Getting started with

WCBOnline

How-To: Account Creation

Welcome to WCB Online for workers. To get started, you'll need to complete the following three easy steps.

1. Identify Yourself
2. Create Account
3. Update Your Profile

Step 1: Identify Yourself

1 — Identify Yourself — **2**

You will need to enter the following three pieces of personal information that will be matched with our records to securely identify you.

WCB Claim Number	This field is required.
Health Card Number ❓	This field is required.
Date of Birth	Day / Month / Year — This field is required.

Where to find your Claim Number: Your claim number can be found at the top of the introductory letter we sent you when we opened your claim or on any other claim related correspondence you may have received from us.

Your Health Card Number field is the 10-digit number on your provincial health card.

Tip: You have three attempts to enter the fields correctly. After three attempts, you will be asked to call the WCB for assistance.

Step 2: Create Account

2	3

Create Account

Start by entering a valid email address as your username.

Next, create your password, keeping in mind it:

- Must be a minimum of 8 characters
- Must include number(s), uppercase and lowercase letters

Please note that passwords expire after 6 months

Use the icon that looks like an eye to double check the password you entered.

•••••••••• 👁

Password 👁

You will need to read our Terms of Use online before checking the box and creating your account.

☐ By creating an account with WCB, I agree to the terms of use.

Step 3: Update Profile

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		Update Profile

Take a few minutes to confirm that your existing contact information on file is up-to-date.

Everything can be updated except your Health Card Number and Date of Birth. Any changes you make here to your contact information will apply to all of your WCB claims.

If everything is correct, you can skip this step or you can visit your profile later to make any changes.

> Skip for now

Once logged in, you'll see your personal, secure dashboard with links to claims, forms, messages, and resources.

Claims	Forms	Messages	Resources
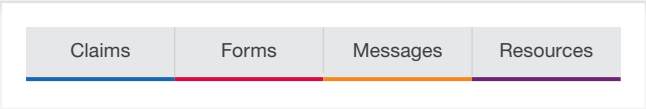
How-To: Claims Actions

> Claims

Within the Claims section, you can find a summary table outlining the date of injury, case worker, injury, claim status, and employer for all of your current claims.

Claim #	Date of Injury	Case Worker	Injury	Claim Status	Employer

By clicking on a claim number, you can find detailed information on payment history, forms, and messages for the claim. From here, you can also create new forms and send new messages regarding your claim.

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How-To: Communicating with WCB Online

Messages

Messaging allows for direct and timely communication with the WCB using your secure WCB Online account.

Questions about your claim? A payment or form? Your return-to-work plan? With WCB Online, you can send a message to WCB using the "New Secure Message" button. You can also attach and send files to us through secure messaging.

New Secure Message

You will receive an email when you have a message from us in your WCB Online account. The email will include a link to log in. Once you sign in, you will see a bell icon in the top right-hand corner that shows the number of recent messages you have received.

You'll also be able to view a summary of your new and old messages.

Message #	From	Message	Claim #	Topic	Updated	Status

Clicking on a message number will display details of that message and any attached letters or files.

How-To: **Submit Forms Online**

Forms

With WCB Online, you can submit forms easily and securely online through your account. The forms include:

- Travel Expense
- Direct Deposit
- Job Search Planner
- Release of Information
- Notice of Appeal to Hearing Officer

These forms require the same information that the paper versions currently do.

Forms can be saved to finish later (draft), deleted, or submitted.

Save Draft

Delete Form

Submit

Within the forms section of your account, you can find information about your form, including whether it has been submitted or is still in draft (not sent). You can also print forms you have completed at any time. Clicking on a form number will display form information, attached files, status, and activity.

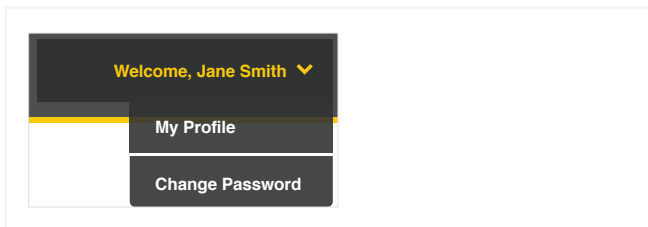| Form Number	Claim #	Submitted	Type

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How-To: Profile Management

At any point, you can update your profile by selecting "My Profile" after clicking on your name in the top right-hand corner. Updating this information will also update your contact information with WCB.

Welcome, Jane Smith ⌄

My Profile

Change Password

If you have made changes to your profile, click "Save Profile".

Save Profile

How-To: Change Password

Security is a priority. To ensure your account stays private and secure, you will have to change your password every six months. We will let you know when it's time. You can update your password by selecting "Change Password" after clicking on your name in the top right-hand corner.

Change Password

Old Password

New Password

Verify Password

• Must be minimum of 8 characters
• Must include number(s), uppercase and lowercase letters
• Cannot match any of the 10 previous passwords
• Please note that passwords expire after 6 months

Want to learn more about WCB Online?

For more information about your WCB Online account, check out the Resources section of WCB Online. You can also send us a secure message or contact us at 1-800-870-3331.

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