

# myWCB Online User Guide for Online Administrators

Workers' Compensation  
Board – Alberta

WCB REV February 2024

# Table of Contents

- Welcome to myWCB’s Online Services..... 3
  - Introduction* ..... 3
  - System Availability* ..... 3
  - Security* ..... 3
  - WCB Online Services Supported Browsers*..... 4
- Getting Started ..... 5
  - Signing in* ..... 5
- Two-step Authentication ..... 5
  - Setting Up Two-step Authentication* ..... 5
  - Authentication Using Authenticators*..... 10
- Online Administrator Functions ..... 12
  - Creating a new user*..... 13
  - Creating a new user, with same access as an existing user* ..... 16
  - Updating a user’s profile* ..... 17
  - Changing a user’s status (active, inactive)* ..... 19
  - Set a Future Date to Inactivate a User* ..... 21
  - Approving pending requests* ..... 22
  - Adding or removing an account, billing number, or claim number* ..... 24
    - Adding an account, billing number, or claim number* ..... 24
    - Removing an account, billing number, or claim number*..... 26
  - Disable Key Fact Questions*..... 27
  - Change a password or UserID*..... 29
- Appendix A - Assigning roles to new users..... 30
- Contact Us..... 33

# 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](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>.

myWCB Sign In ?

Enter your UserID and Password to sign in to myWCB

UserID: \*  [Forgot UserID?](#)

Password: \*  [Forgot Password?](#)

New to myWCB?

By logging in or having access to myWCB, I am agreeing to these [Terms and Conditions](#) (effective April 1, 2018).

For assistance, please contact our eBusiness Support Team:

Email: [ebusiness.support@wcb.ab.ca](mailto:ebusiness.support@wcb.ab.ca)  
Tel: 780-498-7688, toll-free in Alberta: 1-866-922-9221  
Hours: 8:00 a.m. - 4:30 p.m., weekdays  
Fax: 780-498-7866

Copyright © 2018 The Workers' Compensation Board - Alberta. All rights reserved.  
[Web site terms of use](#) • [myWCB terms and conditions](#) • [Contact us](#)

2. Enter your UserID and password and then click the **Sign In** button. Please note the password is case sensitive.

## Two-step Authentication

### Setting Up Two-step Authentication

All users signing in to myWCB for the first time will see the new “Manage my secure login settings” screen instead of the default myWCB landing page. This will provide the user the option of enabling/configuring two-factor authentication.

Workers' Compensation Board - Alberta

Welcome,

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

**Manage my secure login settings** ?

To help protect your myWCB account and the sensitive information it holds, it is **strongly encouraged** to secure your login with two-step verification. Turning this on creates an additional step to verify it is you when logging in and helps ensure only you can access your account.

Two-step verification: Off

[View My Access](#)

- We recommend turning on two-step verification for your myWCB UserID as an additional layer of security.
- To set up two-step verification, click “Turn On”. (The first time you sign in, the default option for two-step verification is "Off".)
- You can set up one or more of the available options to verify your login when you sign into myWCB. A green checkmark next to the method means that option is set up and can be used for verification.
- After your initial decision to turn on or leave off two-step verification, future sign ins will only prompt you with two-step verification if you’ve turned it on.
- You will be notified via email when a change is made to your secure login settings.
- If you have “Text Message” and/or “Authenticator App” enabled, turn off two-step verification, then turn it on again - the system will remember the previous configuration and there is no need to go through the set up process again. Setup is only required the first time, or if you deactivate the method and want to enable it again.

## Email

- When you turn on two-step verification, email is the default method that is automatically set up using the email address associated with your myWCB profile.
- To change the email address used for two-step verification, you will need to select “Update” under the “Email” heading and update the email address for your myWCB profile.

**Manage my secure login settings** ?

To help protect your myWCB account and the sensitive information it holds, it is **strongly encouraged** to secure your login with two-step verification. Turning this on creates an additional step to verify it is you when logging in and helps ensure only you can access your account.

**Two-step verification: On** ✓ Turn Off

You can set up your two-step verification with one or more of the options below. You will only need to verify with one method per login. When you log in, depending on your selected method, a code will be sent to you via email, text message or an authenticator app. You will need to provide the code to access your account.

**Email** ✓ Update

By turning on your two-step verification, your account email is automatically set up as a method to verify your login. Update your address if you would like to use a different email.

**Text message**

You can have a code sent to your mobile device to verify your login.

Setup

**Authenticator app**

Both the Microsoft Authenticator and Google Authenticator apps are supported options to verify your login.

Setup

[View My Access](#)

## Text Message

- To set up this method, click “Setup” under the “Text message” heading and follow the instructions. Once set up, “Text message” will have a green checkmark next to it.
- To change the phone number for text message verification, you will need to select “Deactivate” and set up a new phone number.

**Manage my secure login settings** ?

To help protect your myWCB account and the sensitive information it holds, it is **strongly encouraged** to secure your login with two-step verification. Turning this on creates an additional step to verify it is you when logging in and helps ensure only you can access your account.

**Two-step verification: On** ✓ Turn Off

You can set up your two-step verification with one or more of the options below. You will only need to verify with one method per login. When you log in, depending on your selected method, a code will be sent to you via email, text message or an authenticator app. You will need to provide the code to access your account.

**Email** ✓ Update

By turning on your two-step verification, your account email is automatically set up as a method to verify your login. Update your address if you would like to use a different email.

**Text message** Setup

You can have a code sent to your mobile device to verify your login.

**Authenticator app**

Both the Microsoft Authenticator and Google Authenticator apps are supported options to verify your login.

Setup

[View My Access](#)

After clicking “Setup” on the previous screen, you will be asked to enter the phone number you would like to authenticate with.

 **My Account**

Account information, clearances, earnings

 **My Claims and Costs**

Claims, rate statements and other reports

 **myWCB Administration**

My profile, my users, support

### Set up security authentication



Please provide a mobile phone number

Format: 1234567890

**Submit**

[Back to manage secure login settings](#)

After clicking “Submit” on the previous screen, you will be asked to enter the code that was texted to you, as seen below.

 **My Account**

Account information, clearances, earnings

 **My Claims and Costs**

Claims, rate statements and other reports

 **myWCB Administration**

My profile, my users, support

### Activate your Phone



Please provide your code sent to 7809702476

Ex: 123456

**Submit**

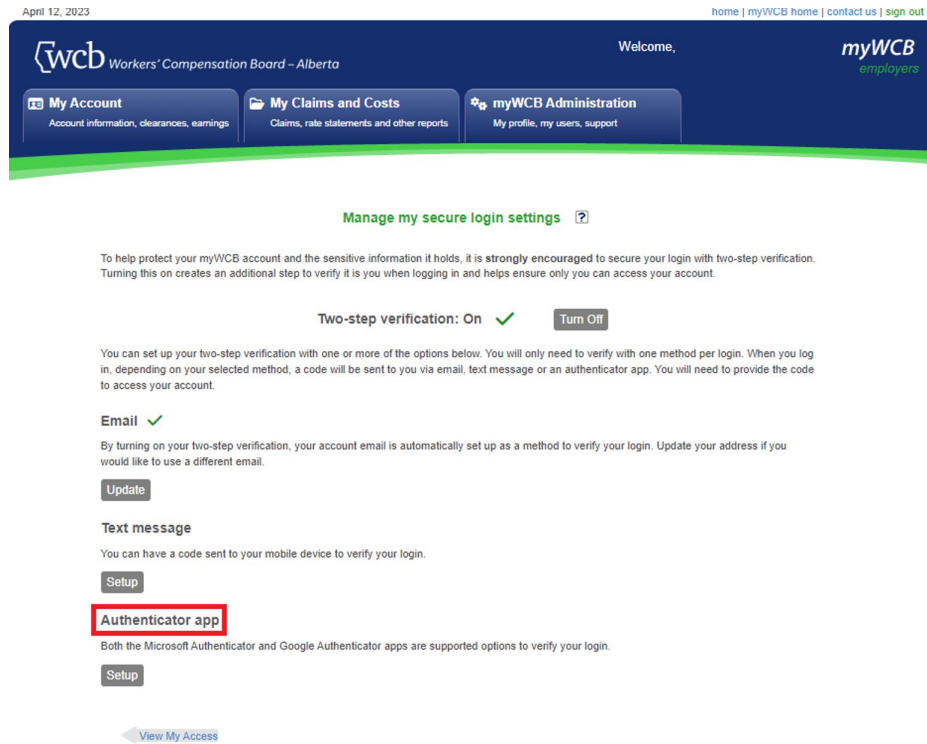
[Back to manage secure login settings](#)

## Authenticator App

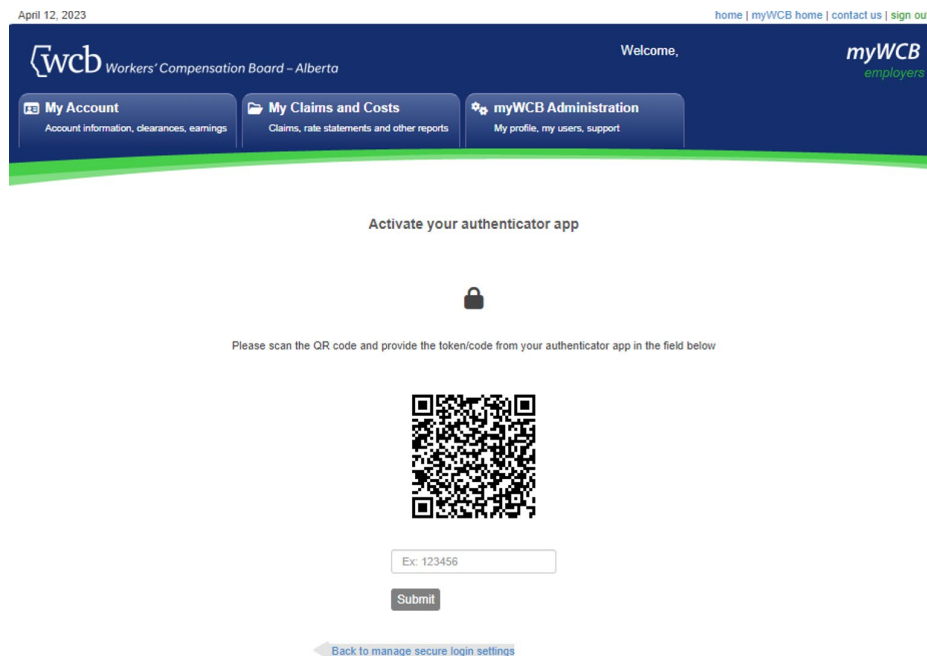
- To set up this method, click “Setup” under the “Authenticator app” heading and follow the instructions. Once set up, “Authenticator app” will have a green checkmark next to it.
- Google Authenticator and Microsoft Authenticator are both supported, but you can only have one app registered at a time. Open either app and scan the QR code. If successful a new 6 digit pin will be generated every 30 seconds on the phone.



- To switch authenticator apps (Google to Microsoft or vice versa), you will need to “Deactivate” and “Setup” a new configuration.

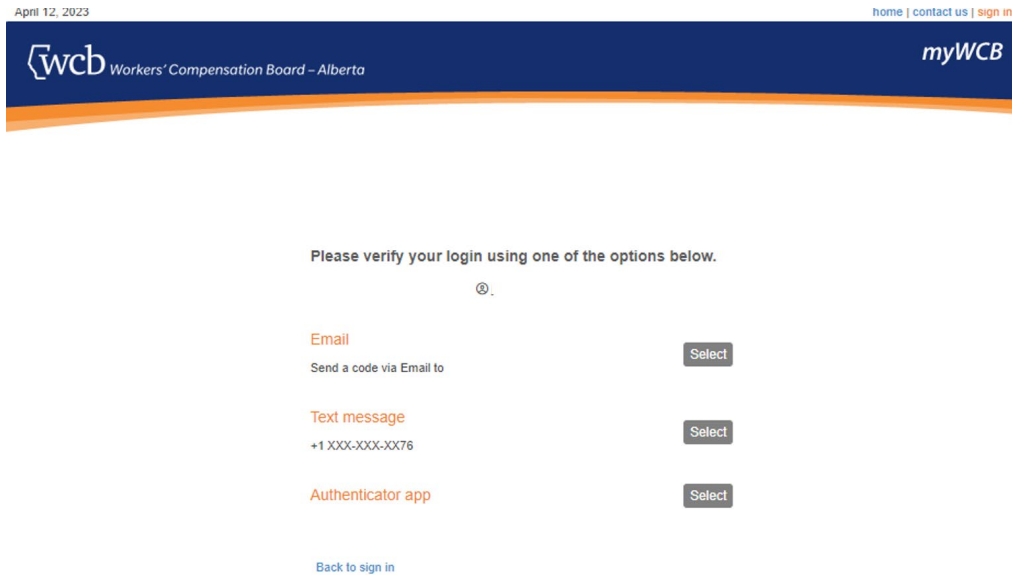


After clicking “Setup”, you will be prompted to scan the QR code on the following screen using your authenticator app. Once scanned, a code will be generated on your phone for you to enter into the following screen.



## Authentication Using Authenticators

Assuming you have enabled two-factor authentication, you will see the following screen after successfully signing in with your UserID and password.



April 12, 2023 home | contact us | sign in

**wcb** Workers' Compensation Board - Alberta myWCB

Please verify your login using one of the options below.

Ⓢ

**Email** Select  
Send a code via Email to

**Text message** Select  
+1 XXX-XXX-XX76

**Authenticator app** Select

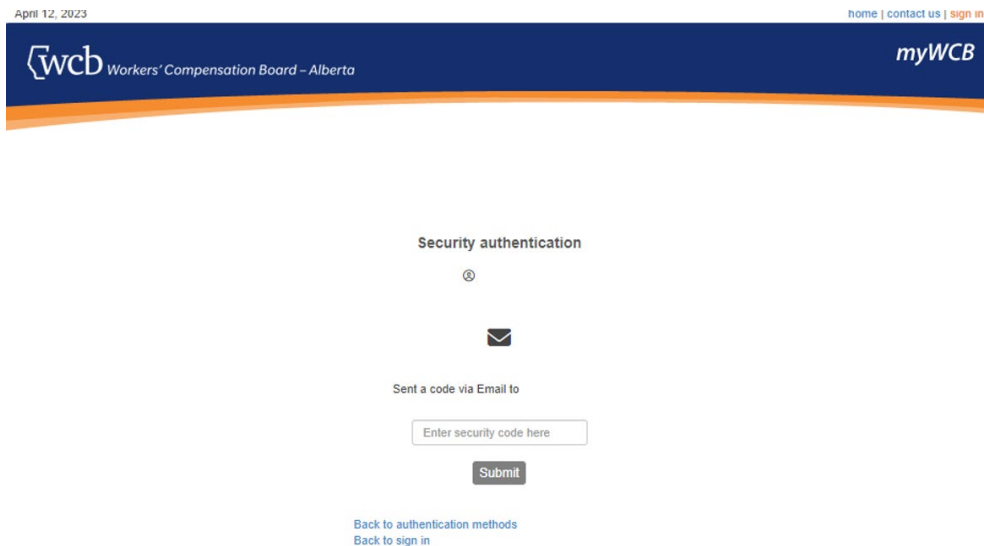
[Back to sign in](#)

**Note:** An authenticator session will last for 24 hours per device. Meaning you won't have to use two-factor authentication each subsequent sign in again for 24 hours once successfully entering it. However, using incognito mode of the browser will require two-factor authentication every time.

The email option will always show up if two-factor authentication is turned on. Text message and Authenticator app options will only display if you have them setup.

## Email

The screen below is what you will see when you choose to authenticate with email.



April 12, 2023 home | contact us | sign in

**wcb** Workers' Compensation Board - Alberta myWCB

**Security authentication**

Ⓢ

✉

Sent a code via Email to

Enter security code here

**Submit**

[Back to authentication methods](#)  
[Back to sign in](#)

A security code is automatically emailed to you (see below) upon choosing this option (codes are valid for 5 minutes). Successfully entering the code will navigate you to the myWCB landing page.



myWCB: one-time verification code

Hi

You are receiving this email because a request was made for a one-time code that can be used for authentication.

Please enter the following code to access your account:

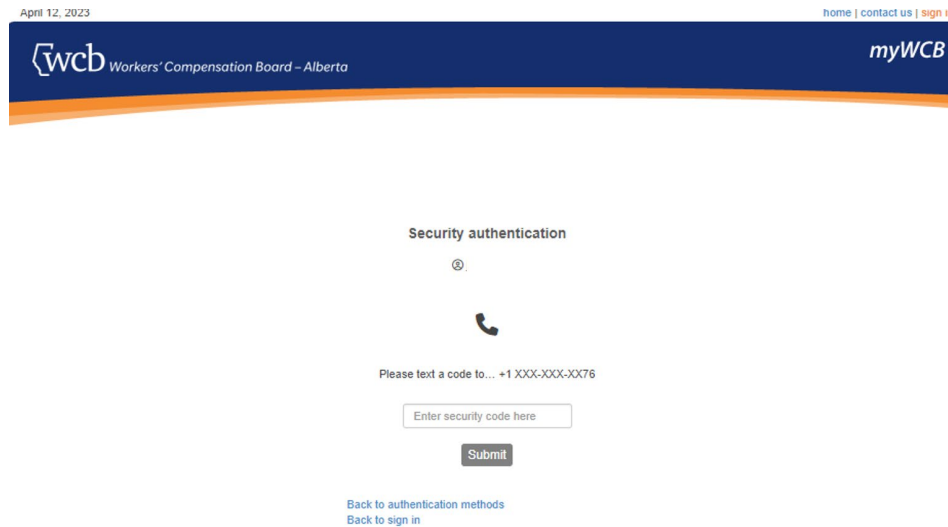
380454

**Don't recognize this activity?**

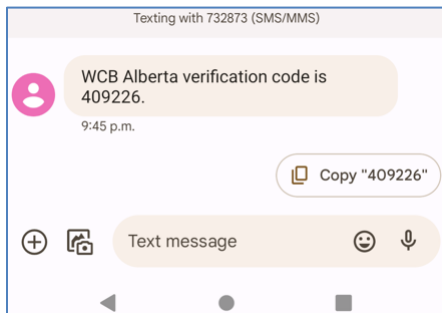
Your account may be compromised. We recommend reporting this suspicious activity to WCB-Alberta's eBusiness Support Team at [ebusiness.support@wcb.ab.ca](mailto:ebusiness.support@wcb.ab.ca) or call us at 780-498-7688 (toll free within Alberta at 1-866-922-9221). The team is available 8 a.m. to 4:30 p.m., Monday through Friday.

## Text Message

The screen below is what you will see when you choose to authenticate with text message.



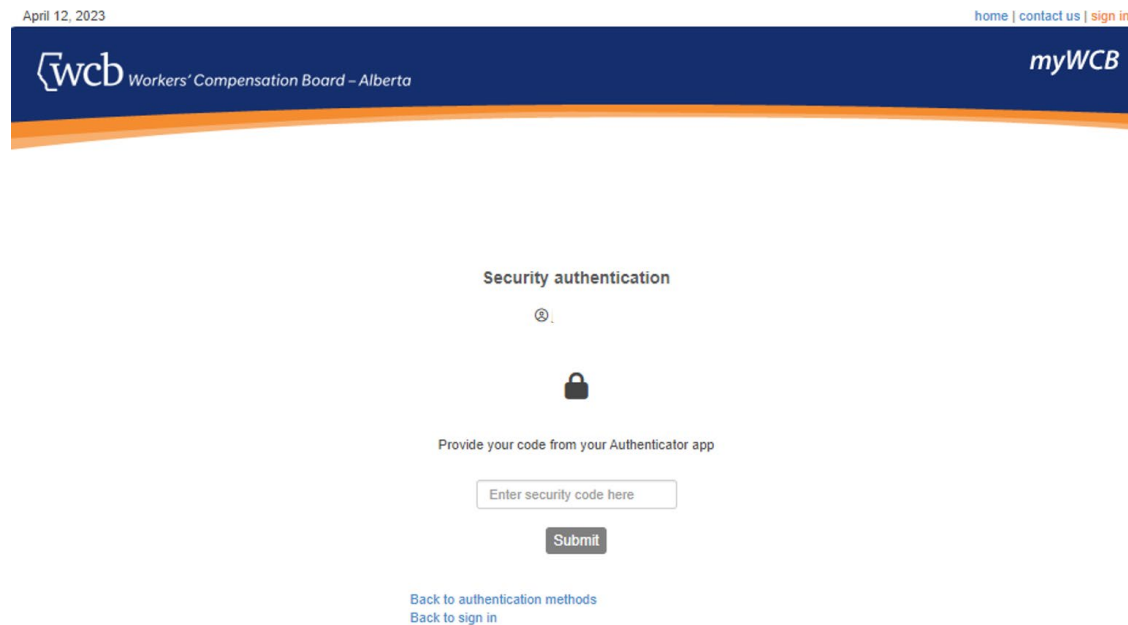
A security code is automatically texted to you (see below) upon choosing this option (codes are valid for 5 minutes). Successfully entering the code will navigate you to the myWCB landing page.



**Note:** The code may be sent from a 6 digit number or a phone number that might appear from a different area code. WCB Alberta cannot control where the numbers are coming from. Therefore, we updated the wording to show “WCB Alberta verification code is...”

## Authenticator App

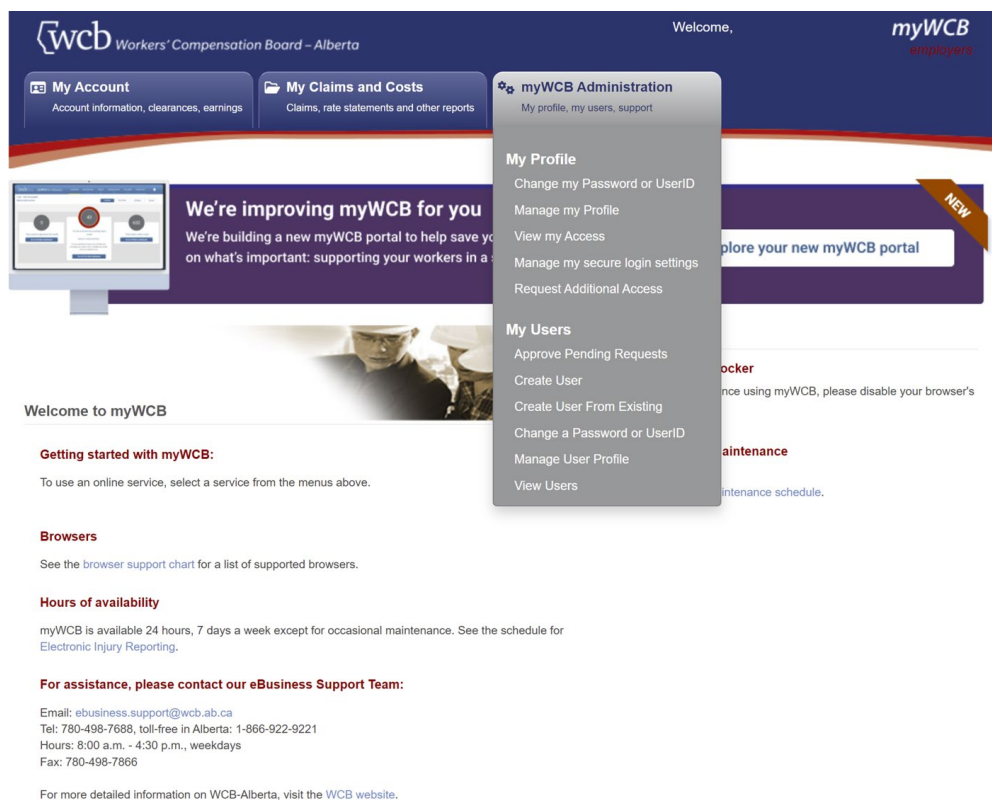
The screen below is what you will see when you choose to authenticate with an authenticator app. Google and Microsoft Authenticator app codes are regenerated every 30 seconds. Successfully entering the code will navigate you to the myWCB landing page.



The screenshot shows the myWCB website header with the date "April 12, 2023" on the left and navigation links "home | contact us | sign in" on the right. The main content area is titled "Security authentication" and features a padlock icon. Below the icon, the text reads "Provide your code from your Authenticator app". There is a text input field with the placeholder "Enter security code here" and a "Submit" button. At the bottom, there are two links: "Back to authentication methods" and "Back to sign in".

## 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.

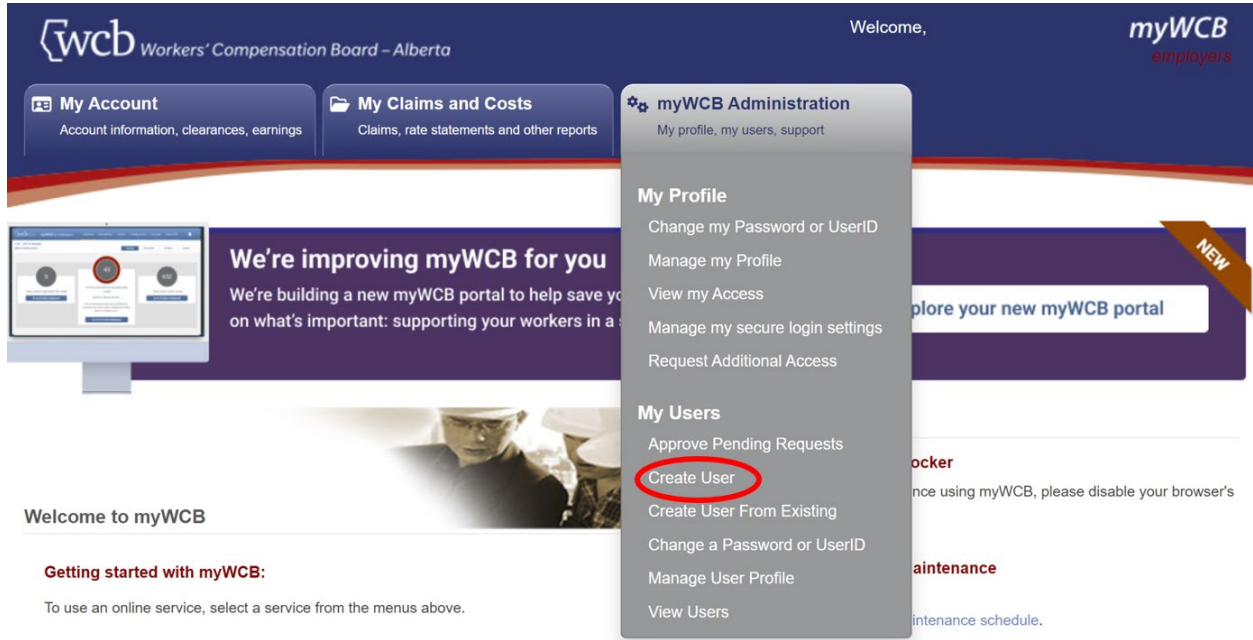


The **My Users** menu allows you to:

- 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.

**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**

- Account Administrator
- Account Administrator (cannot view injury data)

**Claims Administration**

- Claim Creator
- Claim Creator (injury reporting only)
- Claim Administrator
- Claim Submitter
- Claim Submitter (injury reporting only)

**General**

- Online Administrator
- General User

[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.

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: Province: AB Postal Code:  
 Address: City:

**Access Requested**

User Type	Association	Assigned Roles	Request Date
Employer	Account Number	Account Administrator	Mar 6, 2018

[Modify](#)

Key Facts enabled

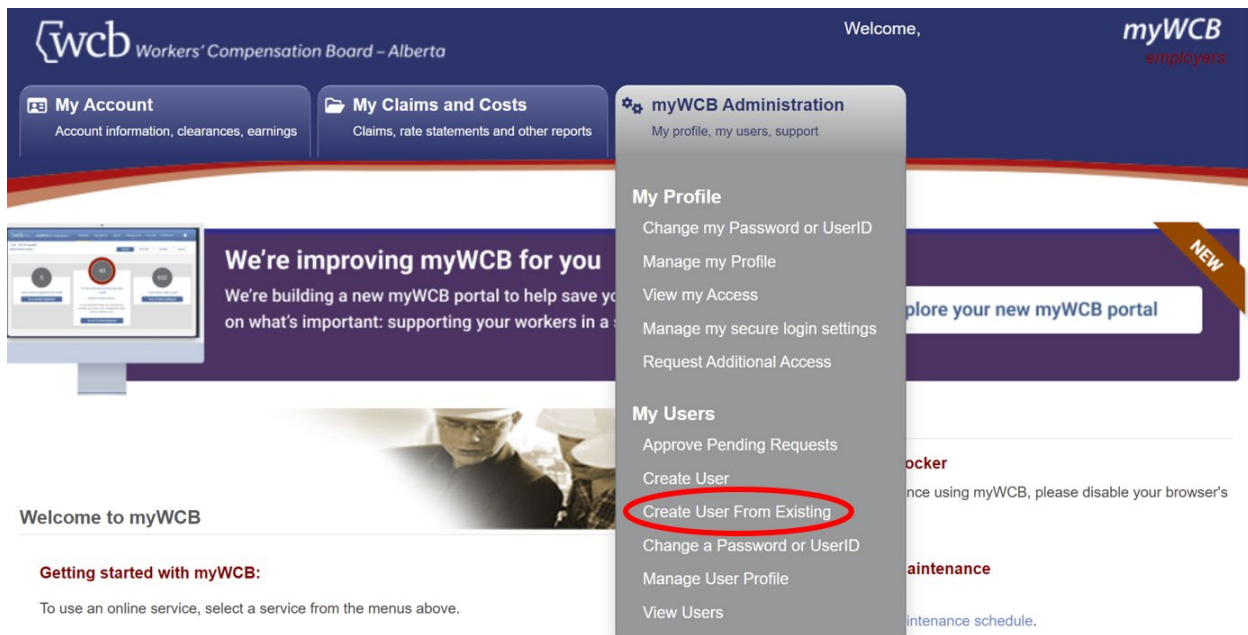
[Start Again](#)

[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**.

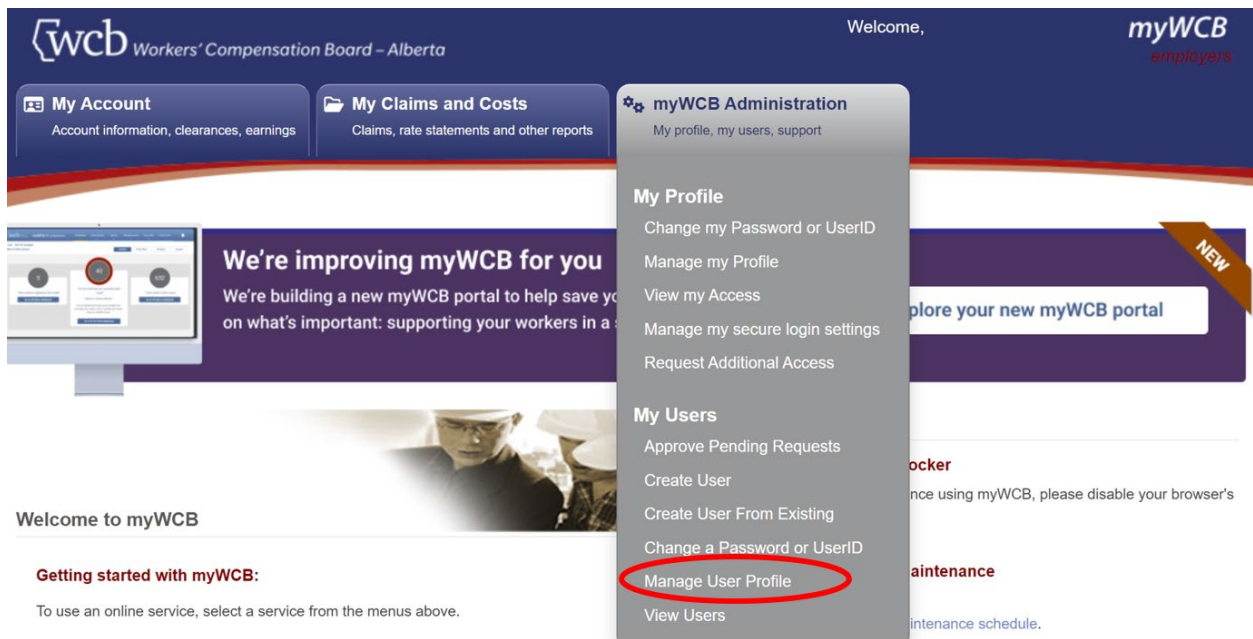


1. In the User Search window, enter one or more fields to find the user you want to duplicate and then click the **Search** button.
2. Click on the **Create User** button beside the user you want to copy.
3. Enter the profile of the new user and update the company information if required. Click the **Next** 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.

**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

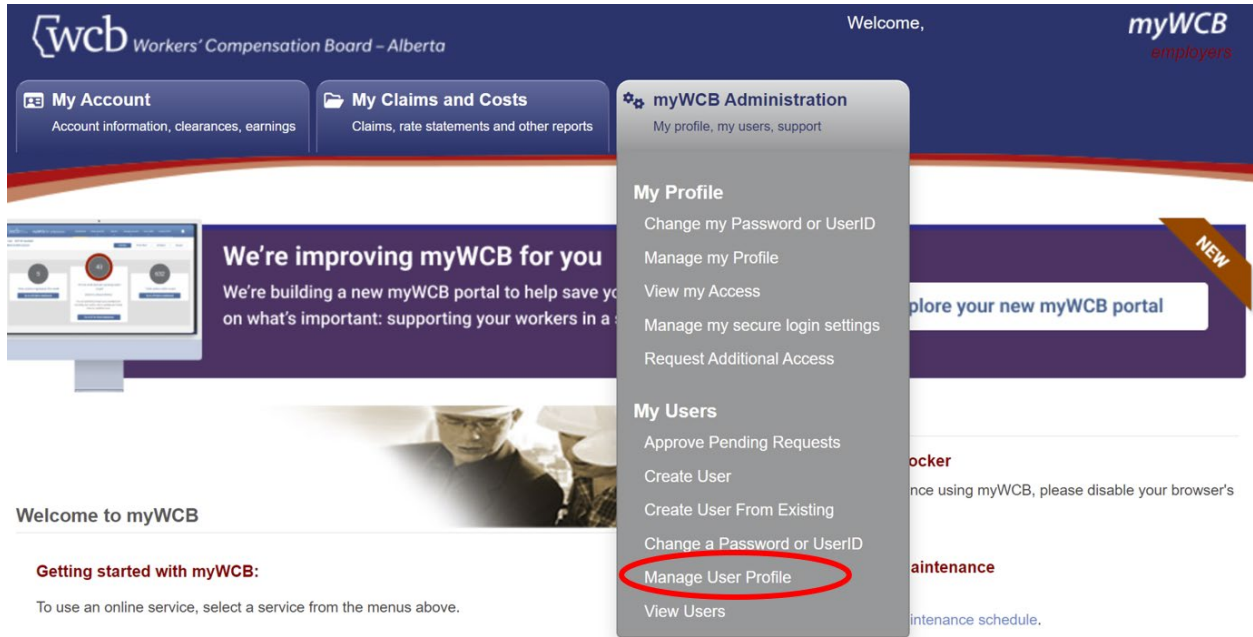
Save

- 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.

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 [v] [?] Inactivate On: YYYY-MM-DD  
Title: Please Select [v] First Name: \* Test Last Name: \* ID  
Email Address: \* test@test.ca Re-enter Email Address: \* test@test.ca  
Country Code: \* Canada/USA (1) [v] Phone Number: \* 999-999-9999 Extension: [ ]

Company Information

Company Name: \* test Position: [ ] Address: [ ]  
City: [ ] Province or State: Alberta [v] Postal or Zip Code: A9A9A9 or 99999

[Return To User Search](#)

[Reset Password](#) [Save](#)

Copyright © 2018 The Workers' Compensation Board - Alberta. All rights reserved.  
[Web site terms of use](#) • [myWCB terms and conditions](#) • [Contact us](#)

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**

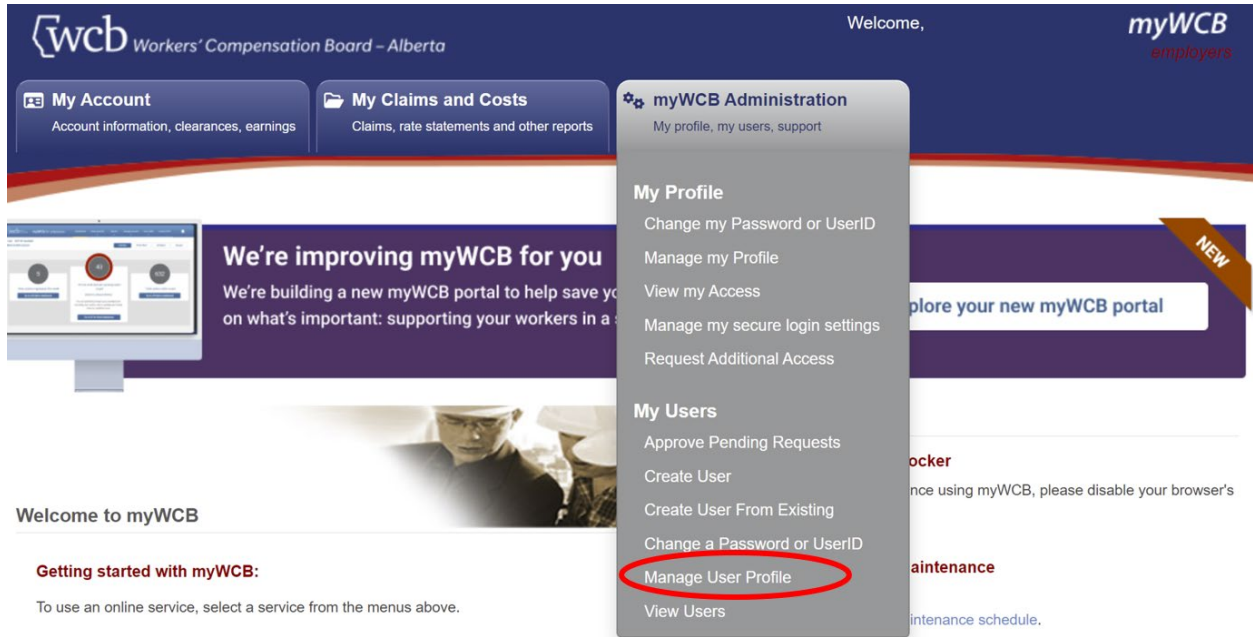
UserID: test.id3 [Modify](#)

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:

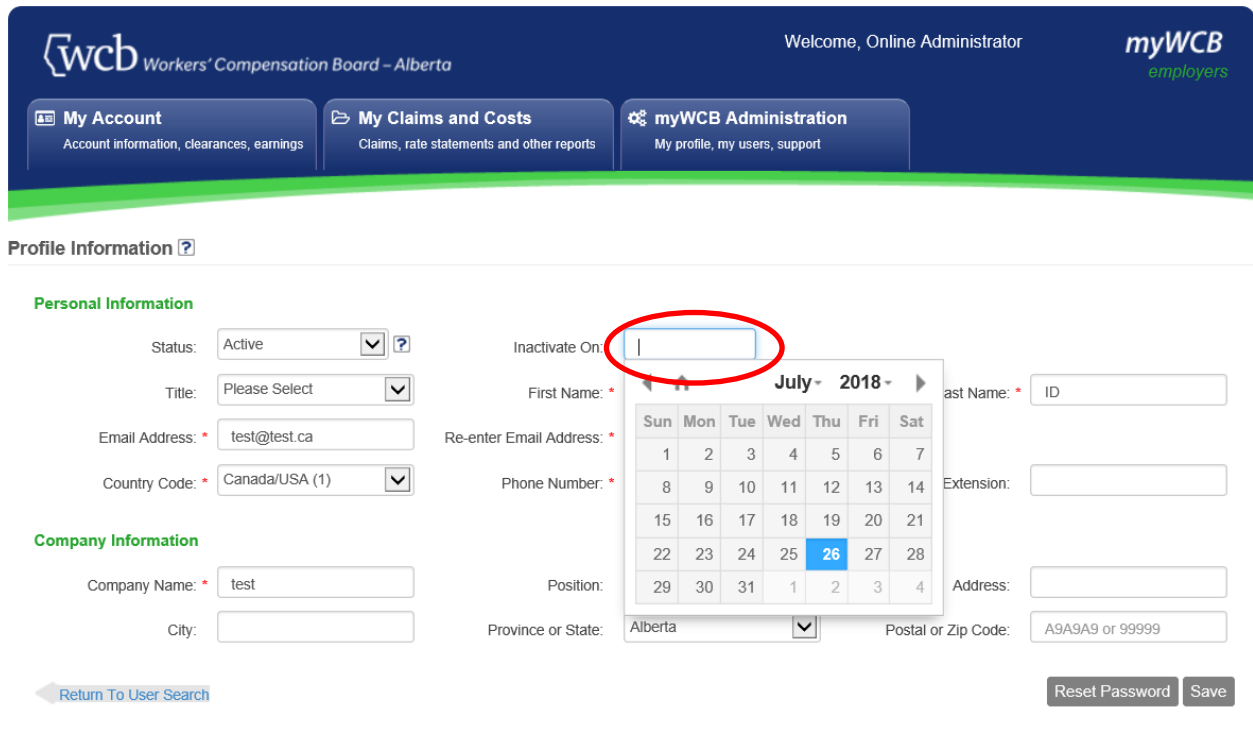
## Set a Future Date to Inactivate a User

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



The screenshot shows the myWCB Administration interface. The top navigation bar includes 'My Account', 'My Claims and Costs', and 'myWCB Administration'. The 'myWCB Administration' dropdown menu is open, showing options under 'My Profile' and 'My Users'. The 'Manage User Profile' option is circled in red.

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.



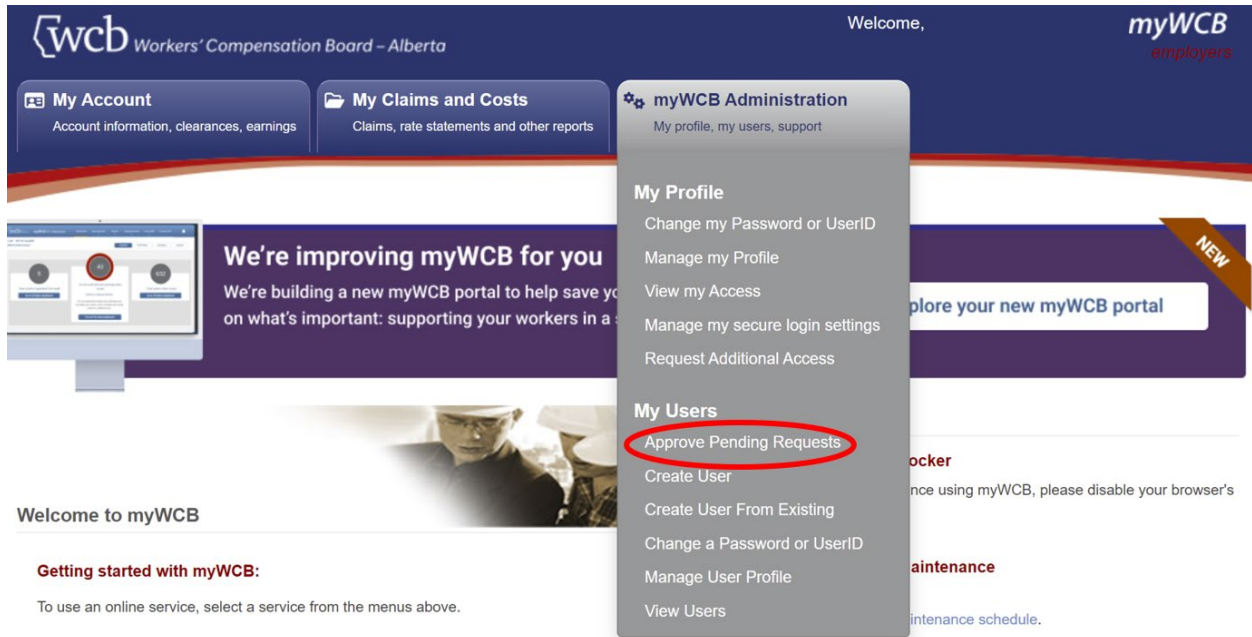
The screenshot shows the 'Profile Information' form. The 'Personal Information' section includes fields for Status (Active), Title (Please Select), Email Address (test@test.ca), and Country Code (Canada/USA (1)). The 'Company Information' section includes fields for Company Name (test), City, and Province or State (Alberta). The 'Inactivate On' field is highlighted with a red circle, and a date picker is open, showing the date July 26, 2018, selected.

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.

User Summary [?](#)

UserID: test.id5 [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:

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.

User Type	Association	Assigned Roles	Request Date	Online Administrator(s)	
Employer	Account Number	Account Administrator	Jul 26, 2018	Online Administrator Test User	<a href="#">Modify</a> <a href="#">Approve</a> <a href="#">Deny</a>
	Key Facts enabled				

[Return To Approve Pending Requests](#)

[Request Additional Access](#)

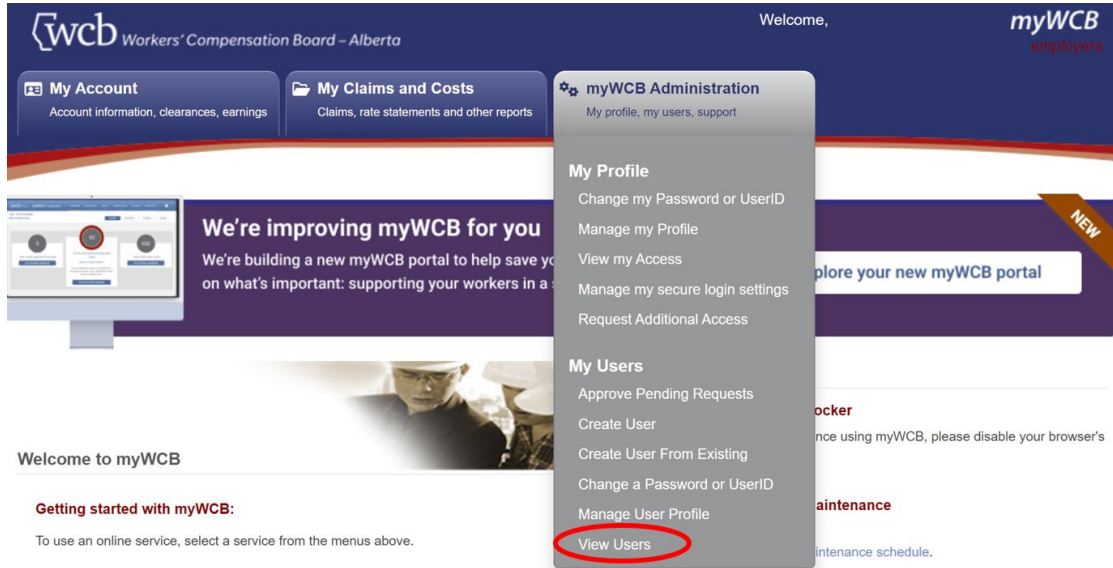
- To approve the request, click the **Approve** button. To deny the request, click the **Deny** button.
- A dialog box will ask you to confirm the action. To proceed with the approval or denial of the access request, click **Yes**.

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

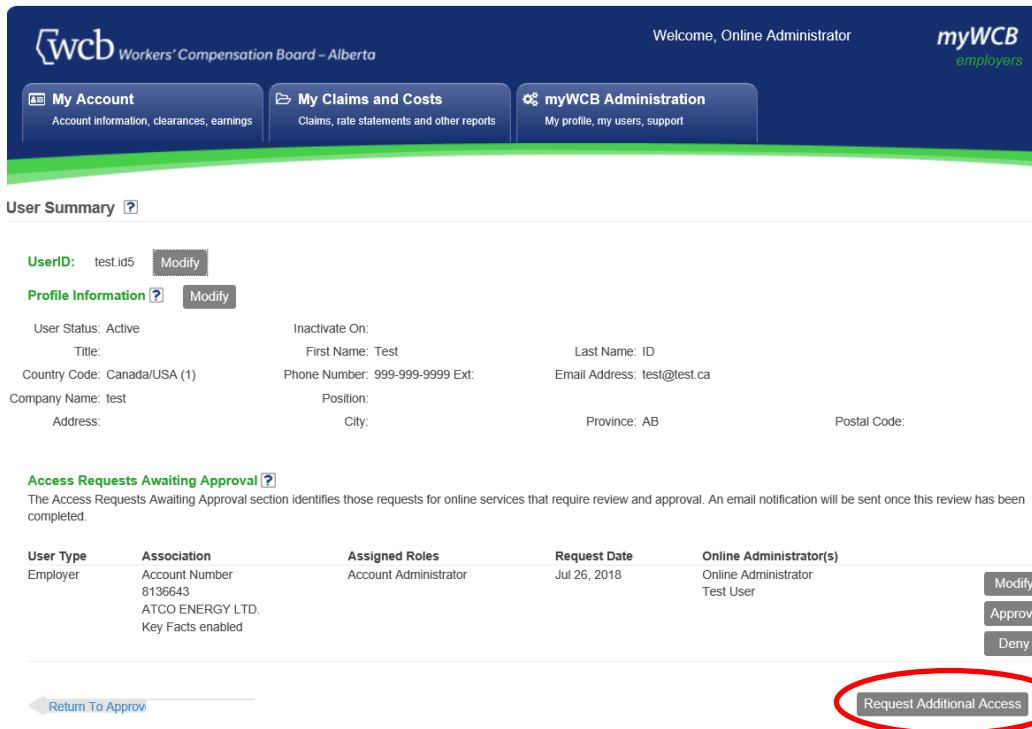
## Adding or removing an account, billing number, or claim number

### 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.



**Request Additional Access**

SECTION 1: ACCESS REQUEST [?](#)

Section 1 of 3

**User Type**

\* Select the type of relationship that most closely represents the user's business with WCB - Alberta.

Employer
  Injured Worker

**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**

- Account Administrator
- Account Administrator (cannot view injury data)

**Claims Administration**

- Claim Creator
- Claim Creator (injury reporting only)
- Claim Administrator
- Claim Submitter
- Claim Submitter (injury reporting only)

**General**

- Online Administrator
- General User

[View User Summary](#)

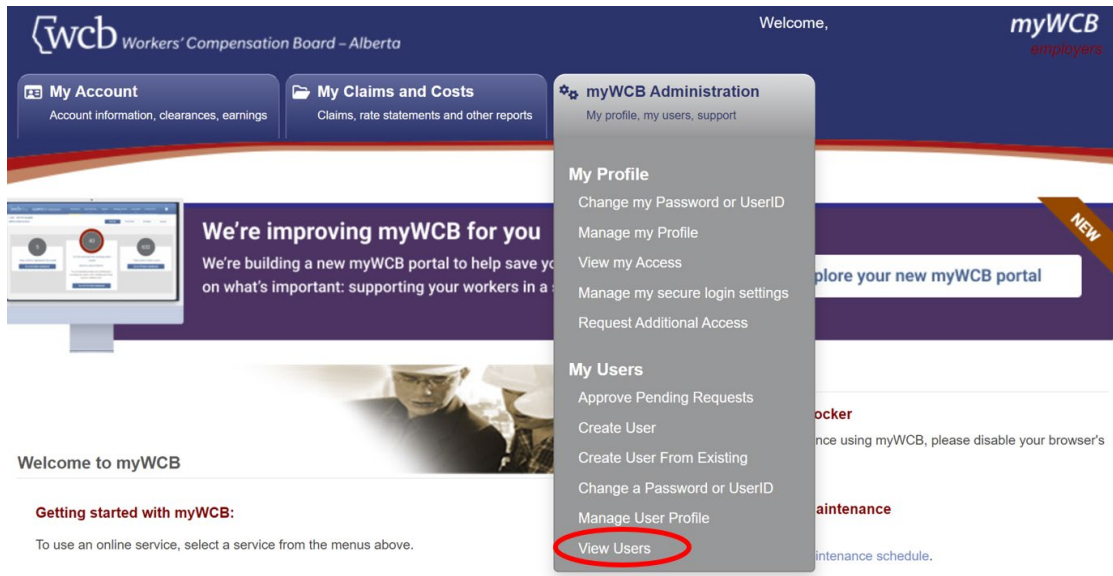
**Next**

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.

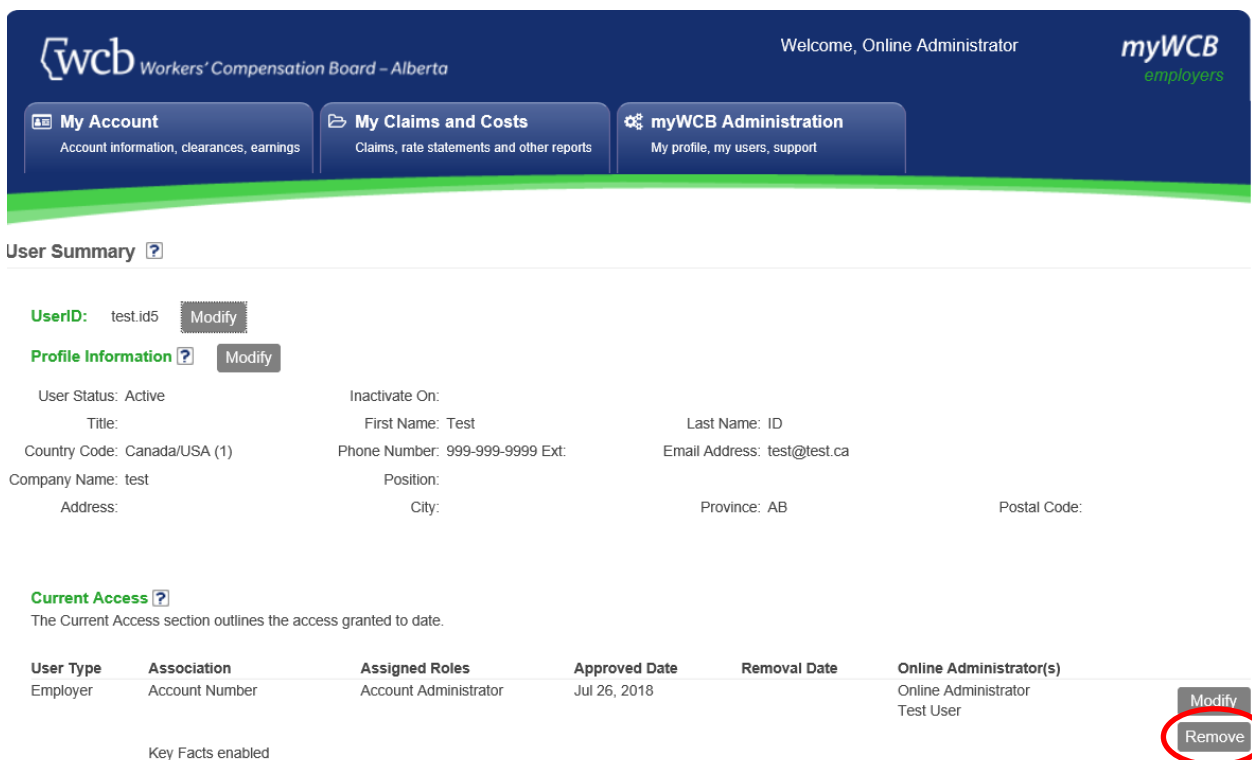
An email will be sent to the user advising them of the change in access.

## Removing an account, billing number, or claim number

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

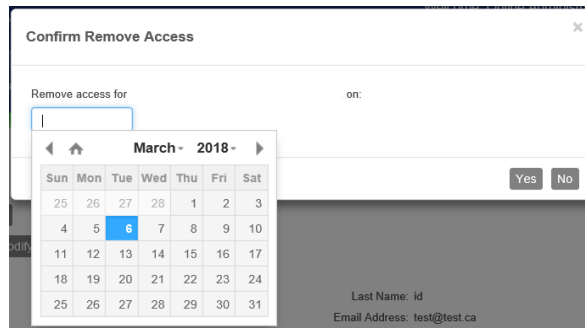


1. In the User Search window, enter one or more fields to find the user whose access you want to modify. Click the **Search** button.
2. Click the **View Summary** button beside the applicable user. The following screen will be presented.



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**.



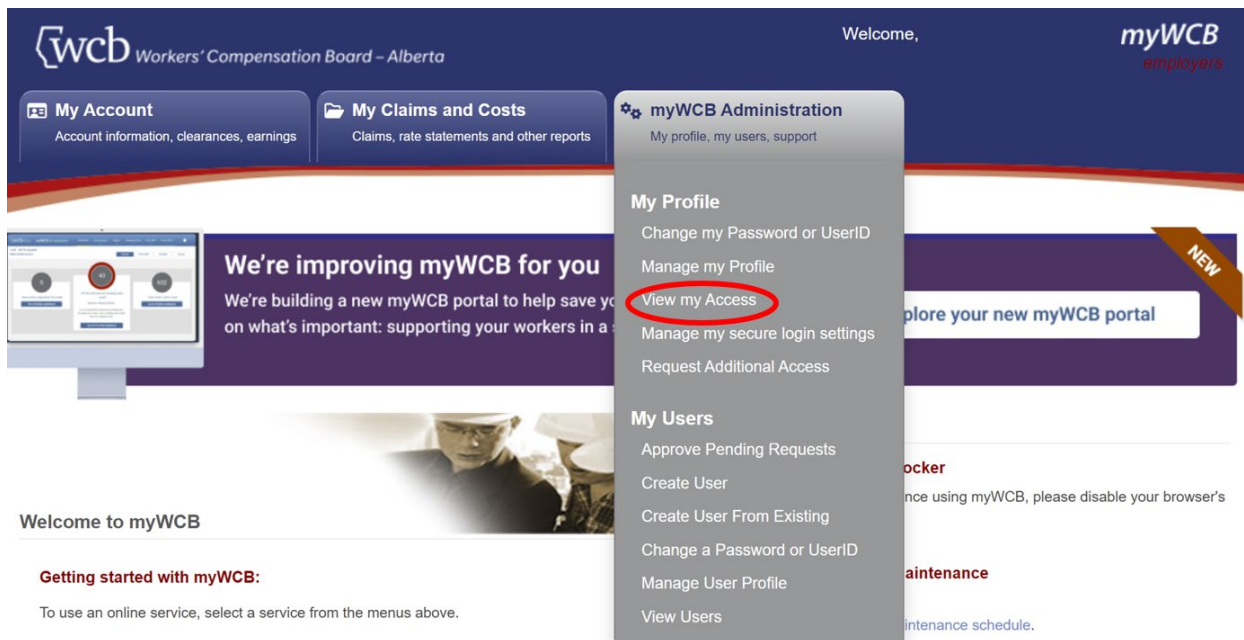
A confirmation message will appear and if the notification email will be sent to the user advising them of the change in access.

### *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.

## User Summary [?](#)

UserID: online.administrator [Modify](#)

Profile Information [?](#) [Modify](#)

User Status: Active      Inactivate On:  
Title:      First Name: Online      Last Name: Administrator  
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:

### Current Access [?](#)

The Current Access section outlines the access granted to date.

User Type	Association	Assigned Roles	Approved Date	Removal Date	Online Administrator(s)	<a href="#">Modify</a>
Employer	Account Number 8136643 ATCO ENERGY LTD. Key Facts enabled	Online Administrator Account Administrator	Mar 7, 2018 Mar 7, 2018		Online Administrator Test User	<a href="#">Modify</a>

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

### Modify Access

#### SECTION 1: ACCESS REQUEST [?](#)

Section 1 of 3

#### User Type

Employer

#### Association Information

Account Number:      Name:

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

Account Administrator

##### Claims Administration

Claim Creator

Claim Administrator

Claim Submitter

##### General

Online Administrator

General User

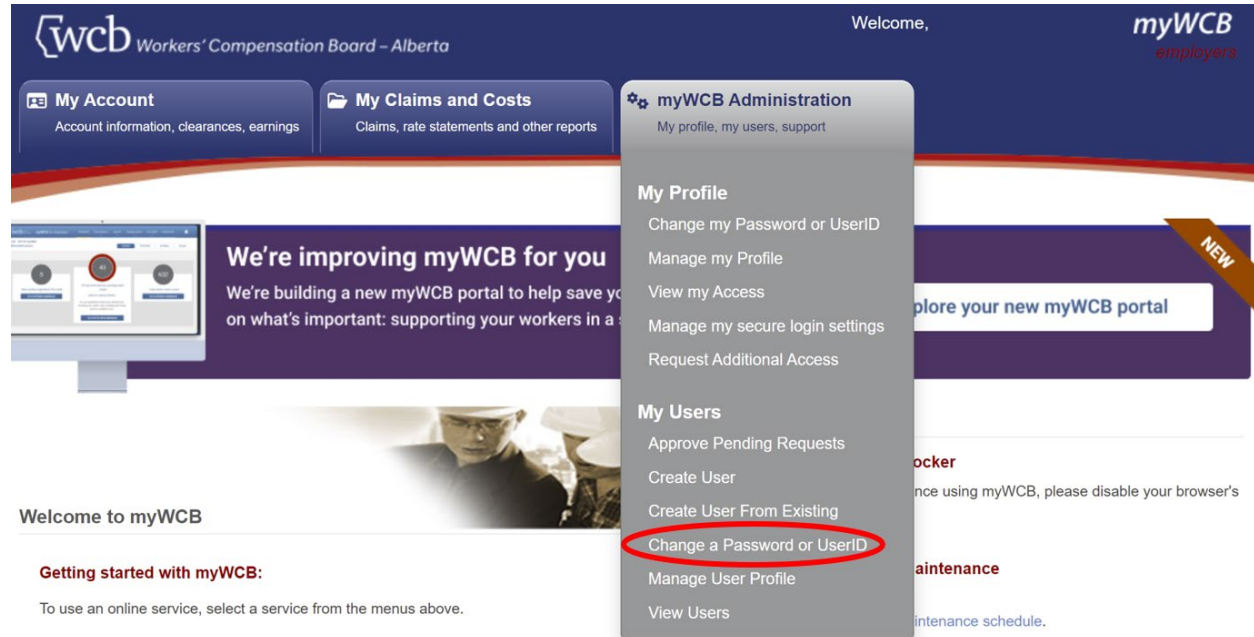
[View My Access](#)

[Next](#)

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

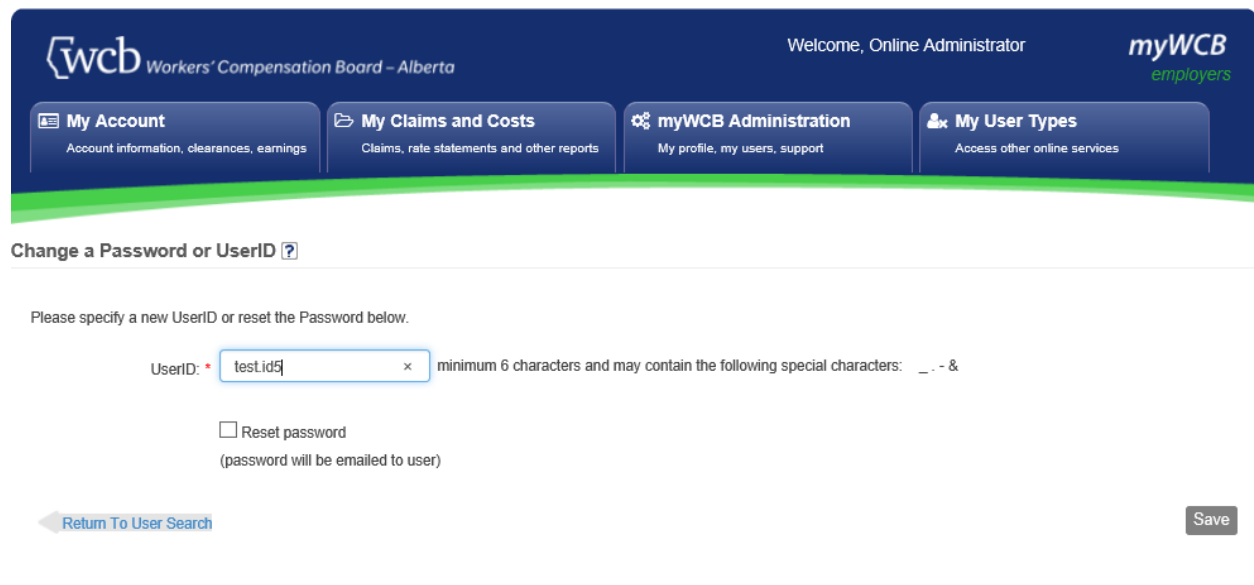
## Change a password or UserID

Go to **myWCB Administration, My Users**, click on **Change a Password or UserID**.



The screenshot shows the myWCB Administration interface. The top navigation bar includes 'My Account', 'My Claims and Costs', and 'myWCB Administration'. The 'myWCB Administration' dropdown menu is open, showing options like 'My Profile', 'My Users', and 'Change a Password or UserID', which is circled in red. A 'NEW' banner is visible on the right side of the page.

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.



The screenshot shows the 'Change a Password or UserID' form. It includes a header with the myWCB logo and navigation tabs. The main content area has a form with a 'UserID' field containing 'test.id', a 'Reset password' checkbox, and a 'Save' button. A 'Return To User Search' link is also present.

- 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
<b>Chiropractor Roles</b>	
Clinic Administrator (Chiropractor)	<ul style="list-style-type: none"> <li>Authorized to create, submit and view any treatment report or invoice</li> </ul>
Chiropractic Provider	<ul style="list-style-type: none"> <li>Authorized to create and submit treatment reports and invoices, and to view any report under the same billing number</li> </ul>
<b>Employer Roles</b>	
General User	<ul style="list-style-type: none"> <li>Access to clearances letters</li> <li>General statistic reports</li> <li>Payment services</li> </ul>
Account Administrator	<ul style="list-style-type: none"> <li>General User access</li> <li>Account maintenance (i.e., update contacts, address, assessable earnings estimate, etc.)</li> <li>Filing Annual return</li> <li>Invoices</li> <li>Account management reports (i.e. rate statements, premium reports, etc.)</li> <li>Account Dashboard, Premium Simulator, and Key Performance Indicators in the new myWCB portal</li> </ul>
Claim Creator	<ul style="list-style-type: none"> <li>General User access</li> <li>Create injury reports (but cannot submit). Submission will need to be made by an individual with Claim Administrator access</li> <li>Access to some management reports (i.e. premium summary, rate statement, etc.)</li> <li>Key Performance Indicators in the new myWCB portal</li> </ul>
Claims Administrator	<ul style="list-style-type: none"> <li>General User access</li> <li>Ability to create injury reports and submit for all users</li> <li>View all injury reports</li> <li>Access to detailed claim management reports (i.e. monthly &amp; yearly claim costs summary, claims correspondence, etc.)</li> <li>Access to Employer Fit for Work Dashboard</li> <li>Fit for Work and All Claims Dashboards, Premium Simulator, and Key Performance Indicators in the new myWCB portal</li> </ul>
Claim Submitter	<ul style="list-style-type: none"> <li>General User access</li> <li>Create injury reports</li> </ul>

	<ul style="list-style-type: none"> <li>• Submit injury reports created by the user (cannot submit for other users)</li> <li>• View injury reports submitted by the user</li> <li>• Access to some management reports (i.e.. premium summary, rate statement, etc.)</li> <li>• Key Performance Indicators in the new myWCB portal</li> </ul>
<p>Account Administrator (cannot view injury data)</p> <p><i>Can only be granted by an Online Administrator</i></p>	<ul style="list-style-type: none"> <li>• General User access</li> <li>• Access to clearances, account management, annual return and payment services</li> <li>• No access to invoices or account specific reports</li> <li>• Account Dashboard in the new myWCB portal</li> </ul>
<p>Claims Creator (injury reporting only)</p> <p><i>Can only be granted by an Online Administrator</i></p>	<ul style="list-style-type: none"> <li>• General User access</li> <li>• Authorized to create injury reports for submission by an individual with Claim Administrator access.</li> <li>• No access to injury reports</li> </ul>
<p>Claim Submitter (injury reporting only)</p> <p><i>Can only be granted by an Online Administrator</i></p>	<ul style="list-style-type: none"> <li>• General User access</li> <li>• Authorized to create, submit, and view injury reports submitted by the user</li> <li>• No access to injury reports</li> </ul>
<b>Injured Worker Roles</b>	
Injured Worker	<ul style="list-style-type: none"> <li>• Authorized to view payment information</li> </ul>
<b>Physiotherapist Roles</b>	
Physiotherapy Report Submitter	<ul style="list-style-type: none"> <li>• Authorized to create, submit, and view all treatment reports and invoices</li> </ul>
<p>Physiotherapy Report Creator</p> <p><i>Can only be granted by an Online Administrator</i></p>	<ul style="list-style-type: none"> <li>• Authorized to create a treatment report or invoice but not authorized to submit to WCB. The Physiotherapy Report Submitter can submit for the user.</li> <li>• View all reports and invoices under the same billing number</li> </ul>
<b>Physician Roles</b>	
Clinic Administrator (Physician)	<ul style="list-style-type: none"> <li>• Authorized to create, submit, and view any treatment report or invoice</li> </ul>
Healthcare Provider	<ul style="list-style-type: none"> <li>• Authorized to create and submit medical reports and invoices, and view any reports or invoices under the same billing number</li> </ul>
<b>Psychologist Roles</b>	
<p>Psychology Service Provider Creator</p> <p><i>Can only be granted by an Online Administrator</i></p>	<ul style="list-style-type: none"> <li>• Authorized to create and modify their own reports, but unable to submit reports. Can view all psychology reports and invoices for the billing number(s) they have access to but cannot modify other users' drafts.</li> </ul>

Psychology Service Provider Submitter	<ul style="list-style-type: none"><li>• Authorized to create, modify, submit, and view all psychology reports and invoices for the billing number(s) they have access to.</li></ul>
---------------------------------------	---



## 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](mailto:ebusiness.support@wcb.ab.ca)

The eBusiness Support Team is available from 8:00am to 4:30pm Monday through Friday (excluding statutory holidays).