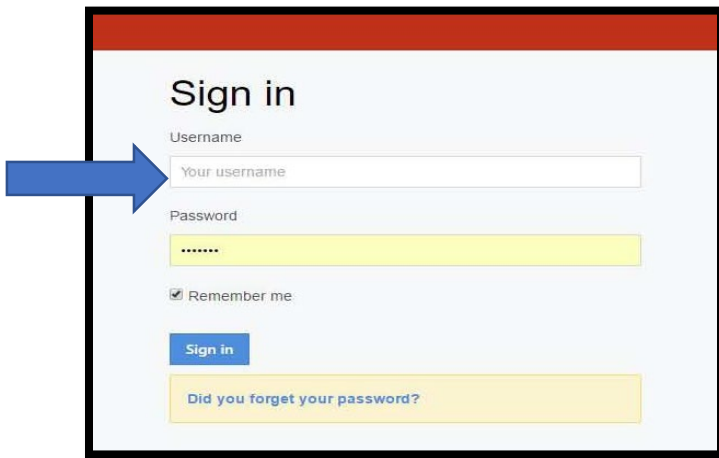


# Logging in to the Claims Management System FAQ



The CAMVAP CMS can be accessed via the CAMVAP website [www.camvap.ca](http://www.camvap.ca). The Claims Management System login page can be accessed by clicking on the 'View My Claim' button.

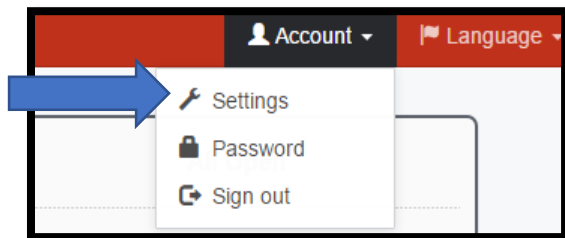
## Why do I receive an error message when I try to



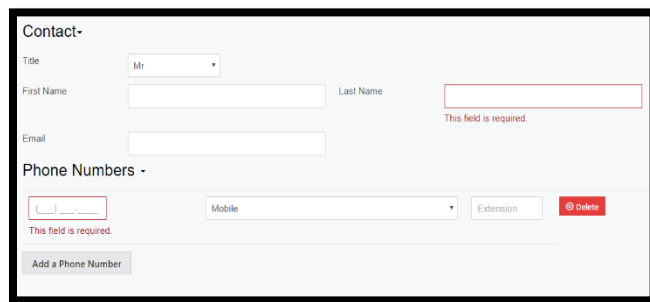
Typically, you will receive an error message when you enter your email address in the 'username' field.

**If you forgot your username** but remember your password, you may contact [info@camvap.ca](mailto:info@camvap.ca) to retrieve your username.

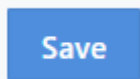
## How do I update my email address and contact information?



After logging into the CMS, click on 'Account' at the top right hand corner. Then, click on 'Settings'.



Update your contact information and then click the blue 'Save' button at the bottom of the page.





## How do I reset my password?

**Sign in**

Username  
Your username

Password  
.....

Remember me

**Sign in**

[Did you forget your password?](#)

1. At the log in page click on 'Did you forget your password?'

**Reset your password**

Enter the e-mail address you used to register

E-mail  
Your e-mail

**Reset password**

2. Enter the email address used to register your CMS account. An email with password reset instructions will be sent to you.

Subject: CAMVAP Password Reset

Dear Arlene Weijers,

A password reset has been requested. This password request will remain valid for 24 hours.

Please click on the following link to reset it - [RESET PASSWORD](#)

You may also copy the link to your browser to reset your password - <https://training.camvap.ca.443/#/reset/finish?key=997527792707322155>

Please add [cms@training.camvap.ca](mailto:cms@training.camvap.ca) to your address book or safe senders list to ensure CAMVAP messages are not forwarded to your junk mail folder.

Regards,  
CAMVAP  
1-800-806-3285

This is an automatically generated email. Please do not reply.

3. Follow the instructions in the password reset email. (Check you junk/spam folder for this email as well)