# Portal Access Guide

The GCCRS homeowner portal is designed to provide access and visibility to documents and communication relating their earthquake claim. This guide contains some simple instructions on how to access and use the GCCRS homeowner portal.

PORTAL LOGIN

1. Go to the GCCRS home page at https://www.gccrs.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 GCCRS. If you have forgotten your username please either send us an email at – contact@gccrs.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@gccrs.govt.nz or give us a call on 0508 624 327.

4. **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 eight characters long
   - Must contain letters, numbers and a character that is not a letter or a number (for example: "!")

Login
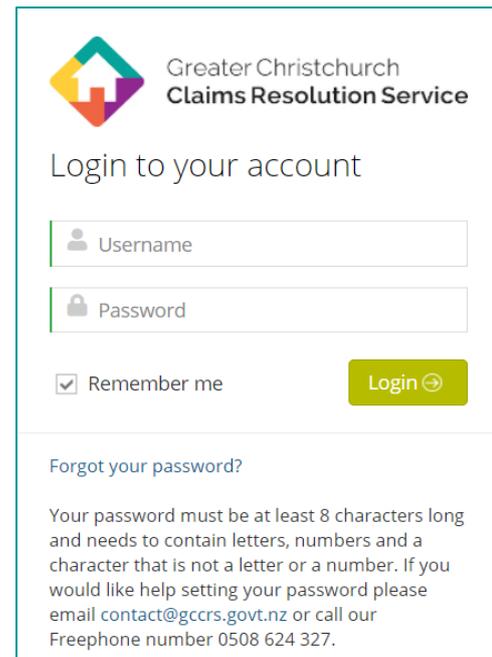
Greater Christchurch Claims Resolution Service

Login to your account

Username

Password

☑ Remember me   Login →

Forgot your password?

Your password must be at least 8 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@gccrs.govt.nz or call our Freephone number 0508 624 327.

HOME PAGE

Once you have successfully entered your username and password and clicked Login you will be taken to the home page of the portal.

Hello Jane.
Welcome to the homeowner portal.

▸ My Details
▸ My Address
▸ My Cases
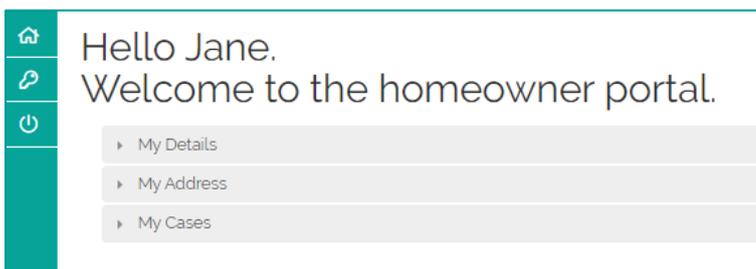
You are able to change your password by selecting the key on the top left menu. The house symbol will take you to the home page and the power button at the bottom is used to log out of the portal.

🏠 Back to home page
🔑 Change Password
⏻ Logout
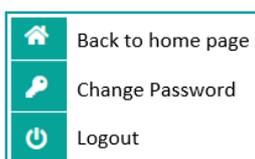
On the home page you will be able to see the personal details you provided and some case related information regarding your claim.

The three sections are:

- **MY DETAILS:**
  You will see your personal information including name, phone number, address and email.
- **MY ADDRESS:**
  In this section you will see your residential address on the left hand side and your postal address on the right hand side.
- **MY CASES:**
  Here you will see your case(s). If you have more than one property registered with GCCRS 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.

Case Number	Affected Property Address
21711	161 Cashel Street, Christchurch Central, Christchurch

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,
   Settlement Support Broker / Insurer Details.

   ▸ Case Details
   ▸ Case Tasks - 3
   ▸ Documents - 1
   ▸ Claim Details
   ▸ Settlement Support Broker / 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 GCCRS.
   - **Case Subject** is a brief title about your case to help identify the case.
   - **Case Details** is a more in-depth description of the case.
   - **Case Status** shows if the case is open or closed with GCCRS.
   - **Insurance Provider at Time of Event** is the private insurance company that had insured the property at the time of the earthquake sequence.
   - **Claim With** shows who is handling your claim, whether this is 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 2010-2011 Canterbury earthquake sequence.
   - **The Property** shows the address of the affected property - this may be different to your residential address.

- If your claim is closed the **Closed Date** will show you the date it was closed with GCCRS.
- **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 3 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.

▼ Case Tasks - 3								
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	✓	GCCRS	30/10/2019	GCCRS
Send Consent		31/10/2019	05/11/2019	30/06/2020	✓	GCCRS	30/10/2019	GCCRS
Assign Broker		31/10/2019	05/11/2019	30/06/2020	✓	GCCRS	30/10/2019	GCCRS

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**.

▼ Documents - 1						
Date Uploaded	Document Date	Reference	Document Title	Document	Type	Uploaded By
30/06/2020	30/06/2020	Case 21711	GCCRS Consent Form	📄 Consent-form.pdf (354 KB)	GCCRS Consent Form	GCCRS

5. **CLAIM DETAILS:**

   In this section you will be able to see any of the 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. **SETTLEMENT SUPPORT BROKER/INSURER DETAILS:**

   Here you will find information about your GCCRS Case Manager and your EQC and/ or insurer contact.

Settlement Support Broker / Insurer Details		
Settlement Support Broker	Test Broker	e: p:
EQC Contact		
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.
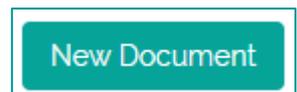
   New Document

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.

Add New Documents for Case 21711, Test Case 161 Cashel Street, Christchurch Central, Christchurch					
⊕ New	Document Type *	Document Title *	Document *	Document Date was Produced *	Third Party Viewable
🖫 Save					

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 GCCRS staff and EQC.*
    *If this box is **unticked**, the uploaded document will only be visible to GCCRS.*

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

    Should you have trouble uploading your documents please email them to contact@gccrs.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@gccrs.govt.nz or give us a call on 0508 624 327.