

# MyServices

*for Employers*

## Frequently Asked Questions

### **What is MyServices?**

MyServices, our new online application, lets you file your *Form 100*, view your current employer balances, communicate securely, access your cost of claim statements and more – all in a convenient, easy-to-use and secure online location.

### **I already have an online account. Do I need to register?**

No, your online account with WorkSafeNB was rebranded to MyServices.

### **What are the steps to register if I don't have an existing WorkSafeNB online account?**

Call Assessments at 1 800 999-9775 (option 4) to request an invitation to MyServices. It will provide you with an Access PIN to register.

### **I'm having trouble logging in. How can I get help?**

Go to the MyServices home page and choose "I need help logging in." We offer step-by-step instruction. If you're still having difficulty, call us at 1 800 999-9775 (option 4).

### **How do I change my password?**

Go to the "MyServices Profile" page located under the Welcome menu. We offer step-by-step instructions. If you're still having difficulty, call us at 1 800 999-9775 (option 4).

### **What is an administrator?**

The administrator is someone to whom you have given full access to your WorkSafeNB account and will manage access for other users within your business.

**How does the administrator provide access to other users?**

The administrator can add other users by going under the Security tab at the top of the page, selecting Add User in the drop-down menu, and following the step-by-step instructions.

**How does the administrator modify user access?**

The administrator can modify user access by going under the Security tab at the top of the page, selecting User Access Management, and following the step-by-step instructions.

**How can I change the administrator on my company's account?**

Your existing administrator can invite someone else to be an administrator under the Security tab at the top of the page, or you can contact Assessments at 1 800 999-9775 (option 4) to request a new Access PIN.

**I got an error message on MyServices. What should I do?**

Select the Contact Us link, which is found at the bottom of each page.

**What are the benefits?**

By registering for MyServices, you can:

1. Fast file your *Form 100* – Employer Payroll Report. Saves you time this year and next when some information fields are already populated.
2. View your current balances, review your statement of accounts and view your assessment notices when you need.
3. Monitor claims and their costs. Download the information in Excel format so you can identify injury trends and costs, and manage and improve your prevention and return-to-work programs.
4. Review your payroll filing history.
5. Use MyServices' secure email to communicate with WorkSafeNB.

**How can I trust MyServices is secure?**

WorkSafeNB cares about your security and follows all government-legislated privacy laws. WorkSafeNB has developed MyServices using top industry practices and processes to ensure your personal information is protected. We also depend on you, however. Please don't share your password, and log off after completing each session. For more details on privacy, call us at 1 800 999-9775 (option 6) and ask to speak to the Access to Information and Privacy Co-ordinator.

**How can I use secure email to communicate with WorkSafeNB?**

You may want to use our secure email to communicate with WorkSafeNB on assessment matters or with a case manager who is co-ordinating the return to work for your injured worker. You can access the secure email under the Welcome menu at the top of the page.

**I have registered for MyServices. How do I file my *Form 100*?**

Select the Employer tab at the top of the page and then select File Annual Payroll (*Form 100*) in the drop-down menu.

**How do I view my current balances?**

Select the Employer tab at the top of the page and then select Employer Balances in the drop-down menu.

**How do I access my payroll filing history?**

Select the Employer tab at the top of the page and then select Payroll Filing History from the drop-down menu.

**How do I review my statement of account?**

Select the Reports tab at the top of the page and then select Statements of Account in the drop-down menu.

**How do I view my claims and costs?**

Select the Reports tab at the top of the page and then select Cost of Claims Statements in the drop-down menu.

**Where can I view my assessment notice?**

Select the Reports tab at the top of the page and then select Assessment Notice in the drop-down menu.

**How do I view claim status?**

Assessed Employers select the Report tab at the top of the page and then select Claim Status in the drop-down menu.

Self-Insured Employers select the Employer tab at the top of the page and then select Claim Status in the drop-down menu.