

myWCB Online User Guide for Employers

Workers' Compensation
Board – Alberta

December 2025

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Welcome to myWCB Online Services

myWCB offers you a convenient and secured way to access services from WCB-Alberta. With myWCB, you can:

- Request clearance letters and manage clearance lists
- Access invoices and request documents
- Make payments
- Report a worker's injury
- Manage your worker's claims
- File your Annual Return
- Update and maintain your account

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 is no longer with the organization or no longer requires access, their username must be promptly deleted (or deactivated if they are on leave). In such cases, you will notify your organization's myWCB Online Administrator, or contact our [eBusiness Support Team](#) immediately.

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

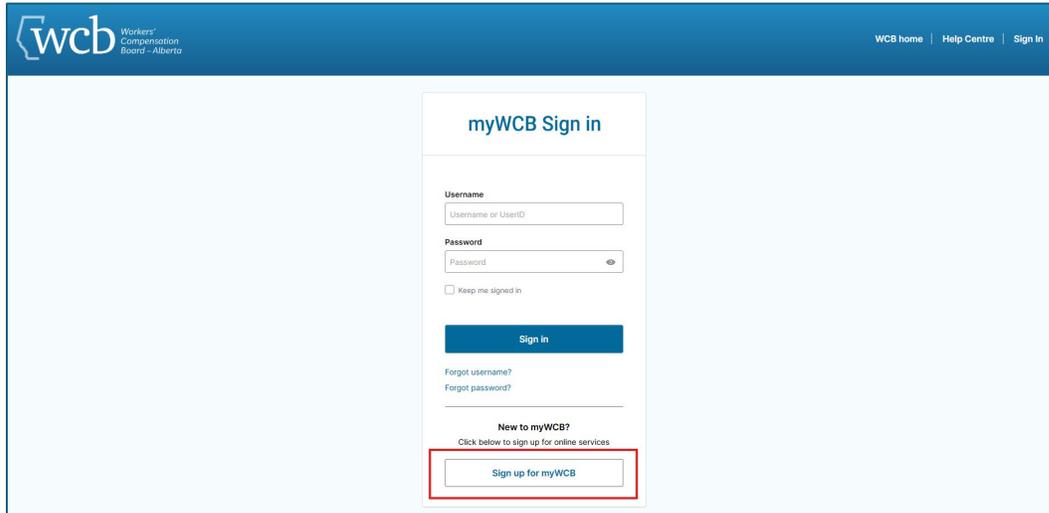
Technical Support

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

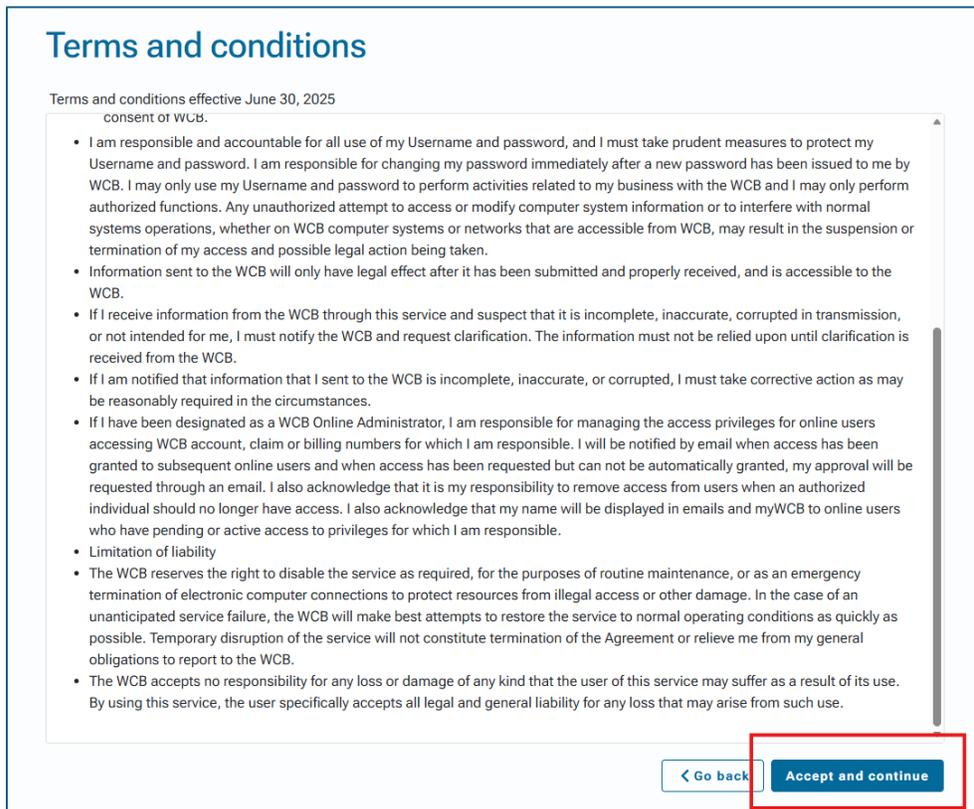
Signing Up for myWCB

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: * ?
john.doe

Login email address: *
john.doe@wcbalberta.mail.onmicrosoft.com

[< 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:
john.doe@wcbalberta.mail.onmicrosoft.com

[< 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:
john.doe@wcbalberta.mail.onmicrosoft.com

[< 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

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

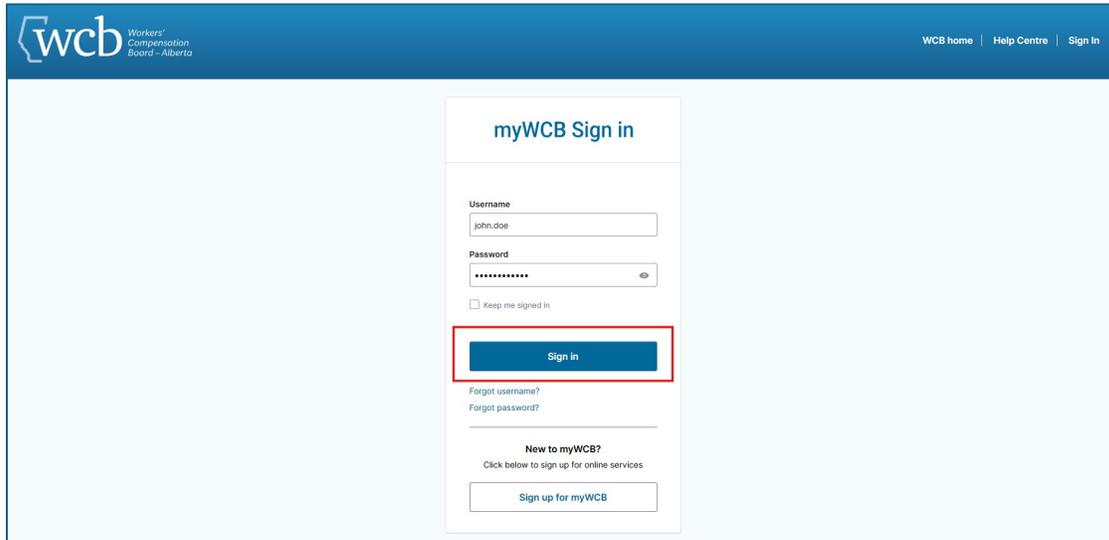
8. Click **Sign into myWCB** and you will be redirected to the sign in screen.

Your account has been successfully created

Sign into myWCB

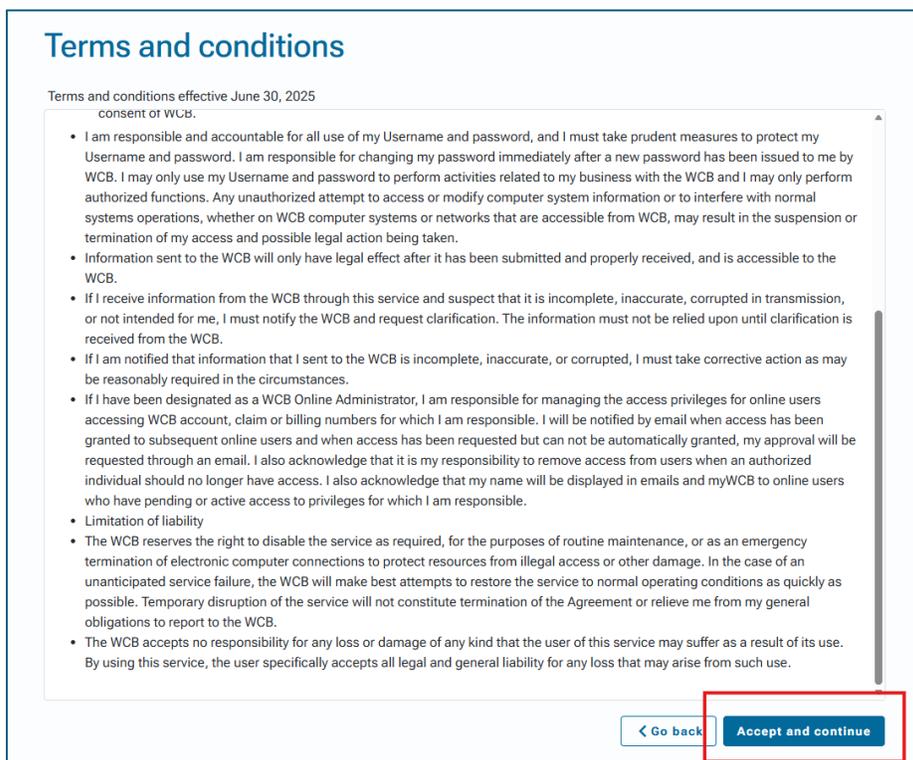
First Sign-In

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.)

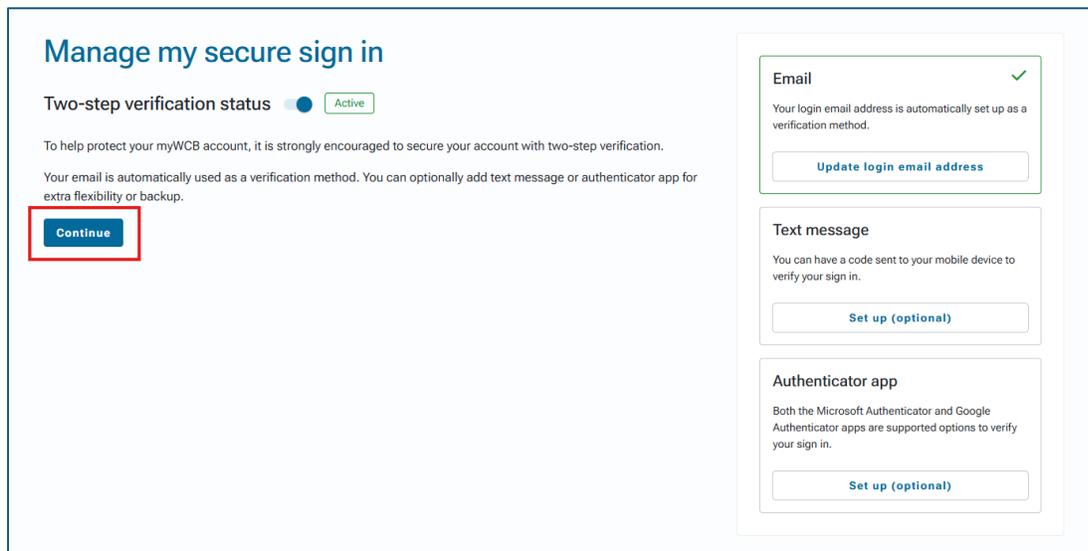
If you self-registered, you will not see this screen again.



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.

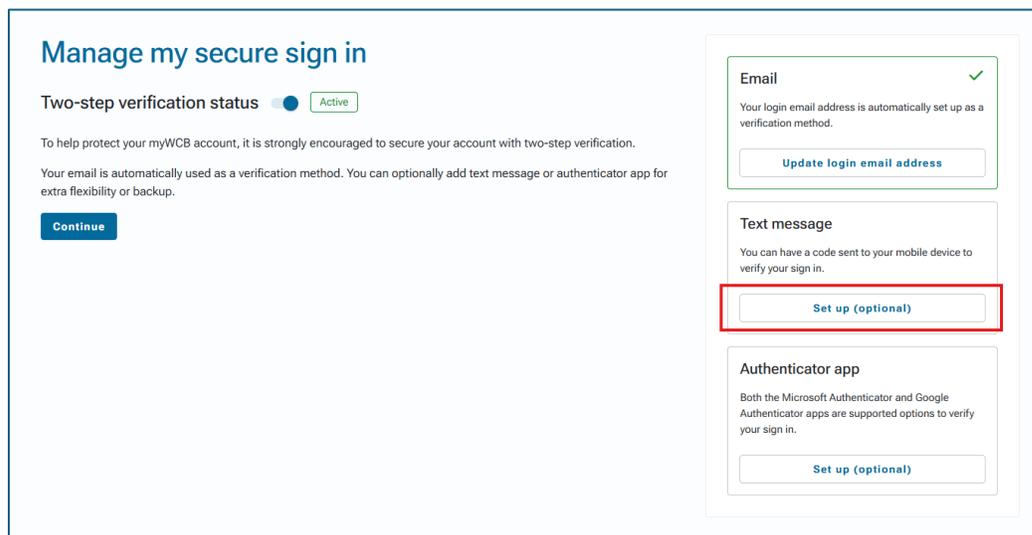


Enabling Alternative Verification Methods

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**.

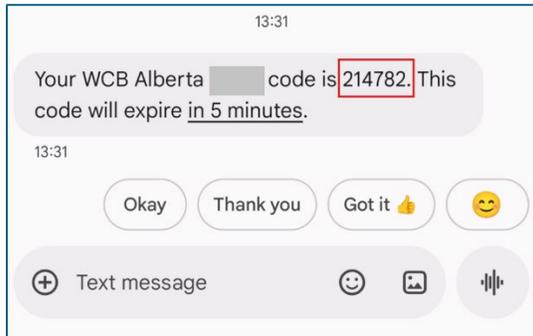
Set up text message verification

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

Set up authenticator app verification

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



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

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 ✓

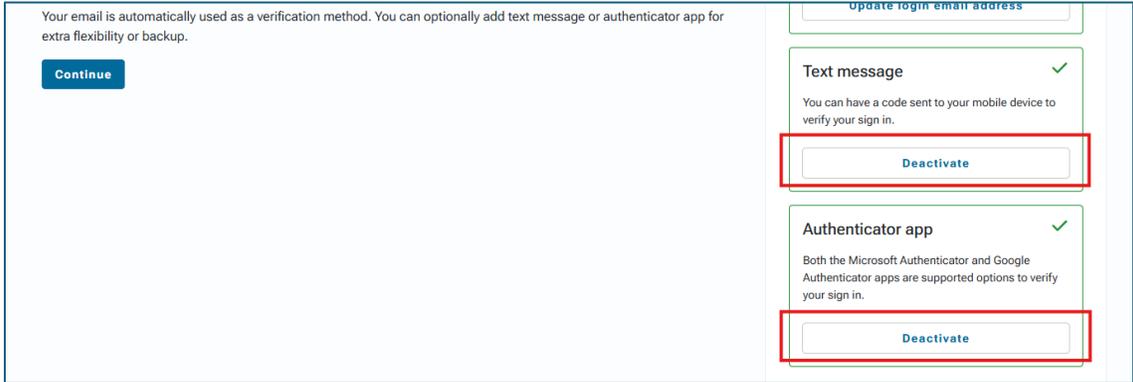
Both the Microsoft Authenticator and Google Authenticator apps are supported options to verify your sign in.

[Deactivate](#)

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.

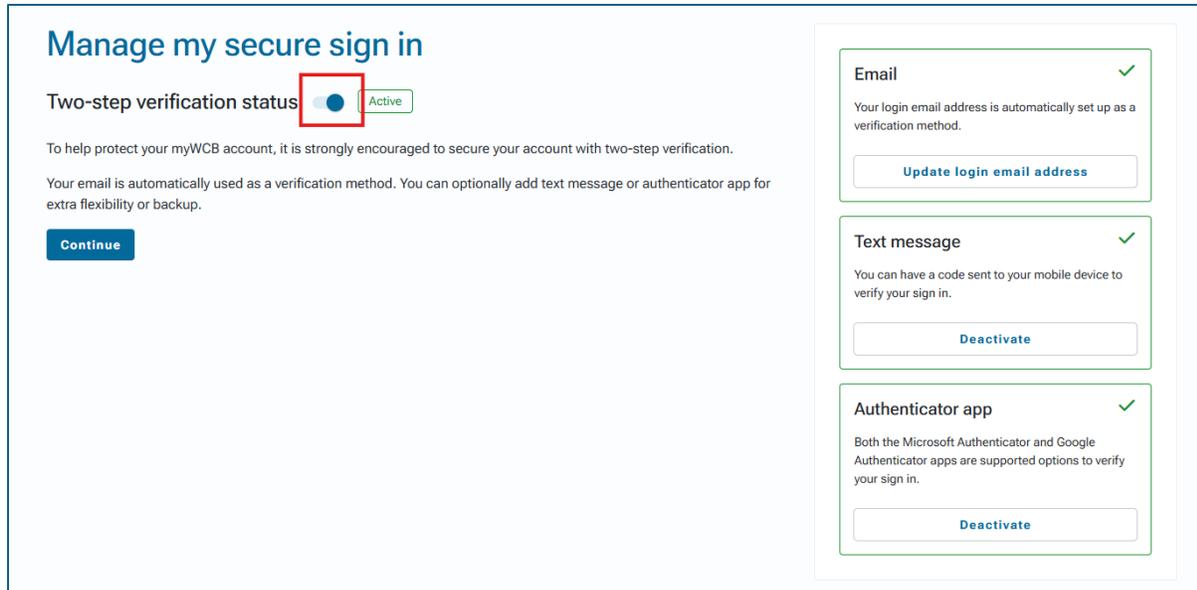
1. Click **Deactivate** in the corresponding section.



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 ✓

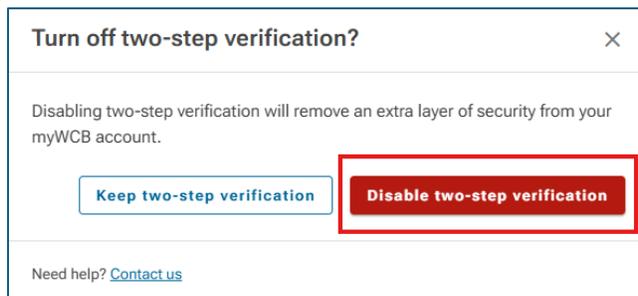
You can have a code sent to your mobile device to verify your sign in.

[Deactivate](#)

Authenticator app ✓

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

[Deactivate](#)

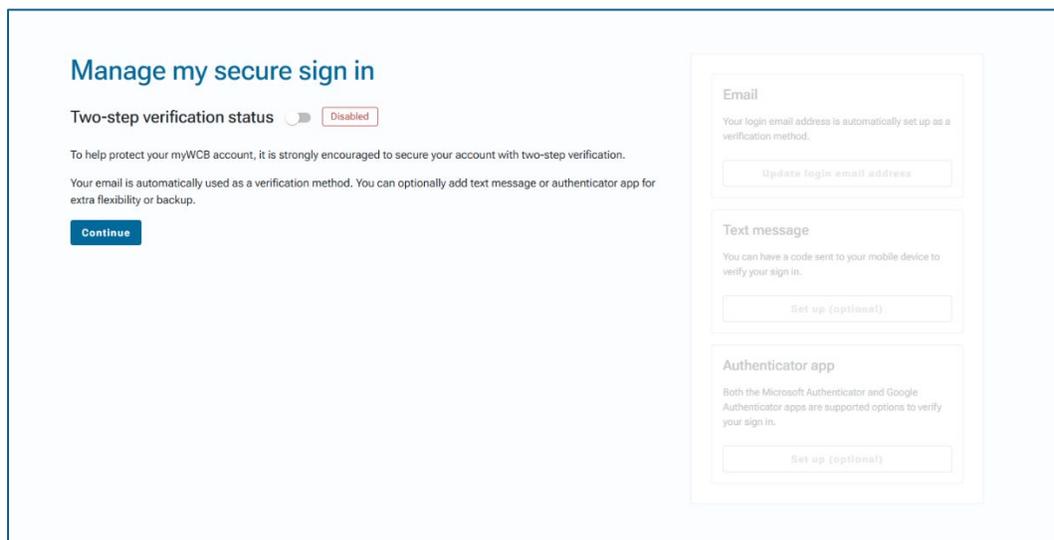


Turn off two-step verification? ✕

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 an Account Number

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

1. Click **Link an employer account 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 **Employer account number** and click **Next**.

Step 1 Enter your Employer account number below.

Managing multiple accounts? You can add more later.

If you don't have an employer account number, [sign up for WCB coverage here](#).

Employer account number *

[Help me find my account 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 account number as a third party representative?

Yes

No

[Next](#)

* You are considered a third party if you support the organization (as an external accountant, service provider, etc.) but do not work directly for them as an employee.

4. Select the **Role(s)** you need. This will determine the information and features you can access. Click **Next**.

Step 3

What type of access do you need in myWCB?

Select all that apply based on the tasks you need to perform.

Note: You must select at least one role.

- Account Administrator
- Claim Administrator
- General User

[Learn more about access levels.](#)

Next

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

Step 4

Verify your identity

What is the invoice number from your invoice dated Jun 19, 2025? The invoice number is printed in the upper right corner of your invoice.

1234567

[Help me find my invoice number](#)

When you last applied for employer coverage with WCB-Alberta, what confirmation number were you given? Your confirmation number appeared at the top of your confirmation page and in your confirmation email. Answer only if you applied for WCB-Alberta coverage through our website.

[Help me find my confirmation 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.

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

Step 4

Verify your identity

What is the invoice number from your invoice dated Jun 19, 2025? The invoice number is printed in the upper right corner of your invoice.

[Help me find my invoice number](#)

When you last applied for employer coverage with WCB-Alberta, what confirmation number were you given? Your confirmation number appeared at the top of your confirmation page and in your confirmation email. Answer only if you applied for WCB-Alberta coverage through our website.

[Help me find my confirmation 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?

Need help? [Contact us](#)

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

Step 5 **Confirm your access level**

Based on your selection, your access level is:

✓ **Account Administrator**

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

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

[Scroll to top](#)

8. 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: ESS TESTING ONLY
 Phone Number: 123-456-7890 Extension:
 Login Email Address: [redacted] john.doe@wcbalberta.mail.onmicrosoft.com
 Notification Email Address:

Account Number: 10827493

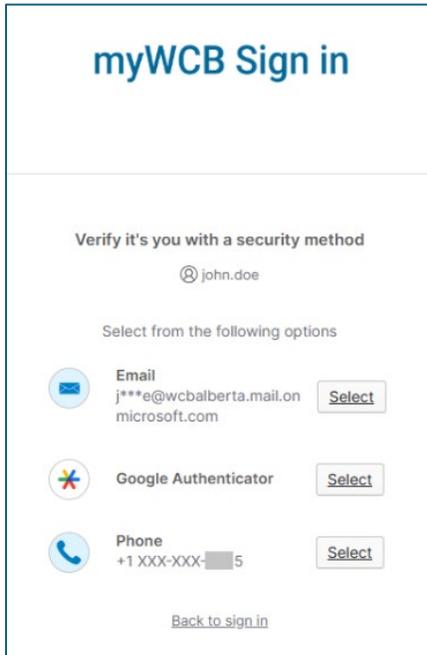
ESS TESTING ONLY

Role(s): Account Administrator **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:

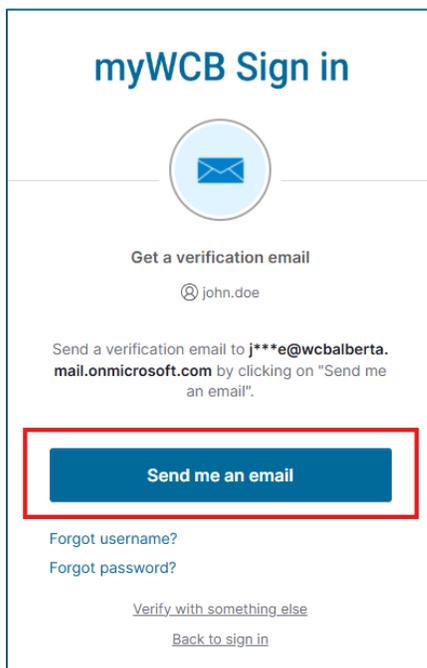


The screenshot shows the 'myWCB Sign in' page. At the top, it says 'myWCB Sign in'. Below that, it says 'Verify it's you with a security method' and shows the user's name 'john.doe'. It then asks to 'Select from the following options' and lists three methods: 'Email' (j***e@wcbalberta.mail.onmicrosoft.com),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

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

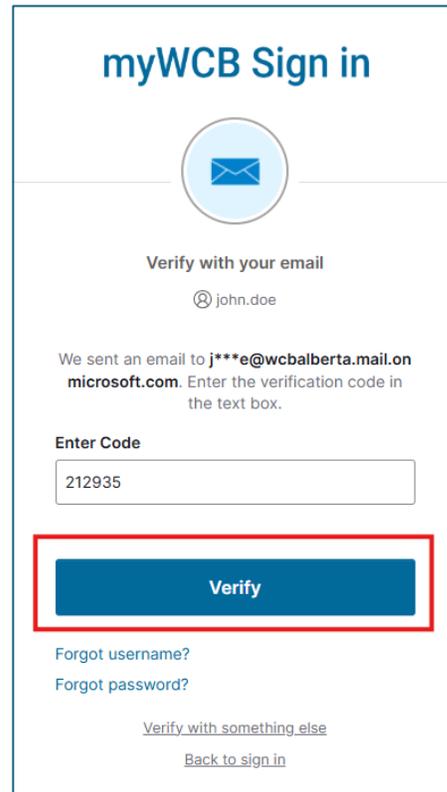
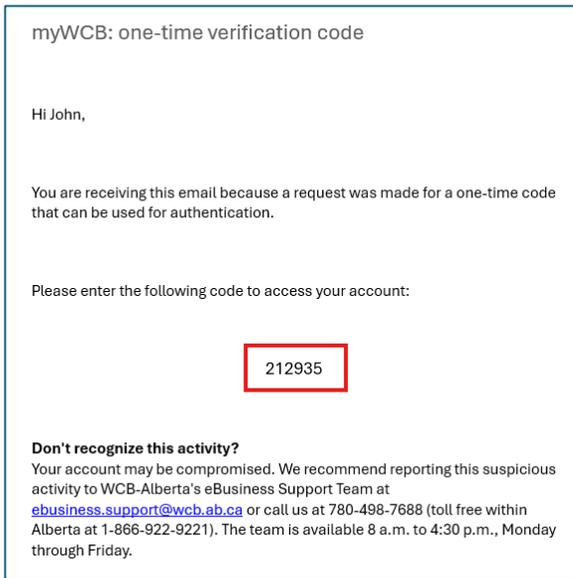
When Using Email

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



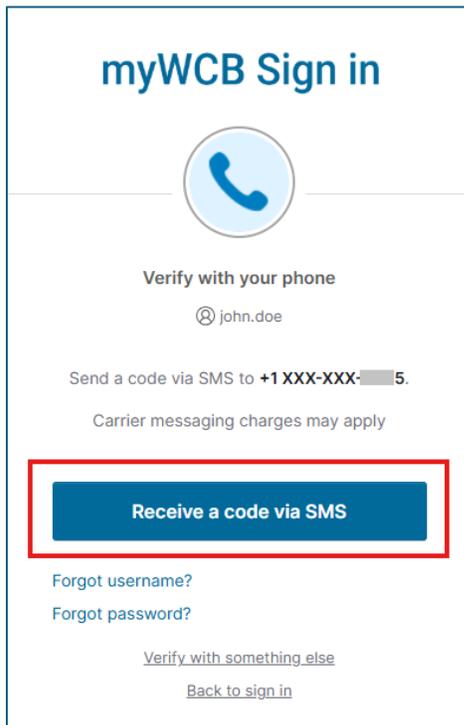
The screenshot shows the 'myWCB Sign in' page. At the top, it says 'myWCB Sign in'. Below that, it says 'Get a verification email' and shows the user's name 'john.doe'. It then says 'Send a verification email to j***e@wcbalberta.mail.onmicrosoft.com by clicking on "Send me an email"'. A large blue button labeled 'Send me an email' is highlighted with a red border. Below the button, 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.

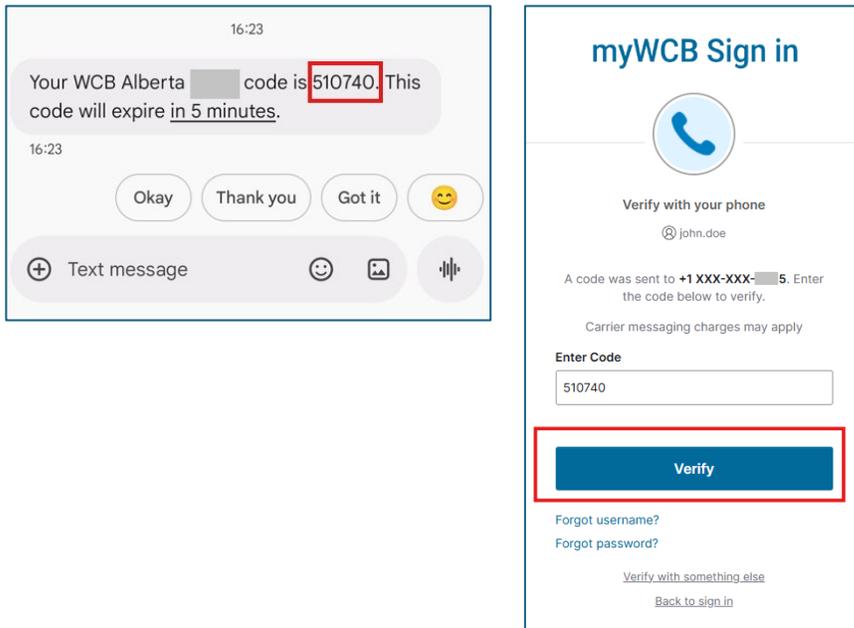


When Using Text Messaging

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

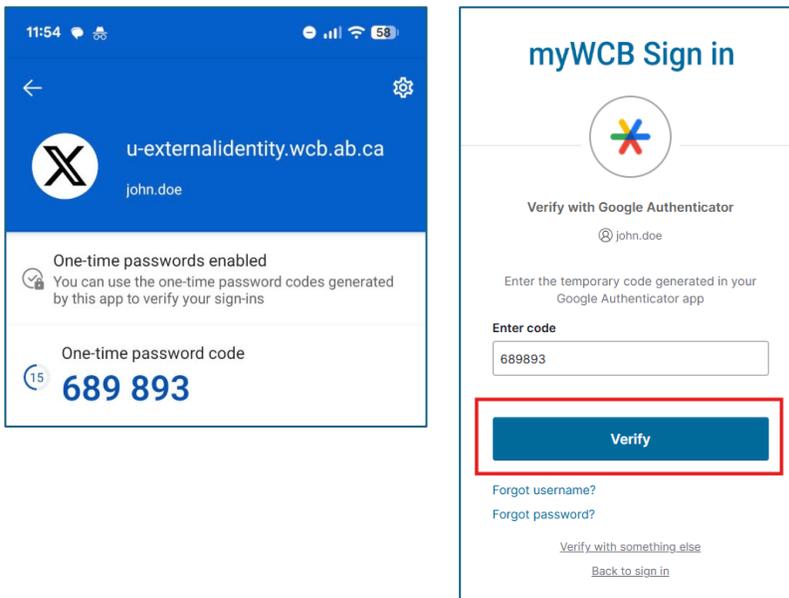


2. Enter the code sent to your text messages, click **Verify** and you will be signed into myWCB.



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**.



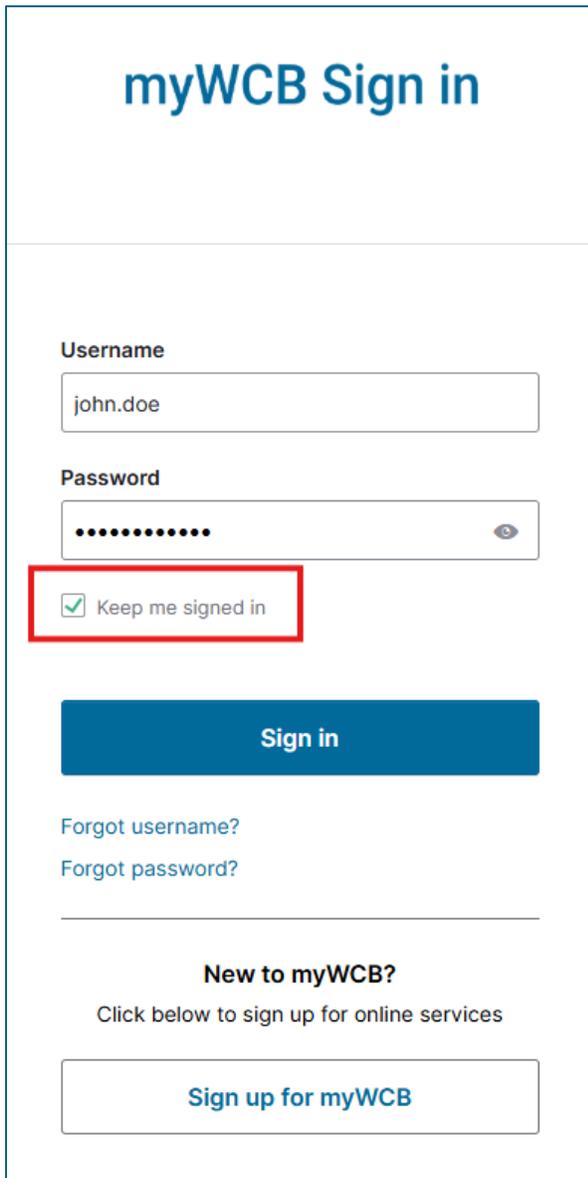
Note: Two-step verification codes are only valid for a limited time. If your code expires, you will need to request a new one.

- 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.



The screenshot displays the myWCB Sign in interface. At the top, the title "myWCB Sign in" is centered. Below the title, there are two input fields: "Username" with the text "john.doe" and "Password" with masked characters and a toggle icon. A red rectangular box highlights the "Keep me signed in" checkbox, which is checked. Below the input fields is a blue "Sign in" button. Underneath the button are two links: "Forgot username?" and "Forgot password?". A horizontal line separates this section from the "New to myWCB?" section, which includes the text "Click below to sign up for online services" and a "Sign up for myWCB" button.

Please Note: Before You Continue

We are continuing to improve myWCB to make it easier and more efficient for you to manage your account. When you sign in, you will land on the current dashboard. To access the updated experience, click the **Go to new employer portal button**

Welcome, John Doe WCB Home | Help Centre | Sign Out

wcb Dashboard My Account My Claims and Costs myWCB Administration

Employer hub Go to new Employer Portal

Quick Links

- [View my Invoice](#)
- [Request a Clearance Letter](#)
- [File my Annual Return](#)
- [View my Claim and Premium Reports](#)
- [Manage Lists and Automatic Clearance Notifications](#)
- [Request Claim and Premium Reports](#)

Messages

- Need help with myWCB? Contact us below.
- eBusiness Support Team:
- Email: 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



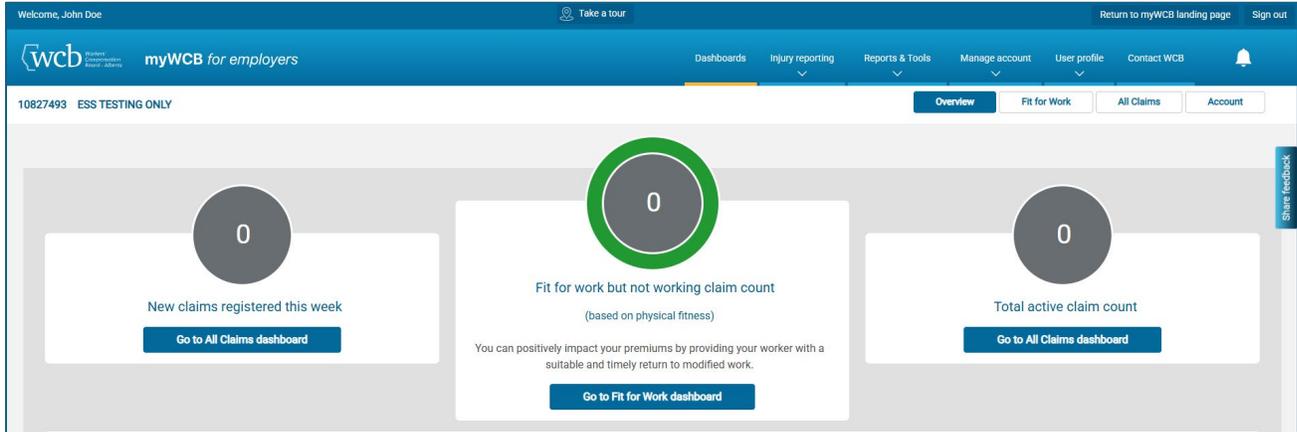
This guide is written for our new portal, so be sure to click that button before following the rest of the sections.

Your Homepage / Overview

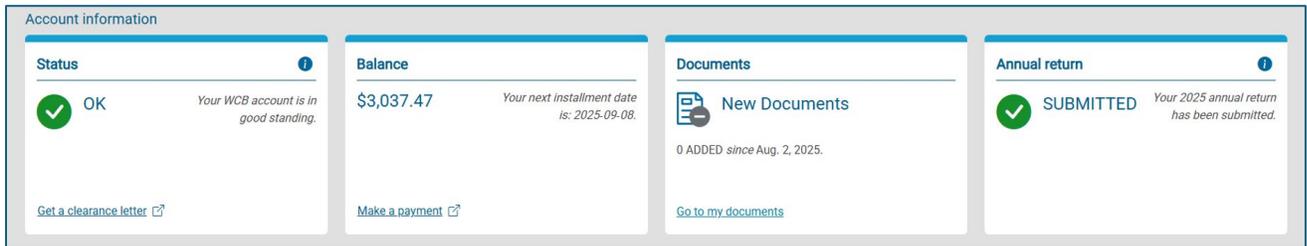
myWCB role(s) required: **Account Administrator, Claim Creator, Claim Submitter, or Claim Administrator**

The homepage gives you an overview of your account. You can easily see information on your worker's claims, your account status and balance, along with various useful tools and resources.

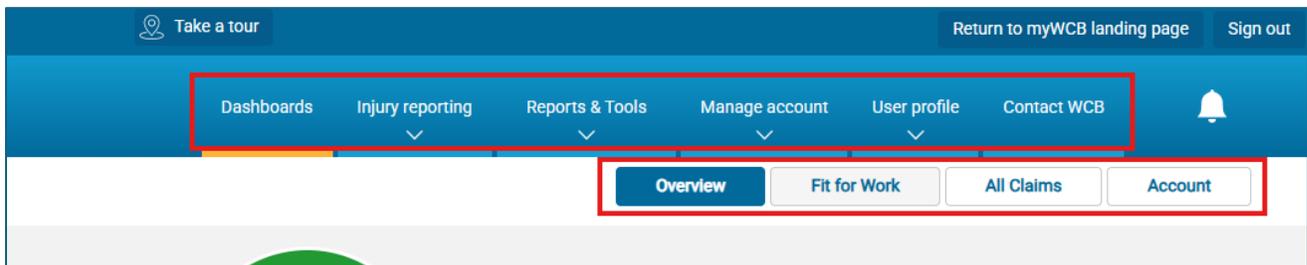
You will first see information on new and current claims:



As you scroll down, you will see details about your account status, current balance, any new documents for your review, and Annual Return status (if you are required to file one):



All available features are located at the very top-right corner of the portal:



Remember: Your myWCB role(s) or permissions will determine what features and information you can access. This guide will tell you which role(s) you need to perform certain actions at the beginning of each section.

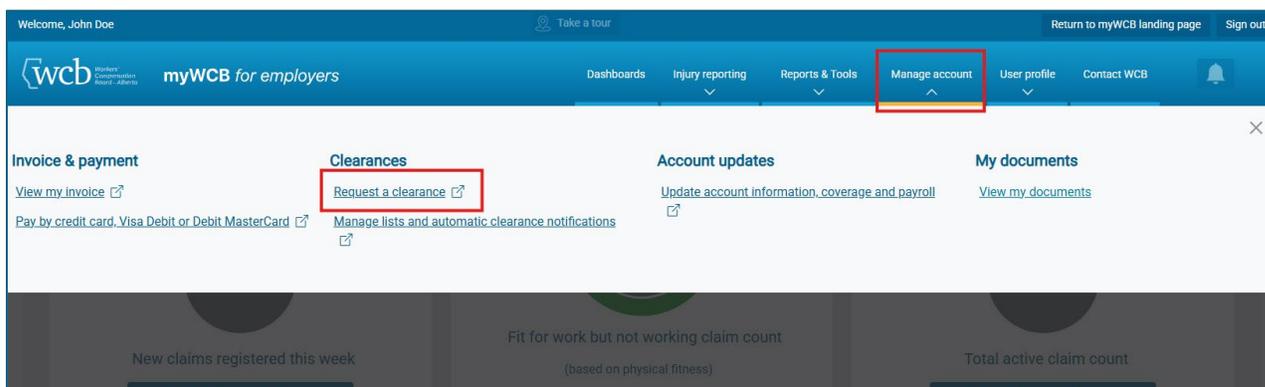
If you find that you are missing a role, [you can request it.](#)

Requesting Clearance Letters

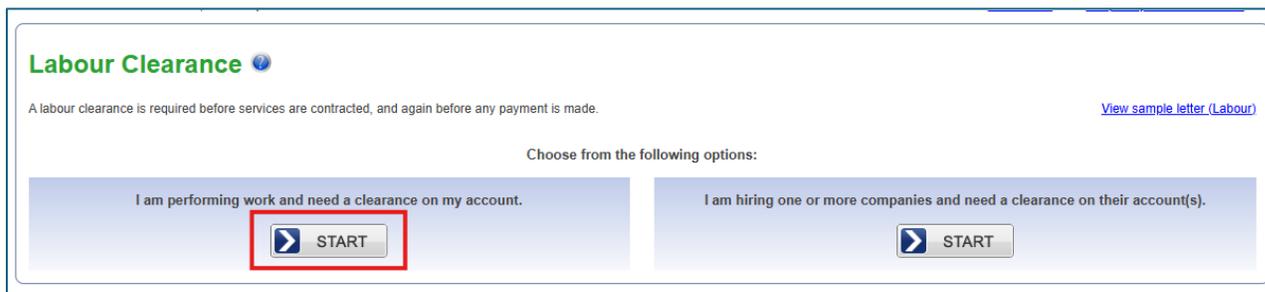
You can request a clearance letter either from your own account (if you are performing the work) or on another account (if you are hiring them).

Clearances from Your Own Account

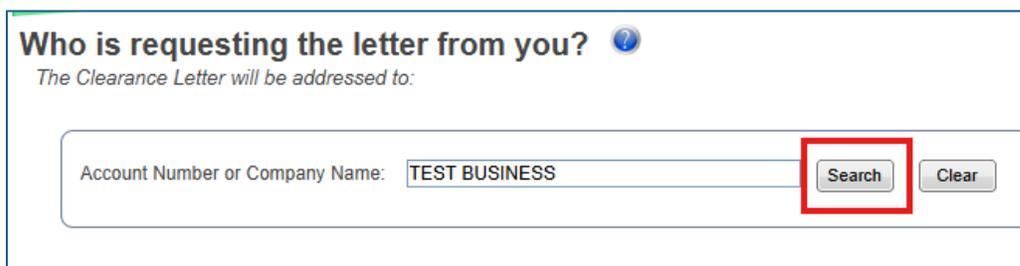
1. Go to **Manage Account > Request a clearance**.



2. Click **Start** on the left to indicate that you are performing the work.



3. If you have access to multiple accounts, first select the **Account Number** (or company) and click **Next**. Otherwise, proceed to the next step.
4. Search for the company or individual you want to address the clearance to. Enter their **Account Number or Company Name** and click **Search**.



5. Review the search results. If the correct company or individual appears, select it and click **Next**.

Account	Company Name	Industry	City	Details	Select
3931357	TEST BUSINESS 1	PIPELINE INSPECTION SERVICES	EDMONTON		

Start Again Next

6. If not, check the **checkbox** labelled “**I cannot find the company**” and manually enter the required information. Click **Next**.

Account Number or Company Name: Search Clear

I cannot find the company

Please enter the company information below.

Company Name:* ANOTHER BUSINESS
Address:* 123 STREET
City:* SOMEWHERE
Province/State:* AB
Postal/Zip Code:* A1B 2C3

Start Again Next

7. Enter the required **delivery information** for how and where you want the clearance sent.

Send or View Clearance Letter

The Clearance Letter will be addressed to:
Company Name: ANOTHER BUSINESS
Attention to (optional):
Subject line (optional):

The Clearance Letter confirms the account status of:
Account Number: 10827493
Company Name: ESS TESTING ONLY

You can view or send the clearance letter by using the following options:
To view the letter, an email address or fax number is still required.

Send Clearance to:
 Email
 Fax

Send Copy to:
 Email
 Fax
 Do Not Send a Copy

Please consider the environment by distributing this letter electronically.
Receiving a clearance by mail may take up to 10 business days.
[Mail via Canada Post](#)

Start Again Previous Exit

- Click **View Letter (PDF)** to preview or save the clearance before sending or click **Send Letter** to proceed with sending. Email and fax will take 5 – 10 minutes.

Send or View Clearance Letter

The Clearance Letter will be addressed to:

Company Name: ANOTHER BUSINESS

Attention to (optional):

Subject line (optional):

The Clearance Letter confirms the account status of:

Account Number: 10827493
Company Name: ESS TESTING ONLY

You can view or send the clearance letter by using the following options:
To view the letter, an email address or fax number is still required.

Send Clearance to:

Email john.doe@wcbalberta.mail.onmicrosoft.com

Fax

Send Copy to:

Email

Fax

Do Not Send a Copy

Send Letter **View Letter (PDF)**

Please consider the environment by distributing this letter electronically.
Receiving a clearance by mail may take up to 10 business days.
[Mail via Canada Post](#)

* If sending by fax, enter only the 10-digit dialing number. Do not include the leading “1” for long-distance or any special characters such as brackets, spaces or dashes. Faxing is restricted to numbers within Alberta.

Clearances on Another Account

- Go to **Manage Account > Request a clearance**.

Welcome, John Doe

Take a tour

Return to myWCB landing page

Sign out

myWCB for employers

Dashboards

Injury reporting

Reports & Tools

Manage account

User profile

Contact WCB

Invoice & payment

View my invoice

Pay by credit card, Visa Debit or Debit MasterCard

Clearances

Request a clearance

Manage lists and automatic clearance notifications

Account updates

Update account information, coverage and payroll

My documents

View my documents

New claims registered this week

Fit for work but not working claim count
(based on physical fitness)

Total active claim count

- Click **Start** on the right side to indicate that you are hiring them.

Labour Clearance

A labour clearance is required before services are contracted, and again before any payment is made.

[View sample letter \(Labour\)](#)

Choose from the following options:

I am performing work and need a clearance on my account.

START

I am hiring one or more companies and need a clearance on their account(s).

START

3. If you have a clearance list saved, choose how you want to request the clearance. Otherwise, proceed to the next step.

TIP: You can [create a clearance list](#) to save companies or individuals you have hired. The list allows you to request clearances for all of them at once, rather than one by one.

- If you want to use a list, **Select a List** and click **Next**.
 - If not, select **Create a list of accounts** and search for the company or individual you want to pull the clearance on. Enter their **Account Number or Company Name** and click **Search**.
4. If you do not have any clearance lists saved, search for the company or individual you want to request the clearance on. Enter their **Account Number or Company Name** and click **Search**.

Who is performing the work? ⓘ
Identify the companies performing the work:

Account Number or Company Name:

5. Review the search results and click **Add to list** select an account. You can add multiple accounts if needed. Click **Next**.

Search Results ⓘ

Account	Company Name	Industry	City	
3931357	TEST BUSINESS 1	PIPELINE INSPECTION SERVICES	EDMONTON	Details <input type="button" value="Add to list"/>

6. Enter the required **delivery information** for how and where you want the clearance sent.

Send or View Clearance Letter ⓘ

The Clearance Letter will be addressed to:

Account Number: 10827493
Company Name: ESS TESTING ONLY

Attention to (optional):

Subject line (optional):

The Clearance Letter confirms the account status of:

Account Number: 3931357
Company Name: TEST BUSINESS 1

You can view or send the clearance letter by using the following options: ⓘ
To view the letter, an email address or fax number is still required.

Send Clearance to:

Email
 Fax

Send Copy to:

Email
 Fax
 Do Not Send a Copy

Please consider the environment by distributing this letter electronically.
Receiving a clearance by mail may take up to 10 business days.
[Mail via Canada Post](#)

7. Click **View Letter (PDF)** to preview or save the clearance before sending or click **Send Letter** to proceed with sending. Email and fax will take 5 – 10 minutes.

Send or View Clearance Letter

The Clearance Letter will be addressed to:
Account Number: 10827493
Company Name: ESS TESTING ONLY
Attention to (optional):
Subject line (optional):

The Clearance Letter confirms the account status of:
Account Number: 3931357
Company Name: TEST BUSINESS 1

You can view or send the clearance letter by using the following options:
To view the letter, an email address or fax number is still required.

Send Clearance to:
 Email: john.doe@wcbalberta.mail.onmicrosoft.com
 Fax:

Send Copy to:
 Email:
 Fax:
 Do Not Send a Copy

Please consider the environment by distributing this letter electronically.
Receiving a clearance by mail may take up to 10 business days.
[Mail via Canada Post](#)

Send Letter **View Letter (PDF)**

* If sending by fax, enter only the 10-digit dialing number. Do not include the leading “1” for long-distance or any special characters such as brackets, spaces or dashes. Faxing is restricted to numbers within Alberta.

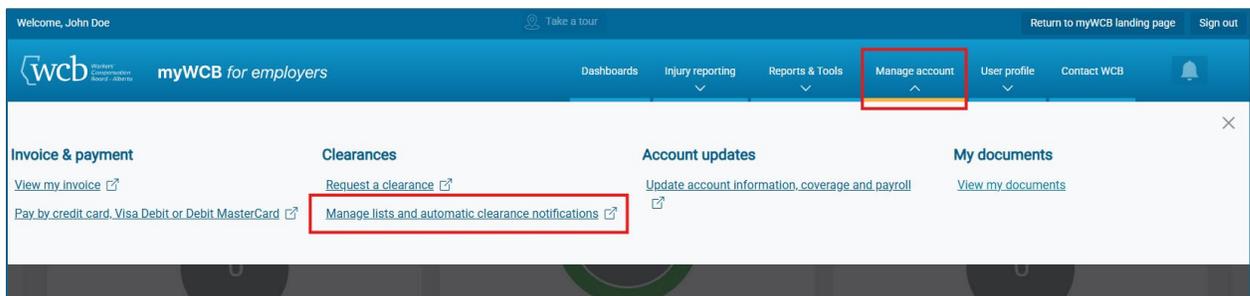
Managing Clearance Lists and Automatic Clearance Notifications

You can create a clearance list to save companies or individuals you have hired. The list allows you to request clearances for all of them at once, rather than one by one. Additionally, you can set up Automatic Clearance Notifications for your lists. These notifications will send you a daily email report highlighting any changes to your contractors’ clearance statuses.

TIP: Lists can only be accessed or modified by the user who created them. If a list needs to be transferred to another user, just contact the [eBusiness Support Team](#).

Creating a List

1. Go to **Manage Account > Manage lists and automatic clearance notifications**.

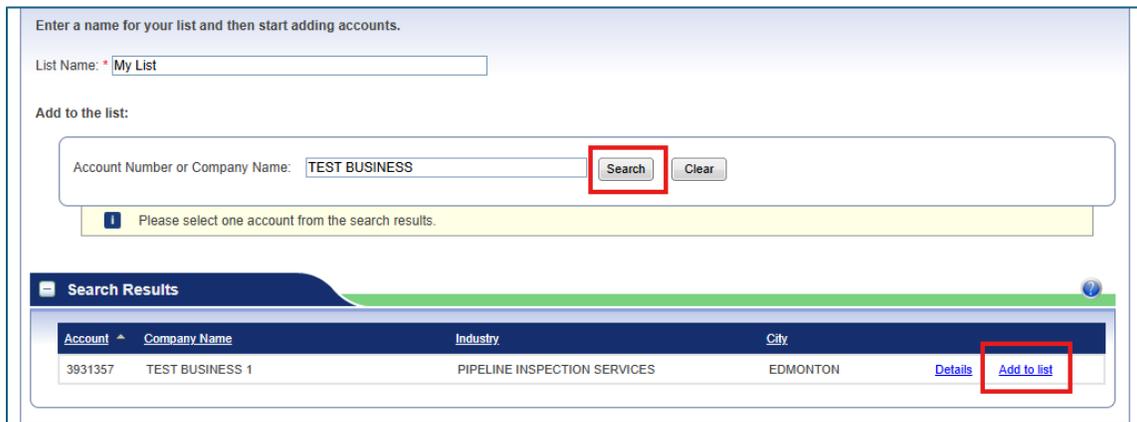


2. Click **Create new list**.

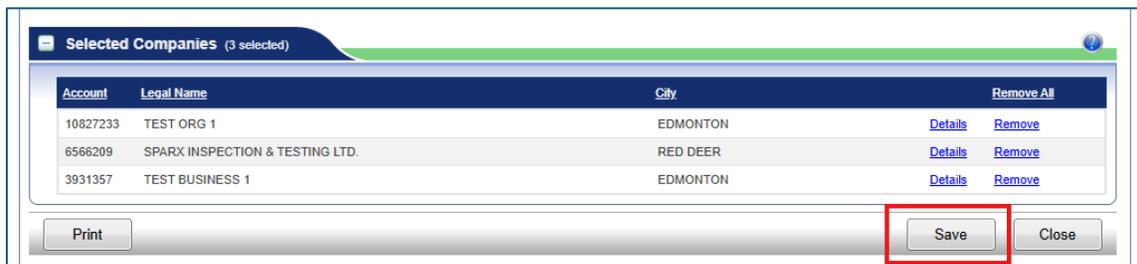


3. Enter a **List Name**. The name must be unique.

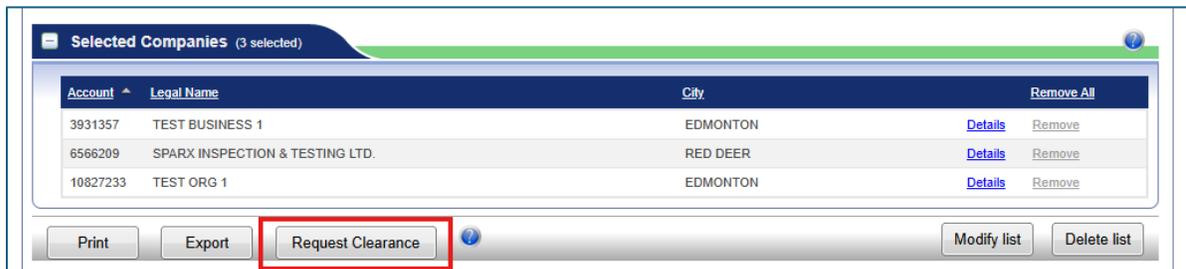
4. Search for the company or individual you want to add. Enter their **Account Number or Company Name** and click **Search**. Review the search results and click **Add to list** select an account. You add up to 1,000 accounts.



5. Click **Save**.

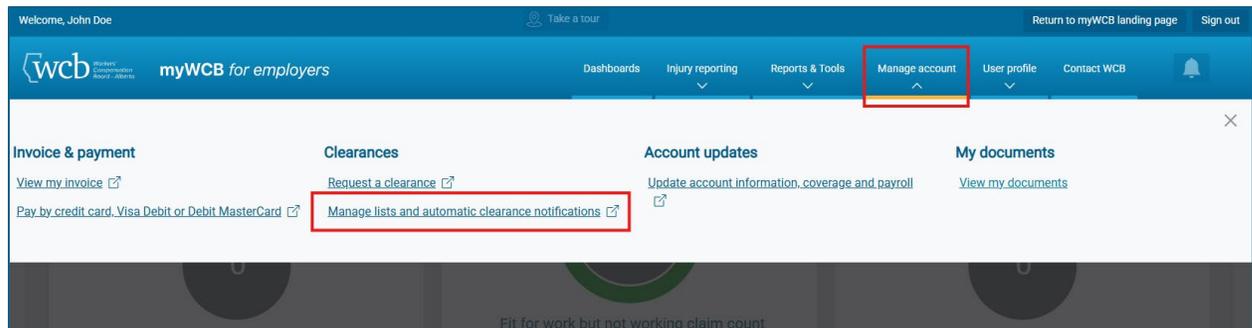


6. Your list will be saved. You can request a clearance on all the accounts in your list at once by clicking **Request Clearance**.



Updating or Deleting a List

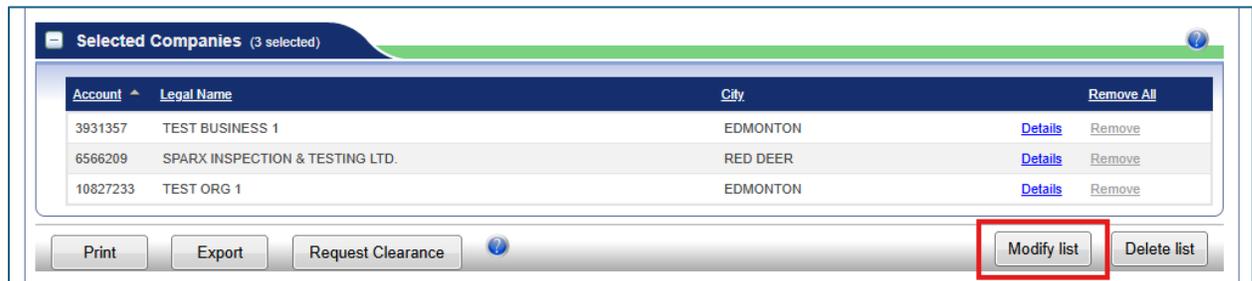
1. Go to **Manage Account > Manage lists and automatic clearance notifications**.



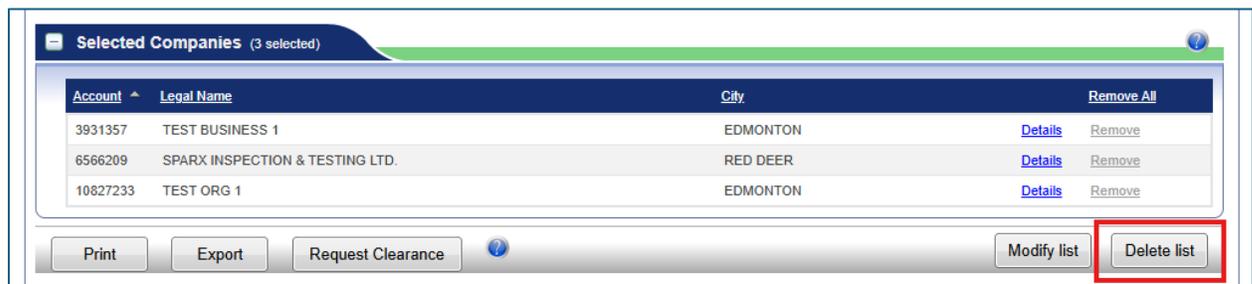
2. Select a **List**.



3. Click **Modify list** and make the required changes.



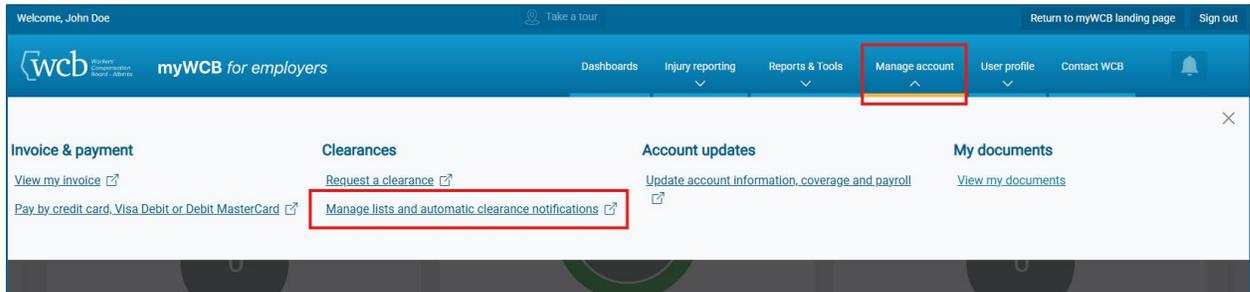
4. Click **Save**.
5. To delete the list, click **Delete list** instead.



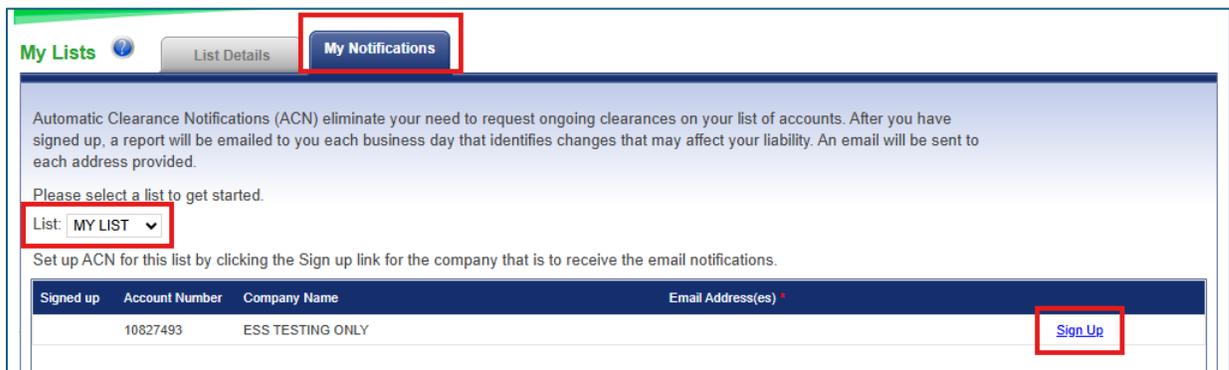
6. Click **OK** to finish deleting the list.

Activating Automatic Clearance Notifications

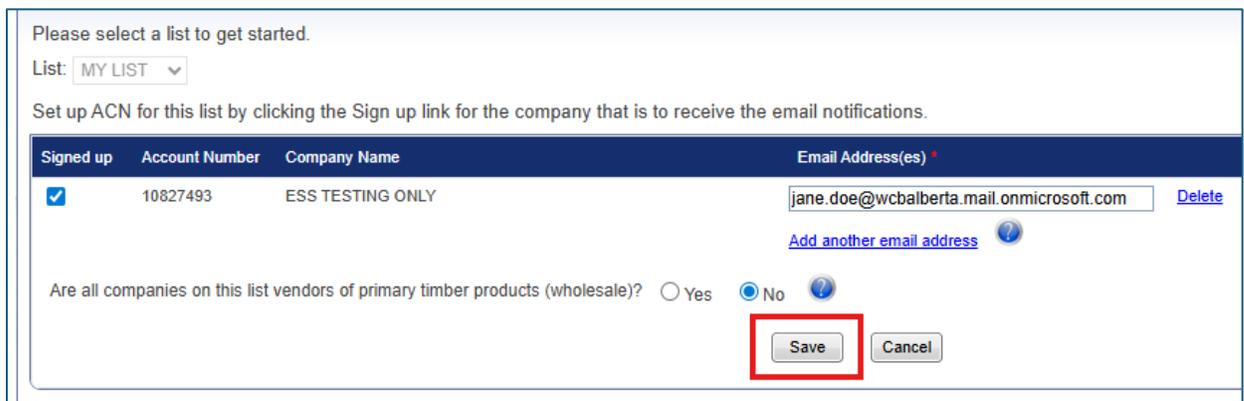
1. Go to **Manage Account > Manage lists and automatic clearance notifications**.



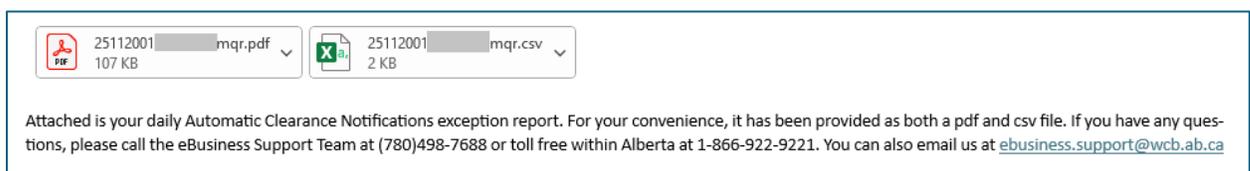
2. Click **My Notifications**, select a **List** and click **Sign Up**.



3. Enter an **Email Address**. You can add up to five email addresses by clicking **Add another email address**.
4. Click **Save**.

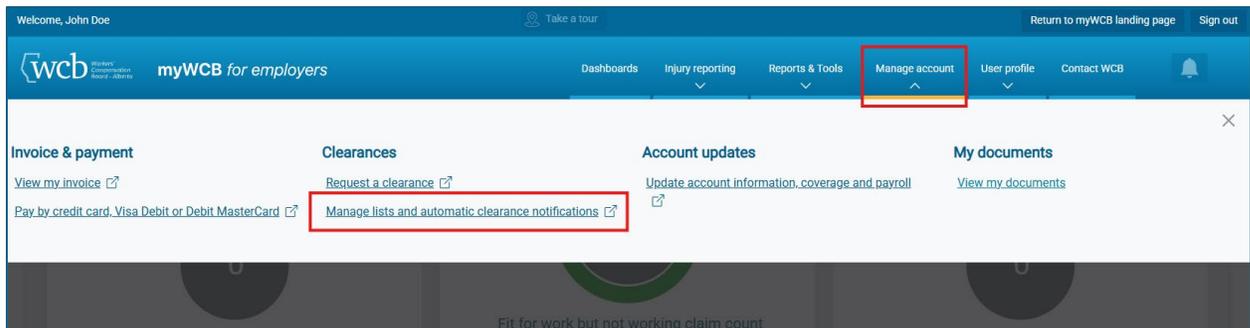


5. Your list is now activated – you will receive an initial clearance letter and start receiving daily email reports.

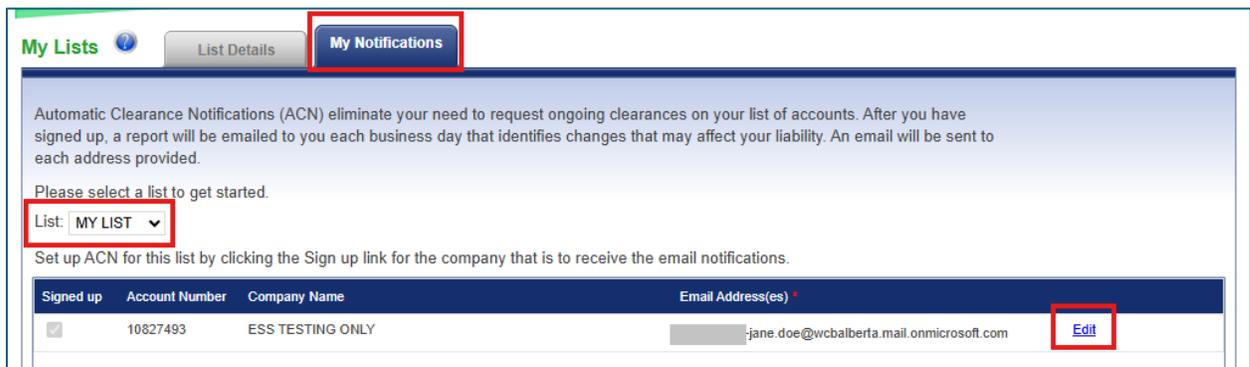


Changing Who Receives Automatic Clearance Notifications

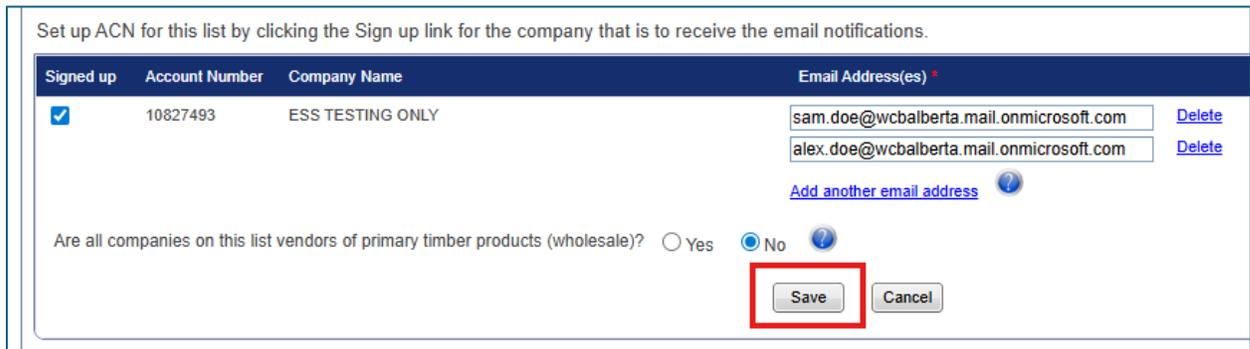
1. Go to **Manage Account > Manage lists and automatic clearance notifications**.



2. Click **My Notifications**, select a **List** and click **Edit**.



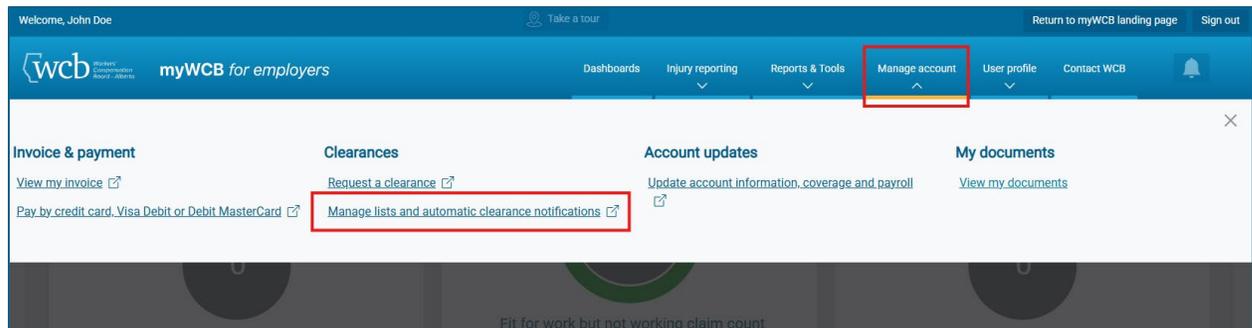
3. Update the **Email address(es)** and click **Save**.



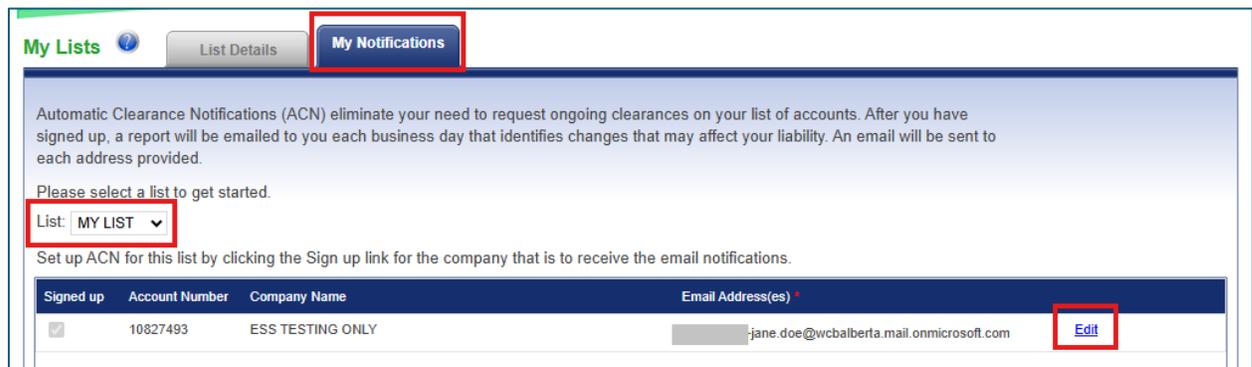
4. You will see a confirmation message confirming the change. The next daily report will be sent to the new email address(es).

Deactivating Automatic Clearance Notifications

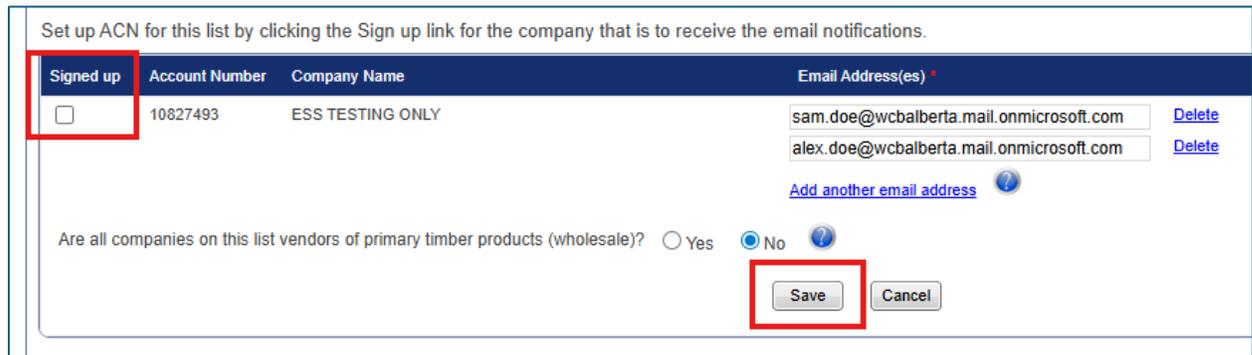
1. Go to **Manage Account > Manage lists and automatic clearance notifications**.



2. Click **My Notifications**, select a **List** and click **Edit**.



3. Deselect the **checkbox** labeled “Signed up” and click **Save**.



4. Your list is now deactivated – you will receive a final clearance letter and stop receiving daily email reports.

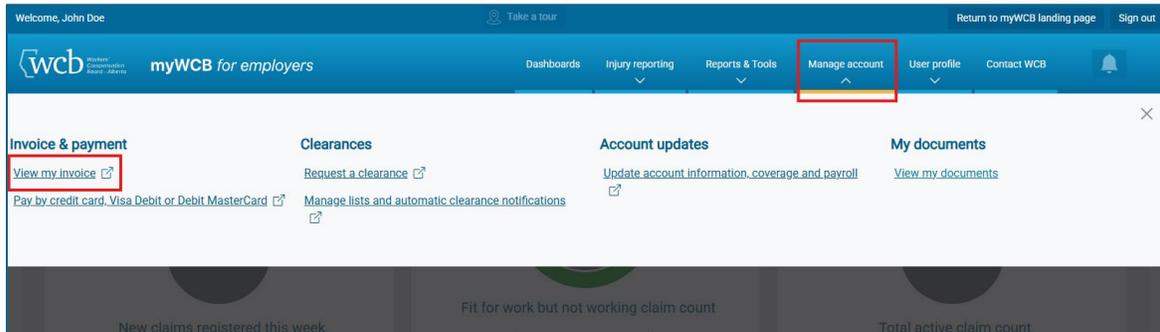
Accessing Premium Invoices

Invoices are automatically delivered based on the account’s premium installment plan. They will appear in myWCB approximately four business days after the invoice issue date.

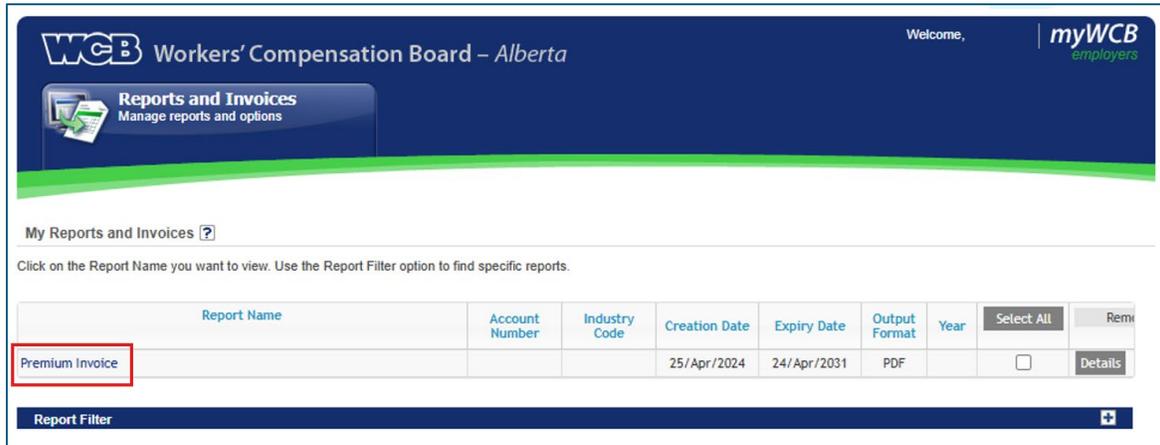
Viewing Invoices

myWCB role(s) required: **Account Administrator**

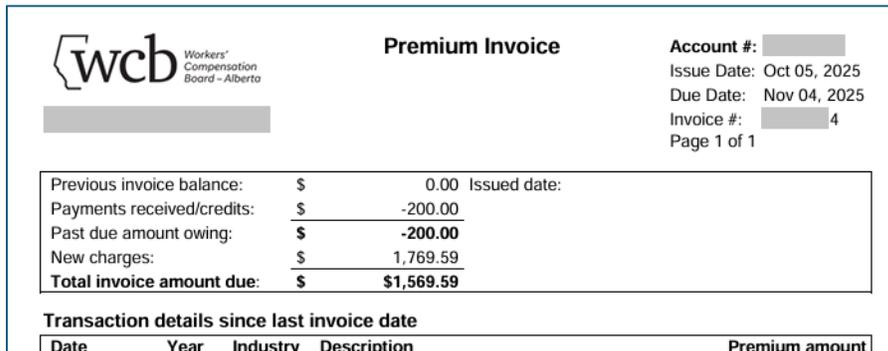
1. Go to **Manage account > View my invoice.**



2. View an invoice by clicking its name under the column labelled Report Name.



3. The invoice will open in a separate tab or window.

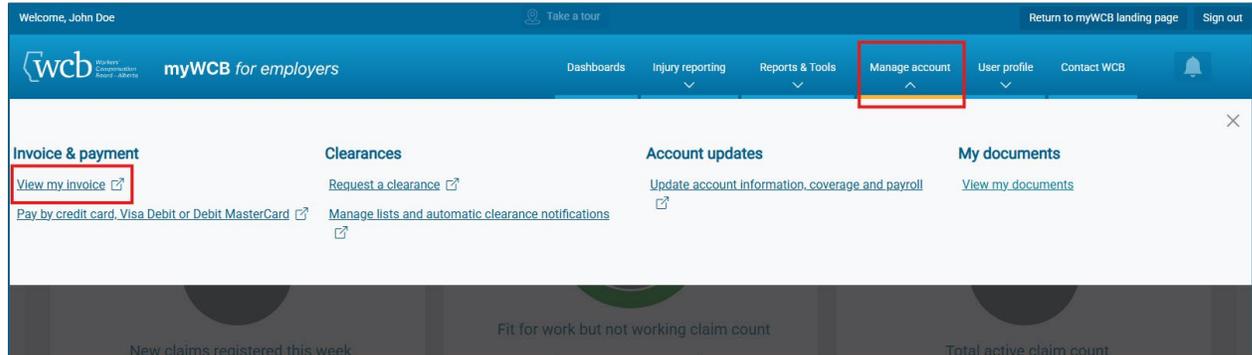


Requesting Older Invoices

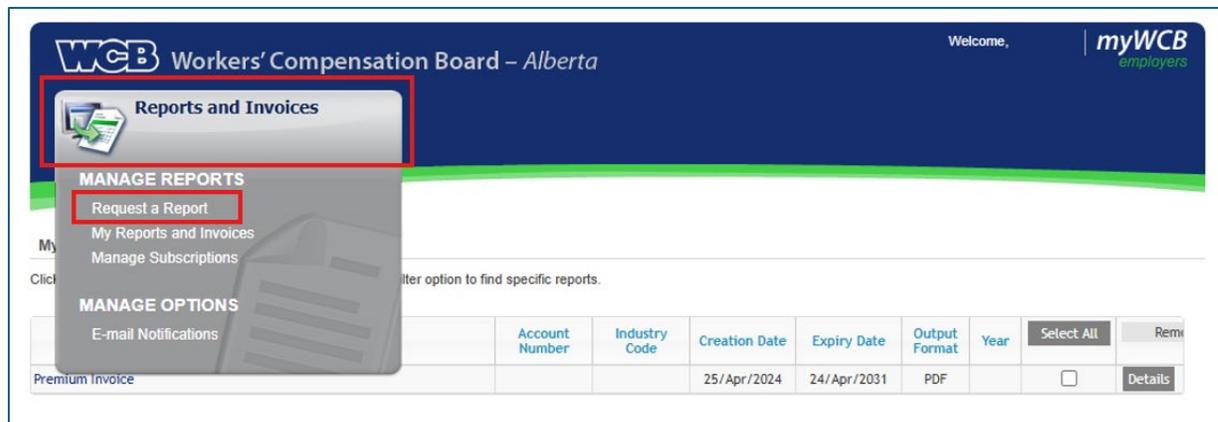
myWCB role(s) required: **Account Administrator**

If you are looking for an older invoice, you can request a copy as follows:

1. Go to **Manage account > View my invoice.**



2. Go to **Reports and Invoices > Request a Report.**



3. Click **Historical Invoice Reprint.**



4. Click **Add** to select the account.

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
					Open

Selected Accounts

Account Number	Industry Code	Company Legal Name	Company Trade Name	Industry Description	Status
----------------	---------------	--------------------	--------------------	----------------------	--------



5. Select the **Premium Invoice Date** and click **Submit**.

Report Criteria

Identify your report criteria and then click the Submit button.

Submission Options

Request Type: * Immediate Subscription

Subscription Frequency:

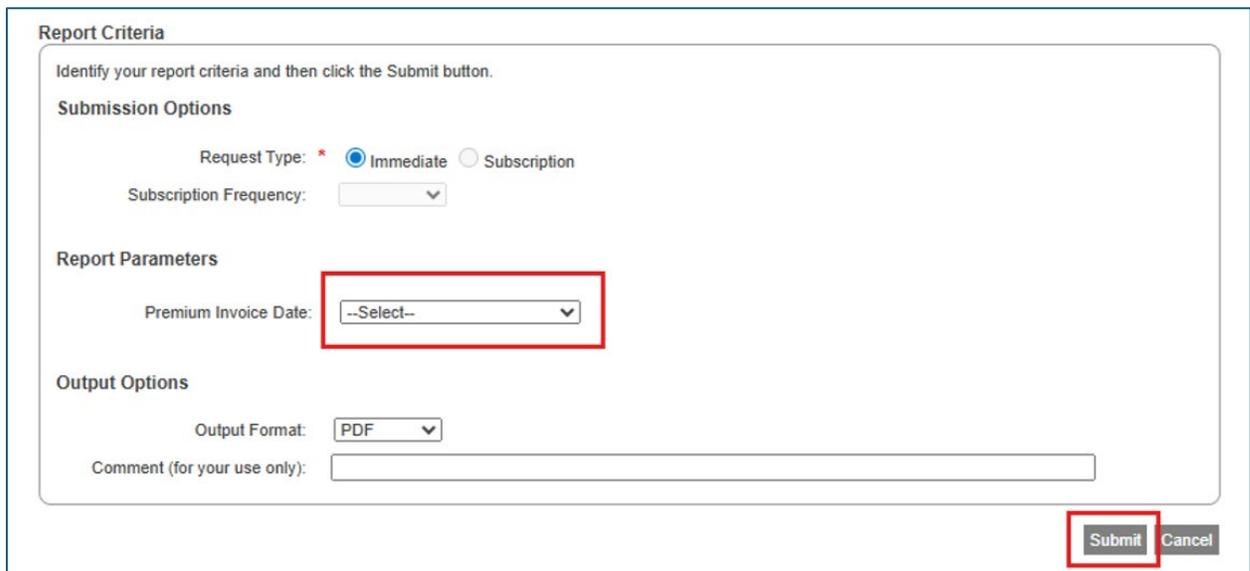
Report Parameters

Premium Invoice Date:

Output Options

Output Format:

Comment (for your use only):



6. You will see a confirmation message acknowledging your request.

Note: When you request an invoice, it will be available the next morning – provided your request is submitted before 7:30 PM on a weekday. If your request is submitted after 7:30 PM, the invoice will be ready two days later.

For requests made on weekends or statutory holidays, the invoice will be ready on the second business day.

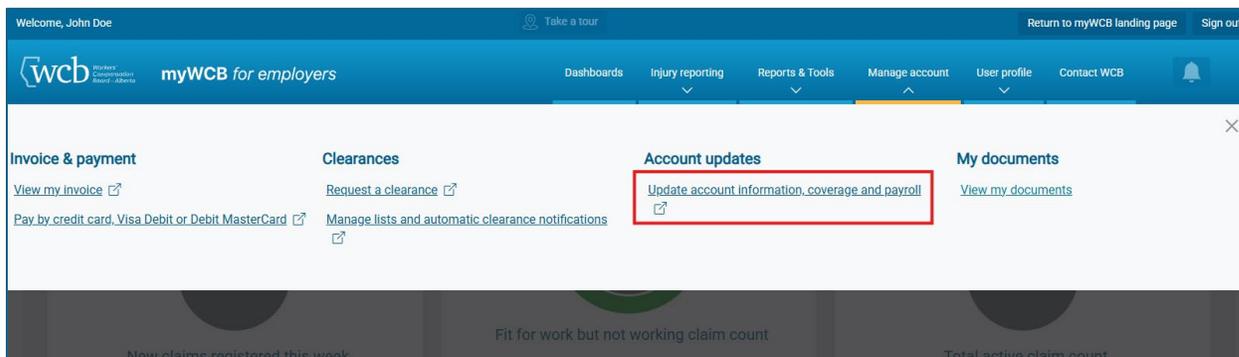
Paying Premiums

You can make a debit or credit card payment and register for pre-authorized debit.

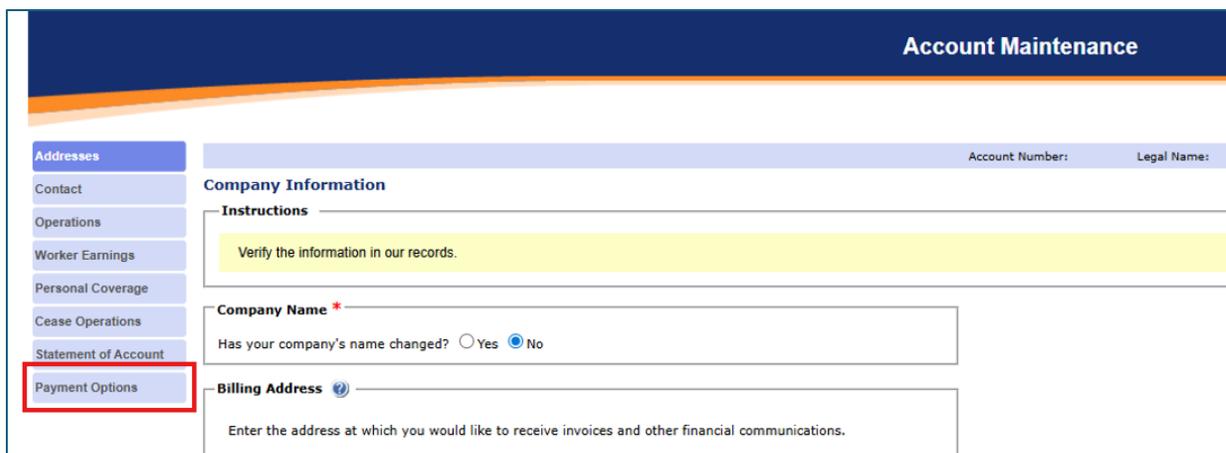
myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

Making a Debit or Credit Card Payment

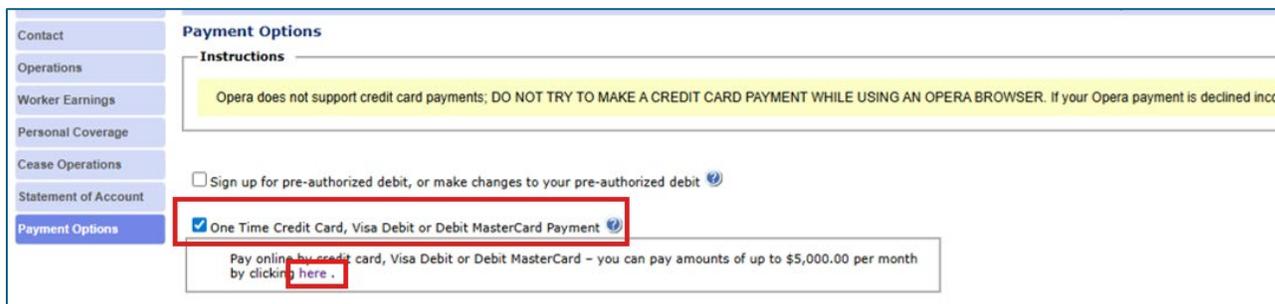
1. Go to **Manage account > Update account information, coverage and payroll.**



2. If you have access to multiple accounts, select which account to pay.
3. Click **Payment Options**.



4. Check the **checkbox** labelled “**One Time Credit Card, Visa Debit or Debit MasterCard Payment**” and click the link labelled “**here**.”



5. Enter the **Payment Amount** and **Contact Name** of the person making the payment. Click **Submit**.

Credit card, Visa Debit and Debit MasterCard payments cannot exceed \$5,000.00 each month.
 WCB-Alberta partners with Worldline, a secure online payment processing service.
Do not close this page until you receive a confirmation number.

WCB Account Number : * 10827493

Company Name : ESS TESTING ONLY

Payment Amount : * \$100.00

Contact Name : * JOHN DOE

E-mail Address : * john.doe@wcbalberta.mail.onmicrosoft.co

Phone : * 123-456-7890

Address 1 : 123 STREET

Address 2 :

Address 3 :

City : SOMEWHERE Province : AB

Postal Code/ZIP : A1B 2C3 Country : CA

Amount Due: **\$0.00**

Total Account Balance: **\$0.00**

Remaining Payment Limit for the Month of November: **\$5,000.00**

Please note: After clicking 'submit', you will be redirected to the Worldline payment page.

WORLDLINE

Submit

6. Select the **Card Type** and enter the card information, including the **Name on card**, **Card number**, **expiry month** and **year** and **Card cvd**.

PAYMENT INFORMATION

\$100.00 CAD

MasterCard

JOHN DOE

5555555555554444

11 2027 123

7. Enter the address information, including the company/individual's **Name**, **Email**, **Phone number**, **Address**, **City** and **Postal/zip code**. Click **Submit payment**.

ADDRESS INFORMATION

JOHN DOE

JOHN.DOE@WCBALBERTA.MAIL.ONMICROSOFT.COM

+1 1234567890

Mobile Home Work

123 STREET Address line 2

SOMEWHERE A1B2C3

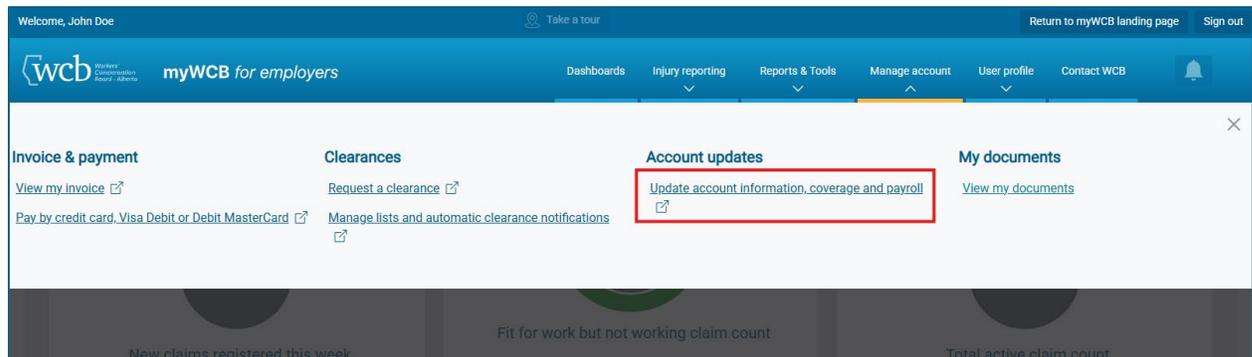
Region Canada

Submit payment

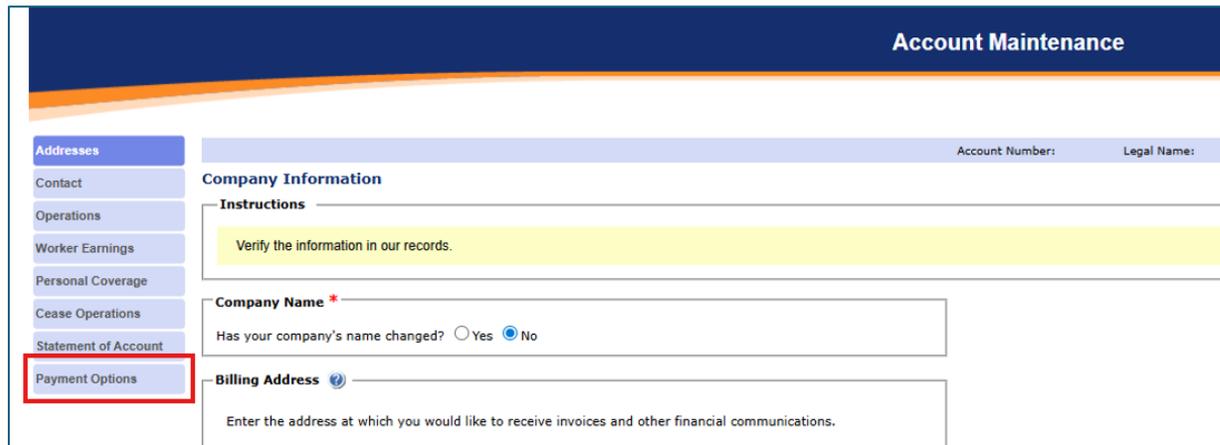
8. You will receive a payment confirmation by email.

Registering for Pre-Authorized Debit (PAD)

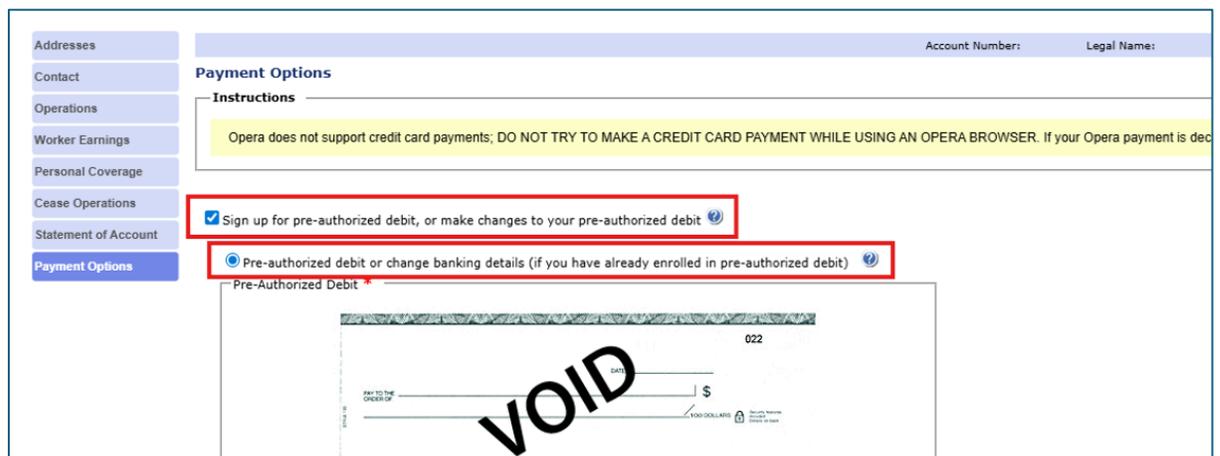
1. Go to **Manage account > Update account information, coverage and payroll.**



2. If you have access to multiple accounts, select which account to set up PAD for.
3. Click **Payment Options**.



4. Check the checkbox labelled “Sign up for pre-authorized debit, or make changes to your pre-authorized debit” and select the option labelled “Pre-authorized debit or change banking details (if you have already enrolled in pre-authorized debit).”



- Enter the banking information, including the **Branch number**, **Bank ID**, **Bank Account** number and name of the **Financial Institution**.

- Select **Yes** or **No** to indicate whether you would like monthly installments and check the checkbox labelled “**Yes, I have read and accepted the above terms and conditions.**” Click **Submit**.

- Click **Yes**. (You may have to scroll to the bottom to see this.)

- You will receive a confirmation email acknowledging your request.

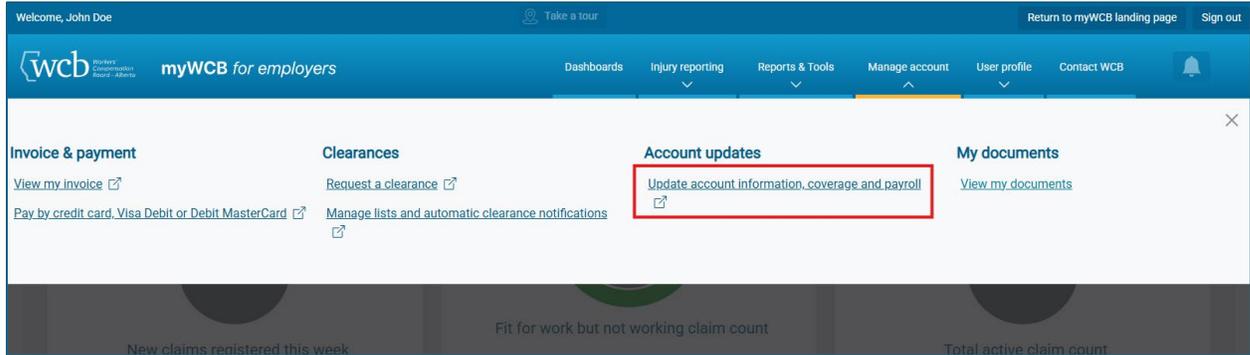
Remember: If you are setting up PAD for the first time (or if your PAD was previously cancelled), it will only take affect starting with your next invoice. This means that if a current invoice has already been issued, you will need to [pay it manually](#).

Accessing the Statement of Account and Payment History

myWCB role(s) required: **Account Administrator**

You can view all account transactions, including payments made, for the past 12 months.

1. Go to **Manage account > Update account information, coverage and payroll.**



2. If you have access to multiple accounts, select which account to view.
3. Click **Statement of Account**.

The screenshot shows the 'Statement of Account' form. On the left, there is a sidebar with several options: Addresses, Contact, Operations, Worker Earnings, Personal Coverage, Cease Operations, Statement of Account (highlighted with a red box), and Payment Options. The main content area shows 'Account Number: 10827493' and 'Legal Name: ESS TESTING ONLY'. Below this, there is a 'Company Information' section with an 'Instructions' field containing the text 'Verify the information in our records.' There is also a 'Company Name' section with a red asterisk and a question 'Has your company's name changed?' with radio buttons for 'Yes' and 'No' (selected). Finally, there is a 'Billing Address' section with a question mark icon and the instruction 'Enter the address at which you would like to receive invoices and other financial communications.'

4. The statement will display.

The screenshot shows the 'Transaction Details' table. The table has the following columns: Transaction Date, Industry, Premium Year, Transaction Description, Transactions Affecting Installment Plan, and Transactions Affecting Amount Due. The table contains several rows of data, including 'Balance as of', 'Payment Received - Thank You', and 'Installment Due'. There is also a section for 'Personal Coverage for' with a formula: 'Coverage of \$ /\$100 to## = \$ at a rate of from'.

Transaction Date	Industry	Premium Year	Transaction Description	Transactions Affecting Installment Plan	Transactions Affecting Amount Due
			Balance as of		
			Payment Received - Thank You		
			Installment Due		
			Payment Received - Thank You		
			Installment Due		
			Payment Received - Thank You		
			Personal Coverage for to##	Coverage of \$	from
			\$ /\$100	= \$	at a rate of
			Installment Due		
			Balance as of		

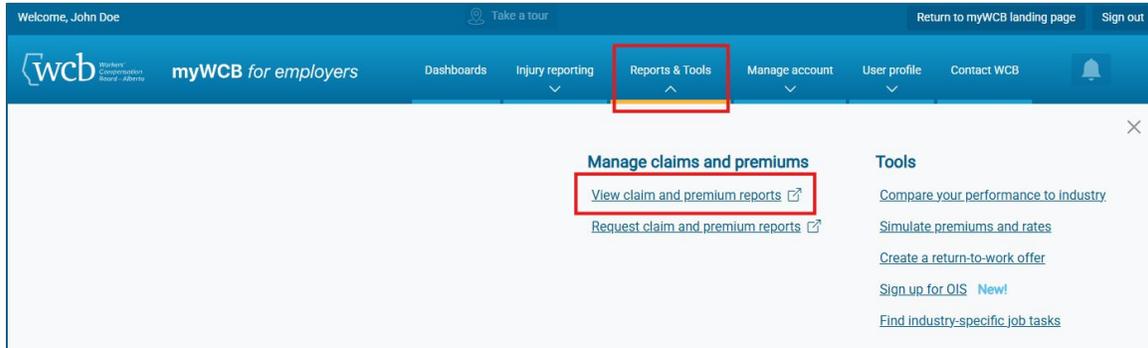
Accessing Premium Rate Statements and Other Reports

You can access different types of reports depending on your role(s).

Viewing Rate Statements and Other Reports

myWCB role(s) required: **Account Administrator, Claim Creator, Claim Submitter, or Claim Administrator**

1. Go to **Reports & Tools > View claim and premium reports.**



2. Open a report by clicking its **name** under the column labelled Report Name.

Report Name	Account Number	Industry Code	Creation Date	Expiry Date	Output Format	Year	Select All	Remove
Experience Rating Claim Costs			06/Aug/2025	31/Jul/2032	PDF	2025	<input type="checkbox"/>	Details
Employer Premium Rate Statement			06/Aug/2025	31/Jul/2032	PDF	2025	<input type="checkbox"/>	Details
Yearly Claim Costs Summary			05/Aug/2025	04/Sep/2026	PDF		<input type="checkbox"/>	Details
Premium Invoice			05/Jul/2025	05/Jul/2027	PDF		<input type="checkbox"/>	Details

Report Filter +

3. The report will open in a separate tab or window.

TIP: If you have many reports, using the Report Filter can help you narrow your search and find what you are looking for more easily. Just expand the tool by clicking the **+** symbol, then select the **Report Name** you need, or use the other search criteria to help you.

Report Name	Account Number	Industry Code	Creation Date	Expiry Date	Output Format	Year	Select All	Remove
Experience Rating Claim Costs			06/Aug/2025	31/Jul/2032	PDF	2025	<input type="checkbox"/>	Details
Employer Premium Rate Statement			06/Aug/2025	31/Jul/2032	PDF	2025	<input type="checkbox"/>	Details
Yearly Claim Costs Summary			05/Aug/2025	04/Sep/2026	PDF		<input type="checkbox"/>	Details
Premium Invoice			05/Jul/2025	05/Jul/2027	PDF		<input type="checkbox"/>	Details

Report Filter +

Requesting Rate Statements and Other Reports

myWCB role(s) required: Account Administrator, Claim Creator, Claim Submitter, or Claim Administrator

1. Go to Reports & Tools > Request claim and premium reports.

Welcome, John Doe Take a tour Return to myWCB landing page Sign out

wcb Workers Compensation Board - Alberta myWCB for employers

Dashboards Injury reporting **Reports & Tools** Manage account User profile Contact WCB

Manage claims and premiums

- [View claim and premium reports](#)
- [Request claim and premium reports](#)

Tools

- [Compare your performance to industry](#)
- [Simulate premiums and rates](#)
- [Create a return-to-work offer](#)
- [Sign up for OIS New!](#)
- [Find industry-specific job tasks](#)

2. Select the **report** you want. For a Rate Statement, choose **Premium Rate Statement (Experience Rating)**.

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	Partnerships Program (PIR) COR - Reprint (COR Holders Only)
Performance Reporting Claims Reporting Performance Premium Summary	Correspondence Claims Correspondence	
Pricing Programs Historical Invoice Reprint Industry Pricing Profile Premium Rate Statement (Experience Rating)	Interactive Reports Employer Fit For Work Dashboard	

3. Click **Add** to select the account.

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	
					Open	Add

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

4. If prompted, enter/select the report options. For a Rate Statement, you will need to choose the **Year**. Click **Submit**.

Submission Options

Request Type: * Immediate Subscription

Subscription Frequency:

Report Parameters

Year: (yyyy)

Output Options

Output Format:

Comment (for your use only):

5. You will see a confirmation message acknowledging your request. An email notification will be sent once the report is ready.

Note: Most reports will be ready within 10 minutes. Rate Statements and invoices will be available the next morning.

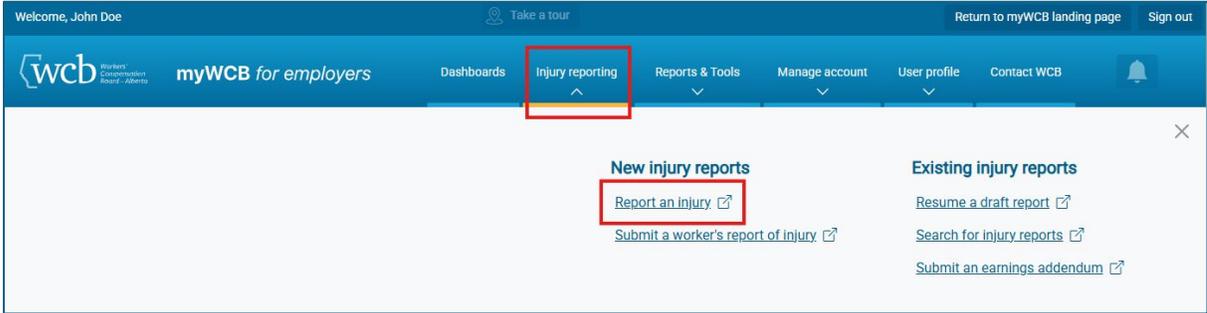
Important: Rate Statements will only be available for accounts with enough experience. Generally, an account must be opened for at least three to five consecutive years, depending on the size of the business; otherwise, no Rate Statement will be produced.

Reporting Injuries

Once you have been informed of a worker’s injury or illness, you must report it to WCB-Alberta within 72 hours.

myWCB role(s) required: **Claim Submitter** or **Claim Administrator**

- 1. Go to **Injury reporting > Report an injury**.



- 2. The Employer Report of Injury (C040) form will open.

TIP: The report times out after 60 minutes, so we recommend saving the report immediately after opening it. To save the report, you must fill in the following items first:

- 1. In the Worker Details section, fill in the worker’s **Last name**.

A screenshot of the 'WORKER DETAILS' form. It includes fields for 'phone number:', 'email address:', 'First name: *', 'Middle name:', 'Last name: *' (highlighted with a red box), 'Date of birth: * YYYY-MM-DD', 'Mailing address: *', 'City: *', and 'Province: Alberta'. There is also a help icon next to the mailing address field.

- 2. In the Return to Work Details section, answer **Yes** or **No** to the question, “Has the worker missed work (hours and days beyond the date of accident)?”

A screenshot of the 'RETURN TO WORK DETAILS' form. It features a checkbox for 'I understand I have a duty to cooperate with WCB in coordinating a safe and healthy return to work for my injured worker.' Below this is the question 'Has the worker missed work (hours or days beyond the date of accident)?' with 'Yes' and 'No' radio buttons (the 'No' button is highlighted with a red box). There is also an 'Add New Part of Body' link and an 'OTHER INFORMATION' section with a 'Claim number: #######' field.

Then, you can save the report by clicking **Save Report** on the left.

A screenshot of the 'Actions' menu. It contains three buttons: 'Upload C040', 'Save Report' (highlighted with a red box), and 'Submit Report'.

- Fill in the rest of the **report**. As you fill in the report, additional questions may appear.
- Save the report often by clicking **Save Report**.

Note: Every time you save the report, the system will check for errors or missing information. If there are any, we will tell you what needs to be corrected – just refer to the top of the report for the list of details. Any sections or fields that require your attention will also be marked in **red**.

- Once complete, click **Submit Report**.
- You will see a message confirming that we have received your report. If you need to download a copy of the report, click **View PDF**.

SUBMISSION SUMMARY

Transaction ID: Report type: Employer Report of Injury (C040)

Submit date: Claim number:

Report status: Submitted

Report PDF: View PDF

Resuming Saved Draft Reports

myWCB role(s) required: **Claim Submitter** (for reports created by you) or **Claim Administrator** (for reports created by others)

- Go to **Injury reporting > Resume a draft report**.

The screenshot shows the myWCB for employers dashboard. The 'Existing injury reports' section is highlighted, and the 'Resume a draft report' link is circled in red. Other links in the section include 'Report an injury', 'Submit a worker's report of injury', 'Search for injury reports', and 'Submit an earnings addendum'.

- Review the **Search Results**. By default, all saved reports that were created in the past six months will appear. You can enter some search criteria or adjust the date range to narrow/widen your search. Hover over **Menu** and click **Open**.

The screenshot shows the search results page. The search criteria section includes fields for Worker SIN, Claim number, Account number, Worker first name, Worker last name, Worker date of birth, Report type, and Report status. Below this are radio buttons for 'Report creation date', 'Report submission date', and 'Date of accident', along with a 'Date range' dropdown set to 'Last 6 months'. A 'Search' button is highlighted in red. Below the search criteria is a table of search results with columns: Transaction ID, Worker name, Date of birth, Worker SIN, Date of accident, Report type, Report status, Claim number, Submission date, and Actions. The first row shows 'Employer Report of Injury (C040)' with a 'Draft' status. The 'Menu' dropdown in the Actions column is highlighted in red, and the 'Open' option is circled in red. A separate 'Menu' dropdown is shown to the right, also with 'Open' circled in red.

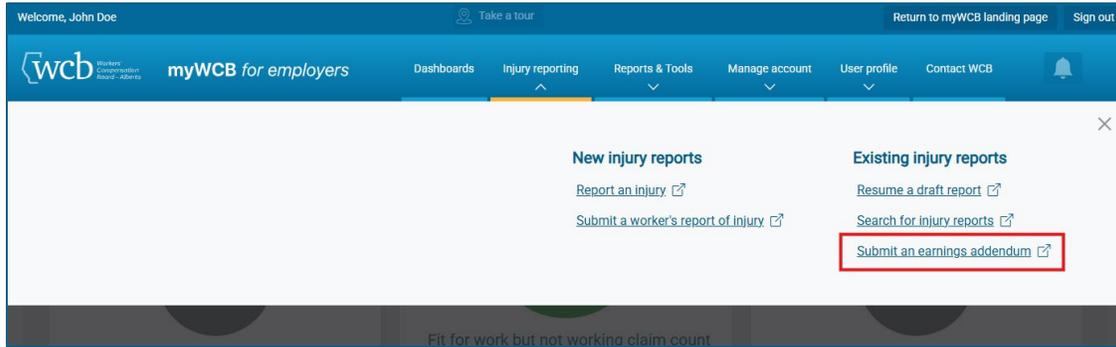
- The Employer Report of Injury (C040) form will open with the information saved from your last session.

Updating Worker Earnings

myWCB role(s) required: **Claim Submitter** (for reports created by you) or **Claim Administrator** (for reports created by others)

After you have reported a worker's injury, you can still update their earnings information.

1. Go to **Injury reporting > Submit an earnings addendum.**



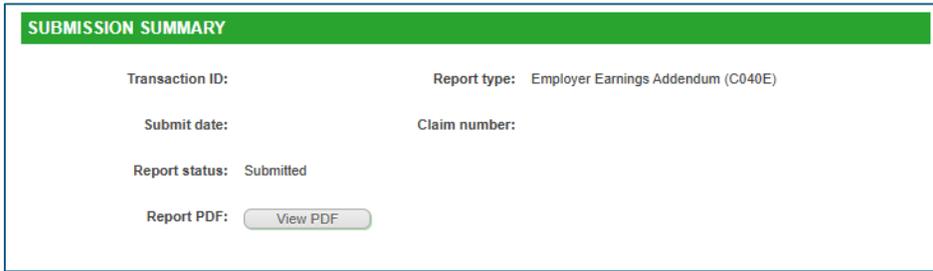
2. Review the **Search Results**. By default, all submitted Employer Reports of Injury (C040) that were created in the past six months will appear. You can enter some search criteria or adjust the date range to narrow/widen your search. Click **Select**.



3. The Employer Earnings Addendum (C040E) form will open. As you fill in the report, additional questions may appear.
4. Save the earnings addendum often by clicking **Save Report**. Once complete, click **Submit Report**.

Note: Every time you save the earnings addendum, the system will check for errors or missing information. If there are any, we will tell you what needs to be corrected – just refer to the top of the report for the list of details. Any sections or fields that require your attention will also be marked in **red**.

5. You will see a message confirming that we have received your earnings addendum.

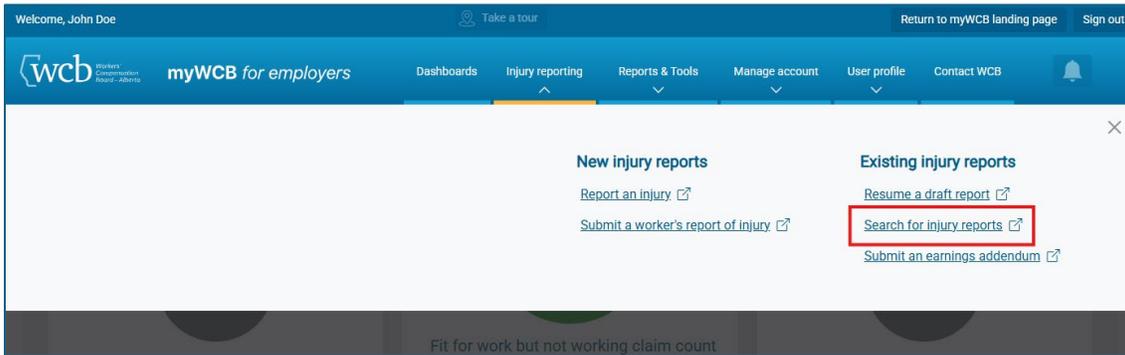


6. You may click **View PDF** to save a copy of the earnings addendum for your own records.

Viewing Submitted Reports

mvWCB role(s) required: **Claim Submitter** (for reports created by you) or **Claim Administrator** (for reports created by others)

1. Go to **Injury reporting > Search for injury reports**.



2. Without entering anything, click **Search** and review the **Search Results**. By default, all reports that were created in the past six months will appear. You can enter some search criteria or adjust the date range to narrow/widen your search. Hover over **Menu** and click **View**.



3. The report will open in a separate tab or window.

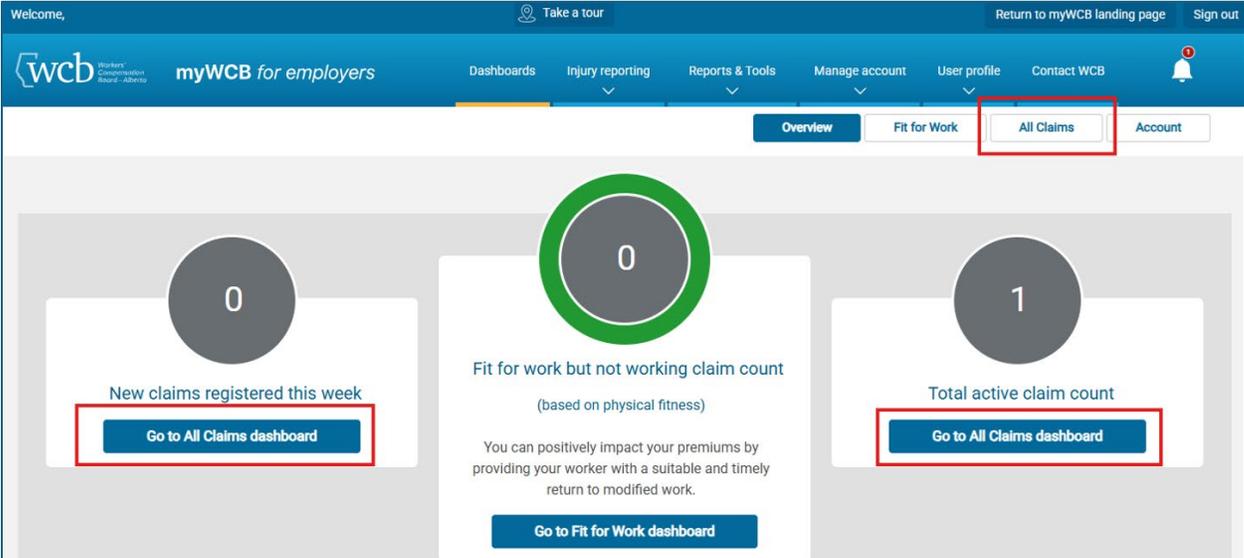
Managing Claims

Using the Claims Dashboard

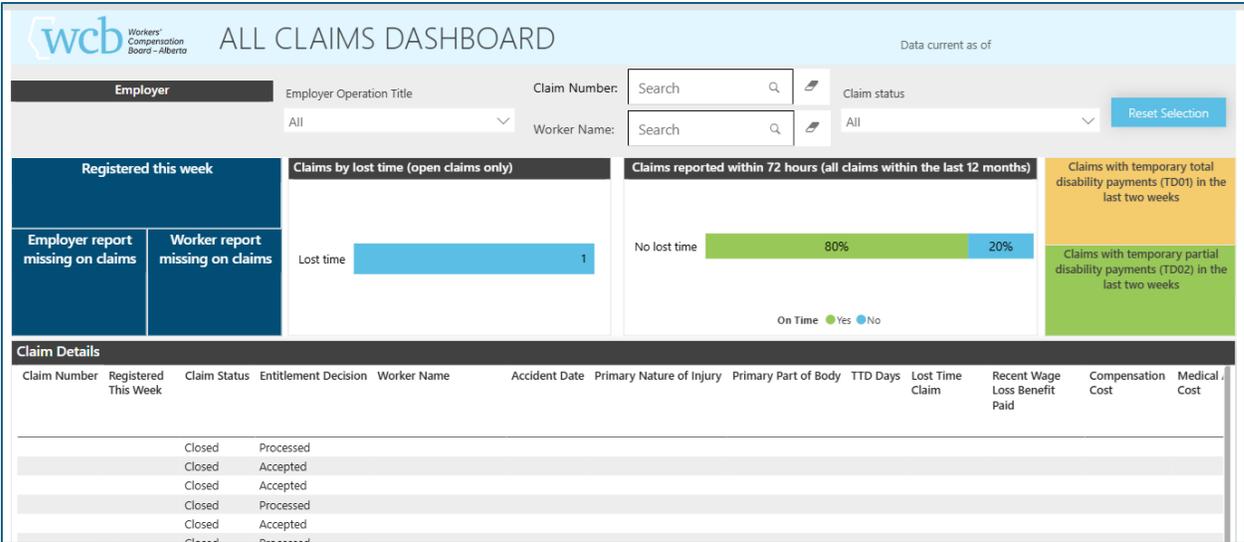
myWCB role(s) required: **Claim Administrator**

You can easily view all your worker’s claims in one place.

- 1. Click **All Claims** or click **Go to All Claims Dashboard**.



- 2. The dashboard will appear. It is interactive, so you can click on **different elements** or use the **various filters** to explore different sets of information.



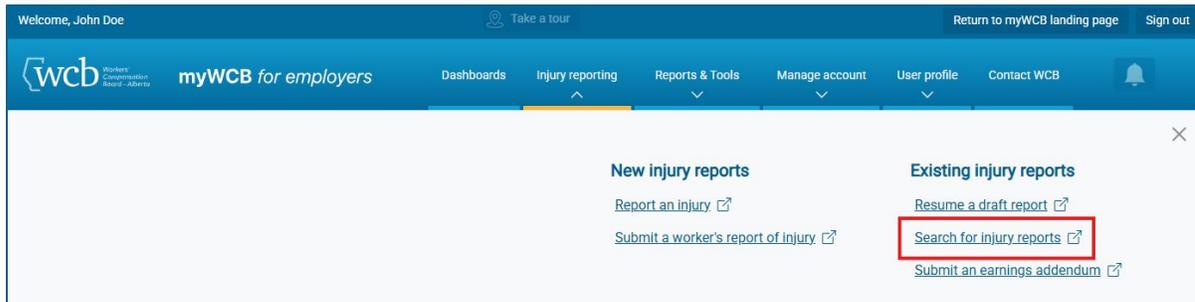
* The dashboard is updated every night. It only shows claims that are currently “open,” or any that have been “closed” in the past five years.

Accessing Health Care Reports

myWCB role(s) required: **Claim Submitter** (for reports created by you) or **Claim Administrator** (for reports created by others)

When a health care provider has submitted a report for your worker, you will be able to access it.

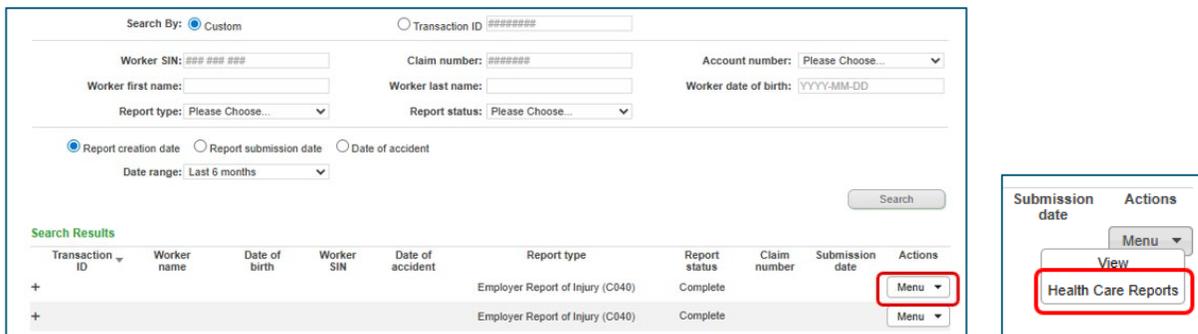
1. Go to **Injury reporting > Search for injury reports**.



2. Without entering anything, click **Search** and review the **Search Results**. Locate the **Employer Report of Injury (C040)** for the worker. By default, all reports that were created in the past six months will appear. You can enter some search criteria or adjust the date range to narrow/widen your search.

TIP: If you were the one who submitted the Employer Report of Injury (C040), you will be notified whenever a new health care report is available for the worker. The notification will contain key details such as the report Transaction ID, which you can use to help find the report.

3. Hover over **Menu** and click **Health Care Reports**.



4. Click on the name of the report.



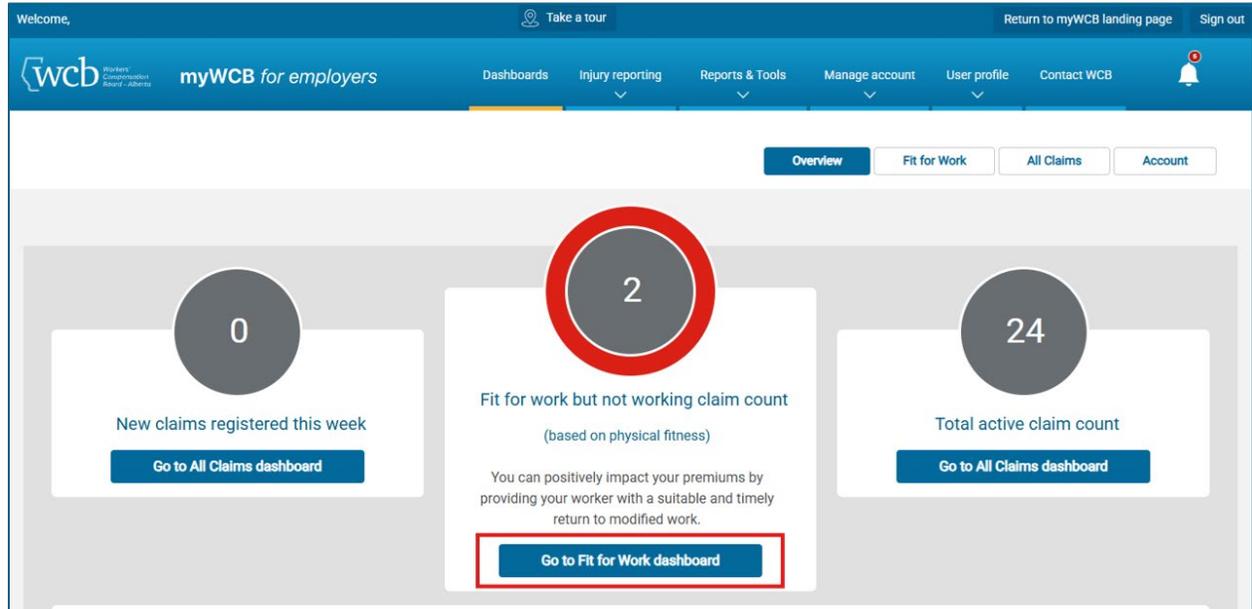
5. The report will open in a separate tab or window.

Using the Fit for Work Dashboard

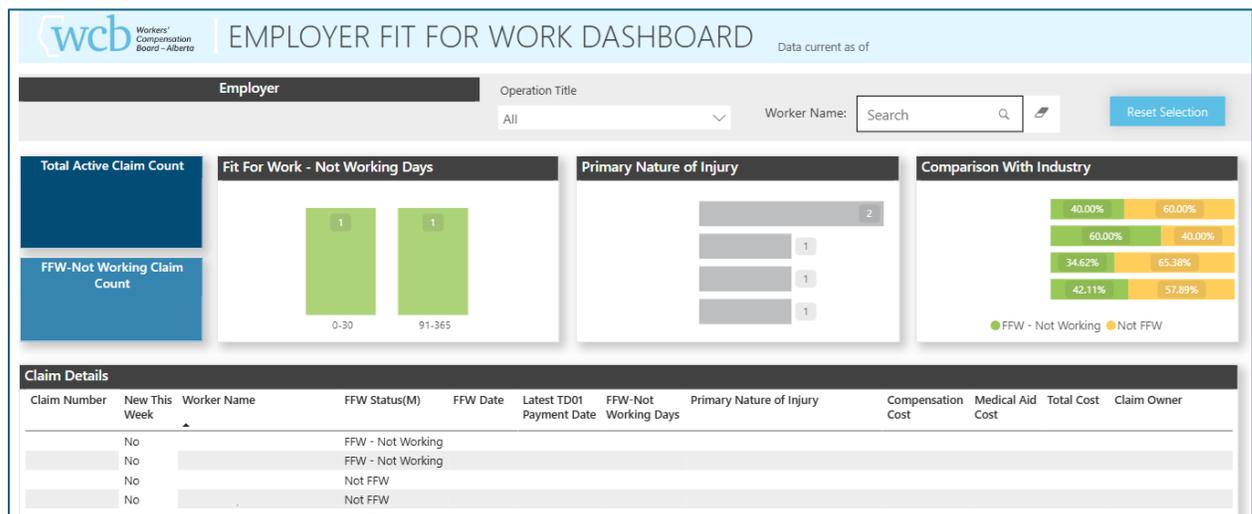
myWCB role(s) required: **Claim Administrator**

You can check the fit-for-work status (physical fitness only) of your injured workers with active claims.

1. Click **Fit for work** or **Go to Fit for Work dashboard**.



2. The dashboard will appear. It is interactive, so you can click on **different elements** or use the **various filters** to explore different sets of information.



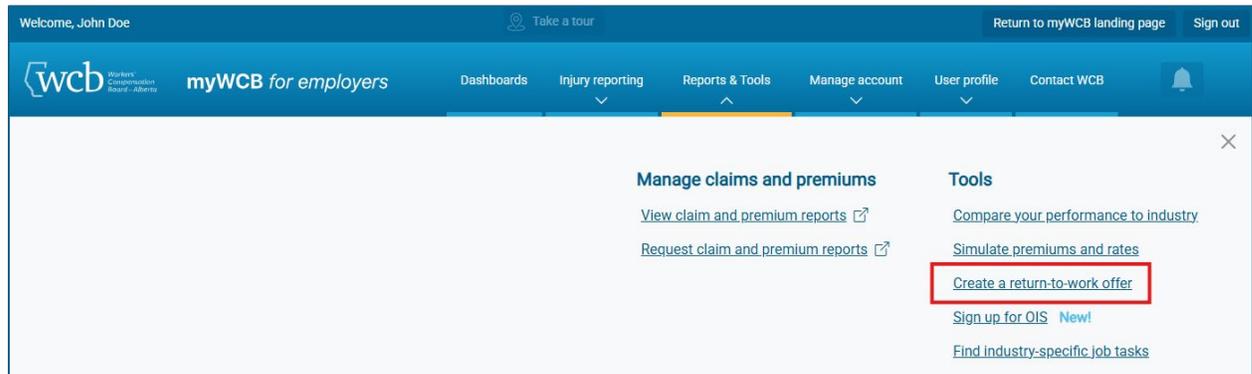
* The dashboard is updated every night. It shows the fit-for-work status (physical fitness only) of workers with "open" claims who are receiving full wage loss (TD01) benefits.

Creating Return-to-Work Offer Letters

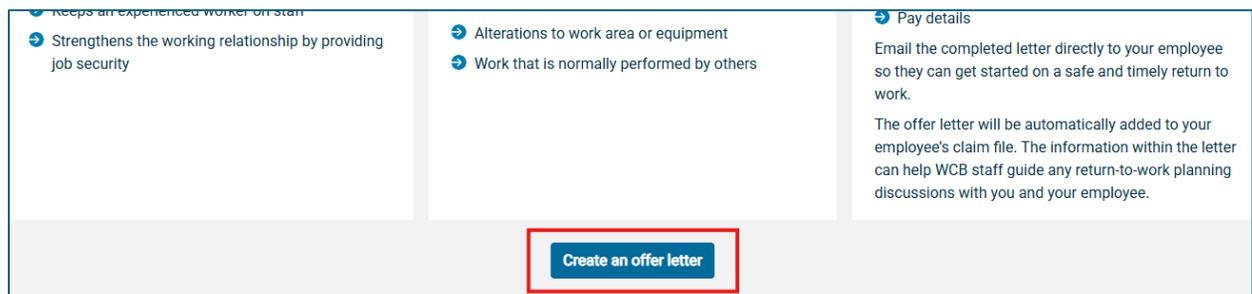
myWCB role(s) required: **Account Administrator, Claim Creator, Claim Submitter, or Claim Administrator**

Once you have worked with your employee to identify suitable return-to-work opportunities – such as adjustments to tasks, workload, or schedule – you can create a formal offer letter outlining the arrangement. The letter will automatically be added to your employee’s claim file, ensuring clarity and alignment as your employer transitions back to work.

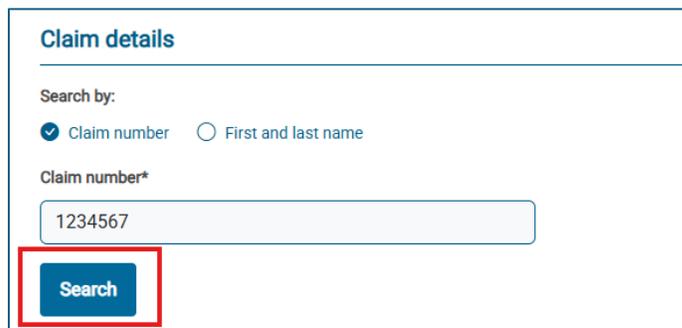
1. Go to **Reports & Tools > Create a return-to-work offer**.



2. Click **Create an offer letter**.



3. Enter the **Claim number** and click **Search**. If you do not have the claim number, you may search the worker’s **First and last name**.

A screenshot of the 'Claim details' search form. It has a heading 'Claim details' and a section 'Search by:' with two radio buttons: 'Claim number' (selected) and 'First and last name'. Below this is a text input field labeled 'Claim number*' containing the value '1234567'. At the bottom left, there is a blue button labeled 'Search' which is highlighted with a red box.

4. If the claim is valid, it will appear in the results. Click **Next**.

5. Select from the list of pre-defined duties or enter your own. Click **Next**.

Select duties to be performed*:

<input type="checkbox"/> Change pail water	<input type="checkbox"/> Customer service (answering phones/email, responding to inquiries)
<input type="checkbox"/> Check and clean car lock readers	<input type="checkbox"/> Cashier duties
<input type="checkbox"/> Modified hours	<input type="checkbox"/> Wash and dust shelves
<input type="checkbox"/> Safety courses	<input type="checkbox"/> Organize shelves
<input type="checkbox"/> Shop work	<input type="checkbox"/> Sales calls

Additional duties not listed:
Additional duty 1

[+ Add an additional task](#)

6. Enter the modified schedule information then the pay details on the next screen.

Hours of work

Start time* End time*

Select days worked*

Duration of modified schedule

Start date* End date*

How is your employee paid?*

Salary Hourly

Salary will be:

No change in salary

No change in salary, adjusted for amended hours

Amended salary

7. Preview the offer letter.

Preview offer letter

To reflect our organization's commitment to your recovery and return to work, we are offering you the following alternative work tasks:

- Customer service (answering phones/email, responding to inquiries)
- Modified hours
- Sales calls

The hours of work will be from 8:00 AM to 12:00 PM on Monday, Thursday.

The duration of this temporary placement will be from August 09, 2025 to August 15, 2025.

Your salary will not change.

We will monitor your progress and adjust the term of this offer as required. If you have any difficulties performing these alternative tasks, please notify your supervisor immediately.

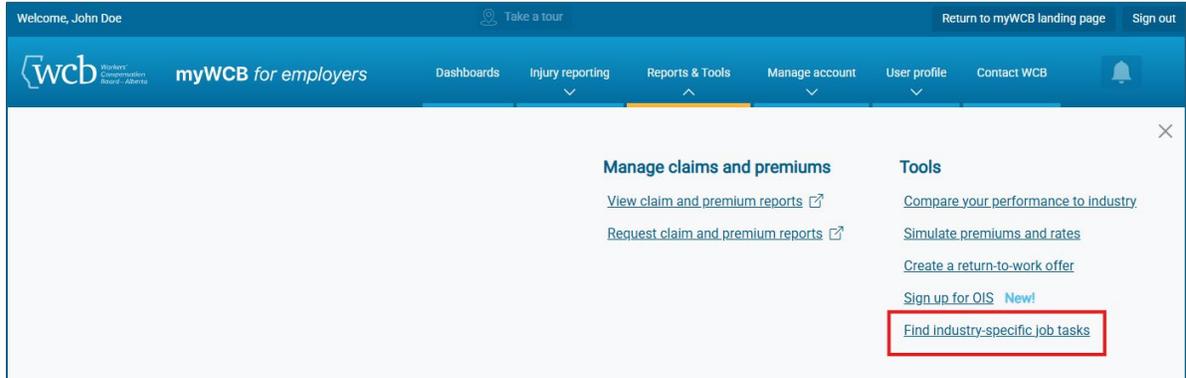
8. Click **Download PDF** to save a copy that you can send to your worker. A copy of the letter will be automatically added to your worker's claim file.

Searching Industry-Specific Job Tasks

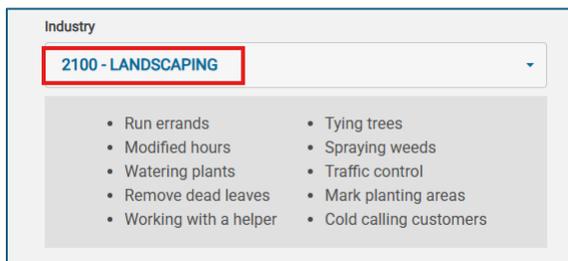
myWCB role(s) required: **Claim Submitter** (for reports created by you) or **Claim Administrator** (for reports created by others)

You can look up job tasks to help identify suitable return-to-work opportunities for your workers.

1. Go to **Reports & Tools > Find industry-specific job tasks**.



2. Select your **Industry** to view the suggested tasks.

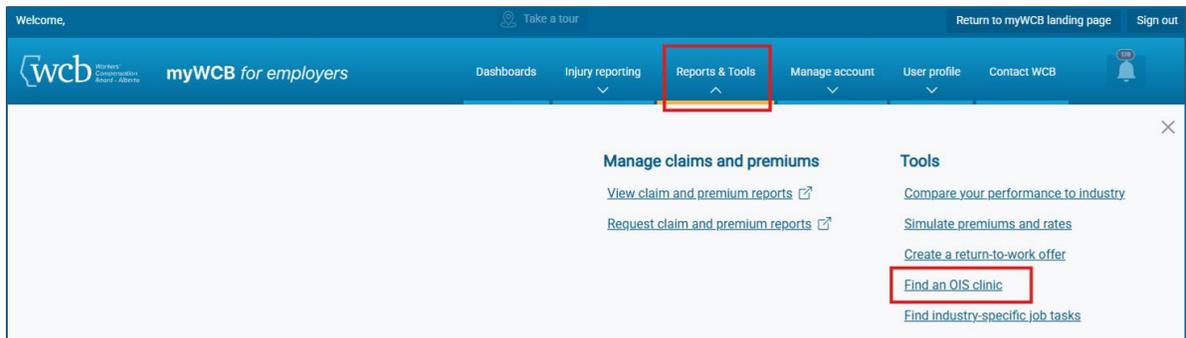


Find an Occupational Injury Service (OIS) Clinic

myWCB role(s) required: **Account Administrator**, **Claim Creator**, **Claim Submitter**, or **Claim Administrator**

You can find an OIS clinic if you are already registered for OIS.

1. Go to **Reports & Tools > Find an OIS Clinic**.



2. Select the **city**, **date**, and **service(s) required**. Click **Find Clinics**.

The screenshot shows a search form for finding clinics. At the top, there are two dropdown menus: 'City' with 'Virtual' selected and 'Day' with 'All' selected. Below these is a checkbox labeled 'Show my current location (make sure location services is activated on your device)'. Underneath is a section titled 'Service required' with a grid of radio button options: 'All' (selected), 'Crush injury', 'Inhalation injuries', 'Soft tissue injuries', 'Abrasion', 'Drain fluid from joints', 'Minor burns', 'Strains/sprains', 'Auditory/noise injury', 'Eye Injury', 'Psychological injuries', 'Suturing (stitches)', 'Concussion/head injury', 'Fractures/dislocations', 'Pulmonary/function testing', and 'Tetanus injections'. A blue 'Find clinics' button is located at the bottom left of the form.

3. Review the results.

Comparing Your Performance to Industry (Large Businesses Only)

myWCB role(s) required: **Account Administrator, Claim Creator, Claim Submitter, or Claim Administrator** (for duration of lost-time claims)

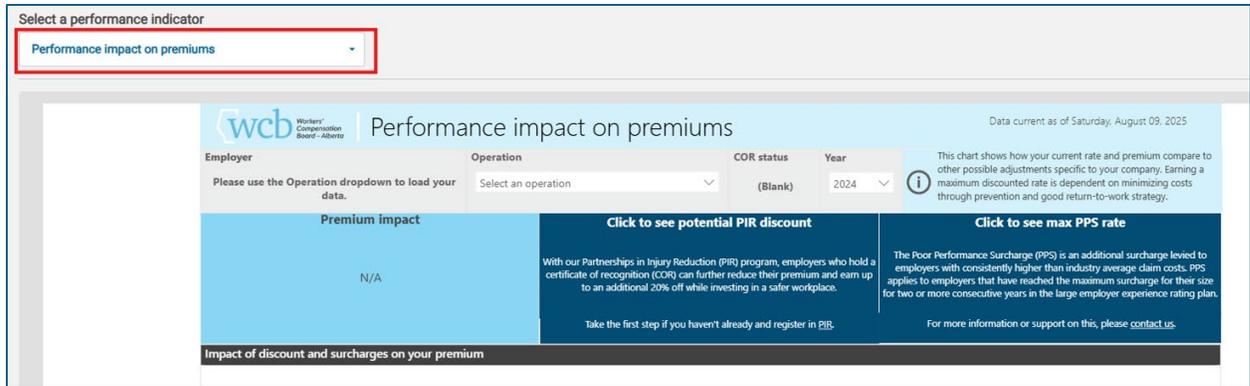
If you are under the large business rating plan you can compare your performance to industry averages using four different key performance indicators (KPIs):

- **Performance impact on premiums** – Find out the best possible discount you can earn or surcharge you may face. Identify opportunities to improve safety, return-to-work strategies and highlight successful safety and prevention efforts.
- **Industry discount and surcharge distribution** – Compare your rate adjustment to other employers in the industry.
- **Modified work performance** – Compare your modified work claims to disabling injury claims over a five-year span and highlight improvements you can make towards modified work.
- **Duration of lost-time claims** – Find out how many claims led to workers missing time from work over the past three years. Identify opportunities for modified work.

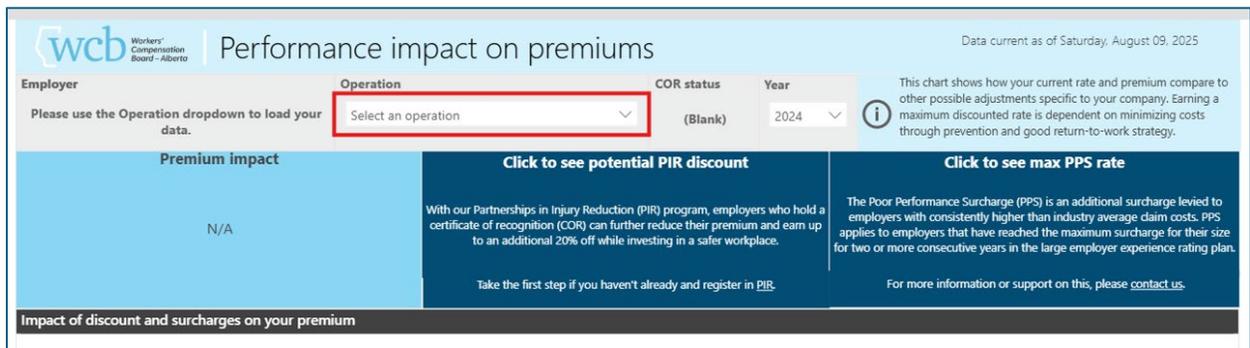
1. Go to **Reports & Tools > Compare your performance to industry**.

The screenshot shows the myWCB for employers dashboard. The top navigation bar includes 'Welcome, John Doe', 'Take a tour', 'Return to myWCB landing page', and 'Sign out'. The main navigation menu has 'wcb' logo, 'myWCB for employers', and several menu items: 'Dashboards', 'Injury reporting', 'Reports & Tools' (highlighted with a red box), 'Manage account', 'User profile', and 'Contact WCB'. A dropdown menu is open under 'Reports & Tools', showing 'Manage claims and premiums' and 'Tools'. The 'Tools' section includes 'Compare your performance to industry' (highlighted with a red box), 'Simulate premiums and rates', 'Create a return-to-work offer', 'Sign up for OIS New!', and 'Find industry-specific job tasks'.

2. By default, the **Performance impact on premiums** KPI will be selected. You can **change** this.



3. Select an **operation** and the information will load.



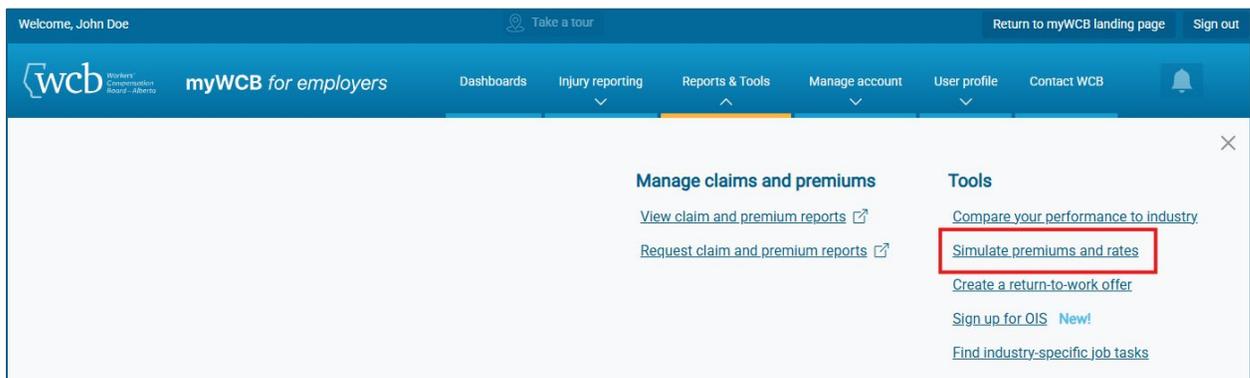
4. All tools are interactive, so you can click on different elements or use the various filters to explore different sets of information.

Simulating Premiums and Rates

myWCB role(s) required: **Account Administrator** or **Claim Administrator**

See how your rate and premium can change based on adjustments to your claim costs and/or assessable earnings. The better you manage workplace safety and injury claims, the lower your rate/premium can be.

1. Go to **Reports & Tools > Simulate premiums and rates**.



2. If you have more than one **Operation**, choose which one to display.

Operation

Prior year 2024

6.58% Discount

Your premium \$
Your rate \$
Industry rated premium \$
Premium difference -\$
Industry rate \$

Current year 2025

6.82% Discount

Your premium \$
Your rate \$
Industry rated premium \$
Premium difference -\$
Industry rate \$

Next year forecast 2026

*Based on available data

8.14% Discount

Your premium forecast \$
Your rate \$
Industry rated premium \$
Premium difference -\$
Industry rate (2025) \$

Industry rated premium is the amount you would pay based on the industry rate. The industry rate is the base rate before any adjustments are made to reflect your performance. It is a benchmark to see how much better or worse you are doing compared to the industry.

3. Scroll down until you see the Simulate your premium section. Select a **rate year**.

Select a rate year

For which year would you like to simulate the rate and premium?

2024

2025

2026

2027

4. Adjust your **costs** and/or **assessable earnings** and click **Generate results**.

Adjust your costs

How would you like to adjust your Experience Rated costs for Experience Period 2021 - 2023?

-100% 100%

+/- Reset

Adjust your assessable earnings

Adjust your assessable earnings

Premiums may increase with your assessable earnings. Assessable earnings are the gross earnings of each worker up to the annual maximum assessable amount specified by WCB. [Learn more about assessable earnings.](#)

-100% 100%

+/- Reset

Generate results

5. Review the simulation results. You may make more adjustments and **Re-calculate**.

Rate year

2024
 2025
 2026
 2027

Adjust your claim costs ⓘ

-100% 100%

+/- -% Reset

There were no claim costs in your experience period. Please enter an amount if you wish to adjust your claims.

Adjust your assessable earnings ⓘ

-100% 100%

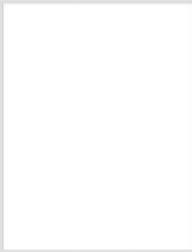
+/- -5% Reset

[Learn more about assessable earnings.](#)

2027 premiums

\$

\$



Industry rated

\$



Forecast

\$



Simulation

	Forecast	Simulation
Difference to industry rated premium	-\$	-\$
Rate adjustment	% Discount (-\$.)	% Discount (-\$.)

Your premium rate

industry rated 

Forecast 

Simulation 

\$

\$

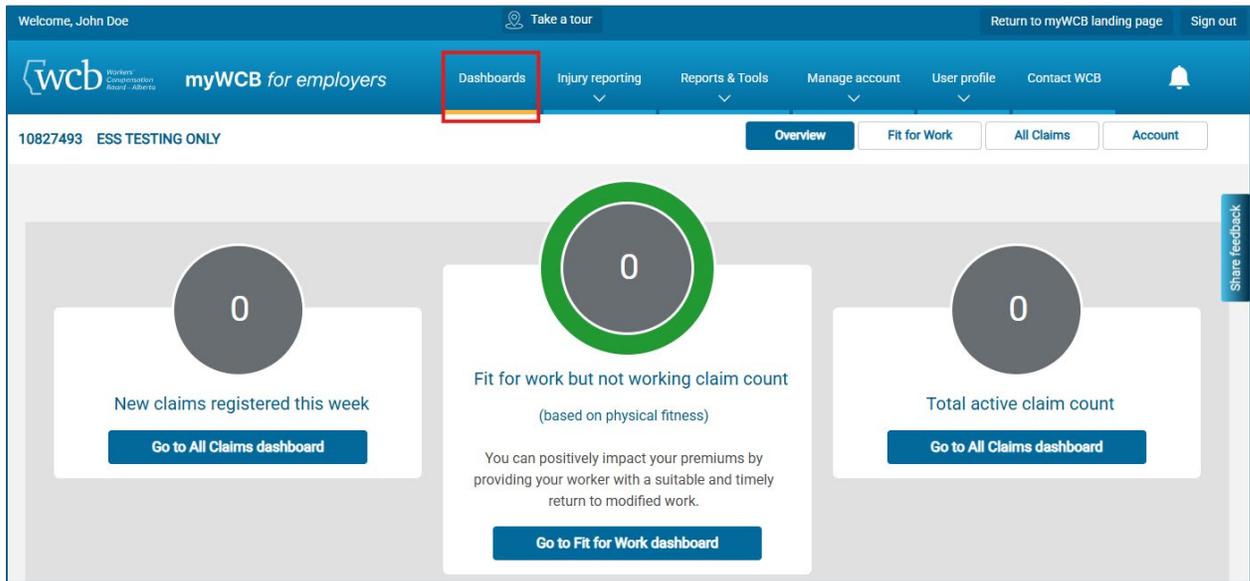
\$

Filing the Annual Return

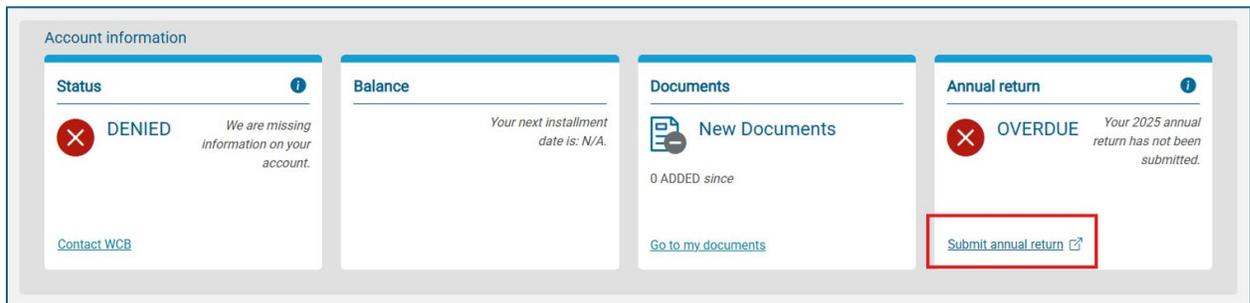
myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

If you have hired workers, you are required to report the actual total worker earnings (payroll) by the end of February each year.

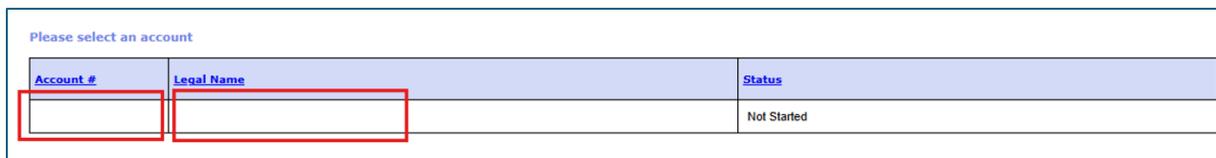
1. Start from the home screen or click **Dashboards** to get there.



2. Scroll down until you see the Account information section. Click **Submit annual Return**.



3. Click the **account number** or company **legal name**.



4. The Annual Return form will open.

wcb Workers' Compensation Board – Alberta

Submit Annual Return

Enter Keyword or Phrase to search

- A - Company Addresses
- B - Contact
- C - Operation
- D - Personal Coverage
- E - Earning Overview
- F - Pre-Authorized Debit
- G - Earnings
- H - Contracts
- I - Special Orders
- J - Unpaid Labour
- K - Other Earnings
- L - Cease Operations
- M - Earnings Summary

Account Number: Legal Name:

Company Information

Instructions

Verify the information in our records. Fields marked with an asterisk (*) are required.

NEW If you have a CRA Business Number, please enter your 9 digit number. This information will be used for statistical purposes only.

Company Name *

Has your company's name changed? Yes No

CRA Business Number

CRA Business Number: 9-digit number e.g. 123456789

Billing Address

Enter the address at which you would like to receive invoices and other financial communications.

Has your billing address changed?* Yes No

Attention or Street Line1 :*

Street Line2 :

Street Line3 :

City or Town :*

Prov/State :* Postal Code/ZIP:*

Location Address

Actual physical location of operations (if different from the billing address above)

Attention	City or Town	Province/State	Postal/Zip Code		
<input type="text"/>					

5. Fill in the report and click **Next** to move onto the next section. As you fill in the report, additional sections may appear.

Prov/State :* Postal Code/ZIP:*

Location Address

6. On the final section, check **Yes** for the declaration of accuracy.

- J - Unpaid Labour
- K - Other Earnings
- L - Cease Operations
- M - Earnings Summary

M-2. 2024 Employer Rate (Per \$100 of Earnings) \$ \$

M-3. 2024 Assessable Earnings \$ \$

2025 Assessable Earnings Summary *

	Industry	Industry			
M-4. 2025 Assessable Earnings Estimate <small>For a list of reportable and non-reportable earnings categories, click here</small>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
M-5. 2025 Employer Rate (per \$100 of Earnings)	<input type="text"/> \$	<input type="text"/> \$	<input type="text"/>	<input type="text"/>	<input type="text"/>

Declaration of Accuracy *

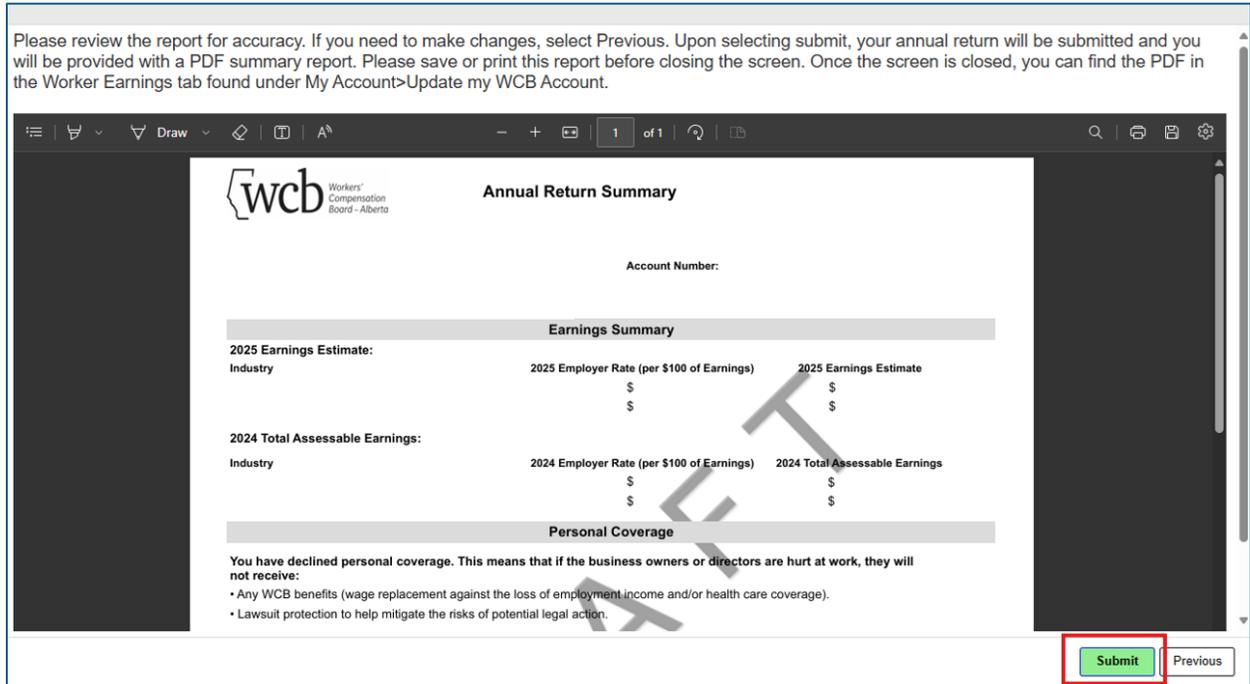
By my submission I certify that I have the authority to execute this report, and that the facts set forth are true and correct to the best of my knowledge and belief. I am aware that any person who knowingly provides false or misleading information to the Board may be subject to administrative penalties or guilty of an offence under the Alberta Workers' Compensation Act. The information I reported will be used to determine my premium. If I have any concerns with the premium, I understand I have 12 months to request a review.

Yes

7. The Review button will become available. Click **Review**.



8. Review the **Annual Return draft summary** and click **Submit**.



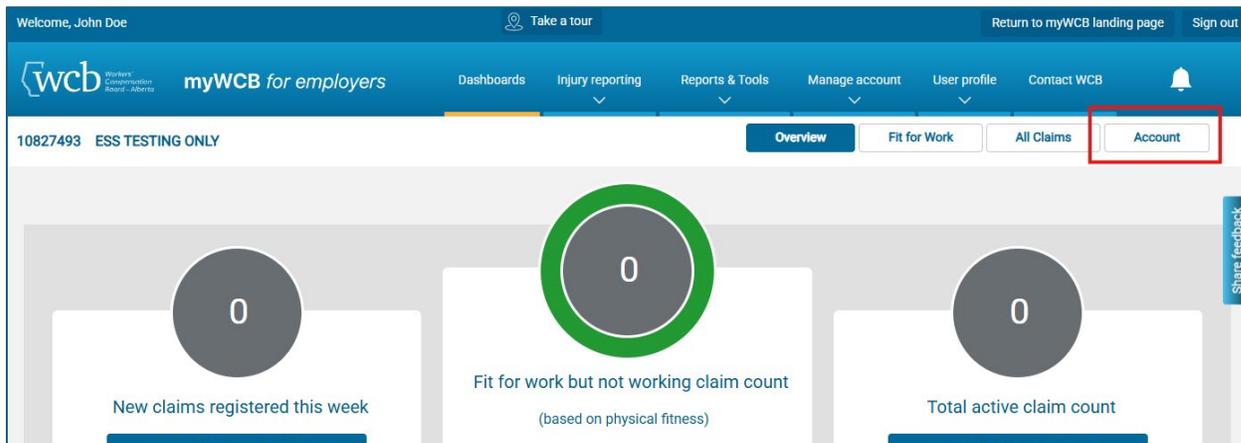
9. You may download a copy of the Annual Return for your own records. You will also receive a confirmation by email.

Managing Account Information

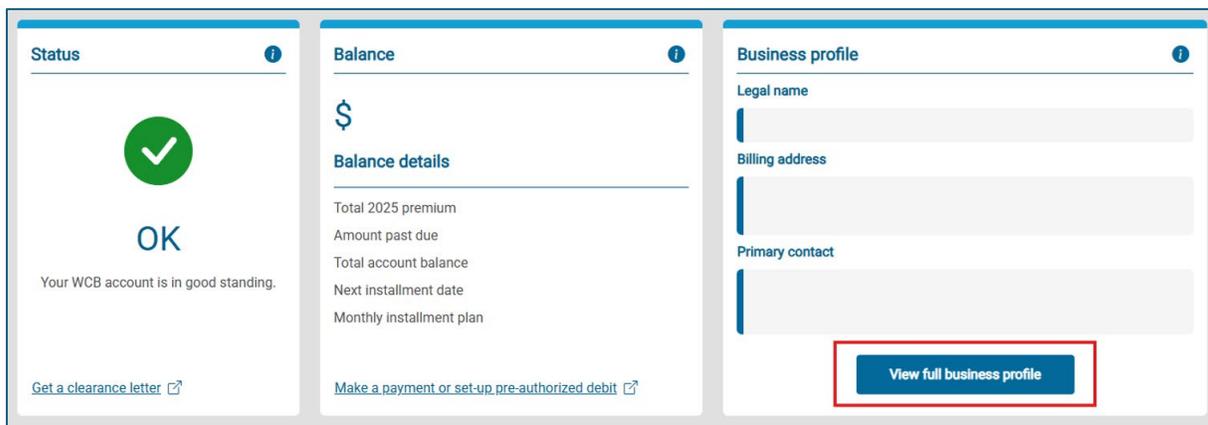
myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

Company Name or Billing Address

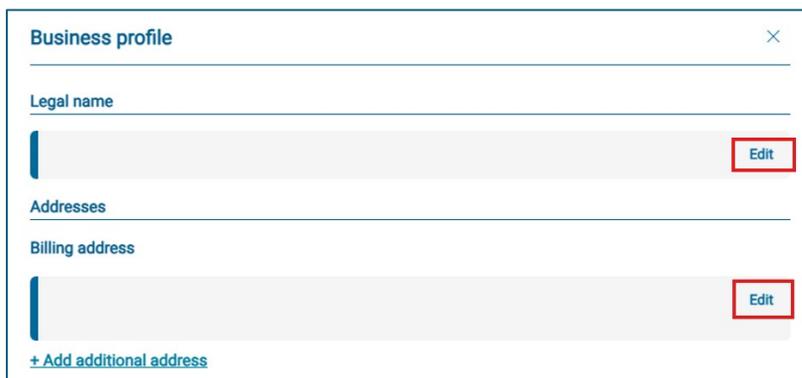
1. Click **Account**.



2. Click **View full business profile**.



3. Click **Edit** next to the legal name or billing address.



4. Enter the new **Legal name** or new **Billing address**. If changing the legal name, you will also need to **Explain why your name changed**.

The screenshot shows a form titled "Edit billing address" with a close button (X) in the top right corner. The form contains the following fields:

- Address line 1:** A text input field containing "123 STREET".
- Address line 2 (optional):** An empty text input field.
- Address line 3 (optional):** An empty text input field.
- City or town:** A text input field containing "SOMEWHERE".
- Province/State:** A dropdown menu showing "Alberta".
- Postal/Zip code:** A text input field containing "A1B 2C3".

At the bottom of the form are two buttons: "Cancel" and "Save".

The screenshot shows a form titled "Edit legal name" with a close button (X) in the top right corner. The form contains the following fields:

- Legal name:** A text input field containing "ESS TESTING ONLY".
- Explain why your name changed:** A text input field containing "e.g. change of ownership".

At the bottom of the form are two buttons: "Cancel" and "Save".

5. Click **Save**.
6. You will see a confirmation message acknowledging your request.

Authorized Contact List

You can update the primary and secondary contact(s) on the account.

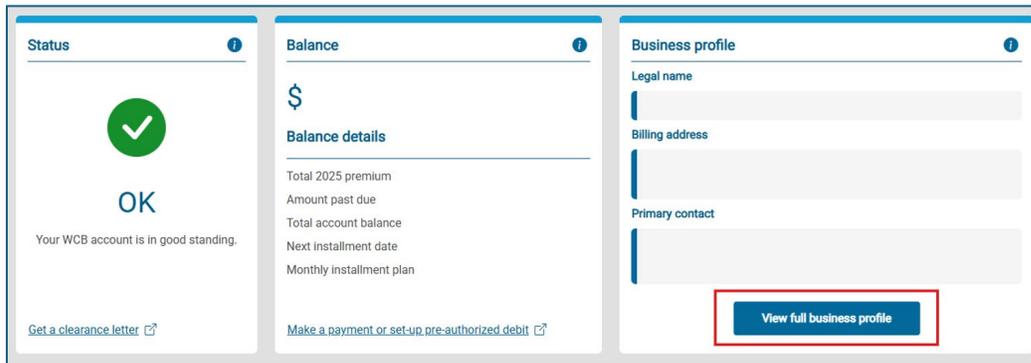
1. Click **Account**.

The screenshot shows the "myWCB for employers" dashboard. At the top, there is a navigation bar with the following items: "Welcome, John Doe", "Take a tour", "Return to myWCB landing page", and "Sign out". Below the navigation bar is a menu with "Dashboards", "Injury reporting", "Reports & Tools", "Manage account", "User profile", and "Contact WCB". The main content area shows the user's account information: "10827493 ESS TESTING ONLY". There are three tabs: "Overview", "Fit for Work", and "All Claims". The "Account" tab is highlighted with a red box. Below the tabs are three cards showing claim statistics:

- New claims registered this week:** 0
- Fit for work but not working claim count (based on physical fitness):** 0
- Total active claim count:** 0

At the bottom of each card is a button that says "Go to All Claims dashboard". On the right side of the dashboard, there is a vertical button labeled "Share feedback".

2. Click **View full business profile**.



3. Scroll down until you see the Contacts section. Click **Edit** to update an existing contact, or **+ Add additional contact** to add a new person.



4. Update or enter the **First name, Last name, Position, Phone number** and **Phone type**.
5. Click **Save**. You will see a confirmation message acknowledging your request.

Note: You cannot delete a primary contact. To update the primary contact, you will first need to:

1. Add the **new contact**.



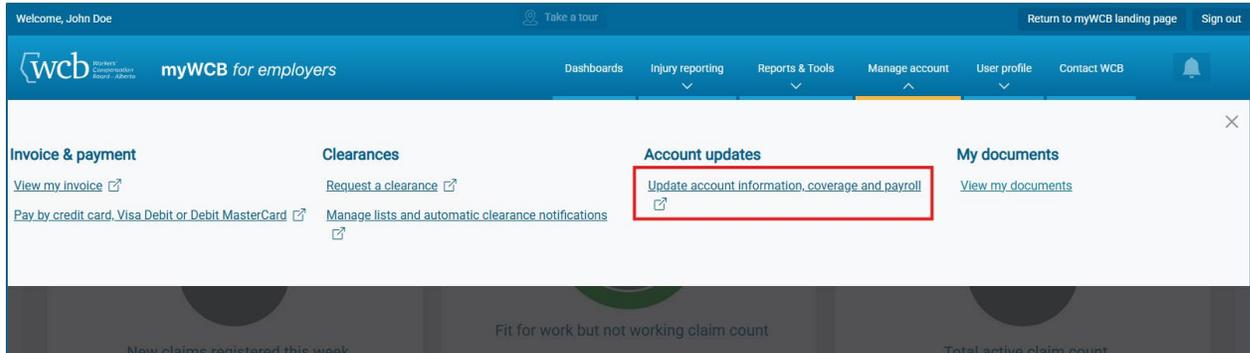
2. Then, before saving, **make them the primary contact**.

A screenshot of the 'Add additional contact' form. It has fields for 'First name', 'Last name', 'Position', 'Email address', 'Phone number (with area code)', 'Ext', and 'Phone type'. There is also a section for 'Additional phones (0)' with a '+ Add additional phone number' link. At the bottom right, there is a checkbox labeled 'Make primary contact' which is highlighted with a red box. At the bottom of the form are buttons for 'Delete contact', 'Cancel', and 'Save'.

Industry or Operations

If your business operations have changed, let us know so we can review your industry code classification or operation title.

1. Go to **Manage account > Update account information, coverage and payroll.**



2. If you have access to multiple accounts, select which account to update.
3. Click **Operations**.

The screenshot shows the 'Company Information' form. The left sidebar has tabs for 'Addresses', 'Contact', 'Operations', 'Worker Earnings', 'Personal Coverage', 'Cease Operations', 'Statement of Account', and 'Payment Options'. The 'Operations' tab is selected and highlighted with a red box. The form fields include 'Instructions', 'Company Name *', 'Has your company's name changed?' (Yes/No), and 'Billing Address'.

4. Answer **Yes** to the question, "In the past year, has your business changed in a way that would alter the general description of your operations?" and **provide details**. Click **Submit**.

The screenshot shows the 'Company Operation' form. The left sidebar has tabs for 'Addresses', 'Contact', 'Operations', 'Worker Earnings', 'Personal Coverage', 'Cease Operations', 'Statement of Account', and 'Payment Options'. The 'Operations' tab is selected. The form fields include 'Instructions', 'Operations' (with a question and radio buttons for Yes/No), 'Please provide details *' (with a text area containing 'Started doing fence installation and repairs.'), and a table with 'Industry Code', 'Operation Title', and 'Trade Name'. The 'Submit' button is highlighted with a red box.

Industry Code	Operation Title	Trade Name	
2100	LANDSCAPING		Edit

- Click **Yes**. (You may have to scroll to the bottom to see this.)

You have stated that the above operation description(s) do not properly describe your operations for the following reasons:
Started doing fence installation and repairs.

Do you wish to submit the above changes to WCB? **Yes** No

- You will receive an email confirmation acknowledging your request.

Managing Worker Coverage

Adding Worker Coverage

Note: If there is no active worker on the account, you will not be able to add or reactivate it online. Instead, please call our [Employer Account Services Team](#) to have it set up for you.

If your account already has active worker coverage, simply update your total estimated worker earnings to include your new hire(s).

Updating Worker Assessable Earnings (Payroll Estimate)

myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

You can keep updating your total estimated worker earnings until December 31st of the current year.

- Click **Account**.

Welcome, John Doe | Take a tour | Return to myWCB landing page | Sign out

myWCB for employers | Dashboards | Injury reporting | Reports & Tools | Manage account | User profile | Contact WCB

10827493 ESS TESTING ONLY | Overview | Fit for Work | All Claims | **Account**

New claims registered this week: 0

Fit for work but not working claim count (based on physical fitness): 0

Total active claim count: 0

2. Scroll down until you see the Worker coverage section. Click **Update payroll**.

2100 LANDSCAPING

Worker coverage \$750,000	Update payroll	Employer rate 1.92	Personal coverage No	Add personal coverage	Trade name	Edit
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3. Enter the **new amount** and the **reason for updating**. Click **Save**. If your new estimate is significantly different, you will be asked to confirm.

Update payroll [X]

Update 2025 payroll for:
2100 LANDSCAPING

Current amount: \$750,000 New amount (\$): \$950,000

First and last name: John Doe

Email: [Empty field]

Phone number (with area code): 123-456-7890

Reason for update: Accepted two additional contracts.

[Cancel] **[Save]**

Warning [X]

Your payroll is much higher. Are you sure you have entered the correct amount and reason for the increase?

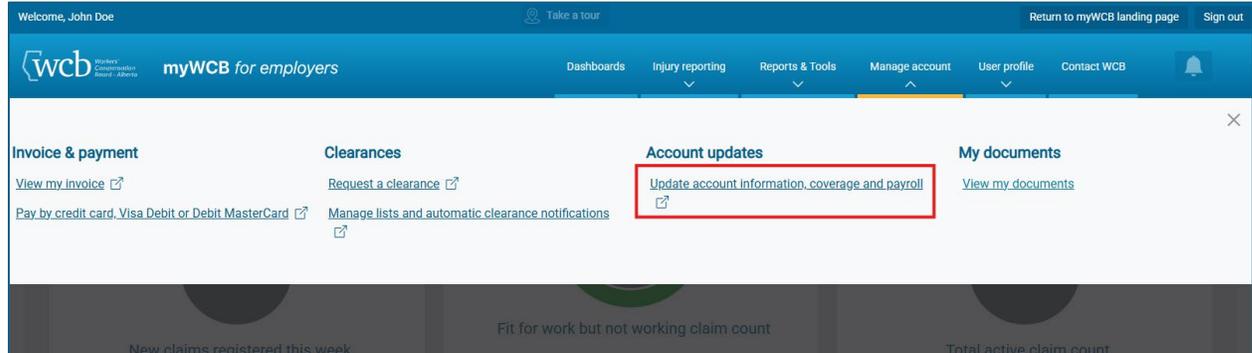
[Go back] **[Yes, submit]**

4. You will see a confirmation message acknowledging your request. Any adjustments to your premiums will show up on your next invoice.

Closing Worker Coverage

myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

1. Go to **Manage account > Update account information, coverage and payroll.**



2. If you have access to multiple accounts, select which account to update.
3. Click **Cease Operations**.

The screenshot shows the 'Cease Operations' form. The left sidebar has tabs for 'Addresses', 'Contact', 'Operations', 'Worker Earnings', 'Personal Coverage', 'Cease Operations', 'Statement of Account', and 'Payment Options'. The 'Cease Operations' tab is highlighted with a red box. The main content area shows 'Company Information' with 'Instructions' to verify information. There are fields for 'Company Name', 'Billing Address', and 'Personal Coverage'. The 'Company Name' section has a question 'Has your company's name changed?' with 'Yes' and 'No' radio buttons. The 'Billing Address' section has a question 'Has your billing address changed?' with 'Yes' and 'No' radio buttons. The 'Personal Coverage' section has a question 'Do you have any workers who are currently on personal coverage?' with 'Yes' and 'No' radio buttons. The 'Company Name' field contains '123 STREET'.

4. Enter your **last worker date** and the **reason you stopped employing workers**. If you sold your business, fill in the Sale of Business section too. Click **Submit**.

The screenshot shows the 'Ceased Worker Information' and 'Sale of Business Information' sections of the form. The left sidebar has tabs for 'Personal Coverage', 'Cease Operations', 'Statement of Account', and 'Payment Options'. The 'Cease Operations' tab is highlighted. The 'Ceased Worker Information' section has a question 'Date your organization stopped employing workers:' with a date field containing '2025/11/27'. Below it is a question 'Reason you stopped employing workers (e.g. Seasonal Layoff, Operation Shutdown, etc.):' with a text field containing 'Operations closed for the year'. The 'Sale of Business Information' section has a question 'Date your business was sold:' with a date field. Below it is a question 'If you sold only part of business, please describe the operations that have been sold:' with a text field. The 'Purchaser Information' section has fields for 'Purchasing Organization', 'Contact Name', 'Phone Number', 'Attention or Street Line 1', 'Street Line 2', 'Street Line 3', 'City Or Town', and 'Prov/State'. The 'Submit' button is highlighted with a red box.

- Click **Yes**. (You may have to scroll to the bottom to see this.)

Cease Operations:
You are ceasing operations and have provided the following related information:

Date your organization stopped employing workers:	2025-11-27
Reason you stopped employing workers:	Operations closed for the year

Do you wish to submit the above changes to WCB? **Yes** No

- You will receive a confirmation message acknowledging your request. Any adjustments to your premiums will show up on your next invoice.

Managing Personal Coverage

Adding Personal Coverage

myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

- Click **Account**.

- Scroll down until you see the **Personal coverage** section. Click **Add personal coverage**.

2100 LANDSCAPING			
Worker coverage	Employer rate	Personal coverage	Trade name
\$750,000 Update payroll	1.92	No Add personal coverage	Edit

3. Enter the **First name**, **Last name**, **Date of birth**, **Earning coverage amount** and **Percentage**. Click **Save**.

Industry: 2100
LANDSCAPING

First name: JOHN
Last name: DOE

Date of birth: 11/01/1990
SIN (optional):

Earning coverage amount: \$50,000
*This Industry has a guaranteed coverage amount of \$40,000.
Earning coverage amount must be between \$34,100 and \$106,400.*

Percentage per industry: 100%

Buttons: Cancel, Save

4. You will see a confirmation message acknowledging your request. Any adjustments to your premiums will show up on your next invoice.

Updating or Closing Personal Coverage

myWCB role(s) required: **Account Administrator** or **Account Administrator (cannot view injury data)**

1. Click **Account**.

Welcome, John Doe | Take a tour | Return to myWCB landing page | Sign out

myWCB for employers | Dashboards | Injury reporting | Reports & Tools | Manage account | User profile | Contact WCB

10827493 | ESS TESTING ONLY | Overview | Fit for Work | All Claims | **Account**

0 | New claims registered this week

0 | Fit for work but not working claim count (based on physical fitness)

0 | Total active claim count

2. Scroll down until you see the Personal coverage section. Click **Edit**.

Worker coverage: \$ | Update payroll

Employer rate: How your rate is calculated

Personal coverage: Yes | Add personal coverage

Trade name: Edit

PERSONAL COVERAGE HOLDER	PERCENTAGE	COVERAGE AMOUNT	START DATE	END DATE
	100%			

Edit

3. Enter the **New earning coverage amount** and click **Save**.

Personal coverage holder

Industry: Percentage: 100%

Current earning coverage amount \$ New earning coverage amount

*This Industry has a guaranteed coverage amount of \$45,000.
Earning coverage amount must be between \$34,100 and \$106,400.*

Terminate coverage Cancel Save

4. To close your personal coverage instead, click **Terminate coverage**. Click **Terminate coverage** again to confirm.

Personal coverage holder

Industry: Percentage: 100%

Current earning coverage amount \$ New earning coverage amount

*This Industry has a guaranteed coverage amount of \$45,000.
Earning coverage amount must be between \$34,100 and \$106,400.*

Terminate coverage Cancel Save

Personal coverage termination

Are you sure you want to terminate coverage?

Personal coverage gives directors, partners and owners protection against lawsuit and loss of employment income in the event of a workplace accident.

[Learn more](#)

Terminate coverage Cancel

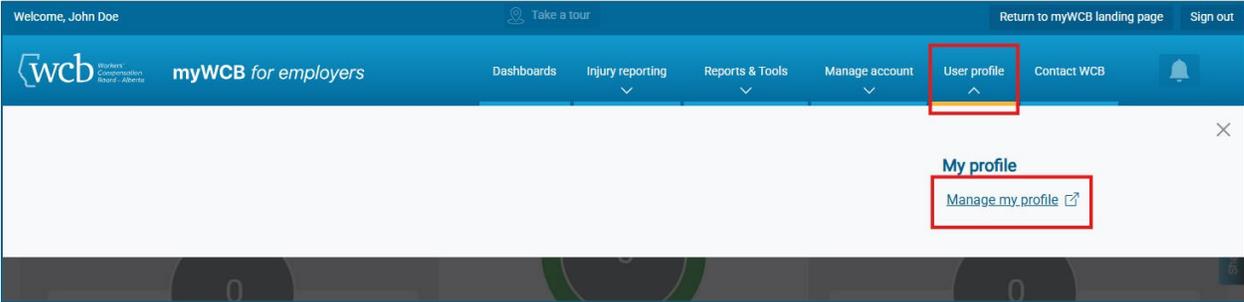
5. You will see a confirmation message acknowledging your request. Any adjustments to your premiums will show up on your next invoice.

Managing Your myWCB Online Profile

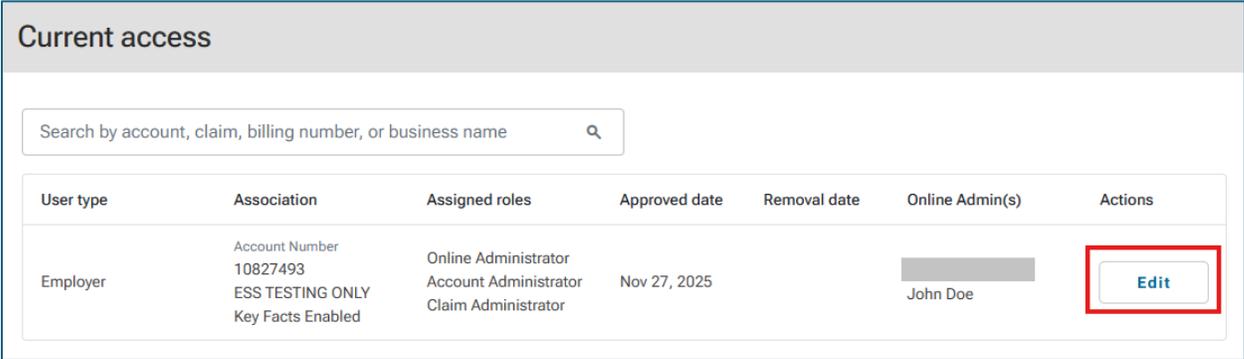
Requesting Additional myWCB Role(s)

You can request for additional roles (permissions) in myWCB to access certain features and/or information.

- 1. Go to **User profile > Manage my profile**.



- 2. Scroll all the way down to see the **Current access** section. Click **Edit**.

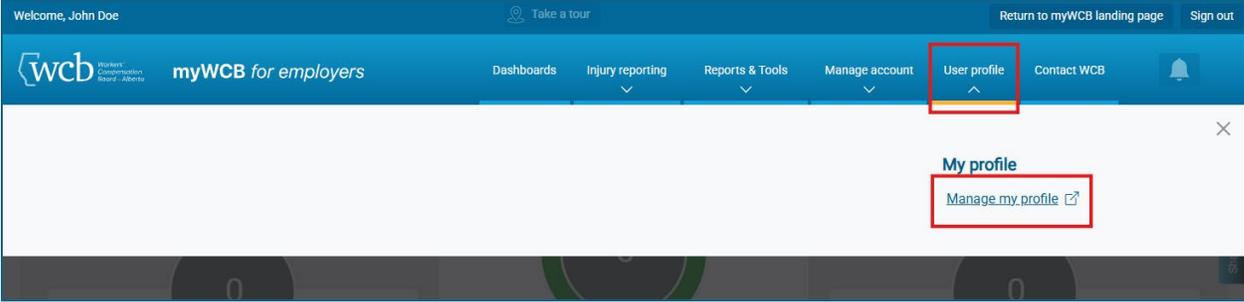


- 3. You will be taken to the [Link an employer account number](#) screen with your current access pre-filled. Continue following the on-screen instructions to make the changes you need.

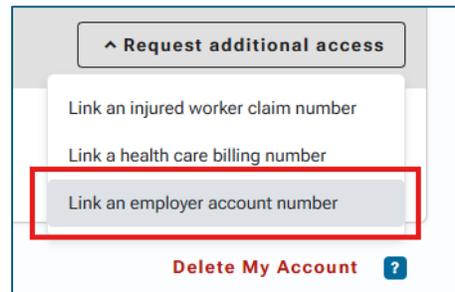
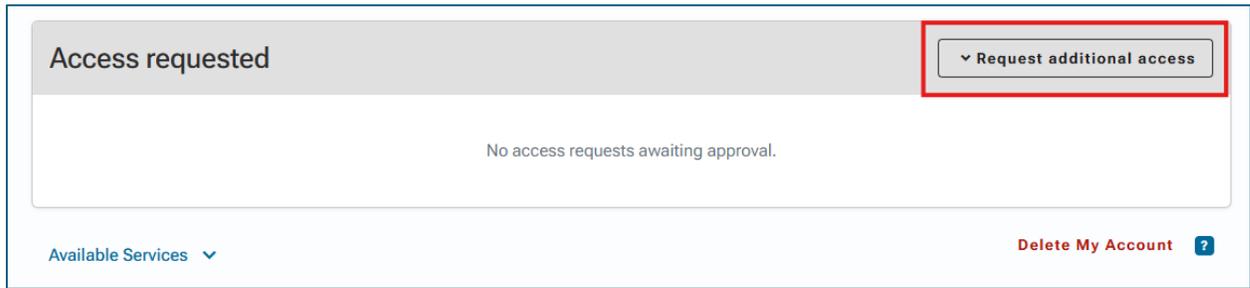
Linking Another Account Number

You can manage multiple account numbers using one myWCB profile.

- 1. Go to **User profile > Manage my profile**.



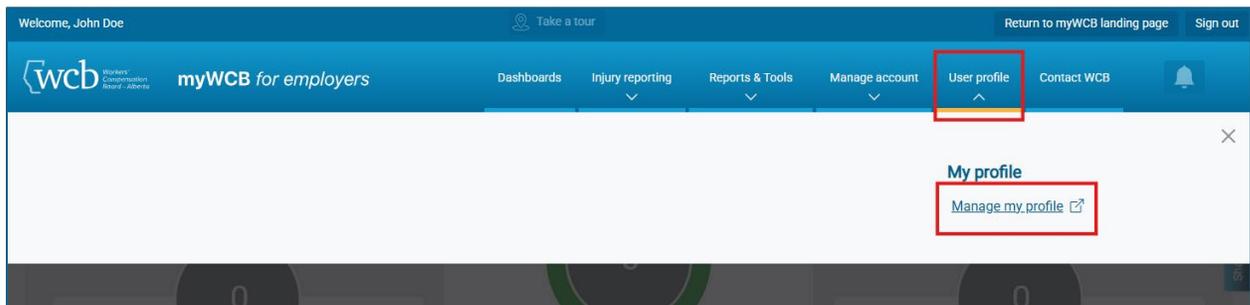
2. Scroll all the way down to see the Access requested section. Click **Request additional access** then **Link an employer account number**.



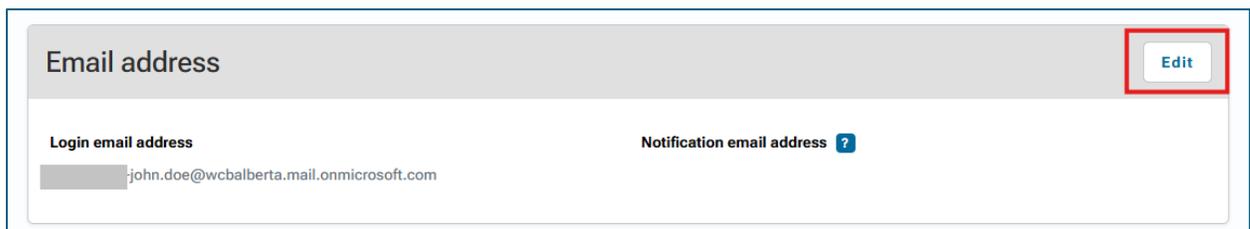
3. You will be taken to the [Link an employer account number](#) screen. Continue following the on-screen instructions or refer to that section of this guide.

Changing Your Email Address

1. Go to **User profile > Manage my profile**.



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



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

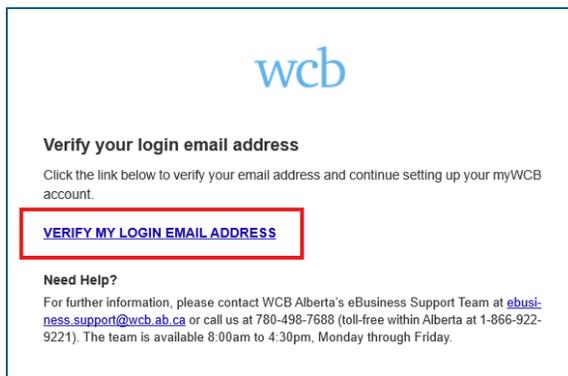
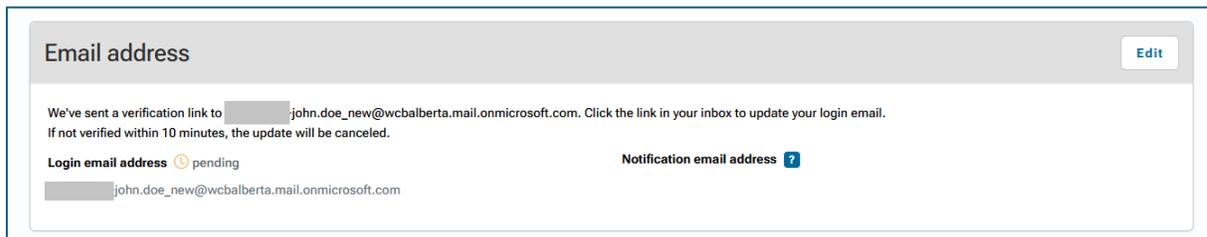


Note: Your Login email address must be unique to you. It will be used for password resets and two-step verification.

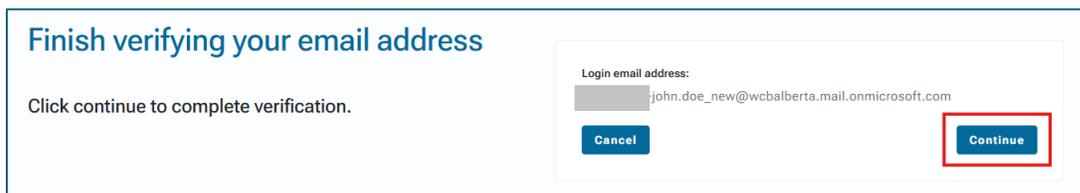
If your organization uses a shared inbox for convenience, you may optionally set a Notification email address to receive business-related messages there.

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

4. 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.



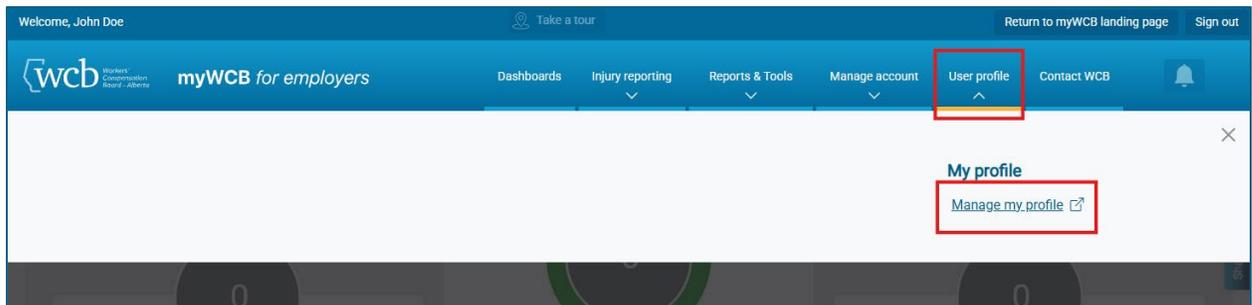
5. myWCB will open in a new tab or browser (depending on your settings). Click **Continue**.



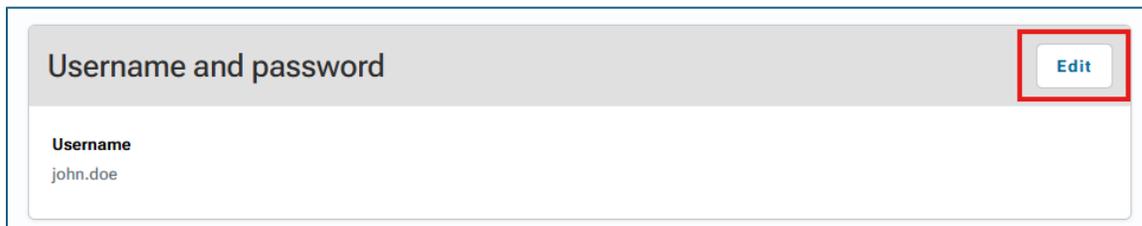
6. Your email address will be updated, and you will receive a confirmation by email.

Changing Your Username or Password

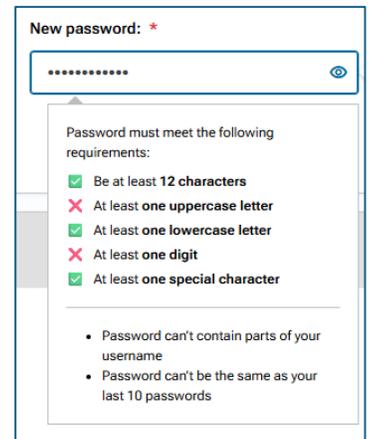
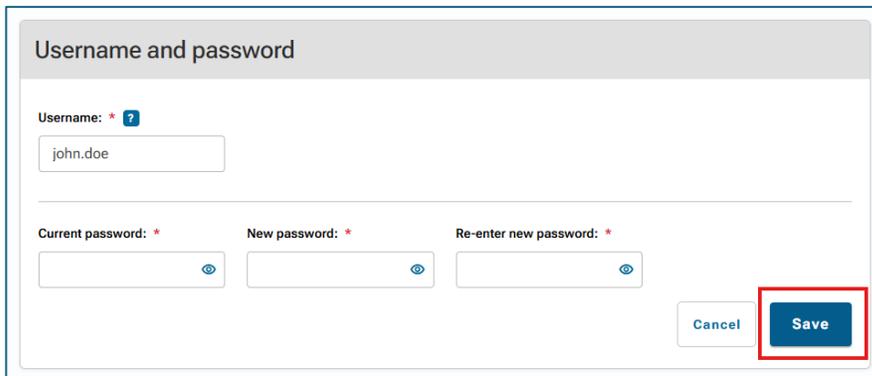
1. Go to **User profile > Manage my profile**.



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



3. 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**.



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

4. 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.

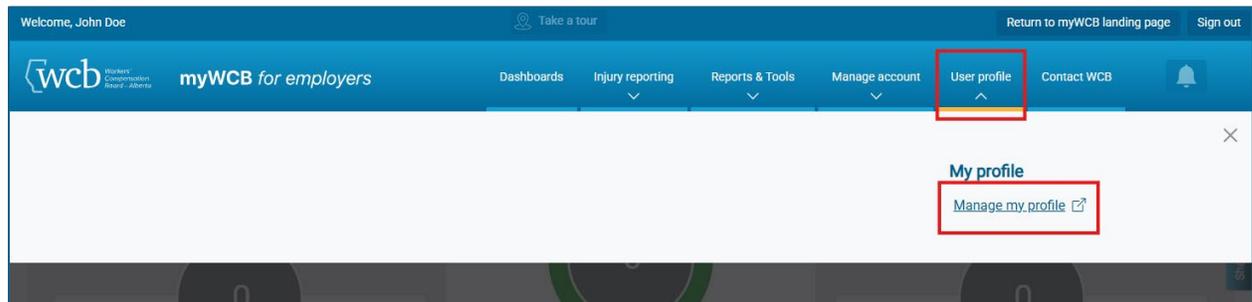
Deleting Your myWCB Online Account

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

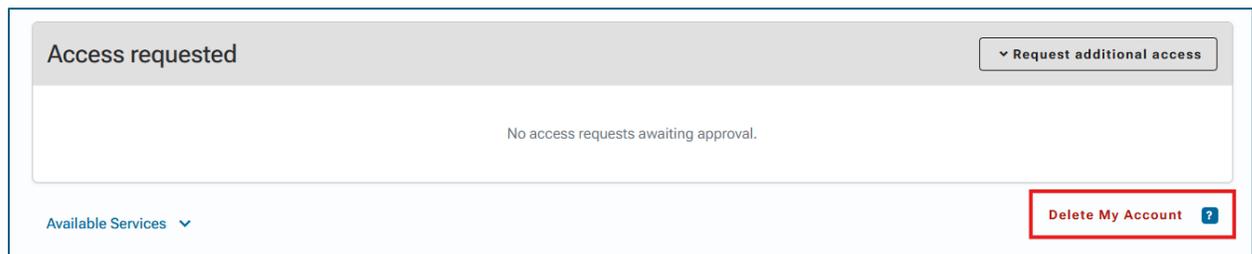
Important: Deleting your myWCB online account does not automatically terminate any coverage.

If you need to close your coverage, refer to the sections for [closing your worker's coverage](#) or [closing your personal coverage](#). You may also contact our [Employer Account Services Team](#) to close coverage.

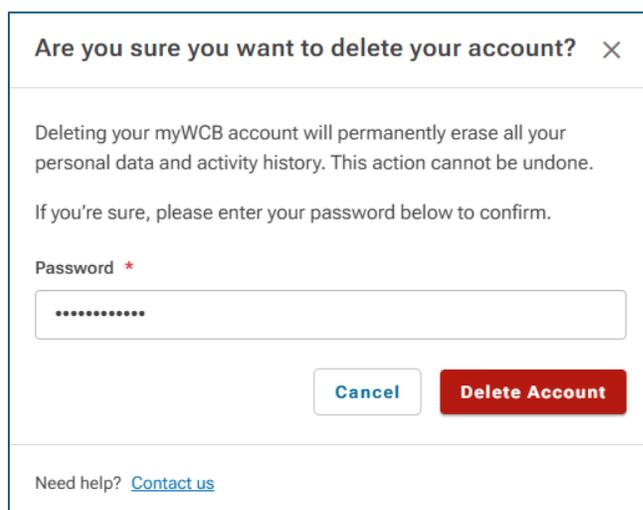
1. Go to **User profile > Manage my profile**.



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



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



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