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**."

Login to your account
Your credentials

UserName

Password

Remember me?   Forgot your password?

LOGIN →

Don't have an account?

Create a new account

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.

Welcome to the September 11th Victim Compensation Fund ("VCF") Claims System.

You can use this system to:

▸ Create an account and register with the VCF to preserve your right to file a claim in the future.

▸ Complete and submit your claim form.

▸ Upload supporting documents to a claim.

▸ View correspondence sent by the VCF.

▸ Update your contact information or the information for your attorney or authorized representative.

▸ View the information you provided when completing your claim form, including any information you may have entered on a claim form that you started but have not yet submitted.

▸ File an amendment to a previously submitted claim.

Note: If you started your Eligibility and/or Compensation form prior to August 1, 2016, but did not submit the form(s), you will need to return to the beginning of the applicable section of the claim form in order to submit your claim. The system will guide you to the appropriate starting point for your claim.

For more information about general VCF updates, please visit the News and Reports section of the VCF website.

NEW REGISTRATION   EXISTING REGISTRATIONS AND CLAIMS

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
✏️VCF0017223	Test Sbux	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.

September 11th
Victim Compensation Fund

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.

					8
Claim Number: VCF0017223			6	7	VIEW CLAIMS ☰
🏠 Home			👥 View Owners/Delegates	🖨 Print Form	📤 Upload File(s)	📄 View Document(s)

1	2	3	4	5		4
CLAIM DETAILS	AMENDMENTS	CORRESPONDENCE	VIEW DOCUMENTS	DOCUMENT CHECKLIST	ASSIGN USE	

Victim Information ⌄

Claimant Information ⌄

Claimant's Attorney ⌄

Alternative Contact ⌄

You can find additional guides and "Tip Sheets" here.