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Log On

Go to https://gaa.willis.ie
Enter your credentials – username and password
Read the Terms & Conditions and tick the box confirming you accept them.
Click Log On
Create a New Claim

On the Claims Index page, click “Create New”

Fill in the claim form and click “Report Injury”
Using Calendars and Entering Dates

Data can be entered in the “Date of Birth” and “Incident Date” fields in two ways:

1) By typing a date in the format DD/MM/YYYY. For example 14/01/1980 or
2) By clicking the Calendar Icon

When you click the calendar icon, the calendar control appears

By clicking on the top bar of the calendar you can access months (see image below). Click again and you can access years. A third click will allow a wider range of years to select from. Use the arrows on the top corners of the calendar to move backwards and forwards.
In the example above, there are two claims in the system with Web References 1000 and 1001.

The green tick beside claim 1000 indicates that no action is required on this claim - see the claim’s status (the last column on the right) – in this case the Willis Administrator needs to acknowledge this claim.

The red exclamation mark beside claim 1001 indicates the secretary logged in needs to act on this claim - see the claim’s status (the last column on the right) – in this case there is outstanding documentation required.
The Claim Lifecycle

The following diagram shows the online claim’s lifecycle and the different states it can be in, from creation to closure.

1) The Club Secretary creates a claim.

2) The Willis Administrator acknowledges the addition of a new claim to the system.

3) The County Secretary validates and authorizes the claim.

4) Based on the claim submitted, a list of required documentation is generated. The County and Club Secretaries must work with the claimant to complete and send this documentation to Willis.

5) Willis administrators process the claim request

6) Willis administrators close the claim once the process has completed. This marks the end of the online incident’s life.
Viewing a Claim

To view a claim, simply click on it (when in the claims Index view)
To return to the Claims Index view, click the "Cancel" button.

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**INJURY CLAIM NOTIFICATION**

**Claimant Details**

- **Web Reference**: 1000
- **Player Name**: John Smith
- **Member Number**: 41234
- **County**: Dublin
- **Club**: Round Towers Lusk
- **Team**: Football Senior
- **Date Of Birth**: 14/01/1980
- **Address**: 123 Main Street Lusk Co. Dublin
- **Email Address**: johnsmith@someomain.com
- **Telephone Number**: 01 123456
- **Occupation**: Electrician
- **Employment Status**: Self Employed
- **Medical Insurance Type**: Arriva Health Insurance
- **Medical Insurance Description**: Health Starter

**Incident Details**

- **Status**: Willis Acknowledgement
- **Incident Date**: 09/10/2012
- **Incident Date**: 23/10/2012
- **Opposition County**: 
- **Opposition Club**: 
- **Incident Occurred During**: Training Injury
- **Describe Circumstances**: Player tackle
- **Injury Type**: Leg
- **Injury SubType**: Broken Bone/Fracture
- **Injury Level**: No
- **CE Helmet Worn**: No
- **CE Helmet Modified**: No

**Nature of Possible Claim**

- **Loss Of Wages**: Yes
- **Permanent Disability**: No
- **Medical Expenses**: Yes
- **Dental Expenses**: No
- **Supplementary Hospital Benefit**: No
Updating a claim’s status (County Secretaries Only)

In this example we are logged in as the Dublin County Secretary. As shown, the status requires that the County Secretary approves this claim. To approve this claim, click the “Approve” button.
Required Documentation

When both Willis and the County Secretary have authorized and approved a claim it enters the “Documents Required” state.

The County Secretary and/or the Club Secretary work with the claimant to produce the required documentation. When a claim is in this state, a table will be visible listing the documents that need to be sent to Willis. Where available, forms can be downloaded by clicking the “Download” buttons.

Once Willis receives all documentation, the claim is moved to the “Processing” state.