Frequently Asked Questions

A WebFile User Manual is available to assist you under advocate's section on our website.

1. **Who to contact for training on WebFile?**

   VVFOutreach@VirginiaVictimsFund.org

2. **Who to contact with questions on claim application?**

   Advocates can email vvfombudsman@virginiavictimsfund.org

3. **Trouble uploading documents in WebFile?**
   Separate documents and scan individually. Provide a description for each document i.e. police report/medical records/lease in the description box. You may need to separate documents if it is a bulk load such as medical records into smaller size to scan in. For technical issues email VVFOutreach@virginiavictimsfund.org

4. **I uploaded documents to the wrong claim.**

   Email VVFOutreach@virginiavictimsfund.org with the incorrect claim number and the corrected claim number the documents need to be attached to.

5. **Can I delete a submitted application in WebFile?**

   If for some reason, a claim application needs to be deleted after submission, VVFOutreach@virginiavictimsfund.org if it because the Claimant no longer wants to go forward with the process, the claimant would need to write a statement

6. **How can I access claims that are submitted by third parties i.e. hospitals/funeral homes?**

   You must email VVF with claimant's name and claim number to request permission to access their claim. As VVF has to submit a ticket to IS for each claim individually.

7. **My account is locked or deactivated.**
   Email VVFOutreach@virginiavictimsfund.org to have your account reinstated.

8. **What verifications needed to submit with claim application?**
    Many claims are not ready for reimbursements due to missing verification of expenses. Each claim has documentation deemed necessary to process each expense. Please refer to page 18 of the WebFile User Manual for a detailed description of the types of verification documentation required.

9. **The claim I entered is showing in *DRAFT,* how do I submit it?**

Once you have hit the Submit button in WebFile, a claim number will then be assigned to the claim and will show in DRAFT in your WebFile account. The DRAFT status of the claim will not change to New/Awaiting until the claim has been accepted and assigned to a claim's examiner.

10. **I am unable to access a claim in WebFile?**

    Please log in to WebFile using all lowercase letters.

11. **Is using WebFile faster than emailing, faxing, or mailing applications into VVF?**

    Yes. Using WebFile is exponentially faster for an application and claim to be processed, as it goes directly into the system.

We do not advise for advocates to email, fax, or mail applications because it (1) contributes to a backlog of other communications (2) is manually opened, identified, uploaded into the system, and eventually associated with a claim.

If your victim is not in a hurry to be reimbursed, you may email, fax, or mail their application.