

## Frequently Asked Questions — Online Services

***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 365 days or will be issued within the next seven 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 logon to myWCB. How can I retrieve my UserID and password?***

**To retrieve a forgotten UserID:**

- Go to the myWCB login link located at the top of [www.wcb.ab.ca](http://www.wcb.ab.ca).
- Click the Forgot UserID? link located next to the UserID field.
- Enter your first name, last name and email address.
- 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:**

- Go to the myWCB login link located at the top of [www.wcb.ab.ca](http://www.wcb.ab.ca).
- Click the Forgot Password link located next to the password field.
- Enter your myWCB UserID and the email address associated with your UserID.
- 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 11?***

- Open Internet Explorer, select the Tools button, and then select Internet Options.

- On the Privacy tab, under Pop-up Blocker, select Settings.
- In the field "Address of website to allow" enter \*.wcb.ab.ca and then click Add.
- Click Close then click OK.

### Worker Report of Injury

***When I attempt to submit the Worker 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 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 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.

