

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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Instructions for WAO Worker Portal Registration

1. Go to WAO website www.gov.bc.ca/workersadvisers. Click on the "WAO Worker Portal" link in the navigation menu or find it under "Online Services."

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WAO Worker Portal

2. On the next page, click the green button labeled "Logon to Worker Portal."



3. You will be redirected to a new page. Scroll down to find "Register for a Basic BCeID Account" at the bottom right.

Worker Portal User Logon:

[Logon](#)

Personal information submitted through the Worker Portal is collected by the Ministry of 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](#)

- Fill in all required details.



The screenshot shows the 'Register for a Basic BCeID' form. It includes fields for:

- Given First Name
- Last Middle Name (optional)
- Other Middle Name (optional)
- Email
- Phone Number (optional)
- User ID
- Choose your own ID. You can also use ID with your passport to login.

- Make sure you register for a **basic** BCeID account only.
 - Create a User ID and password. **Write this information in a secure place. You will need it each time you log in to the Worker Portal.**
 - Setting up the basic BCeID takes about five minutes.
4. After you create your basic BCeID account, email the Workers' Advisers Office your user ID to wao@wao-bc.org or call them at 1-800-663-4261.
 - The office will give you a six-digit alphanumeric (letters and numbers) Access Code. Write it down because you will use it once to activate the Worker Portal.
 5. Return to the [WAO Website](https://workerportal.labour.gov.bc.ca/) at <https://workerportal.labour.gov.bc.ca/>.
 6. Click the “WAO Worker Portal” link in the navigation menu or the “Worker Portal” link in the “Online Services” menu. On the next page, click the green button in the “Logon to Worker Portal” section.

Worker Portal User Logon:

[Logon](#)

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[Register for a Basic BCeID Account](#)

7. On the next page, you will see a screen that asks for your BCeID and password.



8. Type your BCeID User ID in the box labeled "User ID."
9. Type your BCeID password in the box labeled "Password" and click continue.
10. On the next page, you will see your logon history with BCeID. If you do not want to see the "Activity History" again, click the box next to "Do not show me this again." Then go to the next page.
11. You will need to enter your Access Code provided by the WAO. Make sure to use all capital letters. After you enter this Access Code, you can discard it because you won't need it again.
12. Finally, go to the "[Subscribe to Notifications](#)" section on the right side of the page. Enter your email address to get notified when something is posted to your portal.

Frequently asked questions

What is the Worker Portal?

The Workers' Advisers Office (WAO) Worker Portal is a web-based tool. It works like email. It offers a quick and secure way to exchange information.

When you send messages or documents through the Worker Portal, they automatically get added to your file if it stays open. You can access your information on the portal 24/7.

If you need assistance, feel free to email us at wao@wao-bc.org or call 1-800-663-4261.

What browsers can I use for the WAO Worker Portal?

How do I use the Worker Portal?

To use the WAO Worker Portal, choose one of these 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 allow you to add comments on a shared document. When this option is available, an "Add Comment" feature will be visible.



The WAO will receive your comments and respond through the portal or by telephone.

How do I use the Communication Centre?

The Communication Centre lets you send messages to the WAO, and view messages sent to you.

- To send a message to the WAO, click the "New Message" button.

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WORKER PORTAL

- A message box will appear. Your messages can have up to 2,000 characters.
- You can attach up to ten documents to send to the WAO through the Communication Centre.
- The Communication Centre accepts documents in these formats: PDF, Doc, DOCX, JPEG, PNG, WPD, JPG, TIFF, MPG, MPEG, WAV, MP3, MP4, MOV, WMV, and RTF.

New Message

* **Subject:**

Characters remaining: 2000

Attachments:

Add Attachments Select the "Add Attachments" Button **Send** **Cancel**

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

Size (Kb)	Date Created	Filename
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- Click the “Add Attachments” button to include documents with your message.
- Click the “Send” button to send your message to the WAO.
- If you click the “Cancel” button, the screen will close without saving or sending anything and return you to the Communication Centre.
- New messages and replies from the WAO will appear in bold type. You can access them by clicking the “View” button next to the message.

How do I update my contact information?

To update your contact information:

- Click the “Update Contact Info” button.
- Make your changes and click “Save” at the bottom of the page.
This process updates your contact information with the WAO.

How can I avoid missed communications through the Worker Portal?

While your file is open with the Workers' Advisers Office (WAO), make sure to subscribe to notifications. This way, you will receive email alerts whenever new information is posted to your portal. Note that if your file with the WAO is closed, you will no longer be able to communicate through the Worker Portal. Please visit our website at www.gov.bc.ca/workersadvisers or call 1-800-663-4261 to start a new inquiry.

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Can anyone else access my portal?

You are the only person who can access your WAO Worker Portal. Each time you want to access your Worker Portal, use your BCeID personal access username and password.

What do you need if your Worker Portal account gets deleted?

You need to get a new Access Code from the WAO to reactivate your account.

What if I forget my password?

If you enter your password incorrectly three times, your BCeID account will lock for 15 minutes. If this happens, you can either wait for 15 minutes or contact BCeID by telephone at 1-888-356-2741 or by email at BCeID@gov.bc.ca. You may need to create a new BCeID account and get a new access number from the Workers' Advisers' Office.