

# Creating an online services account as a worker

## How to create a profile and link services to your account

Our online services provide workers and their representatives with a variety of tools to view and manage claim information online. To get started, you first need to create your online services profile. Then you can 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.

Scan this QR code with your mobile device's camera to go directly to a **video demonstrating how to set up your online account** and view your claim.



### How do I create an online services profile?

1. Go to [worksafebc.com](https://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 Worker Services to my account?

Before you start, you'll need your:

- **Customer Care number** (which you'll find at the top of most 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. Scroll down and click the blue button labelled **Access my claim**.
  3. Enter your Customer Care 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 your first and last name and Personal Access number. When you provide these and click **Continue**, you'll be prompted to confirm you are authorized to become an administrator for this worker 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 your Personal Access number, 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 your Personal Access number, you'll see a success message. Once you click **Continue**, you'll have access to your claim information online.

### Questions?

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

We're happy to help.