

# A Getting Started Guide for Using the **WCB** Claims Online System



**WCB**   
Workers Compensation  
Board of *Manitoba*

# Using the WCB Claims Online System

## Table of Contents

3	<b>Overview</b>
3	System Requirements of the Claims Online System
3	When you can use the Claims Online System
4	Following WCB's Security Policy
5	<b>Getting Started</b>
5	Registered User Access
6	Logging On as a Registered User
7	Changing Your Password
8	The Welcome Page
8	Searching for a Claim
11	Download Claim Costs
12	<b>Getting Help</b>

## Helpful Tips

This guide should help you walk through the step-by-step process of the Claims Online System. Should you still have any questions, please check the **Getting Help** section for where to turn for help.

Do not use the browser 'Back' arrow button in your internet window. Only use the menu links in the Claims Online windows. The browser Back button will take you out of the Claims Online System.

# Using the WCB Claims Online System

## Overview

Claims Online is a secure internet application that will allow you to view cost details for claims that are registered for your company. If you become a registered user, you can also use this tool to compile monthly claims cost reports in whatever format you desire. This system is one of many services offered on the web by WCB and is part of an initiative to provide faster and better service to our clients.

This guide will introduce you to the Claims Online System and provide the information you need to get started.

### System Requirements of the Claims Online System

The system requirements for WCB's Claims Online System include:

- Microsoft Internet Explorer 4.0 (5.0 + recommended)
- (128-bit encryption version)
- JavaScript enabled on your web browser
- Cookies enabled on your web browser\*
- Internet Account
- 800 x 600 display resolution, 1024 X 768 display resolution recommended

If your computer system does not meet any of the above requirements, a screen is displayed when you log on informing you of the minimum criteria and a list of messages that describe what part of your system does not meet the requirements. While there is no minimum internet connection speed required, faster connection speeds will provide better performance.

### When you can use the Claims Online System

WCB's Claims Online System and technical support is available to you 24 hours a day, seven days a week.\*\*

\* The Claims Online System only uses session cookies. No application information is stored on your hard drive without your consent.

\*\* This availability level is subject to change.

## Helpful Tips

The Claims Online System checks your web browser and will inform you if your browser does not meet the minimum requirements.

# Using the WCB Claims Online System

## Following WCB's Security Policy

The Claims Online System provides access to confidential information. WCB has implemented a Web Security Policy as part of our commitment to our clients. In this section, you'll find the highlights of this policy and what this means to you.

The security of your information is of the utmost importance. The Claims Online System and associated data reside on a WCB of Manitoba web server. Security precautions begin from the time you are registering to ensure complete confidentiality. Only employers who register to use the Claims Online System have access to the system and only to their own individual claims. In addition, only authorized users as specified by you, who have an assigned User ID, can view your organization's data.

For further security, the WCB Technical Support Team will develop a challenge-response mechanism when you register. If you ever forget your password or need to confirm your authorization, you will be able to use a unique phrase to identify yourself. It's another way the WCB helps keep your information confidential - and your access secure.

To protect the confidentiality of the Claims Online System, please observe the following rules:

- The Claims Online System will ask you to change your password every 12 months. You can, however, change your password at any time and are encouraged to change your password frequently.
- Use unusual passwords. Never use familiar names such as the names of your children or the name of your company as passwords.
- Three successive password violations during log on will lock your User ID. If this happens, you will need to contact the WCB Technical Support Team at 954-4803 in Winnipeg or toll free at 1-866-751-9245.
- Never share your User ID or password.
- If you have a staff member who changes positions or leaves your company and you no longer want them to have access to your Claims Online account, please contact the WCB Technical Support Team at 954-4803 in Winnipeg or toll free at 1-866-751-9245 to update or remove the employee's User ID.

For security purposes, registered users will be required to read and agree to WCB's Web Access Agreement before accessing the Claims Online System for the first time. If you are a registered user, you will also be required to read and agree to this document every 12 months or if there are any changes to the agreement. This agreement is similar to documents for other interactive web sites and web-based applications. It lists the terms of use and liability issues. It is highly recommended that you read the agreement carefully.

You can print this document for your records if you wish.

## Helpful Tips

Never share your User ID or password!

# Using the WCB Claims Online System

## Getting Started

### Registered User Access

The first step to gaining access to the Claims Online System is to become a registered user. For security purposes, there must be only one person in your organization who registers all of the users within your organization. This person will become the Organization Administrator for your organization.

When the Organization Administrator phones the WCB Technical Support Team to register your organization's users, they will need the name and phone number of all the users they wish to register. If your firm is a registered employer with the WCB, you will also be asked for the following information found on your account statement:

- your WCB Firm Number and
- the WCB Industry Code and corresponding rate.

To register and obtain User IDs and passwords, phone the WCB Technical Support Team at 954-4803 in Winnipeg or toll free at 1-866-751-9245. A WCB Technical Support Team Member will help you register all of the users for your organization.

If you already have a User ID and password for the Clearance Request System, you can use them in the Claims Online System, however, you will still need to call the WCB Technical Support Team to be given access to the Claims Online System.

## Helpful Tips

Please ensure you have all of the information ready before phoning to register. If you do not have all of the required information when you phone, you will be required to phone back to continue the registration process.



# Using the WCB Claims Online System

## Logging On as a Registered User

To log on to the Claims Online System, go to the WCB Manitoba website (www.wcb.mb.ca) and click on the **Claims Online** link in the Online Services menu.



When the **Log On** screen is displayed, enter your User ID and password and click the **Logon** button.

Please use the **Log Off** menu item when you have completed your activities in the Claims Online System. If you have been inactive for 30 minutes, the system will automatically log you off. If this happens and you try to perform another system activity, you will be prompted to log on to the system again.

## Helpful Tips

The first time you log on to the system, you are required to:

Change your password.  
Please refer to the **Changing Your Password** section of this guide.

Read and agree to the *WCB Web Access Agreement*. Please read the agreement carefully.

# Using the WCB Claims Online System

## Changing your password

For security purposes, you must change your password on your initial log in and every 12 months afterwards. You can also change your password anytime you want.

To change your password, first enter your User ID and password in the **Log On** screen. Check the **Change Password** box and then click the **Logon** button.



Home | Accident Reporting | Clearances | Privacy Statement | Security Statement

Please enter your user id and password:

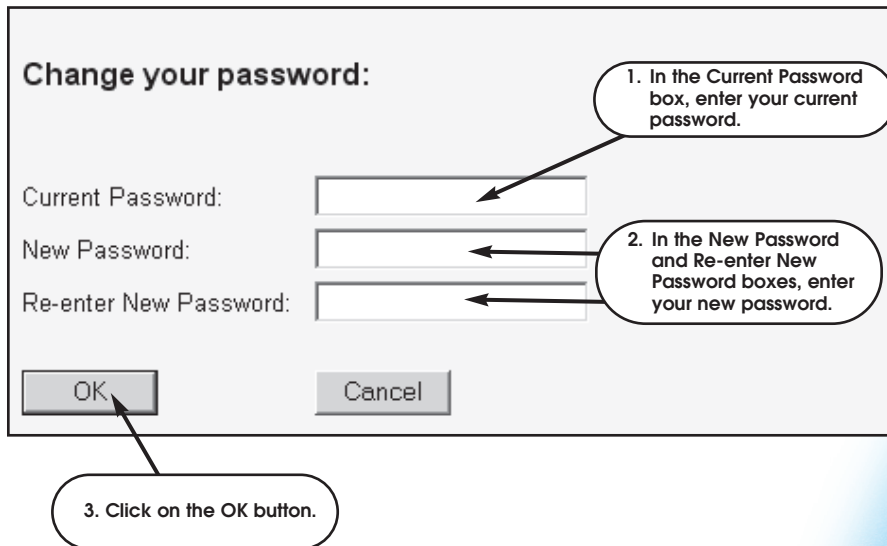
User ID:

Password:

Change Password

[Forgot Your Password?](#)

The **Change Your Password** screen will be displayed.



**Change your password:**

1. In the Current Password box, enter your current password.

Current Password:

2. In the New Password and Re-enter New Password boxes, enter your new password.

New Password:

Re-enter New Password:

3. Click on the OK button.

If you have entered an invalid password, an error message will be displayed at the bottom of the screen.

## Helpful Tips

When you are required to change your password, the **Change Password** screen will be automatically displayed.

# Using the WCB Claims Online System

## The Welcome Page

Once you have successfully logged on to the Claims Online System you will be presented with the **Claims Online Welcome Page**. From here you can initiate a search for specific claims or download claim costs relevant to your claims.

Online Services Home | Claim Finder | Downloads | Getting Started | FAQ | Log Off

## WCB Claims Online System

Welcome to the Claims Online System.

Using Claims Online, you can keep track of Workers Compensation claims for your organization.

**Note:** All data displayed in this application is as of the previous business day.

Note that all data displayed in this application is current as of the previous business day.

## Searching for a Claim

Online Services Home | Claim Finder | Downloads | Getting Started | FAQ | Log Off

## WCB Claims Online System

Welcome to the Claims Online System.

Using Claims Online, you can keep track of Workers Compensation claims for your organization.

**Note:** All data displayed in this application is as of the previous business day.

Click on **Claim Finder**  
from the **Welcome Page**.

# Helpful Tips

For your convenience, you may wish to add the **Log On** screen to your browser's favourites list.



# Using the WCB Claims Online System

You will be presented with the **Claim Finder** screen.

Online Services Home | Claim Online Home | Downloads | Getting Started | FAQ | Log Off

## Claim Finder

Claim Number:

Worker Last Name:   Sounds Like

Worker First Name:

Social Insurance Number:

Injury Date From:  dd/mm/yyyy To:

**Click Clear to erase ALL data you have entered if you wish to restart your search.**

**Note:** All data displayed in this application is as of the previous business day.

There are several options for finding a claim. The more specific you can be in identifying what you are searching for, the more quickly it can be found. You may enter:

- the exact claim number (8 digits)
- Worker Last Name (at least 2 characters must be entered)
- Worker First Name (you must enter Worker Last Name as well)
- Social Insurance Number (9 digits)
- Injury Date (both the From and To dates must be entered)

Click the **Search** button after filling in your search criteria.

Browse through the list that is presented until you find the claim that you are looking for.

Online Services Home | Claim Online Home | Downloads | Getting Started | FAQ | Log Off

## Claim Finder

Claim Number:

Worker Last Name:   Sounds Like

Worker First Name:

Social Insurance Number:

Injury Date From:  dd/mm/yyyy To:  dd/mm/yyyy

**Note:** All data displayed in this application is as of the previous business day.

6 matches found.

Claim Number	Worker Name	Birth Date	Injury Date	Area of Injury	Firm Number	Employer	Claim Status	Claim Owner	Cancelled Into Claim
11111111	DOE, JOHN	15-Aug-1970	29-Nov-2003	RIGHT HAND	0000001	COMPANY 1	Adjudicated	Smith, James	
22222222	DOE, JANE		01-Jan-2004		0000002	COMPANY 2	Adjudicated	Smith, John	
33333333	DOE, JAMES	10-May-1960	08-Jan-2004	RIGHT CHEEK	0000003	COMPANY 3	Adjudicated	Smith, Jane	
44444444	DOE, JOHN J	21-Sep-1956	21-Sep-2004	HEAD	0000004	COMPANY 4	Adjudicated	Smith, James	
55555555	DOE, JAMES JOHN	12-Dec-1966	14-Jul-2005	RIGHT LEG	0000005	COMPANY 5	Adjudicated	Smith, Jill	
66666666	DOE, GEORGE JAMES	10-May-1960	05-May-2005	RIGHT WRIST FRACTURE	0000006	COMPANY 6	Unadjudicated	Smith, Janet	

Click on the appropriate link in the **Claim Number** column to see claim details. You will be presented with the **Claim Detail** screen where you can view details including the status of the claim and benefit calculations.

## Helpful Tips

When you are searching for a claim, a maximum of 250 matches will be displayed. If your claim is not found in the search results, you may want to refine your search criteria. To refine your search:

- if you have entered only a few characters for the last name, add more or
- narrow the date range.

Use your claim number if you know it as this will narrow the search down very quickly.

# Using the WCB Claims Online System

Click the Claim Payments menu item to see payment details of the claim you are currently viewing.

Online Services Home | Claim Finder | Claim Payments | Getting Started | FAQ | Log Off

### Claim Detail for Claim Number 01000000

Worker: DOE, JOHN J  
BOX 000  
OAKBLUFF, MB  
R1G 1H0

Job Title: Heavy-duty equipment mechanics

Birth Date: [redacted]  
Social Insurance Number: 000 000 000  
Gender: Male

Injury Date: 08-Jun-2001  
Area of Injury: NECK/CERVICAL SPINE  
Claim Type: Time Loss  
Injury Type / Condition: Traumatic

Board Notified Date: 12-Jun-2001  
Claim Registered Date: 12-Jun-2001  
Injury Location: Manitoba  
Fatality: Non-Fatal

Claim Status: Closed  
Medical Cutoff Date: 04-Aug-2001  
Third Party: [redacted]

Employer: 0000001  
Industry Code: 00000  
Contact: Doe, John  
Contact Phone: (204) 555-000

Name and Address: Company 1  
3RD FLR-000 Anywhere Street  
Winnipeg, MB  
R1X 0P0

Claim Owner: Smith, Jane  
Phone: (204) 555-1234

Payment Totals							
Gross Weekly Wage	Days Per Week	Compensation	Medical Aid	Rehabilitation	Impairment Award	Total Costs	
\$779.56	5.00	\$93.21	\$43.80	\$0.00	\$0.00	\$137.01	

Decisions			
Date	Decision Type	Decision	Reason
28-Sep-2001	Adjudication	Accepted	

## Helpful Tips

Menu items will change depending on what screen you are in. For example, **Downloads** will sometimes change to **Claim Payments** on the menu bar at the top of the Claims Online screen. Click on the appropriate menu item to return to the screen you want.

Online Services Home | Claim Finder | Claim Detail | Getting Started | FAQ | Log Off

### Wage Loss Payments for Claim Number 01000000

Worker: Smith, Jane  
123 ANYWHERE STR  
APT 12344  
WINNIPEG, MB  
R3C 4P9

Job Title: Management occupations, uns.

Birth Date: 19-May-1962 (43)  
Social Insurance Number: 000 000 000  
Gender: Male

Injury Date: 05-May-2005  
Area of Injury: RIGHT WRIST FRACTURE  
Claim Type: Time Loss  
Injury Type / Condition: Cumulative

Board Notified Date: 09-Jun-2005  
Claim Registered Date: 09-Jun-2005  
Injury Location: Manitoba  
Fatality: Non-Fatal

Claim Status: Unadjudicated  
Medical Cutoff Date: 06-Jun-2006  
Third Party: [redacted]

Wage Loss		Medical					
Issue Date	Amount	Description	Paid To Date	Number Of Days	Payee	Type	
28-Sep-2005	\$67.51	Compensation	07-May-2005	1.00	Worker	Compensation Payment	
28-Sep-2005	\$67.51	Compensation	06-May-2005	1.00	Worker	Compensation Payment	

1 to 2 of 2

Click on the appropriate link to find information on the benefit calculation for the cheque issued on a specific date.

Click here to find out medical details of this claim such as amounts of medical payments.

# Using the WCB Claims Online System

## Downloading Claim Costs

From either the **Welcome Page** or the **Claim Finder** screens, you can select the **Downloads** menu item. You will be presented with the **Claim Download** screen which allows you to download or save claims information by a firm number/suffix combination and month.

The screenshot shows the 'Claim Download' page with the following elements and callouts:

- 1. Select the month for which you want to download claims information.** (Callout pointing to the 'Download Month' dropdown menu set to 'February 2006').
- 2. Check the box(es) in this column to select the claims costs you wish to view.** (Callout pointing to the 'Select' checkbox column in the table below).
- Suffix refers to an employer's secondary location.** (Callout pointing to the 'Suffix' column in the table below).
- 3. Once you have selected the appropriate month and claims costs, click Download.** (Callout pointing to the 'Download' button).

Select	Firm No	Suffix	Employer
<input type="checkbox"/>	0000001		Company 1
<input type="checkbox"/>	0000002	OF	Company 2
<input type="checkbox"/>	0000003	PO	Company 3

You will be presented with the following dialogue box:

The screenshot shows a 'File Download' dialog box with the following details and callouts:

- Do you want to open or save this file?**
- Name: FirmExperience.csv
- Type: Microsoft Excel Comma Separated Values File, 185 ...
- From: www.securewcb.mb.ca
- Buttons: Open, Save, Cancel
- Click Open to see data opened on your computer screen.** (Callout pointing to the 'Open' button).
- Click Save to save your data.** (Callout pointing to the 'Save' button).
- Click Cancel to exit the dialogue box and return to the Claim Download screen where you may log off or start another search.** (Callout pointing to the 'Cancel' button).

While files from the Internet can be useful, some files can potentially harm your computer. If you do not trust the source, do not open or save this file. [What's the risk?](#)

## Helpful Tips

Use the **Log Off** menu item when you have completed your activities in the Claims Online System.

# Using the WCB Claims Online System

## Getting Help

If you have general questions, you may be able to find the answers in the Claims Online System's Frequently Asked Questions (FAQ). In fact, it may be helpful to browse through the FAQ before you register to use the system. The FAQ list is accessible from the **Log On** screen of the Claims Online System and from the Online Services menu in the WCB website ([www.wcb.mb.ca](http://www.wcb.mb.ca)).

If you require more in-depth technical assistance with the Claims Online System, please contact the WCB Technical Support Team at 954-4803 in Winnipeg or toll free at 1-866-751-9245. The Technical Support Team is available to you 24 hours a day, 7 days a week.

## Helpful Tips

Refer to the Claims Online Frequently Asked Questions located at [www.wcb.mb.ca](http://www.wcb.mb.ca) for answers to common questions about working with the Claims Online System.

