

Frequently Asked Questions — Online Services

myWCB

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

To retrieve a forgotten UserID:

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

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

To reset your password:

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

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

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

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

Another user has signed up for a UserID without my authorization.

If another person has created a UserID for your claim, you must contact the eBusiness Support team to have this access revoked.

Their contact information is:

Phone: 780-498-7688

Fax: 780-498-7866

Email: ebusiness.support@wcb.ab.ca

I submitted my Worker Report of Injury, but when I clicked OK to view and print the report, it did not print.

This may be due to a pop up blocker installed on your computer that prevented the report from opening. To obtain a copy of the report, please contact the Claims Contact Centre the following day at (780) 498-3999 or toll free 1-866-922-9221 within Alberta and select option 1 and then option 3.

I get a system error when I log into myWCB.

If you are experiencing any technical difficulties, please contact the eBusiness Support team:

Phone: 780-498-7688

Fax: 780-498-7866

Email: ebusiness.support@wcb.ab.ca

Viewing Payments

When I log on to view my claim information, I can't see any information about past or future payments.

Workers' Online Services displays information about payments that have been issued in the past or will be issued within the next 14 days. If your future payments fall outside of this period, you will not see them within Workers' Online Services. By default, the system will display the last 12 months of payments, but it can be filtered by year, or by a custom date range. You may need to modify your payment period filter in order to view past payments.



Worker Report of Injury

When I attempt to submit the Worker Report of Injury, I receive a message stating that “Employer Name, Worker Last Name and Has the worker missed work (hours or days beyond the date of the accident)” is missing. What am I doing wrong?

Ensure you have completed all required fields within each available section prior to submitting the report. Has the worker missed work (hours or days beyond the date of the accident)” is most often missed and can be found within the return to work details section.

How do I enter the time?

Time entered must be in HH:MM format and based on the 12-hour clock. Please enter the hour as two digits. For example, 5:00 p.m. would be 05:00 not 5:00. The drop down menu next to the time field will allow you to choose AM or PM.

