

MyAccount User Guide for Employers

WCBOnline

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Last Updated: June 2017

WCB ONLINE SERVICES FOR EMPLOYERS – MYACCOUNT

MyAccount is an online business tool for employers giving you 24/7 access to your business account information as well as real-time information on related workers' compensation claims. Up-to-the minute information on injury claims, trends and costs will help you manage and improve your prevention and return-to-work programs.

You can use MyAccount to...

- Send and receive documents securely – less fax, regular mail, or telephone tag
- Submit an injury report
- Submit other forms and reports
- Get clearance letters for your business and your subcontractors
- Manage subcontractors
- View rate information
- View monthly Statements of Account and reported payroll
- Monitor claim status and costs in real time, and manage claims more efficiently
- View newly registered claims and specific information such as case worker and direct phone numbers
- View and calculate the costs of injuries on your business and compare your experience to your industry
- Identify claims with outstanding injury reports
- Monitor appeals
- View inspection reports, compliance orders and other Occupational Health & Safety documents

Many companies are already realizing the benefits of having access to all of their important WCB information in one location, when they want it. If you're not yet connected, make it a priority to register for this convenient service.

Visit [MyAccount](#) to sign up.

For more information about MyAccount and how it can benefit you, call toll-free 1-877-211-9267.

ONLINE SECURITY

When using MyAccount, no banking information is required, used or accessed.

In addition to the security and firewalls, more security features are built in to MyAccount for further protection.

For example, when you sign up to use MyAccount, there are seven security levels to allow you to designate who sees what kind of information:

1. **Employer Administrator:** access to all functions within MyAccount (claims management, Rates, OHS information, WCB account information) and the ability to create, modify and delete other users on your account. Ability to create and submit all Eforms e.g., Injury Report, or Subcontractor Report. Ability to view all secure messages exchanged between WCB and the employer.
2. **Full Access:** access to all functions as the Employer Administrator, but no ability to create, modify and delete other users. Ability to create and submit all Eforms.
3. **Assessment Only:** access to primarily assessment-related information, such as your company's rates, payroll and experience-rating information. Ability to create and submit Assessment related Eforms only.
4. **Claims Only:** access to information that will assist with return-to-work and claims management. Ability to create and submit Injury Report and Contact change report.
5. **Injury Report Create:** access to claims management information and Injury Report create and submit.
6. **Clearance Letter Only:** ability to search and print Clearance letters.
7. **Injury Report Create Only:** can create Injury Reports but cannot submit. Access to claim management information.

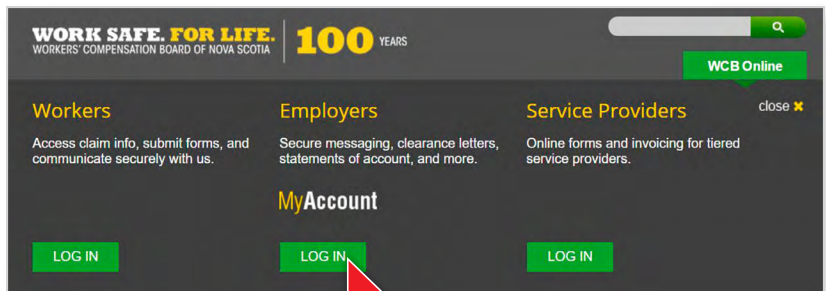
Secure Messaging and Role Access

Regardless of role, all employers with access to MyAccount have access to the secure messaging feature, allowing you to communicate with WCB, ask questions, and submit information as attachments. Those with an Employer Admin role have the ability to see all messages between WCB and all MyAccount users for that particular employer location.

REGISTER FOR MYACCOUNT

Steps to sign up for an account (all you need is your last Statement of Account)

1. Go to my-account.ns.ca or select the MyAccount link from www.wcb.ns.ca. On the right-hand side of the page, click on the link that says Not Yet Registered for My Account? Follow the steps on the page to complete the registration process. Once you have registered for MyAccount, as the Employer Administrator, you are responsible for creating and maintaining additional user accounts within MyAccount (see [Online Security](#) for information on roles and access).
2. When you have clicked on the **NEXT** button, enter the **BN** of the account you wish to sign up and provide the information requested, which you will find on your Statement of Account. Remember to use the most recent statement. This is a security function.
3. Left click on the **ADD ACCOUNT** button if you have additional accounts to sign up, and go through the same process. If you do not have or want additional accounts signed up, left click on **NEXT** to proceed.
4. Provide the information requested to obtain your **USERNAME** and **PASSWORD**. You must provide all the information identified with an asterisk (*), including a question and answer that will identify you and allow you to change your password. Keep this in a safe place. In this step, you will also be required to review and accept the legal and privacy policies. Review them by left clicking and accept them by clicking in the box at the bottom of the page. Click **NEXT**.
5. This page explains that you will receive a confirmation email and follow-up letter in the mail to the employer (this may or may not be you). The letter confirms for the employer the name of the Employer Administrator for the accounts identified. This is an additional security feature that requires no action on the part of the employer.
6. Click **YES** to continue or **NO** to cancel the sign-up process. If you click Yes, sign up is completed and you are now looking at the confirmation page. You will receive a verification email at the address provided, and you must click on the link contained in the email to complete the registration verification. You then click on the Go to Login Page button and enter your username and password.
7. If you are the Employer Administrator and you are the person signing up, be sure to respond to the verification email (noted in step 6). You will not be successful at logging in to your account if you have not responded to the verification email. Once you've responded, you may use MyAccount or set up other users on any of your accounts and with appropriate security and access as determined by you and your employer.



STEPS TO LOG IN

1. To log in, visit my-account.ns.ca or go to our website (www.wcb.ns.ca) and click on WCB Online, and then select the login button for employers.
2. Enter your user name and password and click on **LOGIN**.
3. Select the account you wish to access from the drop-down menu if registered for more than one account, otherwise your account information will automatically appear.

SECURE MESSAGING

What Are Secure Messages

Secure messages are a secure and private way to communicate with us online.

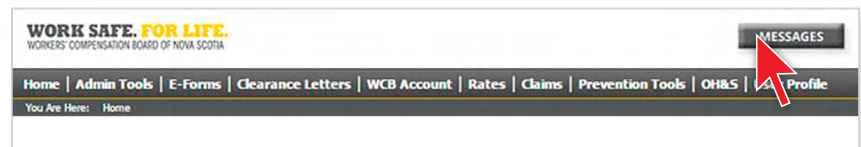
In order to read a message or see attachments, you need to sign in to your MyAccount services account.

Secure messages can be used to ask questions to WCB and for WCB to share information about your account or claims, ask you questions, and more.

As with all communications between WCB and registered employers, documented conversations about specific claims become part of the employer and/or claim file as applicable.

Accessing Secure Messages

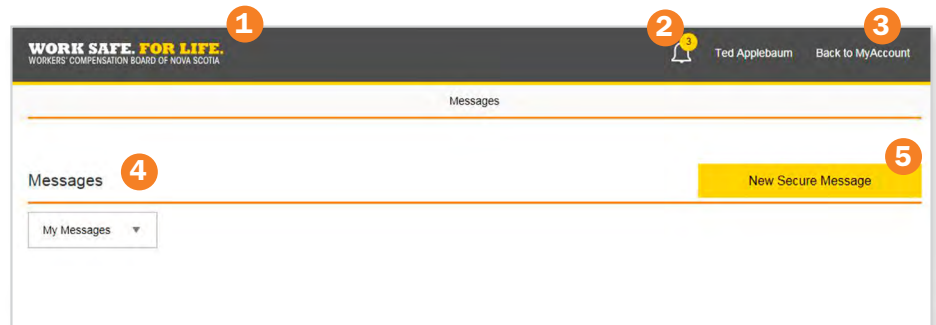
To send information securely to WCB or to check messages that have been sent to you, select the Messages button in the top right hand corner of your MyAccount page.



Once you have clicked on Messages you will be taken to your secure messages page.

From here you will see:

- 1 In the top left of the screen, the WCB logo. Clicking this will take you back your main messages page.
- 2 The Notification Bell, in the right hand corner.
 - Hovering over this will show recent notifications. This is where you can find a list of all of your notifications for new messages, claim status changes, and case worker changes.
- 3 Next is the Back to MyAccount button, which will take you back to MyAccount to access MyAccount's other features or to log out.
- 4 Below this header you will find a list of your secure messages – these are messages you have sent to WCB and that we have sent to you.
- 5 To send a secure message, select the New Secure Message button.



At the bottom of every page in the footer you will find the following links (from left to right):

- Privacy Policy – a link to WCB's Privacy Policy
- Terms of Use – a link to Terms of Use for WCB Online Services
- Help – a link to start a new message to WCB where you can submit your inquiry.

Difference Between Employer Administrator Profile and Other Profile Views

Employer Administrator Profiles will have a drop-down box that other profiles will not have.

On the Messages page Employer Administrators will be able to select My Messages, which will show only messages between them and the WCB. The Employer Administrator can also choose All Messages to see all secure messages between WCB and all other users with MyAccount profiles for that particular employer location.

Employers who do not have Admin access will not have this drop-down box and will only see messages sent to and from themselves.

How To Send A New Secure Message

To send a secure message, first you must select the Messages button in MyAccount, located in the top right hand corner of the page. Then, select the New Secure Message button.

- 1 Next, select from the following topics:
 - Employer Account Information
 - Claims/Return to Work Information
 - Prevention
 - Other

Selecting the most appropriate topic will help ensure your message is sent to the correct department and person at WCB, avoiding unnecessary delays.

If your question is related to a claim, don't forget to include the WCB claim number.

The screenshot shows the 'Messages' page on the WCB website. At the top, there is a navigation bar with the WCB logo and user information. The main content area is titled 'Messages' and contains a 'New Message' form. The form has a 'Topic' dropdown menu (1) with options: --None--, Employer Account Information, Claims / Return to Work Information, Prevention, and Other. To the right of the dropdown is a 'WCB Claim # (if applicable)' text box. Below the dropdown is a large text area (2) for entering the message. At the bottom of the form is a 'Browse...' button (3) for attaching files. A 'Send' button is located to the right of the 'Browse...' button. Below the text area, there is a note: 'Please attach any/all relevant supporting documents. Click below to attach a file. Size Limit: 0.00Mb/4.0Mb'. On the right side of the page, there is a 'Related Resources' section.

- 2 Next, you will enter the message into the text box marked Message.
- 3 Documents or files can be attached to a secure message before it is sent. Please check the [Attachments section](#) of this guide for more information.

Once a message is completed, it is sent by pressing the Send button.

How To Open A Received Secure Message

Once you have clicked on the Messages button on your MyAccount home page you will be taken to your secure messages. There, in the Message section, you will find all of the messages you have sent and received.

The message table provides key information about the messages:

- 1 Message number
- 2 Who it is from
- 3 Some contents of the message
- 4 The claim number associated with the secure message (if applicable)
- 5 The topic of the secure message
- 6 When the conversation thread was last updated
- 7 The status of the message

Message #	From	Message	Claim #	Topic	Updated	Status
00002124	Lauren Short	Hello, here is the information...		Employer/Account Information	Mar 16, 2017 3:20 PM	New

To read the message, click on the Message # which will show you the message details.

Message Details

Select the Message # to view the message details.

Here you will find all the messages that have occurred within the Secure Message thread.

This includes the original message as well as all replies and comments to the messages (including dates, times, and who sent the message/made the comment).

Note: The messages in the thread have the date and time on them. This will let you know when you received the message in relation to the other messages in the thread.

Message Details

Topic: **Employer/Account Information** WCB Claim #:

Started by: **Judy Jones Apr 07, 2017 2:24 PM** Updated by: **Judy Jones Apr 07, 2017 2:24 PM**

Message Status: **In Progress**

Click to Attach File

Your Message

J Judy Jones

Hi Sam,

Thanks for your note. I will look into that and get back to you.

Sincerely,
Judy

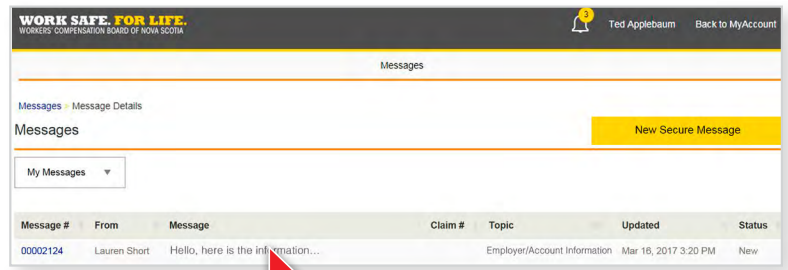
Comment Apr 07, 2017 2:24 PM

How To Reply To A Secure Message

After selecting the Message #, the Message Detail screen opens.

To reply to a message, type in the Message field. The message cannot be longer than 10,000 characters.

Files can also be attached.



TIP

If you are having trouble responding to a message, check the “Status” of the message in Message Details – you cannot reply to a message with a status of closed.

TIP

Make sure you type in your message – if you copy and paste text into the message field, your message may contain characters which cause an error and prevent it from being sent.

Attaching a File to a New Secure Message

When creating a new secure message, there is no limit to the number of attachments that can be added, however there are size limitations.

To attach a file click the Browse button in the attachment section. Select a file to be attached to the message, and click Open. Repeat this until all of the files are attached.

Once the message is complete, click the Send button. As long as the files you have attached fit within the [file size and type limitations](#), the message and attachments will be sent.

You will receive an error message if the attachments cannot be sent.

Attaching a File in an Existing Conversation

When attaching a file to an existing message, press the Click to Attach File link.

Unlike adding attachments to a new message, only one attachment is allowed per message when replying.

After filling out the rest of the secure message fields, click the Send button. As long as the files you have attached fit within the [size and type limitations](#), the message will be sent.

Attachment Limitations

- Only GIF, JPEG, PDF, TIF and PNG file types may be sent as attachments.
- The total file size of all attachments within a conversation must not exceed 4 megabytes.
- When starting a New Secure Message conversation with WCB there is no limit to the number of attachments that can be sent with a message, but size and type limitations apply.
- When sending an attachment in response to an existing message, only one attachment may be included per message.
- An attachment cannot be sent with a blank message – this means you must always type something in the message field.

Printing an Attached File

In order to print an attached file, click on the conversation/message #.

This will bring up all messages and comments in the conversation as well as a list of the attachments on the right of the screen under the Attached Files heading. Click the attachment to be printed.

The individual steps for printing depend on your browser settings. Once the file is opened, it may be printed.

Saving an Attached File

In order to save an attached file, first click on the Conversation/Message #. This will bring up all messages and comments in the conversation as well as a list of the attachments on the right of the screen under the Attached Files heading.

Right-click on the file to be saved and then left-click on Save Target As. Choose where to save the file.

Commenting On A Message

If multiple messages were received in a single conversation/thread, you may wish to comment on individual messages rather than adding a new reply message to the overall conversation thread.

To do this, find the individual message within the conversation and click on the Comment link underneath the message. A new text box will then appear immediately beneath that particular message.

Type the message into the box and, once finished, click the Comment button.

Note: Comments may not include attachments and comments may not be commented on. There is no limit on the number of comments that can be sent back and forth.

Sending a Form as an Attachment

A form may be submitted as an attachment. This will be the case when a form is being sent that is not one of the MyAccount EForms.

Send in the completed form as an attachment to a secure message.

Forms sent as attachments must follow the guidelines for attaching files to a secure message.

TIP

Depending on your role, you can submit the following EForms directly through MyAccount:

- Annual Subcontracting Report
- Business Discontinuation Form
- Contact Change
- Employer Year-End Update
- WCB Injury Report
- Worker Earnings Information
- Zero Payroll Submission

NOTIFICATIONS

You will receive an email notification when a new secure message is sent to you. A notification will also be added to the Notification Bell.

Email Notifications

You will receive an email notification asking you to log in to MyAccount.

The email will contain a link to WCB's MyAccount sign in page. After signing in, select the Messages link to be taken to messages and a summary of your notifications.

Note: No personal or identifying information will be included in the email notification.

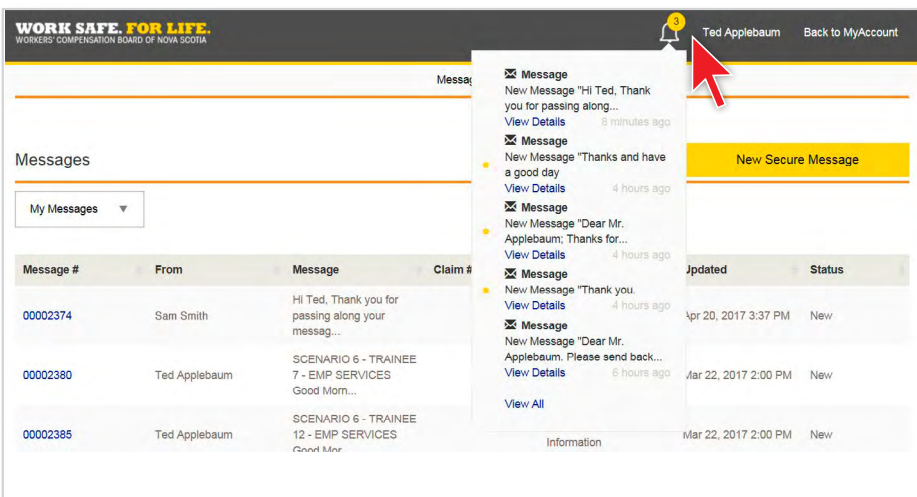
Notification Bell

If there are new notification(s) the Notification Bell will show the number of unread notifications.

When the bell is selected, a list of the five most recent notifications is seen as well as an option to View All.

Click on the new notification to view the information.

Clicking View All will take you to the Notifications page to see all of your received notifications. Clicking on View Details will provide more specific information about each notification.



ALERTS

While you are using the secure messaging feature within MyAccount, there will sometimes be a banner on the top of the web page. This alert will include important information for you. This information might include, but is not limited to: planned WCB Online maintenance outages, WCB office closures, unexpected service delays, etc. The Alerts will be updated as needed.

RELATED RESOURCES

When you are creating a new message, to the right of the page you will see a list of links and articles with information relevant to employers.

RETURNING TO MYACCOUNT

To return to MyAccount, click Back to MyAccount in the upper right corner of your screen.

LOGGING OUT

After returning to MyAccount click the Log Out button.

Timed Sign Out

If you are signed in to MyAccount, including its secure messaging feature, but have not performed any actions in 20 minutes, your account will automatically sign out for security purposes.