

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 first need to create your online services profile. Then you can link My Provider Services to your account to access your firm's information online.

Once you have access to your provider account, you can submit documents and invoices, view the status of previously submitted invoices, 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 to online services** button in the top right corner.
3. Click the **Sign up** button.
4. Enter the required information to create your online services profile. When you're done, click **Continue**.
5. To verify your email address, you'll be sent an email with a verification link. If you don't see this email in your inbox, please check your junk or spam folder.
6. Once you click the verification link, you'll be prompted to create a password for your account. Confirm your password and click **Continue**.
7. You'll see a message indicating you've successfully created your online services profile. Click **Log in**.
8. Enter your email address and the password you just created and click **Log in**.
9. You'll be asked if you'd like to set up two-factor authentication. This provides an additional layer of security by asking you to enter a code that is sent to your email or phone each time you log in. If you choose to set it up now, you'll be emailed a six-digit code. Enter the code and click **Continue**.
10. You can now choose how you would like to receive future codes — either by email or by text message. Once you make your choice, click **Continue**.
11. You'll be asked if you want to add your device as a trusted device. This means you won't need to enter a six-digit code each time you log in on the device you're currently using.

Once you've created your profile, follow the next set of instructions to select the online services you'd like to use.

How do I link My Provider Services to my account?

Before you start, you will need:

- Your **WorkSafeBC or MSP payee number**
 - The **claim number and name of an injured worker** you've served
1. **Log in** to your online services profile.
 2. Scroll down and click the blue button labelled **Access my provider account**.
 3. Enter your WorkSafeBC or MSP payee number and click **Continue**.
 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 existing administrator for your account, you'll be prompted to provide the claim number and last name of a worker you've provided services to. When you provide these and click **Continue**, you'll be prompted to confirm you are authorized to become an administrator for this provider account by clicking **Continue** again.
 - If an online administrator already exists for this account, you'll be asked if you want to:
 - a. Become an administrator by providing the claim number and last name of an injured worker you've served and confirming you've been authorized to access the online services profile by clicking **Continue**, 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. Select which administrator(s) you'd like to request access from, and click **Continue**. An email will be sent to the people you selected.

If you successfully provide an injured worker's claim number and last name, you will see a success message. Once you click **Continue**, the page will refresh, and you will have access to your firm's provider account. If you're a provider with multiple payee numbers for different locations or businesses, then you may want to add additional payee numbers to your account. In this case, use the blue button labelled **Access my provider account** and repeat the previous process with this additional payee information.

Questions?

If you don't have a WorkSafeBC or MSP payee number, please contact purchase@worksafebc.com to find out how to request one.

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).

We're happy to help.