

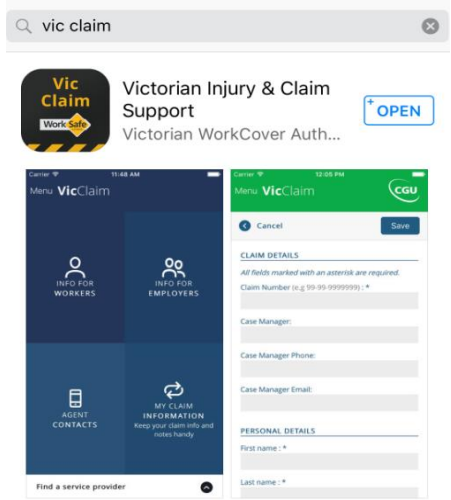
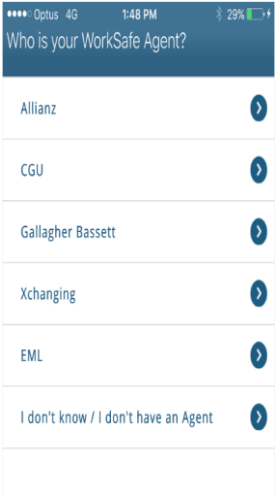
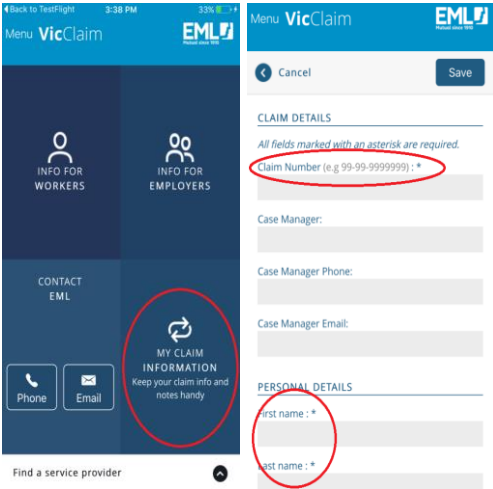
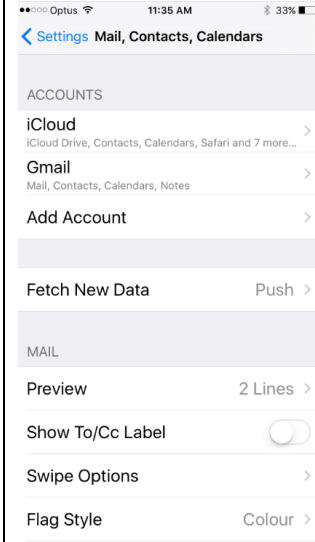


How to...	Steps to follow	Screen shot
<p>Download the App</p>	<p>If you have an Apple device, go to the Apple Store and search for 'Vic Claim'</p> <div style="text-align: center;">  </div> <p>If you have an Android device, go to Google Play and search for 'Vic Claim'</p> <div style="text-align: center;">  </div>	
<p>Select the Agent that is managing your claim</p>	<ul style="list-style-type: none"> ▪ Click on the 'Vic Claim' icon to launch the App. ▪ A loading screen should appear briefly. ▪ After the App has loaded, a list of WorkSafe Agents will automatically appear, select the WorkSafe Agent managing your claim from the list. ▪ If you don't know which Agent is managing your claim, you can click on 'I don't know/I don't have an Agent' 	
<p>Enter My Claim Information</p>	<ul style="list-style-type: none"> ▪ You will need to complete details in the 'My Claim Information' section before you can start capturing and sending documents to your Agent. ▪ <i>All fields marked with an asterisk are required</i> 	

Set up a default email account on your smart phone/mobile device

Before you can start using the Capture & send document function, you will need to ensure a default email account has been set up on your smart phone. **This is usually done under ‘settings’ on your phone**



Capture & send documents

Step 1

- After you have entered your details in the ‘My Claim Information’ section you can start capturing and sending documents electronically to your Agent
- Click on the Capture & send documents button from the home screen
- The first time you use the capture & send function you must have accepted the terms & conditions of use before proceeding. The details can be found under ‘terms and conditions’.

Step 2

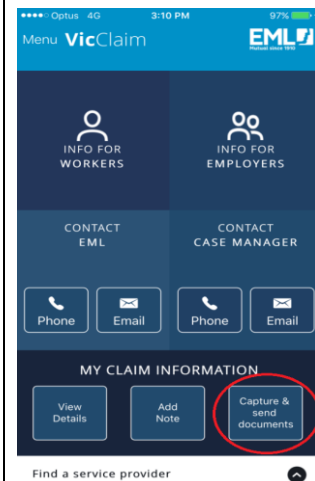
You will need to select the document type you wish to capture and send. You must select from the following 3 categories:

- Invoice/Receipts
- Med. Certificates
- Other

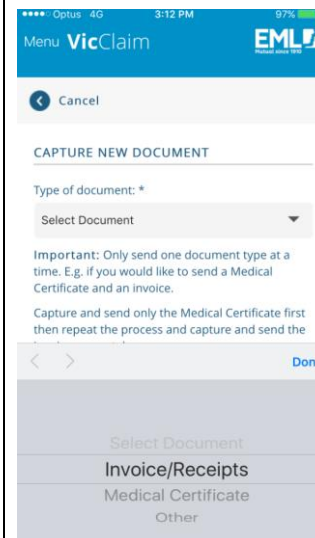
To help ensure you take a good quality image of the document, you should view the tutorial.

Important: Only send one document type at a time. For example, if you would like to send a Medical certificate and an invoice. Capture and send only the medical certificate first then repeat the process and capture and send the invoice separately.

Step1



Step 2



Step 3

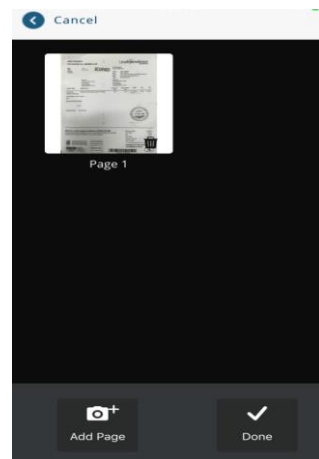
Once you have selected a document type, you can take a photo of the document. It's important to make sure you are directly over the document, the document is lying flat, ensure plenty of light.

Step 4

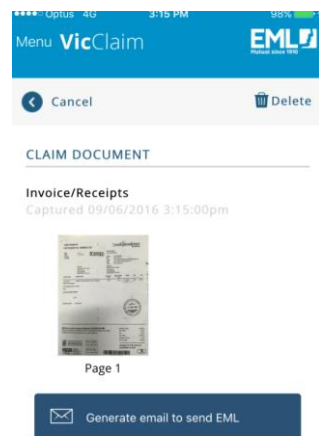
After you have taken photos of all relevant pages, click on the 'done' button. You can now generate an email and send the images to your Agent electronically.

The image will not be saved however you will receive a date stamp confirming the date and time your document was sent to your Agent.

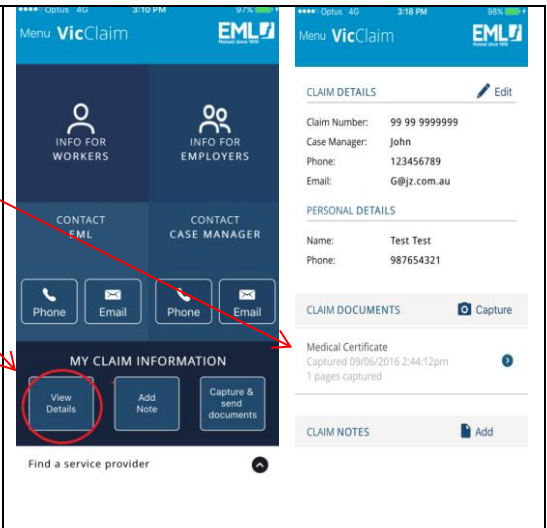
Step 3



Step 4




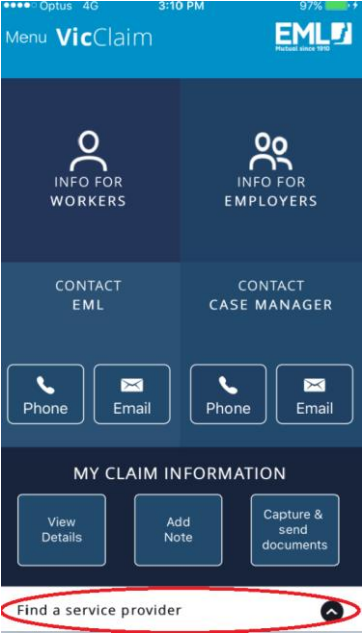
To view the details, click 'view details' in the My Claim Information section.



To make a claim

- From the home screen, click on the menu button. Scroll to down 'The Claims Process overview'.
- Go through the Steps listed. You can select between the worker and employer process.
- Click any of the ticks to be taken to a page with more information.
- In the grey area, swipe or click the arrows to go to the next step.



<p>View Entitlement information</p>	<ul style="list-style-type: none"> From the home screen, click the menu button. Scroll down to 'Compensation and Entitlements' and choose the relevant heading. You can select a heading to learn more about what your entitlements are 	 <p>The screenshot shows the VicClaim mobile app interface. On the left is a list of menu items: Home, Call Gallagher Bassett, My Claim Information, Injury Support Provider Search, The Claims Process overview, Workers: The Claims Process, Employers: The Claims Process, Compensation & Entitlements (circled in red), Change Agent Settings, and Terms of Use. On the right, there is a 'Menu VicClaim' section with a 'Back' button and a 'Workers' section with a 'Step Two' button. Below these are several checklist items with checkmarks, including 'Plan with you', 'Obtain a Cer', 'If a motor ve', 'Complete th', 'Submit the c', and 'You may be i'.</p>
<p>Look for a Gym, Home help, Gardening or Attendant Care provider</p>	<ul style="list-style-type: none"> From the home screen, click on "Find a service provider" located in the white section at the bottom of the screen. Select a service provider type from the drop down list. Use default location, enter another location. From the results listing, scroll down to view the closest 10 providers. Click on a provider name for further details 	 <p>The screenshot shows the 'Find a service provider' screen in the VicClaim mobile app. At the top, there are two columns: 'INFO FOR WORKERS' and 'INFO FOR EMPLOYERS'. Below these are 'CONTACT EML' and 'CONTACT CASE MANAGER' buttons. There are also 'Phone' and 'Email' buttons for each contact option. At the bottom, there is a 'MY CLAIM INFORMATION' section with 'View Details', 'Add Note', and 'Capture & send documents' buttons. A 'Find a service provider' button is circled in red at the very bottom of the screen.</p>