



Q. How can I get to *CIRMA ClaimCentral*?

A. Visit [CIRMA ClaimCentral](#) to enter your username and password.

Q. How do I get registered for a *CIRMA ClaimCentral* account?

A. Requesting an account is easy—simply complete the [CIRMA ClaimCentral User Authorization form](#) and indicate which type of access you need then follow the instructions to submit the form.

Q. What do I do if I forget my username?

A. No problem. Your username is typically your email address. If you can view or report claims for multiple member organizations (this is rare) simply call the *CIRMA ClaimCentral* Helpline at 203-946-3777 and we'll get you squared away. That was easy.

Q. What do I do if I forget my password?

A. You can easily reset your password by clicking "Forgot your password?" on the *CIRMA ClaimCentral* home page.

Q. Does my password expire?

A. Yes. Passwords expire at 45 days and will need to be re-set.

Here are some helpful password guidelines:

- Minimum password length is 8 alphanumeric characters.
- Passwords must contain characters from three of the following four categories:
 - Uppercase characters A-Z
 - Digits 0-9
 - Lowercase characters a-z
 - Special characters (!, \$, #, %, etc.)
- Maximum password age is 45 days.
- Your password cannot be the same as any of your five previous passwords.
- Passwords cannot be identical to the user's ID or contain two consecutive characters from the user's full name.

Q. Does *CIRMA ClaimCentral* time out after a period of inactivity?

A. Yes. The system times out after three hours.

Q. I need extra help. Who can I call?

A. Your CIRMA Claim Team is just a call away at 203-946-3777.

Q. Can I create a test claim in *CIRMA ClaimCentral*?

A. No. Test claims cannot be entered at this time. If you need to make a correction to your submitted claim, your Claim professionals are just a call away—contact the *CIRMA ClaimCentral* Helpline at 203-946-3777.

Q. I submitted my claim. Now what?

A. Once your claim is submitted, you will promptly receive an email confirmation.

Q. Can I share the First Report of Injury email message from CIRMA?

A. Yes. You may send a copy of your confirmation email to designated individuals.