


myWCB Online User Guide for Workers

Workers' Compensation
Board – Alberta

December 2025

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Welcome to myWCB Online Services

Introduction

myWCB offers you a convenient and secured way to access services from WCB-Alberta. With myWCB, you can view your claim information and payments.

System Availability

myWCB is available 24/7, with occasional short outages for maintenance. Our maintenance schedule is available [here](#).

Security

Each person requiring access to myWCB must have a unique username and password. For security reasons, usernames are non-transferrable and must not be shared. If someone no longer requires access, their username must be promptly deactivated or deleted. Additionally, worker representatives who no longer require access to a specific claim must have that access removed from their account. Please notify our [eBusiness Support Team](#) immediately in both cases.

Additionally, your myWCB session will automatically time out after 60 minutes. Remember to save your work and log back in if needed.

Supported Browsers

Our list of supported browsers is available [here](#).

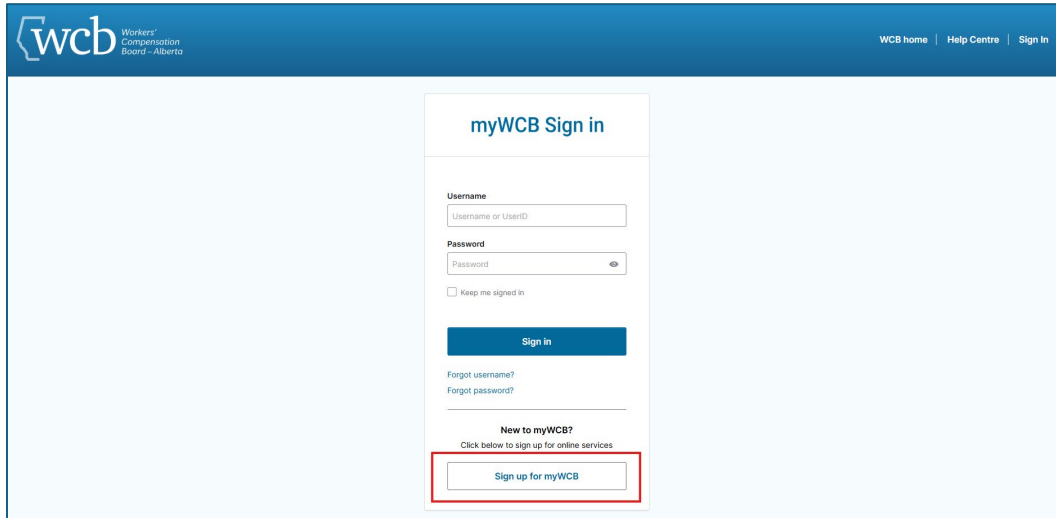
Technical Support

If you run into any issues or have questions about myWCB, our [eBusiness Support Team](#) is ready to assist you.

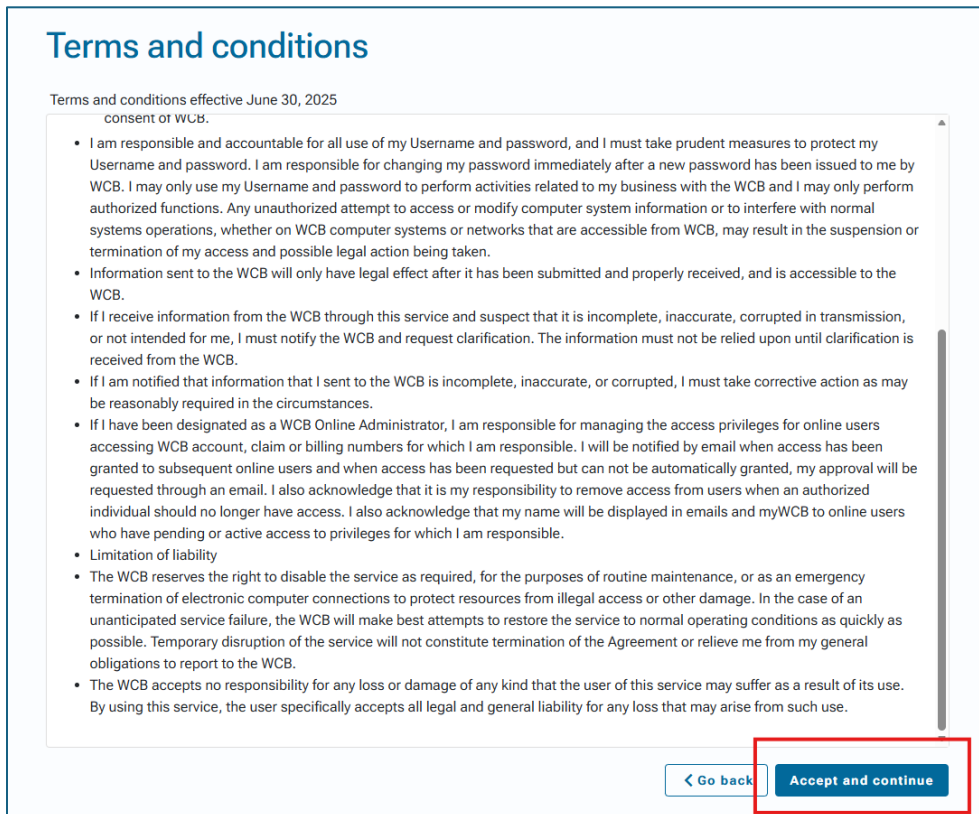
Signing Up for myWCB

If you already have a myWCB account, you may proceed to [sign in](#). Otherwise, as a new user to myWCB, you will first need to sign up as follows:

1. Go to [myWCB](#) and click **Sign up for myWCB**.



2. Review the terms and conditions and click **Accept and continue**. (You must scroll to the bottom before you can proceed.)



Terms and conditions

Terms and conditions effective June 30, 2025
consent of WCB.

- I am responsible and accountable for all use of my Username and password, and I must take prudent measures to protect my Username and password. I am responsible for changing my password immediately after a new password has been issued to me by WCB. I may only use my Username and password to perform activities related to my business with the WCB and I may only perform authorized functions. Any unauthorized attempt to access or modify computer system information or to interfere with normal systems operations, whether on WCB computer systems or networks that are accessible from WCB, may result in the suspension or termination of my access and possible legal action being taken.
- Information sent to the WCB will only have legal effect after it has been submitted and properly received, and is accessible to the WCB.
- If I receive information from the WCB through this service and suspect that it is incomplete, inaccurate, corrupted in transmission, or not intended for me, I must notify the WCB and request clarification. The information must not be relied upon until clarification is received from the WCB.
- If I am notified that information that I sent to the WCB is incomplete, inaccurate, or corrupted, I must take corrective action as may be reasonably required in the circumstances.
- If I have been designated as a WCB Online Administrator, I am responsible for managing the access privileges for online users accessing WCB account, claim or billing numbers for which I am responsible. I will be notified by email when access has been granted to subsequent online users and when access has been requested but can not be automatically granted, my approval will be requested through an email. I also acknowledge that it is my responsibility to remove access from users when an authorized individual should no longer have access. I also acknowledge that my name will be displayed in emails and myWCB to online users who have pending or active access to privileges for which I am responsible.
- Limitation of liability
- The WCB reserves the right to disable the service as required, for the purposes of routine maintenance, or as an emergency termination of electronic computer connections to protect resources from illegal access or other damage. In the case of an unanticipated service failure, the WCB will make best attempts to restore the service to normal operating conditions as quickly as possible. Temporary disruption of the service will not constitute termination of the Agreement or relieve me from my general obligations to report to the WCB.
- The WCB accepts no responsibility for any loss or damage of any kind that the user of this service may suffer as a result of its use. By using this service, the user specifically accepts all legal and general liability for any loss that may arise from such use.

[Go back](#) [Accept and continue](#)

3. Enter a **Username** and **Login email address**. Click **Continue**.

Enter your username and email address

You will be required to verify your email address.

Note: If you are a physician who currently uses medical software, [click here](#).

Username: * ?

Login email address: *

[< Go back](#) [Continue](#)

4. A verification link will be sent to your inbox. Click **Verify my login email address** within the email message.

Verify your email address

A verification link has been sent to your inbox.


The link expires in 10 minutes.

Didn't receive the email? [Check your spam folder](#).

Still can't find it? [Click here](#) to resend.

Login email address:

[< Go back](#)



Verify your login email address

Click the link below to verify your email address and continue setting up your myWCB account.

[VERIFY MY LOGIN EMAIL ADDRESS](#)

Need Help?
For further information, please contact WCB Alberta's eBusiness Support Team at 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 8:00am to 4:30pm, Monday through Friday.

5. myWCB will open in a new tab or browser (depending on your settings). Click **Continue**.

Finish verifying your email address

Click continue to complete verification.

Login email address:

[< Go back](#) [Continue](#)

6. Enter a **Password** and **Re-enter** the **password**. Your password must meet all the requirements shown in the tooltip.

Create your password

To keep your account secure, create a secure password you don't use anywhere else.

Password: *
.....

Re-enter password: *
.....

< Go back Continue

Re Password: *

.....

Re Password must meet the following requirements:

- ✓ Be at least 12 characters
- ✗ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one digit
- ✗ At least one special character

7. Enter your **First name**, **Last name**, **Phone number** and **Company name** (if applicable). Click **Create account**.

Add your profile information

Enter your details to finish setting up your myWCB account.

First name: *
John

Last name: *
Doe

Country code: *
Canada/USA (1)

Phone number: * Ext.: *
123-456-7890 00000

Company name: *
ESS TESTING ONLY

< Go back Create Account

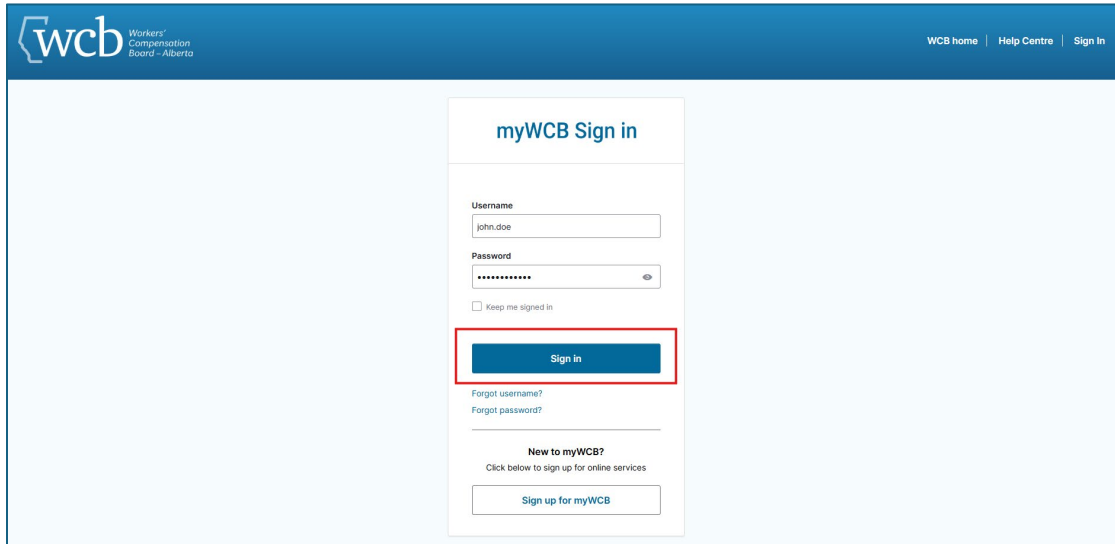
8. Click **Sign into myWCB** and you will be redirected to the sign in screen.

Your account has been successfully created

Sign into myWCB

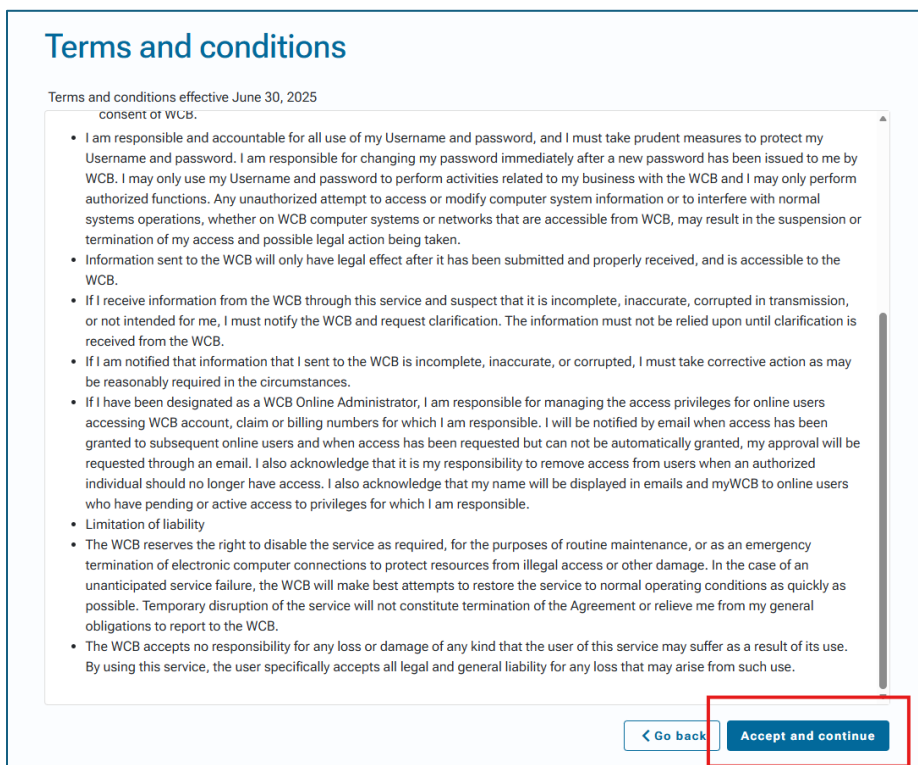
First Sign-In

1. Go to [myWCB](#).
2. Enter your **Username** and **Password** and click **Sign in**.



3. If your login was set up by an Online Administrator, you will need to review the Terms and Conditions and click **Accept and continue**. (You must scroll to the bottom before you can proceed.)

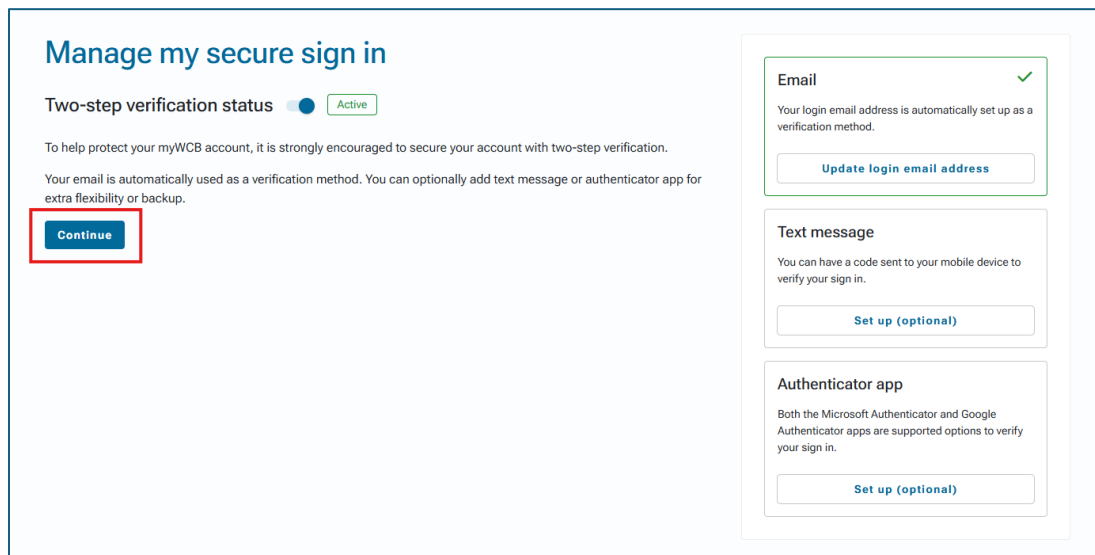
If you self-registered, you will not see this screen again.



Setting Up Two-Step Verification

When you sign in for the first time, you will be prompted to manage your two-step verification settings. Two-step verification is automatically enabled to provide your account an extra layer of security. While we recommend keeping it on, you may choose to turn it off.

Once you are happy with the settings, click **Continue** and proceed with linking an account number. You can always change these settings later.

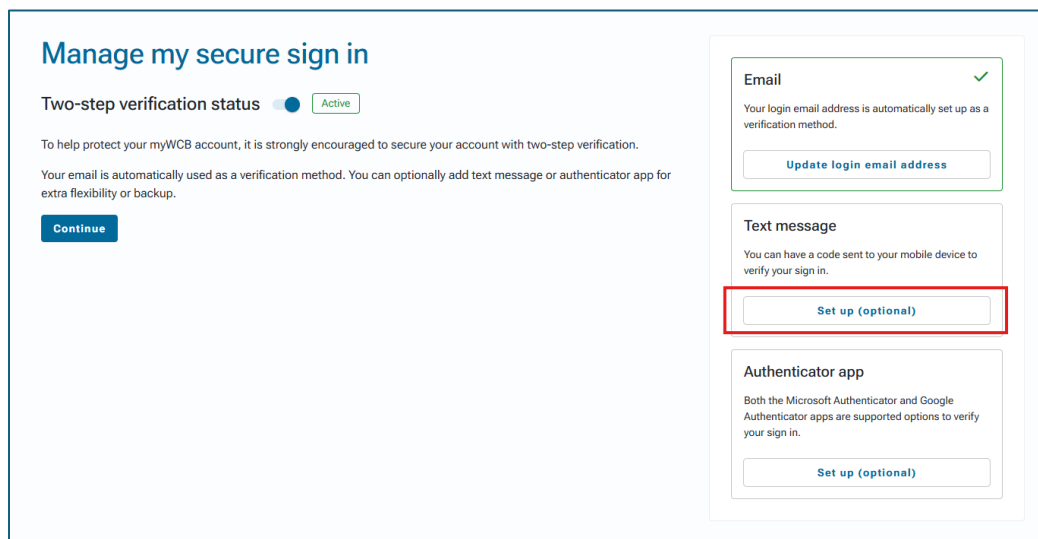


Enabling Alternative Verification Methods

When two-step verification is enabled, you can use your login email address as a verification method. If you prefer, you can also set up text messaging or an authenticator app as alternative options.

Enabling Text Messaging

1. Click **Set up (optional)** in the Text message section.



2. Enter your **Mobile phone number** and click **Continue**.

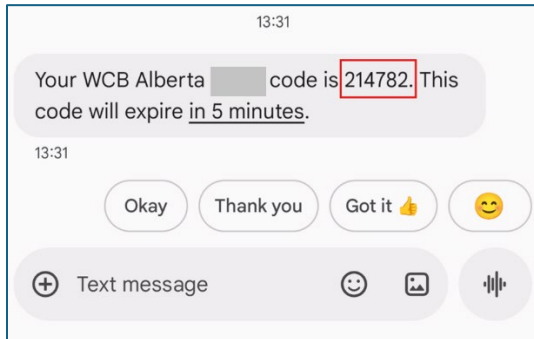
Set up text message verification

Please provide your mobile phone number.

Phone Number *

[< Go Back](#) [Continue](#)

3. Check your text messages for a verification code. Enter the **Code** and click **Continue**.



Set up text message verification

Please enter the code we sent to your mobile phone number.

Didn't receive the code? [Click here to resend.](#)

Code *

[< Go Back](#) [Continue](#)

4. Text messaging will be set up and you can now receive verification codes by text.

Manage my secure sign in

Two-step verification status Active

To help protect your myWCB account, it is strongly encouraged to secure your account with two-step verification.

Your email is automatically used as a verification method. You can optionally add text message or authenticator app for extra flexibility or backup.

[Continue](#)

Email

Your login email address is automatically set up as a verification method.

[Update login email address](#)

Text message

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

[Deactivate](#)

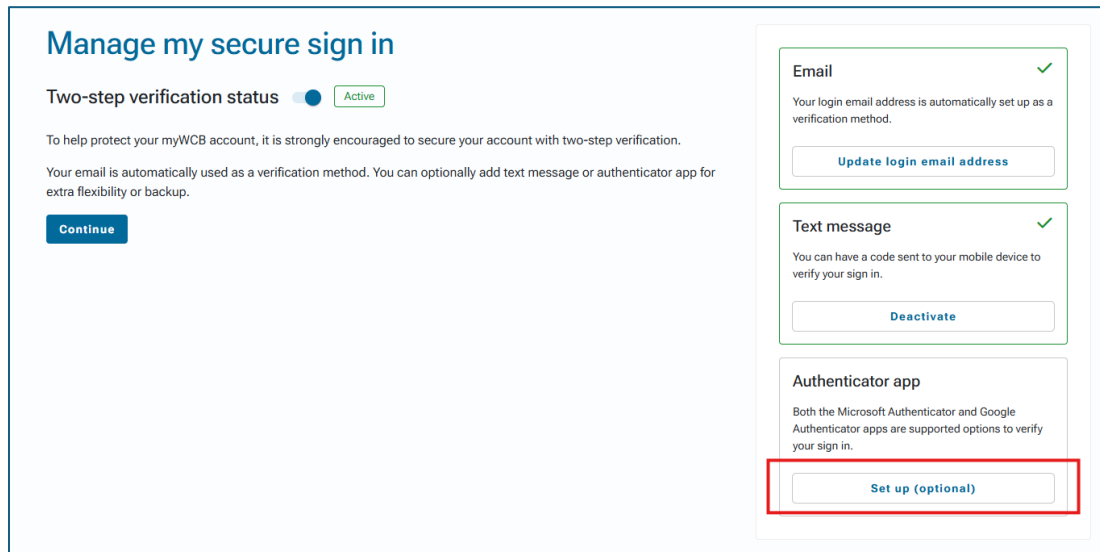
Authenticator app

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

[Set up \(optional\)](#)

Enabling an Authenticator App

1. Click **Set up (optional)** in the Authenticator app section.



Manage my secure sign in

Two-step verification status Active

To help protect your myWCB account, it is strongly encouraged to secure your account with two-step verification.

Your email is automatically used as a verification method. You can optionally add text message or authenticator app for extra flexibility or backup.

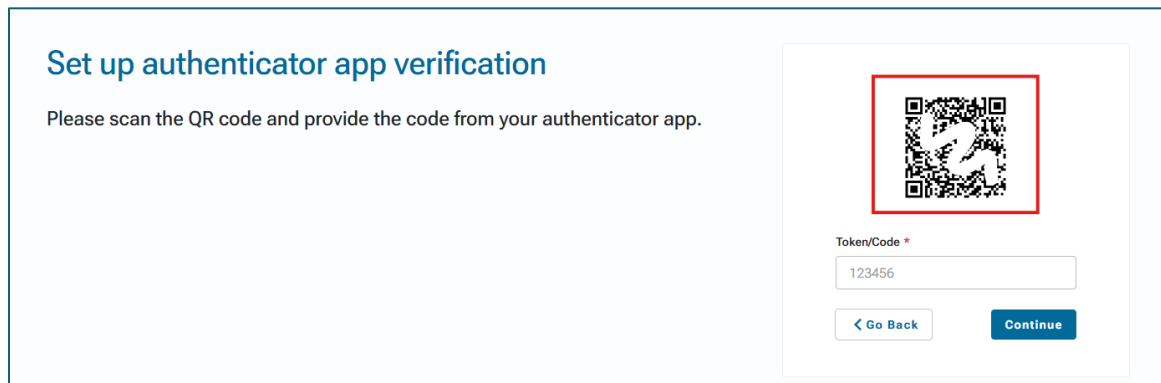
[Continue](#)

Email ✓
Your login email address is automatically set up as a verification method.
[Update login email address](#)

Text message ✓
You can have a code sent to your mobile device to verify your sign in.
[Deactivate](#)


Authenticator app
Both the Microsoft Authenticator and Google Authenticator apps are supported options to verify your sign in.
[Set up \(optional\)](#)

2. Launch the Microsoft Authenticator or Google Authenticator app on your mobile device and scan the **QR code**.



Set up authenticator app verification

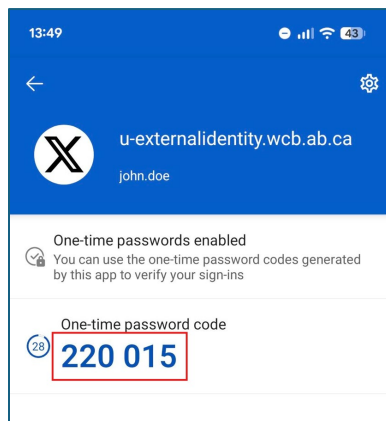
Please scan the QR code and provide the code from your authenticator app.



Token/Code *
123456

[Go Back](#) [Continue](#)

3. Enter the **Token/Code** from the app and click **Continue**.

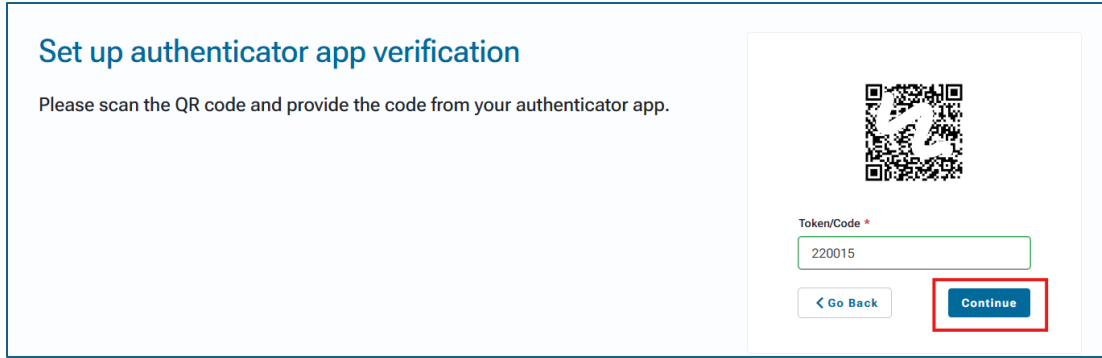


13:49

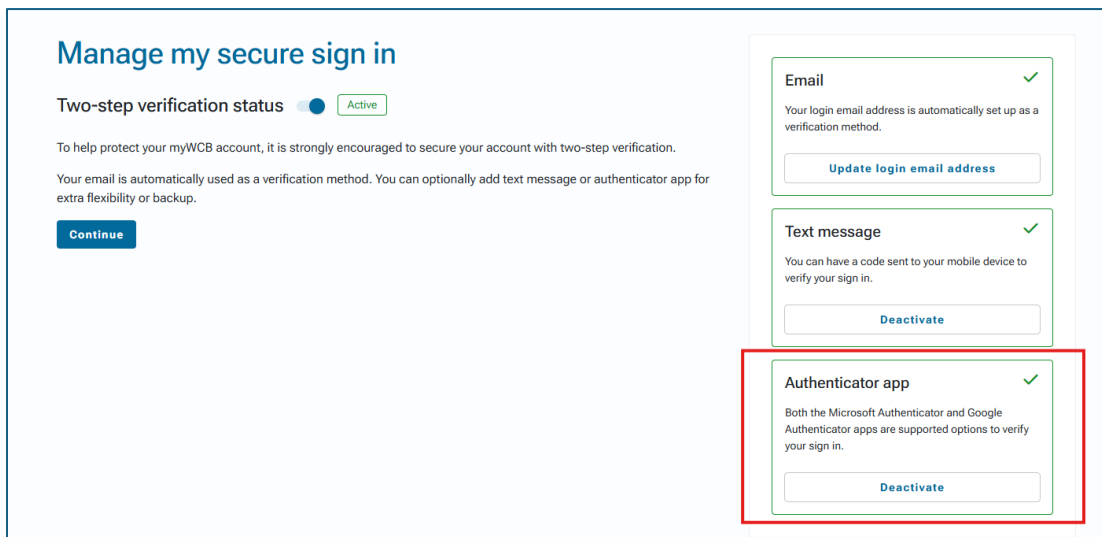
← u-externalidentity.wcb.ab.ca john.doe

One-time passwords enabled
You can use the one-time password codes generated by this app to verify your sign-ins

One-time password code
220 015



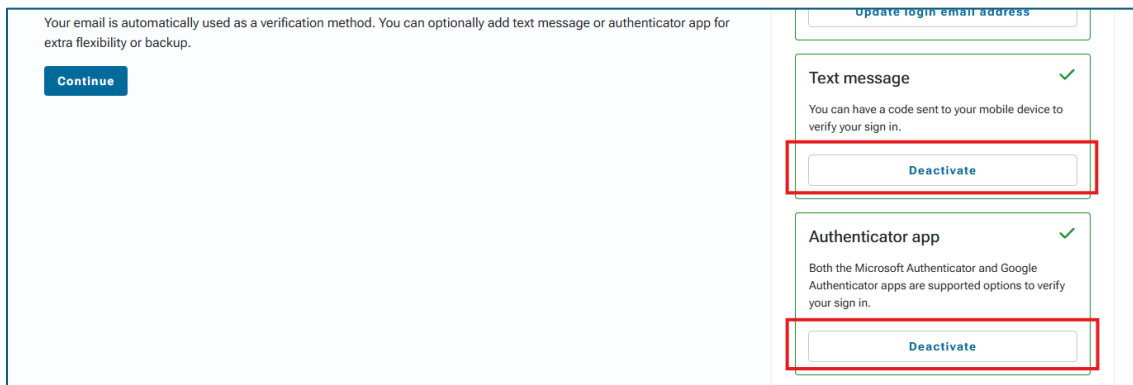
4. The authenticator app will be set up and you can now receive verification codes by using either Microsoft Authenticator or Google Authenticator app.



Updating or Removing Alternative Verification Methods

To update your text messaging or authenticator app verification methods, you will first need to remove it before you can set it up again.

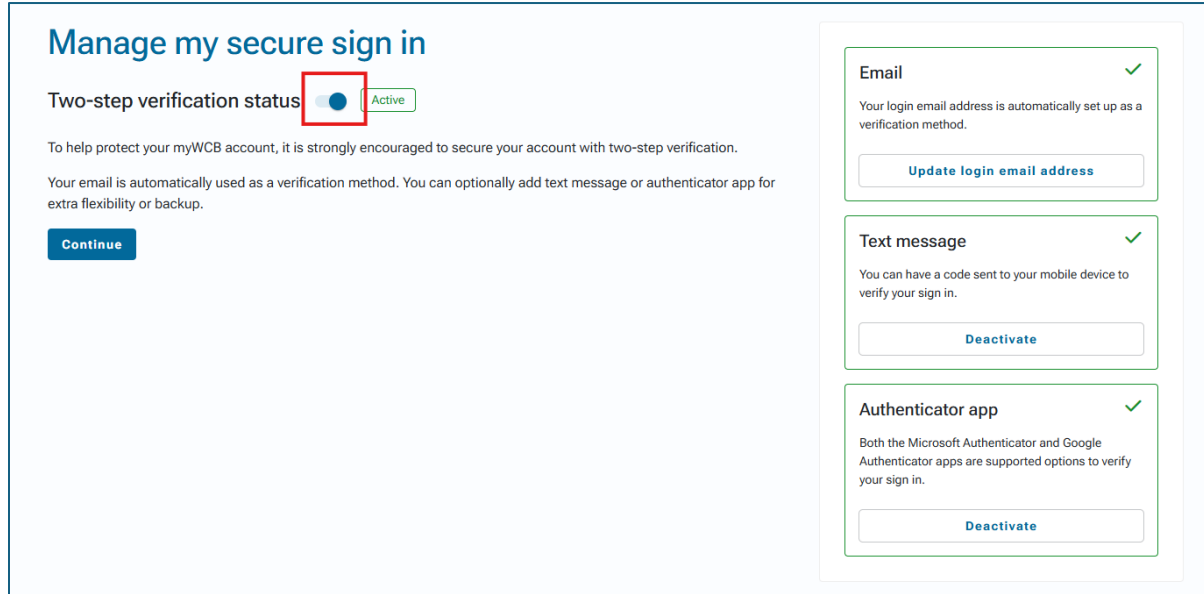
1. Click **Deactivate** in the corresponding section.



2. The method will be removed, and you can [set it up again](#).

Disabling Two-Step Verification

To turn off two-step verification, click the Two-step verification status **toggle** and click **Disable two-step verification**. Remember that you will now be able to sign into myWCB using only your username and password.



Manage my secure sign in

Two-step verification status **Active**

To help protect your myWCB account, it is strongly encouraged to secure your account with two-step verification.

Your email is automatically used as a verification method. You can optionally add text message or authenticator app for extra flexibility or backup.

[Continue](#)

Email ✓

Your login email address is automatically set up as a verification method.

[Update login email address](#)

Text message ✓

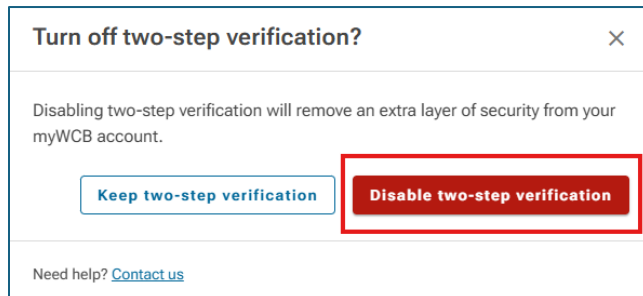
You can have a code sent to your mobile device to verify your sign in.

[Deactivate](#)

Authenticator app ✓

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

[Deactivate](#)

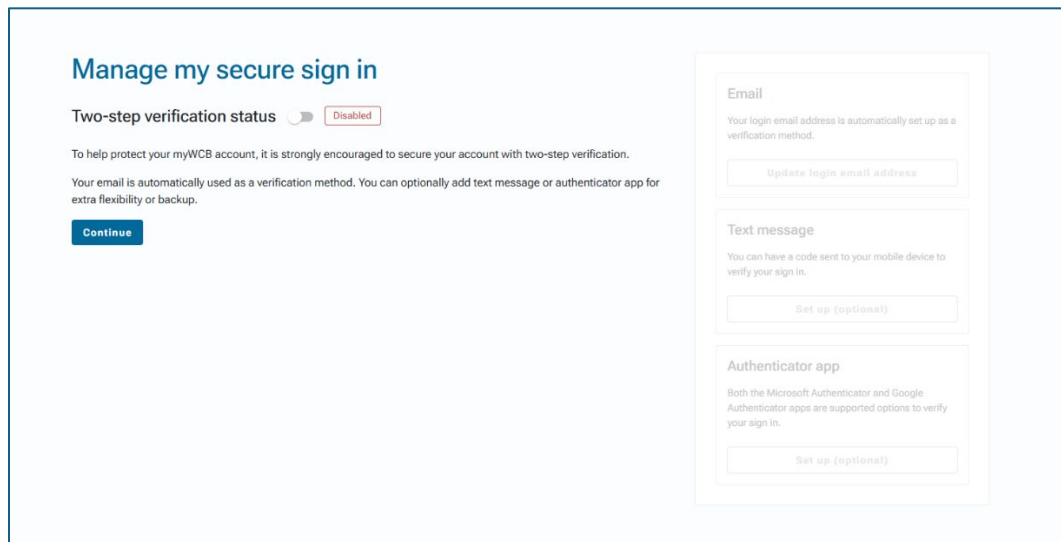


Turn off two-step verification? ✕

Disabling two-step verification will remove an extra layer of security from your myWCB account.

[Keep two-step verification](#) [Disable two-step verification](#)

Need help? [Contact us](#)



Manage my secure sign in

Two-step verification status **Disabled**

To help protect your myWCB account, it is strongly encouraged to secure your account with two-step verification.

Your email is automatically used as a verification method. You can optionally add text message or authenticator app for extra flexibility or backup.

[Continue](#)

Email

Your login email address is automatically set up as a verification method.

[Update login email address](#)

Text message

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

[Set up \(optional\)](#)

Authenticator app

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

[Set up \(optional\)](#)

Linking a Claim Number

Now that you have finished creating your myWCB account, you will need to link a claim number to it.

1. Click **Link a claim number**.

Get started with myWCB

Link an account, billing, and/or claim number below to access online services.
You can link multiple claims, billing numbers, or employer accounts to your myWCB profile.

I am an injured worker

- **Claims:** View and manage your claim
- **Payments:** Track your payments

Link a claim number

Don't have a claim number?
[Click here to report an injury](#)

I am a health care provider
Physicians, chiropractors, physiotherapists, psychology providers

- **Reports:** Create, modify, submit, and view reports
- **Invoices:** Create, submit, and view invoices

Link a health care billing number

Don't have a billing number?
[View our how-to guide on becoming a WCB approved provider](#)

I am an employer

- **Claims:** Create, submit, and view injury reports
- **Administration:** Manage accounts, clearances, returns, and payments
- **Financials:** Handle invoices and payments

Link an employer account number

Don't have an employer account number?
[Sign up for WCB coverage](#)

2. Enter your **Claim number** and click **Next**.

Step 1 **Enter your claim number**

If your WCB claim has been started, but you don't know the claim number, give us a call at 1-800-661-9608.
Need to get your claim started? Click [here](#) to report your injury.

Claim number *

Next

3. Answer **Yes** or **No** to whether you are requesting access to the account as a third party representative. Click **Next**.

Step 2 **Are you requesting access to this claim number as a third party representative?**

This applies if you're helping the injured worker with their claim, but are not the worker yourself.
Examples include worker representatives, legal advocates, or family members.

Yes

No

Next

4. You may be presented with one or more questions to verify your identity. Select one question, type in your answer and click **Next**.

Step 3

Verify your identity

What was the date of accident?

AND What is the injured worker's birthdate?

What was the date of accident?

AND What is the injured worker's personal health number?

What was the date of accident?

AND What is the injured worker's social insurance number?

Next [Skip this question](#)

TIP: You are allowed three attempts to answer. Answering correctly will approve your request immediately.

If you are unable to answer, or if no questions appear, your request will be pending until your myWCB Online Administrator approves it. If no Online Administrator exists, the [eBusiness Support Team](#) will review your request.

5. If you need to skip the question(s), click **Skip** and click **Skip identity verification**.

Step 3

Verify your identity

What was the date of accident?

AND What is the injured worker's birthdate?

What was the date of accident?

AND What is the injured worker's personal health number?

What was the date of accident?

AND What is the injured worker's social insurance number?

[Next](#) **Skip this question**

Skip Identity Verification? ×

If you're unable to provide correct answers, your online administrator will receive an email notification to manually approve your request, which could cause a delay in your access.

Are you sure you want to continue?

[Cancel](#) **Skip identity verification**

Need help? [Contact us](#)

6. Click **Confirm and continue to myWCB**.

Step 4

Confirm your access level

Based on your selection, your access level is:

✓ **Injured Worker**

To modify your access level, update your selections in **Step 3**.

To complete your identity verification, return to **Step 4**.

Confirm and Continue to myWCB

[Scroll to top](#)

7. You will receive an email notification regarding your access status and who your Online Administrator is.

Your request for access to WCB–Alberta’s Online Services has been granted as outlined below.

To access myWCB, sign in at <https://my.wcb.ab.ca>

Summary of Access

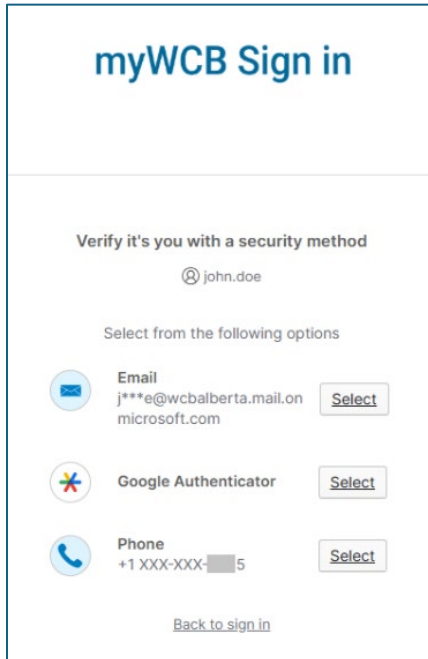
Username: john.doe
Name: John Doe
Company:
Phone Number: 123-456-7890 Extension:
Login Email Address: [redacted] john.doe@wcbalberta.mail.onmicrosoft.com
Notification Email Address:

Claim Number: 5051311
[redacted]

Role(s): Injured Worker **Approved**
Online Administrator: [redacted]

Signing In with Two-Step Verification

If you have two-step verification enabled, when you next sign into myWCB, you will be prompted to select a verification method:

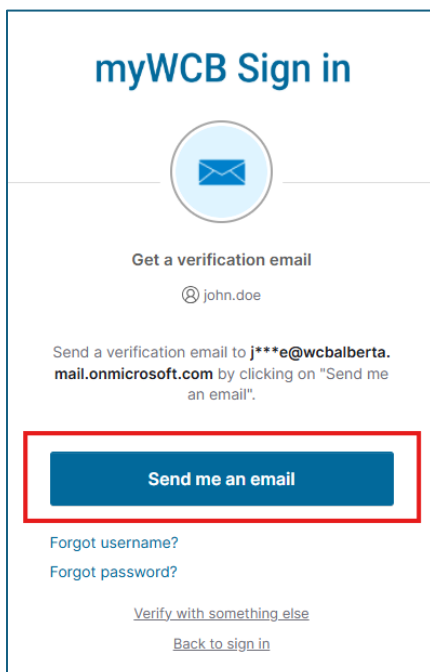


The screenshot shows the 'myWCB Sign in' page. At the top, it says 'myWCB Sign in'. Below that, it says 'Verify it's you with a security method' and shows the user's name 'john.doe'. It then asks the user to 'Select from the following options'. There are three options: 'Email' with the email address 'j***e@wcbalberta.mail.onmicrosoft.com', 'Google Authenticator', and 'Phone' with the number '+1 XXX-XXX-5'. Each option has a 'Select' button. At the bottom, there is a link that says 'Back to sign in'.

* You will only see the options that you have set up. Email will always be available.

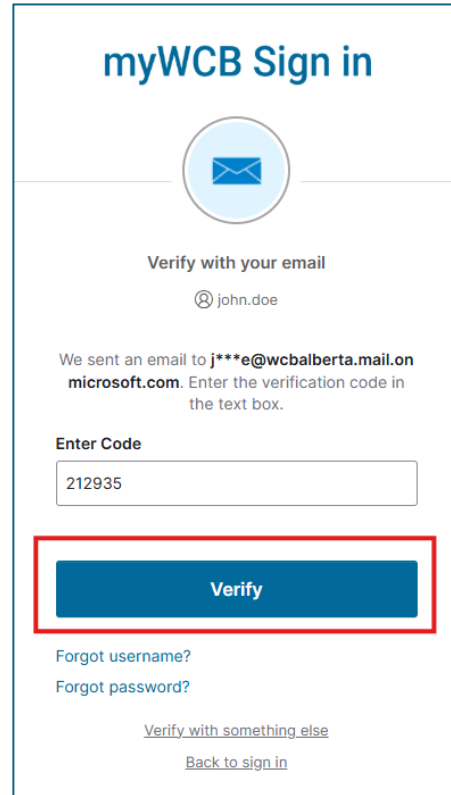
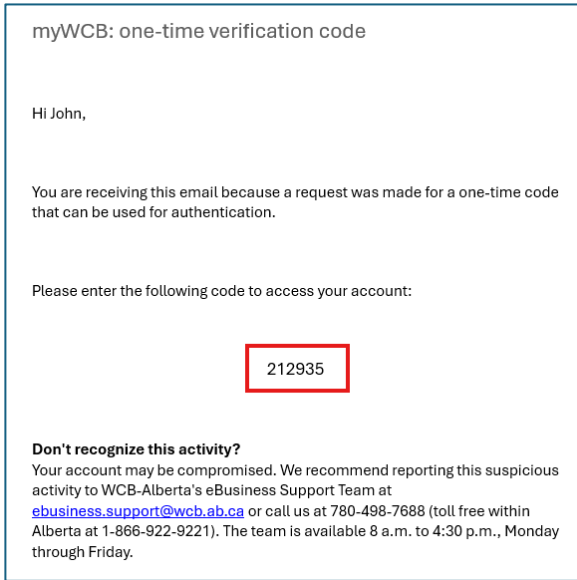
When Using Email

1. After selecting the email option, click **Send me an email**.



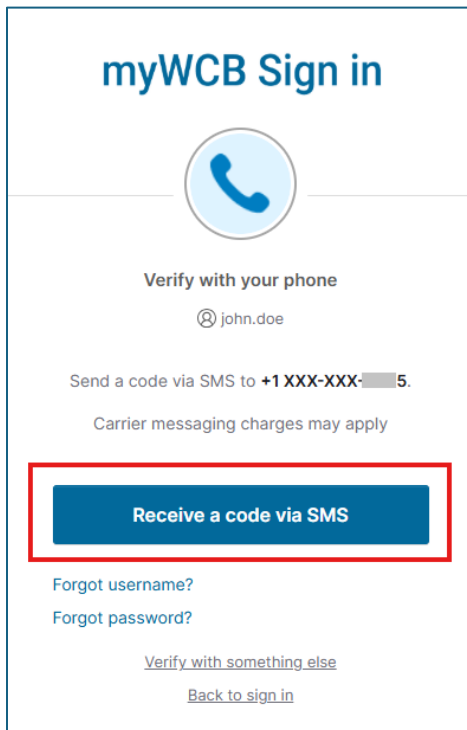
The screenshot shows the 'myWCB Sign in' page. At the top, it says 'myWCB Sign in'. Below that, there is a large blue circle with a white envelope icon. It then says 'Get a verification email' and shows the user's name 'john.doe'. It then says 'Send a verification email to j***e@wcbalberta.mail.onmicrosoft.com by clicking on "Send me an email"'. Below this, there is a large blue button with the text 'Send me an email' highlighted with a red border. At the bottom, there are links for 'Forgot username?', 'Forgot password?', 'Verify with something else', and 'Back to sign in'.

2. Enter the code sent to your inbox, click **Verify** and you will be signed into myWCB.

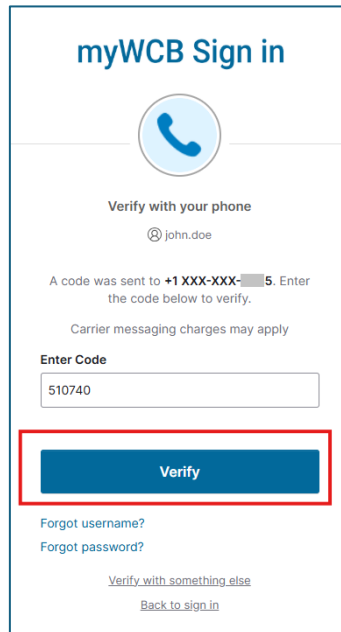
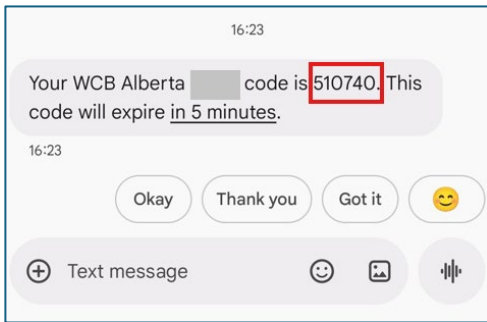


When Using Text Messaging

1. After selecting the email option, click **Receive a code via SMS**.

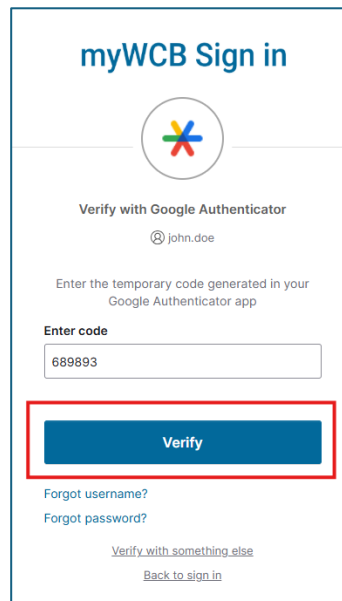
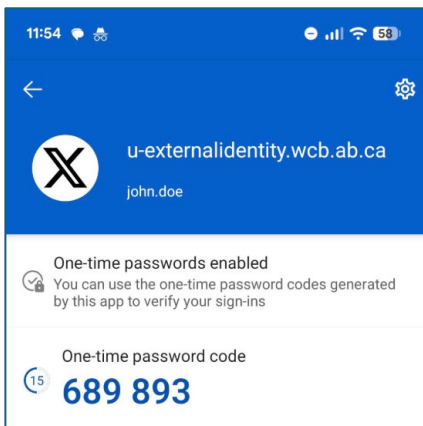


2. Enter the code sent to your text messages, click **Verify** and you will be signed into myWCB.



When Using an Authenticator App

After selecting the authenticator app option, launch the Microsoft Authenticator or Google Authenticator app on your mobile device and enter the code. Click **Verify**.



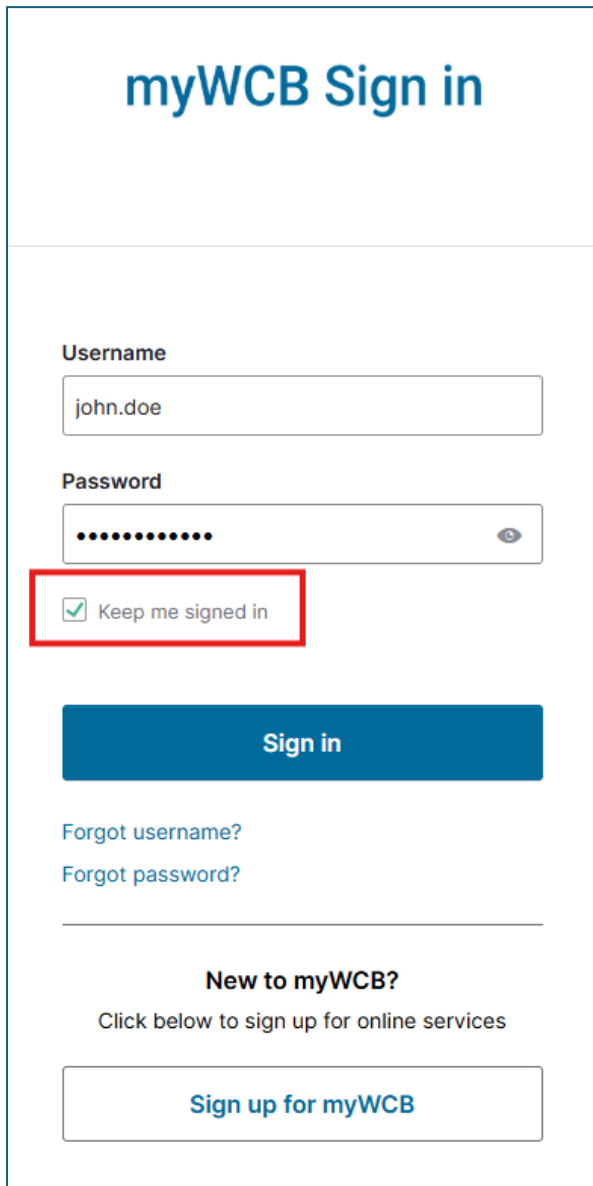
Note: Two-step verification codes are only valid for a limited time. If your code expires, you will need to request a new one.

- Email – 10 minutes
- Text messaging – Five minutes
- Authenticator apps – 30 seconds (the app will automatically issue you a new code)

The “Keep me signed in” Option

If you have two-step verification enabled, by default, you will be asked to verify your identity each time you sign into myWCB. You can reduce the frequency by selecting the **Keep me signed in** checkbox on the sign-in screen. Doing so enables a 24-hour verification session, meaning you will not need to re-authenticate again during that 24-hour period.

* If you use incognito or private browsing mode, you will be prompted to verify again.



myWCB Sign in

Username
john.doe

Password
.....

Keep me signed in

Sign in

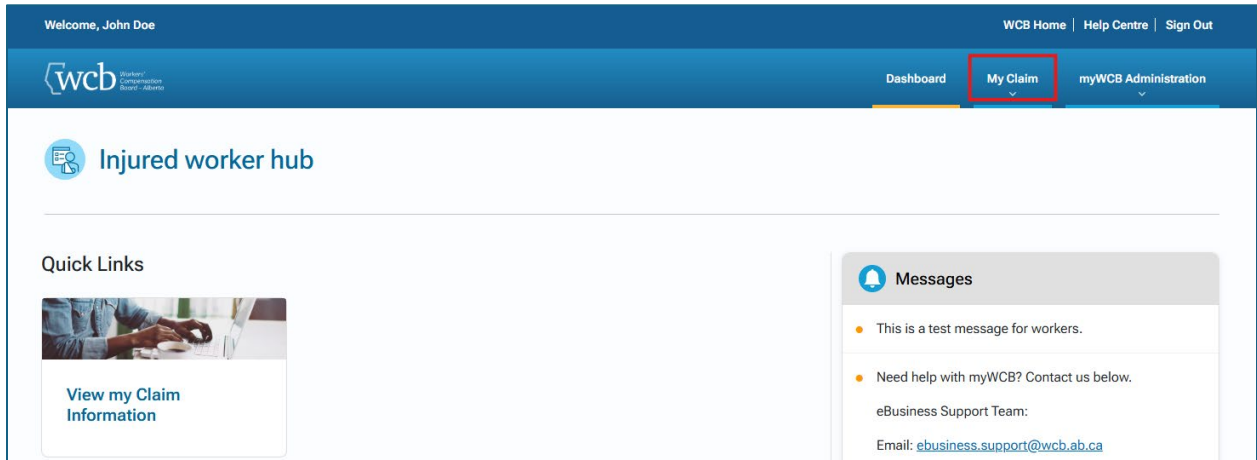
[Forgot username?](#)
[Forgot password?](#)

New to myWCB?
Click below to sign up for online services

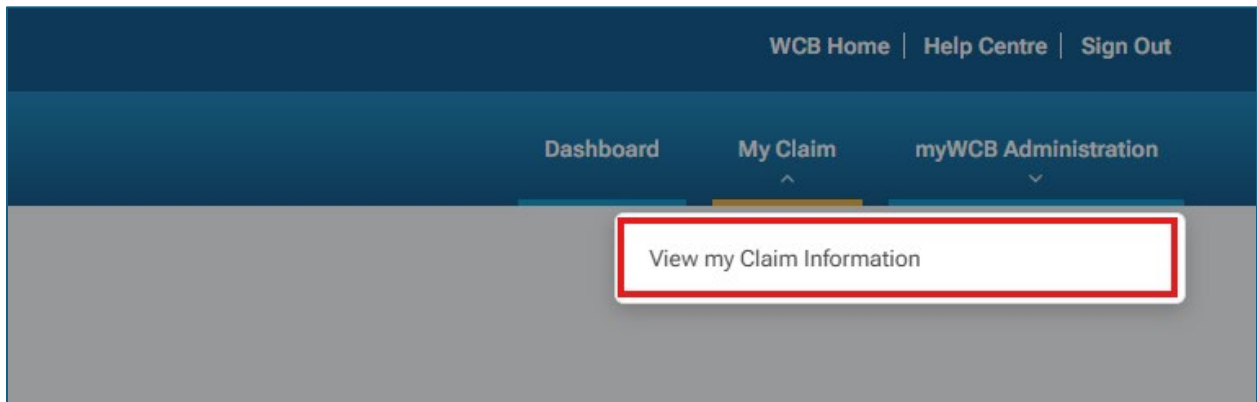
Sign up for myWCB

Accessing Your Claim Information

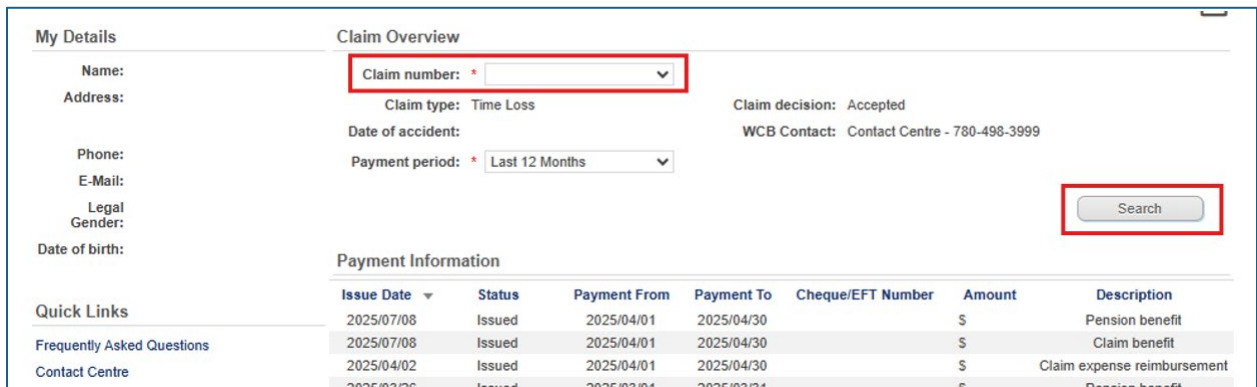
1. Click the **My Claim** tab.



2. Click **View my Claim Information**.



3. If you have access to multiple claims, you will see the oldest claim by default. To switch claim numbers, use the **Claim number** drop-down menu and click **Search**.



Overview of Claim

You can see basic details about your claim – the **claim type**, **claim decision**, **date of accident**, and who the **WCB contact** is.

My Details		Claim Overview	
Name:		Claim number: *	<input type="text"/>
Address:		Claim type: Time Loss	Claim decision: Accepted
Phone:		Date of accident:	WCB Contact: Contact Centre - 780-498-3999
E-Mail:		Payment period: *	Last 12 Months
Legal Gender:			
Date of birth:			

Payment Information							
Issue Date	Status	Payment From	Payment To	Cheque/EFT Number	Amount	Description	
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Pension benefit	
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Claim benefit	
2025/04/02	Issued	2025/04/01	2025/04/30		\$	Claim expense reimbursement	
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Pension benefit	
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Claim benefit	
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Claim expense reimbursement	
2025/03/13	Issued	2025/02/01	2025/02/28		\$	Pension benefit	

Claim Type

- **Time lost** (you've missed time from work beyond the date of your accident).
- **No time lost** (you've not missed time from work beyond the date of your accident).
- **Outside case** (the claim belongs to a WCB in another province, but assessments or services are arranged by WCB-Alberta on behalf of another province).
- **Notice only** (the claim was registered based on medical reporting. No other information has been received).
- **Interjurisdictional** (the claim is under the Interjurisdictional Agreement [signed by most WCBs in Canada], which means WCB-Alberta is administering the claim and can request reimbursement of costs from the WCB that is responsible for the claim).

Claim Decision

When a claim is submitted to WCB, it is reviewed for acceptability. Decisions include:

- **Accepted.**
- **Not accepted.**
- **Pending** (a decision has not been made yet).
- **Processed** (a claim has been registered and medical costs are being paid, but the claim has not been reviewed for a decision).
- **Medical investigation** (further medical assessments are required before a decision can be made).

Viewing Payments

You can see past and future payments (within the next 14 days). By default, you will see payments from the Last 12 Months. You can change this using the **Payment period drop-down** menu and clicking **Search**.

My Details

Name: _____
Address: _____
Phone: _____
E-Mail: _____
Legal Gender: _____
Date of birth: _____

Claim Overview

Claim number: * [dropdown]
Claim type: Time Loss
Date of accident: _____
Payment period: * Last 12 Months [dropdown]
Claim decision: Accepted
WCB Contact: Contact Centre - 780-498-3999

Search

Payment Information

Issue Date	Status	Payment From	Payment To	Cheque/EFT Number	Amount	Description
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Pension benefit
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Claim benefit
2025/04/02	Issued	2025/04/01	2025/04/30		\$	Claim expense reimbursement
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Pension benefit
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Claim benefit
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Claim expense reimbursement
2025/03/13	Issued	2025/02/01	2025/02/28		\$	Pension benefit

You can choose any available **year** or enter a **Custom payment period**. If entering a custom period, the start date can go back as far as the beginning of your claim; however, only 12 months can be displayed at a time.

Payment period: * Last 12 Months [dropdown]

Payment Information

Issue Date	Status	Payment From	Payment To	Cheque/EFT Number	Amount	Description
2024/12/20	Issued	2024/12/01			\$	
2024/12/19	Issued	2024/12/01			\$	

Payment Status

Can be either:

- **Requested** (the payment has been requested, but not yet issued so the amount of the payment or date of issue may be subject to change)
- **Issued** (the payment has been issued and mailed or deposited into your bank account).

Your Details and Contact Information

Your information is displayed here.

My Details
Name:
Address:
Phone:
E-Mail:
Legal Gender:
Date of birth:

Claim Overview
Claim number: *
Claim type: Time Loss
Date of accident:
Payment period: * Last 12 Months
Claim decision: Accepted
WCB Contact: Contact Centre - 780-498-3999
Search

Payment Information

Issue Date	Status	Payment From	Payment To	Cheque/EFT Number	Amount	Description
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Pension benefit
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Claim benefit
2025/04/02	Issued	2025/04/01	2025/04/30		\$	Claim expense reimbursement
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Pension benefit

Quick Links
Frequently Asked Questions
Contact Centre
Technical Support

If you need to update your information, click **Contact Centre**.

My Details
Name:
Address:
Phone:
E-Mail:
Legal Gender:
Date of birth:

Claim Overview
Claim number: *
Claim type: Time Loss
Date of accident:
Payment period: * Last 12 Months
Claim decision: Accepted
WCB Contact: Contact Centre - 780-498-3999
Search

Payment Information

Issue Date	Status	Payment From	Payment To	Cheque/EFT Number	Amount	Description
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Pension benefit
2025/07/08	Issued	2025/04/01	2025/04/30		\$	Claim benefit
2025/04/02	Issued	2025/04/01	2025/04/30		\$	Claim expense reimbursement
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Pension benefit
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Claim benefit
2025/03/26	Issued	2025/03/01	2025/03/31		\$	Claim expense reimbursement
2025/03/13	Issued	2025/02/01	2025/02/28		\$	Pension benefit

Quick Links
Frequently Asked Questions
Contact Centre
Technical Support
Worker Handbook
Print

Fill in the required information and details about your request, including your claim number. Once done, click **Send Message** and you will see a confirmation message acknowledging your request.

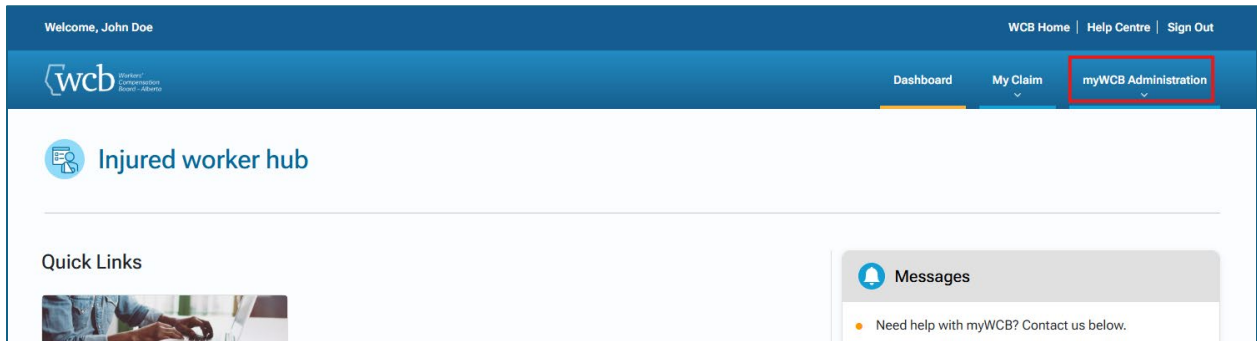
Contact Centre
If you have general questions about your claim, you can email WCB Contact Centre using the form below. All fields with an asterisk (*) are required.
You can also speak to one of our Contact Centre representatives Monday to Friday from 8:00 a.m. to 4:30 p.m. by calling:
Tel: 780-498-3999
Toll free in Alberta: 1-866-922-9221
Toll free outside Alberta: 1-800-661-9608
Message subject: * * * * *
Message: * * * * *
Please include any details, such as your claim number, that would help us serve you better.
Your e-mail address: * * * * *
Send Message Cancel

Managing Your myWCB Online Profile

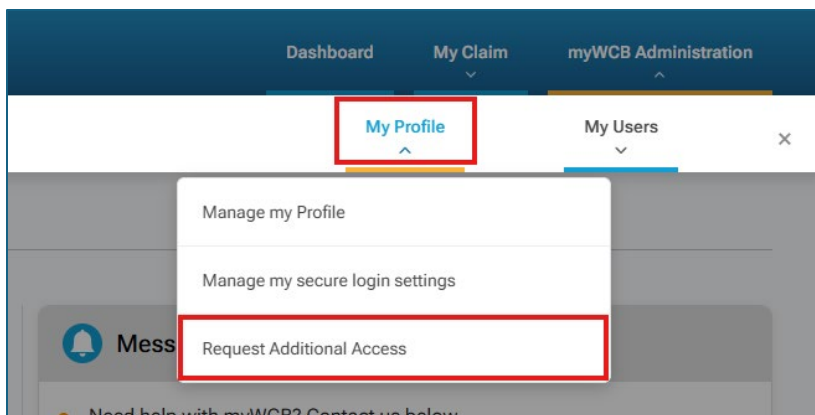
Linking Another Claim Number

You can manage multiple claim numbers using one myWCB profile.

1. Click the **myWCB Administration** tab.



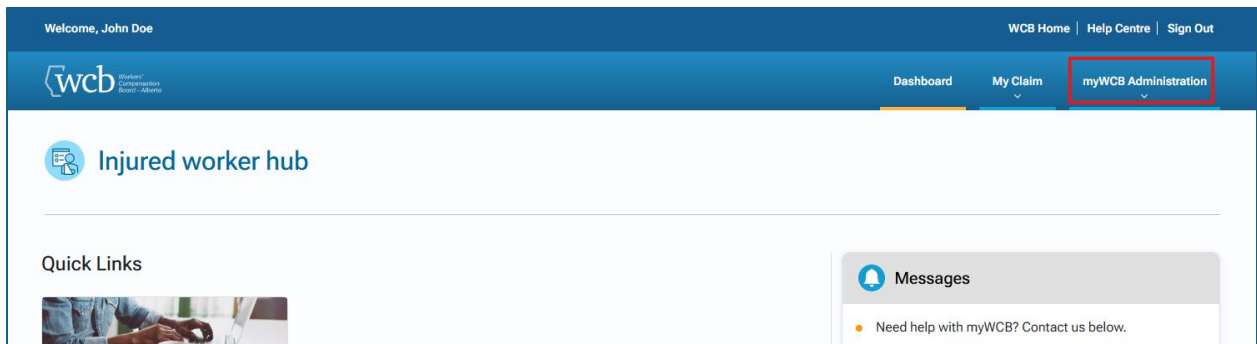
2. Go to **My Profile > Request Additional Access**.



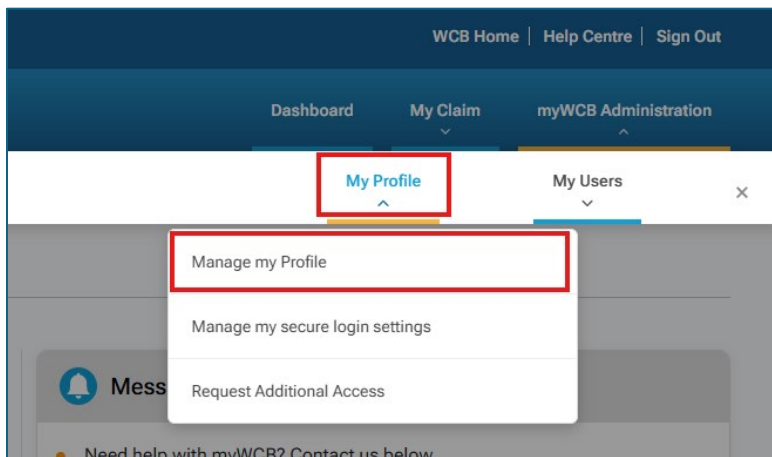
3. Continue following the on-screen instructions or refer to this [section](#).

Changing Your Email Address

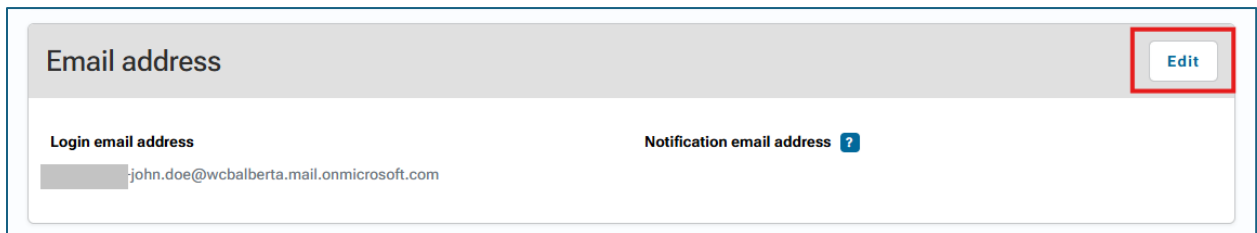
1. Click the **myWCB Administration** tab.



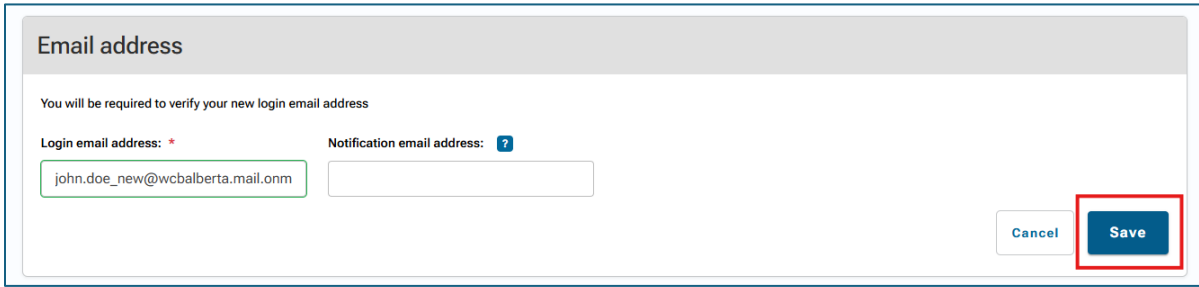
2. Go to **My Profile > Manage my Profile**.



3. Click **Edit** next to the Email address section.



4. Enter your **new email address** and click **Save**.

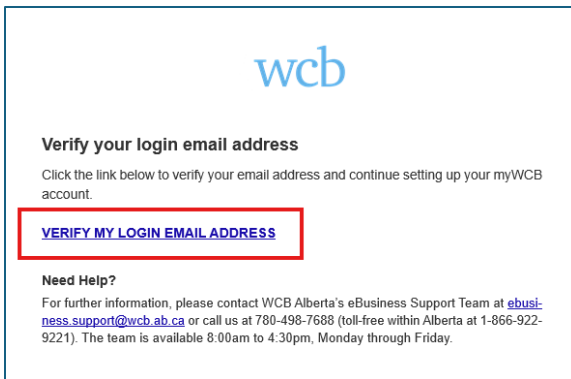
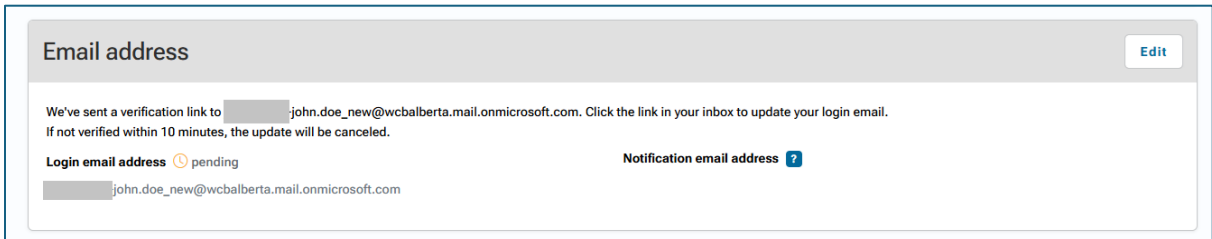


Note: Your Login email address must be unique to you. It will be used for password resets and two-step verification.

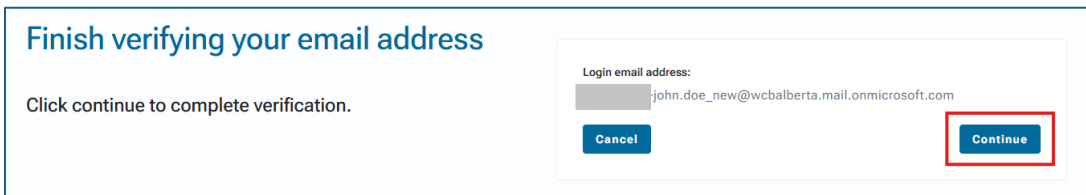
If your organization uses a shared inbox for convenience, you may optionally set a Notification email address to receive business-related messages there.

If you do not specify a notification email address, business-related notifications will be sent to your Login email address by default.

5. If changing your Login email address, a verification link will be sent to your new email inbox. Click **Verify my login email address** within the email message.



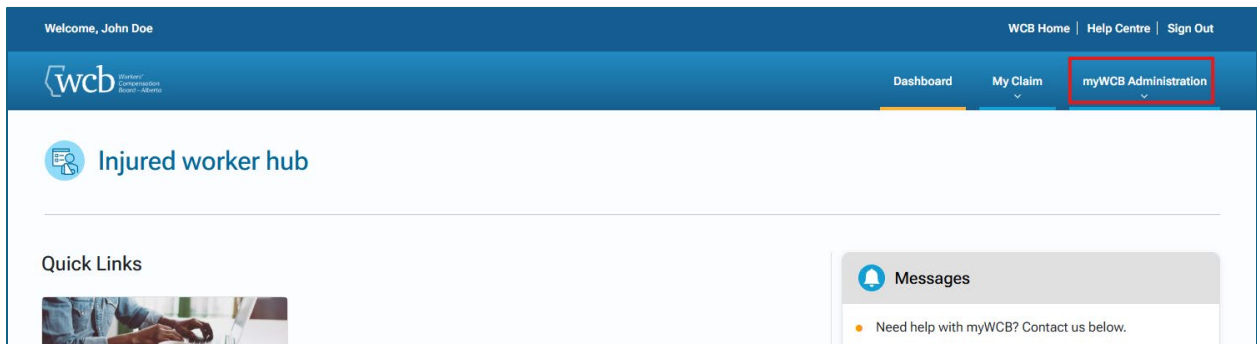
6. myWCB will open in a new tab or browser (depending on your settings). Click **Continue**.



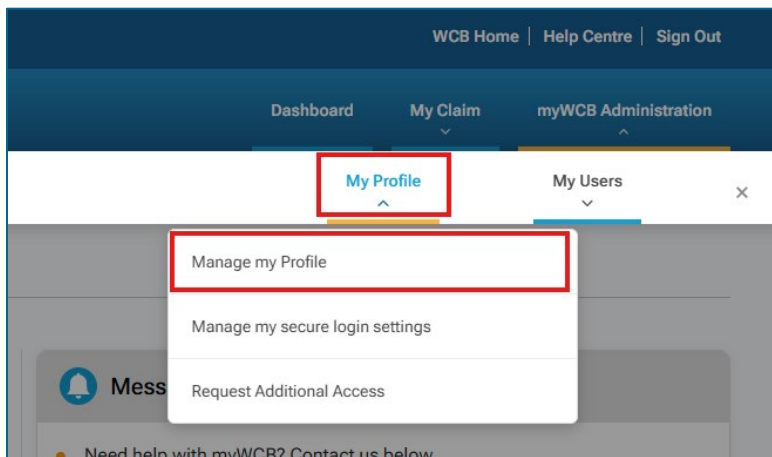
7. Your email address will be updated, and you will receive a confirmation by email.

Changing Your Username or Password

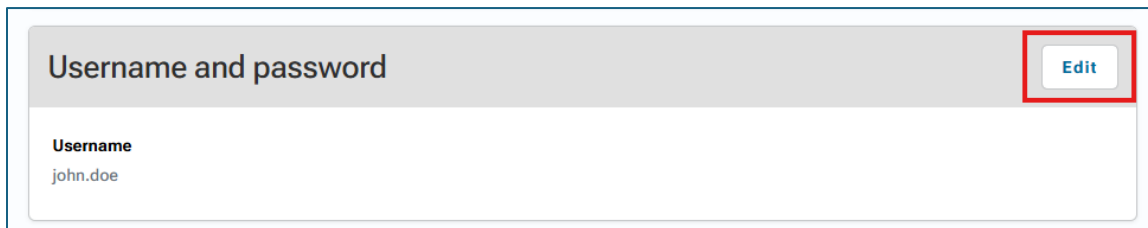
1. Click the **myWCB Administration** tab.



2. Go to **My Profile > Manage my Profile**.



3. Click **Edit** next to the Username and password section.



4. Enter your **new username** or **new password**. If changing your password, make sure your password meets all the requirements shown in the tool tip. Click **Save**.

Username and password

Username: * ?
john.doe

Current password: * New password: * Re-enter new password: *

Cancel **Save**

New password: *

.....

Password must meet the following requirements:

- ✓ Be at least **12 characters**
- ✗ At least **one uppercase letter**
- ✓ At least **one lowercase letter**
- ✗ At least **one digit**
- ✓ At least **one special character**

- Password can't contain parts of your username
- Password can't be the same as your last 10 passwords

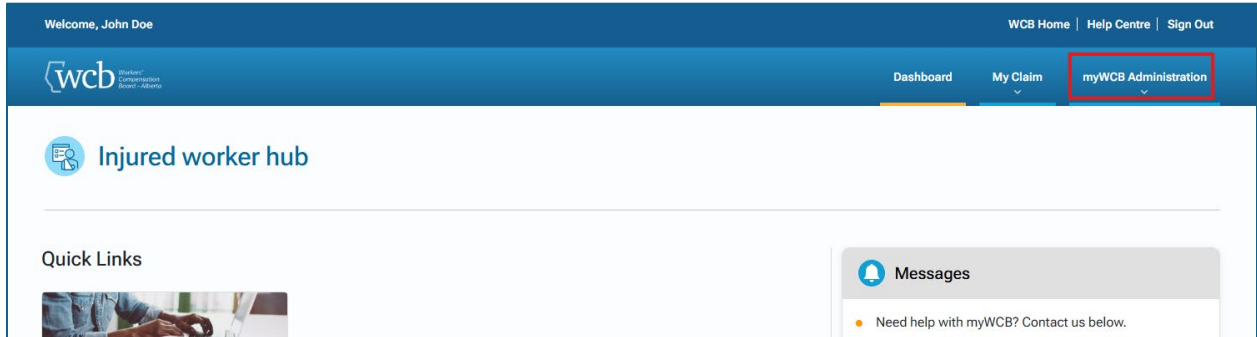
* If you are only changing your username, leave all password-related fields blank.

5. You will be signed out of myWCB. Sign in with your new username and/or password to continue. You will receive a confirmation by email.

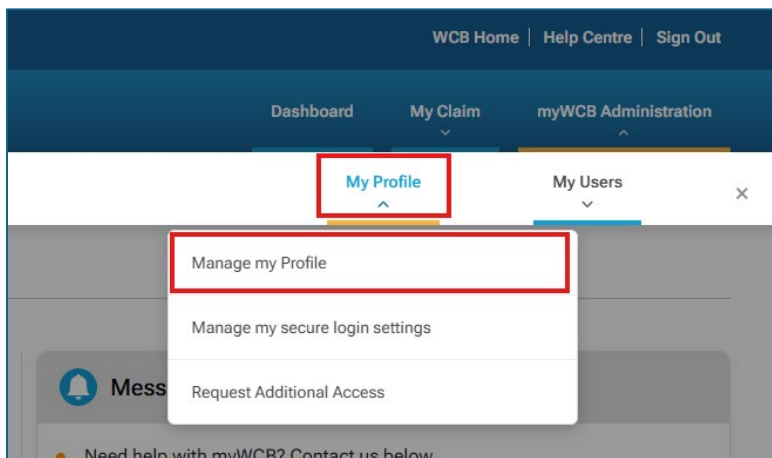
Deleting Your myWCB Online Account

If you no longer require access to myWCB online services, you may delete your online account.

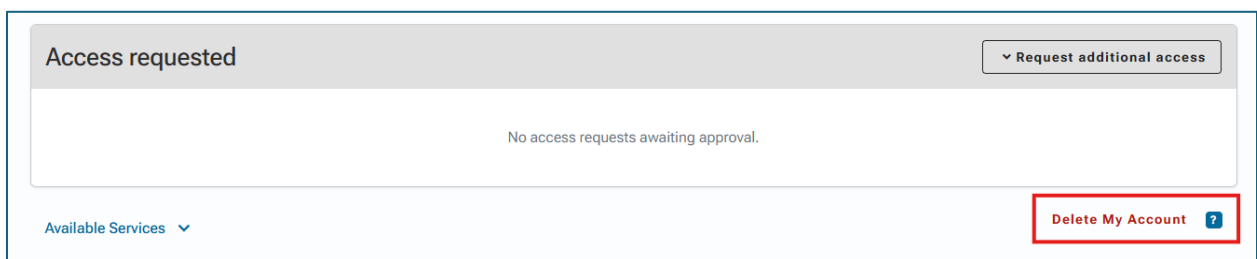
1. Click the **myWCB Administration** tab.



2. Go to **My Profile > Manage my Profile**.



3. Scroll all the way to the end. Click **Delete my account**.



4. Enter your **Password** and click **Delete account**.

Are you sure you want to delete your account? ×

Deleting your myWCB account will permanently erase all your personal data and activity history. This action cannot be undone.

If you're sure, please enter your password below to confirm.

Password *

[Cancel](#) [Delete Account](#)

Need help? [Contact us](#)

5. Your myWCB online account will be permanently deleted. If you need access in the future, you can [sign up again](#).