

NYSIF Claim Mobile App User Guide For: NYSIF Workers' Compensation Claimants & Beneficiaries NYSIF Disability Benefits and Paid Family Leave Claimants

The NYSIF Claim App is currently not available for Aggregate Trust Fund (ATF) claimants & beneficiaries

About the NYSIF Claim App

Users can log in to see case manager contact information, WCB Hearing and Independent Medical Exam dates (if applicable), as well as benefit payment status.

Download the NYSIF Claim App

The NYSIF Claim App is a free app which can be found by searching **NYSIF Claim** in your phone's app store.



If you already have a **nysif.com** online account, use your username and password to log in.

Create an Online Account via the NYSIF Claim App

You will need your NYSIF claim number and a valid email address to begin. Beneficiaries will be prompted to enter the claim number of the deceased claimant. For all other required information (SSN, DOB, Zip), the beneficiary should enter their own information.

- Open the app to the Login screen.
- Click the Create Account button.
- Over the next two pages enter required information: Claim Number, Last 4 of SSN, Mailing Zip Code, Date of Birth, First Name, Last Name, Middle Initial (Optional), Mobile Number, and Email. **Enter only the string of numbers prior to or following the dash: 12345678-123 would be entered as 12345678.**
- The last page will ask you to create a username and password. The username has a minimum length of 8 characters and a maximum of 64. Password requirements: minimum length 10 characters, maximum 32, at least one upper case, one lower case, one number, and one special character.
- The **checkbox must be checked** to agree to NYSIF's User Agreement and Privacy Policy prior to clicking Submit. A verification email will be sent within a few minutes. The link in the email must be clicked for the mobile app to become active.
- Enter the newly created username and password on the Login screen and click Login.

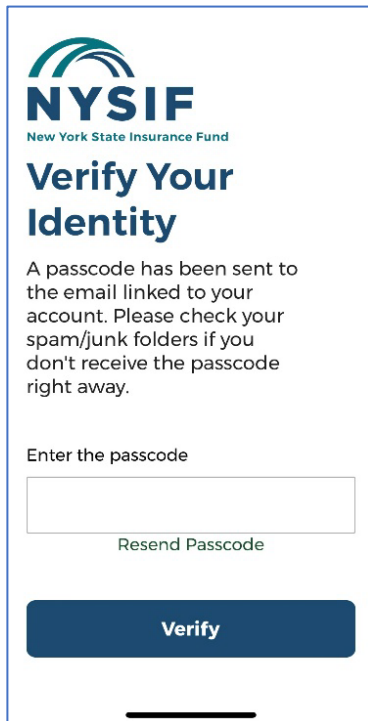
Thank you for visiting NYSIF's website.

To finish the registration process, please click the following link:
<https://www.nysif.com/signup/validateEmail.aspx?pgID=Act&t1=1451378&t2=53243000> If it does not work, please do a copy-and-paste of the above link into the URL Address area of your Web browser.

This is an automated message. Please do not reply to this e-mail message.

Enhanced Security (Multi-Factor Authentication)

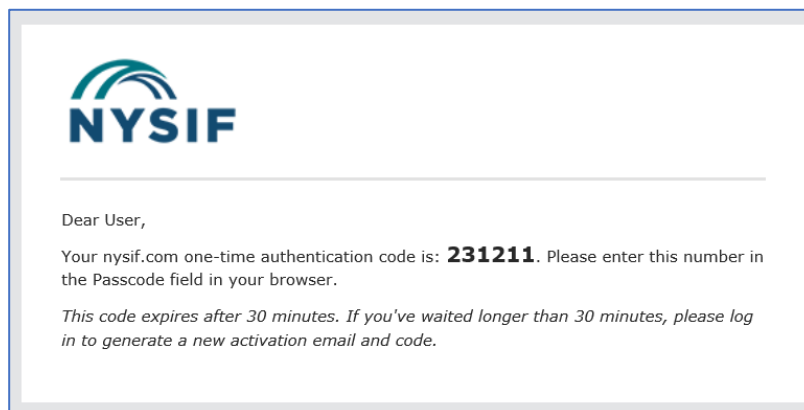
NYSIF takes your privacy seriously. To protect the personal information of its customers, including health records, NYSIF has implemented an enhanced security feature (also known as multi-factor authentication) for all NYSIF online account holders. Enhanced security allows NYSIF to identify you as the true owner of your online account by adding a layer of protection against unauthorized access. **We do this by sending you a one-time passcode, in addition to requesting your username and password.**



The screenshot shows the NYSIF mobile app interface for identity verification. At the top is the NYSIF logo with the text "New York State Insurance Fund". Below the logo is the heading "Verify Your Identity". A message states: "A passcode has been sent to the email linked to your account. Please check your spam/junk folders if you don't receive the passcode right away." There is a text input field labeled "Enter the passcode" with a "Resend Passcode" link below it. At the bottom is a dark blue button labeled "Verify".

The first time you log into the **NYSIF Claim** app, you will be prompted to enter a passcode to verify your identity. The passcode will be sent to the email address associated with your NYSIF online account. At this time, you can only retrieve this passcode via email.

The passcode will expire after 30 minutes. The email will appear in your inbox from the sender **"PingOne."**



Enter the passcode in the field provided. Click "Verify." If authenticated, you will be directed to the app home page.

Account Management

Forgot Username and/or Password

- Open the App and the Login screen will appear.
- Click either Forgot Username or Forgot Password.
- The Forgot Username screen will require the Claim number and the email associated with the account.
- The Forgot Password screen will require the Username and the email associated with the account.
- You will receive an email in a few minutes with either the username or temporary password.
- When resetting a password, the user will be prompted to enter a new password that meets NYSIF's password requirements.

Change Password

- On the home screen, choose More.
- From the More Menu page click Manage Profile.
- From the Manage Profile page click Change Password.
- Enter the old password in the first box and the new password in the two lower boxes and click submit. The new password must meet NYSIF's password requirements.

Change Email/Phone

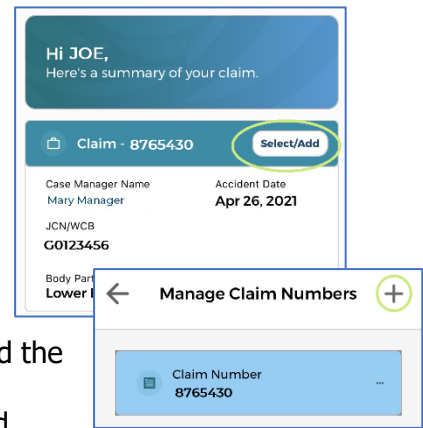
- On the home screen, choose More.
- From the More Menu page, click Manage Profile.
- From the Manage Profile page click View Profile.
- From the Profile page click on the box containing your Name/Email/Phone.
- Your name cannot be changed here. You may update your mobile number and email address. Click **Save**. You will receive a confirmation email.

Biometrics/Notifications Settings

- On the home screen, choose More.
- From the More Menu, click Manage Profile.
- Choose your options for biometrics and notifications.

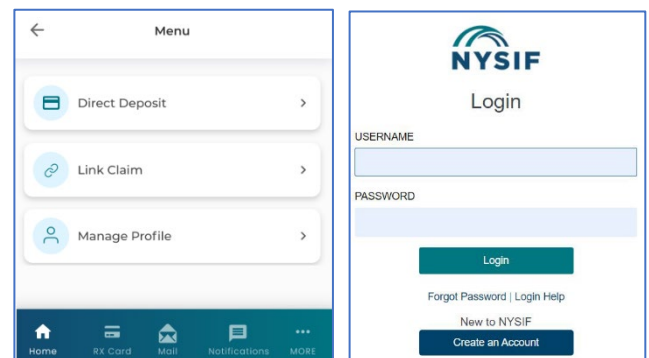
Link or Remove Other Claims

- On the home screen, choose **Select/Add** next to the claim number.
- On the Manage Claim Numbers page, click the **+** in the top right corner.
- On the Link Claim page, enter the NYSIF Claim Number, last 4 of SSN, zip code and Date of Birth. Click **Link Claim**. When linking, remember to **enter only the string of numbers prior to or following the dash**: 12345678-123 would be entered as 12345678.
- If you have both NYSIF workers' comp claims and disability benefits/paid family leave claims, enter the claim number as instructed above, and the app will automatically identify the type of claim.
- Choose the "... " on the Manage Claim Numbers page to remove a linked claim.
- You can also manage your claim numbers from View Profile.



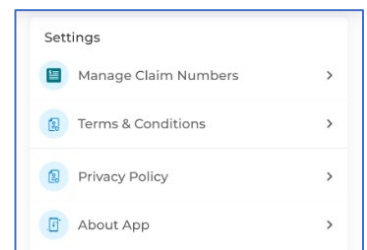
Direct Deposit

- On the home screen, choose More.
- Click on Direct Deposit. This will open a web browser to log in to your **nysif.com** online account.
- Login with the same Username and Password as the Claim Mobile App.
- Click the Direct Deposit Link and follow the prompts.



Terms & Conditions, Privacy Policy, About App

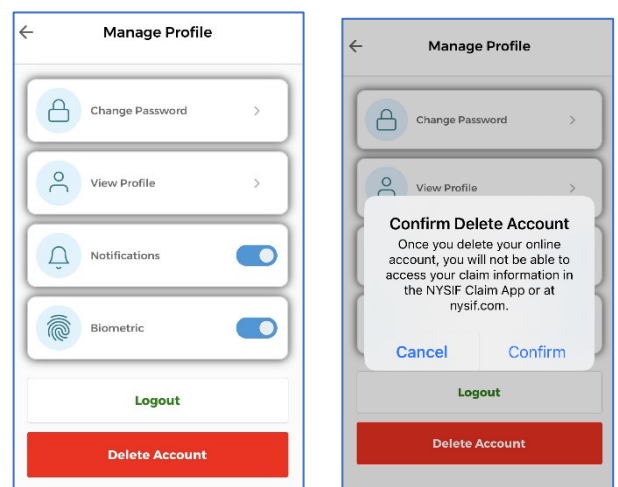
- On the home screen, choose More.
- From the Manage Profile page, click View Profile.
- The Profile screen provides links to the Terms & Conditions, Privacy Policy and About App.



Delete Your NYSIF Claim App Account

- On the home screen, choose More.
- From the More Menu, click Manage Profile.
- Click Delete Account.
- Click Confirm on the delete confirmation pop-up.

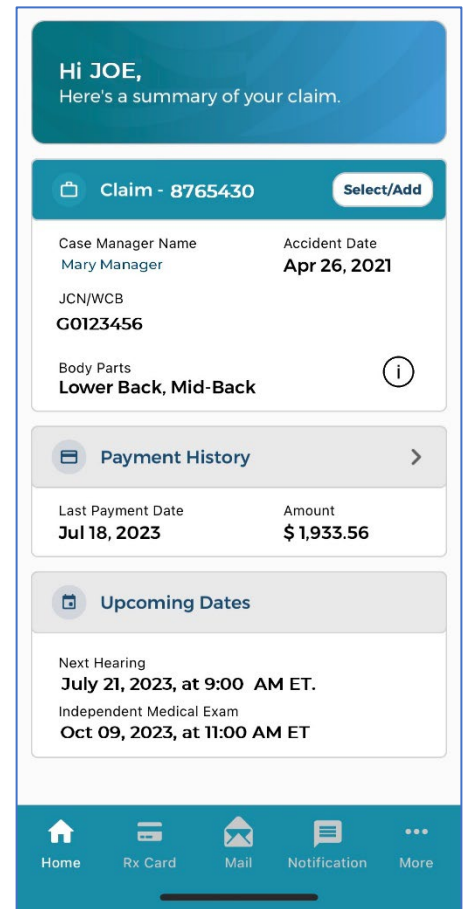
Please note: **uninstalling the app will not delete the encrypted data stored on the app.** If your intention is to completely delete your **nysif.com** profile, you must first delete your account via the app, then uninstall the app.



Claim App Features (WC claimants)

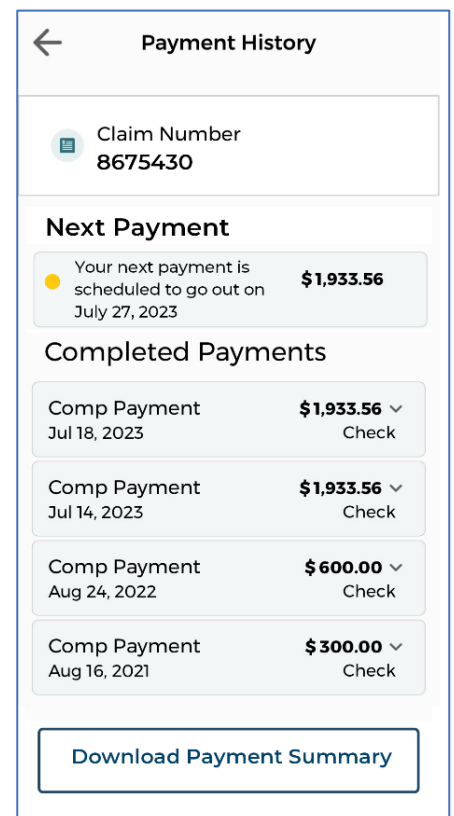
Home Page Features

- View Accepted and Established Body Parts, Accident Date, WCB Number, Case Number, Payment History, Upcoming IME and Hearing Dates
- Case Manager Contact Information
 - Click either the Case Manager Name or Mail icon on the bottom toolbar. This will open a pop-up.
 - Within the pop-up clicking on the email will start an email in the default mail app and clicking on the phone number will populate the phone number in the default phone app.
- Prescription Card
 - Clicking on Rx Card on the bottom toolbar will populate the prescription card for this claim if the claim is eligible for prescriptions.
- Switch Claims (If other claims are Linked)
 - Click on Select/Add next to the claim number.
 - Click on the desired claim number to review.
- Notifications
 - Clicking Notifications on the bottom toolbar will open the notifications page. Notifications will be visible for 60 days unless manually deleted. Notifications may be deleted from the notification page by sliding them to the left.



Expanded Payment History

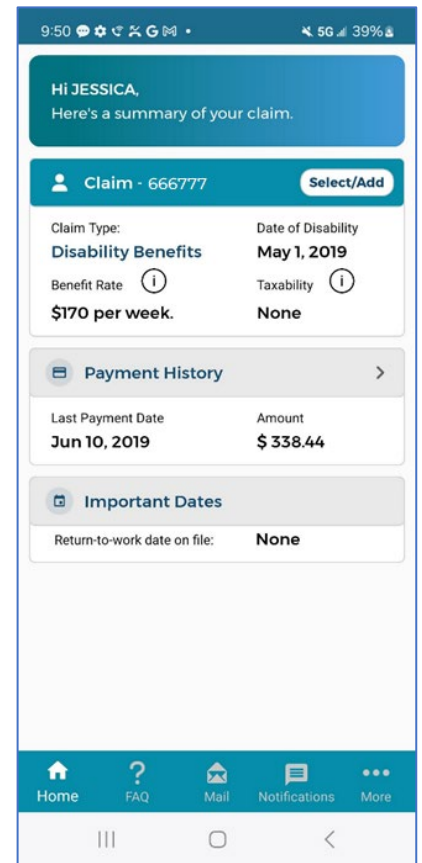
- Clicking on the caret symbol next to payment history opens an expanded history of the last 6 payments.
 - Clicking the caret on each payment will show the period covered in the check as well as whether the check was cashed or if the payment was made via direct deposit.
- Clicking on Download Payment Summary will download a PDF with all payments made on the claim. The user will need a PDF reader on the phone to view this file.



Claim App Features (DB/PFL claimants)

Home Page Features

- View Claim Type, Date of Disability, Case Number, Payment History, Important Dates
- Case Manager Contact Information
 - Click the Case Manager Mail icon on the bottom toolbar. This will open a pop-up.
 - Within the pop-up clicking on the email will start an email in the default mail app and clicking on the phone number will populate the phone number in the default phone app.
- Switch Claims (If other claims are linked)
 - Click on Select/Add next to the claim number.
 - Click on the desired claim number to review.
- Notifications
 - Clicking Notifications on the bottom toolbar will open the notifications page. Notifications will be visible for 60 days unless manually deleted. Notifications may be deleted from the notification page by sliding them to the left.



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