

CUSTOMER PORTAL FAQ

1. How do I register for the Portal?
 - a. Navigate to portal.digistream.com
 - b. Follow the instructions in the attached document.
2. Do I need to create a password?
 - a. No. Upon each login, a one-time passcode will be sent to your email and used as verification.

Let's get you signed in to DigiStream's client portal.

We use this easy login code so you don't have to remember or type in yet another long password.

Please enter the verification code below to sign in to DigiStream's client portal. The code will expire in 30 minutes.

Verification code:

11704025



← portalcustomer19@gmail.com

Enter code

We just sent a code to portalcustomer19@gmail.com

Enter code

Sign in

3. Will my old referral data be stored in the Portal?

- a. Yes. If you have previously submitted referrals to DigiStream, all past referral data will appear in the Portal.

4. Can others from my company access the referral data?

- a. Yes. If there is a particular person that requires access to your referral data in the Customer Portal, inform your Case Manager of their name and email address, and they will grant them access to the data.
- b. Keep in mind, they will need to register their own account in the Customer Portal.

5. Will I be able to save a referral as a draft if I'm unable to complete it in one sitting?

- a. Yes. A draft will save upon exiting the request form only once the User has reached the "Claim Info" page. Drafts can be accessed from the list of Pending Requests in the Customer Portal.

PENDING REQUESTS						VIEW ALL
SUBJECT NAME ▼	CLAIM NUMBER ▼	TYPE ▼	REQUESTED SERVICES ▼	SUBMITTED ON ▼	STATUS ▼	
JANE DOE		Person	0	1/30/2026	Draft	⋮

- b. If the request is canceled before reaching the Claim Info page, the information will not be saved as a draft.

6. Can I track the status of my referrals in the Portal?

- a. Yes. Once the referral has been processed by the DigiStream team, the status for each requested service can be viewed on the Subject profile.

CLAIM NUMBER ▾	ASSIGNED OFFICE ▾	TOTAL SERVICES ▾	CREATED ON ▾	STATUS ▾	CASE MANAGER ▾	⌵
✓ WC-12345	DIGISTREAM CENTRAL VALLEY, INC.	1	1/30/2026	NEW	KATIE DIETZ	⋮
📄 Claim Type Disability 📅 Date of Loss 7/23/2025 📄 Injury Description Injury 👤 Client Portal Customer 👤 Attorney - 👤 Insured Nordstrom 👤 Insurance Carrier State Farm - Carrier						
SERVICE ▾	QUANTITY ▾	CREATED ON ▾	STATUS ▾ ⌵			
> SocialPro PLUS	1.00	1/30/2026	● Assignment			

7. Who should I contact if I have questions or need support?

- Contact your assigned Case Manager via email or phone if you need support. Their name and information can be accessed on the Subject profile and is also included in your Order confirmation email.

Field Intelligence

Surveillance

DVD Request

Desktop Research

Other

CLAIM NUMBER ▾	ASSIGNED OFFICE ▾	TOTAL SERVICES ▾	CREATED ON ▾	STATUS ▾	CASE MANAGER ▾ ⌵
> WC-12345	DIGISTREAM CENTRAL VALLEY, INC.	1	1/30/2026	NEW	KATIE DIETZ ⋮

EMAIL CASE MANAGER

ADD SERVICE

Terms Of Use

Privacy Statement

Office Directory

800.747.4329

800.866.9000

Contact Us

8. Can I download or export referral or case information?

- Yes. Once Case files have been published to the Portal by the DigiStream team, they are available for download.

SERVICE ▾	QUANTITY ▾	CREATED ON ▾	STATUS ▾
✓ SocialPro PLUS	1.00	1/30/2026	● Assignment
DOCUMENT TYPE ▾	DESCRIPTION ▾	CREATED DATE ▾	PREVIEW & DOWNLOAD
Investigator Footage	Subject Surveillance - 20260130224712395	1/30/2026	📄 VIEW DETAILS
Misc Document	Case Intake - 20260130224644788	1/30/2026	📄 VIEW DETAILS
Report	Claimant, Test SocialPro PLUS - 20260130224559904	1/30/2026	📄 VIEW DETAILS

HOME / SUBJECTS / DESKTOP INVESTIGATION / EVIDENCE

EVIDENCE

 **DOWNLOAD**



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