



### Navigating the New Online Claim System:

Once you are signed into your account in the online claim system, you will be able to view any registrations associated with your account. The screen below is an example of what you will see on the Summary Table:

September 11th Victim Compensation Fund

VCF Helpline: 1-855-885-1555 TEST

Registrations [CREATE A NEW REGISTRATION](#)

Home / Registrations / All

From this page, you can:

- Continue entering information into a claim you started but have not yet submitted.
- Print and view your claim form by clicking on the PDF icon in the right column.
- Click on the VCF claim number to:
  - View all letters sent by the VCF about your claim.
  - View all documents you have mailed to the VCF or uploaded to your claim.
  - View any part of your claim form completed or initiated prior to July 2016 by clicking on View Documents and selecting "Claim Form as of July 2016."
  - File an amendment or view a previously submitted amendment.
  - Update your contact information or the information for your attorney or authorized representative.

Reminder: Once the Eligibility milestone has begun, the status will remain "incomplete" until all sections have been completed and the Claim Form is submitted.

Existing Registrations [SHOW/HIDE ADVANCED SEARCH](#)

\* Rows with **GREEN BACKGROUND** have been created in new portal.

Claim Number	First Name	Last Name	Registration Status	Eligibility Status	Compensation Status
<a href="#">VCF0024310</a>	TEST	TEST	Submitted	Submitted	Submitted

Clicking on the VCF number will open the Claim Details screen. From here you can:

- View and edit contact information for the victim, claimant and attorney (if applicable)
- Click on the **“View Documents”** icon to view documents submitted to the VCF
- View a file that contains your previous claim form answers by clicking on **“View Documents”** and then the file named **“ClaimFormasofJuly 2016”**
- Click on **“Correspondence”** to view outgoing correspondence sent by the VCF about your claim
- Upload documents by clicking on the **“Upload File(s)”** icon
- View and file amendments by clicking on **“Amendments”**
- Review the dynamic, claim-specific document checklist (for new claim submissions only) by clicking on **“Document Checklist”**

The Claim Details page and the associated tabs are pictured below:

September 11th Victim Compensation Fund

VCF Helpline: 1-855-885-1555 TEST

Claim Number: VCF0024310 [VIEW CLAIMS](#)

Home [Upload File\(s\)](#) [View Document\(s\)](#)

**CLAIM DETAILS** | AMENDMENTS | CORRESPONDENCE | VIEW DOCUMENTS | DOCUMENT CHECKLIST

Victim Information [SAVE](#)

Victim Information

CONTACT INFORMATION

First Name \* TEST

Last Name \* TEST

Middle Name Middle name

Email Address Email address

Best Daytime Number \* (123) 456-7890

ADDRESS

Mailing Address \* 123 Main St

Mailing Address continued Address continued...

Apartment/Suite Number Apartment number i.e. #1234-B

City \* Washington

State \* District of Columbia



**Additional Functionality:**

- You can upload and view documents from any screen within the claim form. At any point within the form, you can upload new documents and view all files you have uploaded to date. You may need to refresh the page in order to see the newly uploaded documents.
- You can return to the Summary Table at any time by clicking on the blue “**View Claims**” button located in the top right hand corner of the screen.

**Additional Guidance:**

- **Milestone Status**
  - The Eligibility and Compensation milestones for new claims will now move in tandem.
  - Once you begin Eligibility, both the Eligibility and Compensation milestones will move to “Incomplete (Continue)” on the Summary Table.
  - Both milestones will move to “Submitted” only when the required questions in both the Eligibility and Compensation sections have been answered.
  - Once you have answered all of the questions in both the Eligibility and Compensation sections, a “Submit Claim” button will appear. Click the button to submit your claim.
  
- **Logic-driven Questions**
  - Each section (Registration, Eligibility and Compensation) begins with a simple page that asks a critical question. Based on your response to that question, the remainder of the form will show and hide the appropriate questions that pertain to your specific circumstances.
  - When you have answered all of the required questions within each section, the button to advance to the next section will become enabled and will appear in the top right corner of your screen. If you are in the Eligibility portion of the claim, the button will show “Continue to Compensation;” if you are in the Compensation portion, it will show “Submit Compensation.”
  - Based on these same answers, the Document Checklist is intuitive and will present the appropriate sections that pertain to the new claim you have created. Note: This feature only applies to new claims. Claims previously initiated but not submitted in the old system will show only the documents required for all claimants. You can review the Document Checklist ([Personal Injury](#) or [Deceased Claim](#)) to identify the documents you need to submit in order for the VCF to process your claim. The checklists are also available under “Forms and Resources” on [www.vcf.gov](http://www.vcf.gov).
  
- **Claims started but not Submitted using the old Claim Form**
  - If you started any portion of your claim using the old claim form, follow this [guidance](#) to determine the next steps you should take on your claim.