
***myWCB* Online User Guide**

for Online Administrator

eBusiness Support Team

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Email: ebusiness.support@wcb.ab.ca

Hours: 8:00 a.m. to 4:30 p.m.

Monday through Friday (excluding statutory holidays)



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Welcome to myWCB's Online Services

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 cannot be automatically granted, your approval will be requested via email.

System Availability

Workers' Online Services is available seven days a week; however, it may occasionally be down for short periods during the evenings or weekends for maintenance. Please refer to the following page to view the availability time of various systems

https://www.wcb.ab.ca/assets/pdfs/providers/injury_report_sched.pdf

Security

Each user requiring access to myWCB online services will be issued a unique UserID and password. When a UserID is issued, it is recommended that IDs *not* be shared with others. In addition, when an individual leaves an organization or no longer requires access to our systems, their UserID should be deactivated.

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.

To further enhance security, myWCB times out after 60 minutes. Any unsaved information will be lost.

WCB Online Services Supported Browsers

Please refer to following page to view the list of supported browsers
<https://www.wcb.ab.ca/utility-navigation/help/>

Getting Started

Signing in

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

myWCB Sign In ?

General Announcements

Enter your UserID and Password to sign in to myWCB

UserID: * [Forgot UserID?](#)

Password: * [Forgot Password?](#)

By logging in or having access to myWCB, I am agreeing to these [Terms and Conditions](#) (effective April 1, 2018).

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

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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 **myWCB Administration** menu located in the top left of the screen.

The screenshot shows the myWCB Online Administrator interface. At the top, there is a navigation bar with four main menu items: 'My Account' (Account information, clearances, earnings), 'My Claims and Costs' (Claims, rate statements and other reports), 'myWCB Administration' (My profile, my users, support), and 'My User Types' (Access other online services). The 'myWCB Administration' menu is expanded, showing a list of options: 'My Profile' (Change my Password or UserID, Manage my Profile, View my Access, Request Additional Access) and 'My Users' (Approve Pending Requests, Create User, Create User From Existing, Change a Password or UserID, Manage User Profile, View Users). Below the navigation bar, the main content area features a 'Welcome to myWCB' section with a background image of a worker. It includes a 'Getting started with myWCB' section, a 'Browsers' section with a link to a browser support chart, and an 'Hours of availability' section. At the bottom of the main content area, there is a section for 'For assistance, please contact our eBusiness Support Team' with contact details: 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. A footer at the bottom of the page contains copyright information: Copyright © 2018 The Workers' Compensation Board - Alberta. All rights reserved. It also includes 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 **myWCB Administration, My Users**, click on **Create User**.

WCB Workers' Compensation Board - Alberta

Welcome, Online Administrator

myWCB employers

My Account
Account information, clearances, earnings

My Claims and Costs
Claims, rate statements and other reports

myWCB Administration
My profile, my users, support

My User Types
Access other online services

Welcome to myWCB

Getting started with myWCB:
To use an online service, select a service from the menus above.

Browsers
See the [browser support chart](#) for a list of supported browsers.

Hours of availability
myWCB is available 24 hours, 7 days a week except for occasional maintenance. See the [schedule for Electronic Injury Reporting](#).

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

For more detailed information on WCB-Alberta, visit the [WCB website](#).

My Profile
Change my Password or UserID
Manage my Profile
View my Access
Request Additional Access

My Users
Approve Pending Requests
Create User
Create User From Existing
Change a Password or UserID
Manage User Profile
View Users

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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 'What access will these roles grant me?' below "Roles" or see **Appendix A** for information on roles and the corresponding access granted. Click the **Next** Button.

User Type

* Select the type of relationship that most closely represents the user's business with WCB - Alberta.

Employer

Association Information

Enter the Employer 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) the best describe(s) the function performed by you for this Account Number. [What access will these roles grant me?](#)

Account Administration

- Account Administrator
- Account Administrator (cannot view injury data)

Claims Administration

- Claim Creator
- Claim Creator (injury reporting only)
- Claim Administrator
- Claim Submitter
- Claim Submitter (injury reporting only)

General

- Online Administrator
- General User

[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”.

4. 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.

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

UserID: test.id1 [Modify](#)

Profile Information [Modify](#)

Title: First Name: test Last Name: id
 Country Code: Canada/USA (1) Phone Number: 999-999-9999 Ext: Email Address: ·
 Company Name: test Position:
 Address: City: Province: AB Postal Code:

Access Requested

User Type	Association	Assigned Roles	Request Date
Employer	Account Number	Account Administrator	Mar 6, 2018

[Modify](#)

Key Facts enabled

[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 **myWCB Administration, My Users**, click on **Create User From Existing**.

The screenshot shows the myWCB Online Administrator interface. The top navigation bar includes 'My Account', 'My Claims and Costs', 'myWCB Administration', and 'My User Types'. The 'myWCB Administration' dropdown menu is open, showing options like 'My Profile', 'My Users', and 'Create User From Existing' (which is circled in red). The main content area displays a welcome message and contact information for the eBusiness Support Team.

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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 **Create User** 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 **myWCB Administration, My Users**, click on **Manage User Profile**.

The screenshot shows the myWCB Online Administrator interface. At the top, there is a navigation bar with the WCB logo and the text 'Workers' Compensation Board - Alberta'. The user is logged in as 'Welcome, Online Administrator'. The main navigation menu includes 'My Account', 'My Claims and Costs', 'myWCB Administration', and 'My User Types'. The 'myWCB Administration' menu is expanded, showing options: 'My Profile', 'My Users', and 'Manage User Profile' (highlighted with a red circle). The main content area displays a welcome message and contact information for the eBusiness Support Team.

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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 **Manage Profile** button beside the applicable user. The following window will be displayed.

My Account

Account information, clearances, earnings

My Claims and Costs

Claims, rate statements and other reports

myWCB Administration

My profile, my users, support

Profile Information [?](#)

Personal Information

Status: Active ?

Inactivate On: YYYY-MM-DD

Title: Please Select

First Name: * Test

Last Name: * ID

Email Address: * test@test.ca

Re-enter Email Address: * test@test.ca

Country Code: * Canada/USA (1)

Phone Number: * 999-999-9999

Extension:

Company Information

Company Name: * test

Position:

Address:

City:

Province or State: Alberta

Postal or Zip Code: A9A9A9 or 99999

[Return To User Search](#)

Reset Password

Save

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

Changing a user's status (active, inactive)

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

NOTE: To revoke access for a 3rd party representative, please see the section **Adding an account, billing number, or claim number**.

The screenshot shows the myWCB Online Administrator interface. The top navigation bar contains four main sections: 'My Account' (Account information, clearances, earnings), 'My Claims and Costs' (Claims, rate statements and other reports), 'myWCB Administration' (My profile, my users, support), and 'My User Types' (Access other online services). The 'myWCB Administration' dropdown menu is open, listing options under 'My Profile' (Change my Password or UserID, Manage my Profile, View my Access, Request Additional Access) and 'My Users' (Approve Pending Requests, Create User, Create User From Existing, Change a Password or UserID, **Manage User Profile** (circled in red), View Users). The main content area features a 'Welcome to myWCB' message, a 'Getting started with myWCB' section, 'Browsers' information, 'Hours of availability', and contact details for the eBusiness Support Team.

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 **Manage Profile** button beside the applicable user. The following window will be displayed.

My Account

Account information, clearances, earnings

My Claims and Costs

Claims, rate statements and other reports

myWCB Administration

My profile, my users, support

Profile Information

Personal Information

Status: Active (circled in red) Inactivate On: YYYY-MM-DD
Title: Please Select First Name: * Test Last Name: * ID
Email Address: * test@test.ca Re-enter Email Address: * test@test.ca
Country Code: * Canada/USA (1) Phone Number: * 999-999-9999 Extension:

Company Information

Company Name: * test Position: Address:
City: Province or State: Alberta Postal or Zip Code: A9A9A9 or 99999

[Return To User Search](#)

Reset Password Save

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

NOTE: If a UserID has been temporarily locked due to 10 unsuccessful sign in attempts, you will have to reset their password. Otherwise, the user will need to wait 15 minutes before trying to sign in.

User Summary **Locked** (circled in red)

UserID: test.id3

Modify

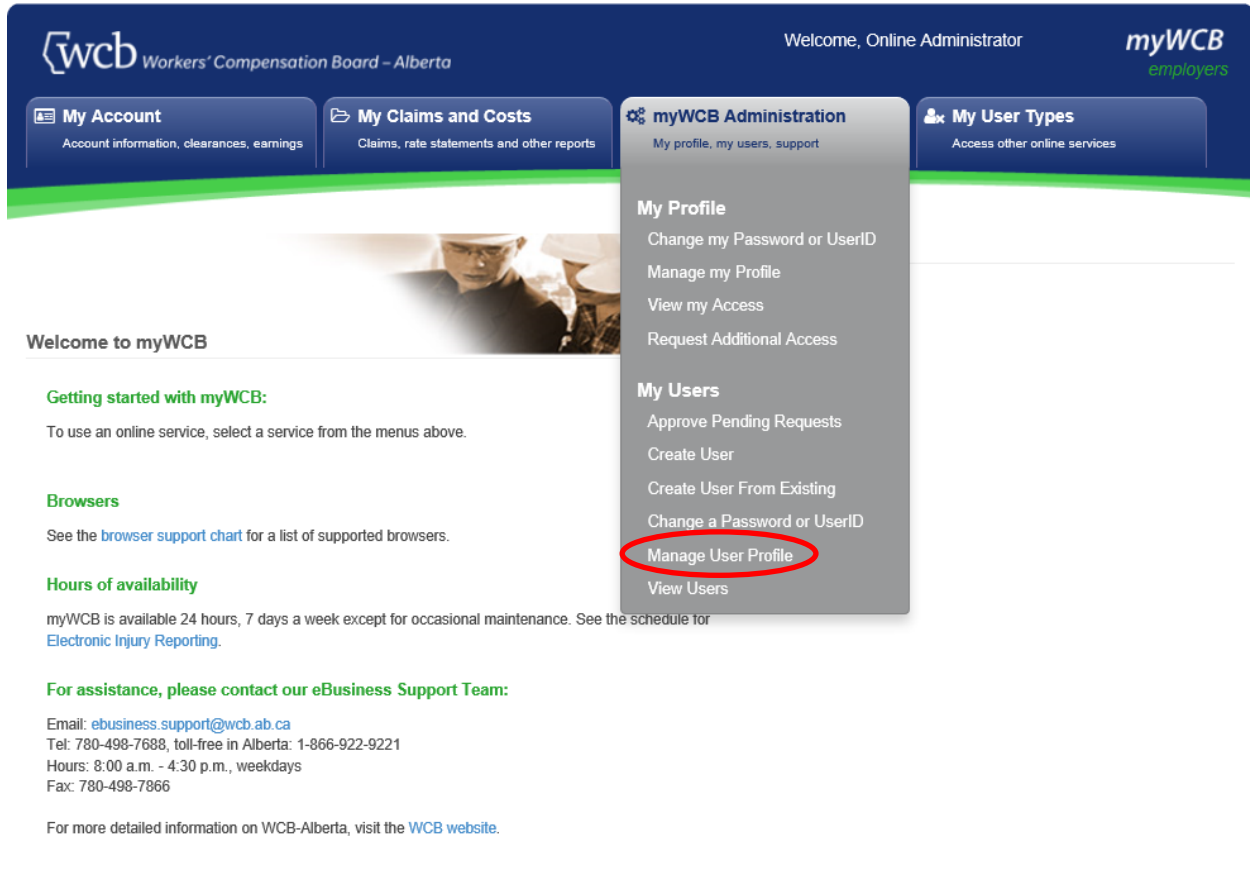
Profile Information

Modify

User Status: Active Inactivate On:
Title: First Name: test Last Name: id
Country Code: Canada/USA (1) Phone Number: 999-999-9999 Ext: Email Address: test@test.ca
Company Name: test Position:
Address: City: Province: AB Postal Code:

Set a Future Date to Inactivate a User

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



The screenshot shows the myWCB Online Administrator interface. The top navigation bar includes the WCB logo, the text 'Workers' Compensation Board - Alberta', the user greeting 'Welcome, Online Administrator', and the 'myWCB employers' logo. Below the navigation bar are four main menu items: 'My Account', 'My Claims and Costs', 'myWCB Administration', and 'My User Types'. The 'myWCB Administration' menu is expanded, showing a list of options: 'My Profile', 'My Users', and 'View Users'. Under 'My Profile', there are options for 'Change my Password or UserID', 'Manage my Profile', 'View my Access', and 'Request Additional Access'. Under 'My Users', there are options for 'Approve Pending Requests', 'Create User', 'Create User From Existing', 'Change a Password or UserID', 'Manage User Profile' (highlighted with a red circle), and 'View Users'. The main content area on the left contains a 'Welcome to myWCB' message, a 'Getting started with myWCB' section, a 'Browsers' section, an 'Hours of availability' section, and a 'For assistance, please contact our eBusiness Support Team:' section with contact information.

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

My Account

Account information, clearances, earnings

My Claims and Costs

Claims, rate statements and other reports

myWCB Administration

My profile, my users, support

Profile Information ?

Personal Information

Status: Active [v] [?]

Title: Please Select [v]

Email Address: * test@test.ca

Country Code: * Canada/USA (1) [v]

Inactivate On: []

First Name: *

Re-enter Email Address: *

Phone Number: *

Last Name: * ID

Extension: []

Company Information

Company Name: * test

City: []

Position: []

Province or State: Alberta [v]

Address: []

Postal or Zip Code: A9A9A9 or 99999

July- 2018

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

[Return To User Search](#)

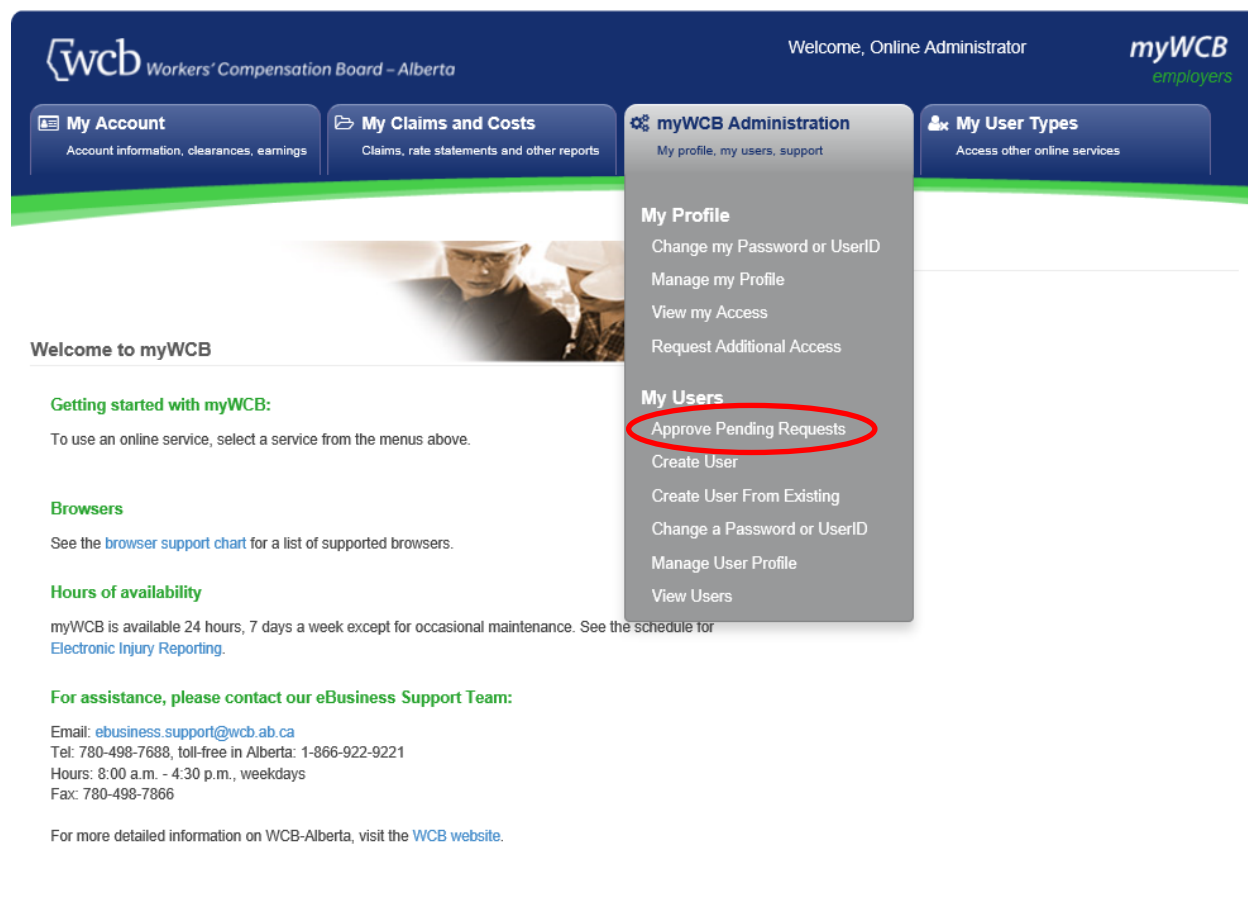
[Reset Password](#) [Save](#)

4. Click the **Inactivate On** field and select a future date. You may not enter the date of today or a past date. After the date has been entered, click **Save**.

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 **myWCB Administration, My Users**, click on **Approve Pending Requests**.



The screenshot shows the myWCB Online Administrator interface. The top navigation bar includes 'My Account', 'My Claims and Costs', 'myWCB Administration', and 'My User Types'. The 'myWCB Administration' dropdown menu is open, showing options like 'My Profile', 'My Users', and 'Approve Pending Requests' (which is circled in red). The main content area displays a welcome message and contact information for the eBusiness Support Team.

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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.

wcb Workers' Compensation Board - Alberta Welcome, Online Administrator **myWCB** employers

[My Account](#) Account information, clearances, earnings
 [My Claims and Costs](#) Claims, rate statements and other reports
 [myWCB Administration](#) My profile, my users, support

User Summary [?](#)

UserID: test.id5 [Modify](#)

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

User Status: Active Inactivate On: Title: First Name: Test Last Name: ID
 Country Code: Canada/USA (1) Phone Number: 999-999-9999 Ext: Email Address: test@test.ca
 Company Name: test Position: Address: City: Province: AB Postal Code:

Access Requests Awaiting Approval [?](#)

The Access Requests Awaiting Approval section identifies those requests for online services that require review and approval. An email notification will be sent once this review has been completed.

User Type	Association	Assigned Roles	Request Date	Online Administrator(s)	
Employer	Account Number	Account Administrator	Jul 26, 2018	Online Administrator Test User	Modify Approve Deny
	Key Facts enabled				

[Return To Approve Pending Requests](#) [Request Additional Access](#)

- To approve the request, click the **Approve** button. To deny the request, click the **Deny** button.
- 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 **myWCB Administration, My Users**, click on **View Users**.

Workers' Compensation Board - Alberta

Welcome, Online Administrator

myWCB employers

My Account
Account information, clearances, earnings

My Claims and Costs
Claims, rate statements and other reports

myWCB Administration
My profile, my users, support

My User Types
Access other online services

Welcome to myWCB

Getting started with myWCB:
To use an online service, select a service from the menus above.

Browsers
See the [browser support chart](#) for a list of supported browsers.

Hours of availability
myWCB is available 24 hours, 7 days a week except for occasional maintenance. See the schedule for [Electronic Injury Reporting](#).

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

For more detailed information on WCB-Alberta, visit the [WCB website](#).

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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 **View Summary** button beside the applicable user. The following window will be displayed.

The screenshot shows the myWCB Online Administrator interface. At the top, there is a navigation bar with the WCB logo, the text "Workers' Compensation Board - Alberta", a welcome message "Welcome, Online Administrator", and the "myWCB employers" logo. 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 "myWCB Administration" (My profile, my users, support).

The main content area is titled "User Summary" with a help icon. It displays the following information:

- UserID:** test.id5 (with a "Modify" button)
- Profile Information** (with a "Modify" button):
 - User Status: Active
 - Title:
 - Country Code: Canada/USA (1)
 - Company Name: test
 - Address:
 - Inactivate On:
 - First Name: Test
 - Phone Number: 999-999-9999 Ext:
 - Position:
 - City:
 - Last Name: ID
 - Email Address: test@test.ca
 - Province: AB
 - Postal Code:
- Access Requests Awaiting Approval** (with a help icon):

The Access Requests Awaiting Approval section identifies those requests for online services that require review and approval. An email notification will be sent once this review has been completed.

User Type	Association	Assigned Roles	Request Date	Online Administrator(s)	
Employer	Account Number	Account Administrator	Jul 26, 2018	Online Administrator Test User	<input type="button" value="Modify"/> <input type="button" value="Approve"/> <input type="button" value="Deny"/>
	Key Facts enabled				

At the bottom of the page, there is a "Return To Approve Pending Requests" button on the left and a "Request Additional Access" button on the right, which is circled in red in the original image.

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

WCB Workers' Compensation Board - Alberta

Welcome, Online Administrator

myWCB employers

My Account: Account information, clearances, earnings

My Claims and Costs: Claims, rate statements and other reports

myWCB Administration: My profile, my users, support

My User Types: Access other online services

Request Additional Access

SECTION 1: ACCESS REQUEST ? Section 1 of 3

User Type

* Select the type of relationship that most closely represents the user's business with WCB - Alberta.

Employer Injured Worker

Association Information

Enter the Employer 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) the best describe(s) the function performed by you for this Account Number. [What access will these roles grant me?](#)

Account Administration	Claims Administration	General
<input type="checkbox"/> Account Administrator	<input type="checkbox"/> Claim Creator	<input type="checkbox"/> Online Administrator
<input type="checkbox"/> Account Administrator (cannot view injury data)	<input type="checkbox"/> Claim Creator (injury reporting only)	<input type="checkbox"/> General User
	<input type="checkbox"/> Claim Administrator	
	<input type="checkbox"/> Claim Submitter	
	<input type="checkbox"/> Claim Submitter (injury reporting only)	

[View User Summary](#)

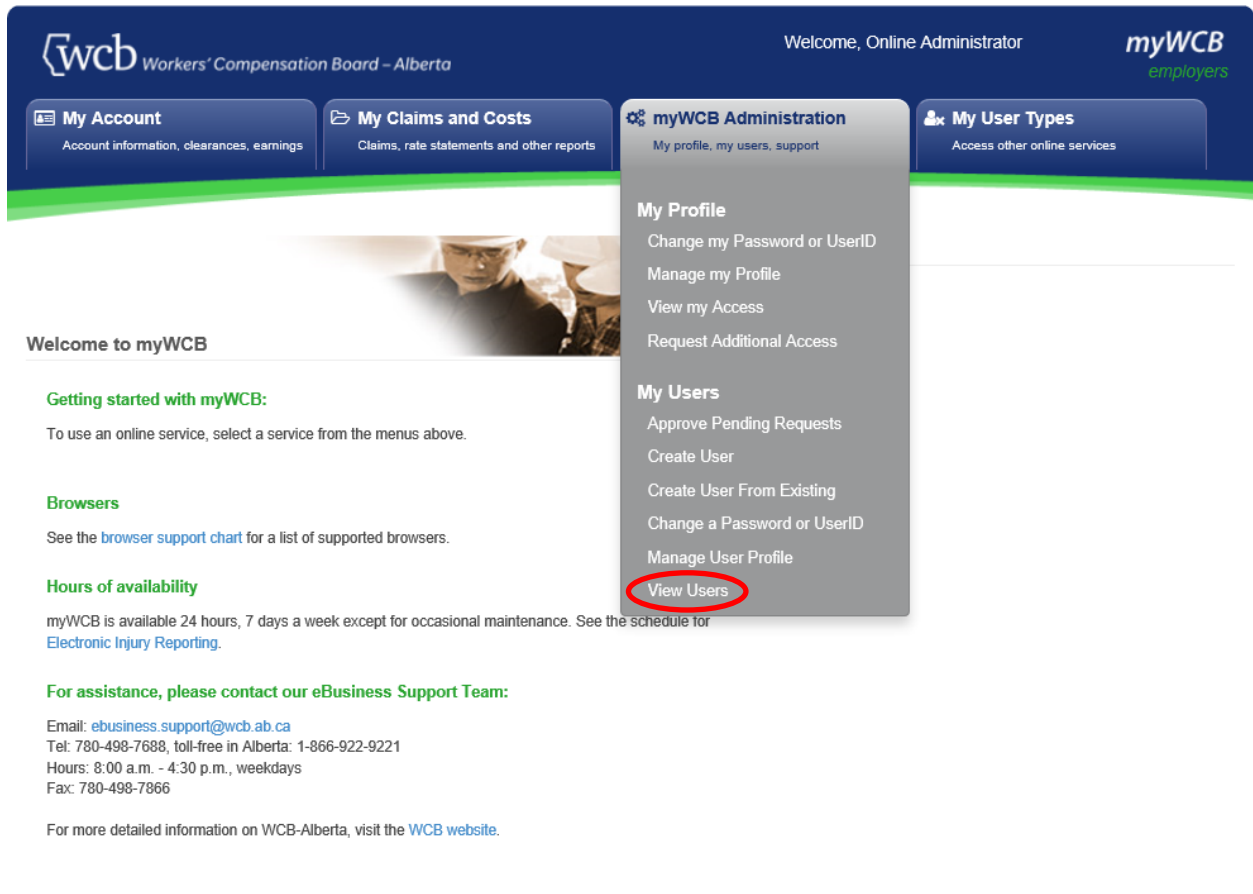
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4. Select a **User Type** and from the drop-down menu below Association Information, select the account, billing number, or claim number that you would like to assign to the user.
5. Select the role(s) that best describes the function performed by 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 **myWCB Administration, My Users**, click on **View Users**.



The screenshot shows the myWCB Online Administrator interface. 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, Online Administrator" and "myWCB employers". Below the navigation bar, there are four main menu items: "My Account", "My Claims and Costs", "myWCB Administration", and "My User Types". The "myWCB Administration" menu is expanded, showing options like "My Profile", "My Users", and "View Users". The "View Users" option is circled in red. The main content area displays a "Welcome to myWCB" message and several sections: "Getting started with myWCB:", "Browsers", "Hours of availability", and "For assistance, please contact our eBusiness Support Team:". The footer contains copyright information and links to "Web site terms of use", "myWCB terms and conditions", and "Contact us".

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 **View Summary** button beside the applicable user. The following screen will be presented.

User Summary [?](#)

UserID: test.id5 Modify

Profile Information [?](#) Modify

User Status: Active Inactivate On:
 Title: First Name: Test Last Name: ID
 Country Code: Canada/USA (1) Phone Number: 999-999-9999 Ext: Email Address: test@test.ca
 Company Name: test Position:
 Address: City: Province: AB Postal Code:

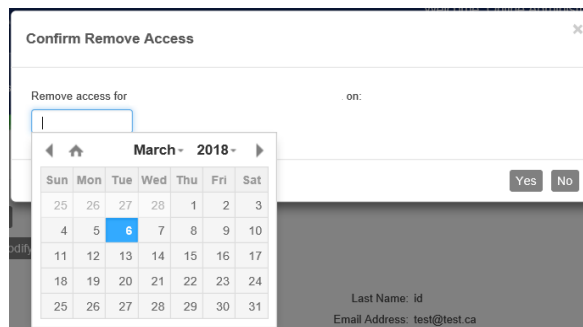
Current Access [?](#)

The Current Access section outlines the access granted to date.

User Type	Association	Assigned Roles	Approved Date	Removal Date	Online Administrator(s)	
Employer	Account Number	Account Administrator	Jul 26, 2018		Online Administrator Test User	Modify Remove

Key Facts enabled

3. Click the **Remove** button next to the role and account, billing number, or claim number you wish to remove.
4. A dialog box will ask you to confirm the action. To proceed with the removal of the account or billing number, enter today's date to remove immediately or a future date and click **Yes**.



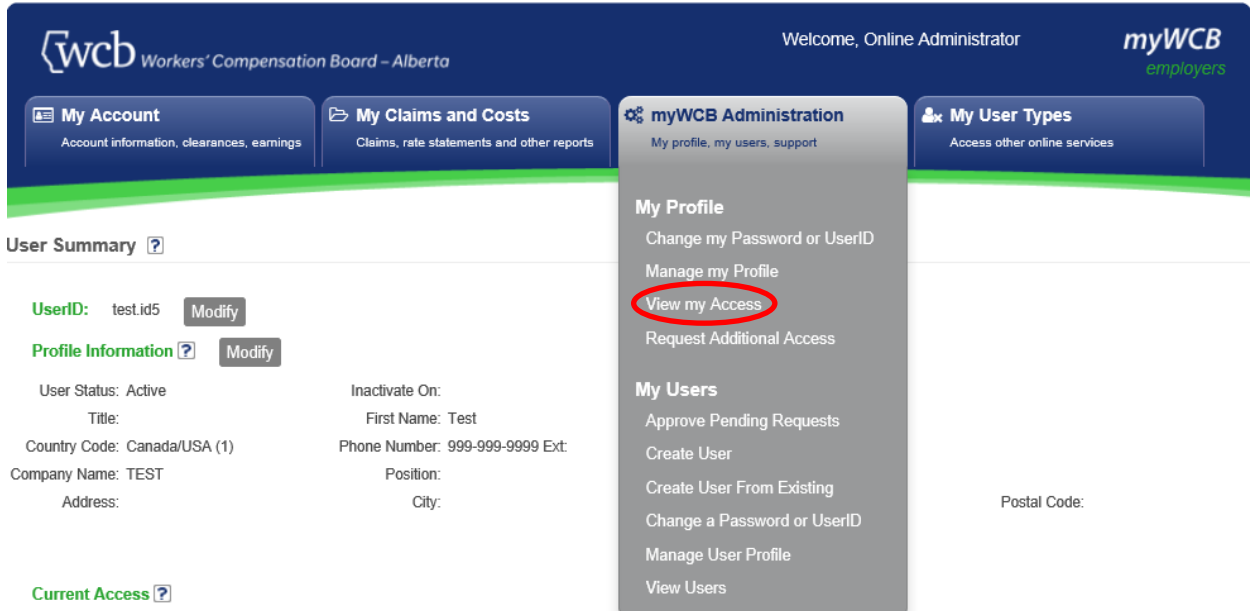
A confirmation message will appear and if the notification email will be sent to the user advising them of the change in access.

Disable Key Fact Questions

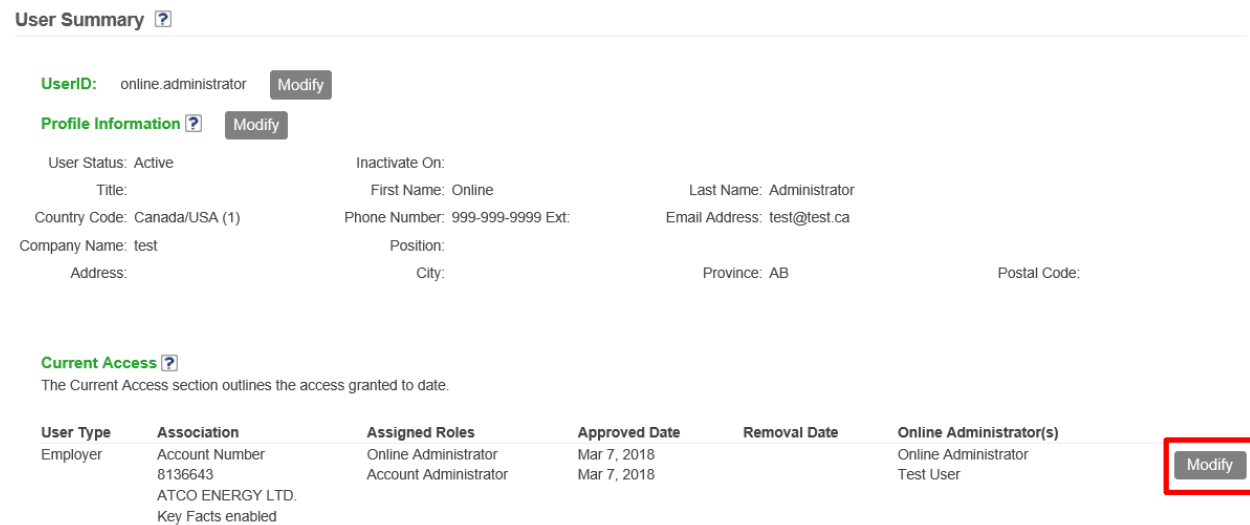
Key facts are questions pertaining to your claims. TWO of these key facts must be answered correctly in order for a new user to proceed with the creation of a User ID.

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 **myWCB Administration** menu located in the top left of the screen.



2. Click on the ‘**Modify**’ button.



3. Click on the ‘**I would like to manually approve all requests for ...**’ box. Click **Next**.

Modify Access

SECTION 1: ACCESS REQUEST ?

Section 1 of 3

User Type

Employer

Association Information

Account Number: Name:

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) the best describe(s) the function performed by you for this Account Number. [What access will these roles grant me?](#)

Account Administration

Account Administrator

Claims Administration

Claim Creator

Claim Administrator

Claim Submitter

General

Online Administrator

General User

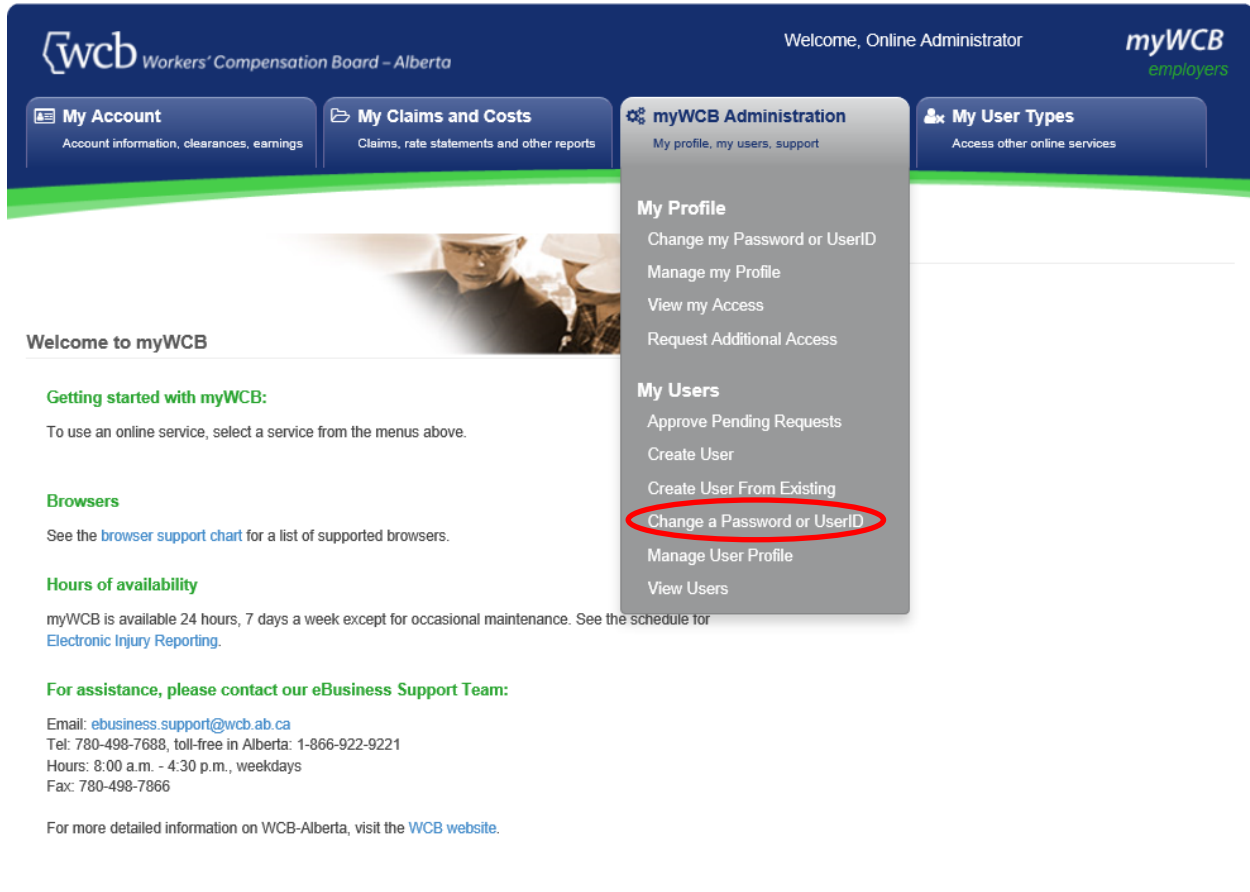
[View My Access](#)

Next

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

Change a password or UserID

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



The screenshot shows the myWCB Online Administrator interface. The top navigation bar includes the WCB logo, the text "Workers' Compensation Board - Alberta", the user greeting "Welcome, Online Administrator", and the "myWCB employers" logo. Below the navigation bar are four main menu items: "My Account", "My Claims and Costs", "myWCB Administration", and "My User Types". The "myWCB Administration" menu is expanded, showing a list of options: "My Profile" (with sub-options: "Change my Password or UserID", "Manage my Profile", "View my Access", "Request Additional Access") and "My Users" (with sub-options: "Approve Pending Requests", "Create User", "Create User From Existing", "Change a Password or UserID", "Manage User Profile", "View Users"). The "Change a Password or UserID" option is circled in red. The main content area displays 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:".

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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 **Change PW or ID** button beside the applicable user. The following window will be presented.

My Account

Account information, clearances, earnings

My Claims and Costs

Claims, rate statements and other reports

myWCB Administration

My profile, my users, support

My User Types

Access other online services

Change a Password or UserID ?

Please specify a new UserID or reset the Password below.

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

Reset password
(password will be emailed to user)

[Return To User Search](#)

Save

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- 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.
- 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
Chiropractor Roles	
Clinic Administrator (Chiropractor)	<ul style="list-style-type: none"> Authorized to create, submit and view any treatment report or invoice
Chiropractic Provider	<ul style="list-style-type: none"> Authorized to create and submit treatment reports and invoices, and to view any report under the same billing number
Employer Roles	
General User	<ul style="list-style-type: none"> Access to clearances letters General statistic reports Payment services
Account Administrator	<ul style="list-style-type: none"> General User access Account maintenance (i.e. update contacts, address, assessable earnings estimate, etc) Filing Annual return Invoices Account management reports (ie. rate statements, premium reports, etc)
Claim Creator	<ul style="list-style-type: none"> General User access Create injury reports (but cannot submit). Submission will need to be made by an individual with Claim Administrator access Access to some management reports (ie. premium summary, rate statement, etc)
Claims Administrator	<ul style="list-style-type: none"> General User access Ability to create injury reports and submit for all users View all injury reports Access to detailed claim management reports (ie. monthly & yearly claim costs summary, claims correspondence, etc) Access to Employer Fit for Work Dashboard
Claim Submitter	<ul style="list-style-type: none"> General User access Create injury reports Submit injury reports created by the user (cannot submit for other users) View injury reports submitted by the user Access to some management reports (ie. premium summary, rate statement, etc)

Account Administrator (cannot view injury data) <i>Can only be granted by an Online Administrator</i>	<ul style="list-style-type: none"> • General User access • Access to clearances, account management, annual return and payment services • No access to invoices or account specific reports
Claims Creator (injury reporting only) <i>Can only be granted by an Online Administrator</i>	<ul style="list-style-type: none"> • General User access • Authorized to create injury reports for submission by an individual with Claim Administrator access. • No access to injury reports
Claim Submitter (injury reporting only) <i>Can only be granted by an Online Administrator</i>	<ul style="list-style-type: none"> • General User access • Authorized to create, submit and view injury reports submitted by the user • No access to injury reports
Injured Worker Roles	
Injured Worker	<ul style="list-style-type: none"> • Authorized to view payment information
Physiotherapist Roles	
Physiotherapy Report Submitter	<ul style="list-style-type: none"> • Authorized to create, submit and view all treatment reports and invoices
Physiotherapy Report Creator <i>Can only be granted by an Online Administrator</i>	<ul style="list-style-type: none"> • Authorized to create a treatment report or invoice but not authorized to submit to WCB. The Physiotherapy Report Submitter can submit for the user. • View all reports and invoices under the same billing number
Physician Roles	
Clinic Administrator (Physician)	<ul style="list-style-type: none"> • Authorized to create, submit and view any treatment report or invoice
Healthcare Provider	<ul style="list-style-type: none"> • Authorized to create and submit medical reports and invoices, and view any reports or invoices under the same billing number

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).