appropriate team for further review and assistance.

Please note that only named parties and representatives have access to cases for confidentiality.

8. Can I upload documents or submissions via AAA WebFile?

Answer: Yes. After logging in to AAA WebFile, please click on “My Cases” to view all cases where you are a named representative. After clicking on the case number, you will click on the “Documents” tab at the top to view documents. At the top of the document grid, you’ll see the “Upload” button, where you can upload documents and submissions to the AAA.

9. What is the file size limit for AAA WebFile?

Answer: The standard “Documents” tab, which the AAA case manager manages, has the file size limits of 16MB.

If the Arbitrator has turned on the “Hearing Exhibits Tab”, you will be able to upload PDF files up to 75 MB. Please note that the AAA case manager cannot see documents on the Hearing Exhibits Tab. More information about the Hearing Exhibits Tab can be [found here](#).

10. Do I have to email submissions/documents if uploaded to AAA WebFile?

Answer: If the document is something that needs to be submitted to the other side, yes. Uploading documents via AAA WebFile does not constitute proper service.



11. Can I see opposing counsel submissions/documents via AAA WebFile?

Answer: If you have an AAA WebFile account and are listed as a named representative on the matter you should be able to log in and access the case and documents. For all documents, the AAA case manager grants and maintains viewing privileges.

To view documents, please login and navigate to “My Cases.” After clicking on the case number, you will click on the “Documents” tab at the top to view documents.

To ensure you are viewing all documents, you may wish to select the “Clear Filters” tab at the top of the document grid.

12. Can the Arbitrator see my submissions via AAA WebFile?

Answer: Yes, the Arbitrator can view your submissions via their side of AAA WebFile, called Panelist eCenter®. For all documents under the “Documents” tab, the AAA case manager grants and maintains viewing privileges. The Arbitrator will be able to view any documents they have been granted access to by the AAA case manager.

13. Can my firm have multiple AAA WebFile accounts?

Answer: As each AAA WebFile account must be tied to an individual name and email address, firm accounts are not an option. Each named representative and administrative representative should have their own account. If you are looking to register yourself or another person, please reach out to customerservice@adr.org, specifying that this is for “NYSI SUM WebFile” for further assistance.

14. Can I see scheduled upcoming hearings via AAA WebFile?

Answer: To view a case, click on the case number. You will see the case information including the next upcoming event, if any are scheduled. You can also click on the “Events” tab for a full list of scheduled hearings and more information.



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