myWCB Online User Guide

for Online Administrator

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

Monday through Friday (excluding statutory holidays)

WCB REV November 2021

Workers' Compensation Board – Alberta

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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.

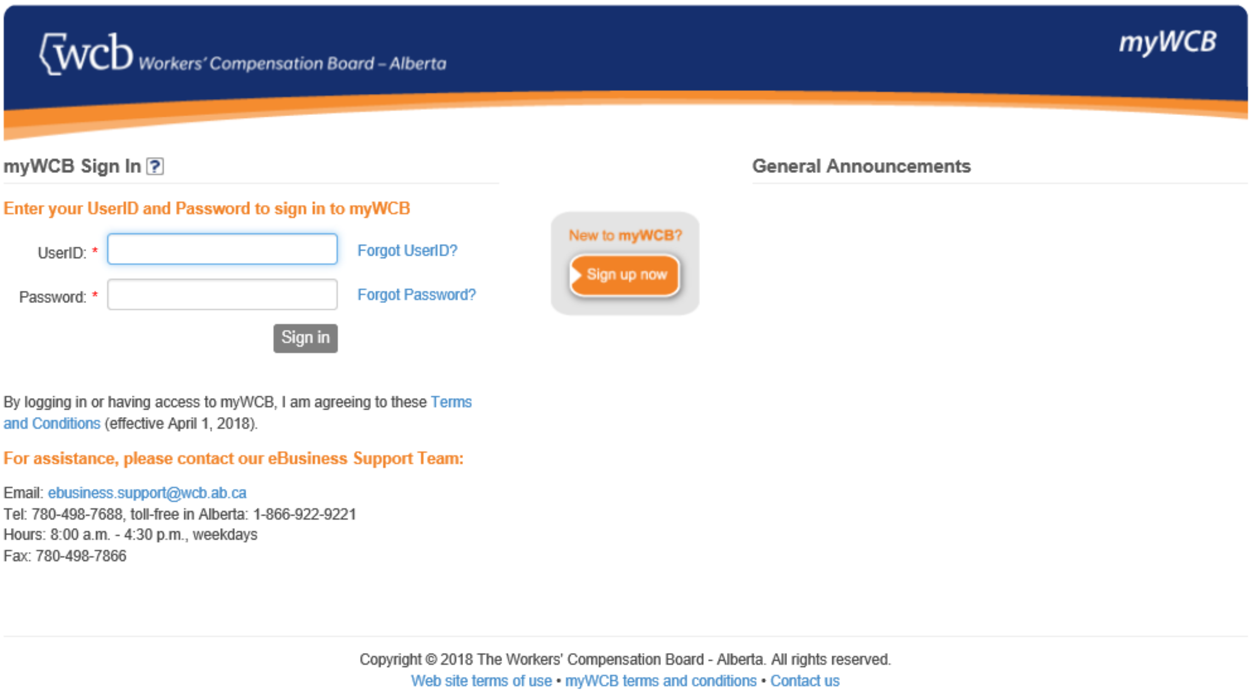
WCB Online Services Supported Browsers

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

Getting Started

Signing in

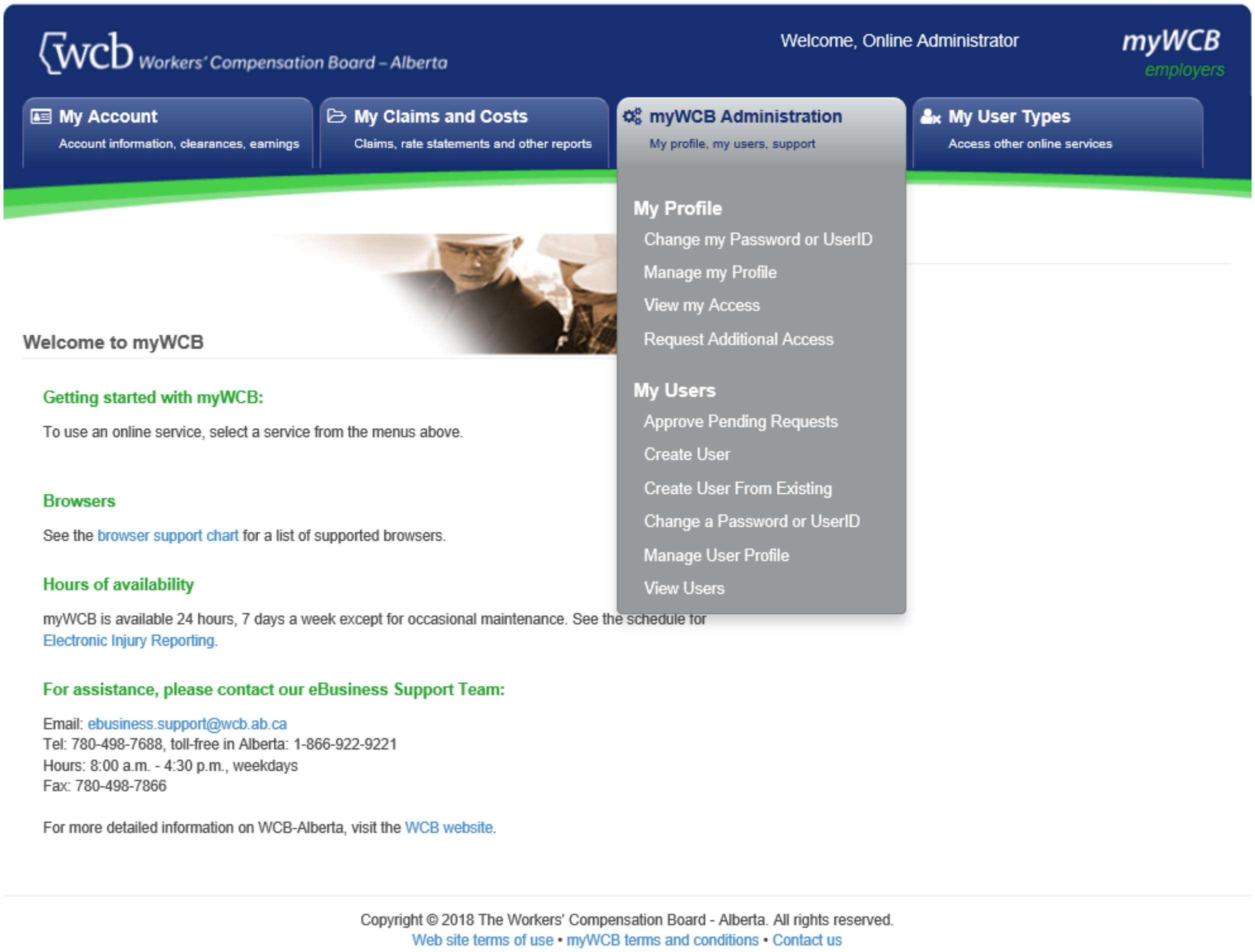
1. Go to the myWCB Sign in page at **https://my.wcb.ab.ca**.



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.

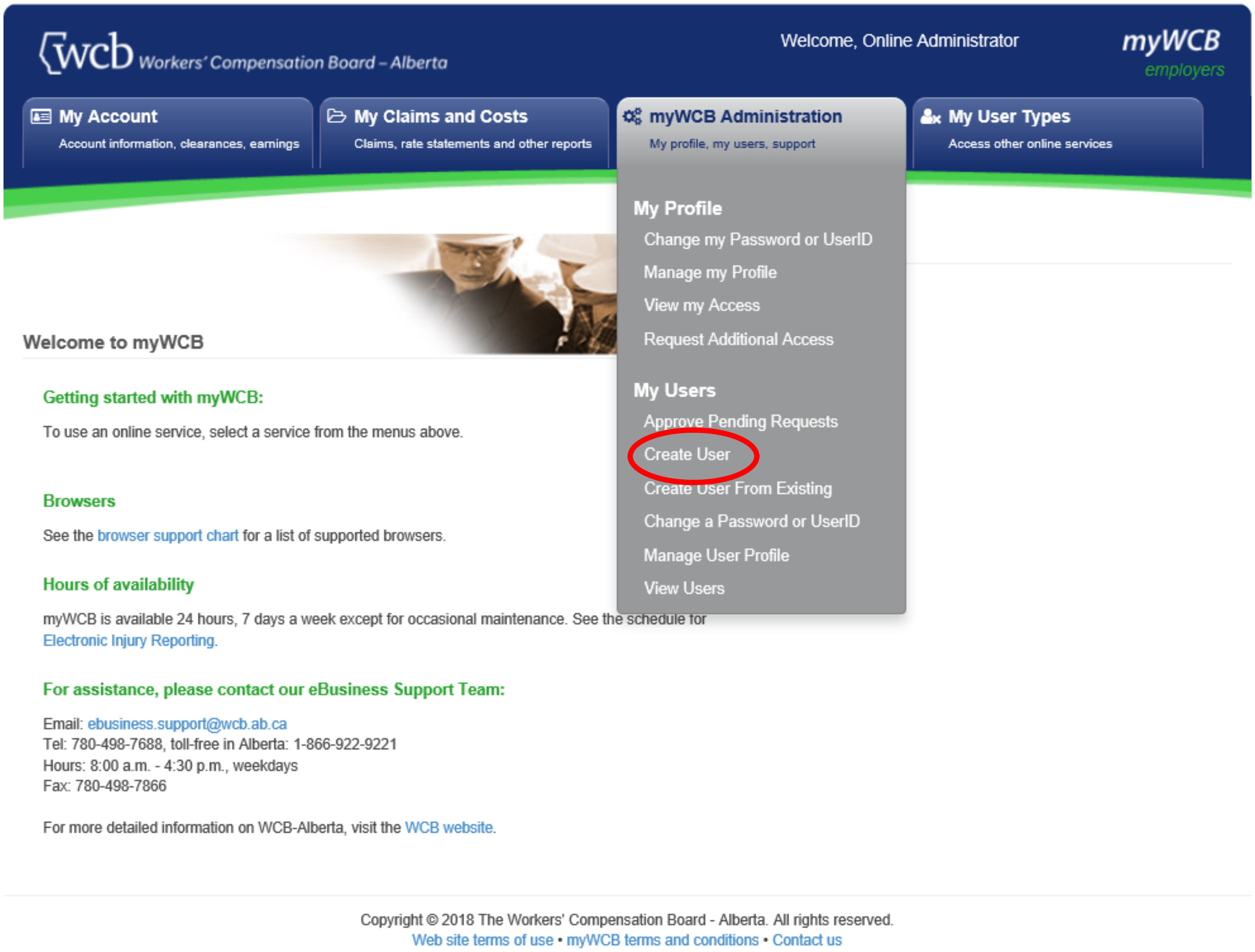


The **My Users** menu allows you to:

- 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

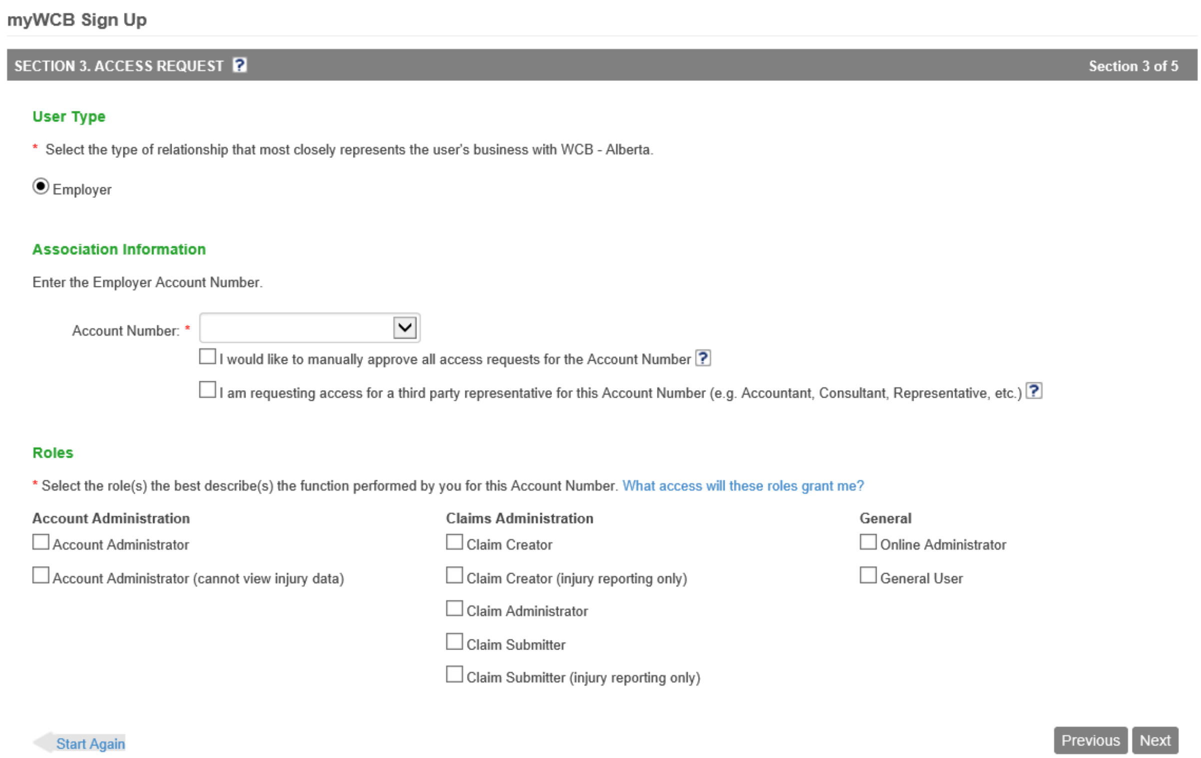
Creating a new user

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



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.



myWCB Sign Up

SECTION 3. ACCESS REQUEST ?   Section 3 of 5

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

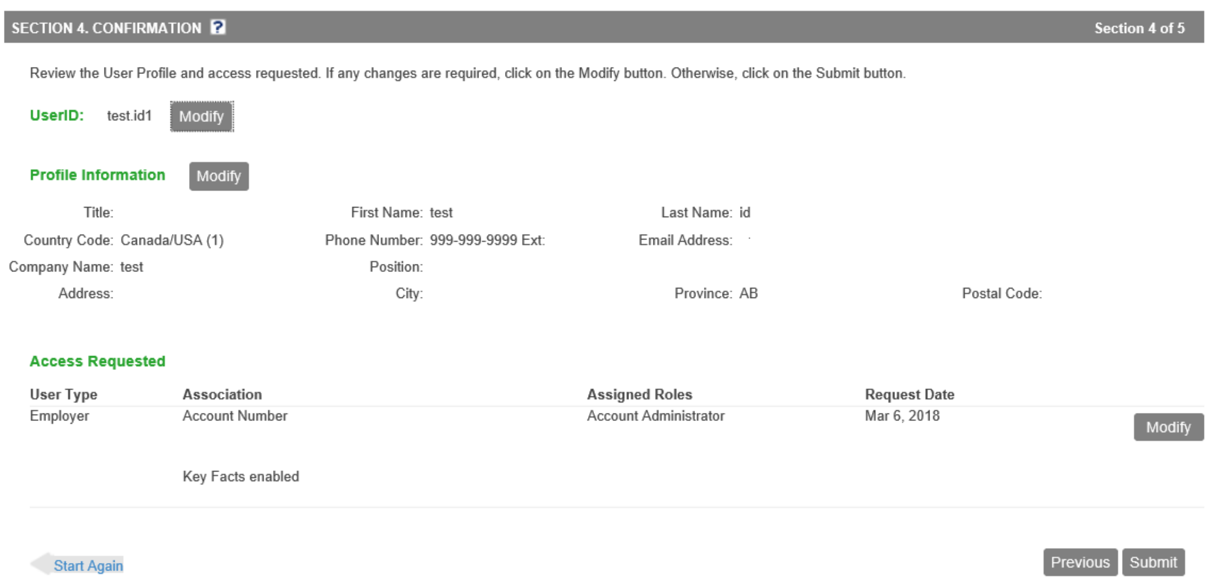
* Select the role(s) the best describe(s) the function performed by you for this Account Number. What access will these roles grant me?

Account Administration	Claims Administration	General
[ ] Account Administrator	[ ] Claim Creator	[ ] Online Administrator
[ ] Account Administrator (cannot view injury data)	[ ] Claim Creator (injury reporting only)	[ ] General User
	[ ] Claim Administrator	
	[ ] Claim Submitter	
	[ ] Claim Submitter (injury reporting only)	

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.



SECTION 4. CONFIRMATION ?   Section 4 of 5

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

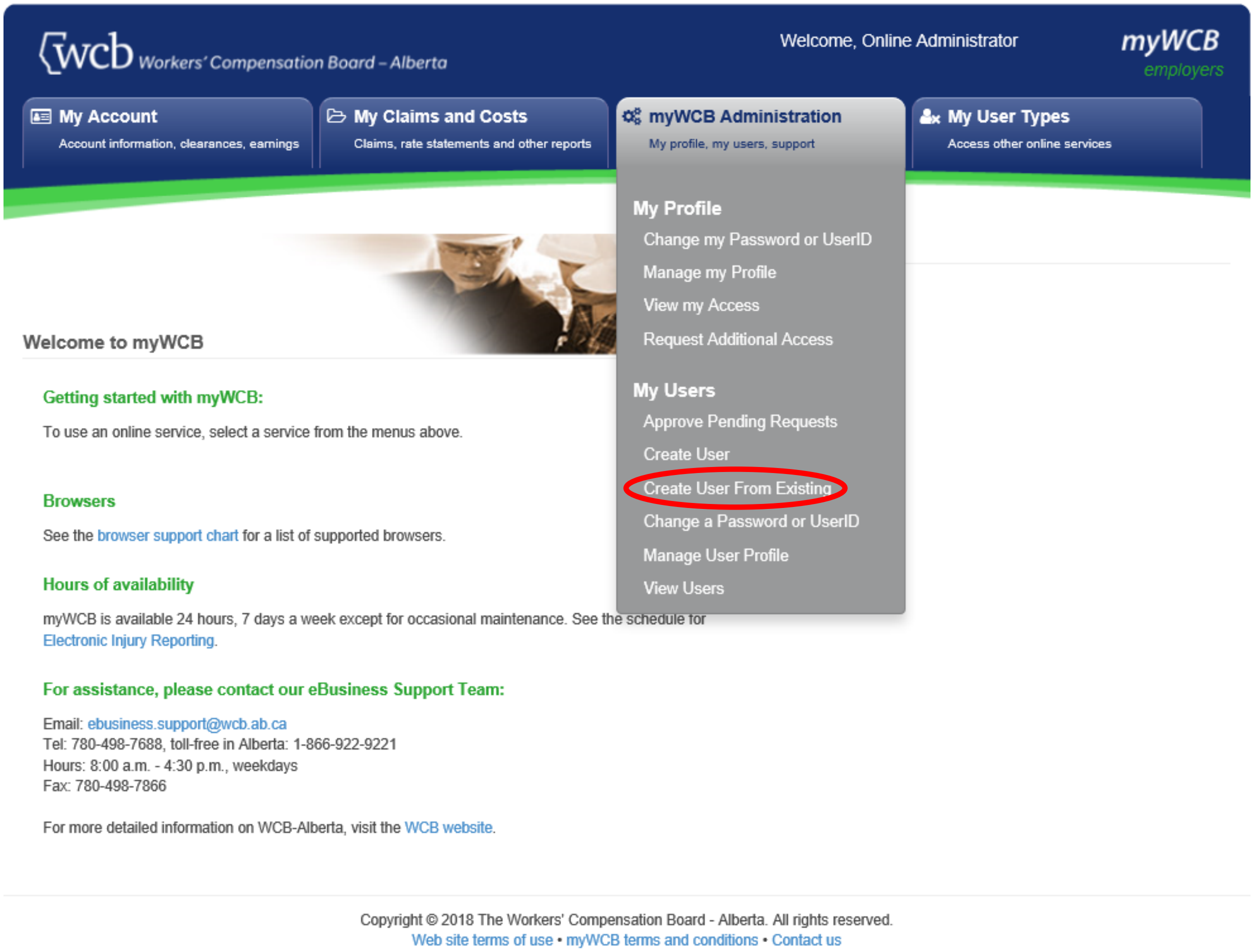
User Type	Association	Assigned Roles	Request Date	
Employer	Account Number	Account Administrator	Mar 6, 2018	Modify
	Key Facts enabled			

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

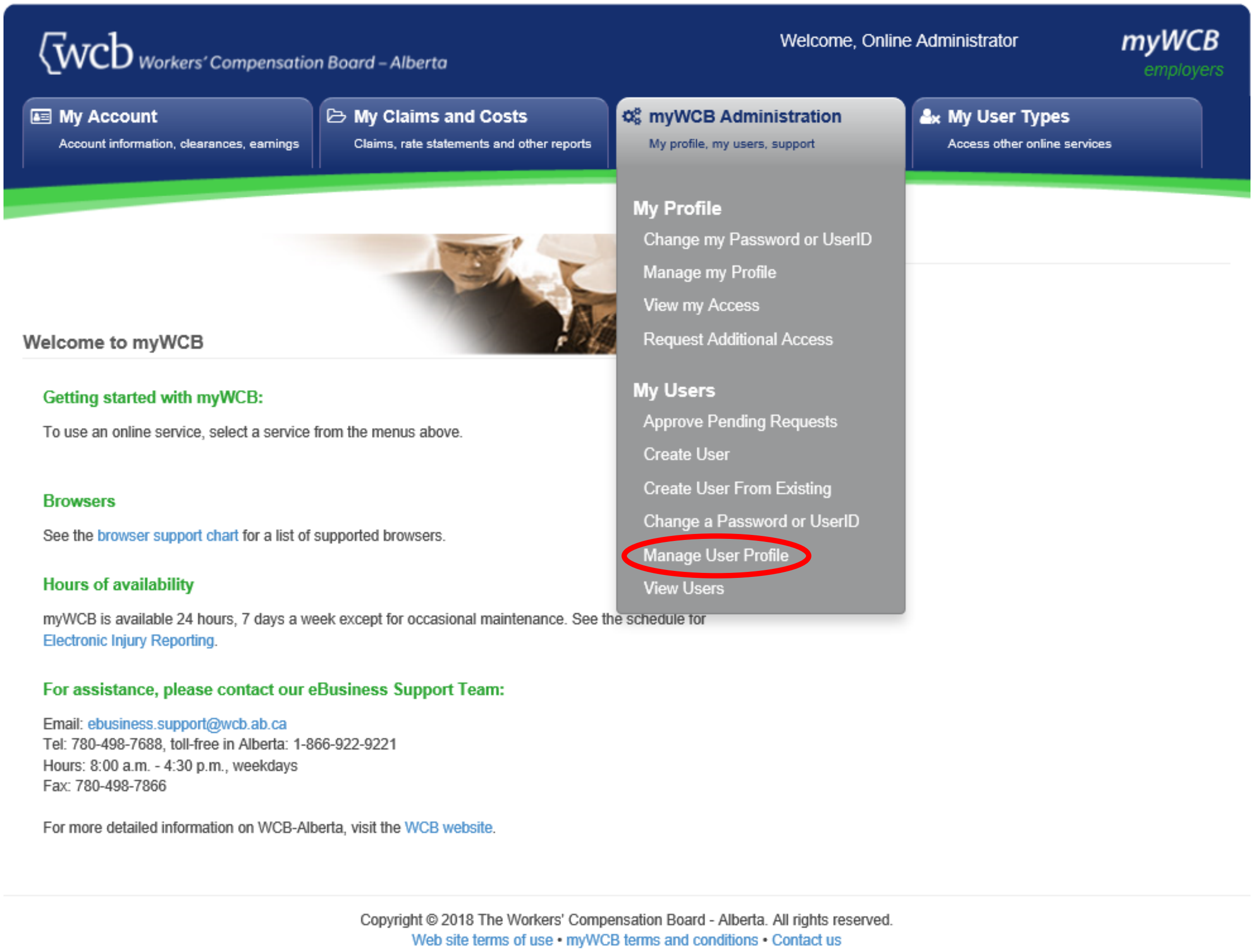
Go to **myWCB Administration**, **My Users**, click on **Create User From Existing.**



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.

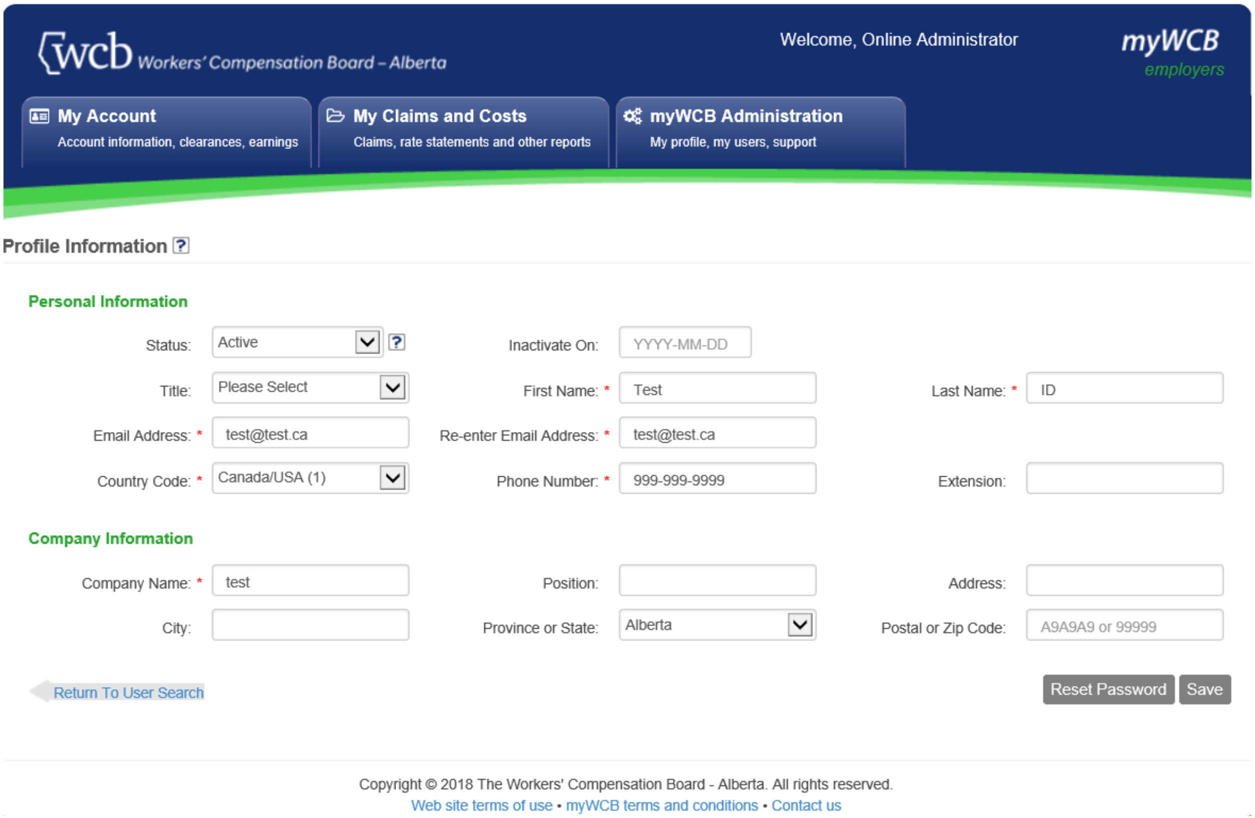
Updating a user's profile

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.

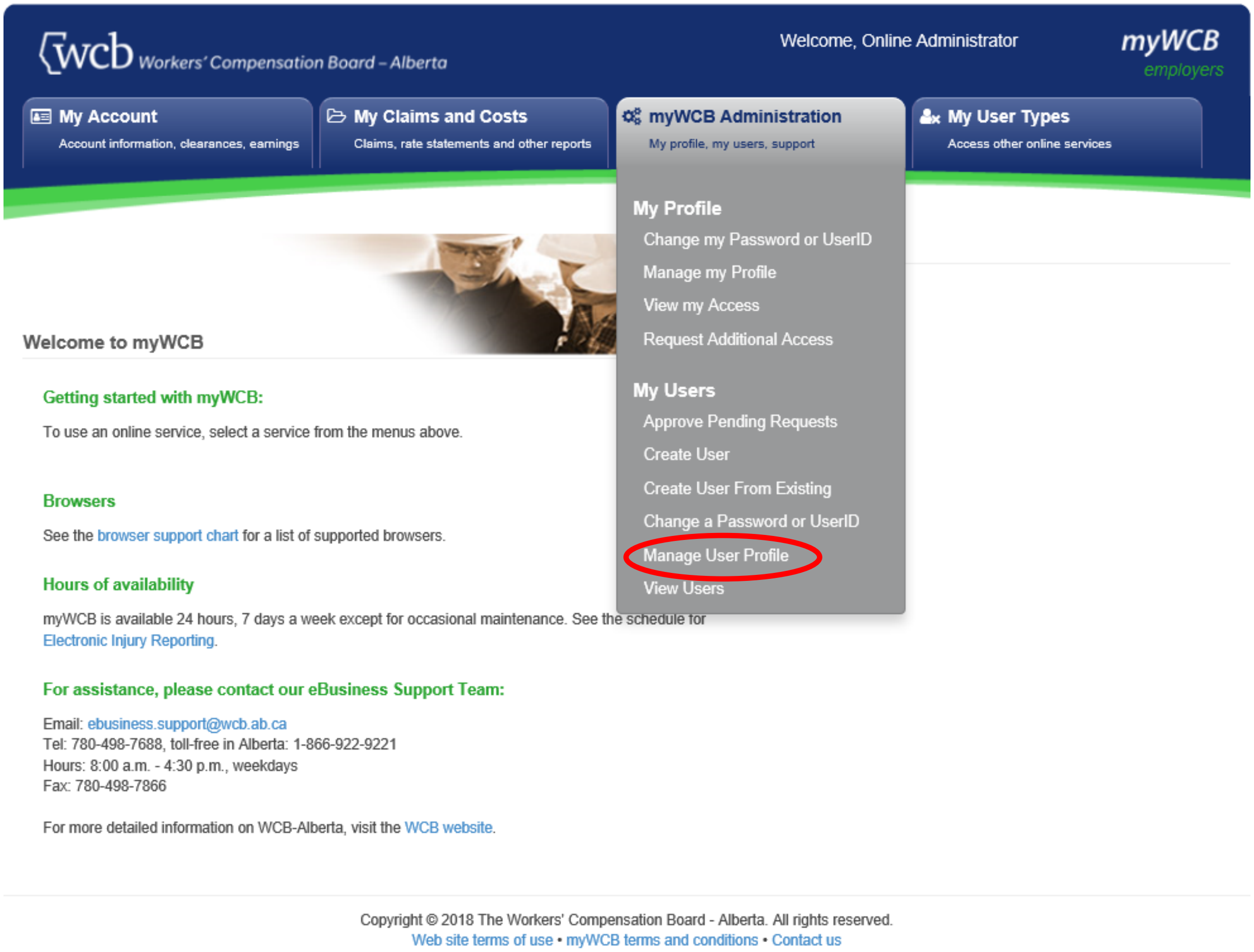


3. Update the required information and click the **Save** button.

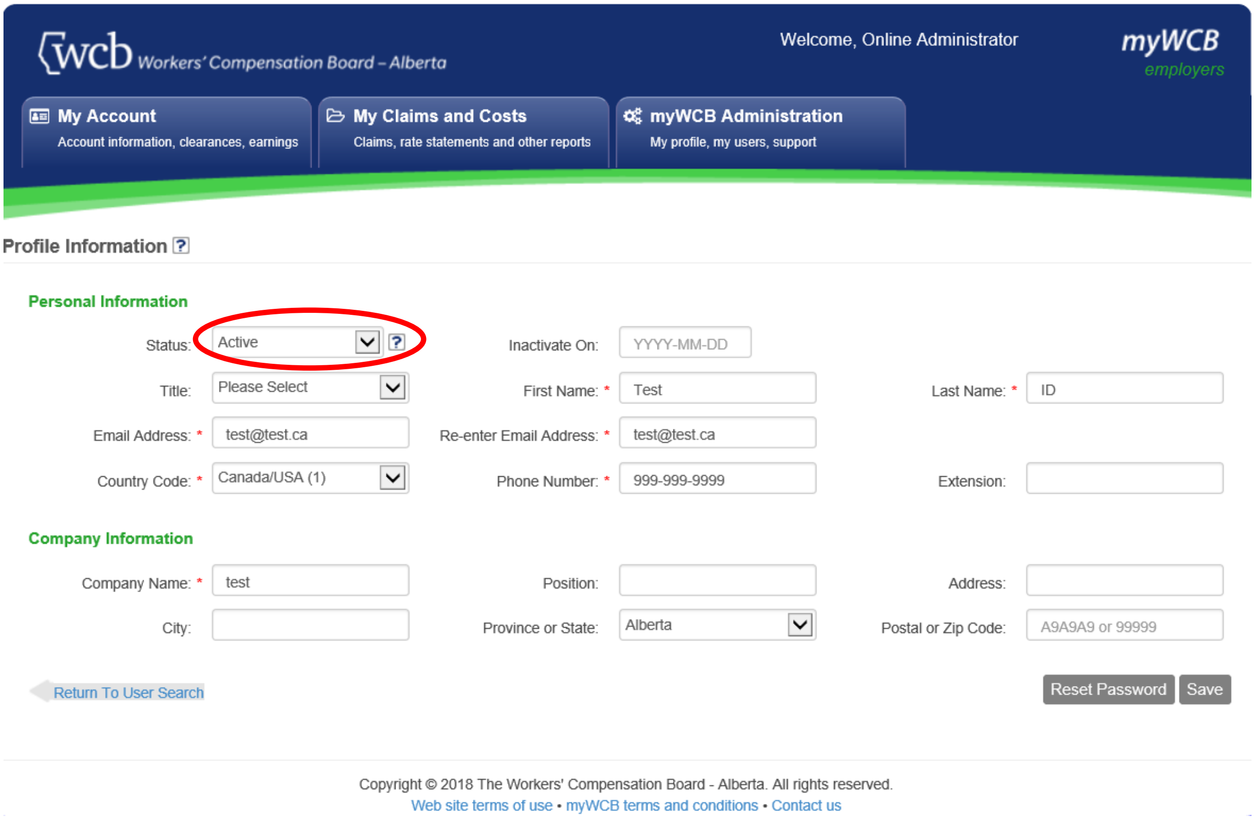
Changing a user's status (active, inactive)

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.


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

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

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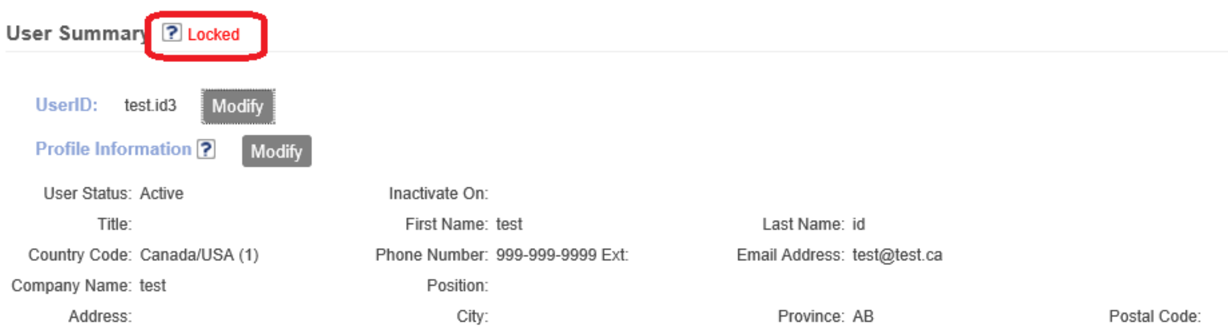
3. Select the applicable User Status option and then click the **Save** button.

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.

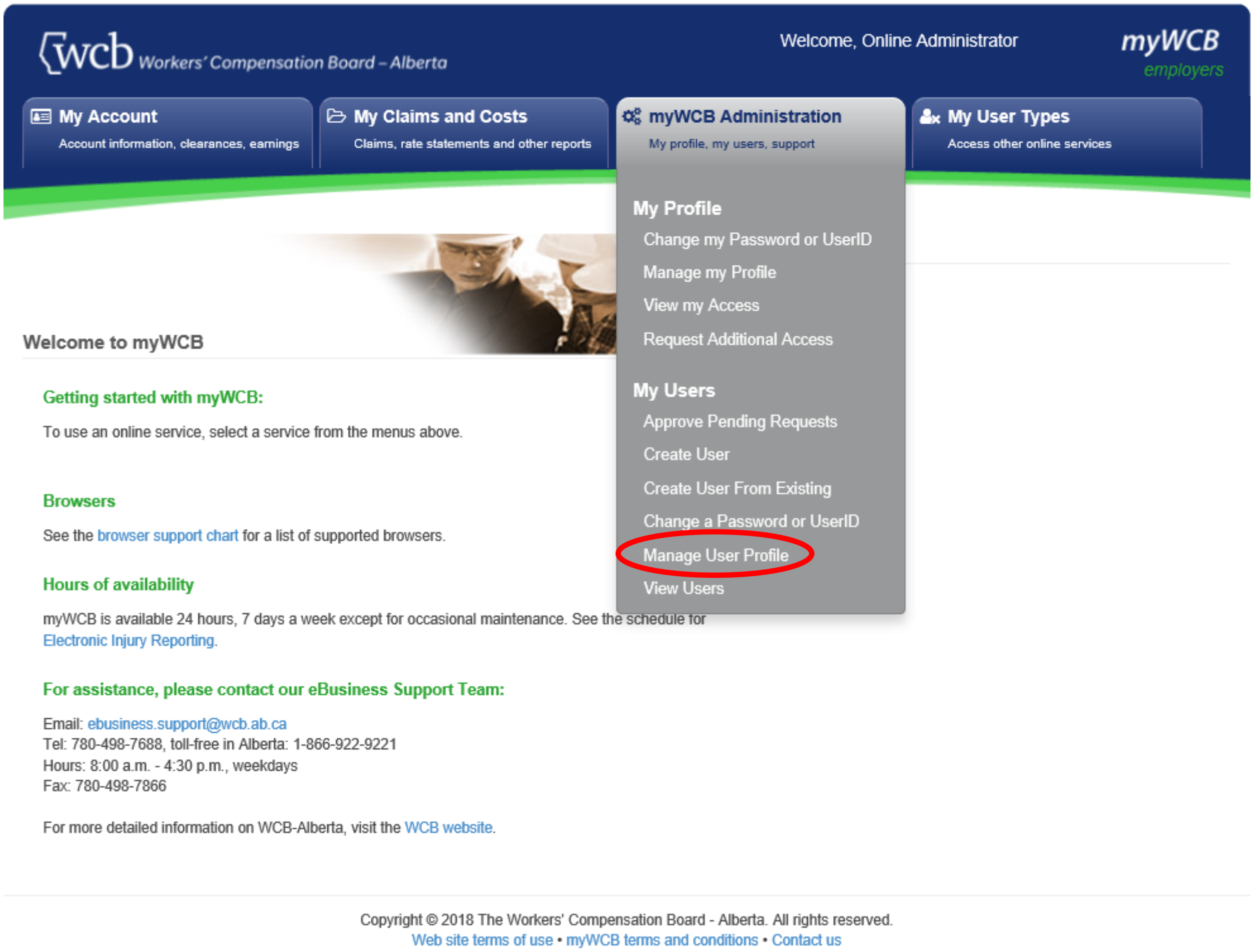

User Summary Locked

UserID: test.id3 Modify
Profile Information Modify

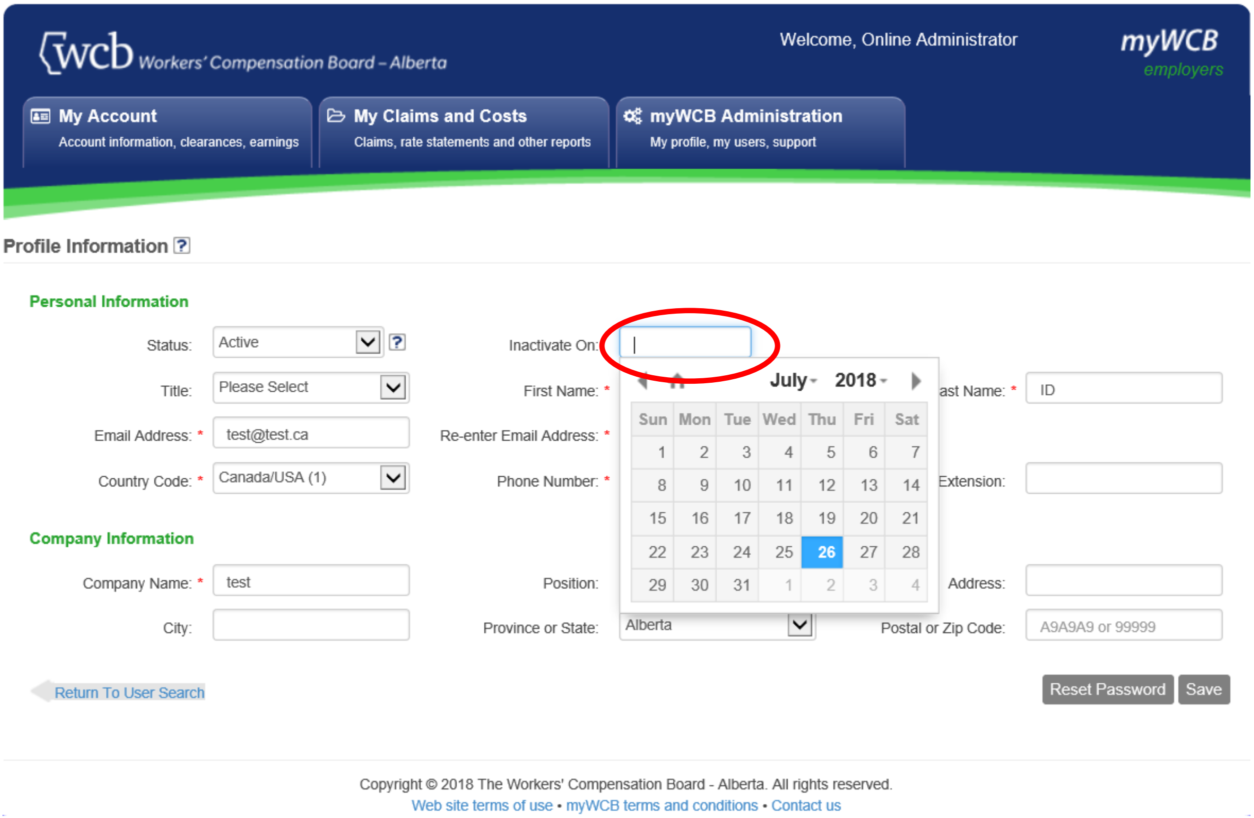
User Status: Active
Inactivate On:
Title:
First Name: test
Last Name: id
Country Code: Canada/USA (1)
Phone Number: 999-999-9999 Ext:
Email Address: test@test.ca
Company Name: test
Position:
Address:
City:
Province: AB
Postal Code:

Set a Future Date to Inactivate a User

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



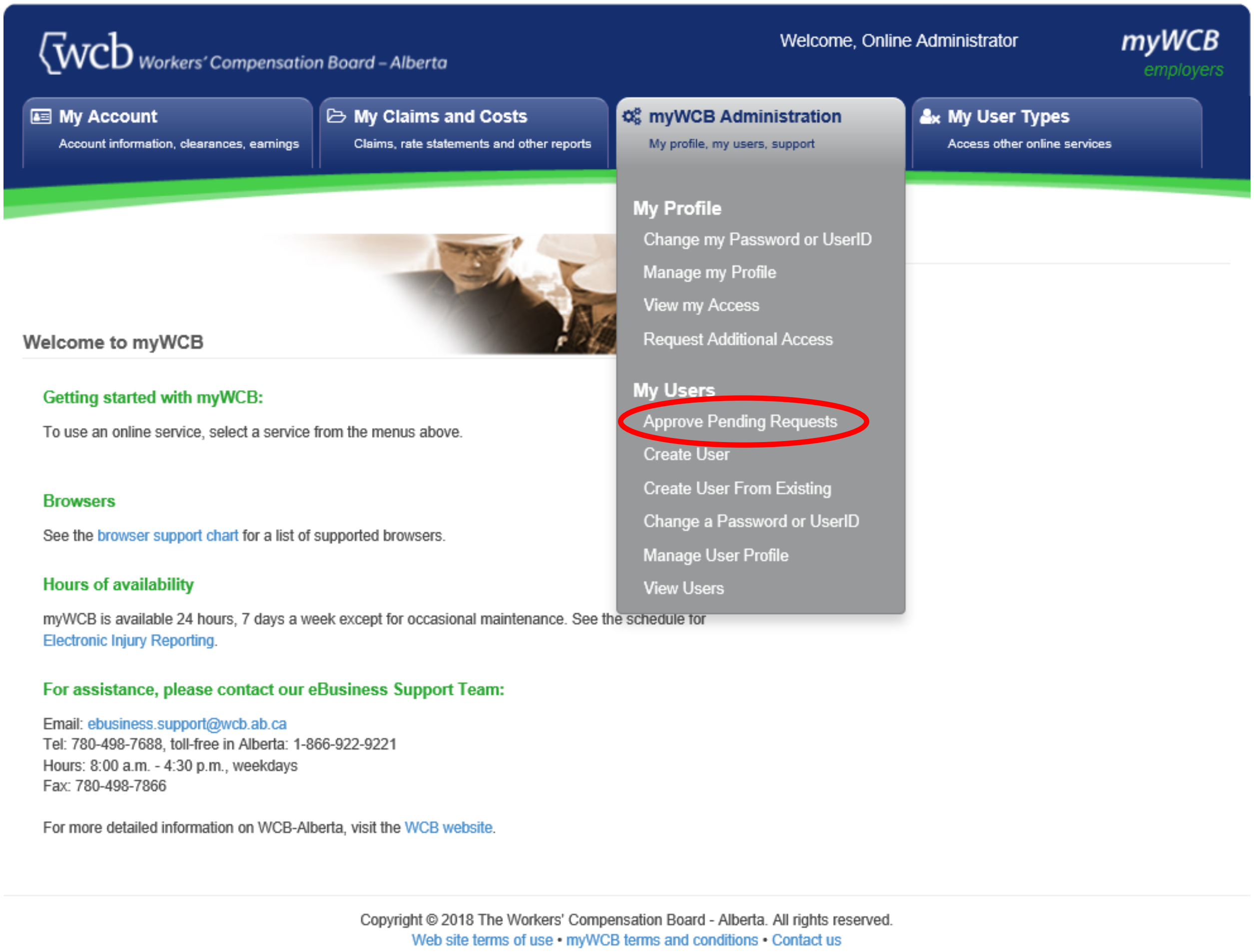
2. In the User Search window, enter one or more fields to find the user whose status you want to change. Click the **Search** button.
3. Click the **Manage Profile** button beside the applicable user. The following window will be displayed.



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**.

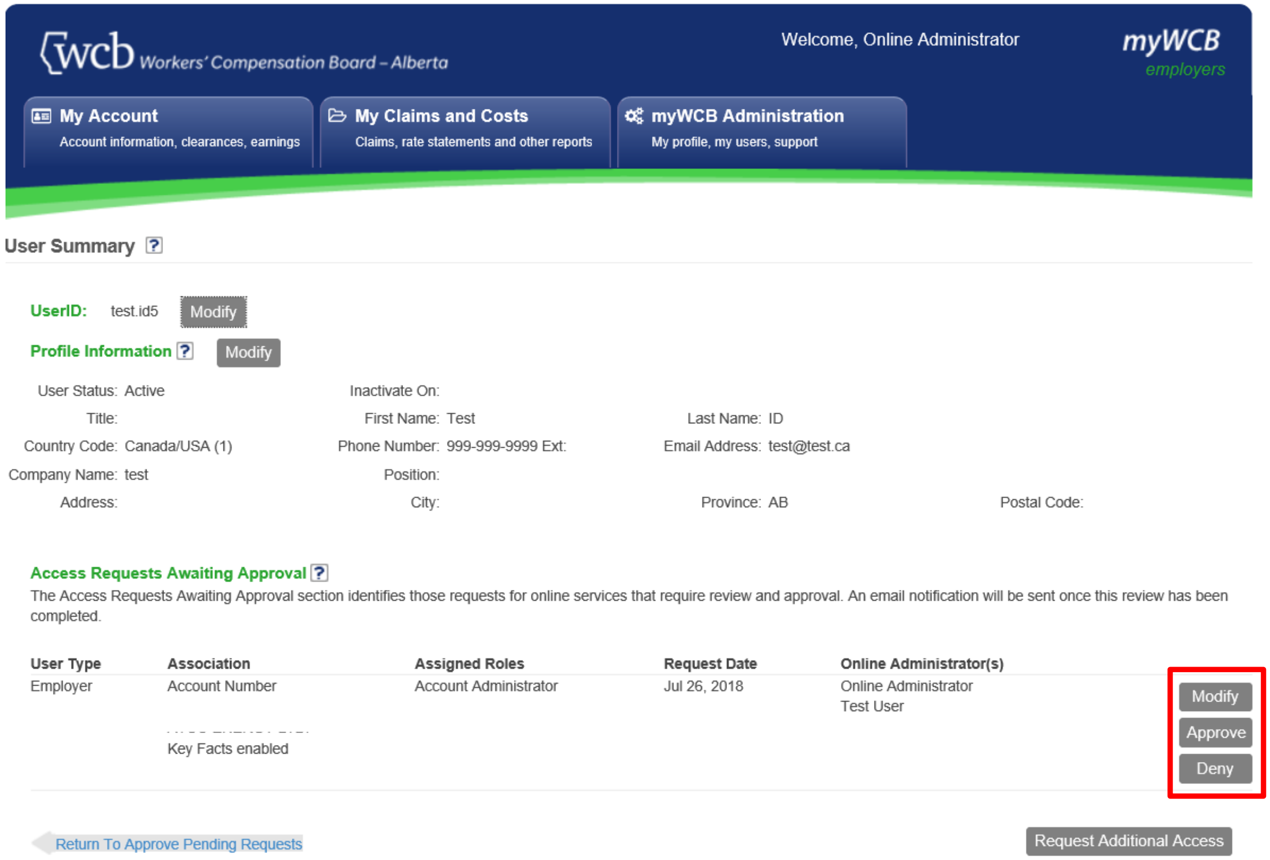
Approving pending requests

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.



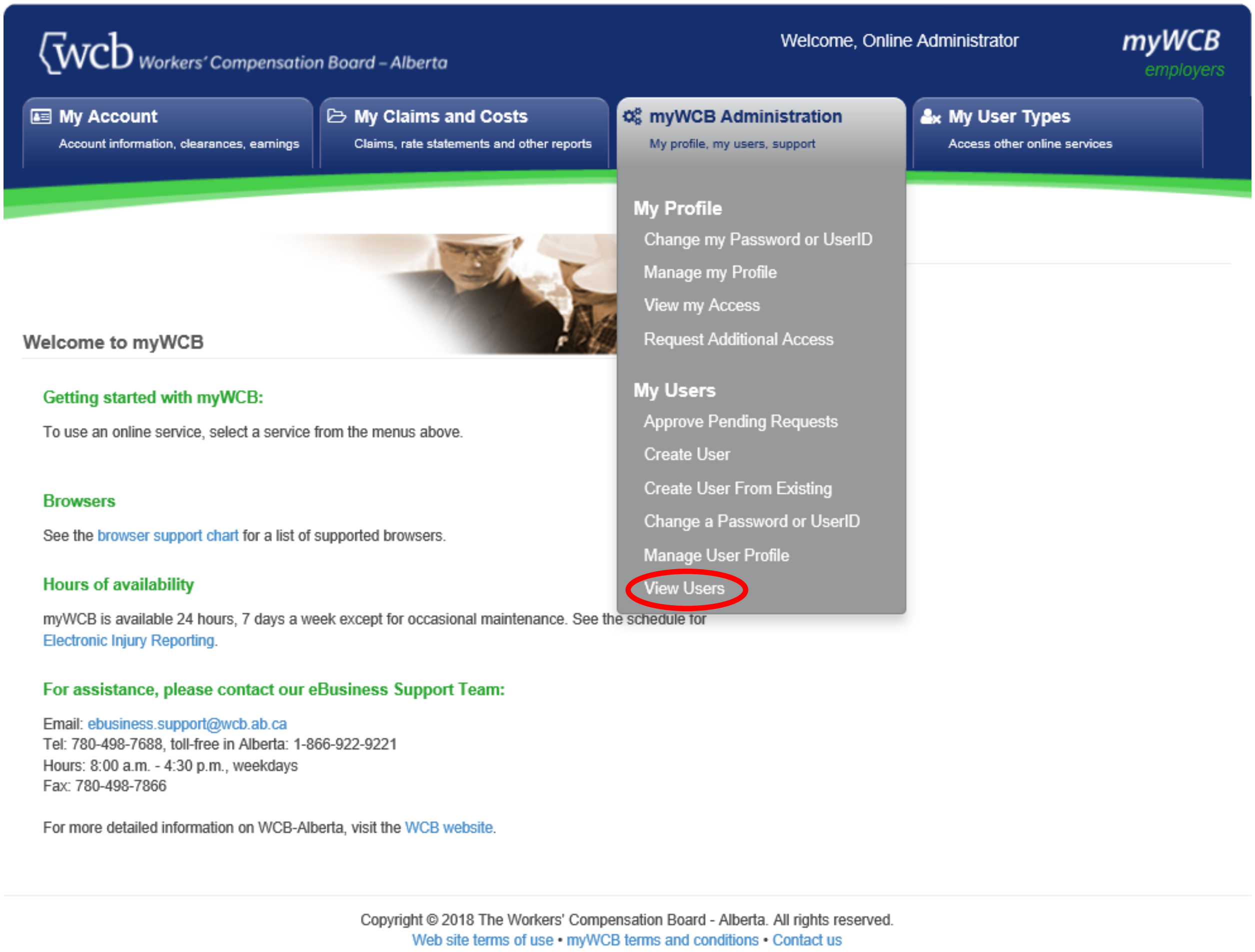
2. To approve the request, click the **Approve** button. To deny the request, click the **Deny** button.
3. A dialog box will ask you to confirm the action. To proceed with the approval or denial of the access request, click **Yes**.

NOTE: A notification email will be sent to the user advising them whether their request has been approved or denied.

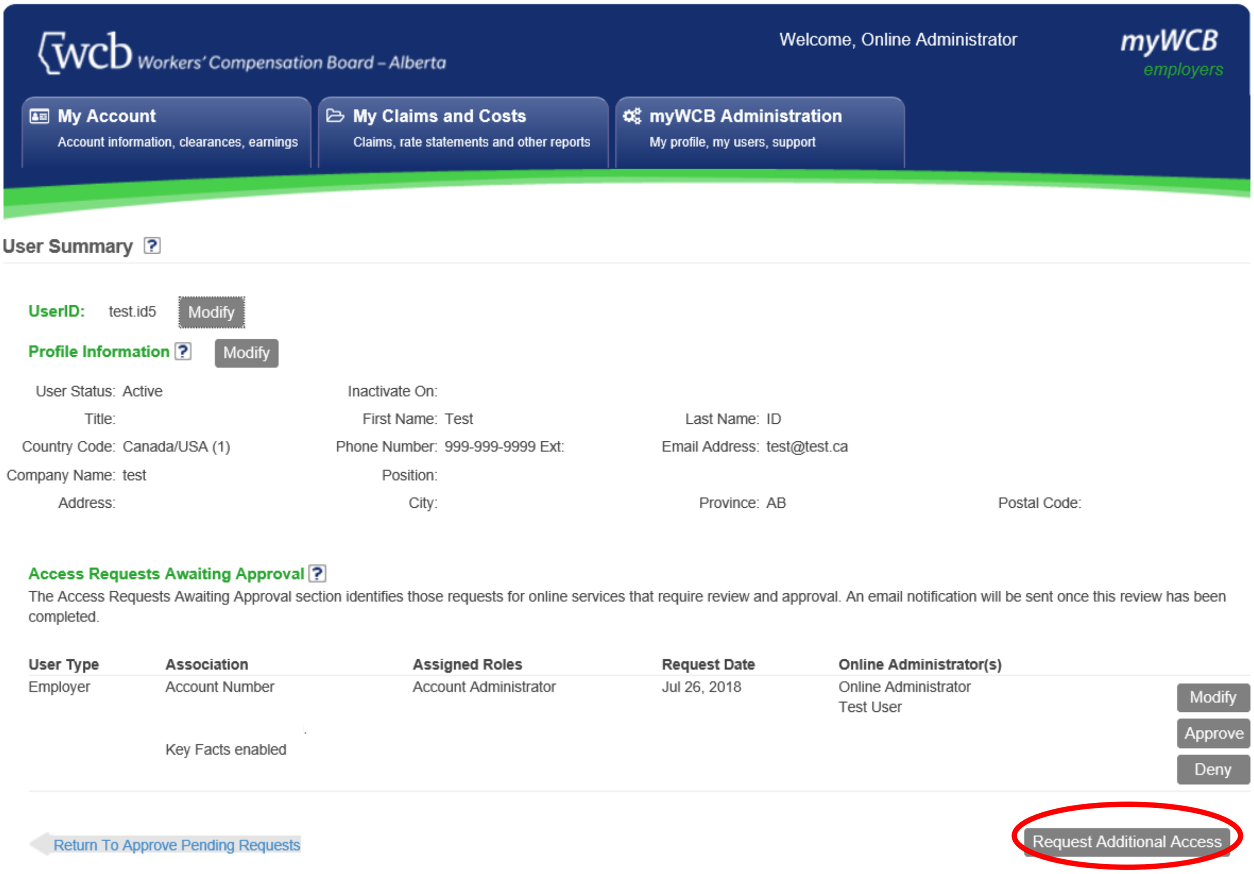
Adding or removing an account, billing number, or claim number

Adding an account, billing number, or claim number

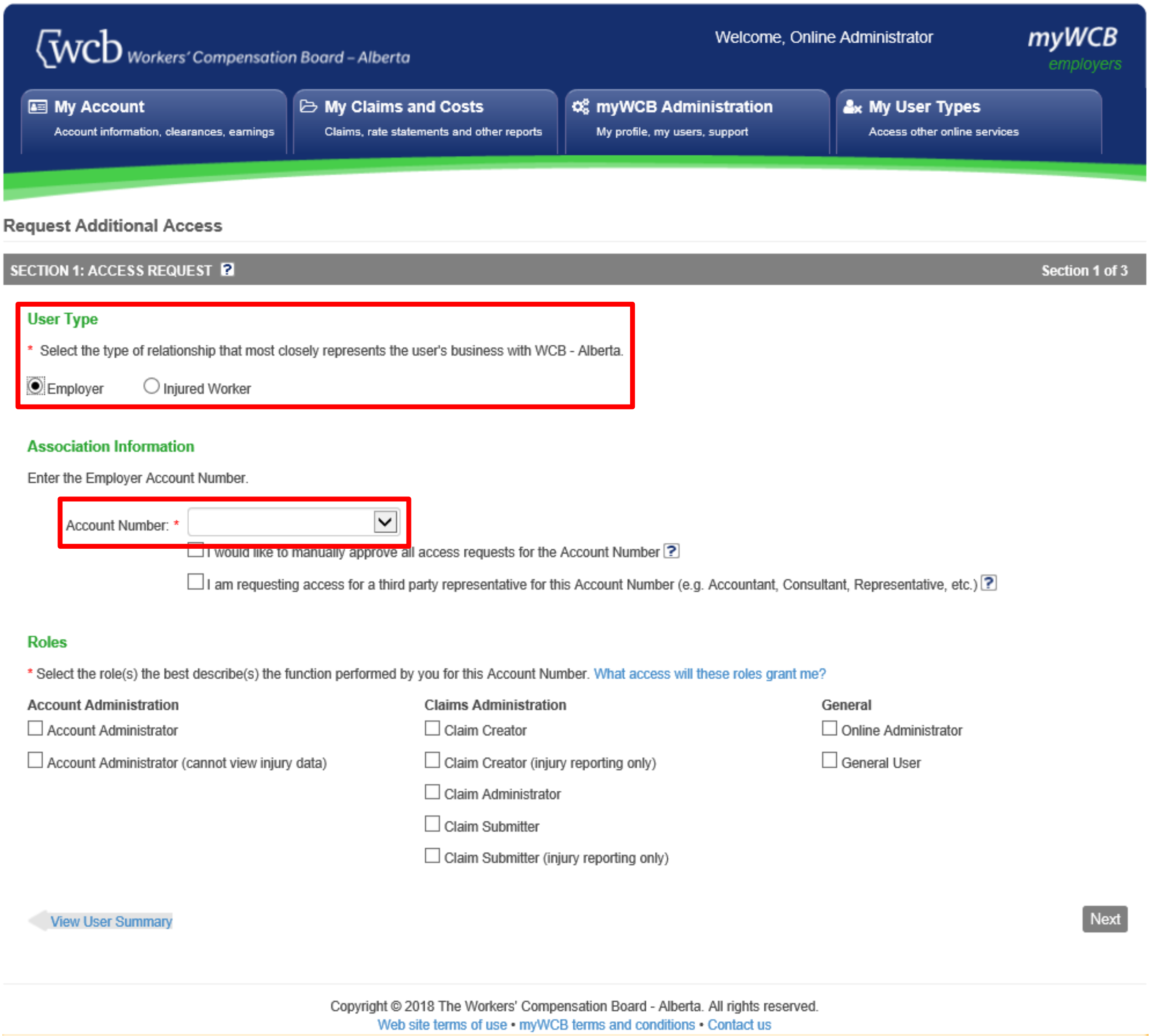
Go to **myWCB Administration, My Users**, click on **View Users**.



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.



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

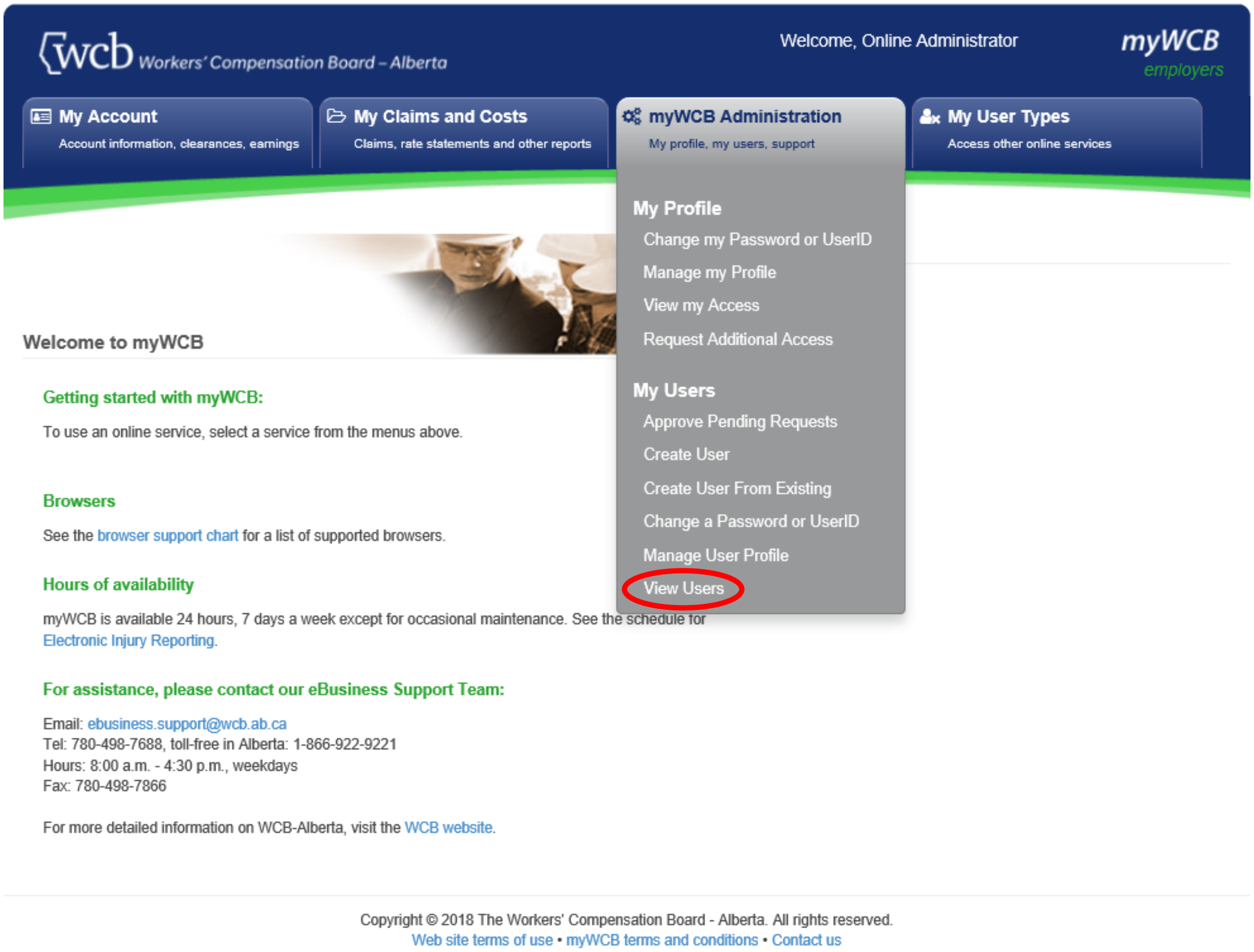


4. Select a **User Type** and from the drop-down menu below Association Information, select the account, billing number, or claim number that you would like to assign to the user.
5. Select the role(s) that best describes the function performed by the user. Click the **Next** button.
6. A confirmation 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.

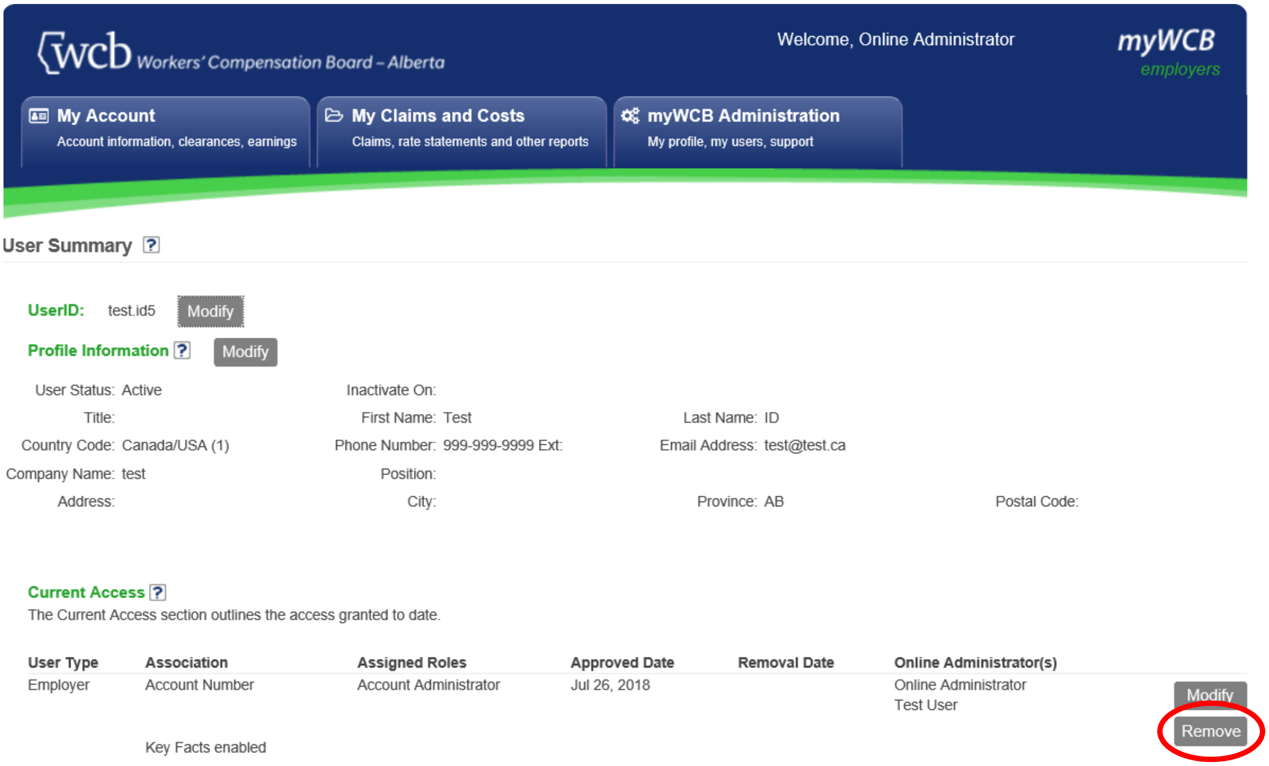
An email will be sent to the user advising them of the change in access.

Removing an account, billing number, or claim number

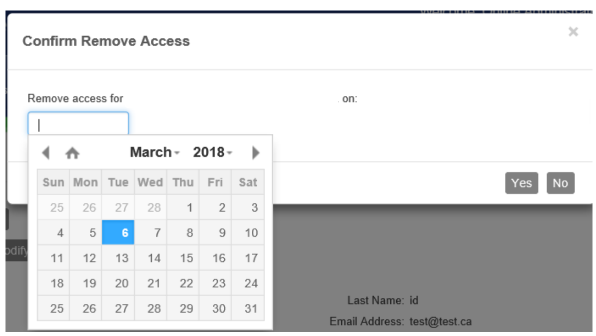
Go to **myWCB Administration**, **My Users**, click on **View Users**.



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**.



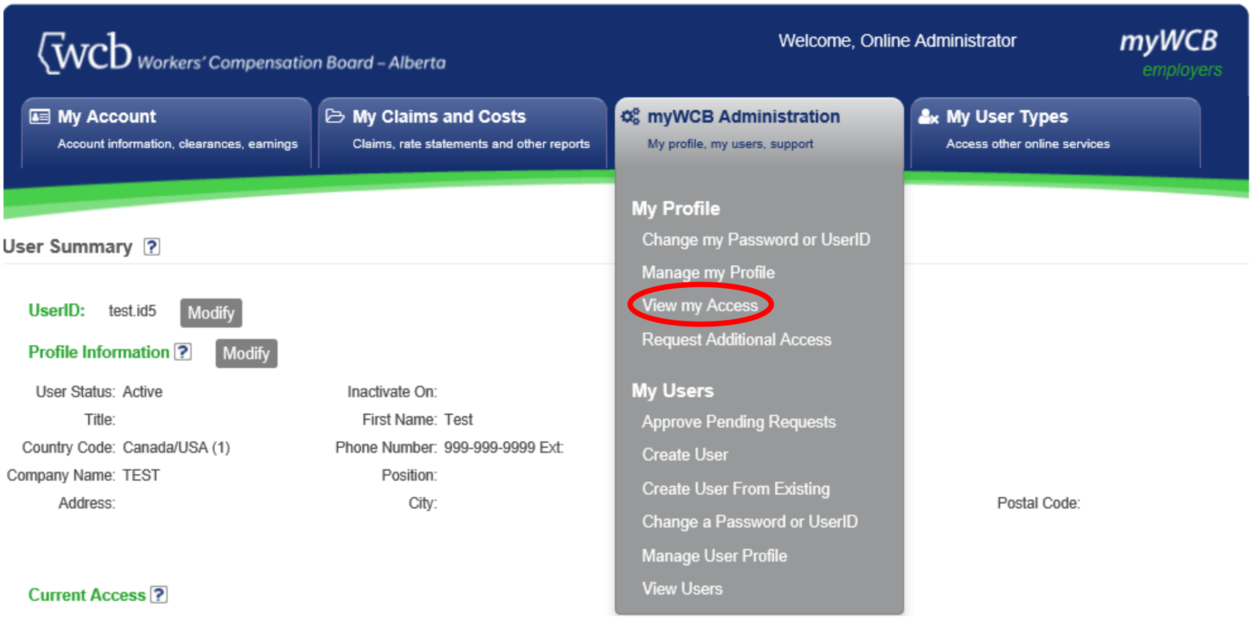
A confirmation message will appear and if the notification email will be sent to the user advising them of the change in access.

Disable Key Fact Questions

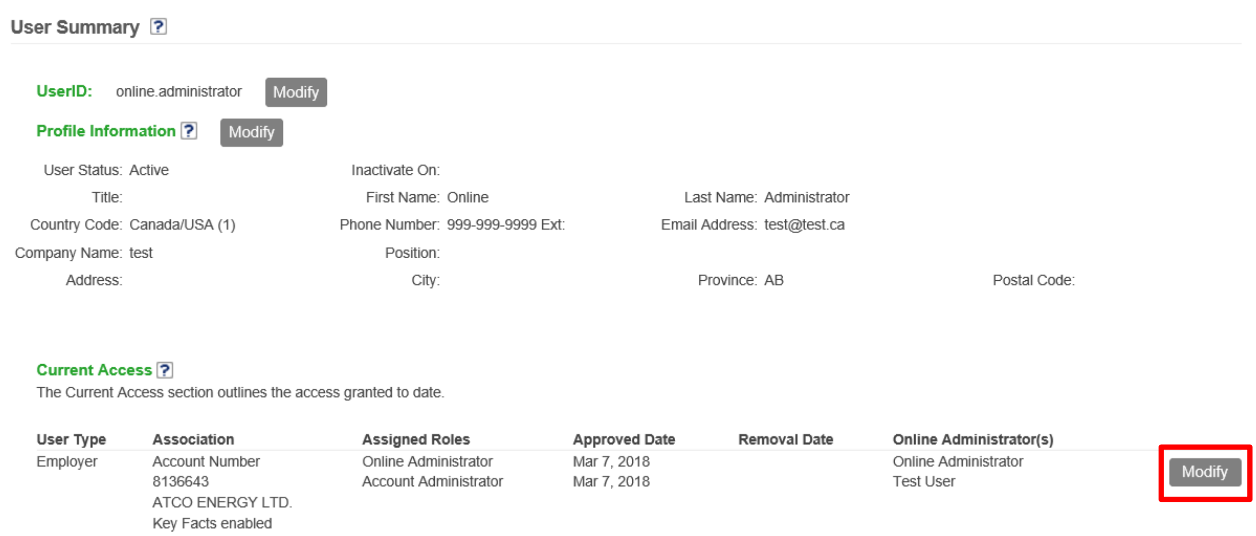
Key facts are questions pertaining to your claims. TWO of these key facts must be answered correctly in order for a new user to proceed with the creation of a User ID.

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:

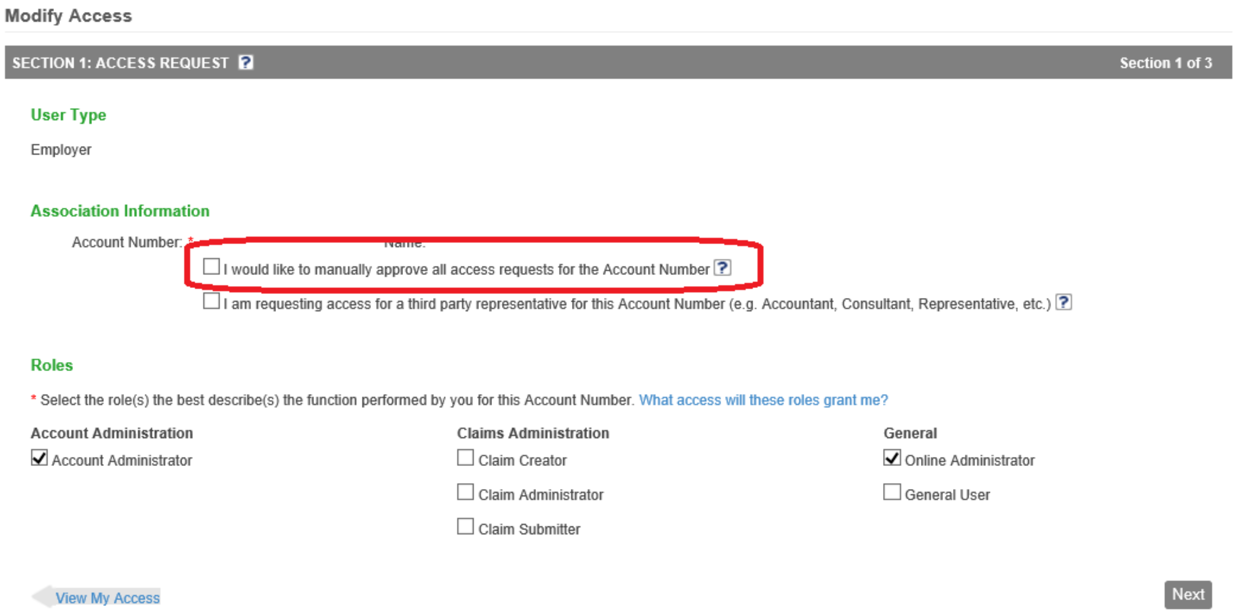
1. Once you are logged in with your User ID, click on **View my Access** in the **myWCB Administration** menu located in the top left of the screen.



2. Click on the '**Modify**' button.



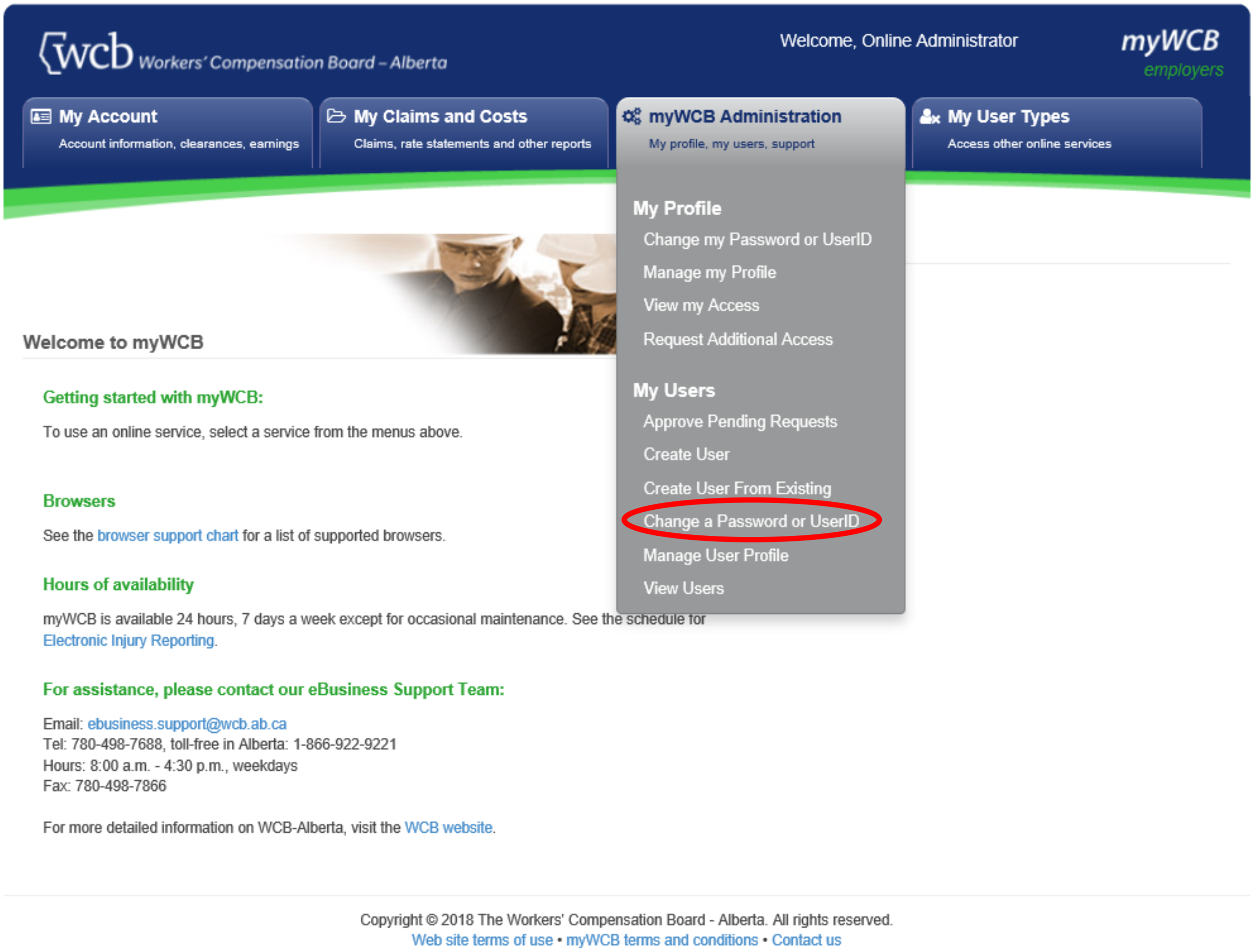
3. Click on the '**I would like to manually approve all requests for …**' box. Click **Next**.



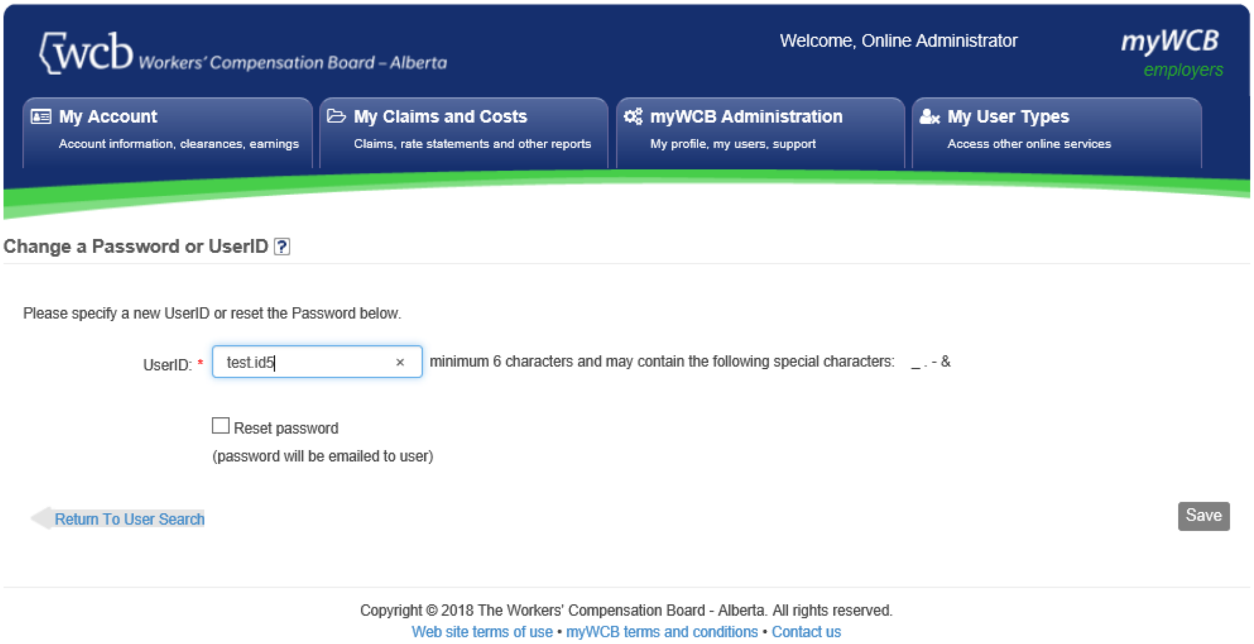
4. Review the information on the following screen and click on the ‘**Submit**’ button. Key Fact questions will be disabled.

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.

Roles	Online Services
Chiropractor Roles	
Clinic Administrator (Chiropractor)	• Authorized to create, submit and view any treatment report or invoice
Chiropractic Provider	• Authorized to create and submit treatment reports and invoices, and to view any report under the same billing number
Employer Roles	
General User	• Access to clearances letters • General statistic reports • Payment services
Account Administrator	• 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	• 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	• 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	• 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) *Can only be granted by an Online Administrator*	• 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) *Can only be granted by an Online Administrator*	• 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) *Can only be granted by an Online Administrator*	• 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	• Authorized to view payment information
Physiotherapist Roles	
Physiotherapy Report Submitter	• Authorized to create, submit and view all treatment reports and invoices
Physiotherapy Report Creator *Can only be granted by an Online Administrator*	• 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)	• Authorized to create, submit and view any treatment report or invoice
Healthcare Provider	• 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).