

Frequently Asked Questions—Online Services

I signed up for myWCB, why are there no menus available?

Menus are made available based on the roles for which you have been approved. If you were unable to answer the key fact questions during the myWCB sign-up process, you will not see menu options until your access has been approved.

I am unable to logon to myWCB. How can I retrieve my UserID and password?

To retrieve a forgotten UserID:

- Go to the myWCB login link located on the top of the www.wcb.ab.ca homepage.
- Click the **Forgot UserID?** link located next to the UserID field.
- Enter your first name, last name and email address.
- Click the **Submit** button

If the first name, last name and email address match our records, an email will be sent to you with your UserID.

To reset your password:

- Go to the myWCB login link located at www.wcb.ab.ca.
- Click the **Forgot Password** link located next to the password field.
- Enter your myWCB UserID and the email address associated with your UserID.
- Click the **Submit** button.

If the UserID and the email address you entered match our records, a new temporary password will be emailed to you.

How do I allow pop-ups in Internet Explorer 11?

- Click on **Internet Explorer**, select the **Tools** button, and then select **Internet Options**.
- On the **Privacy** tab, under **Pop-up Blocker**, select **Settings**.
- In the field **“Address of website to allow”** enter ***.wcb.ab.ca** and then click **Add**.
- Click **Close** then click **OK**.

Clearances

Do I need a WCB-Alberta account to obtain a clearance?

A standard WCB clearance letter indicates that you have an account with WCB and whether or not it is in good standing. To obtain a clearance letter you need to first apply for a WCB Alberta account number.

The fastest way to apply for WCB coverage is online from our [website](#).

Do I need a UserID to obtain a clearance?

No. To obtain a clearance letter without a UserID, see the next question. A UserID is beneficial to companies that have hired others to perform work. It allows you to save and maintain subcontractor lists which can be used to request clearance letters as required. The lists can also be setup for Automatic Clearance Notification (ACN).

ACN reports notify recipients daily of those accounts that are no longer in good standing and those whose status has changed. If you are interested in obtaining clearances online, please [sign up](#) for a myWCB user ID.

I would like to obtain a clearance letter on my company. How can I do this online?

If you are requesting a clearance letter on your own company and providing it to another company, follow these steps:

- Go to www.wcb.ab.ca.
- Click on **Insurance and Premiums**.
- Click on **Get a clearance letter**.
- Click on the **“Start”** button to indicate your company is performing work.
- Enter your WCB account number in the Search field. **Press the Enter key**. Your company name and address will appear below. If you do not have your account number, click the **“I have forgotten my account number”** to perform a search for your company.
- Enter the WCB account number or company name of the company to whom you are providing the letter, on the **Who’s Paying for the Work** page.
- Ensure the correct company is selected and press **Next**.

- h. Identify the method in which you want the clearance letter sent. If sent by fax, include the area code (you do not need to include the 1 prefix for long-distance).
- i. Press the **Send** button. The letter should be received in a few minutes (5-10 minutes for fax or email). To view the letter prior to sending, click on the **View** button.

If you are requesting a clearance on companies you have hired to perform, follow these steps:

- a. Go to www.wcb.ab.ca.
- b. Click on **Insurance and Premiums**.
- c. Click on **Get a clearance letter**.
- d. Click on the **“Start”** button to indicate your company hiring other to perform work.
- e. Enter the WCB account number or company name for which you require a clearance and then click on the **Search** button and add the appropriate result to your list. Repeat for each company you have hired. If you are unable to locate an account for a company, please contact them for their account number.
- f. Once your list is complete click the **Next** button.
- g. Enter your WCB account number. This will automatically fill in your company name. If you do not have an account number, click the **“I do not have a WCB account”** checkbox to enter your company name and mailing address.
- h. Identify the method in which you want the clearance letter sent. If sent by fax, include the area code (you do not need to include the 1 prefix for long-distance).
- i. Press the **Send** button. The letter should be received in a few minutes (5-10 minutes for fax or email).

Premium Rate Statement

How do I request a Premium Rate Statement online?

- a. Go to www.wcb.ab.ca and log on to myWCB with your UserID and password.
- b. Go to the **My Claims and Costs** tab and click on **Request Claim and Premium Reports** link.
- c. Select the **Premium Rate Statement (Experience Rating)** link under **Pricing Program**.
- d. A list of the available account/industry code or codes will be listed, select the **Add** button next to your selection. The selected account/industry will appear within the **Selected Accounts** box below.

- e. Select the appropriate **Premium Rate Statement** year under **Report Parameters** and click the **Submit** button.
- f. An email notification may be sent to you when it is available for retrieval.
- g. You will receive your Premium Rate Statement on the day following your request. Reports requested on the weekend will be available Tuesday.

I have a myWCB UserID, how do I retrieve the Employer Premium Rate Statement (rate sheet) that I have requested?

- a. Go to www.wcb.ab.ca and log on to myWCB with your UserID and password.
- b. Go to the **My Claims and Costs** tab and click on the **View My Claim Reports** link.
- c. The **Reports and Invoices** window will appear; select the **My Reports and Invoices** link within the **Reports and Invoices** tab.
- d. The **Premium Rate Statement** will be located under the **Report Name** column, click on the **Premium Rate Statement** you would like to view.

Statistical reports

How can I request statistical reports on my company?

- a. Go to www.wcb.ab.ca and log on with your UserID and password.
- b. Go to the **My Claims and Costs** tab and click on the **Request Claim and Premium Reports** link.
- c. Select the type of report you would like to obtain. Depending on the type of report, you may need to indicate the account number and industry code on which you would like the report generated.
 - i. To do this, determine the account/industry you would like the report on and click the **Add** button next to each selection. This will move them to the **Requested Account** box below.
 - ii. Enter the **Date** of the report you are requesting under the **Report Criteria** section.
 - iii. Click on the **Submit** button.
- d. You may receive an email when the report is ready to be retrieved depending on your email notification option. (See email notification options under the **Reports and Invoices** tab).

Reporting an injury

What do I enter for the “shift cycle start date” on the Employer Report of Injury?

The shift cycle start date is the first day the worker was scheduled to work in their current shift cycle. For example, if the worker's first scheduled day in the shift cycle was Wednesday, July 9, 2014, you will need to enter 20140709.

Annual return

Do I need to file an annual return if I only have personal coverage?

No. The annual return is used to report the actual earnings of workers, so it's only required for companies that hire workers. If you do not hire workers and did not have worker coverage on your account during the previous year, you are not required to submit the Annual Return.

New Notification—Employer Claim Notification (ECN)

There is an additional notification certain roles will receive called the ECN.

What is the ECN?

The ECN will be sent to employers* when an injured worker employed by them has reached fitness for modified work. This is not a report but an automated notification that the employer cannot opt out of.

**For employers who meet the criteria for an ECN, notifications will be sent to the myWCB user with the claims administrator role. If there is no user with this role, it will be sent to any user with the claims submitter role.*

NOTE: For technical assistance with myWCB and your roles, please contact us.

