

NYSIF Policy Mobile App User Guide

Currently the NYSIF Policy Mobile App is currently only available to Workers' Compensation Policyholders

About the NYSIF Policy App

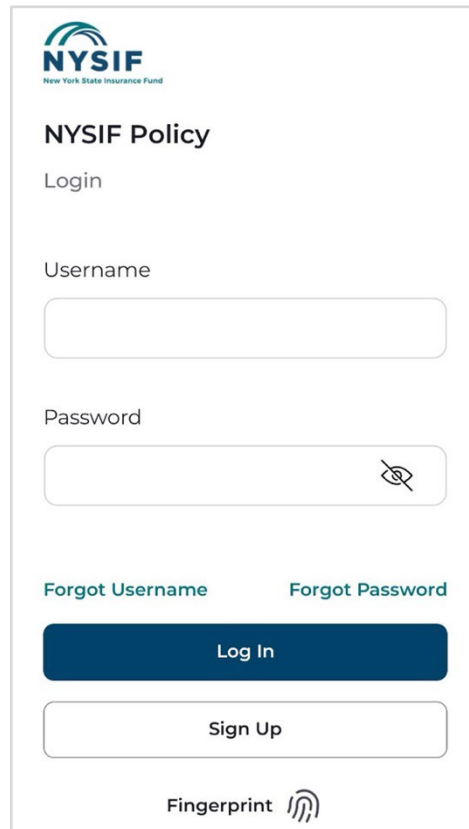
The NYSIF Policy Mobile App ("NYSIF Policy") allows workers' compensation policyholders to see policy information, account history, and NYSIF policy representative contact information. Policyholders can also create and download certificates, pay bills and update contact information.

Download the NYSIF Policy App

The NYSIF Policy App is a free app that can be found by searching for **NYSIF Policy** in the Google Play or Apple app store.

Google: <https://play.google.com/store/apps/details?id=com.nysif.policyapp>

Apple: <https://apps.apple.com/us/app/nysif-policy/id6738139010>



Create an Online Account via the NYSIF Policy App

To create an online account using the app, you will need your NYSIF policy number, document or bill number and a valid email address. To begin:

- Open the app to the Login screen.
- Click the Sign Up button.
- Over the next two pages, enter the required information: Policy Number, Document/Bill Number, First Name, Middle Initial (Optional), Last Name, Job Title, Mobile Number and Email.
- The last page will ask you to create a username and password. The username has a minimum length of 8 characters and a maximum length of 64. Password requirements: minimum length of 10 characters, at least one uppercase letter, one lowercase letter, one number and one special character.
- You must click the checkbox to agree to NYSIF's User Agreement and Privacy Policy prior to clicking Submit.
- A verification email will be sent within a few minutes. You must click the link in the email for the mobile app to become active.
- Enter your newly created username and password on the Log In screen and click Log In.

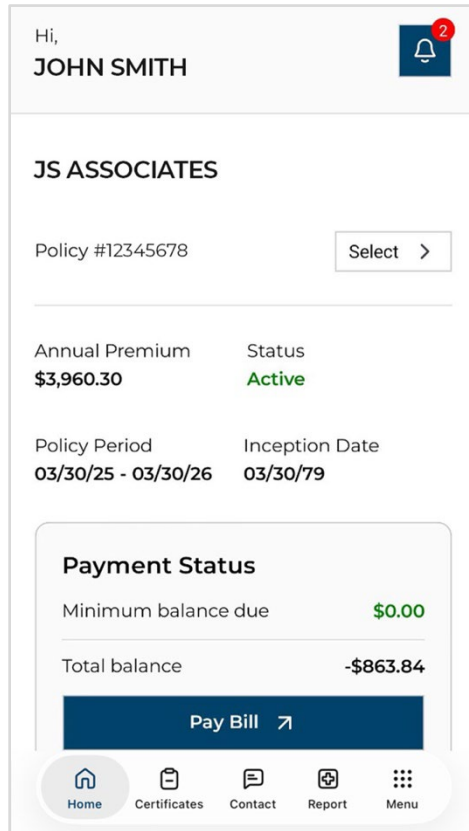
Enhanced Security (Multi-Factor Authentication)

NYSIF takes your privacy seriously. To protect the personal information of its customers, 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 first time you log into the NYSIF Policy app, you will be prompted to enter a passcode to verify your identity. We will send the passcode 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 in 30 minutes. The email will appear in your inbox from the sender "**PingOne.**"

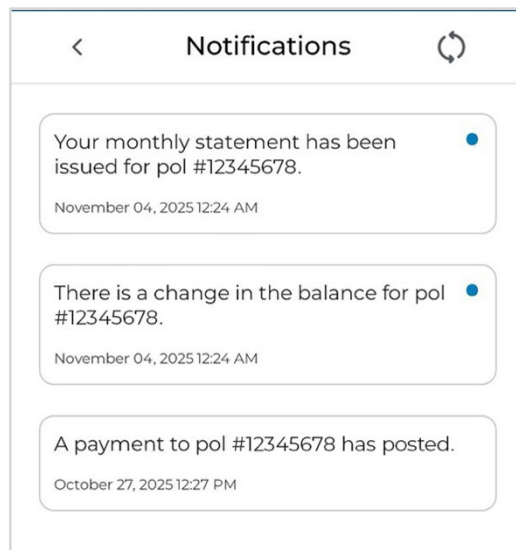
Enter the passcode in the field provided. Click "Verify." If authenticated, you will be directed to the NYSIF Policy app home page.



Policy App Features

Home Page Features

- View Policy Annual Premium, Policy Status, Policy Period, Policy Inception Date, Payment Status, Account History, and Upcoming Events and Dates.

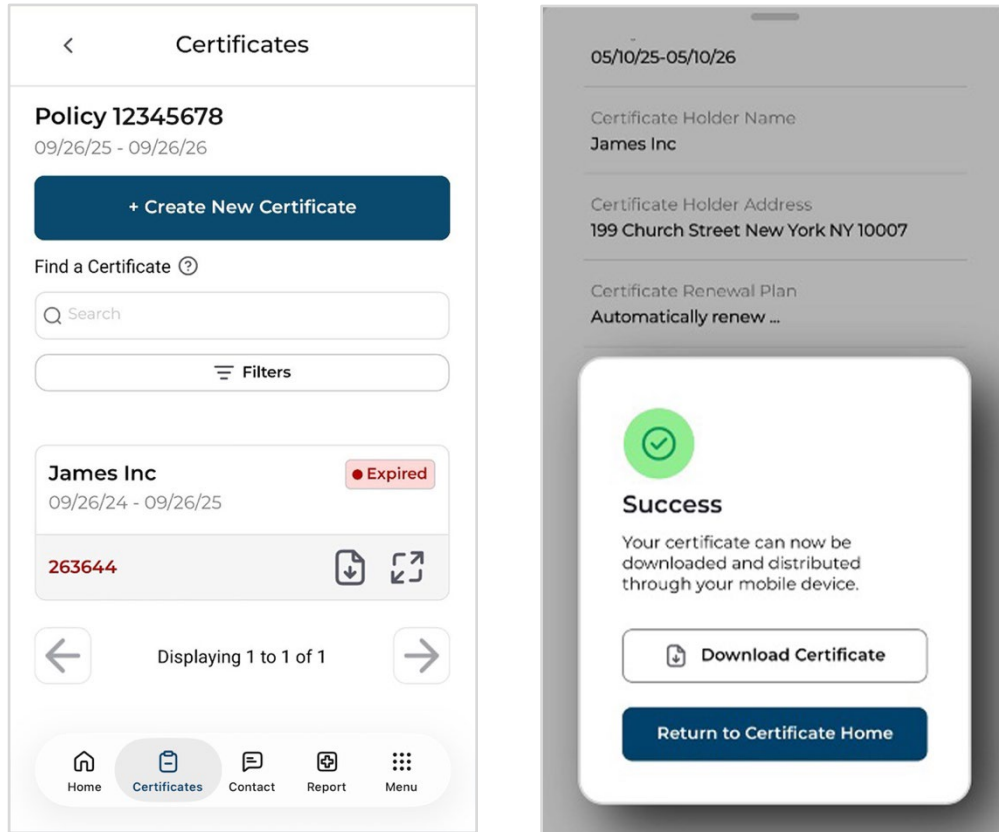


- Notifications
 - Clicking the notification bell will open the Notifications page. Notifications will be visible for 60 days unless they are manually deleted. Notifications may be deleted from the Notification page by sliding them to the left.
- Toggle between Policies (If other policies are linked)
 - Click "Select" next to the policy number.
 - Click on the desired Business Name and Policy Number tile to review the selected policy in the dashboard.

Account History	
Account History Policy #12345678 Pay Bill ↗	
Description	Amount
Monthly Statement 10/30/25	\$0.00 -\$1,193.82
Installment 10/30/25	\$330.03 -\$1,193.82
Cash 10/22/25	-\$347.94 -\$1,523.85
Monthly Statement 09/30/25	\$0.00 -\$1,175.91
Installment 09/30/25	\$330.03 -\$1,175.91
Cash	-\$347.94

- Account History
 - Clicking on the "Account History" button opens an expanded history that will show you the last 50 transactions on the selected policy.

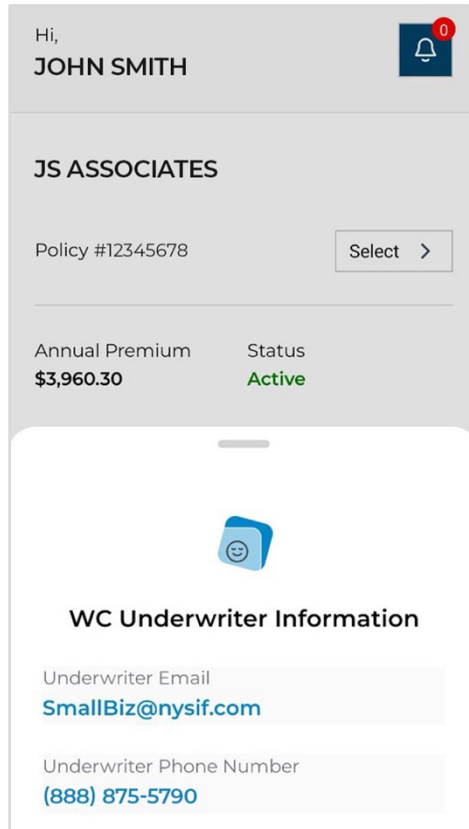
- Clicking on the expandable transactions highlighted in blue font will display additional account details.



Certificates

- Clicking on the Certificates icon on the bottom navigation bar will open the Certificates page.
- Clicking on the Create New Certificate button will allow you to create a new certificate of insurance for the selected policy from the Home Page.
- Click on "Certificate Status" or the Expand icon to expand and collapse existing certificates.
 - Clicking on the Download icon will display a downloadable PDF version of the certificate.

- Clicking on the Renew icon will renew expired or ready to renew certificates.



Policy Representative Contact Information

- Clicking on the Contact icon on the bottom navigation bar will open a slider.
- Within the slider, clicking on the Email address 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.

Report an Injury

- Clicking on the Report icon on the bottom navigation bar will open a slider.
- Within the slider, clicking on the Accident Reporting Hotline phone number will populate the phone number in the default phone app, and clicking on the "Report the injury online via NYSIF eFROI" link will open a web browser to the nysif.com eFROI page.

Account Management

Forgot Username and/or Password

- Open the App and the Login screen will appear.
- Click either "Forgot Username" or "Forgot Password."

- On the Forgot Username screen, you will need to enter the email associated with the account and the Policy number.
- On the Forgot Password screen, you will need to enter 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, you will be prompted to enter a new password that meets NYSIF's password requirements.

Change Password

- On the navigation bar, choose "Menu."
- From the Menu page, click "Change Password."
- Enter a new password and click "Update Password." Your new password must meet NYSIF's password requirements.

Change Contact Information

- On the navigation bar, choose "Menu."
- From the Menu page, click "Change Contact Information."
- You may update your mobile number and email address. Click "Save." You will receive a confirmation email.

Biometrics/Notifications Settings

- On the navigation bar, choose "Menu."
- Choose your options for biometrics and push notifications.

Billing

- On the navigation bar, choose "Menu."
- Click on "Pay My Bill." This will open a web browser to the nysif.com payment portal.
- Follow the prompts.

Change Mailing Address

- On the navigation bar, choose "Menu."
- From the Menu page, click "Change Contact Information."
- You may confirm your current address by clicking "Confirm."
- You may also click "Edit" to change your mailing address and phone number. When you are finished, click "Save Changes."

View Other WC Policies

- On the home screen, click "Select" next to the policy number in view.

- On the Manage Policy Numbers page, select from the list of Business Name tiles to toggle between policy numbers.
- You can also manage your policy numbers from the Menu page.

Terms & Conditions, Privacy Policy, About NYSIF Policy

- On the navigation bar, choose "Menu."
- The Menu screen provides a link to the Terms & Conditions, Privacy Policy page and About App slider.

Delete Your NYSIF Policy App Account

- On the navigation bar, choose "Menu."
- On the Menu page, click "Delete Account."
- Click "Delete" on the delete confirmation pop-up.
- **Please note:** Uninstalling the app will not delete the encrypted data stored in the app. If you want to completely delete your nysif.com profile, you must first delete your account via the app, then uninstall the app.