
myWCB Online User Guide for Workers

eBusiness Support Team

Phone: 780 498 7688

Fax: 780 498 7866

Email: ebusiness.support@wcb.ab.ca

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



Table of Contents

INTRODUCTION.....	3
UNDERSTANDING THE ONLINE ADMINISTRATOR ROLE FOR YOUR CLAIM	3
SECURITY /SYSTEM AVAILABILITY	3
GETTING STARTED	4
ONLINE ADMINISTRATOR GUIDE.....	8
SIGNING IN.....	11
MAKING CHANGES TO MY PROFILE AND ACCESS.....	13
VIEWING CLAIM INFORMATION	14
WORKERS' ONLINE SERVICES - WOS	15
LOGGING OUT	16
ADDITIONAL HELP.....	17
FREQUENTLY ASKED QUESTIONS.....	17
CONTACT US	17

Introduction

myWCB offers you a convenient and secure way of doing business with WCB-Alberta. With access to myWCB, Workers can view their claim information such as, mailing address, phone number, email address, claim decision and payment information.

Understanding the Online Administrator Role for your Claim

Note: myWCB has the capability to provide multiple individuals (users) with access to your claim information. This feature may or may not be useful to you.

Who has the Online Administrator role for your claim is very important to you. The Online Administrator is able to manage myWCB access to your claim and can determine, for example, how easy or difficult it is for a new user to gain access to your claim information.

Once you have created a User ID, you will be granted the Online Administrator role if one does not already exist. Please see Getting Started on Page 4 to request access to online services. When the Online Administrator role is assigned to a user, a letter is sent to the Primary Contact on the claim, usually the Worker. If you are the Primary Contact on the claim and wish to change the Online Administrator access, it will be your responsibility to contact WCB to make the change.

Please see the Online Administrator Guide section on page 9 for a complete description of what the Online Administrator can do.

Security /System Availability

myWCB online services are accessible via a secure web channel using 128-bit Secure Socket Layer (SSL) encryption. Users can be assured that all information transferred through the online services is transmitted using the highest level of security.

Workers' Online Services is available Monday to Friday, 7AM-7PM MST. It is supported by the following browsers: IE6, IE7, IE8 and Firefox 3.6.3

Getting Started

Before starting, please ensure you have your Registration Letter sent to you by Workers' Compensation Board for reference.

To request access to myWCB online services, please follow the steps below:

1. Go to the myWCB Sign In page at <https://my.wcb.ab.ca> and click the Sign up now button.

WCB Workers' Compensation Board - Alberta myWCB

myWCB Sign In [?](#) General Announcements

Enter your UserID and Password to sign in to myWCB:

User ID: * Forgot UserID?
Password: * Forgot Password?

New to myWCB?

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
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

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
Web site terms of use • myWCB terms and conditions • Contact us

2. Complete the required fields and click the Next button

Tuesday July 26, 2011 home | contact us | sign in

WCB Workers' Compensation Board - Alberta myWCB

myWCB Sign Up

SECTION 1. PROFILE INFORMATION [?](#) Section 1 of 5

Provide the following information to create a user profile.
Note: If you are a physician who currently uses medical software, click here.

Personal Information

Title: First Name: * Last Name: *
Email Address: * Re-enter Email Address: *
Country Code: * Phone Number: * Extension:

Company Information

Company Name: * Position: Address:
City: Province or State: Postal or Zip Code:

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
Web site terms of use • myWCB terms and conditions • Contact us

3. A suggested User ID will be provided. (It can be changed if required.) Enter and confirm the password. Click the Next button.

Wednesday July 6, 2011 home | contact us | sign in

WCB Workers' Compensation Board – Alberta myWCB

myWCB Sign Up

SECTION 2. USERID AND PASSWORD Section 2 of 5

The following UserID has been suggested. If you would like a different UserID, enter it below. Enter a password of your choice.

UserID: * minimum 6 characters and may contain the following special characters: _ & . -

Password: * minimum 8 characters and may contain the following special characters: ! @ \$ % & * + ?

Re-enter Password: *

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

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
Web site terms of use • myWCB terms and conditions • Contact us

4. Select Injured Worker radio button, enter the claim number and select the Injured Worker role. Click the Next button.

WCB Workers' Compensation Board – Alberta myWCB

myWCB Sign Up

SECTION 3. ACCESS REQUEST Section 3 of 5

User Type

*Select the type of relationship that most closely represents your business with WCB-Alberta.
Note: If you are a physician who currently uses medical software, click [here](#).

Injured Worker Physician Employer Physical Therapist Chiropractor

Association Information

Enter the injured worker's claim number.

Claim Number: *

Are you requesting access to a claim number that is not your own? [?](#)

Roles

*Select the role(s) that best describe(s) the function performed by you for this claim number. [?](#)

Injured Worker

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

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
Web site terms of use • myWCB terms and conditions • Contact us

5. The following windows will appear. If it does not appear and you are directed to the Confirmation screen, the key facts may have been disabled by your Online Administrator. Please complete steps six to eight and await an email advising you of your access status.

home | contact us | sign in

WCB Workers' Compensation Board – Alberta **myWCB**

myWCB Sign Up

SECTION 3. ACCESS REQUEST [?](#) Section 3a of 5

Provide Key Facts for Claim Number

Answer one of the following question(s).

- What was the date of accident?

AND

Answer one of the following question(s).

- What is the injured worker's social insurance number?
- What is the injured worker's personal health number?
- What is the injured worker's birthdate?

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

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
Web site terms of use • myWCB terms and conditions • Contact us

6. On the above screen, answer TWO of the available key fact questions for the Claim Number you identified. Click the Next button.

Note: You are allowed three attempts to answer the key fact questions correctly. After three unsuccessful attempts, you will be directed to the Confirmation page where you may modify the access you requested or Click the Submit button to send the access request to the Online Administrator. If an Online Administrator for the claim does not exist, the access request will be sent to the eBusiness Support Team. Upon receipt of your access request, the Online Administrator or the eBusiness Support Team may modify, approve or deny the request.

- 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.

Wednesday July 6, 2011 home | contact us | sign in

WCB Workers' Compensation Board – Alberta myWCB

myWCB Sign Up

SECTION 4. CONFIRMATION Section 4 of 5

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

User ID: test.id

Profile Information

Title: Dr.
 Country Code: Canada/USA/Caribbean (1)
 Company Name: wcb
 Address:

First Name: Test
 Phone Number: 780-498-3999 Ext:
 Position:
 City:

Last Name: ID
 Email Address:

Province: Alberta
 Postal Code:

Access Requested

User Type	Association	Assigned Roles	Request Date	
Injured Worker	<input type="text"/>	Injured Worker	Jul 6, 2011	<input type="button" value="Modify"/>

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
[Web site terms of use](#) • [myWCB terms and conditions](#) • [Contact us](#)

- On the following screen, click the Finish button to go to the Terms and Conditions screen shown below:

WCB Workers' Compensation Board – Alberta myWCB

Terms and Conditions

Terms and Conditions effective July 25, 2010.

This system is restricted to authorized users for legitimate business purposes and is subject to audit. Actual or attempted unauthorized access, use or modifications of computer systems is a violation of federal and provincial laws.

TERMS OF USE

- By accessing information from a WCB-Alberta application, I agree that any and all information obtained about any third party, including any worker under the Workers' Compensation Act, shall:
 - be held in the strictest of confidence and in compliance with the Personal Information Protection Act, the Personal Information Protection and Electronic Documents Act and/or the Freedom of Information and Protection of Privacy Act, whichever applies; and
 - not be disclosed to anyone or used in any proceeding, except as is reasonably necessary in proceedings before the Workers' Compensation Board, Appeals Commission or further appeals or applications for judicial review of decisions of those bodies, without the written consent of WCB.
- I am responsible and accountable for all use of my UserID and password, and I must take prudent measures to protect my UserID and password. I am responsible for changing my password immediately after a new password has been issued to me by WCB. I may only use my UserID and password to perform activities related to my business with WCB and I may only perform authorized functions. Any unauthorized attempt to access or modify computer system information or to interfere with normal systems operations, whether on WCB computer systems or networks that are accessible from WCB, may result in the suspension or termination of my access and possible legal action being taken.
- Information sent to WCB will only have legal effect after it has been submitted and properly received, and is accessible to WCB.
- If I receive information from WCB through this service and suspect that it is incomplete, inaccurate, corrupted in transmission, or not intended for me, I must notify WCB and

I agree to the terms and conditions.

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
[Web site terms of use](#) • [myWCB terms and conditions](#) • [Contact us](#)

9. Review and accept the terms and conditions by placing a checkmark beside “I agree to the terms and conditions” and click the Next button. You will now be logged on to your User ID.

Note: Once you have created a User ID, you will be granted the Online Administrator role if one does not already exist. Please see Getting Started on Page 5 to request access to online services. When the Online Administrator role is assigned to a user, a letter is sent to the Primary Contact on the claim, usually the Worker. If you are the Primary Contact on the claim and wish to change the Online Administrator access, it will be your responsibility to contact WCB to make the change.

If you wish to be notified on all subsequent user requests, please disable the key fact questions as soon as you become the Online Administrator (please see page 10). This will ensure that any subsequent requests for myWCB access to your claim information are sent to you for approval.

Online Administrator Guide

Online Administrators are individuals designated the responsibility to manage myWCB access to specific WCB claims. They can:

- create new users,
- approve access,
- modify access for existing users,
- deactivate users who should no longer have access,
- reset passwords, and
- 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.

Please review the **Online Administrator Guide** for further information on Online Administrator functions before proceeding further with this guide.

The Online Administrator Guide is located at:

http://www.wcb.ab.ca/onlineservices/ebiz_guides/pdfs/user_guide_mywcb.pdf

How to Disable Key Fact Questions

Key facts are questions pertaining to your claims. TWO of these key facts must be answered correctly in order for a new user to proceed with the creation of a User ID.

Note: Key Fact Questions will be 'enabled' by default. If you would like to disable key fact questions so all future requests have to go through you, please go through the following steps:

1. Once you are logged in with your User ID, click on 'View My Access' in the 'My Profile' menu located in the bottom left of the screen.



2. Click on the 'Modify' button next to the 'Key Facts enabled'

WCB Workers' Compensation Board - Alberta

Welcome, test.one myWCB workers

User Summary

UserID:

Profile Information

Title: First Name: Last Name: Test User Status:
Country Code: Phone Number: Ext. Email Address:
Company Name: Position: Province: Alberta Postal Code:
Address: City:

The following summarizes the access status for this user:

Current Access

The Current Access section outlines the access granted to date.

User Type	Association	Assigned Roles	Request Date	Online Administrator(s)
Injured Worker	Claim Number	Online Administrator Injured Worker	Jun 20, 2011	Key facts enabled <input type="button" value="Modify"/>

Available Services

- Approve Pending Requests
- Change a Password or UserID
- Create User
- Manage User Profile
- View Users

My Profile Change my password, manage my profile and access

My Users Manage the profiles and access of other users

Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved.
Web site terms of use | myWCB terms and conditions | Contact us

3. Click on the 'I would like to manually approve all requests for the claim number' box. Click Next.

WCB Workers' Compensation Board – Alberta Welcome, test.one myWCB WORKERS

Modify Access ?

User Type
Injured Worker

Association Information

Claim Number: Name:

I would like to manually approve all access requests for the claim number ?

I am requesting access as a third party representative for this claim number (e.g. accountant, consultant, representative, etc.) ?

Roles

Select the role(s) that best describe(s) the function performed by you for this claim number. ?

Injured Worker

View My Access

Next

4. Review the information on the following screen and click on the 'Submit' button. Key Fact questions will be disabled.

WCB Workers' Compensation Board – Alberta Welcome, test.one myWCB WORKERS

Access Request Confirmation ?

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

UserID:

Profile Information ?

Title: First Name: Last Name:
Country Code: Phone Number: Email Address:
Company Name: Position:
Address: City: Province: Alberta Postal Code:

Access Requested ?

User Type	Association	Assigned Roles	Request Date
Injured Worker	Claim Number	Injured Worker Online Administrator	Jun 20, 2011

View My Access

Previous Submit

Signing in

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

Note: You must successfully complete the “Getting Started” process (please see page 5) prior to beginning the “myWCB Sign In” process

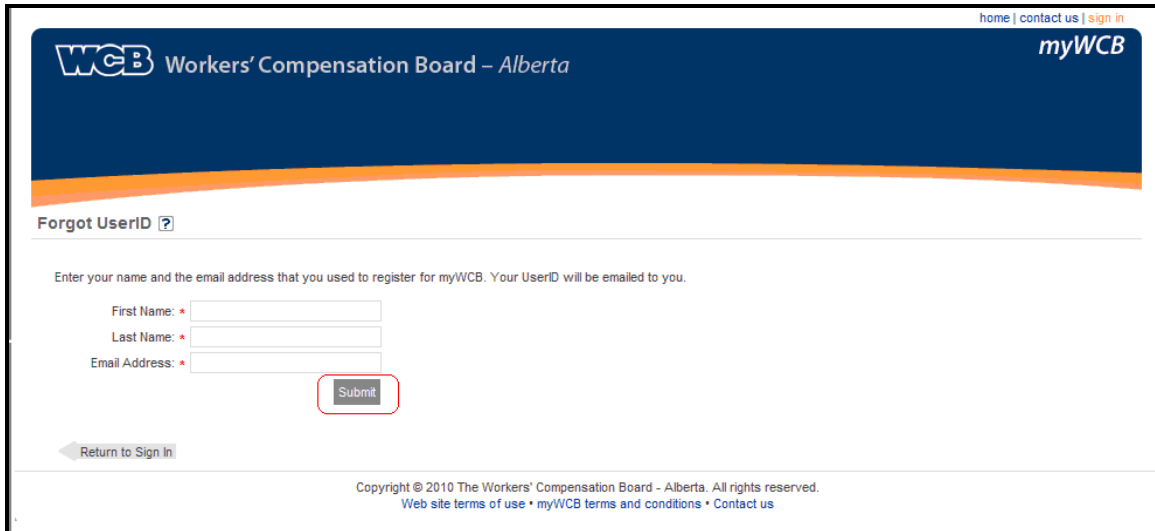
The screenshot shows the myWCB Sign In page. At the top, there is a dark blue header with the WCB logo and the text "Workers' Compensation Board - Alberta". To the right of the header, there is a "myWCB" logo. Below the header, there is a "myWCB Sign In" section. This section contains the text "Enter your UserID and Password to sign in to myWCB:" followed by two input fields: "UserID" and "Password". Below the "Password" field is a "Sign In" button. To the right of the input fields, there are links for "Forgot UserID?" and "Forgot Password?". Further to the right, there is a "New to myWCB?" button with a "Sign up now" link. Below the input fields, there is a line of text: "By logging in or having access to myWCB, I am agreeing to these Terms and Conditions". Below this, there is a recommendation to bookmark the page. At the bottom of the sign-in section, there is contact information for the eBusiness Support Team: "Email: 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", and "Fax: 780-498-7686". At the very bottom of the page, there is a copyright notice: "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".

2. Enter your UserID and password. Click the Sign In button. Please note, the password is case sensitive.

Note: You will be required to accept the terms and conditions, on your first sign in.

Forgot UserID

1. Click the Forgot UserID link on the Sign In page. The following window will be displayed.

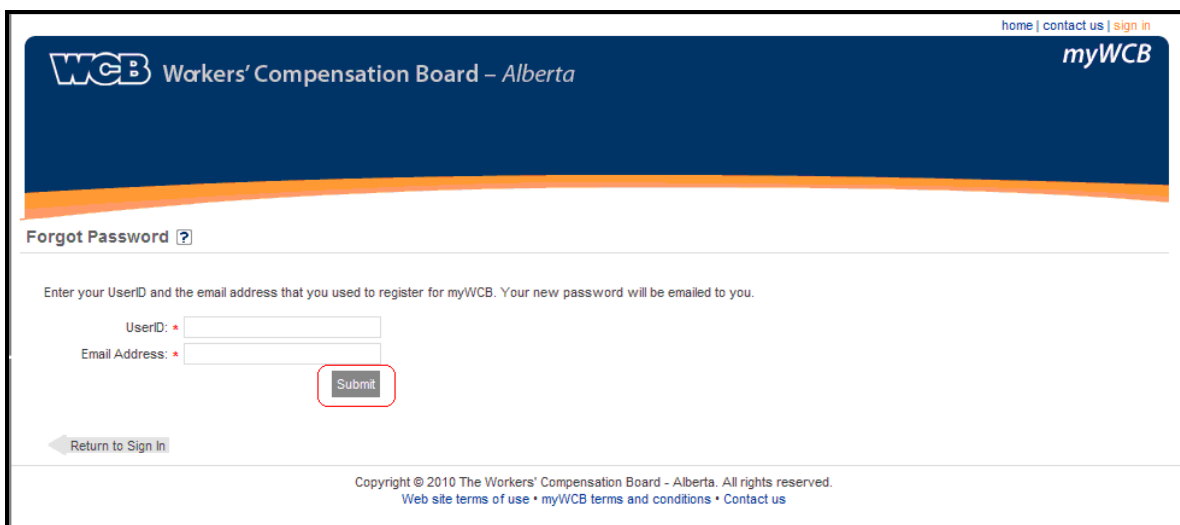


The screenshot shows the 'Forgot UserID' form on the WCB Alberta website. The header includes the WCB logo and 'Workers' Compensation Board - Alberta' on the left, and 'home | contact us | sign in' and 'myWCB' on the right. The form title is 'Forgot UserID' with a help icon. Below the title, there is a instruction: 'Enter your name and the email address that you used to register for myWCB. Your UserID will be emailed to you.' The form contains three input fields: 'First Name', 'Last Name', and 'Email Address', each with a red asterisk indicating a required field. A 'Submit' button is located below the 'Email Address' field. A 'Return to Sign In' link is at the bottom left. The footer contains copyright information: 'Copyright © 2010 The Workers' Compensation Board - Alberta. All rights reserved. Web site terms of use • myWCB terms and conditions • Contact us'.

2. Enter your first name, last name and email address associated with your User ID. Click the Submit button. Your User ID will be emailed to you.
Note: If you are unable to provide the required information, please contact the eBusiness Support Team.

Forgot Password

1. Click the Forgot Password link on the Sign In page. The following window will be displayed.

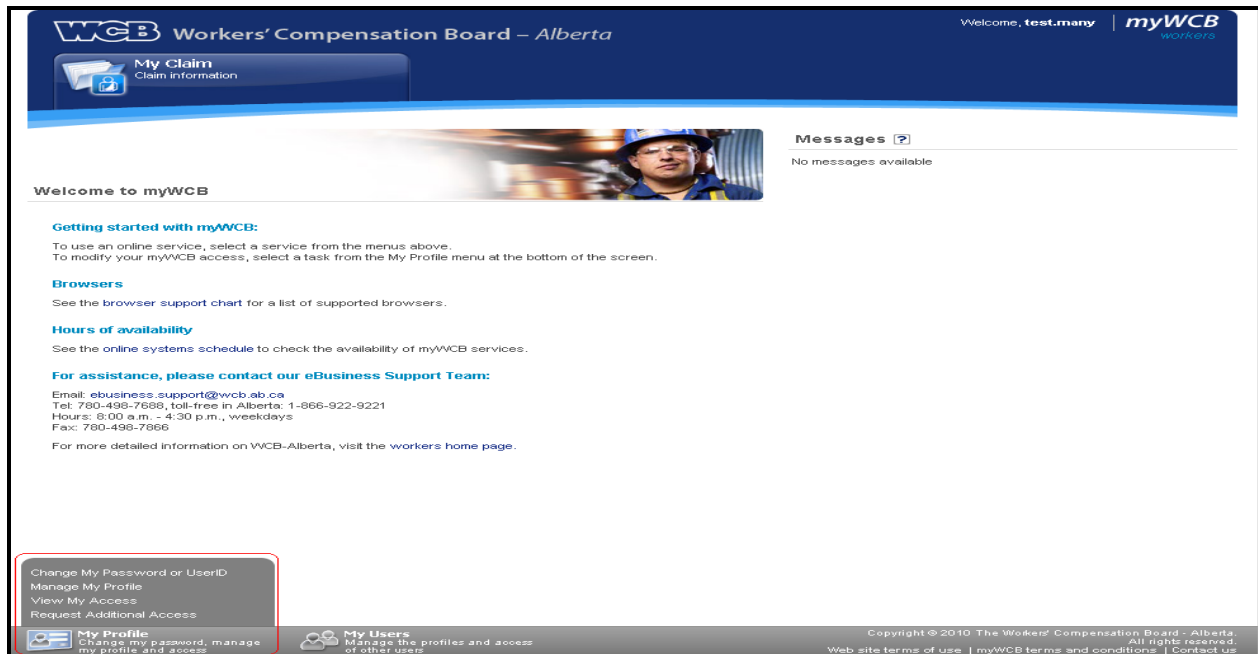


The screenshot shows the 'Forgot Password' form on the WCB Alberta website. The header is identical to the 'Forgot UserID' form. The form title is 'Forgot Password' with a help icon. Below the title, there is an instruction: 'Enter your UserID and the email address that you used to register for myWCB. Your new password will be emailed to you.' The form contains two input fields: 'UserID' and 'Email Address', each with a red asterisk indicating a required field. A 'Submit' button is located below the 'Email Address' field. A 'Return to Sign In' link is at the bottom left. The footer contains the same copyright information as the 'Forgot UserID' form.

2. Enter your User ID and email address associated with your User ID. Click the Submit button. A new temporary password will be emailed to you.

Making changes to my profile and access

The My Profile menu is found in the bottom left of the screen:



The My Profile menu provides the following options:

1. Change My Password or UserID
2. Manage My Profile - changes to your personal and/or company information
3. View My Access – view your current access to myWCB
4. Request Additional Access – request or modify your current access.

Note: To add other claims under you access, login with your User ID and click on ‘View my access’ under ‘My Profile’. Once you are in the screen, click on the ‘Request Additional Access’ button to add more claims.

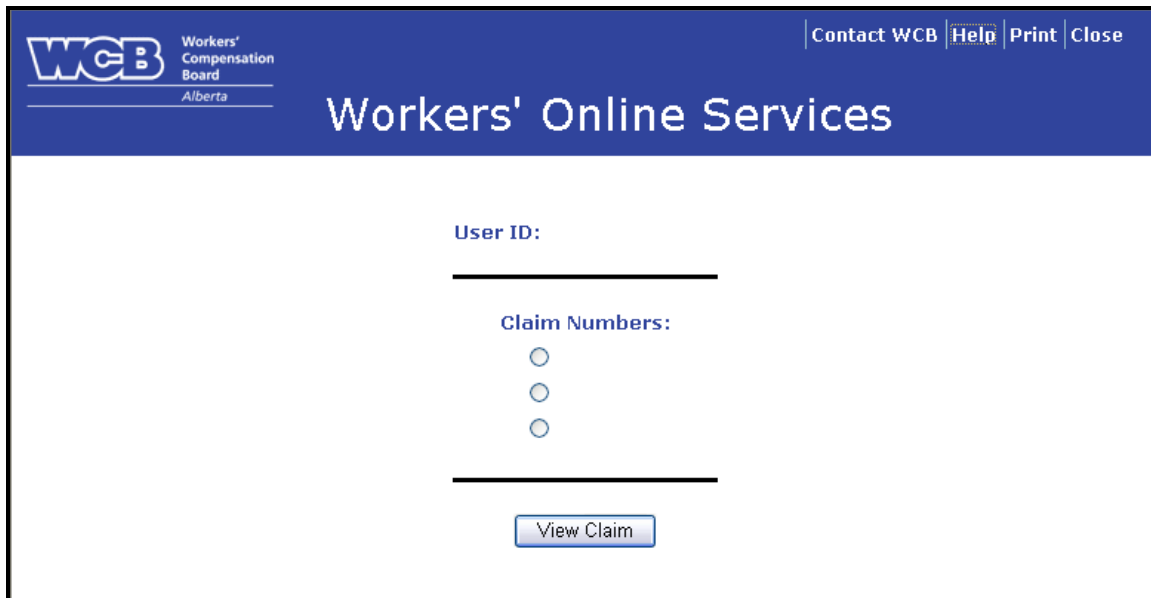
Viewing Claim Information

Once you are logged in to myWCB, click on the 'View My Claim Information' link:



You will be directed to the Workers' Online Services. You can view your information such as Name, Address, and Phone Number. You can also view payment information related to your claim (30 days into the past and 7 days into the future).

For Workers with multiple claims, you will be taken to a menu page that lists all of your claims to which you have access. You can then select the claim you wish to view and be directed to Workers' Online Services for that claim.

A screenshot of the Workers' Online Services login page. The header is dark blue with the WCB logo on the left and "Contact WCB | Help | Print | Close" on the right. The main title "Workers' Online Services" is centered in white. Below the title, there is a form with the following fields: "User ID:" followed by a horizontal line; "Claim Numbers:" followed by three vertically stacked circles; and a "View Claim" button at the bottom.

Workers' Online Services - WOS

Workers' Online Services allows you to view your claim information such as, your mailing address, phone number, email address and claim decision. It will also allow you to view payment information such as, the date when the last payment was issued as well as the date when the next payment will be issued.

Note: Only the payments issued in the past 30 days and to be issued within the coming 7 days will be displayed.

WCB Workers' Compensation Board Alberta

Contact WCB | Help | Print | Logout
eBusiness Technical Support
Customer Contact Centre

Workers' Online Services

Claim Number:

Claim Type: Claim Decision: Date of Accident:

Name and Address: Phone:
E-mail: Gender: Date of Birth:

[Update My Information](#)

Issue Date	Status	Cheque Number	Amount	Description
------------	--------	---------------	--------	-------------

Read our [Frequently Asked Questions](#) to get quick answers to some of the top questions we get from workers.

Contact WCB

In the event that you are experiencing technical issues with Workers' Online Services, you may contact the eBusiness Support Team by going to the Contact WCB menu at the top-right and selecting eBusiness Technical Support.

WCB Workers' Compensation Board Alberta

Contact WCB | Help | Print | Logout

Workers' Online Services

Contact eBusiness Technical Support

If you have difficulties logging in, or are experiencing other technical issues with this service, you can e-mail WCB eBusiness Technical Support using the form below. All fields with an asterisk (*) are required.

You can also speak to one of our eBusiness Technical Support representatives, Monday to Friday from 8 a.m. to 4:30 p.m.:

Tel: 780-498-7688
Toll free in Alberta: 1-866-922-9221

For claims-related questions contact [WCB Customer Contact Centre](#), otherwise visit the [Contact Us](#) page on our website for all other inquiries.

E-mail Address: *

Phone Number:

Message Subject: *

Message* (Please describe your technical issue below).

You can also contact WCB's Contact Centre if you have any general questions about your claim or if you would like to update your information (i.e. Address, Phone Number etc). To do so, go to the Contact WCB menu at the top-right and select Customer Contact Centre.

The screenshot shows the WCB Workers' Online Services interface. At the top left is the WCB logo with the text 'Workers' Compensation Board Alberta'. At the top right are links for 'Contact WCB', 'Help', 'Print', and 'Logout'. The main heading is 'Workers' Online Services' in a large blue font, followed by 'Customer Contact Centre' in a smaller blue font. Below this, there is a paragraph of text explaining that users can email the contact center or call. Contact information is provided: Tel: 780-498-3999, Toll free in Alberta: 1-866-922-9221, and Toll free outside Alberta: 1-800-661-9608. Another paragraph mentions technical support via a link to 'WCB eBusiness Technical Support' and a 'Contact Us' page. Below the text are three input fields: 'E-mail Address:', 'Phone Number:', and 'Message Subject:', each with a red asterisk indicating it is required. Below these is a larger text area for the message, with a red asterisk and a note: 'Message* (Please include any details, such as your claim number, that would help us serve you better)'. The form is enclosed in a dark blue border.

HELP

The help pages will open up in a new window explaining detailed features of the application and related terminology.

Logging Out

When you click on the Close button at the top-right, you will be taken out of the Workers' Online Services application, but you will remain logged into myWCB. To logout of myWCB, click on the Sign Out link within myWCB.

Additional Help

Frequently Asked Questions

1. I can't log in.

Here are a few things to keep in mind when trying to log in:

- Ensure that you are at the correct site. The address at the top of the login screen should read: <https://my.wcb.ab.ca>
- Ensure your User ID is correct. If you have forgotten your User ID, click on “Forgot User ID”, fill in the required information and your User ID will be emailed to you.
- Ensure your password is correct. The password is case-sensitive. If you have forgotten your password, click the “Forgot Password?” link. The system will prompt you to enter the User ID and email address you selected when you registered online, and a new password will be emailed to you.

If you still cannot log on, please contact the eBusiness Support Team

2. I get a system error when I try to log into Workers' Online Services

If you are experiencing any technical difficulties, please contact the eBusiness Support team:

3. Another user has signed up for a User ID without my authorization

If another person has created a User ID for your claim, you must contact WCB – Alberta's eBusiness Support team to have this access revoked.

Contact Us

If this guide or the online help files do not answer your questions, the eBusiness Support Team is available for assistance.

eBusiness Support Team

Phone: 780 498 7688

Fax: 780 498 7866

Email: ebusiness.support@wcb.ab.ca

The eBusiness Support Team is available from 8:00am to 4:30pm Monday through Friday (excluding statutory holidays).