



Frequently asked questions

1. Why is the website changing?

Our current corporate home page talks to a lot of different people – all at once. The challenge is how do we continue to talk to them but with a lot less noise cluttering our messages? Our solution is to **simplify** and **customize**. Our new home page offers our stakeholders a door to enter our website. Each door leads to a specific room full of relevant information – no distractions. Each site is user-friendly, customized for the user group, simpler to navigate, and more aligned with eBusiness future.

2. What has changed?

WCB's new website will make it easier for you to find the information or services you need. Simply click on the box that best describes you, and you're in! From there, all of the information and services are tailored to your needs. The look and feel is different, the usability has improved and the information has been updated. Online services are the same.

3. Is this compatible with my browser?

WCB's new website is compatible with the following browsers:

- Internet Explorer 6.0, 7.0 and 8.0
- Firefox
- Safari
- Opera

WCB's online applications are compatible with:

- Internet Explorer 6.0 and 7.0

4. Who do I call if I can't find a reference, application, etc. that I need?

If you are having difficulty finding a reference or application, call:

Edmonton:

Tel: 780-498-3999

Fax: 780-498-7999

Calgary:

Tel: 403-517-6000

Fax: 403-517-6201

Toll-free phone: 1-866-922-9221

Toll-free fax: 1-800-661-1993

5. Who do I call if I'm having technical problems?

If you require assistance, please email the eBusiness Support Team at ebusiness.support@wcb.ab.ca or call us at 780-498-7688 (toll free within Alberta at 1-866-922-9221). The team is available 8:00 AM to 4:30 PM, Monday through Friday.

6. Why doesn't my bookmark work?

Your bookmark is not working because some URLs (web address links within the website) did change with the launch of the new website. You will have to update your bookmarks to reflect the new site's URLs. If you are having difficulty finding your previous bookmark, please call the Contact Center at 780-498-3999.
