

# Information bulletin

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April 24, 2026

**Attention:** Health care providers and administrative staff

**Subject:** My Provider Services login changes

Upcoming changes to WorkSafeBC's My Provider Services login will improve security and privacy.

Providers who currently share a login are strongly encouraged to set up individual accounts ahead of the introduction of mandatory two-factor authentication on May 15, 2026.

Shared logins will no longer be supported once two-factor authentication is in place.

## Upcoming changes

### Mandatory two-factor authentication

On **May 15, 2026, mandatory two-factor authentication** will be introduced to My Provider Services portal. Two-factor authentication has been optional since 2025, but will become mandatory when you sign in to your online services profile. If you've already opted in to this feature for your account, then there will be no change.

Two-factor authentication adds an extra security step by asking you to confirm your identity with a one-time code (sent to your email or phone) in addition to entering your password.

### How to prepare for two-factor authentication

Each person must have their own My Provider Services account. Shared logins will no longer be supported with the implementation of mandatory two-factor authentication.

If you currently share an account, set up individual access by:

1. The account administrator must log in to the account using the current username and password.
2. Under the dropdown **For administrators**, select **Grant access to another user**.
3. Enter the individual's **email address**, then select **Continue**.

If the individual **already has** an online services profile

4. Follow the prompts to grant access to the selected account and online tools.
5. Click **Continue**. Access will be granted.

If the individual **does not** have an online services profile

4. Enter the required information (name and phone number) and select **Continue**.
5. Follow the prompts to grant access to the selected account and online tools.
6. The individual will receive an email to set their password. Access is granted once the password is set.

## Trusted partner login

BC Services Card Account and Interac<sup>®</sup> verification has been introduced as **additional** login options, providing familiar and secure ways to access your My Provider Services account. These are additional login options. Users will continue to have the choice to sign in using their username and password.

**Please note** Your trusted partner email address must match your My Provider Services email address to access your account. If you're unsure whether your emails match, we recommend logging in using the existing username and password option.

## For technical support

If you experience issues accessing the WorkSafeBC My Provider Services Portal, please contact our Technical Support Team at **1.888.855.2477** or visit [our website](#) for more information.

## For payment status, inquiries, and issues

Visit our online [view payment invoice status](#) service.

If you are a My Provider Services user, [log in](#) for a more robust online invoice status and history service.

WorkSafeBC Payment Services

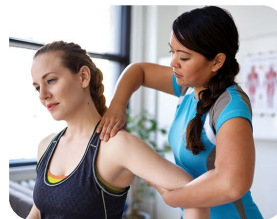
604.276.3085

1.888.422.2228 (toll free)

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