



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.

Updated: June 2022

## WORKER PORTAL

### What is the Worker Portal?

The Workers' Advisers Office (WAO) Worker Portal is a web-based application that is similar to email. It is a fast and simple way to securely send and receive information.

Any messages and documents that you send to the WAO through the Worker Portal are automatically attached to your file, as long as you have an open file. You can access the information in your portal 24/7.

The steps to access the Worker Portal are outlined below. If you have questions about access to the WAO Worker Portal, please call 1-800-663-4261.

### How do I sign up for the WAO Worker Portal?

Before getting started, make sure that you are using an internet browser that will work with the WAO Worker Portal.

- The Worker Portal works with Microsoft Edge (and Internet Explorer).
- You may also access the Worker Portal through Firefox and Chrome. However, these browsers are not supported at this time and the functions of the portal may be affected.
- The Worker Portal does not work with the Safari browser or run on the MAC Operating System. As we realize the accessibility challenges that this may cause, we are currently in the process of developing new tools to increase accessibility.

1. To ensure your information is protected and secure, the first step in signing up for the Worker Portal is to register for a basic BCeID account. You can register for the basic BCeID account at: <https://www.bceid.ca/register/>. A link to BCeID is also available through the WAO website.



For more information:  
Website: [www.gov.bc.ca/workersadvisers](http://www.gov.bc.ca/workersadvisers)  
Toll free: 1-800-663-4261

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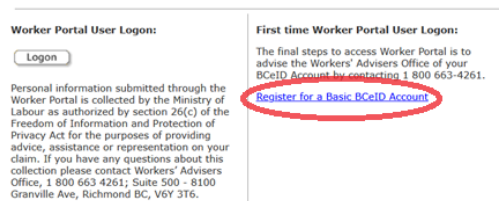
- Go to our [WAO Website](http://www.gov.bc.ca/workersadvisers) at [www.gov.bc.ca/workersadvisers](http://www.gov.bc.ca/workersadvisers). Click on the “WAO Worker Portal” link in the navigation menu, or the “Worker Portal” link in the “Online Services” menu.



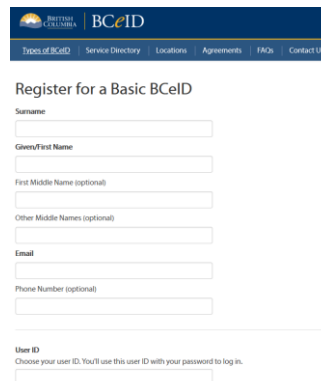
- On the next page, click on the green button located in the “Logon to Worker Portal” menu.



- You will be redirected to a new webpage. Scroll down to the bottom and click on “Register for a Basic BCeID Account” towards the bottom right of the page.



- You will be redirected to the BCeID webpage.



- Make sure that you only register for a **basic** BCeID account. You do not need to specify a service.

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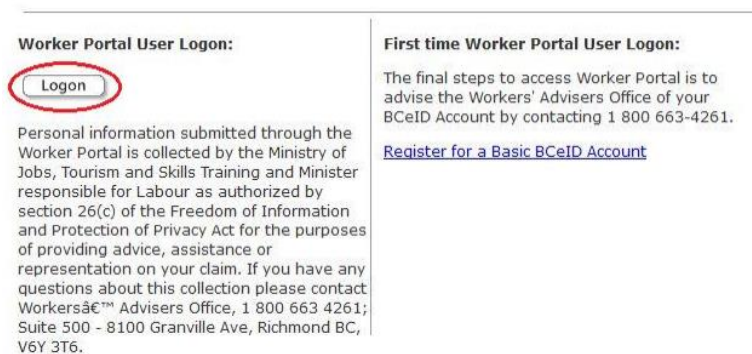
- You will be asked to create a User ID and also a password. **Make sure to write down that information in a secure spot as you will use it each time you log on to the Worker Portal.**
- It will take approximately five minutes to set up a basic BCeID.

2. Once you have the basic BCeID account, call the Workers' Advisers Office at 1-800-663-4261.

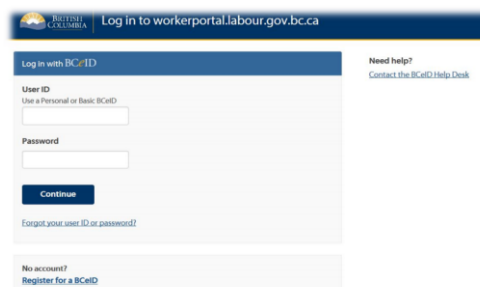
- You will need to provide us with your User ID.
- Our office will give you a six-digit alpha-numeric (letters & numbers) access code. Write down the access code. You will use this access code only once to activate the worker portal.
- In the event that your Worker Portal account gets deleted for any reason, you will need to obtain and enter a new access code from the WAO.

3. Return to the [WAO Website](http://www.gov.bc.ca/workersadvisers) at [www.gov.bc.ca/workersadvisers](http://www.gov.bc.ca/workersadvisers).

- Click on the “WAO Worker Portal” link in the navigation menu, or the “Worker Portal” link in the “Online Services” menu. On the next page, click on the green button located in the “Logon to Worker Portal” menu.
- 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.



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



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- Enter your BCeID User ID in the box below “User ID”
- Enter your BCeID password in the box below “Password”. Click continue.
- On the next page, you will see information about your logon history with BCeID. (If you do not want to see the “Activity History” again, please click on the box next to “Do not show me this again.”) Go to the 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.
- Please go to [Subscribe to Notifications](#) on the right side of the page. Enter your email address here and you will be notified when something is posted to your portal.

## How do I use the Worker Portal?

To use the features of the WAO Worker Portal select one of the three options: 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 tabs: "View Documents", "Communication Centre", and "Update Contact Info". To the right is an "Get ADOBE READER" button. 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	

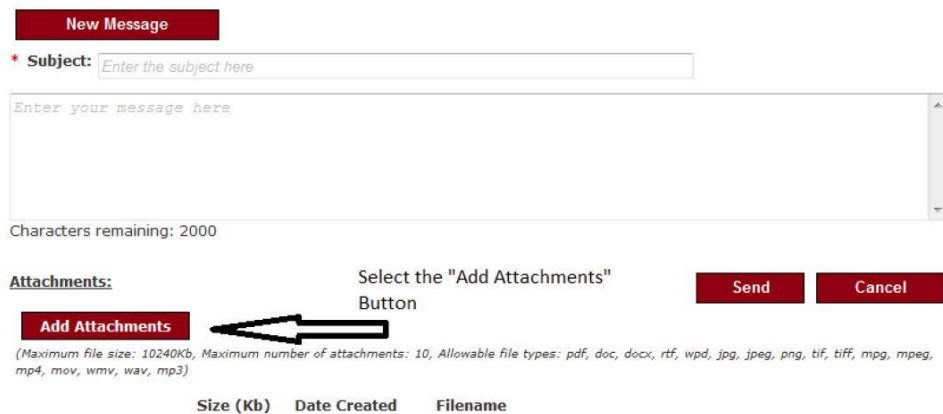
Two arrows point to the "View" button in the first row and the "Add" button in the second row, with labels: "Select the 'View' button" and "Select the 'Add' button".

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 Communication Centre can accept documents in the following formats: PDF, Doc, DOCX, Jpeg, png, wpd, jpg, tiff, mpg, mpeg, wav, mp3, mp4, mov, wmv, rtf.



- 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.

**How do I update my contact information?**

To update your contact information:

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

This process will update your contact information with the WAO.

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### **How can I avoid missed communications through the Worker Portal?**

While you have an open file with the Workers' Advisers Office, make sure that you have subscribed to notifications. This will allow you to be notified by email when something has been posted to your portal.

If your file with the WAO is closed, you will not be able to communicate with us through the Worker Portal. Please visit our [website](http://www.gov.bc.ca/workersadvisers) at [www.gov.bc.ca/workersadvisers](http://www.gov.bc.ca/workersadvisers), or call us at 1-800-663-4261 to start a new inquiry.

### **Can anyone else access my portal?**

You are the only person that has access to your WAO 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 either wait 15 minutes, or contact BCeID by telephone at 1-888-356-2741, or by e-mail [BCeID@gov.bc.ca](mailto:BCeID@gov.bc.ca). You may need to create a new BCeID account and obtain a new access number from the Workers' Advisers Office.