



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.

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WORKER PORTAL

What is the Worker Portal?

The Worker Portal is similar to email. You can send and receive documents.

The portal will attach any messages and documents automatically to your file with our office. You can access the information in your portal 24/7.

The steps to access the WAO portal are outlined below. Please contact the WAO if you have questions about access to the WAO Worker Portal at 1 800 663-4261.

How do I sign up for the WAO Worker Portal?

- 1) To ensure your information is protected and secure, the first step is to register for a basic BCeID account.
 - Go to our WAO website: <http://www.labour.gov.bc.ca/wab/>. Scroll to the bottom of the page and click on the green button "Worker Portal Logon"



- You will be redirected to a new page. Scroll down to the bottom once again and click on "Register for a Basic BCeID Account."



For more information:

Website: gov.bc.ca/workersadvisers

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



Log in to workerportal.labour.gov.bc.ca

Log in with BCeID

User ID

Use a Personal or Basic BCeID

Password

Continue

[Forgot your user ID or password?](#)

Need help?

[Contact the BCeID Help Desk](#)

No account?

[Register for a BCeID](#)

- Make sure that you only register for a **basic** BCeID account. You do not need to specify a service
 - You will be asked to create a User ID and also a password. **Make sure to write down that information in a secure spot as you will use it each time you log on to the Worker Portal.**
 - It will take approximately five minutes to set up a basic BCeID.
- 2) Once you have the basic BCeID account, call the Workers' Advisers Office at 1-800-663-4261.
- You will need to provide us with your User ID.
 - Our office will give you a six digit alpha-numeric (letters & numbers) Access code. Write down this information. You will use this access code only once to activate the worker portal.

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3) Go to the WAO Website at <http://www.labour.gov.bc.ca/wab/>

- Scroll to the bottom of the page and click on the green button “Worker Portal Logon”



- You will be redirected to the next page. Scroll down towards the bottom. Click on the “Logon” button towards the bottom left of the page.

Worker Portal User Logon:



Personal information submitted through the Worker Portal is collected by the Ministry of Jobs, Tourism and Skills Training and Minister responsible for Labour as authorized by section 26(c) of the Freedom of Information and Protection of Privacy Act for the purposes of providing advice, assistance or representation on your claim. If you have any questions about this collection please contact Workers’ Advisers Office, 1 800 663 4261; Suite 500 - 8100 Granville Ave, Richmond BC, V6Y 3T6.

First time Worker Portal User Logon:

The final steps to access Worker Portal is to advise the Workers' Advisers Office of your BCeID Account by contacting 1 800 663-4261.

[Register for a Basic BCeID Account](#)

- On the next page, you will see a screen asking you for your BCeID and your password.



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- Enter your User ID in the box beside the “BCeID”
- Enter the BCeID password in the Password box. Click next
- On the next page, you will see information about your logon history with BCeID. Go to next page.
- You will be prompted to enter your Access Code. The letters are all capitalized. Once you enter this access code, you can discard it as you will not use it again.
- On the right side of the screen, please go to Subscribe to Notification. Enter your email address here and you will be notified when something is posted to the worker portal.

How do I use the Worker Portal?

- To view the Worker Portal logon screen select one of the three options located on the left navigation: View Documents, Communication Centre, or Update Contact Info.

How do I view documents online?

- You can view letters and other documents from the WAO. In some cases, the WAO will give you an option to add comments regarding a shared document. In these cases, an “Add” comment feature will be available as shown below.



The screenshot shows a navigation bar with three buttons: "View Documents", "Communication Centre", and "Update Contact Info". To the right is an Adobe Reader icon. Below the navigation bar is a table with the following data:

	Document Uploaded	Document Description	Comment Invited by	Comment	Comment Created
View	10-Jun-2011	RD - Submission	10-Dec-2012	View	06-Dec-2012
View	10-Jun-2011	Commit to Rep Ltr	10-Dec-2012	Add	

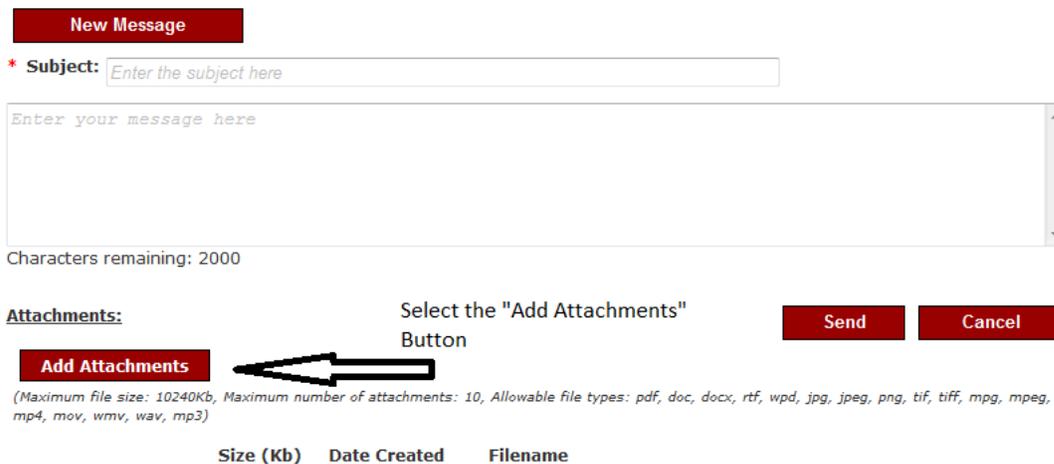
Two arrows point to the "View" button in the first row and the "Add" button in the second row, with the following labels below them:

- Select the "View" button
- Select the "Add" button

- The WAO will receive your comments and provide a response through the portal or by telephone.

How do I use the communication centre?

- The communication centre allows you to send messages to the WAO and view messages sent to you.
- To send a message to the WAO, select the “New Message” button as shown below.
- Once selected, a message box will appear. Your messages are limited to 2,000 characters.
- You can also attach up to ten documents to send to the WAO through the communication centre.
- The WAO can accept documents in the following formats: PDF, Doc, DOCX, Jpeg, png, wpd, jpg, tiff, mpg, mpeg, wav, mp3, mp4, mov, wmv, rtf.



New Message

* **Subject:**

Characters remaining: 2000

Attachments:

Select the "Add Attachments" Button

Add Attachments **Send** **Cancel**

(Maximum file size: 10240Kb, Maximum number of attachments: 10, Allowable file types: pdf, doc, docx, rtf, wpd, jpg, jpeg, png, tif, tiff, mpg, mpeg, mp4, mov, wmv, wav, mp3)

Size (Kb)	Date Created	Filename
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- Select the “Add Attachments” button to attach documents to your message.
- Select the “Send” button to forward your message to the WAO.
- If you select the “Cancel” button, the screen will close and stop the activity without saving or sending and return you to the communication centre.
- New messages and replies sent from the WAO will be in bold type and are accessible by selecting the “View” button in the line displaying the message.

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How do I update my contact information?

To update your contact information:

- Select the “Update Contact Info” button, and
- Make the changes and select “Save” at the bottom of the page.

This process will update your contact information with the WAO.

Can anyone else access my portal?

You are the only person that has access to your Worker Portal. Every time you wish to access your Worker Portal, you must use your BCeID personal access username and password.

What if I forget my password?

If you happen to enter your password incorrectly three times your BCeID account will be locked for 15 minutes. If this occurs you can contact BCeID by telephone at 1 888 356-2741, or by e-mail BCeID@gov.bc.ca. You may need to create a new BCeID account and obtain a new Access number from the Workers' Advisers Office.