Introduction to GAA Injury Benefit Fund Claims Portal

With effect from 2 December 2019, DWF Claims have been appointed by the GAA to handle all claims in respect of the GAA Injury Benefit Fund

This is a User Guide for Clubs advising them how to log new claims and review existing claims for their respective clubs.

Logging into the Portal

All GAA Injury Benefit Fund claims must be reported using the on-line claims application available at https://gaabenefitsportal.dwfclaims.com.
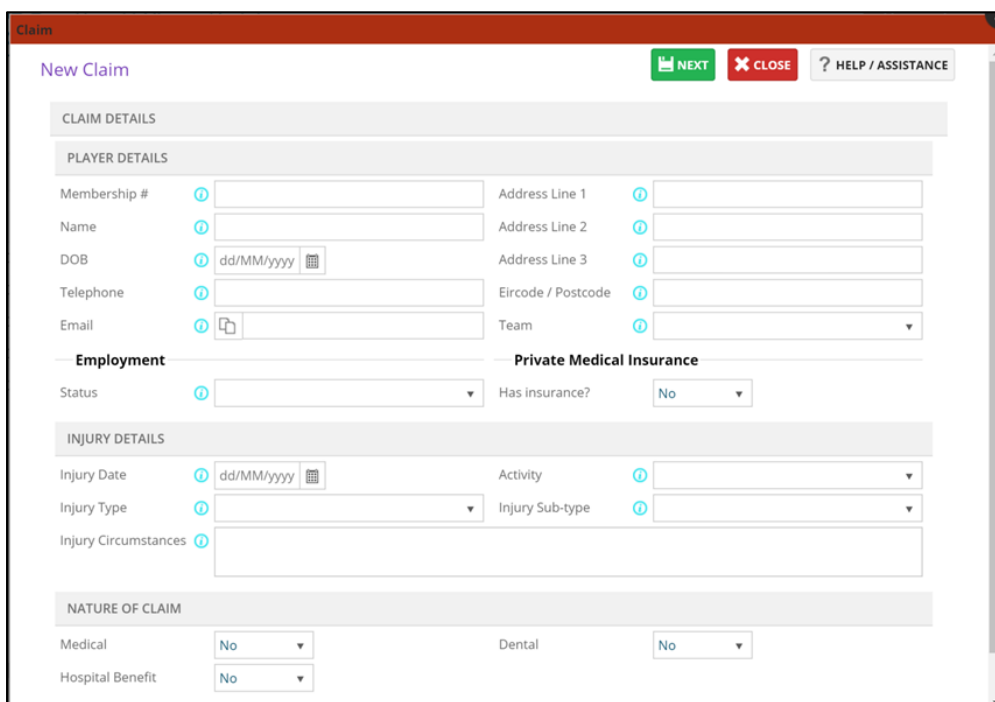
Homepage

The portal has been designed to link into the DWF Claims system (known as Claimsview) such that registered clubs can (A) submit a new claim and (B) view / update all existing claims.

A. Submitting a new claim

Clicking on the 'Submit a New Claim' button will take you to the claims notification page:

The form is intuitive and will alert you if you fail to properly complete any of the mandatory fields required to successfully log a new claim.
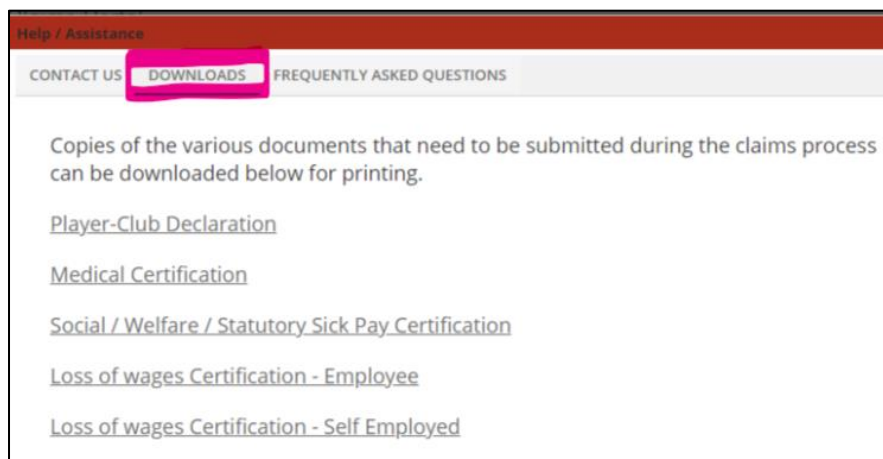
Once the claim form is properly completed and submitted, you will receive an automatic acknowledgement and the claim will be automatically created in Claimsview in real-time.

(Please note that your County Secretary will also be required to approve this claim and no claim shall be paid until such time the all required documents are submitted and the claim is approved).
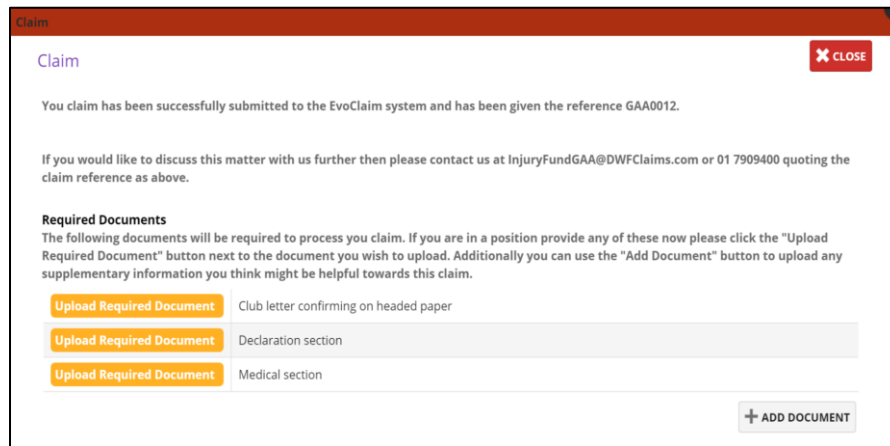
At this point you will have the opportunity to upload required supporting documentation by clicking the 'Add Document' button.

If you do not have a copy of the required templates needed to add some of the documents, then these can be downloaded from the Downloads section within the 'Help / Assistance' button on the Homepage:

You will then be returned to the Claims Summary page.

B. Viewing Existing Claims

From the homepage you can view summary details on any existing claim by clicking on the relevant blue **VIEW** button on the far left side of the screen. You will then see an individual claim window with 3 tabs:

1. Summary

This is where you can view the latest financial position of the claim:

2. Claim Details

This is where you can review the claim notification details as originally logged:

3. Documents

This is where you can view the Documents that are outstanding, as well as upload additional documentation:
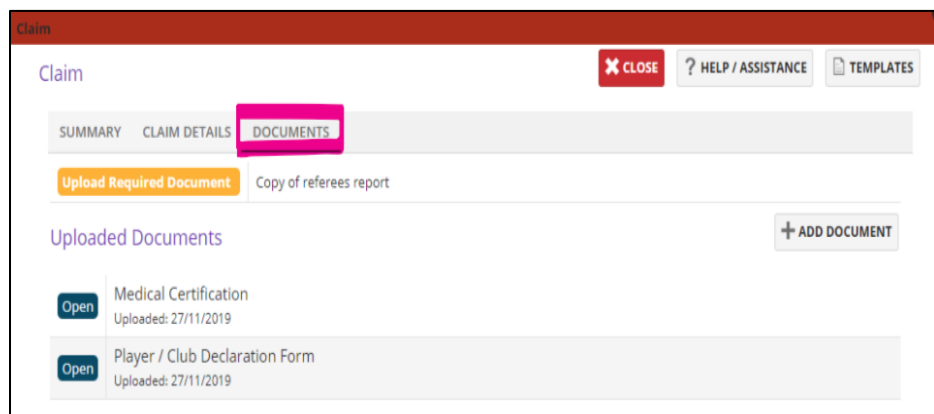
There are a number of mandatory documents required to be submitted depending upon the Nature of Claim(s) types selected when submitting the claim and these will be listed (see above) in your claim acknowledgement message and also in the Documents tab of each Claim.
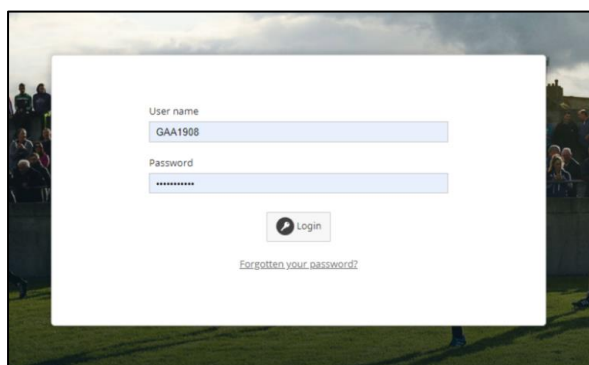
Logging Off

You can logoff by clicking on your ClubName icon in the top right corner of your portal page and selecting 'Logoff'.

Resetting Your Password

There are two ways that you can reset your password.

Reset 1:

On the Login homepage click the link 'Forgotten Your password?'

Reset 2:

Click on your ClubName icon in the top right corner of your portal page and selecting 'Change Password'.

Help / Assistance

There are 'Help / Assistance' buttons located on numerous pages including the Homepage. Here you will find Frequently Asked Questions which may assist you. Alternatively you can use the 'Contact Us' page to communicate with us directly.