

Creating an online services account as a worker

How to create a profile and link services to your account

Our online services provide injured workers (and their representatives) with a variety of tools to view and manage claim information online. To get started, you need to create your online services profile and then link My Worker Services to your account to access your claim information online.

Once you have access to your claim information, you can view the status of your claim, upload documents, view correspondence related to your claim, and more from your desktop or mobile device.

How do I create an online services profile?

1. Go to worksafebc.com.
2. Click the blue **Log in/Create an account** button in the top-right corner.
3. Click the **Sign up** button at the bottom of the page.
4. Enter the required information to create your online services profile. When you're done, scroll down and click **Submit**.
5. You will see a message indicating you've successfully created your online services profile. Click **Close**.

Once you've created your profile, you'll need to access My Worker Services.

How do I link My Worker Services to my account?

Before you start, you will need your:

- **Customer Care number** (which you'll find at the top of correspondence we've sent you about your claim)
- **Personal Access number** (which you'll find in the letter we've sent you that introduces our online services)

1. **Log in** to your online services profile.
2. Click **Access my...** at the top of the page. (If you are on a mobile device, click the three lines at the top right of your screen.) Choose **Claim (for workers)**.
3. Enter your 11-digit **Customer Care number** and click **Search**.
4. Every online services account requires at least one administrator. What displays next depends on whether the account already has an online administrator.
 - If there is no online administrator for your account, you will be prompted to provide your **name** and **Personal Access number (PAN)**. By providing these and clicking the checkbox, you will become the account's online administrator.

If you correctly provide your PAN, you will see a success message. Once you close this message, you will have access to your claim information online.

- If an online administrator already exists for this account, you'll be asked if you want to:
 - a. Become an administrator by providing your **PAN**, or
 - b. Request access from an existing administrator. If you select this option, you'll be provided with a list of administrators on the account. You can **contact them**, and they will set up your access.

Questions?

If you have any questions about your online services account, please visit our [Help centre](#) or call our technical support team at 604.276.3135 (or toll-free at 1.888.855.2477).

If you have additional questions about your claim or can't find your Customer Care number or PAN, please contact our Claims Call Centre at 604.231.8888 (or toll-free at 1.888.967.5377).

We'd be happy to help.