CalVCB ONLINE ACCESS

When Applying to CalVCB

- Each adult must have their own CalVCB Online account, unless they are legally dependent on another adult or a minor child.

- Parents, guardians, or conservators can complete applications for themselves and their dependents under one User Account *(minors may apply on their own behalf for benefits under certain circumstances).*
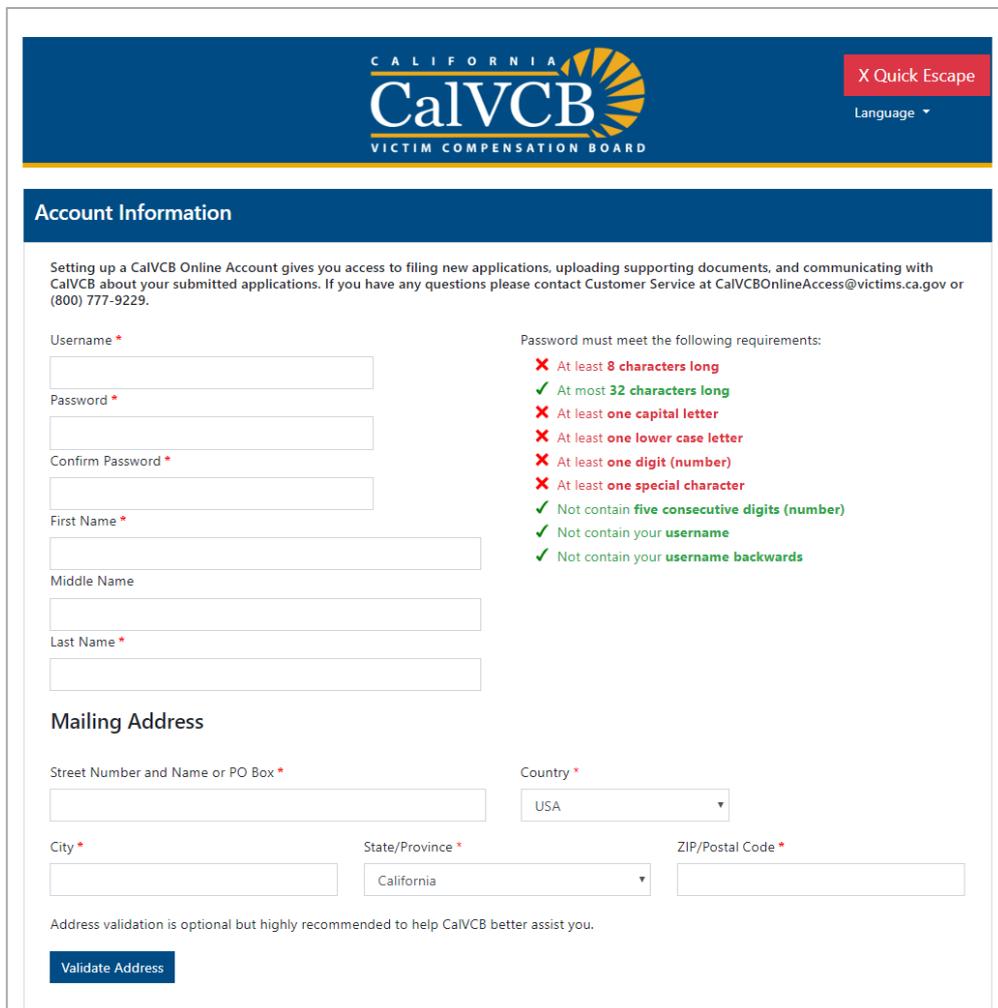
Account Information

Setting up a CalVCB Online Account gives you access to filing new applications, uploading supporting documents, and communicating with CalVCB about your submitted applications. If you have any questions please contact Customer Service at CalVCBOnlineAccess@victims.ca.gov or (800) 777-9229.

Username *

Password *

Confirm Password *

First Name *

Middle Name

Last Name *

Password must meet the following requirements:

- ✗ At least **8 characters long**
- ✓ At most **32 characters long**
- ✗ At least **one capital letter**
- ✗ At least **one lower case letter**
- ✗ At least **one digit (number)**
- ✗ At least **one special character**
- ✓ Not contain **five consecutive digits (number)**
- ✓ Not contain your **username**
- ✓ Not contain your **username backwards**

Mailing Address

Street Number and Name or PO Box *

Country * — USA

City *

State/Province * — California

ZIP/Postal Code *

Address validation is optional but highly recommended to help CalVCB better assist you.

Validate Address

X Quick Escape

Language ▾

Account Creation

- **Quick Escape** – Allows you to exit CalVCB Online quickly.

- **Language drop-down** – English or Spanish options at this time.

- A **red asterisks** indicates a **required field.**

- **Password Criteria** – As the password criteria is met, the red **X** will change to a green ✓.

CalVCB ONLINE ACCESS

CalVCB
CALIFORNIA
VICTIM COMPENSATION BOARD

Communicating with CalVCB

- CalVCB may contact you via CalVCB Online Messages, phone, or regular mail. Please make sure your contact information is up to date. This will ensure your application and expenses are processed as quickly as possible.

- To update your contact information, please log in and go to the Account Information page.

Phone

☐ I do not have a phone

Country *
USA ▼

Preferred Phone Number *

Type *
▼

Email Address

Email Address *

Confirm Email Address *

Sign in Security Questions

Question 1: *
- Please select your question - ▼

Answer *
Security Answer 1

Question 2: *
- Please select your question - ▼

Answer *
Security Answer 2

Question 3: *
- Please select your question - ▼

Answer *
Security Answer 3

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

Passcode Hint *
Hint

User Agreement

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

☐ I have read and agree to the Terms and Conditions

Cancel   Submit

Account Creation

- Please keep your CalVCB account **secure** by setting three **Security Questions** and a **Customer Service Passcode**.

- Carefully read and review the **Terms** and **Conditions** for accessing CalVCB Online.

- Once you complete Account Set-up you will receive an **email confirmation** to **activate** your account.

- If your email confirmation does not arrive in your inbox after ten minutes, check your junk, spam, or trash folders.

- If you do not receive your email confirmation, please contact CalVCB Customer Service (800) 777-9229 or CalVCBOnlineACcess@vctims.ca.gov for a copy.

For additional assistance please contact CalVCB Customer Service at 1-800-777-9229 or CalVCBOnlineAccess@victims.ca.gov