

Creating an online services account as a health care or service provider

How to create a profile and link services to your account

Our online services provide health care and service providers with a variety of tools to view information and transact with us in an easy, fast, and secure way. To get started, you need to create your online services profile and then link My Provider Services to your account to access your firm's or clinic's information online.

Once you have access to your provider account, you can perform a number of useful actions depending on what type of provider you are — all 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 Provider Services.

How do I link My Provider Services to my account?

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 **Provider account (for health care and service providers)**.
3. Enter your **payee 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 **payee name** and other details about services you've provided for WorkSafeBC. By providing this and clicking the checkbox, you will become the account's online administrator.

Tip: If you will be linking to more than one payee number, consider including the firm's or clinic's location (or other identifying information) with the clinic name (e.g., ABC Clinic — Richmond).

- If an online administrator already exists for this account, you'll be asked if you want to:
 - a. Become an administrator by providing details about services you've provided for WorkSafeBC, 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.

If you correctly provide the required information, you will see a success message. Once you close this message, you will have access to your firm's or clinic's provider account.

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 don't have a WorkSafeBC or MSP payee number, you may [request a temporary payee number](#). If you have further questions, please contact procurement@worksafebc.com.

We'd be happy to help.