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myWCB

# Online Administrator Guide

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**eBusiness Support Team**

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Hours: 8:00 a.m. to 4:30 p.m., Monday through Friday (excluding statutory holidays)



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## Introduction

myWCB offers a suite of web-based services that provide a convenient and secure way of doing business with WCB-Alberta. With access to WCB's online services, employers enjoy the ease and efficiency of accessing statistical reports, submitting injury reports, or modifying company information. Health care providers can electronically submit patient injury reports and invoices, decreasing the turnaround time for payment. Workers can view their claim information such as, mailing address, phone number, email address, claim decision and payment information.

Online Administrators are individuals designated the responsibility to manage myWCB access to their WCB account(s), billing number(s), or claim number(s). They can:

- create new users
- approve access
- modify access for existing users
- deactivate users who should no longer have access
- reset passwords
- update user profiles

As an Online Administrator, you will be notified by email when access has been granted to an individual. When access has been requested but can not be automatically granted, your approval will be requested via email.

## System Availability

Please refer to the following page to view the availability time of various systems

[https://www.wcb.ab.ca/public/ebiz\\_schedule.asp](https://www.wcb.ab.ca/public/ebiz_schedule.asp)

## Compatible Browsers

Please refer to following page to view the list of supported browsers

[https://www.wcb.ab.ca/public/ebiz\\_browsers.asp](https://www.wcb.ab.ca/public/ebiz_browsers.asp)

## Signing in

1. Go to the myWCB Sign in page at <https://my.wcb.ab.ca>.

WCB Workers' Compensation Board - Alberta myWCB

myWCB Sign In [?](#) General Announcements

Enter your UserID and Password to sign in to myWCB:

UserID: \*  Forgot UserID?

Password: \*  Forgot Password?

Sign In

New to myWCB?  
Sign up now

By logging in or having access to myWCB, I am agreeing to these Terms and Conditions (effective July 25, 2010).  
To quickly access myWCB in the future, we recommend you bookmark this page.

For assistance, please contact our eBusiness Support Team:  
Email: [ebusiness.support@wcb.ab.ca](mailto:ebusiness.support@wcb.ab.ca)  
Tel: 780-498-7688, toll-free in Alberta: 1-866-922-9221  
Hours: 8:00 a.m. - 4:30 p.m., weekdays  
Fax: 780-498-7866

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2. Enter your UserID and password and then click the **Sign In** button. Please note the password is case sensitive.

## Online Administrator Functions

To administer your users, go to **My Users**, found at the bottom of the screen.

The screenshot shows the myWCB employees portal. At the top, there is a navigation bar with the WCB logo and the text "Workers' Compensation Board - Alberta". On the right, it says "Welcome," and "myWCB employees". Below the navigation bar are three main menu items: "Manage Employer Accounts" (Accounts, payments, clearances), "Claims Information" (Claim reports, medical invoices and information), and "myWCB System and Support" (Security and system). Below this is a "Messages" section with a "Need help?" link and the date "July 23, 2010". The main content area has a "Welcome to myWCB" heading and a "Getting started with myWCB:" section. It includes instructions on how to use the online service and modify access. There are sections for "Browsers" and "Hours of availability". A "For assistance, please contact our eBusiness Support Team:" section provides contact information: Email: ebusiness.support@wcb.ab.ca, Tel: 780-498-7688, Hours: 8:00 a.m. - 4:30 p.m., weekday, Fax: 780-498-7866. A "My Profile" menu is visible, listing: Approve Pending Requests, Create User, Create User From Existing, Change a Password or UserID, Manage User Profile, View Users, and Bulk User Registration. At the bottom, there is a "My Users" menu with the description "Manage the profiles and access of other users". The footer contains copyright information: "Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved." and links for "Web site terms of use", "myWCB terms and conditions", and "Contact us".

The **My Users** menu allows you to:


- create users
- create a new user from an existing user's access profile
- manage a user's profile
- modify a user's access
- approve requests
- deactivate users
- change a UserID
- reset a password

## Creating a new user

Go to **My Users**, click on **Create User**.

The screenshot shows the myWCB website interface. At the top, there is a navigation bar with the WCB logo and the text 'Workers' Compensation Board - Alberta'. To the right, it says 'Welcome, myWCB employees'. Below this are three main menu items: 'Manage Employer Accounts' (Accounts, payments, clearances), 'Claims Information' (Claim reports, medical invoices and information), and 'myWCB System and Support' (Security and system). Below the navigation bar is a 'Messages' section with a 'Need help?' link and a date of July 23, 2010. The main content area features a 'Welcome to myWCB' message, instructions on how to use the service, browser support information, and contact details for the eBusiness Support Team. A dropdown menu is open over the 'My Users' link, with 'Create User' highlighted in red. The footer contains 'My Profile' and 'My Users' links, copyright information for 2010, and a contact link.

Note: Do not use the Back/Forward arrow buttons located at the top of your browser. Using these will result in an error and may require you to re-start the registration process.

1. Enter the profile and company information of the new user, and then click the Next button.
2. A suggested **UserID** will be provided. (It can be changed if required.) Click the Next button.
3. Select the account, billing number, or claim number that you wish to assign the user, and the role(s) that best describes the function they perform. Click  below "Roles" or see Appendix A for information on roles and the corresponding access granted. Click the Next button.

**SECTION 3. ACCESS REQUEST** Section 3 of 5

**User Type**  
 \*Select the type of relationship that most closely represents the user's business with WCB-Alberta.  
 Note: If you are a physician who currently uses medical software, click here.

Employer

**Association Information**  
 Enter the employer's account number.

Account Number:

I would like to manually approve all access requests for the account number [?](#)

I am requesting access for a third party representative for this account number (e.g. accountant, consultant, representative, etc.) [?](#)

**Roles**  
 \*Select the role(s) that best describe(s) the function performed by the user for this account number. [?](#)

Online Administrator       WCB Account Administrator       WCB Account Administrator (cannot view injury data)       WCB Claim Creator

WCB Claim Creator (injury reporting only)       WCB Claim Submitter       WCB Claim Submitter (injury reporting only)       WCB Claims Administrator/Manager

[Start Again](#) [Previous](#) [Next](#)

Note: If the individual is not an employee of the entity identified by the account or billing number, place a check mark beside the statement “I am requesting access for a third party representative”.

- Review your request on the Confirmation screen and make any necessary changes by clicking on the applicable Modify button. Click the Submit button if no changes are required.

**SECTION 4. CONFIRMATION** Section 4 of 5

Review the access requested. If any changes are required, click on the Modify button. Otherwise, click on the Submit button.

UserID: **John.Doe** [Modify](#)

**Profile Information** [?](#) [Modify](#)

Title:	Country Code: Canada/USA/Caribbean (1)	First Name: <b>John</b>	Ext:	Last Name: <b>Doe</b>
Company Name: test	Address:	Phone Number: 790	Position:	Email Address: <b>john.doe@yahoo.com</b>
		City:	Province: Alberta	Postal Code:

**Access Requested** [?](#)

User Type	Association	Assigned Roles	Request Date
Employer	Account Number <b>12345678</b> <b>John's Pub</b>	WCB Account Administrator WCB Claims Administrator/Manager Online Administrator WCB Claim Creator WCB Claim Submitter	Jul 13, 2010 <a href="#">Modify</a>

**Available Services**

- Approve Pending Requests
- Change a Password or UserID
- Create User
- Create User From Existing
- File My Annual Return
- Make a Payment
- Manage User Profile
- Report an Injury
- Request Claim and Premium Reports
- Request Clearances and Manage Subcontractor Lists
- Update My WCB Account
- View My Invoice
- View My PIR Reports
- View My Premium Rate Statements
- View Users

[Start Again](#) [Previous](#) [Submit](#)

A confirmation email will be sent to the user with their password.

## Creating a new user, with same access as an existing user

Go to **My Users**, click on **Create User From Existing**.

The screenshot shows the myWCB employees portal. At the top, there's a blue header with the WCB logo and the text 'Workers' Compensation Board - Alberta'. To the right, it says 'Welcome, myWCB employees'. Below the header are three main navigation tabs: 'Manage Employer Accounts' (Accounts, payments, clearances), 'Claims Information' (Claim reports, medical invoices and information), and 'myWCB System and Support' (Security and system). A 'Messages' section on the right shows a message from the IM Help Desk dated July 23, 2010, with the text 'Need help? Please contact the IM Help Desk at 4357.' The main content area has a 'Welcome to myWCB' message and several informational sections: 'Getting started with myWCB', 'Browsers', 'Hours of availability', and 'For assistance, please contact our eBusiness Support Team:'. A dropdown menu is open over the 'My Users' link, with 'Create User From Existing' highlighted in red. The footer contains 'My Profile' and 'My Users' links, along with copyright information for 2010.

1. In the User Search window, enter one or more fields to find the user you want to duplicate and then click the Search button.
2. Click on the Select button beside the user you want to copy.
3. Enter the profile of the new user and update the company information if required. Click the Next button.
4. A suggested UserID will be provided. (It can be changed if required.) Click the Next button.
5. A confirmation page will be displayed for you to review the access requested. If any changes are required, click on the applicable Modify button. If no changes are required, click the Submit button.
6. A confirmation email will be sent to the user with their password.

## Updating a user's profile

Go to **My Users**, click on **Manage User Profile**.

The screenshot shows the myWCB website interface. At the top, there is a navigation bar with the WCB logo and the text "Workers' Compensation Board - Alberta". To the right, it says "Welcome," and "myWCB employees". Below the navigation bar are three main menu items: "Manage Employer Accounts" (Accounts, payments, clearances), "Claims Information" (Claim reports, medical invoices and information), and "myWCB System and Support" (Security and system). Below these is a "Messages" section with a question mark icon, dated July 23, 2010, and the text "Need help? Please contact the IM Help Desk at 4357." The main content area has a "Welcome to myWCB" heading and a photograph of two people. Below this is a "Getting started with myWCB:" section with instructions. Further down are sections for "Browsers", "Hours of availability", and "For assistance, please contact our eBusiness Support Team:" with contact information. A dropdown menu is open over the "My Users" section, listing options: "Approve Pending Requests", "Create User", "Create User From Existing", "Change a Password or UserID", "Manage User Profile" (highlighted with a red circle), "View Users", and "Bulk User Registration". At the bottom, there are "My Profile" and "My Users" sections with brief descriptions. The footer contains copyright information: "Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved." and links for "Web site terms of use", "myWCB terms and conditions", and "Contact us".

This is where you can update a user's personal, company or contact information, or change their user status.

1. In the User Search window, enter one or more fields to find the user whose profile you want to update. Click the Search button.
2. Click on the Select button beside the applicable user. The following window will be displayed.

The screenshot displays the myWCB online administrator interface. At the top, there is a navigation bar with the WCB logo and the text "Workers' Compensation Board - Alberta". To the right of the logo, it says "Welcome, TU.EMPLOYER.WCBAA.DA" and the myWCB logo with "employers" underneath. Below the navigation bar are three main menu items: "My Account" (Account information, clearances, earnings), "My Claims and Costs" (Claims, rate statements and other reports), and "My Invoices and Payments" (Payments, invoices). The main content area is titled "Profile Information" and contains two sections: "Personal Information" and "Company Information".

**Personal Information**

User Status: Active	First Name: Test	Last Name: Test
Title: Please Select	Re-enter Email Address: test@test.com	Extension:
Email Address: test@test.com	Phone Number: 5555555555	
Country Code: Canada/USA/Caribbean (1)		

**Company Information**

Company Name: Test	Position:	Address:
City:	Province or State: Alberta	Postal or Zip Code: A9A9A9 or nnnn

At the bottom left of the form area, there is a "Return to User Search" link. At the bottom right, there is a "Save" button highlighted with a red rectangle.

Footer information includes "My Profile" (Change my password, manage my profile and access), "My Users" (Manage the profiles and access of other users), and copyright information: "Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved. Web site terms of use | myWCB terms and conditions | Contact us".

3. Update the required information and click the Save button.

## Changing a user's status (active, inactive)

Go to **My Users**, click on **Manage User Profile**.

The screenshot shows the myWCB employees portal. At the top, there is a navigation bar with the WCB logo and 'Workers' Compensation Board - Alberta'. To the right, it says 'Welcome, myWCB employees'. Below this are three main menu items: 'Manage Employer Accounts' (Accounts, payments, clearances), 'Claims Information' (Claim reports, medical invoices and information), and 'myWCB System and Support' (Security and system). A 'Messages' section on the right shows a message from July 23, 2010, with the text 'Need help? Please contact the IM Help Desk at 4357.' Below the messages, there is a 'Welcome to myWCB' section with instructions on how to use the service. At the bottom, there is a 'My Profile' and 'My Users' section. The 'My Users' section has a dropdown menu with the following options: 'Approve Pending Requests', 'Create User', 'Create User From Existing', 'Change a Password or UserID', 'Manage User Profile' (highlighted with a red circle), 'View Users', and 'Bulk User Registration'.

1. In the User Search window, enter one or more fields to find the user whose status you want to change. Click the Search button.
2. Click the Select button beside the applicable user. The following window will be displayed.

The screenshot displays the 'Profile Information' page for an employer. At the top, there are three main navigation tabs: 'My Account', 'My Claims and Costs', and 'My Invoices and Payments'. The 'Profile Information' section is divided into two main areas: 'Personal Information' and 'Company Information'. In the 'Personal Information' section, the 'User Status' dropdown menu is highlighted with a red box and currently shows 'Active'. Other fields in this section include 'Title' (Please Select), 'Email Address' (test@test.com), 'Country Code' (Canada/USA/Caribbean (1)), 'First Name' (Test), 'Last Name' (Test), 'Re-enter Email Address' (test@test.com), and 'Phone Number' (5555555555). The 'Company Information' section includes 'Company Name' (Test), 'Position', 'Address', 'City', 'Province or State' (Alberta), and 'Postal or Zip Code' (A9A9A9 or nnnnn). A 'Save' button is located at the bottom right of the form. At the bottom of the page, there are links for 'My Profile' and 'My Users', along with copyright information for 2010.

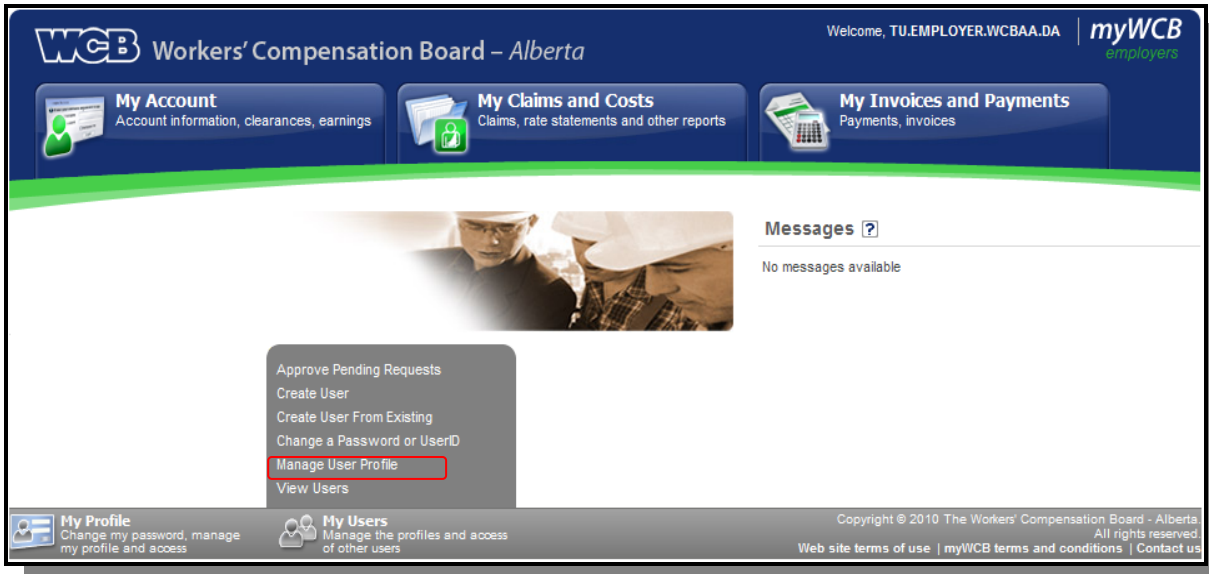
3. Select the applicable User Status option and then click the Save button.

Note: If a UserID has been temporarily suspended due to 10 unsuccessful sign in attempts, you can change their status back to Active. Otherwise, the user will need to wait 15 minutes before trying to sign in.

## Approving pending requests

Online Administrators will receive notification emails when myWCB access requests require their approval. To administer the access, Online Administrators will need to follow the steps below.

Go to **My Users**, click on **Approve Pending Requests**.



1. In the Pending Access Requests window, find the access request you would like to approve. Click the corresponding Select button.  
The User Summary window will be displayed. (See screen shot below.) Prior to approving the request, you may modify the UserID, Profile Information, and access associated with the request by clicking the appropriate Modify button.

The screenshot displays the 'User Summary' page for a user named John.Doe. It includes sections for 'Profile Information', 'Access Requests Awaiting Approval', and 'Current Access'. A table lists an access request for 'Employer' on 'Jun 27, 2010'. The 'Online Administrator(s)' column for this request shows 'Base User' and 'Key facts enabled'. A red box highlights the 'Approve' and 'Deny' buttons next to the request.

User Type	Association	Assigned Roles	Request Date	Online Administrator(s)
Employer	Account Number	WCB Claim Creator	Jun 27, 2010	Base User Key facts enabled

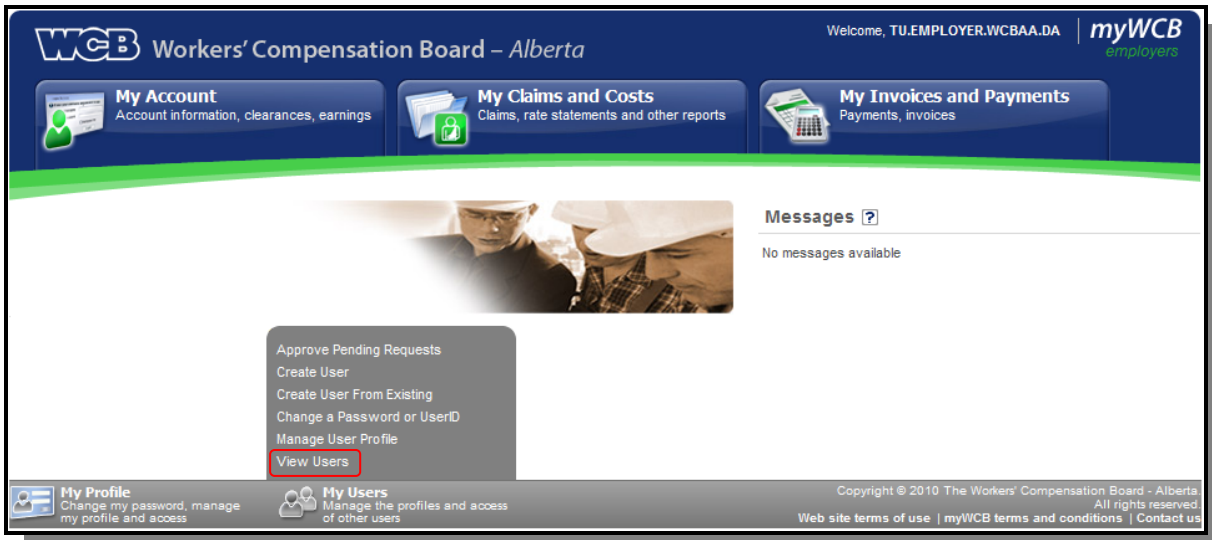
2. To approve the request, click the Approve button. To deny the request, click the Deny button.
3. A dialog box will ask you to confirm the action. To proceed with the approval or denial of the access request, click Yes.

Note: A notification email will be sent to the user advising them whether their request has been approved or denied.

## Adding or removing an account, billing number, or claim number

### Adding an account, billing number, or claim number

Go to **My Users**, click on **View Users**.



1. In the User Search window, enter one or more fields to find the user whose access you want to modify. Click the Search button.
2. Click the Select button beside the applicable user. The following window will be displayed.

The screenshot shows the myWCB online administrator interface. At the top, there are three main navigation tabs: "My Account" (Account information, clearances, earnings), "My Claims and Costs" (Claims, rate statements and other reports), and "My Invoices and Payments" (Payments, invoices). Below these is the "User Summary" section for a user with ID "John.doe". It includes profile information such as title, country code, company name, address, first name, phone number, last name, email address, and user status (Active). A section titled "The following summarizes the access status for this user:" contains a table of "Current Access".

User Type	Association	Assigned Roles	Request Date	Online Administrator(s)	
Employer Doe	Account Number 12345678	WCB Account Administrator John Doe	Jun 30, 2010	Base User Key facts enabled	Modify Remove
Employer Doe	Account Number 7891234	WCB Account Administrator John Doe	Jun 30, 2010	Base User Key facts enabled	Modify Remove

Below the table is a list of "Available Services" including: File My Annual Return, Make a Payment, Request Claim and Premium Reports, Request Clearances and Manage Subcontractor Lists, Update My WCB Account, View My Invoice, and View My Premium Rate Statements. At the bottom right, a "Request Additional Access" button is highlighted with a red box.

3. Click on the **Request Additional Access** button. The following window will be displayed.

**NOTE:** Users may have access to a maximum of ONE physical therapy billing number per myWCB UserID. If access to additional billing numbers is required, separate UserIDs will need to be requested.

The screenshot shows the "Request Additional Access" form. It is divided into three sections: "SECTION 1. ACCESS REQUEST", "SECTION 2. ASSOCIATION INFORMATION", and "SECTION 3. ROLES".

**SECTION 1. ACCESS REQUEST:** The "User Type" is set to "Employer".

**SECTION 2. ASSOCIATION INFORMATION:** The user is prompted to "Enter the employer's account number:". A dropdown menu for "Account Number" is open, showing "Please select" and "1234567". A checkbox below the dropdown is labeled "I am requesting access for a third party representative for this account number (e.g. accountant, consultant, representative, etc.)".

**SECTION 3. ROLES:** The user is prompted to "Select the role(s) that best describe(s) the function performed by the user for this account number.". Several checkboxes are available, including "Online Administrator", "WCB Account Administrator", "WCB Account Administrator (cannot view injury data)", "WCB Claim Creator", "WCB Claim Creator (injury reporting only)", "WCB Claim Submitter", "WCB Claim Submitter (injury reporting only)", and "WCB Claims Administrator/Manager".

At the bottom left is a "Return to User Search" button, and at the bottom right is a "Next" button.

4. From the drop-down menu below Association Information, select the account, billing number, or claim number that you would like to assign to the user.
5. Select the role(s) that best describes the function performed by the user. Click the Next button.
6. A confirmation page will be displayed for you to review the access requested. If any changes are required, click on the Modify button. If no changes are required, click the Submit button.

An email will be sent to the user advising them of the change in access.

## Removing an account, billing number, or claim number

Go to **My Users**, click on **View Users**.



1. In the User Search window, enter one or more fields to find the user whose access you want to modify. Click the Search button.
2. Click the Select button beside the applicable user. The following screen will be presented.

The screenshot displays the myWCB online administrator interface. At the top, there are three main navigation tabs: "My Account" (Account information, clearances, earnings), "My Claims and Costs" (Claims, rate statements and other reports), and "My Invoices and Payments" (Payments, invoices). Below these is a "User Summary" section for a user named John Doe. It includes fields for "Profile Information" such as Title (Mr.), First Name (John), Last Name (Doe), Country Code (Canada/USA/Caribbean (1)), Phone Number (780 499 9999), Email Address, Company Name (Test Org), Position (Test User), City (Edmonton), Province (Alberta), and Postal Code (T6T6T6). A section titled "Current Access" contains a table with two rows of user access data. The first row shows an Employer (Doe) with Account Number 12345678, assigned the role of WCB Account Administrator (John Doe) on Jun 30, 2010, with Base User and Key facts enabled. The second row shows an Employer (Doe) with Account Number 7891234, assigned the role of WCB Account Administrator (John Doe) on Jun 30, 2010, with Base User and Key facts enabled. Each row has "Modify" and "Remove" buttons. The "Remove" button for the first row is highlighted with a red circle. Below the table is a list of "Available Services" including "File My Annual Return", "Make a Payment", "Request Claim and Premium Reports", "Request Clearances and Manage Subcontractor Lists", "Update My WCB Account", "View My Invoice", and "View My Premium Rate Statements". At the bottom, there are links for "Return to User Search" and "Request Additional Access".

3. Click the **Remove** button next to the role and account, billing number, or claim number you wish to remove. A dialog box will ask you to confirm the action. To proceed with the removal of the account or billing number, click Yes.

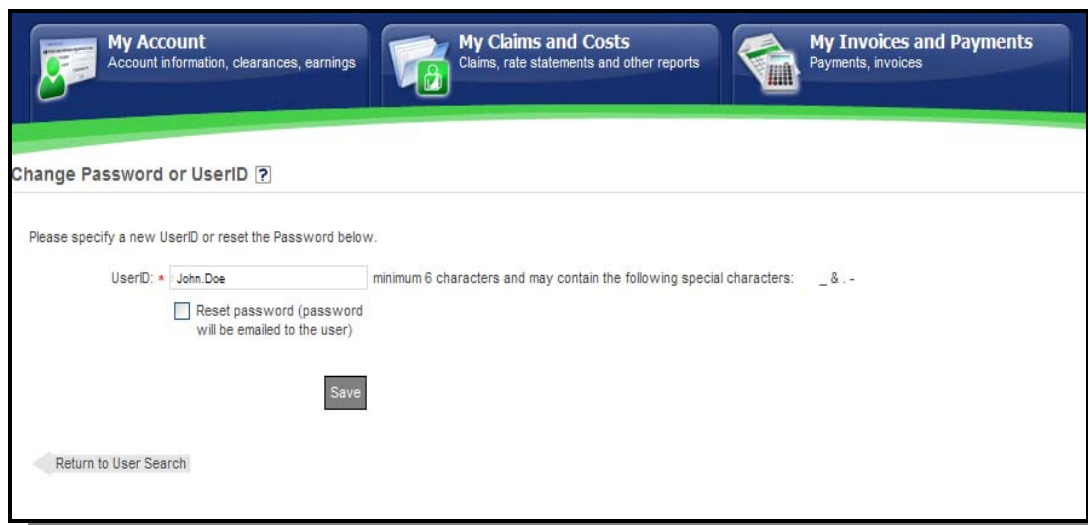
A confirmation message will appear and a notification email will be sent to the user advising them of the change in access.

## Changing a UserID or password

Go to **My Users**, click on **Change a Password or UserID**.



1. In the User Search window, enter one or more fields to find the user whose UserID or Password you want to change. Click the Search button.
2. Click the Select button beside the applicable user. The following window will be presented.



3. (I) To change the user ID, enter a new UserID and click the Save button. A notification email will be sent to the user advising them of their new UserID.  
  
(II) To reset the password, check the box next to Reset password and click the Save button. The password will be sent to the user via email.

## Appendix A - Assigning roles to new users

For every new user that is created, you must assign at least one role to the user's profile. Roles determine the level of access. This section will highlight the services available via each role.

Roles	Online Services
<b>Chiropractor Roles</b>	
Chiropractic Clinic Administrator/Manager/Owner	<ul style="list-style-type: none"> <li>• create, modify, submit and view all chiropractic reports and invoices for the billing number</li> </ul>
Chiropractic Provider	<ul style="list-style-type: none"> <li>• create chiropractic reports and invoices</li> <li>• modify and submit those created</li> <li>• view all reports and invoices for the billing number</li> </ul>
<b>Employer Roles</b>	
WCB Account Administrator	<ul style="list-style-type: none"> <li>• file annual returns</li> <li>• obtain clearances for the account number</li> <li>• update account information and access payment services</li> <li>• access claim management reports and invoices</li> </ul>
WCB Account Administrator (cannot view injury data)	<ul style="list-style-type: none"> <li>• file annual returns</li> <li>• obtain clearances for the account number</li> <li>• update account information and access payment services</li> </ul>
WCB Claim Creator	<ul style="list-style-type: none"> <li>• create, modify and view injury reports he/she created</li> <li>• view all claim management reports</li> </ul> <p><i>Note:</i> cannot submit the reports to WCB-Alberta</p>
<b>Employer Roles (con't)</b>	

<p>WCB Claim Creator (injury reporting only)</p>	<ul style="list-style-type: none"> <li>• create, modify and view injury reports he/she created</li> </ul> <p><i>Note:</i> cannot submit the reports to WCB-Alberta</p>
<p>WCB Claim Submitter</p>	<ul style="list-style-type: none"> <li>• create, modify, submit and view injury reports he/she created</li> <li>• view all claim management reports</li> </ul>
<p>WCB Claim Submitter (injury reporting only)</p>	<ul style="list-style-type: none"> <li>• create, modify, submit and view injury reports he/she created</li> </ul>
<p>WCB Claims Administrator/Manager</p>	<ul style="list-style-type: none"> <li>• create, modify, submit and view all injury reports for the account number</li> <li>• view all claim management reports</li> </ul>

<b>Physical Therapist Roles</b>	
Physiotherapy Clinic Administrator/Manager/Owner	<ul style="list-style-type: none"> <li>• create, modify, submit and view all physiotherapy reports and invoices for the billing number</li> </ul>
Physiotherapy Treatment Provider - Report Creator	<ul style="list-style-type: none"> <li>• create and modify physiotherapy reports s/he created</li> <li>• view all reports and invoices for the billing number</li> </ul> <p><i>Note:</i> cannot submit the reports to WCB-Alberta</p>
Physiotherapy Treatment Provider - Report Submitter	<ul style="list-style-type: none"> <li>• create, modify, submit and view all physiotherapy reports and invoices for the billing number</li> </ul>
<b>Physician Roles</b>	
Clinic Administrator/Manager/Owner	<ul style="list-style-type: none"> <li>• create, modify, submit and view all medical reports and invoices for the billing number</li> </ul>
Injured Worker Healthcare Provider	<ul style="list-style-type: none"> <li>• create, modify and submit medical reports and invoices he/she created</li> <li>• view all reports and invoices for the billing number</li> </ul>
Injured Worker	<ul style="list-style-type: none"> <li>• view payment information</li> </ul>

## Contact us

If you require further assistance with myWCB online services, please contact the eBusiness Support Team. The team is available from 8:00 a.m. until 4:30 p.m., Monday through Friday (excluding statutory holidays).

Email: [ebusiness.support@wcb.ab.ca](mailto:ebusiness.support@wcb.ab.ca)

Phone: 780 498 7688

Fax: 780 498 7866