



Office of
Victim Services

VICTIM SERVICE PORTAL (VSP) TRAINING

Mission Statement

It is the mission of the Office of Victim Services to:

- Provide compensation to innocent victims of crime in a timely, efficient and compassionate manner;
- Fund direct services to crime victims via a network of community-based programs; and
- Advocate for the rights and benefits of all innocent victims of crime.

VICTIM SERVICE PORTAL (VSP)

The Portal will allow Users to:

- Apply for compensation with OVS using a web browser;
- Search for an existing claim filed with OVS; and
- Upload documents for a claim to OVS.

VSP Technical Information

Web Browsers recommended for accessing the VSP include the latest version of:

- Google Chrome
- Mozilla Firefox
- Internet Explorer 8 or higher

Access to the VSP

- Each User must request access from OVS. (See Advisory Bulletin 2015 - #4)
- OVS will verify credentials and enter the User into our Claims Assistant (CA) system.
- Once added to CA, Users will receive an email with a link to access the VSP from NY.gov.

Logging into the VSP

- First time Users will receive an email from NY.gov with a link for the initial login.
- Users must follow the link in the email to complete registration.
- After registration is complete, Users may access the VSP at <https://vsp.ovs.ny.gov/>

Logging into the VSP

The screenshot shows the New York State Victim Services Portal. At the top left is the New York State logo. To its right are navigation links for "Services", "News", and "Government". In the top right corner is a purple "Exit Site" button. Below the navigation is a dark blue header with the "NEW YORK STATE" logo and the text "Victim Services Portal". The main content area features a central "NY.gov ID" login section with a "Sign In" button, a link for "Forgot your Username or Password?", and a link for "NY.gov ID - Terms of Service". Below this is a "Don't have an Account?" button with a note: "If you do not have an NY.gov ID Username and Password, click the above link to sign up." To the right is a promotional box for "NY.gov ID" with the text "See online services for NY.gov ID" and "See what sites you can access with an NY.gov ID account". It also includes a small form with the text "I want to access New York State online services with an NY.gov ID account".

Logging into the VSP

- If you have forgotten your username or password, just follow the links under the Sign-in button at the NY.gov login page for assistance.

Navigating the VSP

- The training manual provides instructions to assist Users in navigating the VSP. You may want to consider reviewing the entire manual prior to using the VSP.
- The training manual has a Table of Application Sections to align the VSP Application Section with the corresponding Paper Application Section.
- Please note that not all sections of the application are available depending on the claim type you choose and/or if you are the victim filing a claim.

Navigating the VSP

- You will be able to navigate between different sections of the VSP application by clicking on the menu on the left side of the screen.
- Navigating using the menu will save the entries you have made in the current section before moving to the selected option.
- You may notice the Exit Site button on the upper right side of each page. Clicking on this box will redirect the User to the Google homepage as a safety measure.

Navigating the VSP

- If there is a system issue while navigating any section, you may receive a “Sorry for the inconvenience!” message with a “Take Me Home” button. Click the “Take Me Home” button to return to the VSP homepage.

Navigating the VSP

Sorry for the inconvenience!

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

Please try again later.

 [Take Me Home](#)



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VSP Confidentiality Statement

- Login brings you to the OVS Confidentiality Statement.
- Read the confidentiality statement carefully.
- If you understand the statement, click “I understand” and you will go to the VSP home page.
- If you do not understand or do not agree with the statement, click cancel and you will go to the OVS home page.

VSP Confidentiality Statement

The screenshot shows the New York State Victim Services Portal. At the top left is the New York State logo. To its right are navigation links for 'Services', 'News', and 'Government'. In the top right corner is an 'Exit Site' button. Below the navigation is a dark blue header with the New York State logo and the text 'Victim Services Portal'. On the right side of this header, it says 'Welcome: TestTwo'. The main content area is titled 'Confidentiality Statement' and contains the following text: 'I understand that all the information requested and collected by OVS is confidential except under the following situations:'. Below this text is a bulleted list of three exceptions. At the bottom of the list are two buttons: 'I Understand' (highlighted with a red circle) and 'Cancel'. At the bottom of the page, it says 'A Division of Office of Victim Services'. The footer contains the New York State logo and a list of links: 'Agencies', 'App Directory', 'Counties', 'Events', and 'Programs'.

NEW YORK STATE

Services News Government

Exit Site

NEW YORK STATE | Victim Services Portal

Welcome: TestTwo

Confidentiality Statement

I understand that all the information requested and collected by OVS is confidential except under the following situations:

- Requests for information based upon a legitimate criminal purposes. (That is a request from a police agency, district attorney, etc.)
- Judicial subpoenas. (That is a command for information signed by a judge.)
- Requests for information by the victim or claimant or his or her authorized representative.
- For purpose necessary and proper for OVS to process the claim.

[I Understand](#) [Cancel](#)

A Division of Office of Victim Services

NEW YORK STATE

Agencies App Directory Counties Events Programs

Services



VSP Homepage



Welcome: TestTwo

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.				

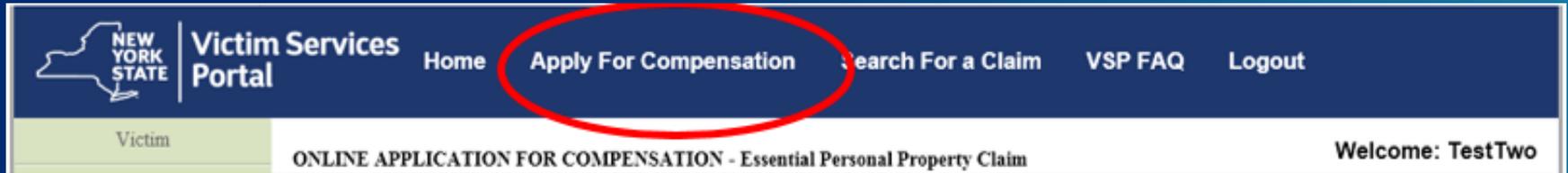


VSP Homepage

The banner at the top of the page will assist you in completing several actions:

- Apply for Compensation;
- Search for a Claim; and
- Logout to Exit Site.

Completing the On-Line Application



The screenshot shows the top navigation bar of the New York State Victim Services Portal. On the left is the New York State logo with the text 'NEW YORK STATE' and 'Victim Services Portal'. To the right of the logo are navigation links: 'Home', 'Apply For Compensation' (circled in red), 'Search For a Claim', 'VSP FAQ', and 'Logout'. Below the navigation bar, a light green bar contains the word 'Victim'. The main content area below this bar displays 'ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim' on the left and 'Welcome: TestTwo' on the right.

The Application

**Victim Services Portal**[Home](#) [Apply For Compensation](#) [Search For a Claim](#) [VSP FAQ](#) [Logout](#) [Exit](#)

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 Welcome: TestTwo

*** Asterisk indicates a required field.**

Tell us about the victim.

* Last Name: * First Name: MI:

* Date of Birth: * Social Security Number: Check here if the victim does not have a SSN

* Race/Ethnicity: * Marital Status: * Gender:

Mailing Address

* Street 1: Apt # or (P.O. Box): * City:

* Country: * State: * County: * Zip Code:

* Was the victim disabled at the time of the crime?

* How did you first hear about the Office of Victim Services?

* Are you the victim? Yes No

Clicking Next will save your current progress

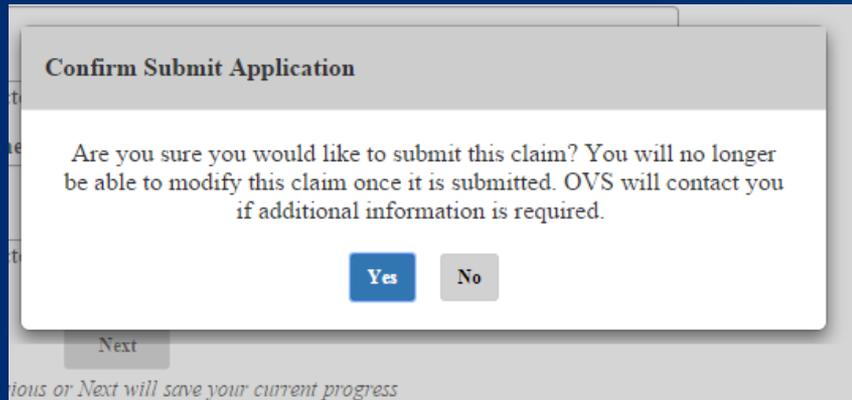
Have you completed the application?

The Application

- All information requested must be provided. You will find it much easier if you answer ALL the questions asked in the on-line version in order to avoid any missed questions.
- TIP: When completing the address section, if the primary mailing address is a P.O. Box, you should insert it in Street 1 and not in the PO Box address section.
- All sections of the application will have a “Submit Application” or “Delete Application” button at the bottom of the page.
- Either action requires that you confirm the action in a pop-up window.
- If you delete an application, all information is lost and cannot be recovered.

The Application

Submit



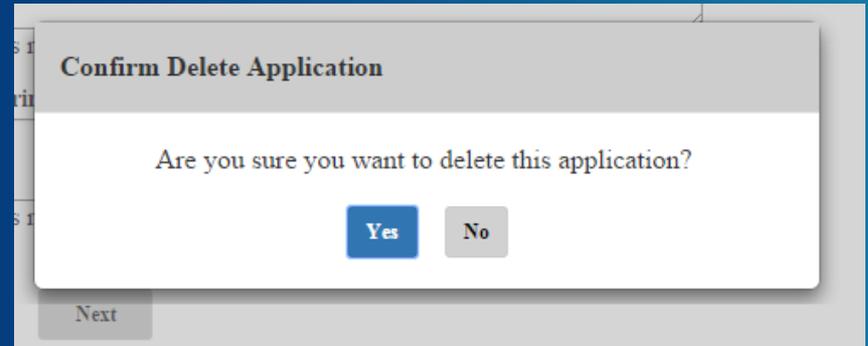
Confirm Submit Application

Are you sure you would like to submit this claim? You will no longer be able to modify this claim once it is submitted. OVS will contact you if additional information is required.

Next

Previous or Next will save your current progress

Delete



Confirm Delete Application

Are you sure you want to delete this application?

Next

The Application

- Once you submit an application, it cannot be modified.
- The system will check the application for errors.
- Once it passes the error check, you will go to a Confirmation screen where you will find the Claim number and further instructions.

The Application

The screenshot shows the New York State Victim Services Portal. The header includes the logo, navigation links (Home, Apply For Compensation, Search For a Claim, VSP FAQ, Logout), and a user greeting (Welcome: TestTwo). A left sidebar lists menu items: Victim, Claimant, Crime, Suspect, Expenses, Essential Personal Property, Lost Wages, Burial Expenses, Providers, Dependents, Counseling, Insurance, Death Benefits, Financial Situation, Private Lawyer, and Representative. The main content area displays the 'ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim' and a 'CONFIRMATION FOR COMPENSATION CLAIM'. It states that the claim has been received and provides the claim number 1714967. Two steps are outlined: Step 1 requires submitting a signed Authorization Page, with a 'Print Authorization Page' button; Step 2 requires scanning and uploading the document, with 'Upload Document' and 'Mailing Option' buttons. A 'Next Steps' section lists required documents: itemized bills, HIPAA forms, and letters from insurers. It includes 'Upload Document' and 'Mailing Option' buttons. A 'Remember' note states that insurance must be billed before OVS can pay. A 'Done' button is located at the bottom right of the content area.

NEW YORK STATE | **Victim Services Portal** Home Apply For Compensation Search For a Claim VSP FAQ Logout [Exit S](#)

Victim ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim **Welcome: TestTwo**

Claimant **CONFIRMATION FOR COMPENSATION CLAIM**

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

Suspect Your Claim Number is: 1714967

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

Essential Personal Property [Print Authorization Page](#)

Lost Wages **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.)*

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

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

Dependents

- 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.

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

Insurance

Death Benefits

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

Private Lawyer

Representative [Done](#)

The Authorization Page and Document Uploads

- In order for OVS to process an application, an authorization form must be signed by the victim or claimant and submitted to OVS.
- From the Confirmation page you may print an authorization page and you may upload documents.
- Instructions are available if you plan to mail the authorization to OVS.

The Authorization

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](#)



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The Authorization

- The Upload Document in Step 2 is for the Authorization Page only.
- The Next Steps section allows for uploading other supporting documentation such as a police report, medical record, HIPAA form, letters, etc.
- You may print a copy of a HIPAA form by clicking on the link.
- If you are unable to upload, there are instruction on a separate tab for mailing the information to OVS.

The Authorization

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.



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Uploading Documents to VSP

- Documents can be uploaded to the VSP from: Confirmation for Compensation page and/or the Search Results table from either the Search for a Claim or Advanced Search for a Claim.
- You may only upload one document at a time.
- Documents can only be uploaded to submitted claims.

Uploading Documents

Confirmation for Compensation Page:

- The Upload Document button in “Step 2” is for the Authorization Page only;
- All other documents may be uploaded from the upload document button in “Next Steps.”



Uploading Documents

- Click the upload button for a drop down menu to select the document type you are uploading.
- Click the Browse button to access the document you wish to upload.
- Click cancel to return to the previous page.
- Note the claim number for which you are uploading documents appears at the top of the screen.

Uploading Documents

Victim	ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim Your Claim Number is: 2717206 Please select the document type you wish to upload: <input type="text" value="Select"/> <input type="text" value="Browse"/> <input type="button" value="Upload"/> <input type="button" value="Cancel"/> <ul style="list-style-type: none">SelectAttending Physician ReportBirth CertificateCertificate of MarriageChild Protective Services FormClaimant Application Authorization Signature FormDeath CertificateDrivers License IDEmployment QuestionnaireExplanation of Insurance BenefitsFinancial Resource StatementFuneral BillHospital Discharge SummaryHospital RecordsItemized Medical BillMental Health Treatment ReportMiscellaneousOrder of ProtectionProof of GuardianshipSocial Security Benefit Statement
Claimant	
Crime	
Suspect	
Expenses	
Essential Personal Property	
Lost Wages	
Burial Expenses	
Providers	
Dependents	
Counseling	
Insurance	
Death Benefits	
Financial Situation	



Uploading Documents

Victim	<p>The file extension chosen to upload is not valid or missing. The allowed file extensions are: tif; pdf; doc; docx; xls;xlsx; bmp; gif; jpg</p> <p>ONLINE APPLICATION FOR COMPENSATION - Essential Personal Property Claim</p> <p>Your Claim Number is: 2717206 Please select the document type you wish to upload:</p> <p>Claimant Application Authorizat <input type="text"/> <input type="button" value="Browse"/></p> <p><input type="button" value="Upload"/> <input type="button" value="Cancel"/></p>
Claimant	
Crime	
Suspect	
Expenses	
Essential Personal Property	
Lost Wages	
Burial Expenses	

- If errors occur during uploading of documents, the errors will appear in red text at the top of the page.

Errors

- The system will not allow submission of an application with errors. This replaces the rejected claim process currently in use.
- If you submit your claim application and your entries do not pass the error check, 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 the error.
- All sections that contain errors will be indicated in red text on the navigation menu on the left side of the screen.

Correcting Errors



The screenshot displays the New York State Victim Services Portal. The navigation bar includes links for Home, Apply For Compensation, Search For a Claim, VSP FAQ, and Logout. The user is logged in as 'TestTwo'. The main content area is titled 'ONLINE APPLICATION FOR COMPENSATION'. A red error message states: '* Asterisk indicates a required field. Please select an option in the dropdown. Crime information is required.' A red arrow points to the error message. Below the error, the section 'Tell us about the crime.' contains a form field: '* The victim' followed by a dropdown menu with 'Select' and a downward arrow, and the text 'due to this crime'. Navigation buttons for 'Previous' and 'Next' are present, with a note: 'Clicking Previous or Next will save your current progress'. At the bottom, a question 'Have you completed the application?' is followed by 'Submit Application' and 'Delete Application' buttons.

Victim Services Portal Home Apply For Compensation Search For a Claim VSP FAQ Logout

Victim ONLINE APPLICATION FOR COMPENSATION **Welcome: TestTwo**

Claimant * Asterisk indicates a required field.

Crime Please select an option in the dropdown. Crime information is required.

Suspect

Expenses

Essential Personal Property

Lost Wages

Burial Expenses

Providers

Dependents

Counseling

Insurance

Death Benefits

Financial Situation

Private Lawyer

Representative

Tell us about the crime.

* The victim due to this crime

Clicking Previous or Next will save your current progress

Have you completed the application?



Correcting Errors

- Despite making corrections, the error messages will remain until you submit the application again. Submitting the application will trigger error checks and the process will be repeated if errors still exist.
- Please Note: If exiting the application by hitting the “Home” or “Logout” button, the error messages will be cleared and will not show the next time you enter the application until you try to submit the application again without correcting the errors. The errors must be corrected for this particular application or it will not be accepted by the system.

Functionality of the VSP

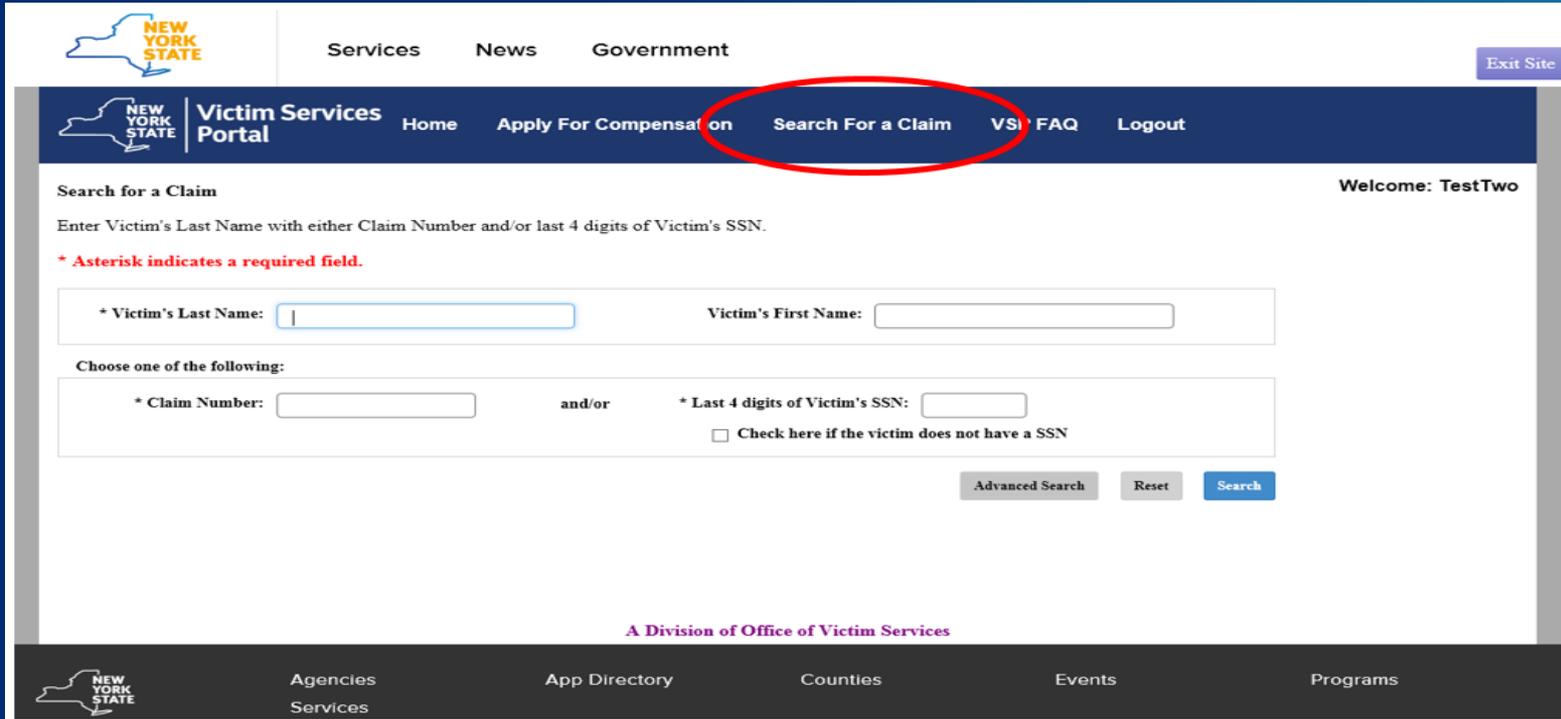
- The VSP allows for editing of an application prior to successful submission.
- An application may be edited by another User from the same VAP prior to submission.
- With enough identifying information provided by a claimant, users from other VAPs may search for a claim submitted by another VAP and upload documents through the VSP. However, if this VAP wishes to discuss the claim with OVS, a Representative Authorization form would need to be submitted, as is the current policy. A Representative Authorization form must identify an individual given authority by the victim to speak with OVS. If multiple staff may need to speak with OVS, each person should be specifically named on the form. This form may be uploaded into the VSP.



Search and Checking the Status of a Claim

- To search for a claim, click the button at the navigation tabs at the top of the page just under the VSP banner. You will be taken to the Search for a Claim page which shows the required fields necessary to find a claim.

Search for a Claim



 Services News Government [Exit Site](#)

 **Victim Services Portal** [Home](#) [Apply For Compensation](#) **[Search For a Claim](#)** [VSI](#) [FAQ](#) [Logout](#)

Search for a Claim Welcome: TestTwo

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](#)

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 Agencies Services App Directory Counties Events Programs

Search for a Claim

- If you are searching for a claim filed by you or linked to your NY.gov ID or the same VAP you must enter:
Victim's last name and either the claim number or the last four digits of the victim's SSN associated with the claim.
- You may clear your search fields by clicking on the Reset button.
- A successful search will display Search Results at the bottom of the screen.

Search for a Claim

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



Search for a Claim

- To see the status of the claim, click on the link under the Claim Status tab.
- You may also upload documents from the search screen into the VSP.

Search for a Claim

- If you do not enter the required fields when searching, error messages will appear in red text.
- The text will provide additional instructions on ways to correct the errors.
- If the search is unsuccessful, a pop-up message will give you an option to perform an advanced search or close the pop-up box.

Search for a Claim

- All fields must be filled in for an advanced search.
- Advanced search fields contain additional information which can only be supplied by the victim.
- Requiring this information protects the victim's information.

Search for a Claim

- If the advanced search is successful and the claim was not previously linked to your NY.gov account or your VAP, a pop-up message asks if you would like to link the claim to your NY.gov ID.

Search for a Claim

Advanced Search - Claim Found

Claim is available to link to your login account.
Linking the claim will allow you to track the status
of the claim and upload supporting documentation.

Do you want to link this claim to your user login?

Yes

No



Search for a Claim

- If you select yes in the pop-up box, you will be permanently linked to this claim. You must still complete a Representative Authorization form if you wish to discuss this claim with OVS.
- You may also upload documents from the Advanced Search screen.

Searching for a Claim

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:

mm/dd/yyyy

* Victim's Last Name:

* Victim's First Name:

* Victim's Date of Birth:

mm/dd/yyyy

* Victim's SSN:

999-99-9999

Check here if the victim does not have a SSN

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 <input type="button" value="Upload"/>



Victim Services

Resources for Users

- The VSP offers training materials to all Users.
- Additionally, a VSP FAQ section is available from the VSP Homepage.
- OVS will conduct a webinar after the roll-out is complete to answer additional questions and provide additional guidance.
- And you may always contact OVS and your Program Monitor for additional information.

Finally

- After many years, the vision of OVS leadership and staff is a reality.
- The VSP will only be successful if VAPs partner with us to provide compensation to victims in the most efficient manner.
- The VSP is our ongoing commitment to the OVS mission and to crime victims across the State.
- Thank you for being a part of our history and our future.