Using the
WCB
Online Incident Reporting System

WCB
Workers Compensation
Board of Manitoba

Using the WCB Online Incident Reporting System

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Helpful Tips

This guide should help you walk through the step-by-step process of the Online Incident Reporting System. Should you still have any questions, please check page 15 for where to turn for help.

Using the WCB Online Incident Reporting System

Overview

The Online Incident Reporting System is a secure Internet application that will allow you to electronically submit employer incident reports you initiate or complete when a claim is started by another party (healthcare provider or injured worker). This system is one of the many services deployed on the web by WCB. It is part of an initiative to receive incident reports faster and therefore provide better service to our clients.

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

System Requirements of the Online Incident Reporting System

The system requirements for WCB's Online Incident Reporting 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 Online Incident Reporting System

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

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

Using the WCB Online Incident Reporting System

Helpful Tips

Never share your User ID or password!

Following WCB's Security Policy

WCB employer incident reports contain confidential personal and medical information protected by Manitoba's *Personal Health Information Act* and *Freedom of Information and Protection of Privacy Act.* Because it is important to us that only authorized individuals are able to view your incident reports, we have implemented a Web Security Policy. In this section, you'll find the highlights of this policy and what it means to you.

The Online Incident Reporting System and associated data reside on a WCB-Manitoba web server. Only employers who have signed up with the WCB and have received a unique User ID have access to Online Incident Reporting. Only authorized users in your organization can view the reports created by your organization.

Security precautions are also taken when you register to use the Online Incident Reporting System. 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. (Please refer to the "Getting Started" section of this guide for more information about registering.)

To protect the confidentiality of your incident reports, please observe the following rules:

- The Online Incident Reporting System will ask you to change your password every 12 months. However, you can 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 e-mail addresses, or leaves your company and you no longer want them to have access to your incident reports, 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, you will be required to read and agree to the *WCB's Web Access Agreement* before you access the Online Incident Reporting System for the first time. 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 may print this document for your records if you wish.

The first step to using the Online Incident Reporting 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 Security Administrator for your organization.

Using the WCB Online Incident Reporting System

Getting Started

When the Security 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 and a challenge-response phrase. The Security Administrator will also need to provide a valid e-mail address.

The Security Administrator will also need the following information for each of the WCB registered firms in your organization:

- the WCB Firm Number

- the WCB Industry Code and corresponding rate

- the last reported Annual Estimated Earnings, or the last reported Quarterly Earnings

- e-mail address for the employer incident report contact in each firm (this e-mail address will be used to notify your organization in case a claim involving your organization is initiated by another party)

To register, 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.

Helpful Tips

The required WCB information can be found on your:

- Account Statement

- Annual Workers' Earnings Report

- Quarterly Earnings Report

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

Logging On

See the "**Getting Help**" section of the Getting Started Guide if you need assistance with logging on.

To log on to the Online Incident Reporting System:

1. Go to the WCB Manitoba website (www.wcb.mb.ca) and choose **Online Incident Reporting** from Online Services.

2. When the **Logon** 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 on the Online Incident Reporting 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.

The following sections introduce you to the services that are available to registered users.

Helpful Tips

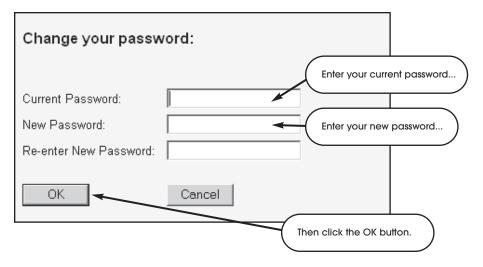The first time you log on to the system, you are required to:

- 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 document carefully.

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Changing Your Password

For security purposes, you must change your password on your initial log on and every 12 months afterwards. You can also change your password anytime you want. Changing your password is a very simple process.

To change your password, check the **Change Password** box on the **Log On** screen shown on page 6. The **Change Your Password** screen will be displayed.

Change your password:

Current Password: |
New Password:
Re-enter New Password:

OK   Cancel

Enter your current password...

Enter your new password...

Then click 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 Your Password** screen will be automatically displayed.

Using the WCB Online Incident Reporting System

The Welcome Page

The Welcome Page is the first page that you will see after you log on to the Online Incident Reporting System.

It is highly recommended that you click the **Employer Incident Reports to be Completed** link to see if there are any employer incident reports you need to complete before you begin any activity on the system.

Helpful Tips

From this Welcome Page, you may create new employer incident reports, finish reports you have saved but not completed, or complete reports submitted by others.

Using the WCB Online Incident Reporting System

Employer Incident Reports to be Completed

After clicking the **Employer Incident Reports to be Completed** link, a screen with the same name will be displayed. If the WCB is requesting a report, there will be adjudicator information and a claim number displayed in their respective fields. Otherwise, the reports listed on this page are saved reports that you created.
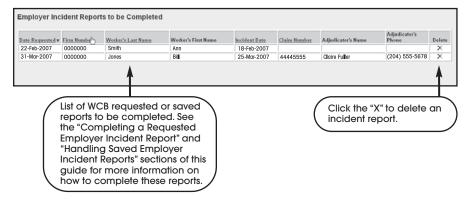
Employer Incident Reports to be Completed

Date Requested ▾	Firm Number	Worker's Last Name	Worker's First Name	Incident Date	Claim Number	Adjudicator's Name	Adjudicator's Phone	Delete
22-Feb-2007	0000000	Smith	Ann	18-Feb-2007				✕
31-Mar-2007	0000000	Jones	Bill	25-Mar-2007	44445555	Claire Fuller	(204) 555-5678	✕

List of WCB requested or saved reports to be completed. See the "Completing a Requested Employer Incident Report" and "Handling Saved Employer Incident Reports" sections of this guide for more information on how to complete these reports.

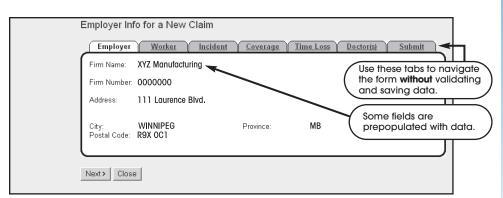Click the "X" to delete an incident report.

If you see a report to be completed, click the appropriate link in the Worker's Last Name column to see the report. Please refer to "Completing a Requested Employer Incident Report" on page 12 for details on how to finish the report.

Creating a New Employer Incident Report

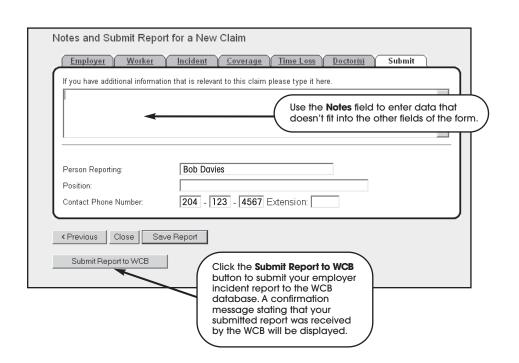To file a new employer incident report, click the **New Employer Incident Report** link.

Employer Info for a New Claim

| Employer | Worker | Incident | Coverage | Time Loss | Doctor(s) | Submit |

Firm Name: XYZ Manufacturing

Firm Number: 0000000

Address: 111 Laurence Blvd.

City: WINNIPEG   Province: MB
Postal Code: R9X 0C1

Next >   Close

> Use these tabs to navigate the form **without** validating and saving data.

> Some fields are prepopulated with data.

Incident Details for a New Claim

| Employer | Worker | Incident | Coverage | Time Loss | Doctor(s) | Submit |

Date of incident: ___ / ___ / ___ (dd/mm/yyyy)

Body parts injured (Indicate R or L): ___

Date reported to employer: ___ / ___ / ___ (dd/mm/yyyy)

Name of person incident reported to: ___

Position of person incident reported to: ___

Incident description: ___

City/Town of incident: Winnipeg

Province of incident: Manitoba

Did the incident occur on your premises? No

Specify name and address of premises where incident happened: (max. 100) ___

< Previous   Next >   Close   Save Report

> The form dynamically changes according to how you answer the questions.

> Use the **Next** button to validate and save data as you navigate the report. Error messages will be displayed at the bottom of the screen if you enter invalid information or do not complete a required field.

> Use the **Save Report** button to save data you have entered so far. You can complete and submit the report at a later time. See "Handling Saved Employer Incident Reports" on page 13 for more information.

Helpful Tips

If you are responsible for submitting employer incident reports for multiple firms within your organization, a screen will be displayed asking you to indicate for which firm you are filing the report.
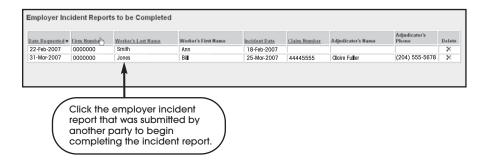
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Notes and Submit Report for a New Claim

| Employer | Worker | Incident | Coverage | Time Loss | Doctor(s) | **Submit** |

If you have additional information that is relevant to this claim please type it here.

Use the **Notes** field to enter data that doesn't fit into the other fields of the form.

Person Reporting: Bob Davies

Position:

Contact Phone Number: 204 - 123 - 4567 Extension:

‹ Previous | Close | Save Report

Submit Report to WCB

Click the **Submit Report to WCB** button to submit your employer incident report to the WCB database. A confirmation message stating that your submitted report was received by the WCB will be displayed.

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Completing a Requested Employer Incident Report

When either an injured worker or a healthcare provider files a WCB incident report about an incident that happened at your workplace, you are notified via e-mail that you need to complete an incident report. When you log on to the Online Incident Reporting System, the requested report will be in the list of Employer Incident Reports to be Completed on the **Employer Incident Reports to be Completed** screen of the system.

Click the employer incident report that was submitted by another party to begin completing the incident report.

Completing a requested employer incident report is very much like creating a new incident report. You can still use the **Save Report** button and there is some pre-populated data in the form. The changeable pre-populated data includes:

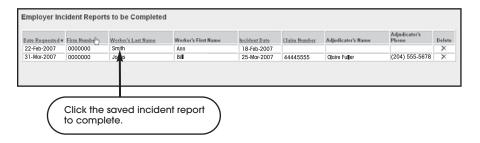- Worker information

- Incident date

- Area of injury

Helpful Tips

Please complete all employer incident reports as quickly as possible. Using the **Save Report** button does NOT submit the report to the WCB.

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Handling Saved Employer Incident Reports

Employer Incident Reports to be Completed

Date Requested ▼	Firm Number	Worker's Last Name	Worker's First Name	Incident Date	Claim Number	Adjudicator's Name	Adjudicator's Phone	Delete
22-Feb-2007	0000000	Smith	Ann	18-Feb-2007				✕
31-Mar-2007	0000000	Jones	Bill	25-Mar-2007	44445555	Claire Fuller	(204) 555-5678	✕

Click the saved incident report to complete.

Completing a saved employer incident report is very much like creating a new employer incident report. You can use the **Save Report** button again after entering more data to save it for later completion.
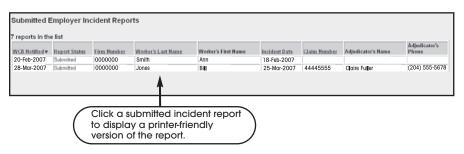
Helpful Tips

Please complete all employer incident reports as quickly as possible. Using the **Save Report** button does NOT submit the report to the WCB.
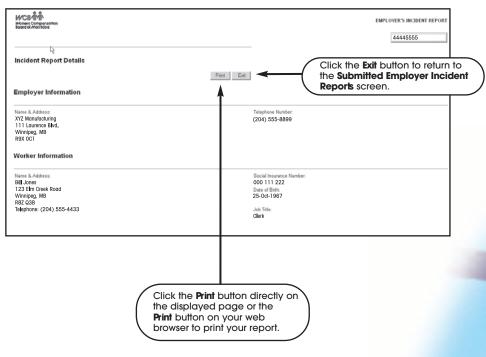
Printing an Employer Incident Report

To view all of the incident reports that you have submitted via the Online Incident Reporting system, click the **Submitted Employer Incident Reports** link.

Click a submitted incident report to display a printer-friendly version of the report.

Click the **Exit** button to return to the **Submitted Employer Incident Reports** screen.

Click the **Print** button directly on the displayed page or the **Print** button on your web browser to print your report.

Helpful Tips

When you submit an incident report, a printer-friendly version of the report is displayed. You can print the report at this time or later from the **Submitted Employer Incident Reports** screen.

Getting Help

If you have general questions, you may be able to find the answer in the **Frequently Asked Questions (FAQ)** link in the Online Incident Reporting System. 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 Online Incident Reporting System and on the WCB website at www.wcb.mb.ca.

If you require assistance related to the information required to complete your employer incident report, please contact the Claim Information Centre at 954-4100 in Winnipeg or toll-free at 1-800-362-3340. The Claim Information Centre is available to you Monday to Friday, 8:00 AM to 7:00 PM.

If you require more in-depth technical assistance with the Online Incident Reporting 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.