

# MyServices

*for Workers*

## How to use MyServices: Frequently Asked Questions

### **What is MyServices? How does it benefit me?**

MyServices is a website application that lets workers, employers and service providers access their claim or account information conveniently and securely. For workers, it means you can email us, learn about services and benefits quickly and easily, and see your claim status, payment dates and more – all in a protected online environment.

### **Do I need to register?**

Yes. We'll send you an invitation letter by mail. The letter provides detailed instructions for accessing and registering for your MyServices account.

### **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. Please don't share your password, and always log off after each session. For more details on privacy, see our privacy statement on MyServices or call us at 1 800 999-9775 (option 6) and ask to speak to the Access to Information and Privacy Co-ordinator.

### **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 instructions. If you're still having difficulty, call us at 1 800 999-9775 (option 6).

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

Go to the 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 6).

**Can I submit forms through MyServices?**

Yes. You can submit a completed form as an attachment through your MyServices email. In addition, two forms (travel expenses and direct deposit) have been redesigned as fillable forms. This means you can type in content, save the form to your computer, and attach it in an email to securely send this to us. You don't need to provide your signature when you submit a form through MyServices. Your identification has been verified.

**I'm not comfortable with technology. Can I ask a close friend or relative to access my account on my behalf?**

Yes, you can. We ask you to be careful with your information. Only give access to someone you trust. If you believe your personal privacy or security is threatened, please contact us immediately at 1 800 999-9775 (option 6).

**What if I need help using MyServices?**

Please call us at 1 800 999-9775 (option 6) or use the feedback option on the right-hand side of the MyServices' My Claims page. With a click or tap, you can send us a quick note. If you need immediate help, call us at 1 800 999-9775 (option 6). We want to make this service as easy for you as possible.

**What if I don't want to use MyServices?**

We're still available every workday at 1 800 999-9775 (option 6). In addition, you can mail and fax us.

**Do all workers with an injury have access to MyServices?**

Not yet. MyServices for workers is a new WorkSafeNB offering. We are in the first phase of development. During this time, a limited number of workers will have access.

**What if I have other questions or concerns?**

Use the feedback option on the right-hand side of the MyServices My Claims page to send us a quick note. You can also call us at 1 800 999-9775 (option 6). Your feedback is incredibly valuable to us. Please share your recommendations for improvement.