



How to Upload Documents to Your Claim

This document includes steps to upload documents to your online claim. VCF **only supports Google Chrome or Microsoft Edge** for use with the online system. You may lose your data if using unsupported browsers, such as Safari or Firefox. The system is not designed for mobile devices.

Make sure your documents meet the guidelines below before uploading them to the [Claims Management System](#), also referred to as the Claimant Portal. Using an unacceptable file type or file name can cause technical errors and delay processing your claim.

1. Use Accepted File Types and Names:

- **File Types:** *Table 1* lists the file types you can upload to your claim.
- **File Size:** Files **cannot exceed 50 MB**.
- **File Names:**
 - **Must not** contain special characters, other than a dash (-), underscore (_) or space ().
 - **Must be** shorter than **60 characters**. If a file name is 60 characters or more, it will appear to upload correctly but the VCF will not be able to open it for review.

<u>File Type</u>	<u>Extensions Allowed</u>
Images	.gif, .jpg, .jpeg, .png
Documents	.pdf, .doc, .docx, .txt
Spreadsheets	.xls, .xlsx, .csv
Presentations	.pptx
Archives	.zip

Table 1

2. **Upload Full Documents, Not Individual Pages:** If possible, upload a **single** file for each document. For example, upload your "Exhibit A" as one document rather than a separate file for each page.
3. **Use Handwritten Signatures:** The VCF does not accept electronic signatures. Forms requiring a signature must be signed by hand.
4. **Highlight Medical Records:** If you submit **medical records of 25 pages or more**, you must highlight **the information** relating to the severity of your condition or provide a written guide/statement directing us to the appropriate information/pages.
5. **Confirm Your Documents Do NOT Contain Personally Identifiable Information for anyone Not Associated with the Claim:** Check your documents to make sure that the only personally identifiable information (e.g. social security number, date of birth, etc.) that appears on them is for individuals who are associated with the claim (Victim or Personal Representative).





Upload Your Documents

1. After preparing your documents, login to the [Claimant Portal](#).
2. Click on **“View Claims”** button at the top of the page, or the **“Existing Registrations and Claims”** at the bottom.
3. Click on the claim number to which you want to upload documents.
 - a. This will take you into your claim details page, as seen below.
4. Click **“Upload Document(s).”**

The screenshot shows the 9/11 VCF Claimant Portal interface. At the top, there's a header with the 9/11 VCF logo, a helpline number (1-855-885-1555), and a user profile icon. Below the header, the claim number 'VCF0330177' is displayed. A navigation bar includes 'Home', 'Downloadable Forms', 'Print Claim Form', 'Upload Document(s)' (highlighted with a red box and an arrow), and 'View Document(s)'. Below the navigation bar, there are tabs for 'CLAIM DETAILS', 'AMENDMENTS', 'CORRESPONDENCE', 'VIEW DOCUMENTS', and 'DOCUMENT CHECKLIST'. The 'CLAIM DETAILS' tab is active, showing sections for 'Victim Information', 'Claimant Information', 'Claimant's Attorney', and 'Alternative Contact', each with a dropdown arrow.

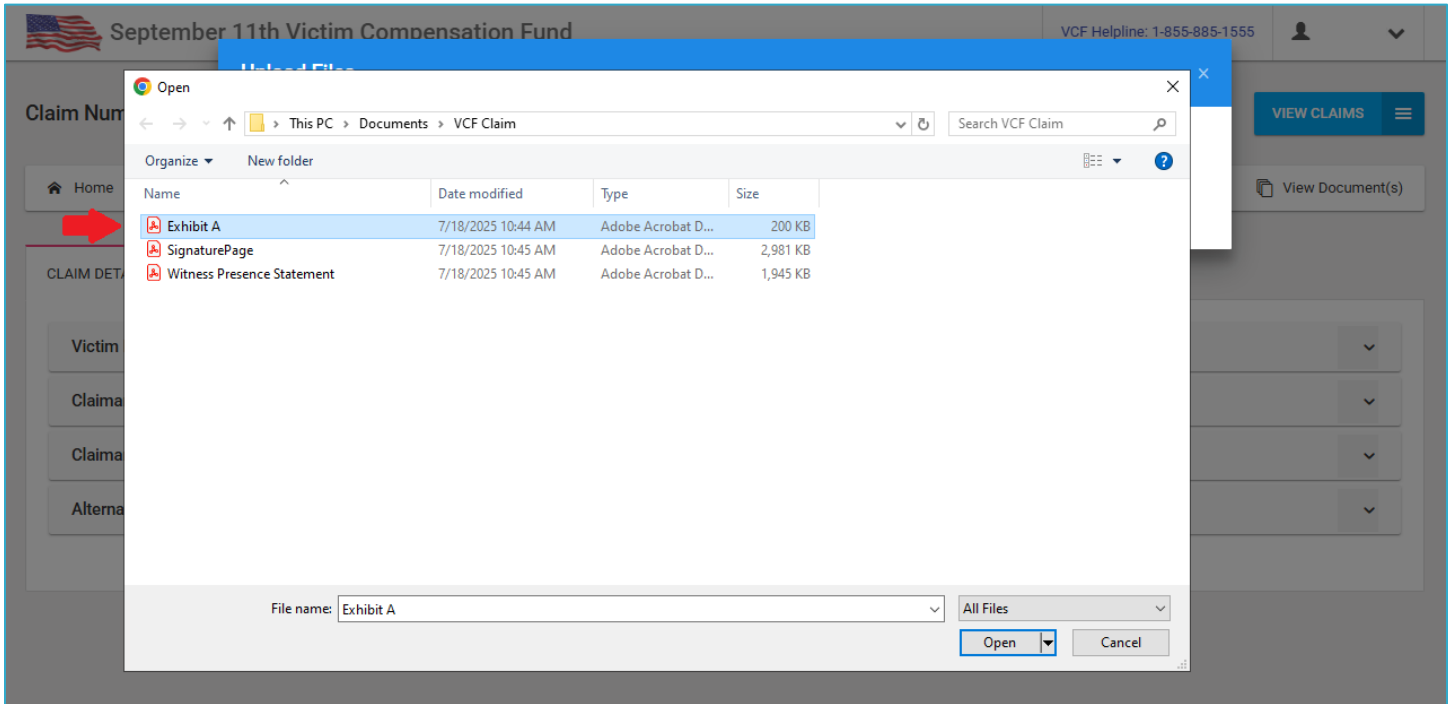
5. Click the **“SELECT FILES”** button.

The screenshot shows the 'Upload Files' modal window. It has a blue header with the title 'Upload Files' and a close button. The main content area contains instructions: 'You must select a document type for each file you upload. Review the [Document Upload Guide](#) to learn more about uploading your documents.' It also lists required documents: 'Exhibit A: Authorization for Release of Information and Medical Records' and 'Claim Form Signature Page'. Below this, it states: 'Use the delete button if you select the wrong file. Once uploaded, files cannot be deleted.' At the bottom, there are three buttons: '+ SELECT FILES' (highlighted with a red box and an arrow), 'UPLOAD ALL', and 'DELETE ALL'.

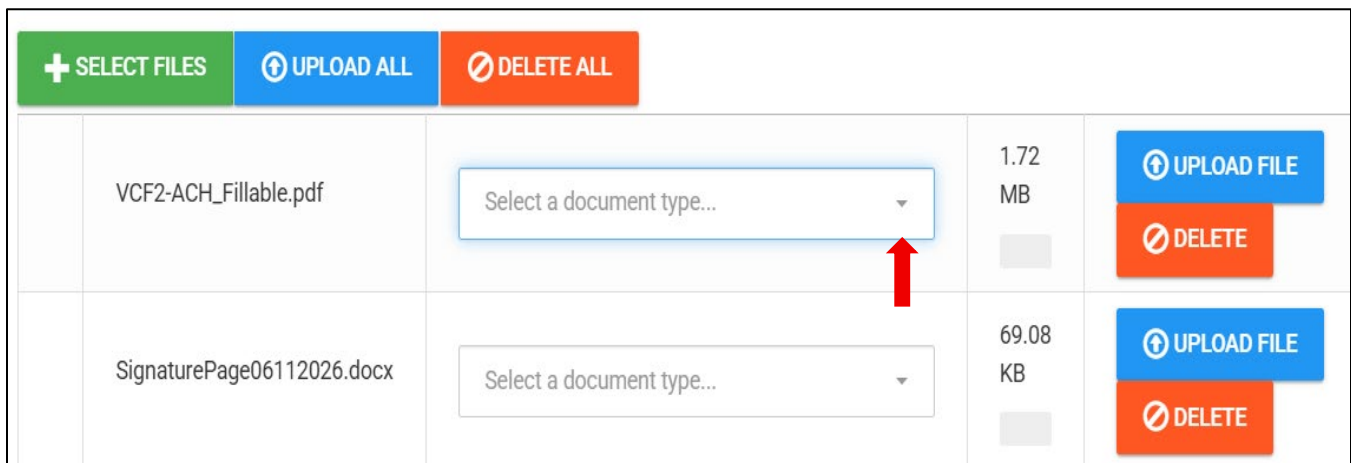




6. Navigate to the folder where your documents are stored.
7. Locate the file you want to upload.
8. Double-click the file name OR click on it once to select it and then click “**Open**” to proceed.
 - a. Repeat steps 5-8 as many times as needed to choose all your documents.



9. Once completed, all the files you added will appear in the Upload Files window, as seen below.
 - a. If you add a file in error, click the “**Delete**” button next to that file. You cannot delete a file after uploading.
10. Click the “**Select a document type...**” dropdown.





11. Use the up and down arrows to search the list and click the document type that matches each file. Find the full list of [document types](#) at the end of this guide.

The screenshot shows the 'Upload Files' interface. At the top, there are buttons for '+ SELECT FILES', 'UPLOAD ALL', and 'DELETE ALL'. Below these, a table lists files with their names, selected document types, and sizes. A dropdown menu is open for the file 'SignaturePage06112026.docx', showing a list of document types. The 'Claim Form Signature Page' option is highlighted, and red circles indicate the up and down arrows used for navigation. The table also shows 'VCF2-ACH_Fillable.pdf' with 'ACH Payment Information Form' selected and 'ExhibitA-Personal Injury_Revised.docx' with no type selected.

File Name	Document Type	Size	Actions
VCF2-ACH_Fillable.pdf	ACH Payment Information Form	1.72 MB	UPLOAD FILE, DELETE
SignaturePage06112026.docx	Claim Form Signature Page	69.08 KB	UPLOAD FILE, DELETE
ExhibitA-Personal Injury_Revised.docx		62.19 KB	UPLOAD FILE, DELETE

TIPS:

- You **must** choose a document type for each file.
- If no document type is selected, the file will **not** be uploaded to your claim.
- Find a [full list of document types](#) on page 7 of this guide.

12. After selecting the document types, click the **“UPLOAD ALL”** button to upload multiple documents at one time – OR – if you prefer to upload files individually, use the **“UPLOAD FILE”** button to the right of each file.

This screenshot shows the 'Upload Files' interface with red arrows highlighting the 'UPLOAD ALL' button at the top and the 'UPLOAD FILE' buttons for each file. The document types have been selected for all files: 'ACH Payment Information Form' for the PDF, 'Claim Form Signature Page' for the first DOCX, and 'Exhibit A: Authorization for Release of ...' for the second DOCX.

File Name	Document Type	Size	Actions
VCF2-ACH_Fillable.pdf	ACH Payment Information Form	1.72 MB	UPLOAD FILE, DELETE
SignaturePage06112026.docx	Claim Form Signature Page	69.08 KB	UPLOAD FILE, DELETE
ExhibitA-Personal Injury_Revised.docx	Exhibit A: Authorization for Release of ...	62.19 KB	UPLOAD FILE, DELETE





How to Upload Documents to Your Claim

13. Carefully review the warning message, as seen in the gray box below.
14. When you are ready, click the **"CONFIRMED"** button.
15. The files will upload to your claim. This may take several moments depending on the number and size of your files.

The screenshot shows the 'Upload Files' window with a table of files and a warning message. A red arrow points to the 'CONFIRMED' button.

File Name	Selected Document	Size	Actions
SignaturePage06112026.docx	Claim Form Signature Page	69.08 KB	UPLOAD FILE, DELETE
ExhibitA-Personal Injury_Revised.docx	Exhibit A: Authorization for Release of ...	62.19 KB	UPLOAD FILE, DELETE

Warning: Before completing your document upload, please confirm that the selected document(s):

1. BELONG TO: VCF0328007 – Volunteer, Jane
- AND-
2. Do **NOT** contain the personally identifiable information (e.g. date of birth, social security number, etc.) of an individual who is not associated with the claim.

By clicking "Confirmed" you are affirmatively stating that you have confirmed both statements above are true. If you upload a document to the incorrect claim, or upload a document with the personally identifiable information of an individual not associated with this claim, the VCF may take action to deactivate your account in the online system.

CONFIRMED **CANCEL**

UPLOAD ALL

16. The system will confirm that your files were uploaded successfully, as shown below.
17. Click the "X" in the top right corner to close this window and return to your claim.

The screenshot shows the 'Upload Files' window with a list of successful upload messages. A red circle highlights the close button (X) in the top right corner.

Upload Files

• Claim Form Signature Page

Use the delete button if you select the wrong file. Once uploaded, files cannot be deleted.

+ SELECT FILES **UPLOAD ALL** **DELETE ALL**

- 2:38:43 PM: Successfully added the file 'SignaturePage06112026.docx' as a new 'Claim Form Signature Page' to claim number 'VCF0328007'
- 2:38:44 PM: Successfully added the file 'ExhibitA-Personal Injury_Revised.docx' as a new 'Exhibit A: Authorization for Release of Medical Records' to claim number 'VCF0328007'
- 2:38:45 PM: Successfully added the file 'VCF2-ACH_Fillable.pdf' as a new 'ACH Payment Information Form' to claim number 'VCF0328007'

UPLOAD ALL





Viewing Uploaded Documents

From the claim page, click the **View Documents** tab from the top right or the center of the page. Both tabs navigate to a display of your uploaded documents.

Claim Number: VCF0328007 VIEW CLAIMS

[Home](#) [Downloadable Forms](#) [Print Claim Form](#) [Upload Document\(s\)](#) [View Document\(s\)](#)

[CLAIM DETAILS](#) [AMENDMENTS](#) [CORRESPONDENCE](#) [VIEW DOCUMENTS](#) [DOCUMENT CHECKLIST](#)

[Victim Information](#) [Claimant Information](#) [Claimant's Attorney](#) [Alternative Contact](#)





Document Types

The list below shows the document types you can select when uploading files to your claim. Document types with links are VCF forms and instructions you should use if applicable to your claim. Find document checklists pertaining to your claim on our [Forms and Resources](#) page.

- [ACH Payment Information Form](#)
- Affidavit
- Amendment – Other Document to Support Amendments
- Appeal – Other Document to Support Appeal
- Appeal Withdrawal
- [Appendix A: Additional Information for Claims Filed for Deceased Individuals](#)
- [Authorization to Pay Law Firm Account](#)
- Burial/Memorial Service Expense Document
- Certified Medical Record/Document
- [Change of Attorney Form](#)
- Claim Form
- Claim Form Signature Page
- [Claim Information Resolution Form](#)
- Claim Withdrawal
- Claimant Impact Statement
- Claimant/Attorney Cover Letter
- [Collateral Offset Update Form](#)
- Collateral Source Document
- Compensation Appeal Request Form
- Compensation/Benefits Document
- Dependent Documentation
- Disability Determination or Documentation
- Eligibility Appeal Request Form
- [Employer Documentation](#)
- Estate/Probate Documents
- Executed Lawsuit Release
- [Exhibit 1: Social Security Administration Form](#)
- Exhibit A: Authorization for Release of Medical Records (For Personal Injury or Deceased Claims)
- [Exhibit B1: Authorization for Release of Pension and Health Information](#)
- [Exhibit C: Attorney Certification of Compliance](#)
- Guardian Document
- Health Insurance Documentation
- Hearing Exhibit
- Information about Physical Injury
- Information about Victim
- Information on Presence at Site
- Lawsuit/Trust Document
- [Lead PR Designation Form](#)
- Medical Expense Supporting Documentation Packet
- [Medical Expense Worksheet](#)
- Missing Information Response
- Multiple Claim Number Response
- Non-certified Medical Record/Document
- [Non-Economic Loss Impact Statement for Prostate Cancer](#)
- Non-Responder Work Document
- Notice/Motion of Lawsuit Withdrawal
- [NYCERS-NYSLRS Worksheet](#)
- Order of Lawsuit Dismissal
- Other Compensation Document
- Other Eligibility Document
- Payment Information Document
- Personal Representative Document
- PP Exception Request
- Letter of Administration
- Medical Records-Cause of Death
- Medical Records
- Previously Incurred Medical/Other Expense Document
- Prior Earnings/Benefits Document
- [Private Physician Forms](#)
- Proof of Death Document
- PSOB Determination Letter
- Replacement Services Document
- Residence Document
- Responder Presence Document
- Retainer Agreement
- School/Care Facility Document
- Settlement Agreement/Attorney Authorization
- Tax Return
- [Temporary Past Lost Earnings Worksheet](#)
- [Union and Defined Benefit Plan Worksheet](#)
- [Witness Presence Statement](#)
- WTCHP Certification Letter
- WTCHP Disability Evaluation
- WTCHP Disability Evaluation Request

