

CalVCB Online Access

The screenshot shows the CalVCB Online portal homepage. At the top, there is a blue header with the CalVCB logo (California Victim Compensation Board) and a "Quick Escape" button. Below the header, the main content area is divided into several sections:

- Welcome to CalVCB Online:** A section with a blue header. It contains text explaining that CalVCB can help pay bills and expenses from crime. It lists what CalVCB Online allows users to do: apply for compensation, upload and submit documents, and communicate with CalVCB. There is a "What is CalVCB Online?" link and a mobile app icon.
- Login:** A section with a blue header. It contains input fields for "Username" and "Password", a "Log In" button, and a "Create a New Account" button. There are also links for "Forgot your password?" and "Forgot your username?".
- Apply for Compensation:** A blue button with a document icon.
- Service Provider Access:** A blue button with a group of people icon.
- Recent Announcements:** A section with a blue header and a "View Past Announcements" link.
- CalVCB Customer Service:** A section with a blue header. It lists the CalVCB Customer Service phone numbers (1-800-777-9229 and 1-866-902-8669) and provides a link to find a local Victim Advocate and other resources.
- About CalVCB:** A section with a blue header. It provides a brief description of the CalVCB program and its purpose.
- Legal Notice:** A small text block at the bottom right stating that access to the portal is subject to California Penal Code and Public Law 99-474, title 18, United States Code.

Advocate Portal User Account Creation Guide

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CalVCB Online

This guide will walk you through the steps to create an Advocate Portal User Account. The detailed user guide that includes information about the advocate portal features is now available under the Forms Page of the portal and is available after logging in.

CalVCB Online Advocate Access is a portal for Victim Advocates assisting victims of crime filing applications. The Advocate Portal includes the following features:

- Account Creation
- Submit Applications
- Submit Documents and Bills
- Represent Applications
- Manage advocate application assignment workload


The screenshot shows the CalVCB Online homepage. At the top is a dark blue header with the CalVCB logo and a 'Quick Escape' button. Below the header is a 'Welcome to CalVCB Online' section. On the left, there is a 'Were you a victim of crime?' section with text explaining the board's help and a list of services: 'Apply for compensation', 'Upload and submit documents', and 'Communicate with CalVCB'. Next to this list is a 'CalVCB Online' mobile app icon. Below this is a 'Login' section with fields for 'Username' and 'Password', and buttons for 'Log In' and 'Create a New Account'. There are also links for 'Forgot your password?' and 'Forgot your username?'. On the right side, there is a 'CalVCB Customer Service' section with contact information: '1-800-777-9229 (Phone Number)' and '1-866-902-8669 (Fax)'. Below this is a link to 'Other Resources for Victims of Crime'. At the bottom right, there is an 'About CalVCB' section with a paragraph describing the state program and a link to 'victims.ca.gov'. At the very bottom, there is a disclaimer: 'Pursuant to section 502 California Penal Code and Public Law 99-474, title 18, United States Code, tampering, interfering, damage, and unauthorized access to information will be prosecuted to the full extent of the law.'

Victim Advocate Account Creation

- Victim Advocates can access account creation through:
 - Victim Advocate Access PIN Email, or
 - The **Create a New Account** button on the homepage (Advocates will still require their PIN information)
- Victim Advocate Account PIN Emails must be initiated through the **Customer Service portal** or a **Victim Advocate Admin**.
- Advocate Users will receive an email with a CalVCB **Advocate PIN** and a **link** to start Account Creation.

Account Set-up and PIN Email

CalVCB Online Account Registration Confirmation

 CalVCB Online <CalVCBOnlineAccess@victims.ca.gc>
To

Reply Reply All Forward

Mon 7/6/2020 9:39 AM

1 2 3 4 5 6 7

Hello, **Jane Smith**

Welcome to CalVCB Online.
Here is the information you will need to set up your account.

CalVCB PIN: **62551**

To complete your account set-up, please click:

[Account Set-up](#)

Note: Protecting your information is important to us. Once you complete account set-up and each time you log in you will be asked a security question.

Once your account is activated you may complete a compensation application as soon as you are ready.


If you have any questions or received this message in error, please contact Customer Service at (800) 777-9229 or CalVCBOnlineAccess@victims.ca.gov.

Thank you,
California Victim Compensation Board

www.victims.ca.gov

Victim Advocate Account Creation


- Users will enter their email and CalVCB **Advocate PIN** to start Account Creation.
- Victim Advocates must check the Captcha Security checkbox to continue account creation.



Use the CalVCB Advocate PIN you received from CalVCB or your supervisor. If you do not have access to this information, please contact your advocate supervisor or CalVCBOnlineAccess@victims.ca.gov.

CalVCB Advocate PIN *

Email *

I'm not a robot 
reCAPTCHA
[Privacy](#) - [Terms](#)

Victim Advocate Account Creation

- Victim Advocates complete their account set-up with username, password, contact information, security information and Terms & Conditions.

CALIFORNIA
CalVCB
VICTIM COMPENSATION BOARD

X Quick Escape
Language ▾

Setting up a CalVCB Online account gives you access to search applications, upload supporting documents, and review your client's submitted applications and expenses. If you have any questions, please contact CalVCB Customer Service at (800) 777-9229 or CalVCBOnlineAccess@victims.ca.gov. Representatives are available Monday through Friday, 8:00 am to 5:00 pm, PT. [Help Me](#)

First Name *

Middle Name

Last Name *

Username *

Password *

Confirm Password *

Phone Number * **Ext** **Type ***

Email *

CalVCB Advocate PIN

All Languages Spoken (other than English)
 [Add](#)

Language [Remove](#)
No records saved

Sign-in Security Questions

Question 1: * **Answer ***

Question 2: * **Answer ***

Question 3: * **Answer ***

Customer Service Verification Passcode

The Customer Service Verification Passcode is a code word used to protect your confidential information. You will be asked for this passcode any time you contact the Customer Service Help Desk.

Passcode * **Passcode Hint ***

Terms and Conditions

You must agree to the Terms and Conditions to create a CalVCB Online Access account.

I have read and agree to the [Terms and Conditions](#)


[Cancel](#) [Continue](#)

Victim Advocate Account Creation

- CalVCB Online sends the Victim Advocate a confirmation email to activate the online account.
- The email link expires in **24 hours**, but Victim Advocates may request a new confirmation email up to 30 days after account creation.
- The Advocate will receive a confirmation message when they successfully activate.

Account Confirmation Email

CalVCB Online Account Registration Confirmation

 CalVCB Online <CalVCBOnlineAccess@victims.ca.gov>
To

[Reply](#) [Reply All](#) [Forward](#) [More](#)

Mon 7/6/2020 10:38 AM

Hello, Jane Smith,

Thank you for creating CalVCB account **Jane Smith**. To confirm your account, click on the button below.

[Activate Your Account](#)

This button will be valid for 24 hours.

Please add CalVCBOnlineAccess@victims.ca.gov to your approved email contacts or to your IT Department's list. This will prevent missing future emails from CalVCB Online.

Note: Protecting your information is important to us. Each time you access this site, you will be asked to login. You may be asked to verify your identity.

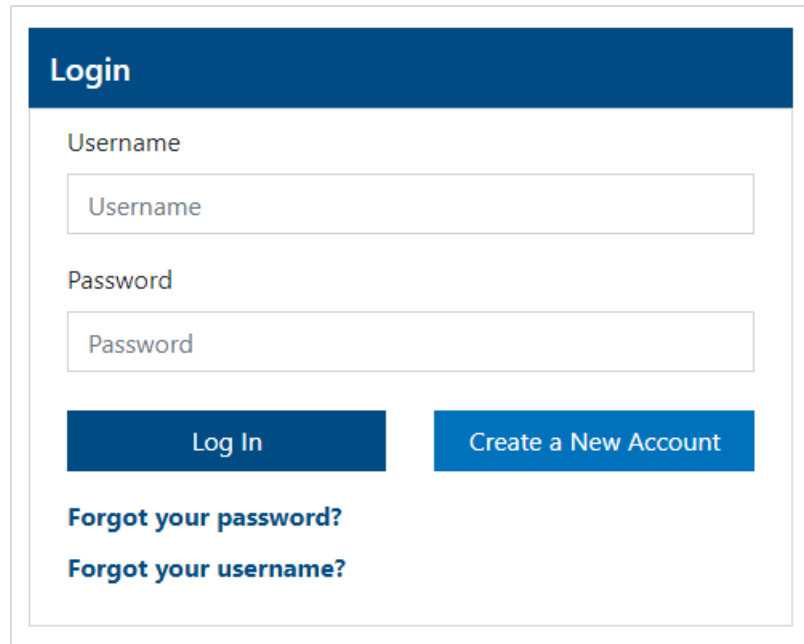
If you did not complete this request or if you believe you received this message in error, call us at 1 (800) 777-9229 or email us at CalVCBOnlineAccess@victims.ca.gov

Thank you,

California Victim Compensation Board

Victim Advocate Account Log-In

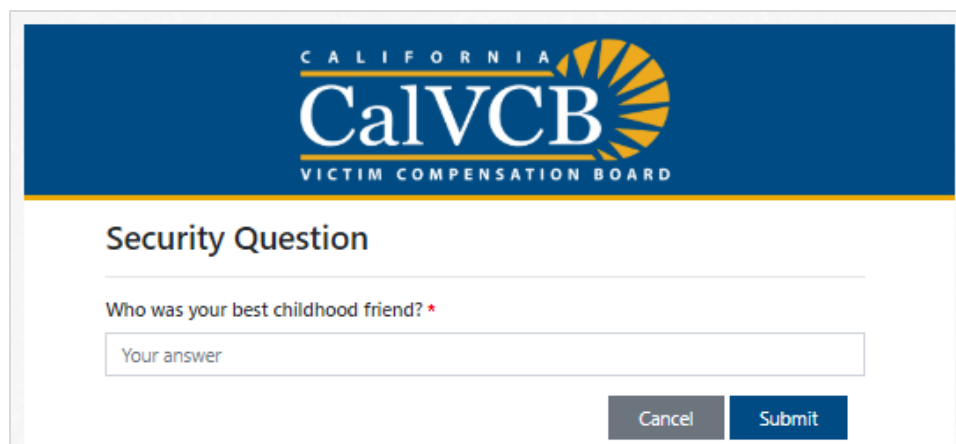
- Advocate Users log-in with the username and password set-up during Account Creation.



The screenshot shows a login interface with a dark blue header containing the word "Login" in white. Below the header are two text input fields: "Username" and "Password", each with a light gray placeholder text of the same name. At the bottom of the form are two buttons: a dark blue "Log In" button and a blue "Create a New Account" button. Below the buttons are two links: "Forgot your password?" and "Forgot your username?" in blue text.

Through the Login Pane users may request:


- Password reset – automatic email that sends the user a temporary password to reset their password.
 - Username – requests the user's email, then asks the user a security question, if answered correctly the user is presented with their username.
- For the safety of applicant information each time a user logs in they will be asked to answer a random **security question**.



The screenshot shows a security question interface. At the top is the CalVCB logo with the text "CALIFORNIA CalVCB VICTIM COMPENSATION BOARD". Below the logo is the heading "Security Question". The question is "Who was your best childhood friend? *". Below the question is a text input field with the placeholder "Your answer". At the bottom right are two buttons: "Cancel" and "Submit".

Victim Advocate Account Initial Log-In

- At the initial log-in the Victim Advocate is presented with the Confidentiality Agreement.



Victim Advocate Application and Agreement/Confidentiality Statement

The California Victim Compensation Board (CalVCB) maintains information regarding claims and applications submitted to CalVCB.

California Victim Witness Assistance Centers (VWAC) operate pursuant to, and in accordance with, California Penal Code sections 13835 and 13835.2, to employ victim advocates to assist victims of crime in the preparation, verification and submission of CalVCB claims. Those same advocates may be considered "authorized representatives" for purposes of the Victim Compensation Program.

The California Information Practices Act, as well as other statutes and case law, outline the rights of CalVCB applicants to receive information from CalVCB. A person submitting an application to CalVCB (applicant), may in writing authorize a victim advocate to act on their behalf in connection with the application. In such cases, the victim advocate representing an applicant is permitted access to that applicant's personal CalVCB application information, with certain exceptions pursuant to law (Gov. Code, § 13952, subd. (d); Cal. Code of Regs., title 2, § 647.24). Significantly, the victim advocate may not disseminate any information except for the limited purpose of processing and verifying an application. (Gov. Code, § 13954, subds. (a), (d)(2).) An unauthorized disclosure, even to law enforcement or the prosecutor, is criminally punishable as a misdemeanor. (Gov. Code, § 13954, subd. (d)(2).)

CalVCB Online provides victim advocates limited application information to support victims of crime and their families.

CalVCB will issue victim advocates a personal identification number (PIN) to access CalVCB Online and obtain limited claim status information on the claims represented by that victim advocate and/or VWAC.

All VWAC advocates with access to CalVCB Online must commit in writing to the following:

- The victim advocate shall not use CalVCB Online or the issued password to access or view application information not represented by that victim advocate and/or VWAC.
- The victim advocate will neither distribute nor share the password with anyone, nor allow anyone to access CalVCB Online.
- The victim advocate will not distribute any information obtained from CalVCB Online, except as permitted by law. In particular, the victim advocate may not disseminate any application information for any reason beyond processing and verification of that application, subject to misdemeanor prosecution. (Gov. Code, § 13954, subd. (d)(2).) Following a conviction, the victim advocate may disclose to the prosecution redacted expenses paid by CalVCB in order to obtain a restitution order against the defendant. (Pen. Code, § 1202.4, subd. (d).) The victim advocate is required to know whether the information obtained from CalVCB Online is confidential and their obligations to protect that information as required by law.
- The victim advocate will, after obtaining needed information from CalVCB Online, log out of the system.
- The victim advocate will only access, use, or disclose information from CalVCB Online to perform their official duties while representing a CalVCB applicant to process and verify the application.

(Agreement continues beyond what is presented in the image)

- Advocate Users must check all the boxes in the agreement and electronically sign it before accessing CalVCB Online.

Victim Advocate Application and Agreement/Confidentiality Statement

I, Jane Smith, am employed as a Victim Advocate with the Sacramento County District Attorney's Office Victim Witness Assistance Center.

I am applying to the California Victim Compensation Board for approval to obtain access to CalVCB Online for the applications which I am authorized to represent.

In signing this agreement, and as evidenced by my signature below, I specifically agree to commit and follow the above listed conditions governing access to CalVCB Online.

Signature *

Date of Signature

07/06/2020

Clear Signature

Full Name

Jane Smith

Telephone Number

8007779229

Email Address

Jane.Smith@victims.ca.gov

Title *

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