Step 1: Access the VCF Claims Management System

Go to: [https://www.claims.vcf.gov/welcome.aspx](https://www.claims.vcf.gov/welcome.aspx) or click on “Account Log in” from the home page on the [www.vcf.gov](http://www.vcf.gov) website.

You will be directed to the Login screen where you can create a new account. **Click on “Create Account”**.
Step 2: Create your Account

Begin by creating your User Name. It is recommended that you use your email address as your User Name.

a. **Enter your preferred User Name in the blank field.**

b. **Click on “Check User Name Availability.”** Since the system does not allow duplicate User Names, this will confirm whether or not the User Name you selected is available. If it is not, the system will prompt you to try a different User Name.

c. If your User Name is available, you will see a message in blue below the User Name box that states, “User Name is available. Continue below to create account.”

d. Be sure to **read the disclosure statement and click in the little box** to show your agreement.
e. Scroll down the page to complete your account setup by creating your password and answering questions that will allow you to recover your password in case you forget it in the future. Be sure to complete all of the fields on this screen as they are all required.

   **TIP:** When answering the Password Recovery questions, be careful to remember the exact way in which you type the answers. If you ever need them in the future to recover your password, they are case-sensitive and must be answered exactly the way they are entered in this screen.

f. In the red box at the bottom, **enter the code as shown on the screen.**

g. **Click “Create Account”** at the bottom to complete your account setup.

You will be taken to the VCF Welcome page.
Step 3: Begin your Registration

a. Read the welcome message.

b. Scroll down to the section titled “What is the Registration Process” and click on the “Claimant Registration” link in the middle of the screen. You may also click on the “Claimant Registration” button on the main menu.

Welcome to the September 11th Victim Compensation Fund Claims Process

Please note that on November 30, the online claim form was updated to include the list of cancers that were added to the list of WTC-related health conditions in October 2012. If you have already submitted an Eligibility claim form and would like to add cancer to your list of claimed conditions, please follow the instructions provided in FAQ #321 on the VCF website. If you are still in the process of completing your online claim, all of the information you previously entered into the form will be automatically included in the new version. When you first access your claim after November 30, you will be taken to the beginning of the form so that you can carefully review all of the information you previously entered as you work through the remaining parts of the form.

For updated news and announcements about the Victim Compensation Fund, please refer to WHAT'S NEW on the September 11th Victim Compensation Fund general website.

A Message from the Special Master of the September 11th Victim Compensation Fund

I am pleased to announce that the VCF is accepting claims applications. The application process requires three steps. First, you must register online with the VCF. Once you have registered online, you may use your account to complete the Eligibility Form and the Compensation Form. The Eligibility Form is the first section of the claim form and will be used to determine whether you are eligible for compensation through the VCF. The VCF will determine your eligibility before reviewing the Compensation Form. Therefore, while you may fill out the Compensation Form at any time after completing the Eligibility Form, you are not required to do so until after the VCF has informed you that you are eligible. For detailed information on the claims process, please review the Frequently Asked Questions (FAQs) posted below.

I am excited that the VCF is up and running, and look forward to receiving your claims.

Yours,
Sheila

What is the Registration Process?

The registration process is the first step in the claims process and is designed to collect basic information about the potential Claimant (and the Claimant’s representative, if applicable) and his/her claim.

In the registration process, you will be asked to provide basic information on (i) the Claimant who was injured or harmed, or the deceased individual who died as a result of the air crashes of September 11, 2001 or the subsequent debris removal; (ii) if applicable, the authorized guardian or representative who will be filing the claim on behalf of the injured or deceased individual (such as the parent or guardian of a minor child or the Personal Representative of a deceased individual); and (iii) if applicable, the attorney or other individual who is assisting the Claimant or authorized representative. In addition, the registration form requests basic information about the status of the Claimant, including the Claimant’s “presence” at a 9/11 crash site during the period between September 11, 2001 and May 30, 2002.

This registration process does not create a claim and you do not waive any rights by registering. By submitting the information requested, you will be registering with the VCF either as a potential Claimant or as a representative of a potential Claimant, but you will not be making an official claim to the VCF. This registration process helps the VCF effectively manage resources.

How Do I Complete the Eligibility Form?

If you decide to proceed with filing a claim with the VCF online, you must first register. You may then use the account you set up in the registration process to get access to and then complete the Eligibility Form. The Eligibility Form includes some of the same questions that you answered in the registration process. The information that you provided when registering will be saved so that you do not have to enter it a second time, but if you need to change your answers, you may do so. If you are filing a hard copy claim form by mail, you do not need to register online.
Step 4: Provide Information about the Claimant
You will now be taken to the Claimant Registration “Initial Questions” page.

a. In Section 1, you must provide a response to at least one question.

b. In Section 2, you must answer the required questions as shown with a red asterisk (*). Please note that your answer to the question “Is the Claimant deceased?” cannot be changed once you submit your registration. You can click on the link “Information and Instructions: Claims Filed on behalf of Deceased Individuals” for more detailed information and instructions for claims filed for deceased individuals.

c. Once you have answered all of the questions on this screen, click “Save and Continue.”

TIP:
Use the “Legend” and the “Section Status” box to see which sections have been completed and which ones still need to be completed.

A red X or yellow ▲ in “Section Status” means the specific section is missing information. You can click on the “X” or the ▲ and the section will expand to show you a list of the specific information that is missing. Click on the tab for the specific section at the top of the box to complete the missing information.

Click on “Save and Continue” once you have answered the required questions.

Need Assistance? Call the VCF Helpline at 1-855-885-1555
d. You will now be taken to the “Claimant Information” page. Be sure to complete all of the **required fields** as shown with a **red asterisk** (*).

**TIP:** The “Claimant” is the individual who suffered physical harm or has died as a result of the terrorist-related aircraft crashes of September 11, 2001, or the debris removal efforts that took place in the immediate aftermath. If you are filing a claim on someone else’s behalf, you should put their information in this section. You will provide your information in a later section of the form.

e. Once you have answered the required questions, **click “Save and Continue”**.
Step 5: Provide Information about your Authorized Representative (if applicable)

You will now be taken to the “Authorized Representative” page.

*If you are the Claimant,* click “Not Applicable” on the “Authorized Representative” screen and then click “Save and Continue” at the bottom of the screen.

*If you are a Parent, Guardian or Personal Representative* submitting this form on the Claimant’s behalf, indicate your relationship to the Claimant by selecting from the listed options. You will then be prompted for additional information such as your name and contact information. Be sure to complete all of the **required fields** as shown with a red asterisk (*) and click “Save and Continue” at the bottom of the screen.

**TIP:** If you are an individual who has been authorized by the Claimant to communicate with the VCF on the Claimant’s behalf, but you are not a legal guardian, parent, or Personal Representative, you should not complete this section but should enter your information on the “Attorney or Other Authorized Individual” section on the next page.

*If you are an attorney* completing this form on the Claimant’s or Authorized Representative’s behalf, you will have the opportunity to provide your information on the next page.

---

**What type of Authorized Representative am I?**

- **Personal Representative:** The individual authorized to submit a claim on behalf of a deceased individual. This is normally the individual who is appointed by a court of competent jurisdiction as either the Personal Representative of the Decedent's will or estate; the Executor of the Decedent's will; or the Administrator of the Decedent's estate.

- **Authorized Individual:** The individual who has been authorized by the Claimant to communicate with the VCF about the claim. This may be a family member, friend, or other trusted individual.

- **Legal Representative:** The attorney who has been retained by the Claimant to serve as his or her legal representative for purposes of the VCF claim.
Step 6: Provide Information about your Attorney (if applicable)

You will now be taken to the “Attorney or Other Authorized Individual” page.

*If you are not represented by an attorney for your VCF claim or do not want to authorize the VCF to speak with anyone else about your claim,* click “Not Applicable” on the “Attorney or Other Authorized Individual” screen and then click “Save and Continue” at the bottom of the screen.

*If you are an attorney* completing this form on the Claimant’s or Authorized Representative’s behalf, click “Attorney”, complete all of the **required fields** as shown with a red asterisk (*) and then click “Save and Continue” at the bottom of the screen.

*If you are an individual who the Claimant would like to authorize to communicate with the VCF about the claim,* click “Other Individual”, complete all of the **required fields** as shown with a red asterisk (*) and then click “Save and Continue” at the bottom of the screen.

Select from the list only if applicable; otherwise, choose “Not Applicable”.

Once you submit your Eligibility Form or Compensation Form, only your contact information may be changed. Please contact the VCF with questions.
Step 7: Submit your Registration

When you click “Save and Continue” from the “Attorney or Other Authorized Individual” screen, you will be prompted to submit your registration.

Read the text in the box and click “Submit” to submit your Registration. If you are not ready to submit and need to review the information or make any corrections, click “Continue” to edit the Registration.

After clicking “Submit”, the following message will appear:

Click “Continue” and you will be taken to the Claims Process screen.
You will see on this screen your **VCF Claim Number** (also called a “Case Number”) and a Registration Status of “Submitted”. Your registration status confirms you have submitted the required information to register with the VCF.

**NOTE: Registration is NOT the same as submitting your claim and the VCF does not take any action based on your Registration. You must submit your Eligibility Form (the next step in the claim filing process) before the VCF will review your information.**

You may logout at the top of the screen or click on “Start” to begin your online Eligibility Form.