

Claim correspondence available through myWCB

We've got great news for employers—you can receive most of your claim correspondence online through myWCB.

Who can sign up?

Anyone in the *Claims Administrator* role in myWCB can sign up for this feature.

Who receives the electronic correspondence if you sign up?

The initial subscription is done on an operational level so all users in the *Claims Administrator* role with the same account and industry are signed up at once to receive electronic claim-related correspondence. (With the exception of letters requiring attachments, as noted below.)

Please doublecheck that the appropriate people are in the *Claims Administrator* role before signing up. Once you've selected this electronic option, everyone in the role will have access to these online documents.

How can you sign up?

Signing up for electronic claim-related correspondence is easy:

1. Sign into your myWCB account.
2. Go to *My Claims and Costs*. Select *Request Claim and Premium Reports*. Choose *Claims Correspondence*.

Request Report [?](#)

Select a report you want to request.

Claim Costs Monthly Claim Costs Summary Yearly Claim Costs Summary	General Statistics Certifying Partner Synopsis Industry Synopsis Provincial Synopsis Safety Association Synopsis - Account Safety Association Synopsis - Funded
Performance Reporting Claims Reporting Performance Premium Summary	Correspondence Claims Correspondence
Pricing Programs Industry Custom Pricing - Industry Summary Industry Pricing Profile Premium Rate Statement (Experience Rating)	

Detail View

3. Select a desired account/industry and click *Add*.

Accounts

To request the report(s) you require, click the Add button beside the applicable account(s)

Available Accounts						
Account Number	Industry Code	Company Legal Name	Company Trade Name	Industry Description	Status	
111111	42124	JOES WIRING LTD.		ELECTRIC WIRING	Open	Add
111111	63304	JOES WIRING		COMPRESSORS/POWER UNIT - A/FG	Open	Add
111111	63900	JOES WIRING LTD.	JOES WIRING SPEC.	WHOLESALE - REC	Open	Add
111111	69915	JOES WIRING		SPORT VEHICLES - SALE/SVCE	Open	Add
111111	80500	JOES WIRING LTD.		UNIVERSITIES	Open	Add
111111	89702	JOES WIRING		PROPERTY MANAGEMENT/HOSTELS	Open	Add
111111	95104	JOES WIRING LTD.		CITIES	Open	Add
111111	40400	JOES WIRING		CONSTRUCTION - INDUSTRIAL	Closed	Add
111111	42109	JOES WIRING LTD.		HEAVY MACHINE/EQUIP - INSTALL/SV	Closed	Add
111111	42129	JOES WIRING		INDUSTRIAL PLANT MAINTENANCE	Closed	Add
111111	42160	JOES WIRING LTD.		ELECTRONIC EQUIPMENT - SELL/SVCE	Closed	Add
111111	63300	JOES WIRING		OFFICE EQUIPMENT - SALES/SVCE	Closed	Add

Selected Accounts						
Account Number	Industry Code	Company Legal Name	Company Trade Name	Industry Description	Status	

4. The subscribed account will appear in the bottom *Selected Accounts* window.

Accounts

To request the report(s) you require, click the Add button beside the applicable account(s)

Available Accounts						
Account Number	Industry Code	Company Legal Name	Company Trade Name	Industry Description	Status	
111111	63304	JOES WIRING		COMPRESSORS/POWER UNIT - A/FG	Open	Add
111111	63900	JOES WIRING LTD.	JOES WIRING SPEC.	WHOLESALE - REC	Open	Add
111111	69915	JOES WIRING		SPORT VEHICLES - SALE/SVCE	Open	Add
111111	80500	JOES WIRING LTD.		UNIVERSITIES	Open	Add
111111	89702	JOES WIRING		PROPERTY MANAGEMENT/HOSTELS	Open	Add
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111111	40400	JOES WIRING		CONSTRUCTION - INDUSTRIAL	Closed	Add
111111	42109	JOES WIRING LTD.		HEAVY MACHINE/EQUIP - INSTALL/SV	Closed	Add
111111	42129	JOES WIRING		INDUSTRIAL PLANT MAINTENANCE	Closed	Add
111111	42160	JOES WIRING LTD.		ELECTRONIC EQUIPMENT - SELL/SVCE	Closed	Add
111111	63300	JOES WIRING		OFFICE EQUIPMENT - SALES/SVCE	Closed	Add

Selected Accounts						
Account Number	Industry Code	Company Legal Name	Company Trade Name	Industry Description	Status	
111111	42124	JOES WIRING LTD.		ELECTRIC WIRING	Open	Remove

5. Click *Submit* to create the subscription.

Report Criteria

Identify your report criteria and then click the Submit button.

Submission Options

Request Type: Immediate Subscription

Subscription Frequency:

Report Parameters

Date: (yyyy-mm-dd)

Output Options

Output Format:

Comment (for your use only):

Once the subscription process is complete, you will see the following message:

Your request has been received. You will receive an email when claim-related correspondence is available, based on your notification option.

Will all claim-related correspondence be sent out electronically?

If you sign up for this option, all claim-related correspondence will automatically be sent electronically. The exception is correspondence with attachments (as noted below) and resends, which will still be sent by mail or fax.

I've signed up for electronic correspondence but I've called in to ask for a specific letter to be faxed to me. Will a copy of the letter still be stored in myWCB?

No. If you phone in and request that a piece of correspondence be faxed to you instead of sent electronically, please keep in mind there won't be an electronic copy available in myWCB. This means no one else in your organization with the *Claims Administrator* role will have access to an electronic copy either.

How soon after I've signed up will the claim-related materials be ready? How long will the correspondence be accessible online?

The system is updated every hour. Most new claim-related materials created after you've signed up will be available online. (Previous correspondence that has been sent by fax or mail isn't available online.)

Claim-related correspondence will be available online for 90 days before it's automatically deleted from myWCB. If you accidentally delete your copy of the correspondence, other people in your company with the *Claims Administrator* role will still have access to it. (You've only deleted your copy, not everyone else's.)

If you need to obtain a copy after it has been deleted by the regular 90 day clean-up, you must contact WCB's Claims Contact Centre so the letter can be resent. We encourage you to save the correspondence directly onto your own system as myWCB isn't a long-term archive.

Are attachments included with the electronic correspondence?

Unfortunately attachments can't be sent electronically. If there's an attachment included with the correspondence, then the correspondence will be sent out to you via mail or fax, even if you've chosen online as your default. It's important to note that very few letters include attachments. The next time correspondence is sent, it automatically defaults back to *Electronic*.

You've signed up for the online option, but now want to go back to receiving claims-related materials by mail or fax. How can you make the switch?

If you unsubscribe online and there are other people with the *Claims Administrator role*, it doesn't mean you will automatically revert back to the old method of receiving correspondence by print or fax. It means that going forward you won't receive any further claim-related correspondence at all.

To unsubscribe from electronic delivery, all users for the specific industry/account need to unsubscribe in order for the delivery method to reset to mail or fax. You will need to make that change directly in your myWCB account.

Who should I contact with technical questions?

Please call WCB's eBusiness Support at 780-498-7688 or toll-free at 1-866-922-9221.

