myWCB Online User Guide
for Online Administrator

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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.

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.

Creating a new user

Go to myWCB Administration, My Users, click on Create User.
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.
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.

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.

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.

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.
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.

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.
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.
Set a Future Date to Inactivate a User

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

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.
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.

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.
2. To approve the request, click the **Approve** button. To deny the request, click the **Deny** button.
3. 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.
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.

```markdown
User Summary

**UserID:** test.id5  **Modify**

**Profile Information**  **Modify**

**User Status:** Active
**Title:**
**Country Code:** Canada/USA (1)
**Company Name:** test
**Address:**

**Inactivate On:**
**First Name:** Test
**Phone Number:** 999-999-9999 Ext:
**Email Address:** test@test.ca

**Last Name:** ID
**City:**
**Province:** AB

**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.

<table>
<thead>
<tr>
<th>User Type</th>
<th>Association</th>
<th>Assigned Roles</th>
<th>Request Date</th>
<th>Online Administrator(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer</td>
<td>Account Number</td>
<td>Account Administrator</td>
<td>Jul 26, 2018</td>
<td>Online Administrator Test User</td>
</tr>
</tbody>
</table>

*Key Facts enabled*

[Request Additional Access]

[Return To Approve Pending Requests]
3. Click on the **Request Additional Access** button. The following window will be displayed.

![Request Additional Access](image)

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.

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.
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.
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.**

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.
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.

<table>
<thead>
<tr>
<th>Roles</th>
<th>Online Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chiropractor Roles</strong></td>
<td></td>
</tr>
<tr>
<td>Clinic Administrator (Chiropractor)</td>
<td>• authorized to create, submit and view any treatment report or invoice</td>
</tr>
<tr>
<td>Chiropractic Provider</td>
<td>• authorized to create and submit treatment reports and invoices, and to view any report under the same billing number</td>
</tr>
<tr>
<td><strong>Employer Roles</strong></td>
<td></td>
</tr>
<tr>
<td>Account Administrator</td>
<td>• access to clearances, account management, annual return, payment services AND claim management reports</td>
</tr>
<tr>
<td>Claim Creator</td>
<td>• authorized to create injury reports for submission by an individual with submit access AND access to claim management reports</td>
</tr>
<tr>
<td>Claims Administrator</td>
<td>• authorized to create, submit and view all injury reports AND access to detailed claim management reports</td>
</tr>
<tr>
<td>Claim Submitter</td>
<td>• authorized to create, submit and view injury reports submitted by the user AND access to claim management reports</td>
</tr>
<tr>
<td>General User</td>
<td>• access to clearances, general statistics and payment services</td>
</tr>
<tr>
<td>For Online Administrators Only</td>
<td>• These roles can only be granted by an Online Administrator</td>
</tr>
<tr>
<td>Account Administrator (cannot view injury data)</td>
<td>• access to clearances, account management, annual return and payment services</td>
</tr>
<tr>
<td>Claims Creator (injury reporting only)</td>
<td>• authorized to create injury reports for submission by an individual with submit access</td>
</tr>
<tr>
<td>WCB Claim Submitter (injury reporting only)</td>
<td>• authorized to create, submit and view injury reports submitted by the user</td>
</tr>
<tr>
<td><strong>Injured Worker Roles</strong></td>
<td></td>
</tr>
<tr>
<td>Injured Worker</td>
<td>• authorized to view payment information</td>
</tr>
<tr>
<td><strong>Physiotherapist Roles</strong></td>
<td></td>
</tr>
<tr>
<td>Physiotherapy Report Submitter</td>
<td>• authorized to create, submit and view all treatment reports and invoices</td>
</tr>
<tr>
<td>For Online Administrators</td>
<td>• These roles can only be granted by an Online Administrator</td>
</tr>
<tr>
<td>Only Administrator</td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Physiotherapy Report Creator</strong></td>
<td></td>
</tr>
<tr>
<td>• authorized to create a treatment report or invoice but not authorized to submit to WCB; able to view all reports and invoices under the same billing number</td>
<td></td>
</tr>
</tbody>
</table>

**Physician Roles**

<table>
<thead>
<tr>
<th>Clinic Administrator (Physician)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• authorized to create, submit and view any treatment report or invoice</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Healthcare Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>• authorized to create and submit medical reports and invoices, and to view any reports or invoices under the same billing number</td>
</tr>
</tbody>
</table>
Contact Us

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

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