



PRO SE CLAIMANT PORTAL USER MANUAL

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The Fire Victim Trust Pro Se Portal is a secure website connection between you and the Fire Victim Trust Claims Administrator (Cathy Yanni) and the Claims Processor (BrownGreer PLC). It allows you to access your submitted claims materials, view notices, or contact us regarding your claim. It also allows us to share information with you and for you to see the status of your claim. You can see information only for your claim. The speed at which you can navigate the Portal and download documents depends upon the speed of your internet connection.

A. How to Access the Portal.

From your web browser, go to <https://www.firevictimtrust.com>. This is the public website for the Fire Victim Trust.



1. Login.

We have created User Portal accounts for all household and/or family members who are not represented by an attorney using the email address(es) provided on the Proof of Claim Forms. You should have received two emails from noreply@firevictimtrust.com with your Login ID and a temporary password to access the Portal through the Login screen. If you did not provide an email address on our Proof of Claim Form or otherwise have not been granted access to the Portal, check with the other members of your household or family who have at least one Fire Victim claim to see if one of them has access to the Portal. That person can likely give you access or tell you who in your household can do that as the Administrator.

WARNING: The functioning of this Portal depends on us being able to send you emails successfully. Please make sure that your virus and spam filters will not block emails from noreply@firevictimtrust.com.

If we have granted you access to your Portal by sending you separate emails with your Login ID and a temporary password, click Login, enter your account credentials and click the Login button.

Request Access

Home Documents FAQs Contact & Help Login

Fire Victims and their counsel to begin the claims filing process. However, it must be noted by all Fire Victims and their counsel that the existence until the Effective Date has occurred. Click [here](#) for more information.

Sign In [Need help?](#)

* Login ID [Forgot Login ID?](#)

Login ID

* Password [Forgot Password?](#)

Password

* indicates required fields

Login

Request Access

A Two-Factor Authentication screen will appear to verify your identity to ensure the security of your Portal account. Click the Get Code button to receive an access code by email from noreply@firevictimtrust.com at the email address shown. Enter the code that you received by email and click the Submit button to log in to your Portal.

2. **Request Access.**

If this is your first visit to the Fire Victim Trust website and no one in your family or household has been granted access to a Portal, click Request Access to create a secure Portal. You can also find a Request Access button if you click on the Login tab. The Portal will guide you through the steps to determine if you already have login credentials for the Portal or whether you need to ask the Claims Processor to create them for you. You must first select whether you are: (1) an attorney/law firm representing fire victims, or (2) a fire victim without an attorney.



Fire Victim Trust

Request Access

[Home](#) [Documents](#) [FAQs](#) [Contact & Help](#) [Login](#)

ow Fire Victims and their counsel to begin the claims filing process. However, it must be noted by all Fire Victims and their counsel that the Fire Victim Trust will not come in Date has occurred. Click [here](#) for more information.

Request Portal Access to Manage Claims

[Need help?](#)

To request access, you must first select whether you are: (1) an attorney/law firm representing Fire Victims, or (2) a Fire Victim without an attorney. If you are a Fire Victim represented by an attorney, you must contact your law firm for additional information.

- I am a lawyer who represents Fire Victims
- I am a Fire Victim without a lawyer (or assisting a Fire Victim)

Claimant Name:

Claimant Name

Prime Clerk Claim Number:

Prime Clerk Claim Number

Email Address:

Email Address

Search

Request Access

When you select “**I am a Fire Victim without a lawyer (or assisting a Fire Victim)**”, Claimant Name, Prime Clerk Claim Number and Email Address search fields appear. Use one or more of these fields to determine whether your information or that of a household or family member with at least one Fire Victim claim has been preloaded into a Portal based on a Proof of Claim Form submitted during the pre-Trust registration process and/or to the Prime Clerk. Review the search results and proceed with the appropriate option below:

(a) Your Name is in the Search Results. If you are listed in the search results, you already have access to a Portal. Check that the email address listed in the results is correct and if so, check your email inbox and junk folder to locate the emails from noreply@firevictimtrust.com granting you access to the Portal. If you cannot locate these emails, go to the Login screen and use the Forgot Login ID and Forgot Password functions to access the Portal. If you continue to have issues or listed email address is incorrect, give us a call at 1(888) 664-1152 or email us at noreply@firevictimtrust.com.

(b) A Household Member is in the Search Results. If you are not listed in the search results, but you see a member of your family or household listed, contact the Claimant Administrator for your household to gain access to the Portal.

(c) Search Results Do Not List You or Any Household Members. If you do not see your name or the name of any other household or family member with a Fire Victim claim listed in the Search Results, click the Request Access button. Select whether you

are an individual Fire Victim or a business, trust, or estate that suffered losses from one of the eligible fires. Provide the requested information and your Prime Clerk Claim Number if you know it, click the “I’m not a robot” box and then the Submit button to submit your request for Portal access. A message will appear confirming your request and informing you that the Claims Processor will review it and send you separate emails with a Login ID and temporary password to access your Portal. Click the Yes button to proceed with your request.

3. First Time Access Requirements.

(a) Change Password. We provide you with a temporary password when granting you access to your Portal. The first time you log into your Portal, you are prompted to change your password. Enter your current password and new password of your choosing in the appropriate fields, then click the Submit button to change your password. Your Password must satisfy five requirements:

- (1) At least one capital letter;
- (2) At least one numeral;
- (3) At least one special character, such as !, #, \$, % or the like;
- (4) At least eight characters long; and
- (5) No spaces.

These requirements will display in a pop-up box as you type a password in the Password field.

(b) Portal User Agreement. The first time you access your Portal and after you change your password, the Fire Victim Trust Portal User Agreement will appear. The Portal User Agreement explains the terms and conditions by which you may use the Portal. Before you can proceed, you must accept this Portal User Agreement by selecting “I Agree” and clicking the Submit button at the bottom of the screen. This Portal User Agreement appears only the first time you use the Portal. You may view the Portal User Agreement any time you wish by clicking the Portal User Agreement link on the Home screen of the Portal.

4. Allow Pop-Ups.

Several functions of the Portal require you to be able to open documents. Adjust the settings of your web browser always to allow pop-ups from this site.

5. Forgot Login ID/Password.

Click the Forgot Login ID/Password links to retrieve your Login ID or Password.

(a) Forgot Login ID. Click the Forgot Login ID? link and enter your email address. Click the “I’m not a robot” box and the Send My Login ID button and you will receive an automatic email from noreply@firevictimtrust.com with your Login ID. Return to the Portal Login screen to log into the Portal.

(b) Forgot Password. Click the Forgot Password? Link and enter your email address and Login ID. Click the “I’m not a robot” box and the Send My Password button and you will receive an automatic email from noreply@firevictimtrust.com with a temporary Password. Log in to your Portal using that temporary Password and follow the instructions to change your Password.

6. Other Fire Victim Trust Website Features.

From the Fire Victim Trust website, you can also access important documents, FAQs, contact information, and report potential fraud.



(a) Documents. Click Documents to access links to copies of important documents about the Fire Victim Trust. Check this page often for updates and new documents, orders from the Bankruptcy Court, or information from the Administrator of the Fire Victim Trust. There is also a section that provides links to forms that the Fire Victim Trust created to assist in the administration of the Program.

(b) FAQs. Click FAQs to access a link to a PDF of the Frequently Asked Questions for the Fire Victim Trust. Check this page often for updates to these FAQs as more information becomes available.

(c) Contact & Help.

(1) Contact Us. If you need assistance, click the Contact Us link under the Contact & Help tab. It lists the different ways you can contact us.

(2) Report Fraud. If you suspect or know of any potential fraud concerning the Fire Victim Trust, click the Report Fraud link under the Contact & Help tab. You can report the potential fraud by phone, email or the comment submission box on the screen. If using the comment submission box, provide as much detail as you can, click the “I’m not a robot” box and the Submit button.

Report Fraud

If you suspect or know of any potential fraud concerning the Fire Victim Trust, you can report it using any of these methods:

☎ 1-888-664-1152

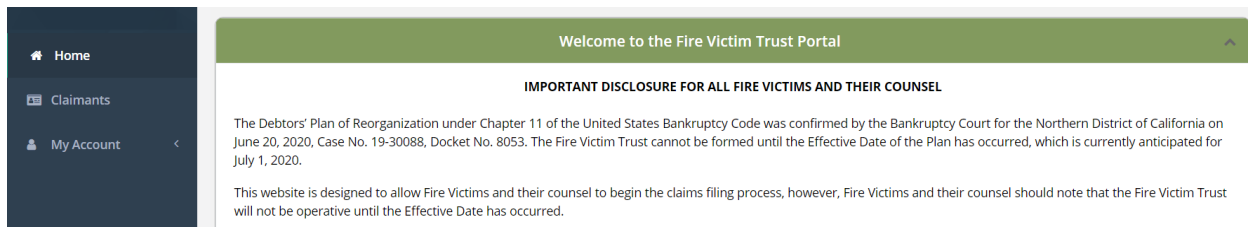
@ info@firevictimtrust.com

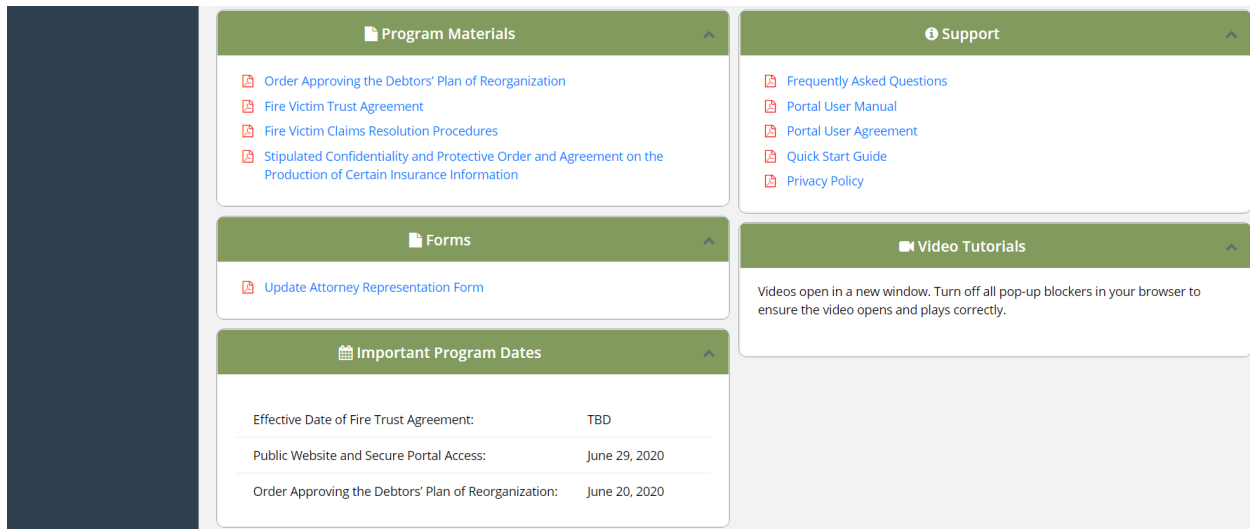
➔ Through the comment submission box below

Regardless of the method you choose, please include as much detail as possible about the potentially fraudulent activity so that we can fully investigate. Please describe, to the extent of your knowledge, when the activity happened, who is involved, how you know about the activity, and if any other person(s) may have information about the activity. We will keep your identity and the source of this information confidential.

B. Fire Victim Trust Pro Se Portal Home Screen.

The Fire Victim Trust Pro Se Portal screen provides you with Program materials, support documents and important Program deadlines. You can also navigate to other features of the Portal using the links on the left side the screen.





1. **Program Materials.**

You will find important Program materials in this section of the Home page. Click on the document that you would like to access.

2. **Support.**

This section provides helpful materials related to the Portal and the Program. The FAQs link contains a PDF of the Frequently Asked Questions for the Fire Victim Trust. Click the Portal User Manual link to access this Pro Se Portal User Manual for detailed information on how to navigate the Portal. The Portal User Agreement link displays the Fire Victim Trust Portal User Agreement to which you agreed when you accessed the Portal for the first time. Click the Quick Start Guide to review a checklist of tasks you can complete to help you prepare to provide claims information beginning on July 1, 2020.

3. **Forms.**

The Forms section gives you access to forms that you may need to use in the Program. Click the Update Attorney Representation Form link if you wish to update the law firm which represents your claim(s) with the Fire Victim Trust.

4. **Video Tutorials.**

This section will provide helpful video tutorials on the Portal and the Program.

5. **Important Program Deadlines.**

The Important Program Deadlines section lists important Program dates that may affect you.

C. Claimants.

Before you can enter any information or take any action on the Portal, you must confirm that the correct Claimants are linked to you as your family and/or household members. Click the Claimants link on the left navigation menu to review the Claimants who appear in the table on the Claimants screen.

Claimants

Review Claimants Associated with Your Account

The Claims Processor created your Portal to include the claimants appearing in the table below based on information from Proof of Claim Form(s) ("POC") filed directly with Prime Clerk. When multiple claimants appeared on a single POC, those claimants should appear below. In situations where claimants appeared on different POCs but had the same address(es), those claimants also should appear below.

Before you can enter any information or take any action on the Portal, you must review the claimants appearing below. If every claimant listed should appear in your Portal, click the Confirm button and follow the steps on that screen. If any claimant should not appear in your Portal or there are claimants missing, click the Contest button and follow the steps on that screen.

[Confirm](#) [Contest](#)

The list of claimants associated with this account appear below. Click the Claimant ID to access additional information about this claimant.

 Claimants

Claimant ID	Name	Claimant Type
1039973	Jane Smith	Individual
1		

We created your Portal to include the Claimants who appear in the table based on the information about your family and/or household members provided in the Proof of Claim Form(s) filed directly with Prime Clerk. If you listed more than one Claimant on your Proof of Claim Form, then they will appear in the Claimants table. If other Claimants filed Proof of Claim Forms using the same address that you used, they will also appear in the Claimants table.

1. Confirm/Contest Claimants.

- (a) Confirm.** If every Claimant listed in the Claimants table is a household and/or family with at least one Fire Victim claim and should be linked to you in your Portal, click the Confirm button. The Confirm message box will appear. If you agree that the Claimant(s) linked to this Portal is/are correct and there are no additional Claimants who should appear, click the Yes button to submit your confirmation.
- (b) Contest.** After reviewing the Claimant(s) linked to this Portal, click the Contest button if there is either (1) at least one additional Claimant who should appear or (2) there is at least one Claimant who appears but should not. A Contest message box will appear. You must provide an explanation in the Comments field as to what the issue is so that we can resolve it for you. If one or more Claimants are missing, provide as much information as possible about these Claimants, including name, loss location(s), and/or

the Prime Clerk Claim Number(s) assigned to the Proof of Claim Form(s) you filed with Prime Clerk. If one or more Claimants should not appear in this Portal, tell us which Claimant(s) we need to remove from your Portal. Include as much detail as possible to assist our review. Click the Yes button to proceed with submitting your Contest information.

2. Claimant Details.

To view the Claimant Details for you or a Claimant associated with you, click the Claimant ID link for that person in the Claimants table.

(a) Claimant Information. We obtained the contact information in this section from the Notice Party data in Question 4 of your Proof of Claim Form. Click the Edit Claimant Details button to make changes to this information.

Claimant Details

←
Edit Claimant Details

Claimant Information

Claimant ID: 1039973	Name: John Wilson
Date of Birth:	Claimant Type: Individual
Group ID: 166615	Taxpayer ID:
Representation: Pro se	

(b) Loss Location Information. The information in the Loss Location section was obtained from Question 8 of your Proof of Claim Form. You cannot change an existing Loss Location, but you can add and remove addresses. To add a new address, click the +Add Loss Location button, enter the new location information and click the +Add button. A message box will appear asking whether you want to add this Loss Location to other members of your Group. Click the Yes or No button as appropriate. To remove an incorrect Loss Location, click the red trashcan next to an existing address. It will be removed after you confirm that you want to delete it.

Loss Location Information

Address	County	APN	Fire Type	
123 Main Street, Paradise, CA 95969	Butte	148-135-023-000	Camp	✎ 🗑

+ Add Loss Location

(c) Plaintiff Information Used to Create Claimant. We created each Claimant ID from the information in the Proof of Claim Form(s) filed with Prime Clerk. We created one Plaintiff ID for every plaintiff identified. In situations where it appeared that one plaintiff had more than one Plaintiff ID, we combined those Plaintiff IDs to create one

Claimant ID. The Plaintiff Information Used to Create Claimant table identifies each Plaintiff ID that we used to create the Claimant ID for the selected Claimant.

Plaintiff Information Used to Create Claimant

Confirm
Contest

Plaintiff ID	Name
119814	John Smith

Click the Plaintiff ID link to view the Plaintiff Details for each Plaintiff. Click the Confirm button to agree that we correctly combined Plaintiffs as one Claimant. If you do not agree with how we grouped together Plaintiffs and think that one or more of the Plaintiffs appearing in the table are not the same person, business, trust, or estate or that there are other Plaintiffs who should appear in this table, click the Contest button. You must provide an explanation in the comments field of the Contest box that appears as to why you disagree so that we can conduct additional research and analysis to correct the situation.

(d) Documents. The Documents section contains a Claimant Documents table that displays the documents that you or other members of your family and/or household have uploaded to the Portal. Click the Document ID link in the Documents table to view a PDF of the selected document. You can upload documents to your Portal using the Upload Claimant Documents button in this section.

Documents

👤
Claimant Documents (2)

Uploaded Files:

🔍 Hide Documents

📁 Upload Claimant Documents

Filter:

Document ID	Document Type	Upload Date	
128618	Communication Email	06/26/2020	🗑️
115429	Proof of Claim (Fire Claim Related) - Filed	05/12/2020	🗑️

Click the Upload Claimant Documents button in the Claimant Documents tab to upload any documents to the Portal for you and/or your household group. This Upload box with appear:

Upload

Click the Choose File button to navigate to the file location on your local network. You can upload any file that is an Excel, PDF, Outlook MSG, EML, DOC/DOCX, TIFF, PNG, BMP, JPEG, TXT, HTM/HTML, MP4, MOV, WMV, AVI, FLV and ZIP.

Document Type: * -- Select -- ▼

You may provide additional detail about a document by entering text in the Description box below.

Document Type Description

Select File: * Choose File No file chosen

Click here if you want to make this document available to all claimants in this group

Upload
Cancel

Use the Document Type drop-down menu to select the type of document you wish to upload to the Portal. You can provide additional detail about the document by entering it in the Document Type Description field. Click the Choose File button to locate the file on your computer or server that you need to upload. After you have selected the required document, confirm that the file path and name are populated in the Upload Document field. Click the check box below “Select File” if you want to make this document available to all Claimants in your group. Click the Upload button to upload the selected file. A message should appear informing you that the document was uploaded successfully. The document will now appear in the Documents table.

- (e) Previously Provided Information.** All Claimants must have filed a Proof of Claim for their claims or those of their family. Links to this form and any other forms previously filed through the pre-Trust registration process or with Prime Clerk will appear in this section.

Previously Provided Information

Proof of Claim Forms
CMO 5 Damages Questionnaire
Business Loss Questionnaire

Document ID	Document Type
79656	Proof of Claim (Fire Claim Related) - Filed

Click the Document ID link to view the selected document.

D. My Account.

Click the My Account link on the left navigation menu to access the Profile and User Management (if authorized) screens.

1. Profile.

Click the Profile link under My Account to make any changes to your email address, phone number, password or whether you want to enable/disable Two-Factor Authentication.

2. User Management.

If you are responsible for managing the Portal Users for your linked household and/or family members, click the User Management link under My Account to view the User Management screen.

User Management

Manage Users to Your Portal

You are an Administrator for your Portal account, and you can grant, edit, or remove access to other users for this Portal. To do so, click the Manage Users button. For security purposes, each person accessing the Portal must have his or her own login credentials. Users may not share the same credentials. The Administrator can designate other users as an Administrator.

[Manage Users](#)

Click the Manage Users button to grant, edit or remove access to the Portal. This screen will appear:

Portal Users

[←](#)

To grant access to your Portal to someone else, click Add New User and enter the required information. The new user will receive an email containing his/her Login ID and a separate email with his/her password. If you want, you can grant this person administrator access that will allow that person to create other users.


Click the Edit button to the right of the user's name in the table below to make any changes to that user. After you make your changes, click the Update button. You can remove a person's access to your Portal by clicking the Edit button, unchecking the Active box, and clicking the Update button.

[Add New User](#)

[All Users](#)

Login ID	Name	Email	Status	
jsmith3456	John Smith	jsmith3456@gmail.com	Active	Edit

(a) **Add New User.** To grant access to the Portal to another family member and/or member of your household with a related Fire Victim claim, click the Add New User button and provide the required information. You will need to input a Login ID for the New User and use the Verify button to verify that the Login ID is available. You can designate a User as an Administrator by checking the box next to “Can function as Administrator”. Click the Add button and confirm that you want to proceed to add the New User. We will send the new User an email containing his/her Login ID and a separate email with his/her Password. For security purposes, each person accessing the Portal must have his or her own login credentials. Users may not share the same credentials.

(b) **Edit User.** Click the  button to edit the User’s contact information or designate the User as an Administrator. To remove a Portal User’s access entirely, uncheck the Active box. Click the Update button to save any changes that you make.

E. Logging Off.

1. Log Out Link.

To log off the Portal, click the Log Out link on the top right-hand side of the screen. You will see a Log Off screen informing you that your Log Off request has been processed and that your session is no longer active. Click the Go to Fire Victim Trust Portal Login Screen link if you wish to log back in.

2. Session Timeout.

If you open a session on the Portal and do not execute any activity for 60 minutes, your session will time out for security purposes. If that happens, you must log back in to resume. When you attempt to log in after the Portal timed out, or after you closed your previous session without logging out, you will receive a warning message that there is another open session attached to your Login ID. Click the Continue button to close your previous session and continue logging in.

F. Technical Support.

If you experience any technical problems with the Portal or need any assistance using it, call us at (888) 664-1152.