



This factsheet has been prepared for general information purposes. It is not a legal document. Please refer to the *Workers Compensation Act* and the *Rehabilitation Services and Claims Manual, Volumes I and II* for purposes of interpretation and application of the law.

Factsheet #41
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SECURE INTERNET ACCESS TO YOUR WORKSAFEBC CLAIM

You can now look at your claim information on the WorkSafeBC computer claim file system through a private and secure worker portal. You will need a computer that is connected to the internet and a personal email address.

What software do I need in order to access documents on my claim?

You need Adobe 9.1. This is available as a free Internet download on the WorkSafeBC website located at: <http://worksafebc.com>. Once you have installed Adobe 9.1, you will be able to print, copy, paste and e-mail directly from these documents when they are opened for viewing

How do I view my claim information on the Internet?

To view documents on your WorkSafeBC claim follow these steps:

1. Go to the WorkSafeBC website located at: <http://worksafebc.com>.
2. Select **the log on/sign up** (yellow box) on the right-hand side of the screen and follow the instructions. From here you can log on as a returning user or sign in as a new user.
3. To sign on as a new user, you will need to provide your name, phone number, and E-mail address to create your user ID and password. You must choose a user ID (5 to 8 characters) and a password (minimum of 8 characters).
4. You will need to enter your claim number, your Customer Care Number and your Personal Access Number. These numbers are provided by WorkSafeBC.
 - Your **claim number** is on all of the WorkSafeBC documents.
 - The **Customer Care Number (CCN)** is an 11 digit number starting with 9 which was assigned to you when your profile was created. This number will always stay the same, even if you have more than one claim.

For more information:
Website: www.labour.gov.bc.ca/wab



Lower Mainland/Fraser Valley/Kootenays: 1-800-663-4261
Northern & Central Interior: 1-800-663-6695
Vancouver Island: 1-800-661-4066

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- The **Personal Access Number (PAN)** is a 4 to 8 digit number found on the letter confirming that your claim was registered with WorkSafeBC. You can also find it on your first wage loss cheque stub. Like the Customer Claim number, this number stays the same even if you have more than one claim.

What is an Access Administrator?

When you first provide the Customer Care and Personal Access Numbers you will become the **Access Administrator** for your online account. It is important that you keep this information confidential as your WorkSafeBC claim contains personal information that you may not want other people to see.

What information will I be able to see?

- A list of your WorkSafeBC claims. Select **view claims information** to view information related to a specific claim.
- A summary of the claim and all the injuries/conditions accepted.
- Written documents uploaded to your claim since May 11, 2009. Select the **documents** tab to view medical reports, memos, and letters.
- Account related activity regarding wage rates, payments for travel, medication, and medical appointments.
- Your expected return to work date. Select the **milestones** tab to view your expected return to work status.

What other information is available from the worker portal?

You can find job search information by selecting **job finder** from the home page. You will be able to search for jobs by type and by region of the province. You will need your claim and personal access numbers to view this information as you will be prompted to log on again.

WorkSafeBC is continuing to make ongoing improvements to the worker portal in consultation with the Workers' Advisers Office and worker groups.

If you have any questions related to your claim or have problems accessing the worker portal, please contact WorkSafeBC Claims Call Centre directly at 604 231-8888 or toll-free 1 888 967-5377, Monday to Friday 8:00 a.m. to 4:30 p.m.