



You can access your claim in the online system by following the instructions below. This document includes steps for the most commonly used features.

**Login to your Account**

**Step 1.** Click on “Login” under the Search bar at the top right side of the VCF website or click here: <https://www.claims.vcf.gov/Account/Login>. You will be on the Login screen.

**Step 2.** Enter your username and password and click “Login.”

The screenshot shows the 'Login to your account' page. It has a title 'Login to your account' and a subtitle 'Your credentials'. There are two input fields: 'UserName' with a person icon and 'Password' with a lock icon. Below these is a 'Remember me?' checkbox and a 'Forgot your password?' link. A blue 'LOGIN' button with a right-pointing arrow is highlighted with a red box and a red arrow. At the bottom, there is a 'Don't have an account?' link and a 'Create a new account' link.

**Step 3.** A “DOJ Warning” box will appear. Read the information in the box and click “Accept.”

**Step 4.** You will be directed to the Welcome page. Click on “Existing Registrations and Claims.”

You are now in the online claim system.

The screenshot shows the 'Welcome to the September 11th Victim Compensation Fund (“VCF”) Claims System.' page. It lists several uses for the system: creating an account, submitting claim forms, uploading documents, viewing correspondence, updating contact information, viewing claim form information, and filing amendments. A note mentions that users who started forms before August 1, 2016, but did not submit them, need to return to the beginning of the applicable section. A link for 'News and Reports' is provided. At the bottom, there are two buttons: 'NEW REGISTRATION' (green) and 'EXISTING REGISTRATIONS AND CLAIMS' (blue). The 'EXISTING REGISTRATIONS AND CLAIMS' button is highlighted with a red box and a red arrow.



**Navigating your Claim in the Online System**

You will see your claim number listed on the main screen. **Note:** The system will display any claim that is associated with your Social Security Number, or for which you have online access.

From this screen, you can:

1. Click on the claim number to go into the claim.
2. See the Registration, Eligibility, and Compensation status of your claim and the date the claim reached that status. You can find claim status [definitions](#) here. If your claim Eligibility or Compensation status shows “Incomplete” or “Start,” you can click to begin or continue completing your claim form.
3. View the date the most recent Correspondence was uploaded by the VCF to your claim.
4. Personalize your “dashboard” by choosing which columns you are most interested in seeing on your claim.

Existing Registrations											SHOW/HIDE ADVANCED SEARCH	
* Rows with GREEN BACKGROUND have been created in new portal.											EXCEL	COLUMN VISIBILITY
Claim Number	First Name	Last Name	Registration Status	Eligibility Status	Elig Status Date	Compensation Status	Comp Status Date	Comp Form Submit Date	Most Recent Correspondence	Print		
<a href="#">VCF0017223</a>	Test Sbx	Test 0228	Submitted	Approved	8/22/2015	Determination Made: Processing	8/22/2015	9/6/2013	6/17/2013			

Click on the **VCF Claim Number** to view claim details.



From the Claim Details screen, you can access the following features:

1. **Claim Details:** View the information submitted when you registered by expanding the arrows under each section of “**Claim Details.**”
2. **Amendments:** File an amendment to your claim, or view any previously filed amendments.
3. **Correspondence:** View all letters sent by the VCF regarding your claim. Once on the Correspondence screen, click on the letter you want to view and you will have the option to open or save a copy of the letter.
4. **View Documents:** View documents you mailed to the VCF or uploaded to your claim. Once on the View Documents screen, click on the file you want to view and you will have the option to open or save a copy of the file.
5. **Document Checklist:** Access the Document Checklist to see the documents you need to submit in order for the VCF to process your claim.
6. **Print Form:** Use the “**Print Form**” button to view the information entered into your claim form – even if your claim form has not yet been submitted. Note: the “Print Form” feature will display all answers you have provided to date in your claim form. You do not need to print the form in order to view it.
7. **Upload Files:** Follow the instructions on the screen to upload documents to your claim.
8. **View Claims:** Return to the main screen by clicking on the blue “**View Claims**” button.

The screenshot shows the 'Claim Details' page for claim number VCF0017223. At the top right, there is a 'VIEW CLAIMS' button (callout 8) and a 'Print Form' button (callout 6). Below these are 'Upload File(s)' (callout 7) and 'View Document(s)' (callout 4) buttons. The main navigation bar includes 'Home', 'View Owners/Delegates', 'Print Form', 'Upload File(s)', and 'View Document(s)'. The primary navigation tabs are 'CLAIM DETAILS' (callout 1), 'AMENDMENTS' (callout 2), 'CORRESPONDENCE' (callout 3), 'VIEW DOCUMENTS' (callout 4), and 'DOCUMENT CHECKLIST' (callout 5). The 'CLAIM DETAILS' section is expanded, showing sections for 'Victim Information', 'Claimant Information', 'Claimant's Attorney', and 'Alternative Contact', each with a downward arrow. A blue 'ASSIGN USER' button (callout 5) is also visible in the navigation area.

You can find additional guides and “Tip Sheets” [here](#).