



The U.S. Department of Justice (“DOJ”) requires that ALL users of the September 11th Victim Compensation Fund (“VCF”) online claims system (also commonly referred to as the “Claimant Portal,” the “Online Claim Form,” and the “Claims Management System”) must comply with the requirements outlined in this document. Failure to comply with these requirements will result in termination of a user’s access. The VCF is not required to provide notice before terminating a user’s account if the use of the account presents security concerns.

Scope

This policy is applicable to anyone using the VCF online claims system in any capacity.

Enforcement

Misuse of the VCF’s systems is strictly prohibited by the DOJ and VCF. The DOJ and VCF reserve the right to terminate access at any time at DOJ’s sole discretion.

Use of any of the VCF’s systems or claimant data in any illegal activity may result in an investigation or criminal prosecution.

The VCF online claims system is protected by multiple laws, including, but not limited to, the Computer Fraud and Abuse Act (CFAA), 18 U.S.C. 1030.

General Access

Per Department of Justice policy, the VCF **only** supports Google Chrome or Internet Explorer v. 11 or higher for use with the online claims management system. ***You may experience issues with the online claims management system, including loss of data, if you access it using a browser not supported by the Department of Justice, such as Microsoft Edge, Safari, or Firefox.***

Please only access the online claims management system using Google Chrome or Internet Explorer v.11 or higher.

Acceptable Use – All Users

- Each user must create and use his or her own unique username and password.
- A user’s unique username and password **may not be shared with any individual** under any circumstances.
- All users must authenticate their identity each time they log into the system using their own unique username and password.
- Group, shared, or generic accounts and passwords are prohibited. This means you may not log in using another individual’s username and password. Users cannot log in with an account that is not their own account.
- Special care should be exercised with portable devices such as laptops, tablets, and smartphones because the information they contain is especially vulnerable.
- Users who export data or download documents from the system are responsible for the proper safeguarding of the data and the information contained in the documents.
- All users are encouraged to install, run, and maintain up-to-date software that protects their computer from vulnerabilities and threats associated with malware, trojans, and viruses.
- For additional security, all users are encouraged to change their passwords on a pre-defined regular basis that is at least every 90 days.



Unacceptable Use – All Users

The activities below are provided as examples of unacceptable use; however the list is not exhaustive. Should a user of the online claims system need to violate these guidelines for any reason, he or she should contact the VCF to obtain written approval before proceeding.

- Passwords must not be shared with anyone.
- Use of shared, or generic, usernames and passwords is strictly prohibited.
- Multiple logins (connections) with the same username and password is prohibited.
- Each user is required, when logged in to the online claims system, to either log off or lock their computer screen when they are away from the computer or workstation (e.g. they do not have visual or physical control of the computer or workstation).
- Session sharing is prohibited. A user may not login with their username and password for use or access by another individual, regardless of whether the second individual is an authorized or unauthorized user of CMS.
- Publishing any claimant Personally Identifiable Information or Protected Health Information (PII/PHI) in a publically accessible or insecure location is prohibited.
- All illegal activities, including but not limited to theft, computer hacking, malware distribution, contravening copyrights and patents, and using illegal or unlicensed software or services is prohibited. These also include activities that contravene data protection regulations, activities detrimental to the success of the VCF and/or VCF claimants, as well as sharing sensitive information with anyone who is not authorized to have that information.
- Any activities or actions prohibited by Federal, State, or Local regulation or law, are prohibited.

Additional Requirements for Law Firm Users

- Law firm users who have online access to a claim for a VCF claimant whom they no longer represent should immediately contact the VCF to have their access to the claim revoked.
- Law firms must notify the VCF immediately when an employee, contractor, or associate with access to the online claims system leaves the law firm for any reason, or remains at the firm but no longer represents VCF claimants.
- Law firms should review on a quarterly basis the user accounts associated with their firm in the online claims system to ensure that malicious, out-of-date, or unknown accounts do not exist.
- Law firms and other entities working with VCF claimants may not store PII/PHI on a network location that is accessible to individuals within the firm or organization who are not authorized to see VCF claim data.
- **Users with Delegated Access to Claims:** Each law firm may identify up to two users who have the ability to delegate claims in the online system to other employees of the same firm who work on VCF claims. Each user who has the delegation authority will receive an email from the VCF that must be reviewed and acknowledged before the delegation authority is granted.