OREGON DEPARTMENT OF JUSTICE
Crime Victim and Survivor Services

Reducing the impact of crime on the lives of victims and survivors

CLIENT PORTAL
TUTORIAL
Hi I’m Cecilia !!
I will be helping you understand the new Crime Victim and Survivor Services Division Portal.
You are probably wondering “what is this?”

The Client Portal gives you access to see information on your claim

Please note:
• If you submitted an application prior to the Portal contact CVSSD to gain access. Please register before you call us.
You will have access to the following:

- Submit application
- See claim status
- Upload documentation
- E-mail the Claims Assistant
- View insurance information
- Update contact information
- Print and submit forms
Let’s talk about “How do you register for the portal?”
You will start at our website
https://www.doj.state.or.us/crime-victims/

Click here to get started
To register for access...

Click on Register
Please fill this section out

Click Register when you are done
You will be granted access immediately

- If you previously submitted an application you can contact CVSSD to gain access after you have registered.
Let me show you what you can SEE and DO!
You can submit an Application Click on “File A Claim”

Here are your application options...

- **Crime Victims Compensation** application is the most common application and is for a victim of a person crime.
- **Untested Forensic Kit** is for victims who were just notified that their kits have not been tested.
- **Post-Conviction Program** is for victims going through the post-conviction court system.
You can choose whether it’s in English or Spanish...

Keep scrolling and you will see the application
All yellow fields are required... 
but please fill out as much information as you can.
Please make sure that the application is signed by the Victim/Applicant.

| By checking this box and typing my name below I am electronically signing my application. I understand that my electronic signature has the same legal effect and can be enforced in the same way as my handwritten signature. |
|---|---|
| **Signature of Victim/Applicant:** | **Date:** |
| | |
| **Signature of 14-17 year old:** | **Date:** |
| | |
You will have to scroll all the way to the bottom of the application to “Save” or “Submit”

*If you save the claim you can go back later and continue filling it out
But you MUST submit for CVSSD to process.

If you skipped any required fields they will be marked in **PINK** and you will need to fix them and click submit again
Once you submit the application you will get a notification like this.

This is your submission #
Once your application is submitted you will be able to see the status of the application.

This is the status of your application.

*Please note that this status does not mean that your claim was accepted or denied.

Once your application is received and uploaded you will be given a claim #.

<table>
<thead>
<tr>
<th>Edit</th>
<th>Claim Number</th>
<th>Online Submission Id</th>
<th>Submission Date</th>
<th>Victim</th>
<th>Application Status</th>
</tr>
</thead>
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<tr>
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<td>29237</td>
<td>01/28/2018</td>
<td>cecilia Lucero</td>
<td>Incomplete</td>
<td></td>
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<td></td>
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<tr>
<td></td>
<td>CV 04673-16</td>
<td>11/17/2016</td>
<td>Test Test</td>
<td>Received</td>
<td></td>
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</tbody>
</table>
Let me show you some of the things you can do.

You can upload documents you would like us to review. Click here to upload documents.

You can update your contact information.

If you have questions you can e-mail the assistant. Click here to start your e-mail.
Do you need to update your contact?

<table>
<thead>
<tr>
<th>Test Test</th>
<th>Received</th>
</tr>
</thead>
</table>

This section will pop-up

Fill it out and Click here once you are finished

Update Claim Contact
You can see the status of the claim.

This is the current insurance information we have on file.

This will show you the status of your claim.

Here is what some of the determination status mean:

- **Accepted** – Claim has been accepted
- **Denial** – Claim has been denied
- **Denied Medical Assessment** – Only the medical assessment is paid.

If you have further questions please contact our office.
You will be able to see payments made in your claim.

Click on the provider name to see the individual payment information.

Click on payment detail to view payments.

You are welcome to print.
You will be able to see forms available to you

Click on the forms tab to view forms available to print or submit

CV 05029-07

<table>
<thead>
<tr>
<th>Claim Detail</th>
<th>Payments</th>
<th>Forms</th>
</tr>
</thead>
</table>

Getting Started with Crime Victims (English)
Getting Started with Crime Victims (Spanish)
Thanks so much for letting me show you this exciting new feature that Crime Victim and Survivor Services Division has to offer.

I hope that this presentation was helpful.

If you have any questions or concerns please email cvssdportal@doj.state.or.us