

# A Getting Started Guide for Using the **WCB Claims Online System**



# Using the WCB Claims Online System

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## Helpful Tips

This guide should help you walk through the step-by-step process of the Claims Online System. Should you still have any questions, please check the **Getting Help** section for where to turn for help.

Do not use the browser 'Back' arrow button in your internet window. Only use the menu links in the Claims Online windows. The browser Back button will take you out of the Claims Online System.

# Using the WCB Claims Online System

## Overview

Claims Online is a secure internet application that will allow you to view cost details for claims that are registered for your company. If you become a registered user, you can also use this tool to compile monthly claims cost reports in whatever format you desire. This system is one of many services offered on the web by the WCB and is part of an initiative to provide faster and better service to our clients.

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

### System Requirements of the Claims Online System

The system requirements for WCB's Claims Online 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 Claims Online System

WCB's Claims Online 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 Claims Online 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 Claims Online System checks your web browser and will inform you if your browser does not meet the minimum requirements.

# Using the WCB Claims Online System

## Following WCB's Security Policy

The Claims Online System provides access to confidential information. The WCB has implemented a Web Security Policy as part of our commitment to our clients. In this section, you'll find the highlights of this policy and what this means to you.

The security of your information is of the utmost importance. The Claims Online System and associated data reside on a WCB of Manitoba web server. Security precautions begin from the time you are registering to ensure complete confidentiality. Only employers who register to use the Claims Online System have access to the system and only to their own individual claims. In addition, only authorized users as specified by you, who have an assigned User ID, can view your organization's data.

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 question previously selected by you to identify yourself. It's another way the WCB helps keep your information confidential – and your access secure.

To protect the confidentiality of the Claims Online System, please observe the following rules:

- The Claims Online System will ask you to change your password every 12 months. You can, however, 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 204-954-4803 in Winnipeg or toll free at 1-866-751-9245.
- Never share your User ID or password.
- If you have a staff member who changes positions or leaves your company and you no longer want them to have access to your Claims Online account, please contact the WCB Technical Support Team at 204-954-4803 in Winnipeg or toll free at 1-866-751-9245 to update or remove the employee's access.

For security purposes, registered users will be required to read and agree to the WCB's Terms and Conditions before accessing the Claims Online System for the first time. If you are a registered user, 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 websites and web-based applications. It lists the terms of use and liability issues. It is highly recommended that you read the agreement carefully.

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

## Helpful Tips

Never share your User ID or password!

# Using the WCB Claims Online System

## Getting Started

### Registered User Access

The first step to gaining access to the Claims Online 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 Organization Administrator for your organization.

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. If your firm is a registered employer with the WCB, you will also be asked for the following information found on your account statement:

- the last reported Annual Estimated Payroll
- your WCB Account (Firm) Number and
- the WCB Industry Code and corresponding rate.

To register and obtain User IDs and passwords, phone the WCB Technical Support Team at 204-954-4803 in Winnipeg or toll free at 1-866-751-9245. A WCB Technical Support Team Member will help you register all of the users for your organization.

If you already have a User ID and password for the Clearance Request System, you can use them in the Claims Online System, however, you will still need to call the WCB Technical Support Team to be given access to the Claims Online System.

## Helpful Tips

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

# Using the WCB Claims Online System

## Logging On as a Registered User

To log on to the Claims Online System, go to the WCB Manitoba website (wcb.mb.ca) and click on the **Claims Online** link in the Online Services menu.



When the **Log On** 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 in the Claims Online 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.

## 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.

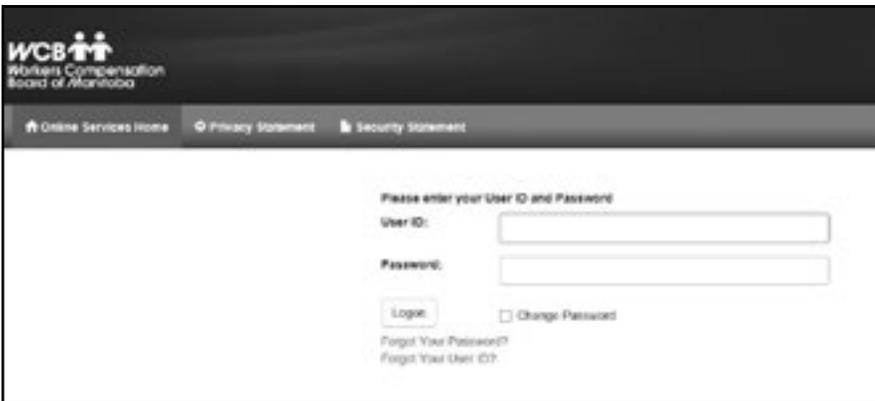
Read and agree to the *WCB's Terms and Conditions*. Please read the agreement carefully.

# Using the WCB Claims Online System

## Changing your password

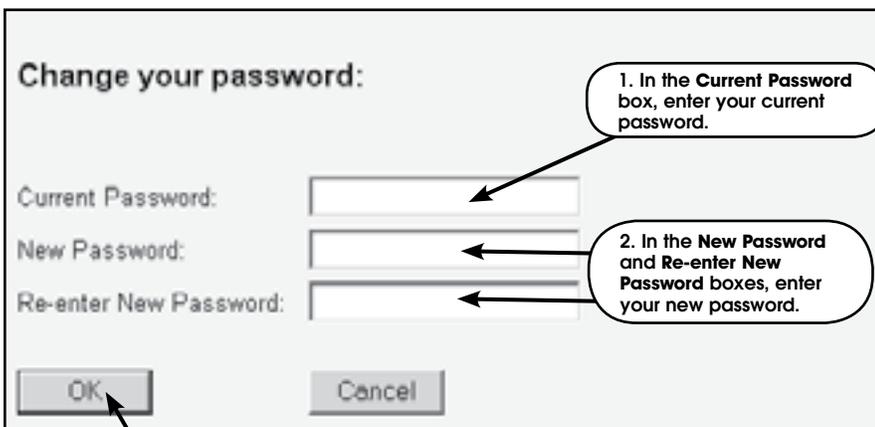
For security purposes, you must change your password on your initial log in and every 12 months afterwards. You can also change your password anytime you want.

To change your password, first enter your User ID and password in the **Log On** screen. Check the **Change Password** box and then click the **Logon** button.



The screenshot shows the WCB online services home page. At the top, there are navigation links for 'Online Services Home', 'Privacy Statement', and 'Security Statement'. Below these is a login form with the heading 'Please enter your User ID and Password'. The form includes fields for 'User ID:' and 'Password:', a 'Logon' button, and a 'Change Password' checkbox which is checked. There are also links for 'Forgot Your Password?' and 'Forgot Your User ID?'.

The **Change Your Password** screen will be displayed.



The screenshot shows a 'Change your password:' dialog box. It has three input fields: 'Current Password:', 'New Password:', and 'Re-enter New Password:'. Below the fields are 'OK' and 'Cancel' buttons. Three callout boxes provide instructions: '1. In the Current Password box, enter your current password.' points to the first field; '2. In the New Password and Re-enter New Password boxes, enter your new password.' points to the second and third fields; '3. Click on the OK button.' points to 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 Password** screen will be automatically displayed.

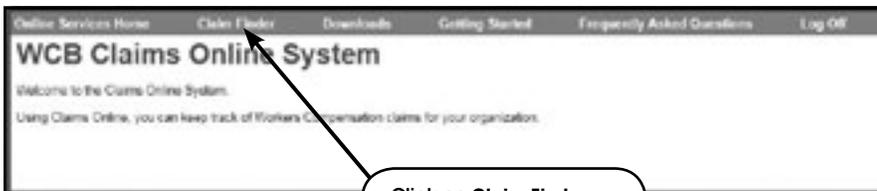
# Using the WCB Claims Online System

## The Welcome Page

Once you have successfully logged on to the Claims Online System you will be presented with the **Claims Online Welcome Page**. From here you can initiate a search for specific claims or download claim costs relevant to your claims.



## Searching for a Claim



Click on **Claim Finder**  
from the Welcome Page.

## Helpful Tips

For your convenience, you may wish to add the **Log On** screen to your browser's favourites list.

# Using the WCB Claims Online System



Click **Clear** to erase ALL data you have entered if you wish to restart your search.

There are several options for finding a claim. The more specific you can be in identifying what you are searching for, the more quickly it can be found. You may enter:

- the exact claim number (8 digits)
- the claim type (either Time Loss, No Time Loss, or All Claim Types)
- Worker Last Name (at least 2 characters must be entered)
- Worker First Name (you must enter Worker Last Name as well)
- Social Insurance Number (9 digits)
- Injury Date (both the From and To dates must be entered)

Click the Search button after filling in your search criteria.

Browse through the list that is presented until you find the claim that you are looking for.



Claim Number	Worker Name	Injury Date	Company	Claim Status	TEST/AUDICATOR
5555555	Smith, Jane	02-Jan-1970	Company 1		

Click on the appropriate link in the Claim Number column to see claim information. You will be presented with the Claim Status screen.

## Helpful Tips

When you are searching for a claim, a maximum of 250 matches will be displayed. If your claim is not found in the search results, you may want to refine your search criteria.

To refine your search:

- if you have entered only a few characters for the last name, add more or
- narrow the date range.

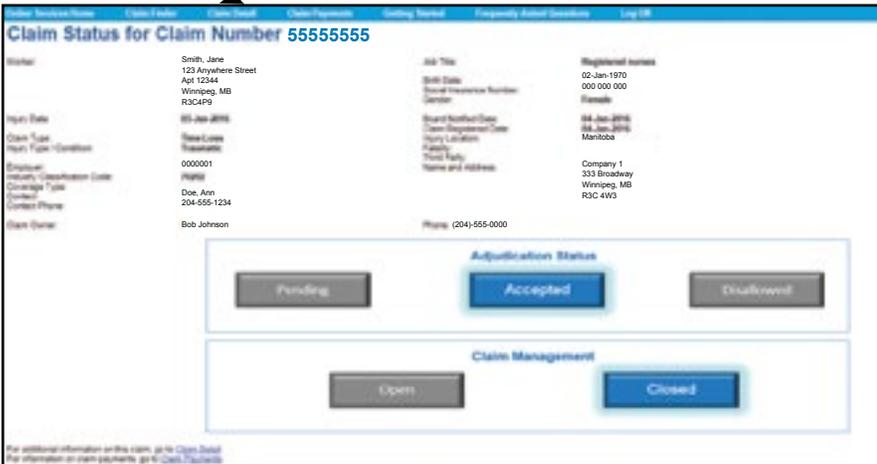
Use your claim number if you know it as this will narrow the search down very quickly.

# Using the WCB Claims Online System

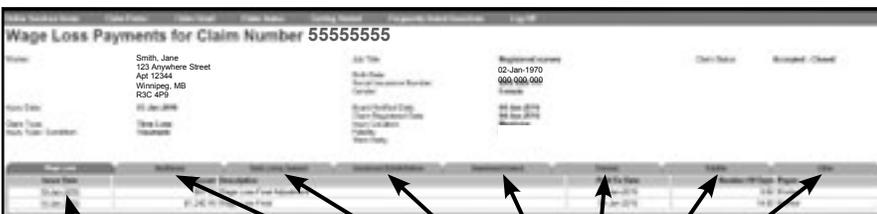
## Helpful Tips

Menu items will change depending on what screen you are in. For example, **Downloads** will sometimes change to **Claim Payments** on the menu bar at the top of the Claims Online screen. Click on the appropriate menu item to return to the screen you want.

Click **Claim Detail** to see more details about the claim



Click the **Claim Payments** menu item to see payment details of the claim you are currently viewing.



Click on the appropriate link to find information on the benefit calculation for the cheque issued on a specific date.

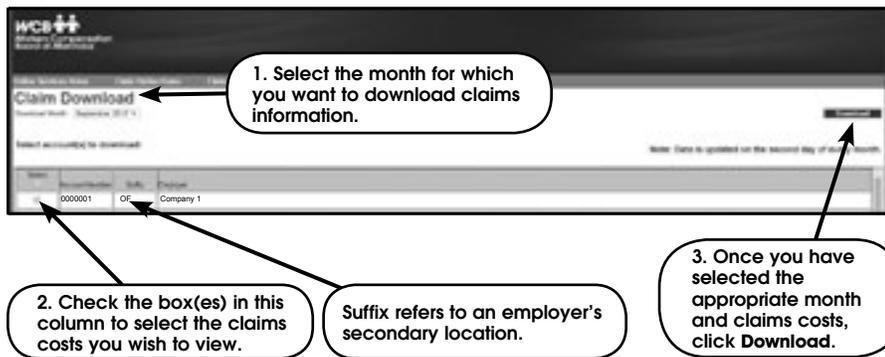
Click on the various tabs to see transactions for each category type

# Using the WCB Claims Online System

## Helpful Tips

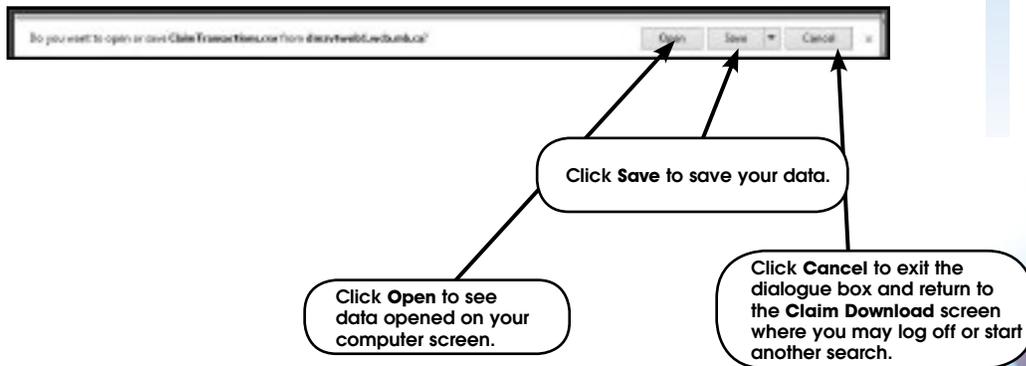
### Downloading Claim Costs

From either the Welcome Page or the **Claim Finder** screens, you can select the **Downloads** menu item. You will be presented with the **Claim Download** screen which allows you to download or save claims information by an account number/suffix combination and month.



The screenshot shows the 'Claim Download' interface. It includes a dropdown menu for selecting a month, a table with columns for 'Account Number', 'Suffix', and 'Month', and a 'Download' button. Callouts provide instructions: 1. Select the month for which you want to download claims information. 2. Check the box(es) in this column to select the claims costs you wish to view. 3. Once you have selected the appropriate month and claims costs, click Download. A note indicates that data is updated on the second day of the month.

You will be presented with the following dialogue box:



The screenshot shows a file dialog box with the text 'Do you want to open or save ClaimTransactions.csv from d:\wcb\wcb\edbank.ca?'. It has 'Open', 'Save', and 'Cancel' buttons. Callouts explain the actions: Click Open to see data opened on your computer screen. Click Save to save your data. Click Cancel to exit the dialogue box and return to the Claim Download screen where you may log off or start another search.

Use the **Log Off** menu item when you have completed your activities in the Claims Online System.

# Using the WCB Claims Online System

## Getting Help

If you have general questions, you may be able to find the answers in the Claims Online System's Frequently Asked Questions (FAQ). 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 Claims Online System and from the Online Services menu in the WCB website ([wcb.mb.ca](http://wcb.mb.ca)).

If you require more in-depth technical assistance with the Claims Online System, please contact the WCB Technical Support Team at 204-954-4803 in Winnipeg or toll free at 1-866-751-9245. 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).

## Helpful Tips

Refer to the Claims Online Frequently Asked Questions located at [wcb.mb.ca](http://wcb.mb.ca) for answers to common questions about working with the Claims Online System.

