NZCRS Portal Access Guide

The NZCRS homeowner portal is designed to provide access and
visibility to documents and communication relating to residential insurance claims registered with the NZCRS. This guide contains instructions on how to access and use the NZCRS homeowner portal.

FIRST TIME USE

If you are using the portal for the first time, you will need to enter the temporary password supplied to you via email. Once this has been entered you will be prompted to create your own password. The password must meet the following criteria:

- Must be at least 10 characters long
- Must contain letters, numbers and a character that is not a letter or a number (for example: "!")

Dear New Customer,

Welcome to the New Zealand Claims Resolution Service (NZCRS) Homeowner Portal. Please find your log-in details and link to the portal below.

The portal provides you with visibility of your information, case progress, and next actions. We will upload reports and other documents as we receive them; you can also use the portal to upload your own photos, documents, or reports.

Your username and temporary password are shown below:

Username: myemail@email.com
Temporary Password: xxxxxxx

Please click here to access the portal, then:
1. Enter your username and temporary password
2. Change your password as prompted

A short how-to guide to help you access and navigate the portal is available here.

PORTAL LOGIN

1. Go to the NZCRS home page at www.nzcrs.govt.nz and click on the **'Login'** button on the top right corner of the page.

2. Enter your username and password. Your username is the **email address** you supplied when registering with the NZCRS. If you have forgotten your username, please either send us an email at – contact@nzcrs.govt.nz or give us a call on 0508 624 327.

3. If you have forgotten your password, please click on **'forgot your password?'**. You will be asked to enter your email address so we are able to send you a link to re-set it. If you would like some assistance with re-setting your password, please either send us an email at contact@nzcrs.govt.nz or give us a call on 0508 624 327.

Login

New Zealand
Claims Resolution Service

Login to your account

Username

Password

Remember me   Login →

Forgot your password?

Your password must be at least 10 characters long and needs to contain letters, numbers and a character that is not a letter or a number. If you would like help setting your password please email contact@nzcrs.govt.nz or call our Freephone number 0508 624 327.

If you need assistance navigating the portal please refer to the portal guide

Once you have successfully entered your username and password and clicked Login you will be taken to the home page of the portal.
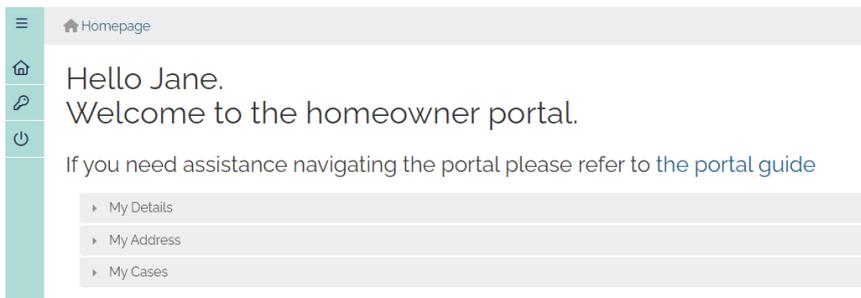
You are able to change your password by selecting the key on the top left menu. The house symbol will take you to the home page and the power button at the bottom is used to log out of the portal.
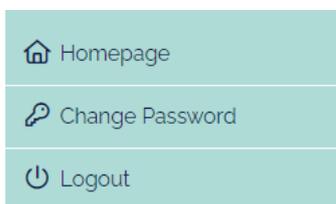
On the home page you will be able to see the personal details you provided and some case related information regarding your claim.

The three sections are:

- **MY DETAILS:**
  You will see your personal information including name, phone number and email address.

- **MY ADDRESS:**
  In this section you will see your residential address on the lefthand side and your postal address on the righthand side.

- **MY CASES:**
  Here you will see your case(s). If you have more than one property registered with the NZCRS they will all appear in the same portal and will be listed in this section. Here you can click on the **blue highlighted** case number to open the details about your case.

NAVIGATING YOUR CASE

1. Click on the case number to access your case.
   You will see five dropdown sections, these are:

   Case Details,
   Case Tasks,
   Documents,
   Claim Details,
   Case Manager / Insurer Details.

2. **CASE DETAILS:**

   This section includes information about your case including the following:

   - **Case Number** is the case number that has been allocated to your case by the NZCRS.
   - **Case Subject** is a brief title or description about your case, to help identify.
   - **Case Details** is a more in-depth description of the case.
   - **Case Status** shows if the case is open or closed with the NZCRS.
   - **Insurance Provider at Time of Event** is the private insurance company that had insured the property at the time of the specific event.
   - **Claim With** shows who is handling your claim, whether this is Toka Tū Ake EQC or a private insurer.
   - **Property Owned at Time of Event** shows if you did or did not own the property at the time of the event.
   - **Property** shows the address of the affected property - this may be different to your residential address.
   - **Closed Date** will show the date your case was closed with the NZCRS.
   - **Closed Reason** will show the reason that the case has been closed.

3. **CASE TASKS:**
   Tasks represent actions and steps that have been set for your case. In the example below you will see there are three tasks that have been set for this case and all of them have been completed. You are able to see what tasks have been set, when it is to be completed and who it is assigned to.

Task	Comments	Target Start Date	Target Finish Date	Complete Date	Complete	Assigned To	Created Date	Created By
Hold Initial Customer Meeting	Could not make meeting had to be re-arranged for tuesday	30/10/2019	30/10/2019	30/10/2019	✓	NZCRS	30/10/2019	NZCRS
Send Consent		31/10/2019	05/11/2019	30/06/2020	✓	NZCRS	30/10/2019	NZCRS
Assign Broker		31/10/2019	05/11/2019	30/06/2020	✓	NZCRS	30/10/2019	NZCRS

4. **DOCUMENTS:**
   In the Documents section you will be able to view and download any documents that have been uploaded to your case. To view and/or download a document, click on the document file name, which is **highlighted in blue**.

Date Uploaded	Document Date	Reference	Document Title	Document	Type	Uploaded By
30/06/2020	30/06/2020	Case 21711	NZCRS Consent Form	Consent-form.pdf (354 KB)	NZCRS Consent Form	NZCRS

5. **CLAIM DETAILS:**
   In this section you will be able to see any of the Toka Tū Ake EQC
   Claim numbers associated with the case, the insurance policy ID,
   the loss location (the address of the affected property) and the status of the claim.

6. **CASE MANAGER / INSURER DETAILS:**
   Here you will find information about your NZCRS Case Manager and your Toka Tū Ake EQC and/or insurer contact.

UPLOADING YOUR OWN DOCUMENTS

1. If you would like to upload a document to a case you can do so by accessing your case and clicking on the **'New Document'** button on the top right hand corner.

2. Once you have clicked on this button it will take you to the screen pictured below. On this screen click on the 'New' button **highlighted in blue** to add a document.

3. Select the **Document Type** from the dropdown menu, type in a **Document Title** for the document and change the **Document Date was Produced** to the date the document was created then click on the '**Select file'** button.

4. Once you have selected your document you can choose if you would like it to be viewable by third parties or not by selecting or not selecting the box on the far right under **'Third Party Viewable'**.

   *If the box is **ticked**, the uploaded document will be visible to NZCRS staff and Toka Tū Ake EQC.*

   *If this box is **unticked**, the uploaded document will only be visible to NZCRS.*

5. If you have more than one document to add, click on the 'New' button again to add another. Once you have finished uploading your documents click **'Save'** – these documents will now be viewable on the case.

   Should you have trouble uploading your documents please email them to contact@nzcrs.govt.nz and we will upload them for you.

   If you have any questions about the guide or the portal, please either send us an email at

   contact@nzcrs.govt.nz or call us on 0508 624 327.