

# HELP

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## How to Login

In order to login to the [www.vmlins.org](http://www.vmlins.org) website, you must first register. Please click [here](#) to register.

The [www.vmlins.org](http://www.vmlins.org) website has been updated to allow users to choose their own Username and Password during the registration process.

A single login will now allow you access to the Property/Liability (VMLP) and/or Workers' Compensation (VMGSIA) part(s) of the website, depending on your entity's membership.

Click [here](#) to login. Please note that the Username field is not case sensitive, but your Password is case-sensitive and must be 6 or more characters, containing at least 1 number and 1 letter.

If you have forgotten your password, click [here](#) to recover it.

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## How to Register

Registration with our website is a multi step process. Please click [here](#) to register.

First, you will need to provide your name, your employer's name and VML member number, your title, department, and phone number. After entering this information, click the green button to verify that all provided information is accurate.

After successful verification, the bottom of the screen will be accessible, were you can **Create Account** with us.

Please note that the Username field is not case sensitive, but your Password is case-sensitive and must be 6 or more characters, containing at least 1 number and 1 letter.

Make sure your e-mail address is accurate. An automated e-mail with instructions on how to activate your account will be sent to the e-mail address specified.

Click the **Create Account** button and check your e-mail. Follow the instructions to complete the registration process.

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## How to access different programs

After logging in you will see the **Member Switchboard** page, where you can select which part of the website you would like to be redirected to.

Currently, available sections (depending on entity membership) are:

- VMLP – Property/Liability
- VMGSIA – Workers' Compensation
- Safety Program

Click the link of your choice – the menu on the left will change and the **Switchboard** link will be added.

It will be seen from any page and will open the Member Switchboard page for you to switch between programs.

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## How to Submit Workers' Compensation Claims

After logging in you will see the **Member Switchboard** page.

Click the VMGSIA (Virginia Municipal Group Self Insurance Association) link.

Click the **Report A Claim** link - first item at the top of the menu. Choose between On-Line or PDF Form.

### ***If your choice was On-line:***

- Familiarize yourself with the form.
- Ensure that all required information (marked by red asterisk **\***) is available for entry on the form.
- You can submit up to five attachments with this form.
- Click the Submit button at the bottom of the form.
- After clicking the "Submit" button, the **Confirmation Page** will be displayed on the screen with a notice to print it out for your records. This printout will contain all information entered into the form, the name of our website, and the current date.

### **If you didn't see the Confirmation Page, it means we didn't receive the claim.**

One of the instances in which this may happen is when the user's connection with web server is terminated. Most often, this happens because the user spent too long completing the form. In this case, the claim will need to be resubmitted, in its entirety.

### ***If your choice was PDF Form:***

- Print out the form – Adobe Acrobat Reader is required to view/print this form.
  - Fill it out completely.
  - Fax it to 800-273-4865 or 804-273-0560.
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## How to Submit Property/Liability Claims

After logging in you will see the **Member Switchboard** page.

Click the VMLP (Virginia Municipal Liability Pool) link.

Click the Report A Claim link - first item at the top of the menu. Choose between PDF Form and three on-line forms that are tailored to the most common types of losses being reported: liability, property and auto. Please provide as much information as possible.

### ***If your choice was On-line:***

- Familiarize yourself with the form.
- Ensure that all required information (marked by red asterisk \*) is available for entry on the form.
- You can submit up to five attachments with this form.
- Click the Submit button at the bottom of the form.
- After clicking the "Submit" button, the **Confirmation Page** will be displayed on the screen with a notice to print it out for your records. This printout will contain all information entered into the form, the name of our website, and the current date.

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If you are having difficulties logging in, or have additional website related questions, please contact Webmaster at 800-963-6800 or [Internet@vmlins.org](mailto:Internet@vmlins.org).

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