

Frequently Asked Questions - Online Services

I would like to be able to view my claim information online, but I cannot proceed past the set of key fact questions asked during the myWCB self-registration process.

Ensure you have provided your Date of Accident and answered only ONE of the second set of questions. If you answer more than one question from the second set or provide an incorrect answer, you will not be able to proceed to the next section.

When I log on to view my claim information, I can't see any information about past or future cheques.

Workers' Online Services display information about payments that have been issued within the past 30 days or will be issued within the next 7 days. If your past and future cheques fall outside of this period, you will not see them within Workers' Online Services.

myWCB

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 first name, last name and email address match our records, an email will be sent to you with your UserID.

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 on 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**

Worker’s Report of Injury

When I attempt to submit the Worker’s Report of Injury, I receive a message stating that “Employer Account Number, Worker Last Name and Time Loss Indicator are required prior to Save or Submit.” What am I doing wrong?

Ensure you have completed all required fields within each available section prior to submitting the report.

I am unable to submit the Worker’s Report of Injury because of errors on the Injury & Disease section, but I can’t see the error.

Ensure both the Location of Injury and Additional Injury Information sections have been completed.

I submitted my Worker’s Report of Injury, but when I clicked OK to view and print the report, it did not print.

This may be due to a pop up blocker installed on your computer that prevented the report from opening. To obtain a copy of the report, please contact the Claims Contact Centre the following day at (780) 498-3999 or toll free 1-866-922-9221 within Alberta and select option 1 and then option 3.

On the Hours of Work section, what do I enter for the date shift cycle commenced?

The shift cycle commenced date refers to the first day of your shift cycle when your injury occurred. For example if the first day of your shift cycle is on a Monday, the shift cycle commenced date is the Monday on the week of your injury. The format of this field is YYYYMMDD.

On the Hours of Work section, how do I complete the calendar entries?

You will only need to complete the calendar entries if you have a repeating schedule. Using a 40 hour work week of Monday through Friday as an example with the injury occurring on the Wednesday, the calendar entry will look like this:

IMPORTANT: Indicate the day of injury by entering the letter "I" in the work schedule
 If no, report average hours worked per week: _____ If you have any information that will help us make a decision, or you have concerns, please detail below: _____

I am currently completing the Worker’s Report of Injury. Am I able to save my work?

No. The C060 – Worker’s Report of Injury does not allow users to save. After 60 minutes of inactivity you will be logged out of your session and all information you’ve entered will be lost.