



VMIA Portal

How do I add additional attachments to open claims?

vmia.vic.gov.au



How do I add additional attachments to open claims?



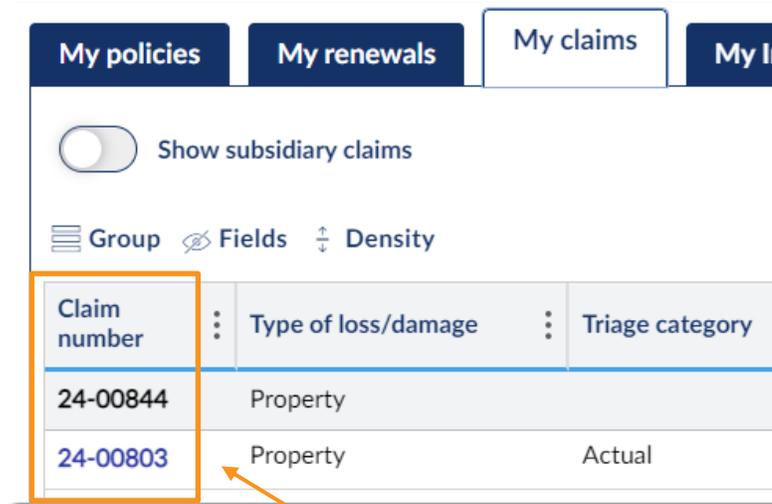
Amb Testorg1

View organisation profile Switch organisation: Amb Testorg1

My policies My renewals **My claims** My Invoices Assessment in

Policy year: 2023/24

Step 1. From the portal homepage, click on the 'My claims' tab.



My policies My renewals My claims My In

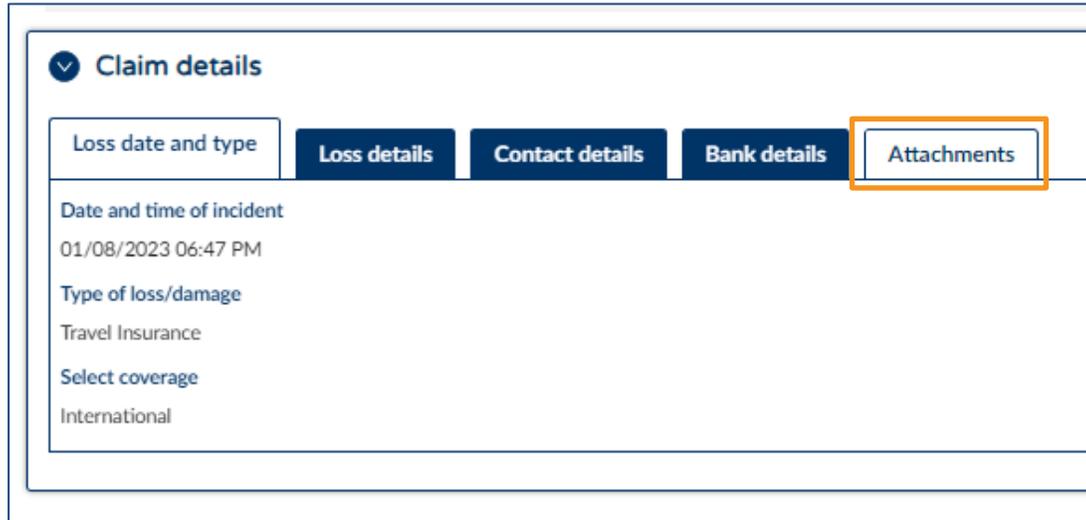
Show subsidiary claims

Group Fields Density

Claim number	Type of loss/damage	Triage category
24-00844	Property	
24-00803	Property	Actual

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

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Claim details

Loss date and type

Loss details

Contact details

Bank details

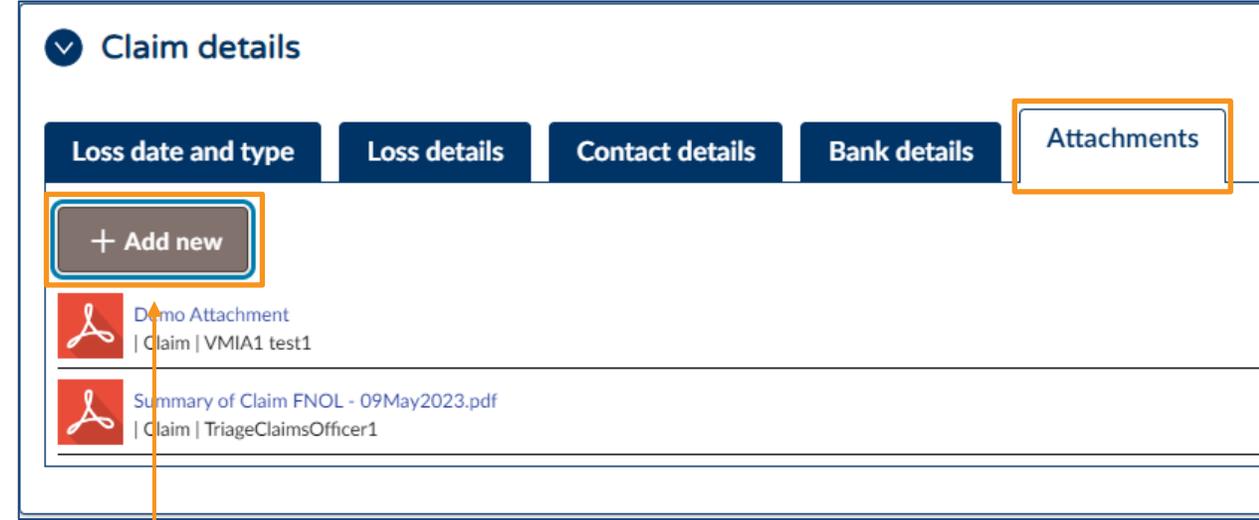
Attachments

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

Type of loss/damage
Travel Insurance

Select coverage
International

Step 3. Click on the 'Attachments' tab.



Claim details

Loss date and type

Loss details

Contact details

Bank details

Attachments

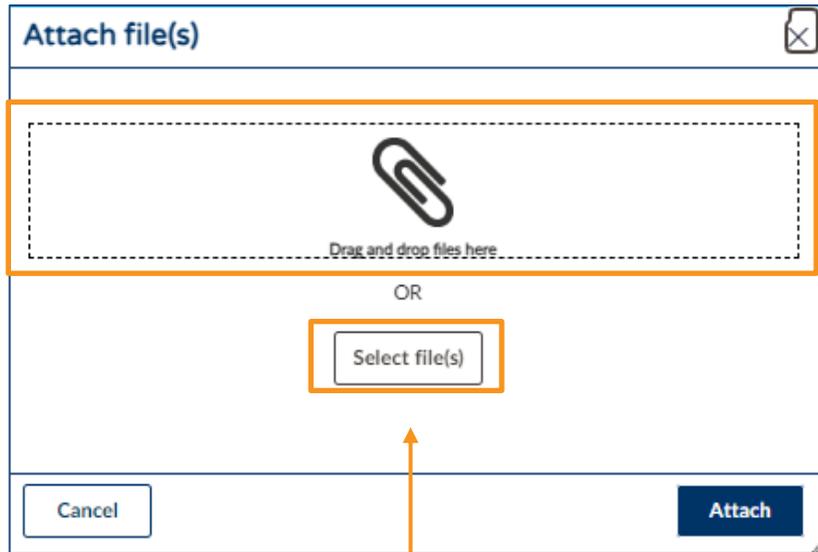
+ Add new

Demo Attachment
| Claim | VMIA1 test1

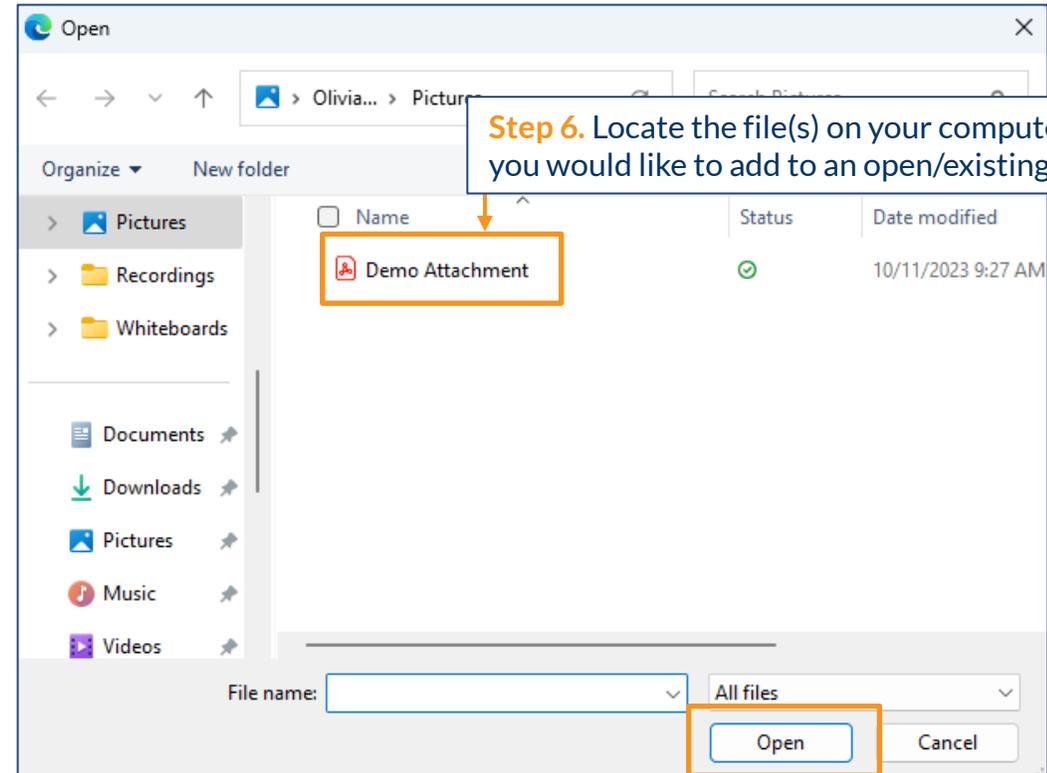
Summary of Claim FNOL - 09May2023.pdf
| Claim | TriageClaimsOfficer1

Step 4. Under the 'Attachments' tab, click on '+ Add new'. Once you do so, a window will appear asking you to select the files you wish to attach to your claim.

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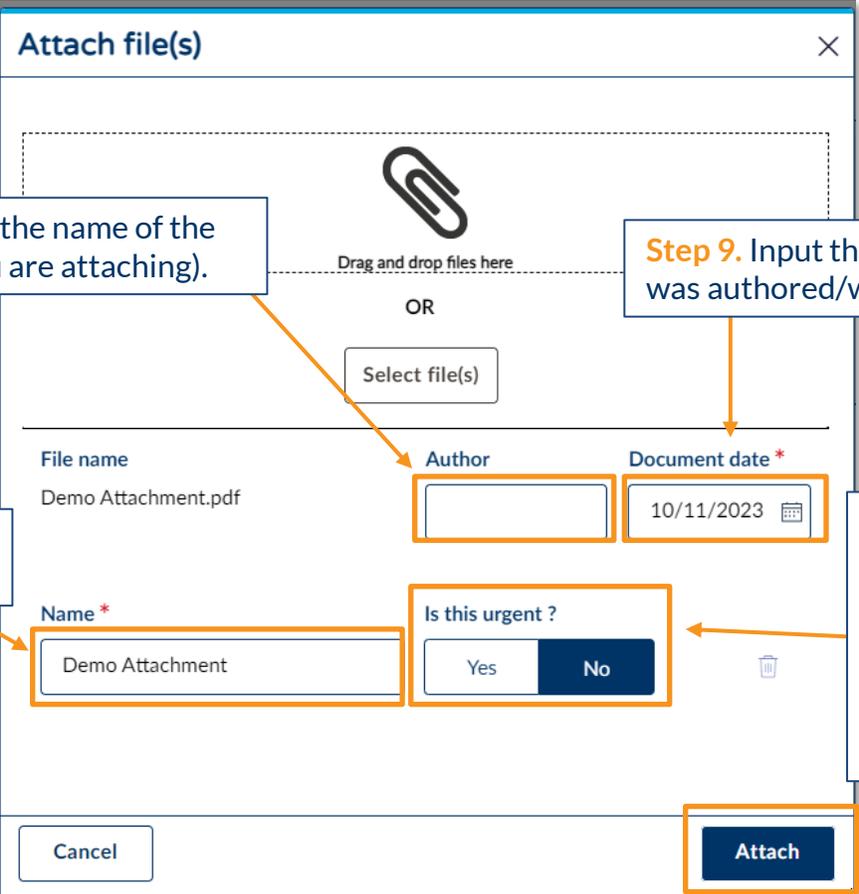
Step 5. Click on **'Select file(s)'** OR drag and drop your file(s) directly from (for example) an email or a location on your computer.



Step 6. Locate the file(s) on your computer that you would like to add to an open/existing claim.

Step 7. Once you have selected the relevant file(s), click **'Open'** to upload the file(s).

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Step 8. Input the 'Author' of the file (i.e., the name of the person who authored/wrote the file you are attaching).

Step 9. Input the 'Document date' (i.e., the date the file was authored/written).

Step 10. Input the 'Name' of the file (e.g., Statement of Claim).

Step 11. 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 12. Click 'Attach'.

The dialog box contains the following fields and controls:

- Drag and drop files here (with a paperclip icon)
- OR
- Select file(s)
- File name: Demo Attachment.pdf
- Author: [Input field]
- Document date *: 10/11/2023 [Calendar icon]
- Name *: Demo Attachment
- Is this urgent?: Yes [Selected] No
- Cancel button
- Attach button

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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

You have now successfully added a new attachment to your claim!
Note: When you click 'Attach' (Step 12) your artefact will be uploaded to the 'Attachments' tab, and the relevant claim handler will be notified.