

# MyAccount

Questions? Help is always  
a phone call away.

assess@wcb.gov.ns.ca  
Tel: 902-491-8324  
Toll-free: 1-877-211-9267

**Register today.**  
[my-account.ns.ca](http://my-account.ns.ca)



# MyAccount



The 24/7 online window  
to workplace injury  
insurance for  
Nova Scotia  
employers

[Getting started](#)

[What's in it for you](#)

[Insider tips](#)

[my-account.ns.ca](http://my-account.ns.ca)



# MyAccount

## Workers' Compensation in Nova Scotia is now online.

Your Workers' Compensation financial information is now available through MyAccount, our new online access for employers.

Register today to begin tracking your account online. Large employer or small, one account or many, MyAccount will save phone calls, save paperwork, and save time.

The sky's the limit with MyAccount's functionality. It is to the WCB what online banking has been for banks – an entirely new way to deliver service for the benefit of customers. And in this case, that customer is you.

**No money changes hands online – only valuable information. Although MyAccount lets you access your account information, you will still pay your WCB premiums and report your payroll as you always have.**

MyAccount works best with Windows 2000/XP operating system, Internet Explorer 6.0. In order to view PDF forms and other documents, you will need Adobe Acrobat Reader 6 or higher, available for free download at [adobe.com](http://adobe.com). High-speed Internet access is preferred, but MyAccount will also work with dialup.

Register today. You will need your **most recent** STATEMENT(S) OF ACCOUNT for the account(s) you wish to access.

## How to Register



### INSTRUCTIONS FOR THE EMPLOYER ADMINISTRATOR

- 1 You should choose an Employer Administrator for MyAccount. This person will be the gatekeeper – he or she will register your organization for MyAccount, add access for other users, delete users, and will be able to access all of your information. The first person to sign up is the Employer Administrator.
- 2 If you're the Employer Administrator and you have your most recent STATEMENT(S) OF ACCOUNT, you are ready to register. Visit [my-account.ns.ca](http://my-account.ns.ca), and follow the link for "not yet registered".
- 3 Enter your 15-digit BUSINESS NUMBER and the information from your STATEMENT OF ACCOUNT, and click NEXT. (Click ADD ACCOUNT and repeat this process if you want to add additional accounts).
- 4 Create your USERNAME and PASSWORD. Make it easy for you to remember but hard for others to guess. Select security questions in case you ever forget your password. You will also need to review and accept legal and privacy information.
- 5 The third step outlines important details on a confirmation letter we will mail to your organization, and the verification e-mail that we will send to complete the sign-up process. When you have reviewed the information, click YES to continue.
- 6 You are now looking at the confirmation page. You should receive a verification e-mail at the e-mail address you provided. Click on the link contained in the e-mail to complete the registration process.

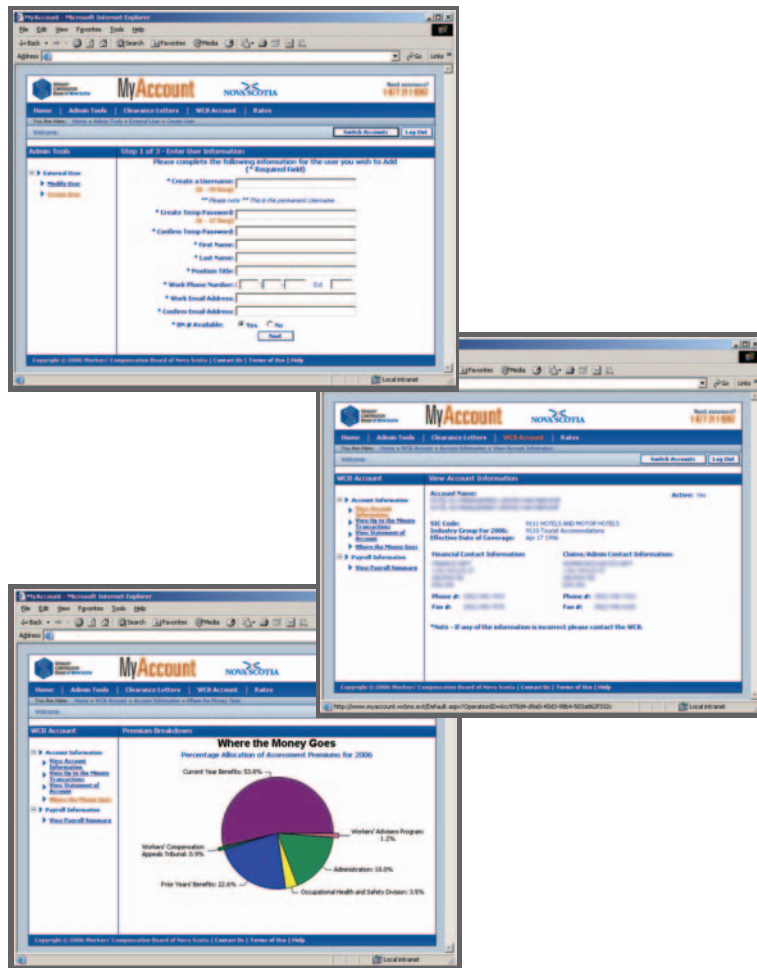
Along the way, at any time, click "NO" or "CANCEL" to end the sign-up process.

### Helpful Hint

Make access to MyAccount a privilege in your organization. Give key people the access they need to better manage your workplace injury insurance costs, and enhance your safety and return-to-work programs. Safety representatives, union representatives, JOHSC representatives, managers, supervisors – all could benefit from having some level of access to MyAccount.



# Customize Your Access



After you have registered, log in and begin taking advantage of MyAccount's exciting features.

All users designated by the Employer Administrator will follow these easy steps to log in:

- 1 Visit [my-account.ns.ca](http://my-account.ns.ca)
- 2 Enter your username and password and click LOGIN.
- 3 If you have more than one account, select the account you wish to access from the drop-down menu.

The Employer Administrator has privileges other users do not have. In addition to using MyAccount's functionality yourself, you control who accesses your account information. You may have several staff who require access, for different reasons. You control the extent of access each of your staff will have, depending on their role in your organization.

Only the Administrator can add, delete, or modify users – that's called Administrator Access. Other levels of access include:

- **Full Access:** Full access to all account information.
- **Assessment Only:** Access rates, payroll, and experience rating information, for financial and prevention planning. No access to claims information.
- **Claims Only:** Access claims information for claims management, prevention and return-to-work planning. No access to assessment information.

## Need a hand?

Click **HELP** at the bottom of the page at any time. If you still have questions, contact us. **Toll-free** 1-877-211-9267 or e-mail: [assess@wcb.gov.ns.ca](mailto:assess@wcb.gov.ns.ca)

- MyAccount's information is updated in real time. As soon as a claim is entered in our system, it shows up in the MyAccount database. It is up-to-the-minute context on what workplace injury means to your business.
- MyAccount's open, clean design is intuitive and easy-to-use. It was very well received in employer testing and development focus groups.
- MyAccount is completely secure, based on the highest levels of encryption.



## Streamlining Business Functions

MyAccount gives you better, more timely information to manage prevention and return-to-work in your workplace.

MyAccount will help reduce the phone calls, the waiting, and the paperwork in your relationship with the WCB. It should streamline things so you spend less time managing workers' compensation and more time managing your business. MyAccount rolls out in a series of releases.

### **STREAMLINING BUSINESS FUNCTIONS: RELEASE 1 (AVAILABLE NOW!)**

#### **REQUEST CLEARANCE LETTERS FOR INCORPORATED COMPANIES**

Any time you hire a subcontractor, you should be requesting a clearance letter to ensure they are covered by the WCB, and in good standing. Request these letters online through MyAccount.

#### **ACCESS YOUR EXPERIENCE RATING STATEMENTS**

Once available only by mail, now you can view and print your experience rating statements online at the touch of a button.

#### **VIEW YOUR STATEMENTS OF ACCOUNT**

You still pay your WCB premium the same way – but now you can view your account online.

#### **VIEW YOUR REPORTED PAYROLL**

Verify the information we have on file. Is it correct? How has it changed over the years? View your reported payroll information anytime, anywhere.

### **Did you know?**

Before MyAccount, getting information like the above meant calling the WCB during business hours. Now you can access it anytime, anywhere.

## Your Online Injury Prevention Resource



MyAccount is a business tool, but it is also a powerful injury prevention tool, because information is one of the most powerful weapons against workplace injury.

In **RELEASE 2** and in **RELEASE 3**, you will know what injury prevention means to your workplace – literally up to the minute. It's a whole new level of information, on screen at the click of a mouse and updated every 15 seconds. The moment a claim is entered on our system, you will know about it.

Harness the number-crunching power of MyAccount to pinpoint problems before they become serious, and better plan your injury prevention and return-to-work strategy.

### **PREVENTION AND RETURN-TO-WORK PRIMER: RELEASE 2**

#### **What's been registered?**

Find out what claims have been registered, on an up-to-the minute basis across your organization.

#### **What's been paid?**

Track the benefits paid on your employees' claims.

#### **Find a Claim / Claims Data Download**

Take a closer look at all injuries on a claim-by-claim basis, or download the information to your computer. Download any or all information – by date, claim number, part of body, nature of injury, source of injury, event or exposure, and so on – to focus in on the information you need for injury prevention planning.

### **Did you know?**

The WCB is Nova Scotia's provider of workplace injury insurance. The premiums you pay are an investment – among many benefits, you are protected from lawsuits arising out of workplace injuries. And, just like other insurance, the best performers pay less than those with higher claims costs.



## Your Online Injury Prevention Resource

### PREVENTION AND RETURN-TO-WORK ADVANCED: RELEASE 3

**RELEASE 3** puts even more advanced functionality in your hands, allowing a closer look at what injury prevention could mean to your organization.

#### Experience Rate Calculator

Find out how your claims costs impact the premium you pay for workplace injury insurance, and how reducing those costs could reduce your assessment rate.

#### Injury in Context – How are you doing?

Compare your experience to that of your industry. How are you doing? What percentage of your industry's costs do you represent?

#### Prevention Pyramid

For every injury, statistics show there were likely several “near misses.” Prevent the near misses and you will prevent injury. This tool helps you calculate the likely near misses you are having – and stop an injury, before it stops your business.

#### Incident Cost Calculator

How much are incidents costing you? Find out with this calculator.

#### Form Submission

Submit your injury reporting and year-end forms online – saving time, creating efficiencies.

### ▶ Helpful Hint

Compare your injury experience side-by-side with your industry. Your percentage of claims costs should be no more than your percentage of payroll. If you reduce the percentage of claims costs you represent, you will ultimately reduce your premium.

## Just Around The Corner



### OCCUPATIONAL HEALTH AND SAFETY TRACKING: RELEASE 4

MyAccount was developed jointly by the Workers' Compensation Board of Nova Scotia and Nova Scotia Environment and Labour's Occupational Health and Safety division (OH&S).

**RELEASE 4** rounds out the MyAccount offering with services and information on:

- Occupational Health & Safety Information
- Inspections
- Prosecutions
- Outstanding Contacts

Watch for more information on **RELEASE 4** as MyAccount unfolds.

### ▶ Did you know?

Employers were consulted in the development of MyAccount. They helped in its development through focus groups, and its final development through usability testing.

