# Frequently Asked Questions - Online Services

### I signed up for myWCB, why are there no online services available?

Online services are made available based on the roles for which you have been approved. If you were unable to answer the key fact questions during the myWCB sign-up process, you will not see menu options until your access has been approved.

### I am unable to log on to myWCB. How can I retrieve my UserID and password?

**To retrieve a forgotten UserID:**

a. Go to the myWCB login page located at https://my.wcb.ab.ca.
b. Click the **Forgot UserID?** link located next to the UserID field.
c. Enter your first name, last name and email address.
d. Click the **Submit** button

If the UserID and the email address you entered match our records, a new temporary password will be emailed to you.

**To reset your password:**

a. Go to the myWCB login page located at https://my.wcb.ab.ca.
b. Click the **Forgot Password** link located next to the password field.
c. Enter your myWCB UserID and the email address associated with your UserID.
d. Click the **Submit** button.

If the UserID and the email address you entered match our records, a new temporary password will be emailed to you.

### How do I allow pop-ups in Internet Explorer?

a. Click on the **Tools** menu, **Pop-up Blocker**, and then **Pop-up Blocker Settings**.
b. In the **Address of website to allow** box, type ***.wcb.ab.ca** and click **Add**.
c. When you are finished adding the address, click **Close**.

## *Clearances*

### I am trying to obtain a clearance letter online; am I a Principal or a Subcontractor?

You are a principal if you hire subcontractors to perform work or services and you are a subcontractor if you contract to do work for others.

## Do I need a UserID to obtain a clearance?

No. To obtain a clearance letter without a UserID, see the next question.

A UserID is beneficial to principal companies, allowing them to save and maintain subcontractor lists. Clearances can then be requested on these subcontractor lists as required. The lists can also be setup for Automated Account Validation (AAV). AAV exception reports notify recipients daily of those subcontractor accounts that are no longer in good standing and those whose status has changed.

If you are interested in obtaining a UserID for the clearance system, please contact the eBusiness Support Team via email at ebusiness.support@wcb.ab.ca.

## I would like to obtain a clearance letter on my company. How can I do this on-line?

If you are requesting a clearance letter on your own company and providing it to another company, follow these steps:

a. Go to http://decc.wcb.ab.ca.
b. Within the **Unregistered users (request clearances only)** section, log on as a **Subcontractor**.
c. Enter your WCB account number in the Subcontractor Details. Press the **Enter** key; your company name and address will appear.
d. Enter the WCB account number or company name of the company to whom you are providing the letter, in the Principal Details.
e. If the principal's address does not appear, enter it in the Mailing Address under the Principal Destination.
f. Identify who you want this clearance letter sent to by checking the appropriate box(es): Principal Destination (sent to principal) or Subcontractor Destination (sent to you).
g. Identify the method in which you want the clearance letter sent. If sent by fax, include the area code and do not leave any spaces between the numbers (you do not need to include the 1 prefix for long-distance).
h. Press the **Send** button. The letter should be received in a few minutes (5-10 minutes for fax or email). To view the letter prior to sending, click on the **View** button.

If you are a principal company requesting a clearance letter on your subcontractor(s), follow these steps:

a. Go to http://decc.wcb.ab.ca.
b. Within the **Unregistered users (request clearances only)** section, log on as a **Principal.**

c. Enter the subcontractor's WCB account number for which you require a clearance and then click on the **Add** button. If you do not have the subcontractor's WCB account number, you may also search for the company by name. Repeat for each of your subcontractors. If you are unable to locate a subcontractor's account, please contact them for their account number.

d. Click on the **Submit Clearance Request** tab.

e. Enter your WCB account number. This will automatically fill in your company name and mailing address. If you do not have an account number, enter your company name and mailing address..

f. Identify the method in which you want the clearance letter sent. If sent by fax, include the area code and do not leave any spaces between the numbers (you do not need to include the 1 prefix for long-distance).

g. Press the **Send** button. The letter should be received in a few minutes (5-10 minutes for fax or email).

**Clearances are available weekdays from 7 a.m. to 7 p.m.**

## *Premium rate statement*

### I have a myWCB UserID, how can I obtain an Employer Premium Rate Statement (rate sheet)?

a. Go to https://my.wcb.ab.ca and log on with your UserID and password.

b. Go to the **My Claims and Costs** tab and click on the **View My Premium Rate Statements** link.

c. In the pop-up window, scroll to the box that says **Premium Rate Statements - Experience Rating**.

d. Click on the Premium Rate Statement you would like to view.

If no Premium Rate Statements are available, please email the eBusiness Support Team with the following information to eBusiness.Support@wcb.ab.ca:

- your name
- WCB account number
- myWCB UserID
- rate statement years required

# *Statistical Reports*

### How can I request statistical reports on my company?

a. Go to https://my.wcb.ab.ca and log on with your UserID and password.

b. Go to the **My Claims and Costs** tab and click on the **Request Claim and Premium Reports** link.

c. Select the type of report you would like to obtain. Depending on the type of report, you may need to indicate the account number and industry code on which you would like the report generated.

   i. To do this, place checkmarks beside the account/industry you would like the report on and click the **Add Selected** button. This will move them to the orange section.

   ii. Enter the Date of the report you are requesting.

   iii. In the delivery option, select the format you would like for the report.

   iv. Click on the **Submit Request** button.

d. You will receive an email when the report is ready to be retrieved. When you receive this email, repeat steps (a) and (b) and click on the **Retrieve Reports** tab.

e. Open the report you would like to view by clicking on the corresponding link.

# *Reporting an injury*

### What do I enter for the "shift cycle start date" on the Employer's Report of Injury?

The shift cycle start date is the first day the worker was scheduled to work in their current shift cycle. For example, if the worker's first scheduled day in the shift cycle was Wednesday, July 13, 2011, you will need to enter 20110713.

# *Annual return*

### Do I need to file an Annual Return if I only have Personal Coverage?

No. The Annual Return is used to report the actual earnings of workers, so the Annual Return is only required for companies that hire workers. If you do not hire workers and did not have worker coverage on your account during the previous year, you are not required to submit the Annual Return.