



# Office of Victim Services

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## Victim Services Portal (VSP) Registration Guidelines

### **Requesting Access Credentials**

The Office of Victim Services is dedicated to maintaining a Victim Service Portal (VSP) which will adhere to the confidentiality and protection of the victims served, therefore, OVS has implemented the following policy. When a Victim Advocacy Program's staff member request access to the Victim Service Portal, they are to send an e-mail including their name, phone number, address, e-mail address, contract number, and VAP I.D. number to [ovsvsp@ovs.ny.gov](mailto:ovsvsp@ovs.ny.gov). A personal e-mail, such as Yahoo, MSN, or G-Mail is not acceptable. Staff must have an e-mail account at the designated program. The VSP is accessible to both funded and non-funded VAP's. A non-funded VAP must include in the e-mail the title and e-mail address of their Executive or Program Director. If a program does not have a VAP I.D. number they may request one from OVS.

### **OVS Policy for Validating Staff**

When program staff send an e-mail requesting access to the portal, an OVS Contract Management Specialist will confirm the request and OVS staff will add the user.

### **Account Registration**

OVS will initiate the process by adding the Advocate's email address to our internal system. A nightly process occurs and the user will receive an email the following day from NY.GOV that will give instructions on completing the registration. Once this is complete, the Advocate will have access to enter claims and upload documents.

### **Notification of Departing Staff**

If an authorized staff member of a Victim Assistance Program leaves the program's employ the program is mandated to notify OVS of their departure so access to the Portal can be revoked. Notification of such departures must be emailed to [ovsvsp@ovs.ny.gov](mailto:ovsvsp@ovs.ny.gov) within 24 hours of the staff member's final day of employment.

Email notification of staff departure must contain "STAFF DEPARTURE – PLEASE REVOKE VSP ACCESS" in the subject line.

In addition to the above requirement programs must also exercise due diligence to make sure that only authorized staff members utilize Portal access. This requirement forbids sharing of VSP log-in information, use of a common log-in for all program staff, and access of OVS claim information for claims not filed by the program in question.

**Please Note: Your username will be your program email address. If your username is not this, you are using a personal account and are not logging in as an Advocate. A personal account will NOT identify your claims with your program.**