



VMIA Portal

Adding Attachments to Open Claims

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Adding an attachment to an Existing Claim (1/7)



Step 1: Log in to the Client Portal and click on 'My claims'

The screenshot displays the 'Amb Testorg1' Client Portal interface. At the top left, there is a logo and the text 'Amb Testorg1'. Below this, there is a 'View organisation profile' button and a 'Switch organisation' dropdown menu currently set to 'Amb Testorg1'. On the top right, there are two main action buttons: 'Claims Make a claim' and 'Insurance Apply for a policy'. A navigation bar below the header contains tabs for 'My policies', 'My renewals', 'My claims', 'My Invoices', and 'Assessment information'. The 'My claims' tab is highlighted with a red box, and a red arrow points from the 'Step 1' instruction to this tab. Below the navigation bar, there is a 'Policy year' dropdown set to '2023/24' and a 'Refresh policies' link. The main content area shows four policy cards: 'Non-owned Aircraft Liability' (Policy number C07344), 'Group Personal Accident - Dire...' (Policy number C07343), 'Directors & Officers Liability' (Policy number C07342), and 'Medical Indemnity' (Policy number C07341). Each card displays the policy number and the period '01/07/2023 to 30/06/2024'. Below each card are three buttons: 'View details', 'Download documents', and 'More actions'. At the bottom of the main content area, there is a 'View more' button.

Adding an attachment to an existing claim (2/7)



My policies | My renewals | My claims | My Invoices | Assessment information

Show subsidiary claims Export Refresh

Group Fields Density Default view

Claim number	Type of loss/damage	Triage category	Claimant	Claim handler	Incident description	Claiming organisation	Date of loss	Claim status	
24-00844	Property							Closed-Cancelled	Actions
24-00803	Property							Closed	Actions

Step 2: Select (click on the) the claim you wish to add an additional attachment(s) to.

Claim details

Loss date and type | Loss details | Contact details | Bank details | Attachments

Date and time of incident
01/08/2023 06:47 PM

Type of loss/damage
Travel Insur
Select cov
Internation

Step 3: Navigate to the “Attachments” tab (located next to the “Bank details” tab).

Step 4: Click on the “Attachments” tab.

Adding an Attachment to an Existing Claim (3/7)



Claim details

Loss date and type | Loss details | Contact details | Bank details | Attachments

+ Add new

Step 5: Under the Attachments tab, click on “+ Add new”.

Once you click on “+ Add new”, a window will appear asking you to select the files you wish to attach to your claim.

- Demo Attachment | Claim | VMIA1 test1
- Summary of Claim FNOL - 09May2023.pdf | Claim | TriageClaimsOfficer1

Attach file(s)

Drag and drop files here

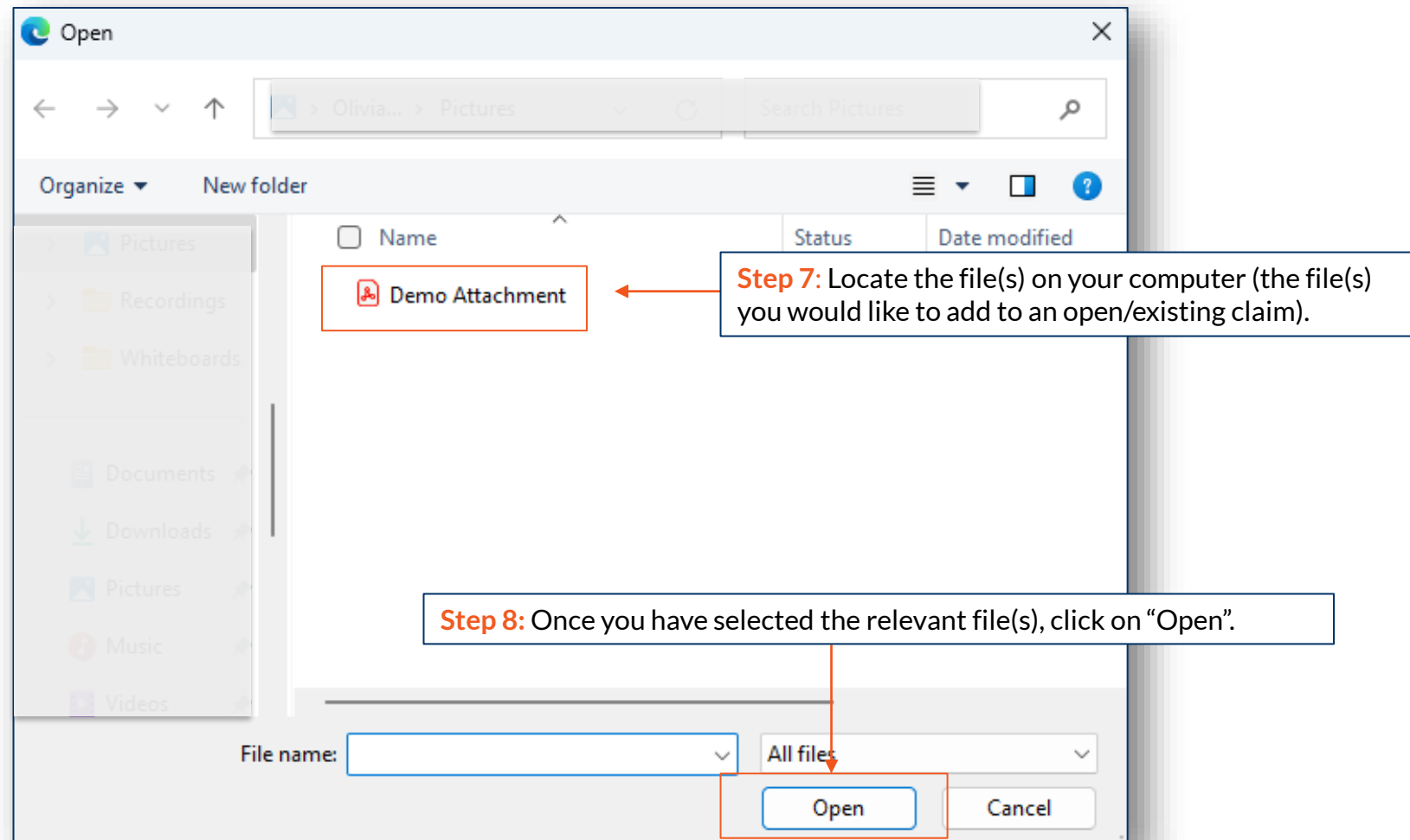
OR

Select file(s)

Cancel | Attach

Step 6: Click on “Select file(s) OR drag and drop your file(s) directly from (for example) an email or a location on your computer.”

Adding an Attachment to an Existing Claim (4/7)



Adding an Attachment to an Existing Claim (5/7)



Attach file(s) [X]

Drag and drop files here

OR

Select file

File name: Demo Attachment.pdf

Author:

Document date *: 10/11/2023

Name *: Demo Attachment

Cancel [Attach]

Step 9: Input the "Author" of the file (the name of the person who authored/wrote the file you are attaching).


Step 10: Input the "Document date" (the date the file was authored/written).

Step 11: Input the "Name" of the file (e.g., Statement of Claim).

Adding an Attachment to an Existing Claim (6/7)




Attach file(s)



Drag and drop files here

OR

Select file(s)

File name	Author	Document date *
Demo Attachment.pdf	<input type="text"/>	10/11/2023 

Name *	Is this urgent ?
<input type="text" value="Demo Attachment"/>	<input type="button" value="Yes"/> <input checked="" type="button" value="No"/>

Step 12: State the urgency of the file (Yes/No). *The urgency of the file will be depicted in the notification email sent to the relevant claim handler upon submission of a new attachment.

Important: Please only select 'Yes' if the attachment is truly urgent/requires immediate action so it receives the appropriate priority.

Step 13: Click on "Attach".

Adding an Attachment to an Existing Claim (7/7)



You have now successfully added a new attachment/artefact to your claim!

Please note: When you click on 'Attach' (in the previous slide) your artefact will be uploaded to the 'Attachments' tab, and a notification/email will be sent to the relevant claim handler.

Claim details

Loss date and type | Loss details | Contact details | Bank details | Attachments

+ Add new

- Demo Attachment
| Claim | VMIA1 test1
- Summary of Claim FNOL - 09May2023.pdf
| Claim | TriageClaimsOfficer1

Thank you

If you have any questions, please contact claims@vmia.vic.gov.au