September 11th
Victim Compensation Fund

Claims Management System (CMS) Enhancements

The Fund is dedicated to making CMS as user friendly as possible and welcomes feedback on system issues that may be encountered while completing your online claim. The list below describes major CMS enhancements that have been made since the system was launched in October 2011. This list will be updated as new enhancements are incorporated into the system.

For more information about the CMS enhancements listed below or for support using CMS, please contact the VCF toll-free Helpline at 1-855-885-1555.

- **Easier File Upload:** The maximum file size has been expanded to 30 MB to make it easier to upload larger files, such as PDFs and scanned images.

- **Increased Time before Automatic Log Out:** The length of time before the system automatically logs a user out has been doubled. This allows more time to enter information into larger text fields and to carefully review entered information to confirm accuracy before submitting the claim.

- **Expanded Time Limits:** The time limits built into the system have been significantly increased to reduce the likelihood of critical errors. The expanded timeframe allows more time to upload files and complete parts of the claim form that require the system to load information, such as the calendars that pop up when entering dates.

- **Improved System Response Times:** Updates have been made to support faster searches and improve general system response time for routine functions.

- **Claim Form Printing:** This feature allows users with a submitted Registration Form to generate and print a PDF version of their partially or fully completed online claim form. Printing instructions can be found here.

- **Fillable Forms:** The Exhibits files that are downloaded from the online claim form can now be completed by typing the information directly into the form. The completed form can then be saved and printed. The fillable forms have also been posted to the vcf.gov website for easy access.

- **Easier Completion of Required Fields:** A number of updates have been made to add default values to various drop-down fields. This makes it easier to complete the online form and reduces the likelihood of a field being left blank when the form is submitted.

- **Provide Online Claim Access to Authorized Representatives or Claimants:** Claimants who want to grant online claim access to an authorized representative or attorneys who want to grant access to a claimant they represent, can now do so through the User Delegation feature. Online access to a specific claim can be granted by the individual who is the registered owner of the claim in the system. The added individual will then have access to the online claim and will receive claim notifications. Click here for information on how to request this access.