

Frequently Asked Questions—Online Services

What's new as of December 15, 2025

What can I expect the first time I login after December 15?

You'll be asked to verify your email address. The myWCB login pages will be refreshed and there will be a new employer hub landing page that will allow you to navigate to all functions and services you're used to.

You'll also notice we are now using the term username instead of UserID. This is just a small name change please enter what you used as UserID into any field asking for your username.

Why do I need to verify my email address?

Verified email addresses add another layer of protection to help keep your account secure.

It helps confirm that the email address belongs to you and is authentic, while ensuring that you receive important notifications and have control over your password reset and account settings.

Please note, email verification is tied to each username and must be completed individually by each user. Although, if your username is linked to multiple organizations, you'll only have to verify your email once.

Why is multi-factor authentication important (MFA)?

MFA will be turned on by default for new users. That means each time you log in, an MFA code will be sent to your login email, and you'll be asked to enter the code to access your account.

This extra layer of protection helps prevent unauthorized access to your account even if your password has been stolen. You also have the option to edit your MFA settings if necessary.

How can I confirm that all my account information has been transferred over in this new system?

After signing in to myWCB, click the myWCB administration tab on the top right, and click View My Access. The section labelled "Current Access" will show all the billing numbers that are linked to your username.

What if our organization uses a shared email inbox for multiple users?

To help keep your account secure, new users going forward will need their own unique login email. But don't worry, we've also added the option to add a notification email address, giving you the flexibility to add a secondary email where important business communications, such as reporting, can go to a shared inbox.

What if I used my email to create multiple usernames (formerly UserIDs)?

If you have used the same email address to create multiple usernames, you'll need to verify each username separately.

Will I lose access to reports or invoices if we switch from shared to individual logins?

No, as long as your users are set up with the correct role(s)/permissions on their username, they will be able to access reporting and account information.

MyWCB login

I signed up for myWCB why are here no menus available?

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

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

To retrieve a forgotten username:

- Go to my.wcb.ab.ca.
- Click the **Forgot username?** link located next to the UserID field.
- Enter your first name, last name and email address.
- Click the **Submit** button

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

To reset your password:

- a. Go to my.wcb.ab.ca.
- b. Click the **Forgot password** link located next to the password field.
- c. Enter your myWCB Username and the email address associated with your Username.
- d. Click the **Submit** button.

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

Clearances

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

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

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

Do I need a username to obtain a clearance?

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

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

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

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

- a. Go to my.wcb.ab.ca.
- b. Click on **Insurance and Premiums**.
- c. Click on **Get a clearance letter**.
- d. Click on the **“Start”** button to indicate your company is performing work.

- e. Enter your WCB account number in the Search field. **Click Select**. Your company name and address will appear below. If you do not have your account number, click the **“I have forgotten my account number”** to perform a search for your company.
- f. Enter the WCB account number or company name of the company to whom you are providing the letter, on the **Who is requesting the letter from you?** page.
- g. Ensure the correct company is selected and press **Next**. If the company doesn't show in the results, you can check the checkbox that says “I cannot find the company” and manually enter the company information.
- h. Identify the method in which you want the clearance letter sent. If sent by fax, include the area code (you do not need to include the 1 prefix for long-distance).
- i. Press the **Send** button. The letter should be received in a few minutes (5-10 minutes for fax or email). To view the letter prior to sending, click on the **View** button.

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

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

Premium Rate Statement

How do I request a Premium Rate Statement online?

- Go to my.wcb.ab.ca and log on to myWCB with your username and password.
- Go to the **My claims and costs** tab and click on **Manage my claims** then **Request claim and premium reports**.
- Select the **Premium Rate Statement (Experience Rating)** link under **Pricing Program**.
- A list of the available account/industry code or codes will be listed, select the **Add** button next to your selection. The selected account/industry will appear within the **Selected Accounts** box below.
- Select the appropriate **Premium Rate Statement** year under **Report Parameters** and click the **Submit** button.
- An email notification may be sent to you when it is available for retrieval.
- You will receive your Premium Rate Statement on the day following your request. Reports requested on the weekend will be available Tuesday.

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

- Go to my.wcb.ab.ca and log on to myWCB with your Username and password.
- Go to the **My claims and costs** tab and click on **Manage my claims**, then **View My claim and premium reports**.
- The **Premium Rate Statement** will be located under the **Report Name** column, click on the **Premium Rate Statement** you would like to view.

Statistical reports

How can I request statistical reports on my company?

- Go to my.wcb.ab.ca and log on with your username and password.
- Go to the **My claims and costs** tab and click on **Manage my claims**, then **Request claim and premium reports**.

- Select the type of report you would like to obtain. Depending on the type of report, you may need to indicate the account number and industry code on which you would like the report generated.
 - To do this, determine the account/industry you would like the report on and click the **Add** button next to each selection. This will move them to the **Requested Account** box below.
 - Enter the **Date** of the report you are requesting under the **Report Criteria** section.
 - Click on the **Submit** button.
- You may receive an email when the report is ready to be retrieved depending on your email notification option. (See email notification options under the **Reports and Invoices** tab).

Employer Fit for Work Dashboard

How can I access the Employer Fit for Work Dashboard?

- Go to my.wcb.ab.ca and log on with your username and password.
- Go to the **My claims and costs** tab and click on **Manage my claims**, then **Request claim and premium reports**.
- Select **Employer Fit for Work Dashboard**.

Annual return

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

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

