



**Office of
Victim Services**

Victim Services Portal

Training Manual

For Advocates

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I. Introduction

This training guide helps users to understand how to navigate and interact with the New York State Office of Victim Services' Victim Services Portal system. It will cover how to start a new application, edit an existing application, delete an application, search for a claim, and upload documents. It will cover logging in to the Victim Services Portal.

II. Acronyms & Definitions

Some of the useful acronyms and definitions of words and phrases used in this training manual are explained in the table below.

Acronym/Word	Definitions
NYS	New York State
OVS	Office of Victim Services
VAP	Victim Assistance Program
VSP	Victim Services Portal – The Victim Services Portal is an online system that may be used to file an application for compensation, search for an existing claim, or upload documents for a claim. This system can only be accessed using a valid NY.gov ID.
Word Document (.doc or .docx file extensions)	This is a document that can only be opened using a compatible software. Recommended applications are Microsoft Word 2007 or newer or the Microsoft Word Viewer available for a free download at Microsoft's website.
PDF	Portable Document Format. This is usually opened by Adobe Acrobat Reader or any other compatible PDF reader. The latest version of Adobe Acrobat Reader is available for a free download at Adobe's website.
FAQ	Frequently Asked Questions
NY.gov ID	This is the user ID that is assigned to you after your VAP registers you with NYS OVS for an Advocate account.
URL	Also known as a web address. A URL can be entered in most web browser's address bars to navigate to a website.

III. Using the VSP

The Victim Services Portal system will allow users to:

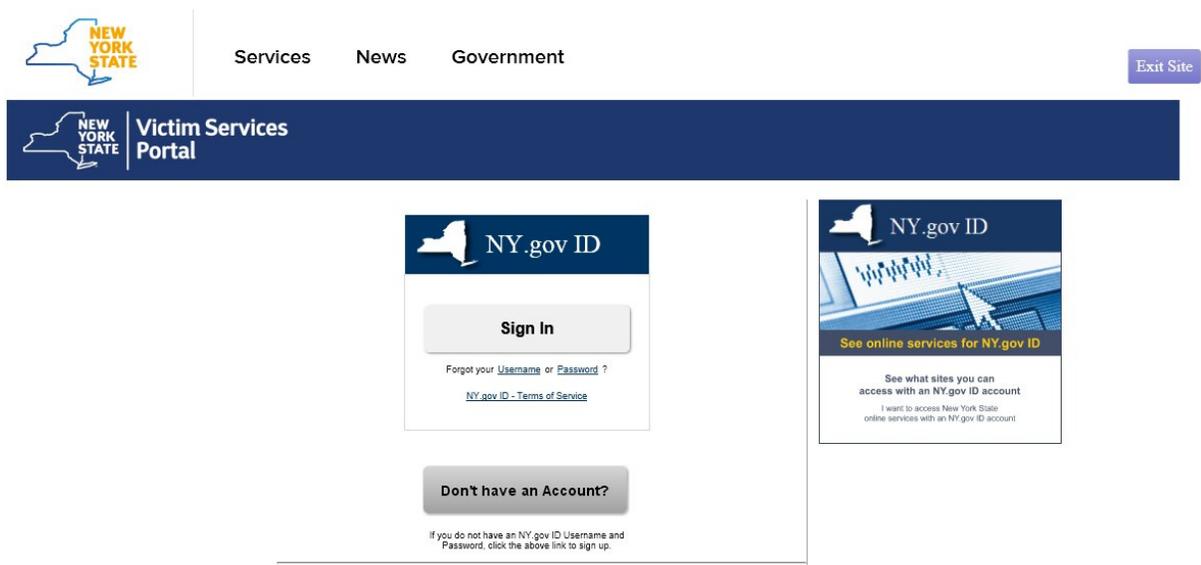
1. Apply for compensation with the NYS OVS using a web browser;
2. Search for an existing claim filed with the NYS OVS using a web browser;
3. Upload documents to the NYS OVS for a claim using a web browser

III-A. Web Browser Compatibility

The latest version of Google Chrome, Mozilla Firefox, or Internet Explorer 8 or higher is recommended for accessing the Victim Services Portal.

III-B. Logging in to the VSP

Users can access the VSP by directing the web browser to the: <https://vsp.ovs.ny.gov/>



All users must have a valid NY.gov user ID. OVS will assign you a NY.gov user ID, once your VAP requests one for you. The user ID will include a username and password.

Once you have a NY.gov ID, click the Sign In button to log into the VSP. Clicking the Sign In button once will display fields for entering your username and password.

The image shows a sign-in form for NY.gov ID. At the top, there is a dark blue header with a white outline of the state of New York on the left and the text "NY.gov ID" in white on the right. Below the header, there are two input fields: "Username:" followed by a white text box, and "Password:" followed by a white text box. Below these fields is a large, grey, rounded rectangular button with the text "Sign In" in bold black font. Underneath the button, there are two lines of text: "Forgot your [Username](#) or [Password](#) ?" and "[NY.gov ID - Terms of Service](#)".

Enter your username into the username field and your password into the password field, then click Sign In a second time to log in to the VSP.

Helpful Tip:

When signing in to the VSP, there are helpful links located under the Sign In button. If you have forgotten your username, click the "Username" hyperlink to get help recovering your username. If you have forgotten your password, click the "Password" hyperlink to reset your password. If you would like to read the terms of service associated with your NY.gov ID, click "NY.gov ID – Terms of Service".

III-C. Navigating the VSP

Note that there is an “Exit Site” button available on the top right of every page in the VSP. This button scrolls with the page and redirects a user to the Google homepage when clicked.

You can navigate between the different sections of the application by clicking on an available section from the navigation menu on the left. Using the navigation menu will also save any entries in your current section before moving on to the selected section. Each section corresponds to an equivalent section of the paper application. All sixteen sections are on the navigation menu; however, not all sections are available depending on the claim type you choose and/or if you are the victim filing a claim.

The “Table of Application Sections” below shows users where to match the section names from the VSP and Paper Applications.

VSP Application Section Name	Paper Application Section Number
Victim	Section 1
Claimant	Section 2
Crime	Section 3
Suspect	Section 4
Expenses	Section 5
Essential Personal Property	Section 6
Lost Wages	Section 7
Burial Expenses	Section 8
Providers	Section 9
Dependents	Section 10
Counseling	Section 11
Insurance	Section 12
Death Benefits	Section 13
Financial Situation	Section 14
Private Lawyer	Section 15
Representative	Section 16

The section you are currently on will be disabled on the navigation menu. Clicking on any of the navigation tab options (Home, Apply For Compensation, Search For a Claim, Logout) in the VSP banner will discard your current entries.

III-C.1. VSP System Error Page

If a system issue is encountered while navigating any section of the VSP, you may see a “Sorry for the inconvenience!” message with a “Take Me Home” button.

Sorry for the inconvenience!

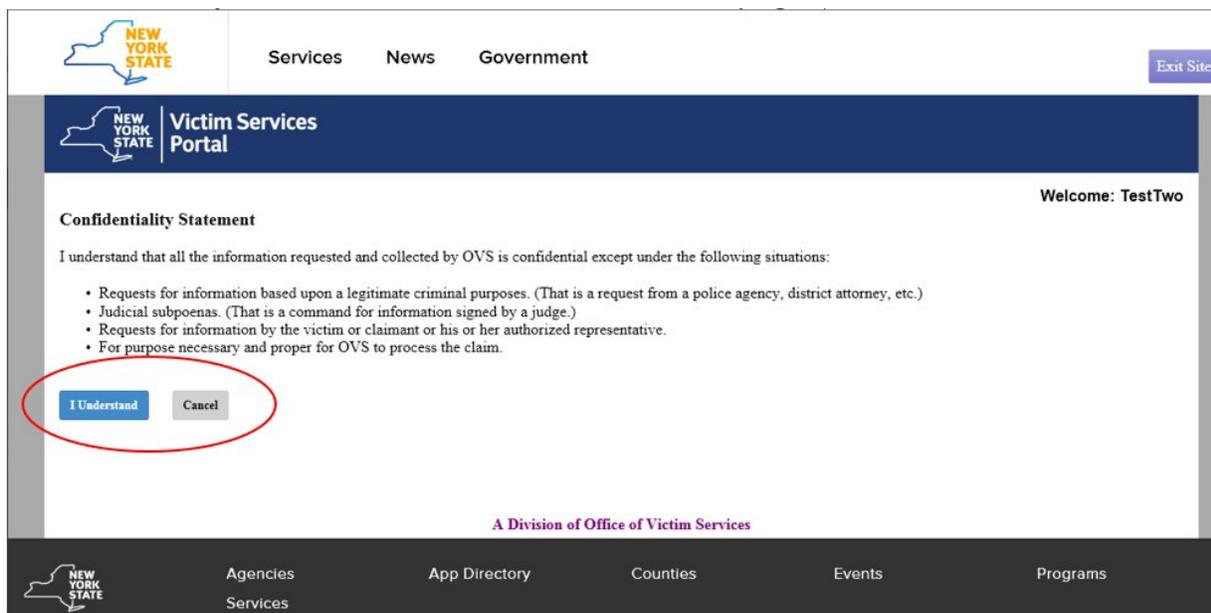
Either the page you requested doesn't exist anymore or a system error is keeping things from rolling along.



Click the “Take Me Home” button to return to the VSP Homepage.

III-D. VSP Confidentiality Agreement and Homepage

Once you have logged in to the VSP successfully, you will be presented with the OVS Confidentiality Statement. You must click “I Understand” after reading it to continue to the VSP Homepage. You may click “Cancel” if you do not agree with the confidentiality statement and you will be returned to the OVS Homepage.



Read the confidentiality statement carefully and click “I Understand”, to go to the VSP Homepage.

Welcome to the Victim Services Portal. This site provides the ability to:

- ▶ Electronically complete and submit an application to the NYS Office of Victim Services for compensation benefits.
 - Click the 'Apply for Compensation' tab to complete a new claim application.
 - Click the 'Edit Application' button in the partial applications list to continue with a partially completed application.
- ▶ Check claim status and/or upload supporting documentation for a claim submitted to the NYS Office of Victim Services.
 - Click the 'Search for a Claim' tab to find the status of a claim or upload documents to an existing claim.

In order to be eligible for compensation from the NYS Office of Victim Services, the crime must have occurred in New York State.*

All states have a victim compensation program similar to ours. Please visit the homepage for the state in which your crime occurred to find information about their crime victim compensation program.

* If you are a New York State resident and the victim of a terrorist act outside the United States, you may be eligible for compensation from the NYS Office of Victim Services. Please see the [Claim Application and Instructions](#) for information on completing and mailing in a paper claim form.

Partial claim applications

Claimant Name	Victim Name	Crime Date	Last Modified By	
	1234 Test		VSP.Test2	Edit Application
	Victim1 Test2		VSP.Test2	Edit Application

You have 2 partially saved applications.

A Division of Office of Victim Services

Once on the VSP homepage, there will be the OVS logo and VSP banner at the top. Below the VSP banner are navigation tabs: ‘Home’, ‘Apply for Compensation’, ‘Search For a Claim’, ‘VSP FAQ’, and ‘Logout’. These navigation tabs are available on every page of the VSP system along with the OVS logo and VSP banner at the top.

To:

- Return to the VSP Homepage, click **“Home”**
- Start a New Application, click **“Apply for Compensation”**
- Search for an existing claim, click **“Search for a Claim”**
- Search in FAQs, click **“VSP FAQ”**
- Log out of the VSP and return to the Homepage, click **“Logout”**

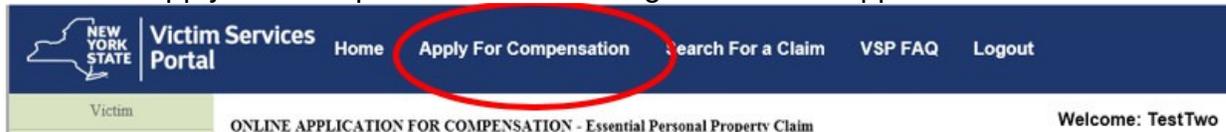
Below the navigation tabs is the welcome message with information on victim compensation programs and basic instructions on how to start using the VSP. The Partial Claim Application Table follows the welcome message. This table holds any applications that were started by you or your VAP but not submitted. The table has 5 columns: Claimant Name, Victim Name, Crime Date, Last Modified By, and “Edit Application”

Each of the column headings can be clicked on to sort by that column, except for the last column, which has no heading and contains, the “Edit Application” button. Click the “Edit Application” button to open the selected application and modify it.

III-E. Entering or Modifying an Online Application for Compensation

From the VSP Homepage,

- Click the “Apply For Compensation” button to go to the new application screen.



- Click the “Edit Application” button next to an application on the Partial Application Table to open the application and modify it.

Partial claim applications

Claimant Name	Victim Name	Crime Date	Last Modified By
	1234 Test		VSP.Test2
	Victim1 Test2		VSP.Test2

You have 2 partially saved applications.

Click the “Previous” or “Next” buttons available at the bottom of each page after the last input field to navigate the application. *Clicking the “Previous” or “Next” buttons at any point in filling out the application also saves any entries you have made.* -

Helpful Tip:

Section 1 (aka Victim section) of the application will not have a “Previous” button since it is the beginning section. Similarly, section 16 (aka Representative section) of the application will not have a “Next” button available since it is the last section.

Helpful Tip:

When completing the address section, if the primary mailing address is a P.O. Box, you should insert # in “Street 1” and not in the “Apt # or P.O. Box” section.

III-E.1. Links to Helpful Documents

Section 1: Victim – “Who can sign the claim?” Click on this link to open a NYS OVS brochure in a new window/tab that explains who can sign the claim.

Section 4: Suspect – “Court Ordered Restitution” Click on this link to open a NYS OVS brochure in a new window/tab that has more information on court ordered restitution. Both of those links open brochures that are in a PDF format.

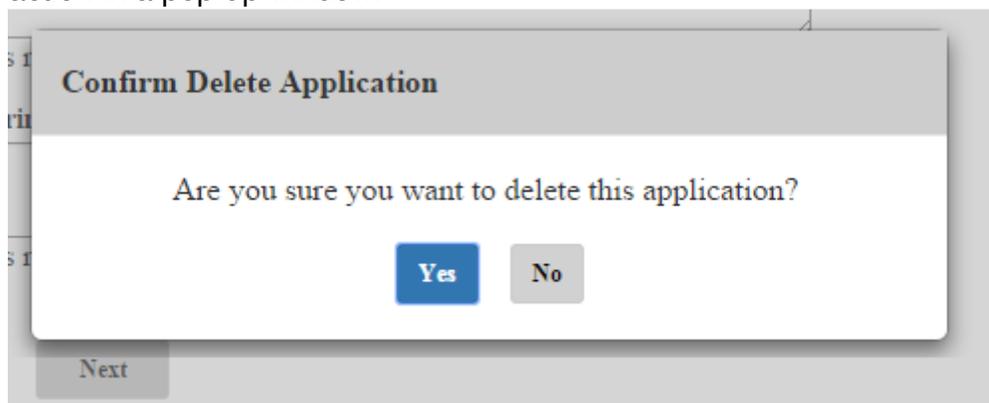
Helpful Tip:

You can open a PDF document using Adobe Acrobat Reader. You can obtain a copy of the software from Adobe’s Website.

III-E.2. Submitting or Deleting an Application

All sections of the application will have a “Submit Application” or “Delete Application” button available at the bottom of each page right after the “Previous” and “Next” buttons.

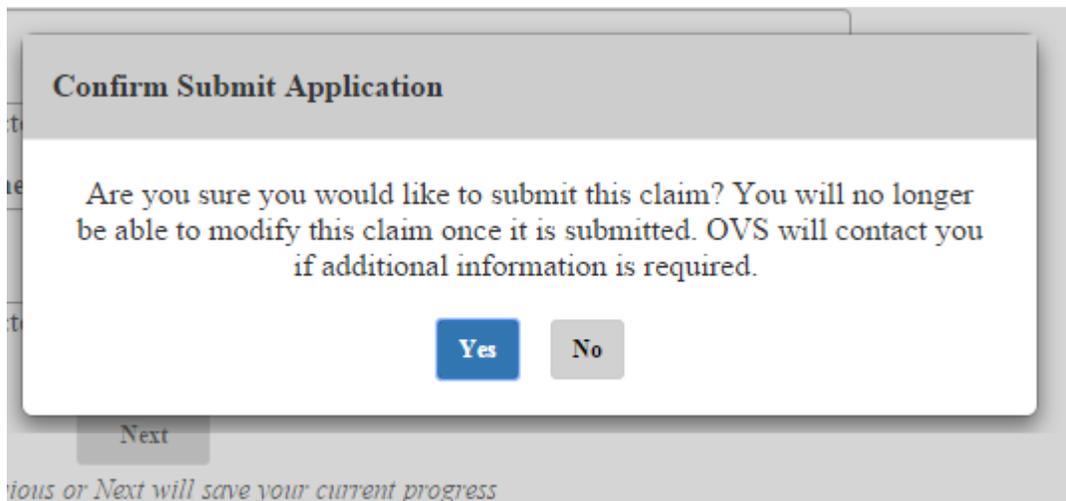
If you wish to delete an application in progress, click the “Delete Application” button. Upon clicking the “Delete Application” button, you will be asked to confirm your action in a pop-up window.



Clicking the “Yes” button will delete the application forever and it cannot be recovered.

Clicking the “No” button will cancel the action and return you to the section you were working on.

To submit an application at any time, click the “Submit Application” button. Upon clicking the “Submit Application” button, you will be asked to confirm your action in a pop-up window.



Clicking the “No” button will cancel the action and return you to the section you were working on.

Clicking the “Yes” button will confirm the submission of this application.

The system will check your entries in the application and once it passes error checking, you will go to a confirmation screen containing your claim number and further instructions.

NEW YORK STATE Victim Services Portal

Home Apply For Compensation Search For a Claim VSP FAQ Logout

Welcome: TestTwo

Victim

Claimant

Crime

Suspect

Expenses

Essential Personal Property

Lost Wages

Burial Expenses

Providers

Dependents

Counseling

Insurance

Death Benefits

Financial Situation

Private Lawyer

Representative

ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim

CONFIRMATION FOR COMPENSATION CLAIM

Your claim has been received by the NYS Office of Victim Services.

Your Claim Number is: 1714967

Step 1: In order to process your claim, you must submit a signed Authorization Page.

[Print Authorization Page](#)

Step 2: Once you have printed and signed your Authorization page, you may scan the document and upload it to be attached to your claim or mail it to OVS. *(Keep a copy for your records.)*

[Upload Document](#) [Mailing Option](#)

Next Steps: To Process your claim, upload or mail us the following documents *(Keep a copy for your records.)*

- All itemized bills and receipts for services listed on this claim.
- One completed HIPAA form for each service provider listed on the claim. [Click here to print HIPAA form.](#)
- Letters from any insurers denying or authorizing payment for the services listed on this claim.

[Upload Document](#) [Mailing Option](#)

Remember: You must bill your insurance company or benefits plan before OVS can pay.

[Done](#)

III-E.3. Authorization and Uploading Documents

Step 1: In order to process your claim, you must submit a signed Authorization Page.

[Print Authorization Page](#)

The “Confirmation for Compensation Claim” page has a “Print Authorization Page” button which will open a PDF document that must be printed and signed.

Helpful Tip:

You can open a PDF document using Adobe Acrobat Reader. You can obtain a copy of the software from Adobe’s Website.

Step 2: Once you have printed and signed your Authorization page, you may scan the document and upload it to be attached to your claim or mail it to OVS. *(Keep a copy for your records.)*

[Upload Document](#)

[Mailing Option](#)

It also has two “Upload Document” buttons. The Upload Document button in “Step 2” is to upload the Authorization Page only. Note that your claim cannot be processed without submitting the signed Authorization page.

Helpful Tip:

To ensure OVS knows that the Authorizing form has been scanned into the claim, please email ovsintake@ovs.ny.gov stating that the Authorization Page for claim #xxxxxx has been scanned into the claim. Please do this when the Authorization Page has been scanned – either with original submission or a later date.

Next Steps: To Process your claim, upload or mail us the following documents *(Keep a copy for your records.)*

- All itemized bills and receipts for services listed on this claim.
- One completed HIPAA form for each service provider listed on the claim. [Click here to print HIPAA form.](#)
- Letters from any insurers denying or authorizing payment for the services listed on this claim.

[Upload Document](#)

[Mailing Option](#)

Remember: You must bill your insurance company or benefits plan before OVS can pay.

The second Upload Document button in “Next Steps” is used to upload any additional documents necessary. Please see the section “Uploading Documents to the VSP” for further information on uploading your documents from this screen.

Step 2: Once you have printed and signed your Authorization page, you may scan the document and upload it to be attached to your claim or mail it to OVS. *(Keep a copy for your records.)*

[Upload Document](#) [Mailing Option](#)

If you are unable to scan and upload your Authorization page, you may mail the signed page to:  Close

NYS Office of Victim Services
AE Smith Building
80 S. Swan Street
Albany, NY, 12210

If you cannot print your Authorization page, please contact OVS at ovs.dl.ProcessingUnit@ovs.ny.gov or 1-800-247-8035 and request to have your Authorization page mailed to you.

Next Steps: To Process your claim, upload or mail us the following documents *(Keep a copy for your records.)*

- All itemized bills and receipts for services listed on this claim.
- One completed HIPAA form for each service provider listed on the claim. [Click here to print HIPAA form](#) 
- Letters from any insurers denying or authorizing payment for the services listed on this claim.

[Upload Document](#) [Mailing Option](#)

Remember: You must bill your insurance company or benefits plan before OVS can pay.

On the same page, click “Mailing Option” (highlighted above) to see instructions (shown above in red circle) on how to mail in any documentation that cannot upload. To print a HIPAA form, needed for each service provider listed in the claim, click the “Click here to print HIPAA form” (indicated by red arrow above).

If you submit your claim application and your entries do not pass error checking, you will be returned to the first section of the application that contains errors and your cursor will automatically be placed in the first field that resulted in an error. All error messages will be displayed in red text at the top of each section that contains errors. Additionally, all sections that have errors will be indicated in red text on the navigation menu.

The errors (indicated by red arrow above) will remain at the top of every page until you try to submit the application again; submitting the application will always trigger error checks.

III-E.4. Editing an Application assigned to another User in the same VAP

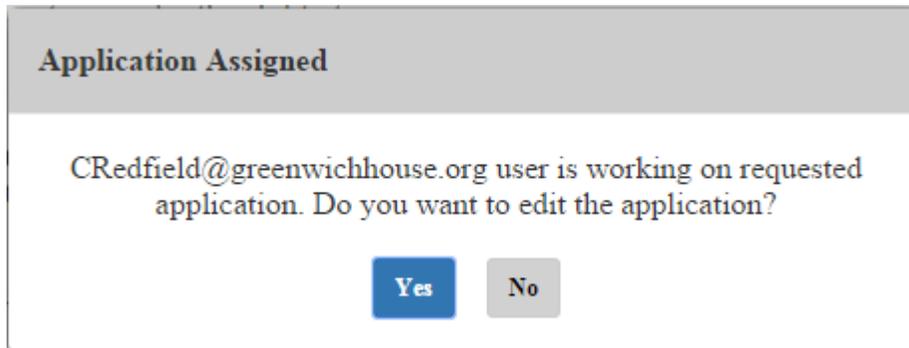
To edit an application assigned to another user employed by the same VAP, click the “Edit Application” button.

Partial claim applications

Claimant Name	Victim Name	Crime Date	Last Modified By	
	Add As Credfield		CRedfield@greenwichhouse.org	Edit Application
	Test User Greenwich House Test		CRedfield@greenwichhouse.org	Edit Application
Test Claimant	Test Victim	10/23/2014	CRedfield@greenwichhouse.org	Edit Application

You have 3 partially saved applications.

When the application is assigned to another user in the same VAP, the VSP will prompt you with a pop-up to confirm your action.



Once you click “Yes”, the application will be assigned to your user ID and be locked until another user wishes to edit the same application. No two users may edit the application at the same time. (This feature is enabled to accommodate the fact that VAPs often experience turnover; if a VAP employee begins an application, saves it but does not submit it, and then leaves the organization, this feature allows the VAP to access the application in progress and continue to assist the victim.)

III-F. Searching For or Checking the Status of a Claim

To search for a claim, click the “Search For a Claim” button at the navigation tabs under the VSP banner. You will go to the “Search for a Claim” page of the VSP.

The screenshot shows the 'Search for a Claim' page on the Victim Services Portal. The navigation menu at the top includes 'Home', 'Apply For Compensation', 'Search For a Claim' (highlighted with a red circle), 'VSI', 'FAQ', and 'Logout'. The search form contains the following fields and options:

- * Victim's Last Name:
- Victim's First Name:
- Choose one of the following:
- * Claim Number: and/or * Last 4 digits of Victim's SSN:
- Check here if the victim does not have a SSN

Buttons for 'Advanced Search', 'Reset', and 'Search' are located at the bottom of the form. The footer includes links to 'Agencies', 'App Directory', 'Counties', 'Events', and 'Programs'.

This page contains the required fields for a search.

To perform a basic search, you must enter the victim's last name and either a claim number or the last four digits of the victim's SSN associated with the claim, then click the "Search" button. This type of search will only find claims filed by you and/or linked to your NY.gov ID or the same VAP. Click the "Reset" button to clear all fields on the VSP "Search for a Claim" page.

A successful search will display the Search Results table at the bottom of the screen.

Search for a Claim

Enter Victim's Last Name with either Claim Number and/or last 4 digits of Victim's SSN.

* Asterisk indicates a required field.

* Victim's Last Name: Victim's First Name:

Choose one of the following:

* Claim Number: and/or * Last 4 digits of Victim's SSN:

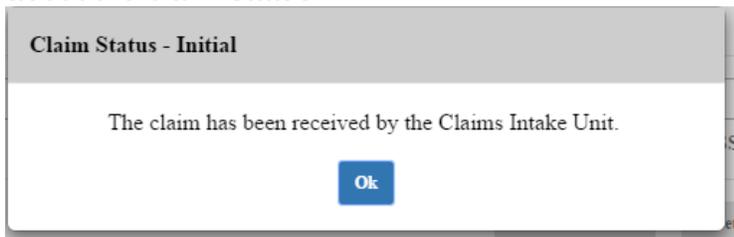
Check here if the victim does not have a SSN

Advanced Search Reset Search

Search Results

Claim Number	Claimant Name	Victim Name	Victim SSN	Victim Date of Birth	Crime Date	Claim Status	
2717136	DeathOne, Claimant	DeathOne, Victim	9573	03/17/1974	09/12/2014	Initial	Upload

Click the entry under the Claim Status column in the Search Results table to see details about the claim status.



The Search Results table also contains an "Upload" button that will allow you to begin uploading any additional document(s) to the VSP. Please see the section "Uploading Documents to the VSP" for further information on uploading documents.

If you do not enter all the required fields and click search, error messages will appear at the top of the “Search for a Claim” page in red text for missing fields.

Please enter Victim's Last Name. Victim's Last Name is required and must match exactly what was originally submitted in the Claim Application.

Please enter the Claim Number. If you do not know the Claim Number, search by the Victim's Last Name and the last 4 digits of the Victim's Social Security Number. If the Victim does not have a SSN, check the box labeled "Check here if the victim does not have a SSN".

Search for a Claim

Enter Victim's Last Name with either Claim Number and/or last 4 digits of Victim's SSN.

* Asterisk indicates a required field.

* Victim's Last Name: <input type="text"/>	Victim's First Name: <input type="text"/>
Choose one of the following:	
* Claim Number: <input type="text"/>	and/or * Last 4 digits of Victim's SSN: <input type="text"/>
<input type="checkbox"/> Check here if the victim does not have a SSN	
<input type="button" value="Advanced Search"/> <input type="button" value="Reset"/> <input type="button" value="Search"/>	

If the search is unsuccessful, you will be prompted with a pop-up message indicating no claim was found and giving you the option to perform an advanced search or close the pop-up box.

No Claim Found

The information entered did not match a claim submitted by you.

Click the “Close” button to close the “No Claim Found” pop-up box and return to the basic “Search for a Claim” screen with all fields cleared. Click the “Advanced Search” button to go to the advanced search page. If you click the “Close” button, you can still perform an advanced search by clicking the “Advanced Search” button on the “Search for a Claim” page.

Once you have clicked the “Advanced Search” button, either from the “No Claim Found” pop-up or the “Search for a Claim” page, you will go to the “Advanced Search for a Claim” page.

The screenshot shows the "Advanced Search for a Claim" page on the Victim Services Portal. The page header includes the New York State logo and navigation links for Services, News, and Government. The main navigation bar contains links for Home, Apply For Compensation, Search For a Claim, VSP FAQ, and Logout. The page title is "Advanced Search for a Claim" and the user is logged in as "TestTwo".

Search for a claim previously submitted to OVS and link it to your login account. Once a claim is linked to your account, you will be able to track status of and upload documentation for the claim. All advanced search fields are required and must match exactly with the submitted claim information.

*** Asterisk indicates a required field.**

* Claim Number: * Crime Date:

* Victim's Last Name: * Victim's First Name:

* Victim's Date of Birth:

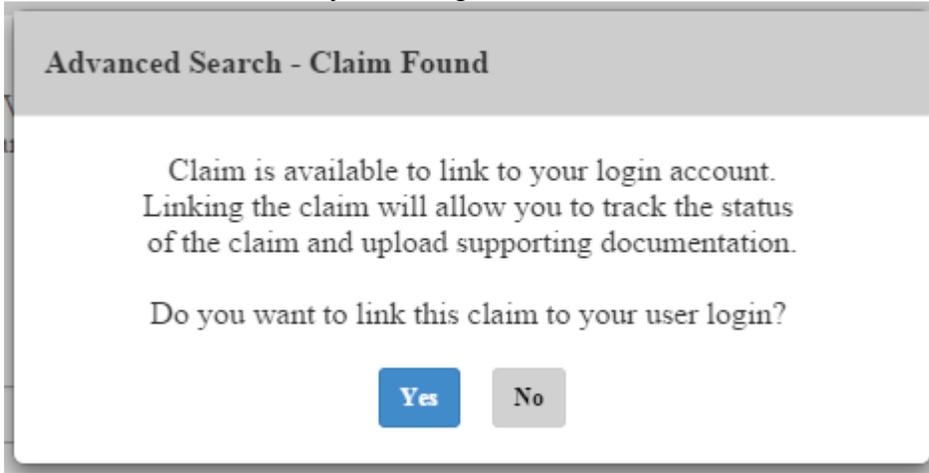
* Victim's SSN: Check here if the victim does not have a SSN

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The footer contains the New York State logo and navigation links for Agencies, App Directory, Counties, Events, and Programs.

Instructions on how to perform an advanced search are at the top of the page. All fields must be filled in for an advanced search. Error messages for missing required fields are displayed in red text at the top of the page. “Reset” and “Search” buttons are at the bottom of the page.

If your advanced search is successful and the found claim has not previously been linked to your NY.gov account or your VAP, you will get a pop-up that asks if you would like to link this claim to your NY.gov ID.



Clicking the “Yes” button will permanently link this found claim to your user login. Clicking the “No” button will return you to the “Advanced Search for Claim” page with all fields cleared and no advanced search results displayed.

If your advanced search is successful, a Search Results table will be displayed under the buttons at the bottom.

Advanced Search for Claim
Search for a claim previously submitted to OVS and link it to your login account. Once a claim is linked to your account, you will be able to track status of and upload documentation for the claim. All advanced search fields are required and must match exactly with the submitted claim information.

* Asterisk indicates a required field.

* Claim Number: * Crime Date:

* Victim's Last Name: * Victim's First Name:

* Victim's Date of Birth:

* Victim's SSN: Check here if the victim does not have a SSN

Search Results

Claim Number	Claimant Name	Victim Name	Victim SSN	Victim Date of Birth	Crime Date	Claim Status
2717136	DeathOne, Claimant	DeathOne, Victim	9573	03/17/1974	09/12/2014	Initial <input type="button" value="Upload"/>

Click the Claim Status in the Search Results table to see details about the claim.

The Search Results table also contains an “Upload” button that can be clicked to begin uploading any additional document(s) to the VSP. Please see the section “Uploading Documents to the VSP” for further information on uploading documents.

If the advanced search is unsuccessful, you will get an error message in red text at the top of the screen. If you encounter this error, please try re-entering the search criteria exactly as it was entered in the application.

Sorry, no results found. Please re-enter the search criteria, or contact the Office of Victim Services at 1-800-247-8035 or at ovs.dl.ProcessingUnit@ovs.ny.gov.

Advanced Search for Claim

Search for a claim previously submitted to OVS and link it to your login account. Once a claim is linked to your account, you will be able to upload documentation for the claim. All advanced search fields are required and must match exactly with the submitted claim information.

III-G. Uploading Documents to the VSP

To upload documentation to the claim in the VSP, click the second “Upload Document” button on the [“Confirmation for Compensation” page](#) or click the “Upload” button in the [Search Results table](#) on the “Search for a Claim” or “Advanced Search for a Claim” pages. At the resulting page, you may upload one document at a time. You can only upload documents for a submitted claim.

ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim

Your Claim Number is: 2717206
Please select the document type you wish to upload:

Select

- Select
- Attending Physician Report
- Birth Certificate
- Certificate of Marriage
- Child Protective Services Form
- Claimant Application Authorization Signature Form
- Death Certificate
- Drivers License ID
- Employment Questionnaire
- Explanation of Insurance Benefits
- Financial Resource Statement
- Funeral Bill
- Hospital Discharge Summary
- Hospital Records
- Itemized Medical Bill
- Mental Health Treatment Report
- Miscellaneous
- Order of Protection
- Proof of Guardianship
- Social Security Benefit Statement

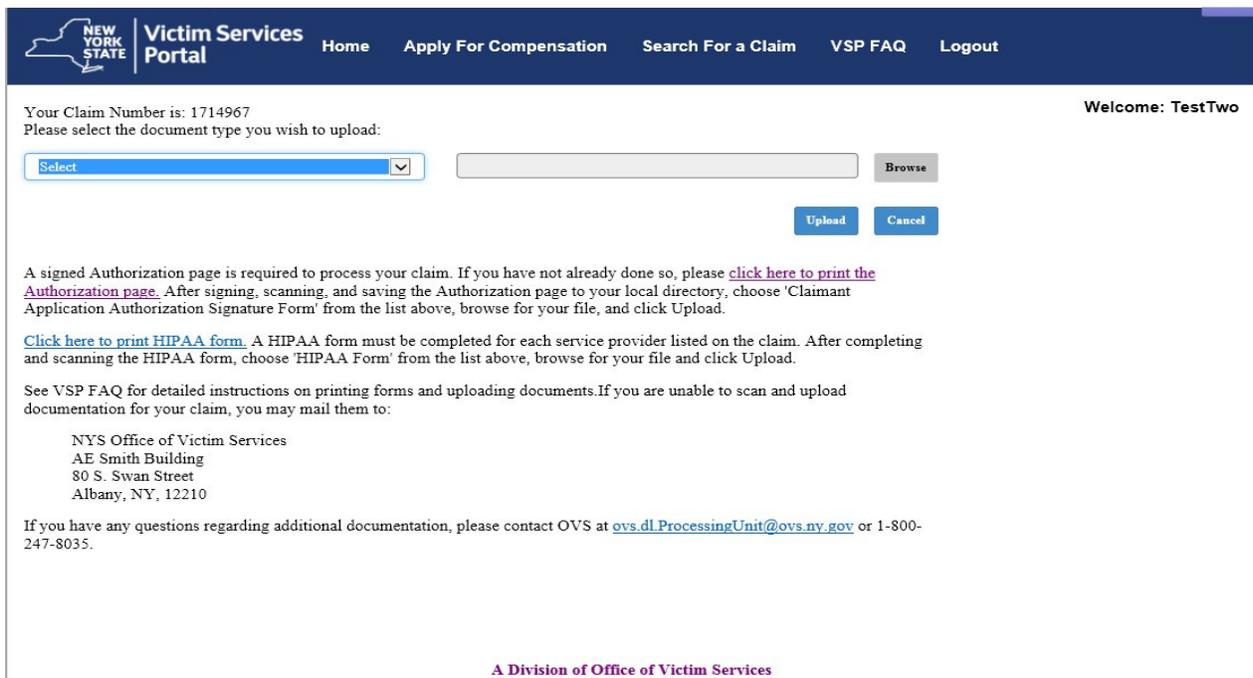
Browse Upload Cancel

Clicking the upload buttons will result in a screen displaying your claim number at the top and providing a drop down to select the document type you are uploading. Click the “Browse” button to open up a dialogue box that will allow you to select the file you wish to upload. Click the “Cancel” button to return you to the previous page.

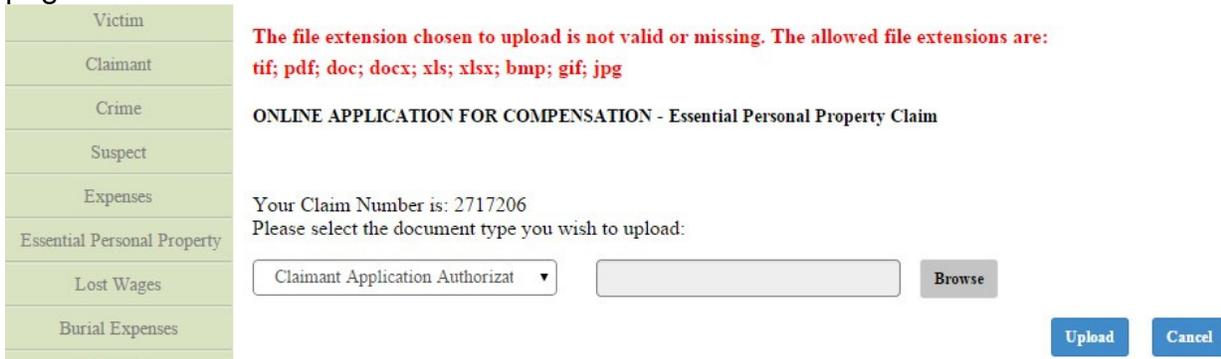
Clicking the first "Upload Document" button in the "Confirmation for Compensation" page will only allow you to select "Claimant Application Authorization Form" from the document type drop down.



Please note that if you reach the "Upload Documents" page from the Search Results table, you will see a modified page with additional text as shown below:



If any issues occur during the uploading process, errors will appear at the top of the page in red text.



III-H. Frequently Asked Questions

Please see the [VSP FAQ page](#) available on the VSP Homepage.

