

Using WCB's Online Incident Reporting System



Using the WCB Online Incident Reporting System

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Helpful Tips

This guide should help you walk through the step-by-step process of the Online Incident Reporting System. Should you still have any questions, please check the Getting Help section for further assistance.



Using the WCB Online Incident Reporting System

Overview

The Online Incident Reporting System is a secure Internet application that will allow you to electronically submit employer incident reports you initiate or complete when a claim is started by another party (healthcare provider or injured worker). This system is one of the many services deployed on the web by WCB. It is part of an initiative to receive incident reports faster and therefore provide better service to our clients.

This guide will introduce you to the Online Incident Reporting System and provide the information you need to get started.

System Requirements of the Online Incident Reporting System

The system requirements for WCB's Online Incident Reporting System include:

- Microsoft Internet Explorer 8.0 (128-bit encryption version)
- JavaScript enabled on your web browser
- Cookies enabled on your web browser*
- Internet Account
- 800 x 600 display resolution, 1024 X 768 display resolution recommended

If your computer system does not meet any of the above requirements, a screen is displayed when you log on informing you of the minimum criteria and a list of messages that describe what part of your system does not meet the requirements.

While there is no minimum Internet connection speed required, faster connection speeds will provide better performance.

When You Can Use the Online Incident Reporting System

WCB's Online Incident Reporting System is available to you 24 hours a day, seven days a week. The WCB Technical Support Team is available to assist you from Monday to Friday, 8:00 AM to 7:00 PM (except on statutory holidays).**

* The Online Incident Reporting System only uses session cookies. No application information is stored on your hard drive without your consent.

** This availability level is subject to change.

Helpful Tips

The Online Incident Reporting System checks your web browser and will inform you if your browser does not meet the minimum requirements.

Using the WCB Online Incident Reporting System

Following WCB's Security Policy

WCB employer incident reports contain confidential personal and medical information protected by Manitoba's *Personal Health Information Act* and *Freedom of Information and Protection of Privacy Act*. Because it is important to us that only authorized individuals are able to view your incident reports, we have implemented a Web Security Policy. In this section, you'll find the highlights of this policy and what it means to you.

The Online Incident Reporting System and associated data reside on a WCB-Manitoba web server. Only employers who have signed up with the WCB and have received a unique User ID have access to Online Incident Reporting. Only authorized users in your organization can view the reports created by your organization.

Security precautions are also taken when you register to use the Online Incident Reporting System. For further security, the WCB Technical Support Team will develop a challenge-response mechanism when you register. If you ever forget your password or need to confirm your authorization, you will be able to use a challenge questions previously selected by you to identify yourself. (Please refer to the "Getting Started" section of this guide for more information about registering.)

To protect the confidentiality of your incident reports, please observe the following rules:

- The Online Incident Reporting System will ask you to change your password every 12 months. However, you can change your password at any time and are encouraged to change your password frequently.
- Use unusual passwords. Never use familiar names such as the names of your children or the name of your company as passwords.
- Three successive password violations during log on will lock your User ID. If this happens, you will need to contact the WCB Technical Support Team at 204-954-4573 in Winnipeg or toll-free at 1-855-954-4321, ext. 4573.
- Never share your User ID or password.
- If you have a staff member who changes positions or e-mail addresses, or leaves your company and you no longer want them to have access to your incident reports, please contact the WCB Technical Support Team at 204-954-4573 in Winnipeg or toll-free at 1-855-954-4321, ext. 4573 to update or remove the employee's access.

Helpful Tips

Never share your User ID or password!

Using the WCB Online Incident Reporting System

For security purposes, you will be required to read and agree to the WCB's *Terms and Conditions* before you access the Online Incident Reporting System for the first time. You will also be required to read and agree to this document every 12 months or if there are any changes to the agreement. This agreement is similar to documents for other interactive web sites and web based applications. It lists the terms of use and liability issues. It is highly recommended that you read the agreement carefully.

You may print this document for your records if you wish.

The first step to using the Online Incident Reporting System is to become a registered user. For security purposes, there must be only one person in your organization who registers all of the users within your organization. This person will become the Security Administrator for your organization.



Using the WCB Online Incident Reporting System

Getting Started

When the Organization Administrator phones the WCB Technical Support Team to register your organization's users, they will need the name, phone number, and email address of all the users they wish to register.

The Organization Administrator will also need the following information for each of the WCB registered firms in your organization:

- the WCB Firm Number
- the WCB Industry Code and corresponding rate
- the last reported Annual Estimated Payroll
- identify the registered user(s) who are to receive an email to notify your organization in case a claim is initiated by another party.

To register, phone the WCB Technical Support Team at 204-954-4573 in Winnipeg or toll-free at 1-855-954-4321, ext. 4573. A WCB Technical Support Team Member will help you register all of the users for your organization.

Helpful Tips

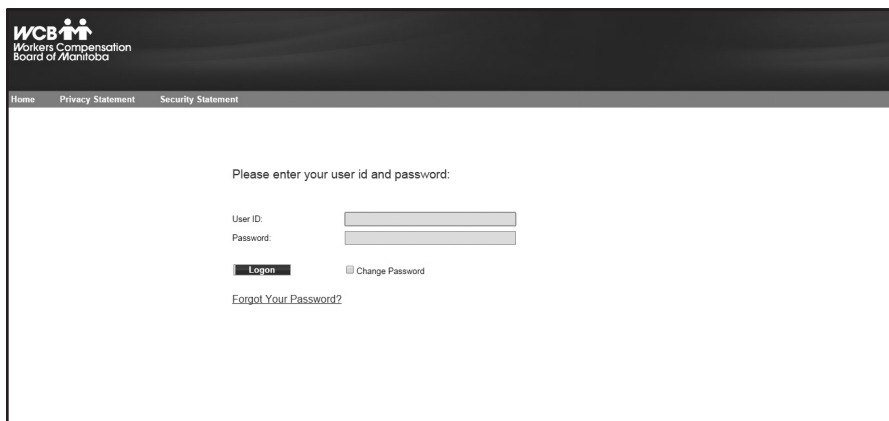
The required WCB information can be found on your:

- Account Statement
- Annual Payroll Information Report

Please ensure you have all necessary information before phoning. If you do not have all of the required information when you phone to register, you will need to phone back to continue the registration process.

Using the WCB Online Incident Reporting System

Logging On

The screenshot shows the login interface of the WCB Online Incident Reporting System. At the top, there is a header with the WCB logo and the text 'Workers Compensation Board of Manitoba'. Below the header, there are links for 'Home', 'Privacy Statement', and 'Security Statement'. The main content area prompts the user to 'Please enter your user id and password:'. It includes two input fields: 'User ID:' and 'Password:'. Below these fields are two buttons: 'Logon' and 'Change Password'. At the bottom of the login area, there is a link that says 'Forgot Your Password?'.

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Home Privacy Statement Security Statement

Please enter your user id and password:

User ID:

Password:

[Forgot Your Password?](#)

To log on to the Online Incident Reporting System:

1. Go to the WCB Manitoba website (wcb.mb.ca) and choose **Online Incident Reporting** from Online Services.
2. When the **Logon** screen is displayed, enter your User ID and password and click the **Logon** button.

Please use the **Log Off** menu item when you have completed your activities on the Online Incident Reporting System. If you have been inactive for 30 minutes, the system will automatically log you off. If this happens and you try to perform another system activity, you will be prompted to log on to the system again.

The following sections introduce you to the services that are available to registered users.

Helpful Tips

The first time you log on to the system, you are required to:

- Change your password. Please refer to the "Changing Your Password" section of this guide.
- Read and agree to the *WCB's Terms and Conditions*. Please read the document carefully.

Using the WCB Online Incident Reporting System

Changing Your Password

For security purposes, you must change your password on your initial log on and every 12 months afterwards. You can also change your password anytime you want. Changing your password is a very simple process.

To change your password, check the **Change Password** box on the **Log On** screen shown on page 7. The **Change Your Password** screen will be displayed.

The screenshot shows a web form titled "Change your password:". It contains three input fields: "Current Password:", "New Password:", and "Re-enter New Password:". Below these fields are two buttons: "OK" and "Cancel". Three callout boxes with arrows point to the form elements: the first points to the "Current Password:" field with the text "Enter your current password..."; the second points to the "New Password:" field with the text "Enter your new password..."; and the third points to the "OK" button with the text "Then click the OK button."

If you have entered an invalid password, an error message will be displayed at the top of the screen.

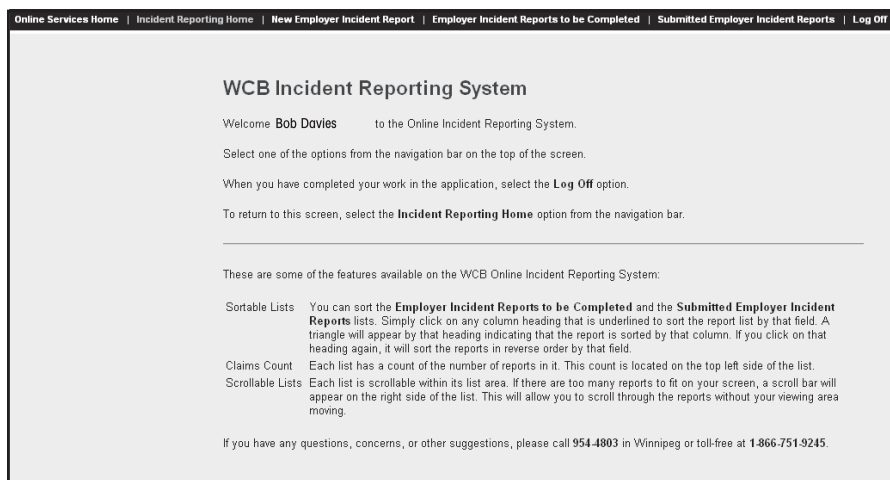
Helpful Tips

When you are required to change your password, the **Change Your Password** screen will be automatically displayed.

Using the WCB Online Incident Reporting System

The Welcome Page

The Welcome Page is the first page that you will see after you log on to the Online Incident Reporting System.



It is highly recommended that you click the **Employer Incident Reports to be Completed** link to see if there are any employer incident reports you need to complete before you begin any activity on the system.

Helpful Tips

From this Welcome Page, you may create new employer incident reports, finish reports you have saved but not completed, or complete reports submitted by others.

Using the WCB Online Incident Reporting System

Employer Incident Reports to be Completed

After clicking the **Employer Incident Reports to be Completed** link, a screen with the same name will be displayed. If the WCB is requesting a report, there will be adjudicator information and a claim number displayed in their respective fields. Otherwise, the reports listed on this page are saved reports that you created.

Employer Incident Reports to be Completed

Download

Date Requested	Firm Number	Worker's Last Name	Worker's First Name	Incident Date	Claim Number	Adjudicator's Name	Adjudicator's Phone	Delete
22-Feb-2007	0000000	Smith	Ann	18-Feb-2007				X
31-Mar-2007	0000000	Jones	Bill	25-Mar-2007	44445555	Claire Fuller	(204) 555-5678	X

List of WCB requested or saved reports to be completed. See the "Completing a Requested Employer Incident Report" and "Handling Saved Employer Incident Reports" sections of this guide for more information on how to complete these reports.

Click the "X" to delete an incident report.

If you see a report to be completed, click the appropriate link in the Worker's Last Name column to see the report. Please refer to "Completing a Requested Employer Incident Report" on page 13 for details on how to finish the report.

When a report is downloaded a quote mark will appear in the Firm Number field to ensure the complete seven-digit Firm Number retains the leading zero.

Using the WCB Online Incident Reporting System

Creating a New Employer Incident Report

To file a new employer incident report, click the **New Employer Incident Report** link. (If you are responsible for submitting employer incident reports for multiple firms within your organization, a screen will be displayed asking you to indicate for which firm you are filing the report.)

The screenshot shows the 'Employer Info for a New Claim' form. It has seven tabs: **Employer**, **Worker**, **Incident**, **Coverage**, **Time Loss**, **Doctor(s)**, and **Submit**. The **Employer** tab is active, showing the following fields: Firm Name: XYZ Manufacturing, Firm Number: 0000000, Address: 111 Laurence Blvd., City: WINNIPEG, Postal Code: R9X 0C1, and Province: MB. Callouts indicate: 'Use these tabs to navigate the form without validating and saving data.' and 'Some fields are prepopulated with data.' At the bottom are buttons for 'Next >', 'Upload Incident Information', and 'Close'.

Use the **Upload Incident Information** button to automatically populate information found in the tabs above. If you do not wish to use this feature, use the tabs to complete the form as described in the **Incident Details for a New Claim** screen on the next page.

This screenshot shows the file upload section of the 'Employer Info for a New Claim' form. It includes an 'Incident Filename:' text box, a 'Browse...' button, and a note: 'Supported File Types: XML (*.xml)'. Below these are 'Upload Incident Info' and 'Cancel Upload' buttons. A callout points to the 'Browse...' button.

Click the **Upload Incident Info** button to upload the .xml file from your computer to the Online Incident Reporting System.

Click the **Browse** button to find the appropriate .xml file on your computer.

Helpful Tips

When creating a new incident report, the Online Incident Reporting System allows you to upload a file containing incident information which automatically fills in many of the fields in an incident report. The file must be in a specific format. File specifications are available at wcb.mb.ca in the Online Services section.

Using the WCB Online Incident Reporting System

Incident Details for a New Claim

Employer **Worker** **Incident** **Coverage** **Time Loss** **Doctor(s)** **Submit**

Date of incident: / / (dd/mm/yyyy)

Body parts injured (Indicate R or L):

Date reported to employer: / / (dd/mm/yyyy)

Name of person incident reported to:

Position of person incident reported to:

Incident description:

City/Town of incident: Winnipeg

Province of incident: Manitoba

Did the incident occur on your premises? No

Specify name and address of premises where incident happened: (max. 100)

The form dynamically changes according to how you answer the questions.

Use the **Next** button to validate and save data as you navigate the report. Error messages will be displayed at the bottom of the screen if you enter invalid information or do not complete a required field.

Use the **Save Report** button to save data you have entered so far. You can complete and submit the report at a later time. See "Handling Saved Employer Incident Reports" for more information.

Notes and Submit Report for a New Claim

Employer **Worker** **Incident** **Coverage** **Time Loss** **Doctor(s)** **Submit**

If you have additional information that is relevant to this claim please type it here.

Person Reporting: Bob Davies

Position:

Contact Phone Number: 204 - 123 - 4567 Extension:

Use the **Notes** field to enter data that doesn't fit into the other fields of the form.

Click the **Submit Report to WCB** button. A confirmation message will display stating the report was received by the WCB. **Note:** Once a report is submitted it cannot be modified online. Contact your adjudicator to change any information.

Using the WCB Online Incident Reporting System

Completing a Requested Employer Incident Report

When either an injured worker or a healthcare provider files a WCB incident report about an incident that happened at your workplace, you are notified via e-mail that you need to complete an incident report. When you log on to the Online Incident Reporting System, the requested report will be in the list of Employer Incident Reports to be Completed on the **Employer Incident Reports to be Completed** screen of the system.

Employer Incident Reports to be Completed								Download
Date Requested	Firm Number	Worker's Last Name	Worker's First Name	Incident Date	Claim Number	Adjudicator's Name	Adjudicator's Phone	Delete
22-Feb-2007	0000000	Smith	Ann	18-Feb-2007				X
31-Mar-2007	0000000	Jones	Bill	25-Mar-2007	44445555	Claire Fuller	(204) 555-5678	X

Click the employer incident report that was submitted by another party to begin completing the incident report.

Completing a requested employer incident report is very much like creating a new incident report. You can still use the **Save Report** button and there is some pre-populated data in the form. The changeable pre-populated data includes:

- Worker information
- Incident date
- Area of injury

When a report is downloaded a quote mark will appear in the Firm Number field to ensure the complete seven-digit Firm Number retains the leading zero.

Helpful Tips

Please complete all employer incident reports as quickly as possible. Using the **Save Report** button does NOT submit the report to the WCB.

Using the WCB Online Incident Reporting System

Handling Saved Employer Incident Reports

Employer Incident Reports to be Completed								
Date Requested	Claim Number	Worker's Last Name	Worker's First Name	Incident Date	Claim Number	Adjudicator's Name	Adjudicator's Phone	Delete
22-Feb-2007	00000000	Smith	Ann	18-Feb-2007				X
31-Mar-2007	00000000	Jones	Bill	25-Mar-2007	44445555	Claire Fuller	(204) 555-5678	X

Click the saved incident report to complete.

Completing a saved employer incident report is very much like creating a new employer incident report. You can use the **Save Report** button again after entering more data to save it for later completion.

Helpful Tips

Please complete all employer incident reports as quickly as possible. Using the **Save Report** button does NOT submit the report to the WCB.



Using the WCB Online Incident Reporting System

Printing an Employer Incident Report

To view all of the incident reports that you have submitted via the Online Incident Reporting system, click the **Submitted Employer Incident Reports** link.

Submitted Employer Incident Reports								
7 reports in the list								
WCB Notified	Report Status	Firm Number	Worker's Last Name	Worker's First Name	Incident Date	Claim Number	Adjudicator's Name	Adjudicator's Phone
20-Feb-2007	Submitted	0000000	Smith	Ann	18-Feb-2007			
28-Mar-2007	Submitted	0000000	Jones	Bill	25-Mar-2007	44445555	Claire Fuller	(204) 555-5678

Click a submitted incident report to display a printer-friendly version of the report.

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EMPLOYER'S INCIDENT REPORT

44445555

Incident Report Details

Print Exit

Employer Information

Name & Address:
XYZ Manufacturing
111 Laurence Blvd.
Winnipeg, MB
R9X 0C1

Telephone Number:
(204) 555-8899

Worker Information

Name & Address:
Bill Jones
123 Elm Creek Road
Winnipeg, MB
R8Z 0B8
Telephone: (204) 555-4433

Social Insurance Number:
000 111 222
Date of Birth:
25-Oct-1967
Job Title:
Clerk

Click the **Exit** button to return to the **Submitted Employer Incident Reports** screen.

Click the **Print** button directly on the displayed page or the **Print** button on your web browser to print your report.

Helpful Tips

When you submit an incident report, a printer-friendly version of the report is displayed. You can print the report at this time or later from the **Submitted Employer Incident Reports** screen.

Using the WCB Online Incident Reporting System

Getting Help

If you have general questions, you may be able to find the answer in the **Frequently Asked Questions (FAQ)** link in the Online Incident Reporting System. In fact, it may be helpful to browse through the FAQ before you register to use the system. The FAQ list is accessible from the **Log On** screen of the Online Incident Reporting System and on the WCB website at wcb.mb.ca.

If you require assistance related to the information required to complete your employer incident report, please contact the Claims Service Centre at 204-954-4321 in Winnipeg or toll-free at 1-855-954-4321. The Claims Service Centre is available to you Monday to Friday, 8:00 AM to 7:00 PM.

If you require more in-depth technical assistance with the Online Incident Reporting System, please contact the WCB Technical Support Team at 204-954-4573 in Winnipeg or toll-free at 1-855-954-4321, ext. 4573. The WCB Technical Support Team is available to assist you from Monday to Friday, 8:00 AM to 7:00 PM (except on statutory holidays).

