



NYSIF Policyholder Mobile App - Frequently Asked Questions

1. Who can use the NYSIF Policyholder Mobile App?

All policyholders with active NYSIF Workers' Compensation policies can use the NYSIF Mobile App.

2. How can I download the NYSIF Policyholder Mobile App?

The app is available through the [Apple App Store](#), and [Google Play Store](#).

System requirements:

- Android 11 or higher
- All IOS versions currently supported by Apple.

3. How do I log in?

If you already have a nysif.com account, your existing username and password will work in the mobile app.

If you do not have an online account, select "sign up" at the bottom of the app home screen and follow the prompts. To create an online account, you will need your NYSIF policy number, document or bill number and a valid email address.

4. Who do I contact if I am having trouble creating an online account?

You can contact our Customer Support Team at 888-875-5790. Select options 6, 1, and 1.

5. Can I see my monthly statements on the app?

Yes. You can view and pay your monthly statements through the app. You can also view a detailed breakdown of your policy history right from your mobile device.

6. What if I have more than one policy?

You can manage and view multiple policies through the app.

7. Can I create a certificate of insurance using the app?

Yes. The app allows you to create, manage, and renew certificates with just a few clicks.

8. Can I contact NYSIF through the app?

The Contact tab includes information about your dedicated underwriter, including their email and phone number.

9. Can I update my policy information through the app?

You can update your mailing address and contact information from the **MENU** tab in the mobile app. Other changes require communication with your underwriter.

10. Can I report an injury via the app?

No, you cannot report an injury directly through the app. The Report tab at the bottom of the app screen will direct you to our [Accident Reporting Hotline](#), **1-844-879-2692**, which is available 24/7. Via the hotline, nurse triage specialists and staff are ready to assist you with reporting an injury.