



## Resetting your online services account password

To view the how-to video: <https://youtu.be/YbOXUVS61vI>



# Resetting your online services account password

## STEP 1

Select

Sign In

The screenshot shows the WCB online services portal. At the top, there's a navigation bar with the WCB logo, a search bar, and links for Contact Us, Sign In, Employers, Injured Workers, Health Care Providers, and Clinics. A red banner across the top states: "Due to recent improvements to our portal, account holders are required to reset their password upon first log in after Dec. 1, 2025." Below this, a large blue box contains the heading "Access your WCB online account". Inside this box, on the left, is a white-bordered area titled "Password reset required" which states: "All account holders are required to reset their password upon first log in after Dec. 1, 2025." It also includes links for "View the How-to Video" and "Follow written Reset Password Instructions". To the right of this area are two prominent blue buttons: "Sign In" and "Create Online Account". A yellow mouse cursor is pointing at the "Sign In" button. Below the "Sign In" button, there is a link: "By signing in, you agree to the [disclaimer](#) and [privacy policy](#)". Below the "Create Online Account" button, there is a link: "How to apply for a WCB online account". Below the blue box, the heading "Select your current relationship to the WCB" is followed by three columns. The first column is for "Employer" (with a person icon) and lists tasks like "Request a Clearance", "Submit Employer's Payroll Statement", "View injury cost information", "Report an injury", and "Register for direct deposit", with a "Pay Your Bill (Premiums)" button at the bottom. The second column is for "Injured Worker" (with a wrench icon) and lists tasks like "Report an injury", "View claim information", "View payments", "Submit expense forms and receipts", "Submit an appeal", "View appeal status", "Register for direct deposit", and "Upload documents and files or send a message". The third column is for "Health Care Provider" (with a medical icon) and lists tasks like "Submit invoices", "View payments", "Claim number search", "View client information", "Online reporting", and "Register for direct deposit".

Online Services - myaccount.wcb: x +

https://myaccount.wcbask.com/online-services

Contact Us Search Sign In

Employers Injured Workers Health Care Providers Clinics

Due to recent improvements to our portal, account holders are required to reset their password upon first log in after Dec. 1, 2025.

### Access your WCB online account

**Password reset required**

All account holders are required to reset their password upon first log in after Dec. 1, 2025.

View the [How-to Video](#).

Follow written [Reset Password Instructions](#).

**Sign In**

By signing in, you agree to the [disclaimer](#) and [privacy policy](#).

**Create Online Account**

[How to apply for a WCB online account](#)

### Select your current relationship to the WCB

**I'm an Employer**

I want to:

- Request a Clearance
- Submit Employer's Payroll Statement
- View injury cost information
- Report an injury
- Register for direct deposit

**Pay Your Bill (Premiums)**

**I'm an Injured Worker**

I want to:

- Report an injury
- View claim information
- View payments
- Submit expense forms and receipts
- Submit an appeal
- View appeal status
- Register for direct deposit
- Upload documents and files or send a message

**I'm a Health Care Provider**

I want to:

- Submit invoices
- View payments
- Claim number search
- View client information (Secondary/tertiary treatment teams and assessment centres)
- Online reporting (Physiotherapists, physicians and chiropractors)
- Register for direct deposit

# Resetting your online services account password

## STEP 2

- 1 Enter the email address used for your WCB online account
- 2 Select **Next**

The screenshot shows a web browser window with the URL <https://myaccount.wcbask.com/online-services>. The page displays the 'WCB Online Services Sign In' form. An orange arrow labeled '1' points to the 'Email' input field. A dashed orange box highlights the input field. An orange arrow labeled '2' points to the 'Next' button. The input field contains the text 'username@company.ca'. The 'Next' button is highlighted in blue.

WCB Online Services Sign In  
Please enter your email address.

Email

Back Next

WCB Online Services Sign In  
Please enter your email address.

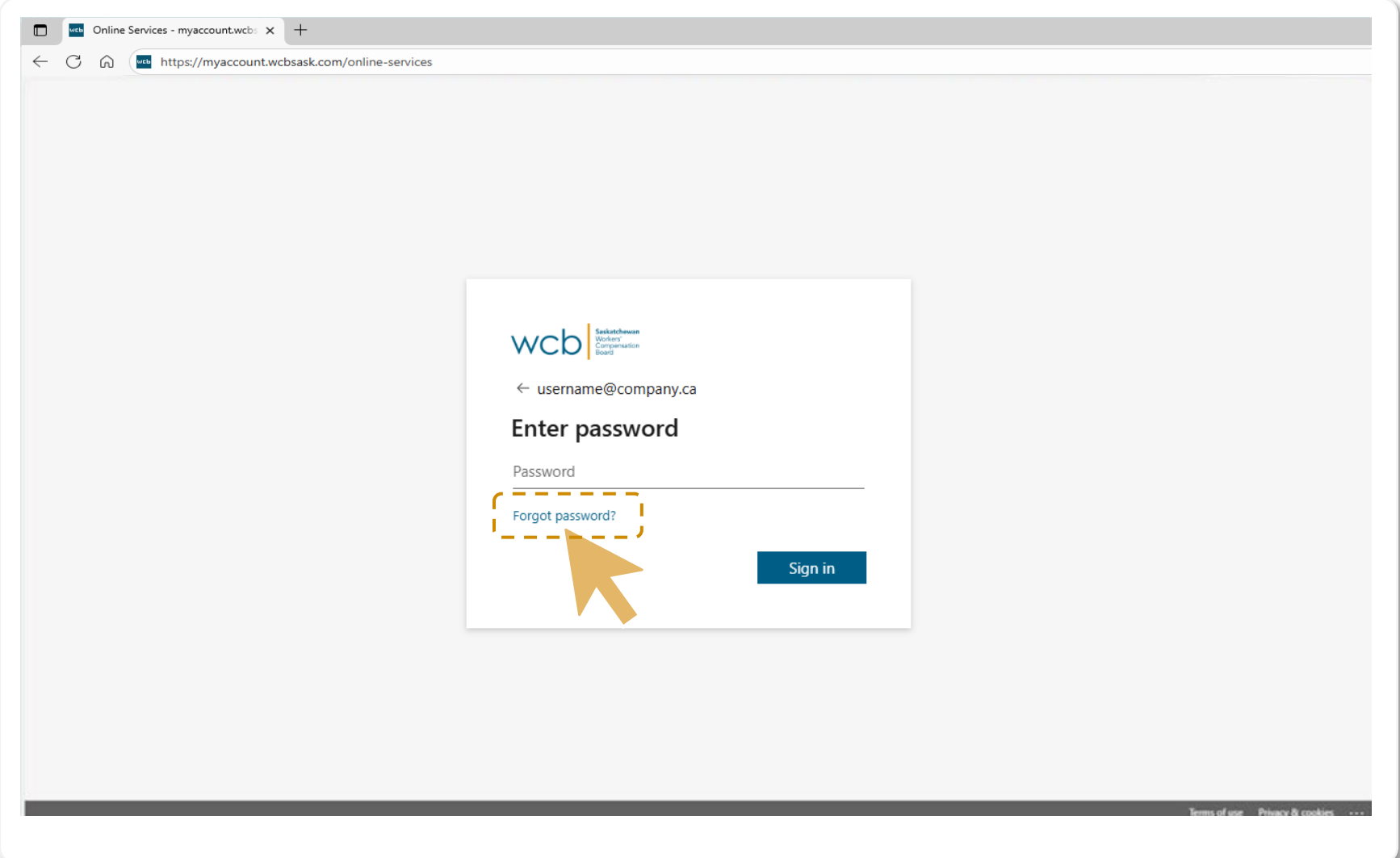
username@company.ca

Back Next

# Resetting your online services account password

## STEP 3

Select **Forgot password?** link

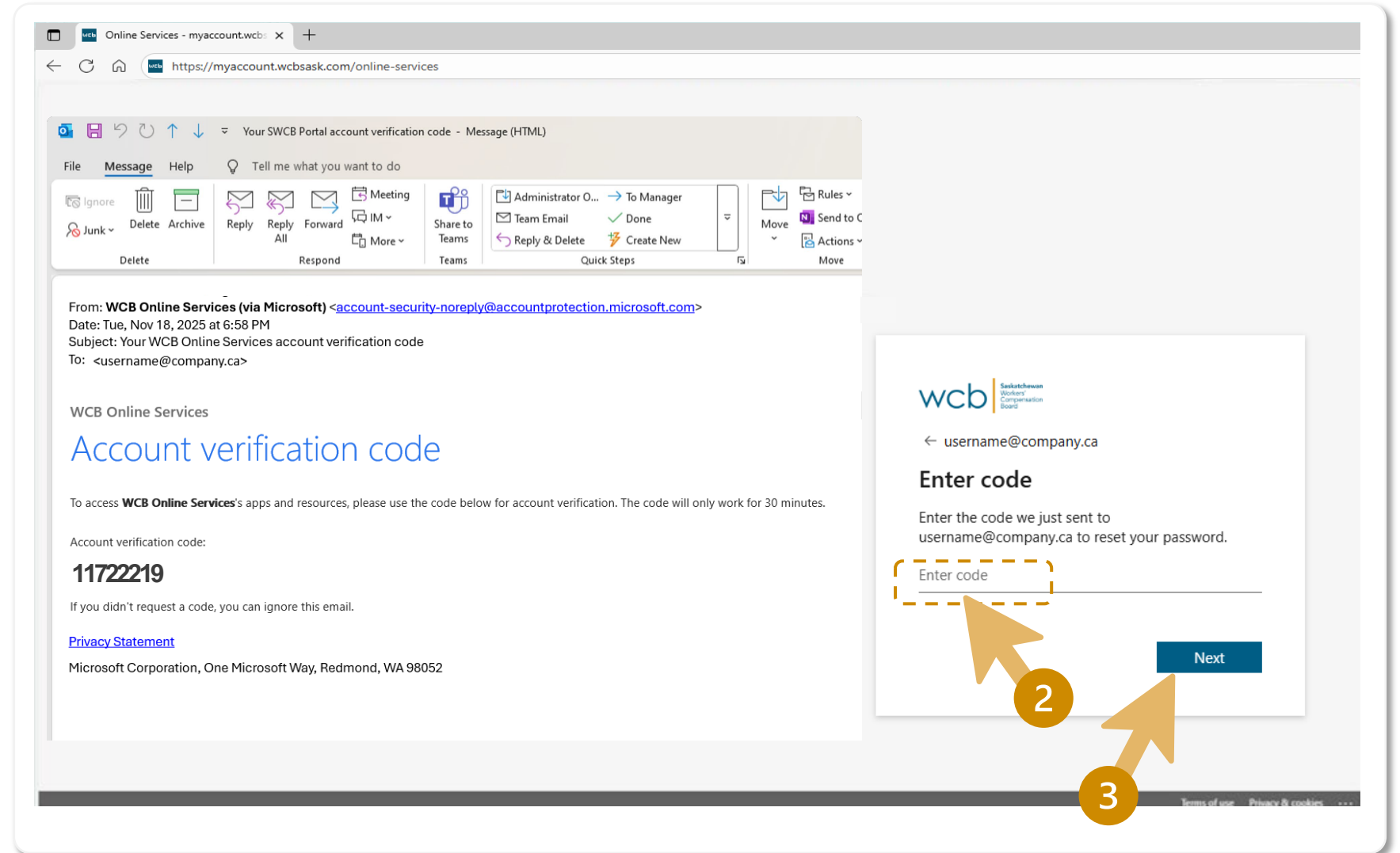


The screenshot shows a web browser window with the address bar displaying "https://myaccount.wcbask.com/online-services". The page content is a white login form centered on a light gray background. At the top of the form is the WCB logo and the text "Saskatchewan Workers' Compensation Board". Below this is a back arrow and the email address "username@company.ca". The main heading is "Enter password". Underneath is a password input field with the placeholder text "Password". Below the input field is a link that says "Forgot password?", which is highlighted by a dashed orange box and a large orange mouse cursor arrow. To the right of the input field is a blue "Sign in" button. At the bottom right of the page, there are links for "Terms of use" and "Privacy & cookies".

# Resetting your online services account password

## STEP 4

- 1 Go to your email inbox, open the *Portal account verification code* email and write down the code -or- highlight with your mouse and right mouse click to copy the numeric code
- 2 Manually enter the code -or- right mouse click and paste the code into the **Enter code** dialogue box
- 3 Select **Next**



# Resetting your online services account password

## STEP 5

- 1 Using the requirements below, input your **New password**
- 2 Duplicate your new password on the **Confirm password** line
- 3 Select **Reset Password**

### Password requirements

- ✓ Contain at least 8 characters; cannot exceed 256 characters
- ✓ Contain 3 out of these 4 requirements:
  - Lowercase character
  - Uppercase character
  - Number (0 to 9)
  - Symbol (@ # \$ % & \*)
- ☒ Cannot be a commonly used password (e.g., Password123)
- ☒ Cannot reuse the previous password

The screenshot shows a web browser window with the URL <https://myaccount.wcbask.com/online-services>. The page displays the WCB logo and the username `username@company.ca`. The main heading is "Update your password", followed by the instruction: "Use 8 characters or more. Your password is case-sensitive." Below this, there are two input fields: "New password" and "Confirm password". A dashed orange box encloses both input fields, with an orange arrow pointing to it from a circle containing the number "1". Another orange arrow points from a circle containing the number "2" to the "Confirm password" field. A third orange arrow points from a circle containing the number "3" to a blue "Reset password" button located below the input fields. At the bottom right of the page, there are links for "Terms of use" and "Privacy & cookies".

# Resetting your online services account password

## STEP 6

The Terms & Conditions for the WCB Portal have been updated

Please take the time to review, once complete:

1 Scroll down to the bottom

2 Select  when you are ready to proceed into your online services account

The screenshot shows a web browser window with the URL <https://myaccount.wcbask.com/web/wcb>. The page title is "WCB PORTAL TERMS OF SERVICE". The content includes sections for "LEGAL AGREEMENT", "Privacy Policy and other documents included in Terms of Service", "Conflicts in terms", "Changes to the Terms of Service", and "ACCESS TO AND USE OF WCB PORTAL". At the bottom, there are two buttons: "I Agree" (highlighted with a dashed orange box) and "I Disagree". A large orange arrow on the right side of the page points downwards, indicating the scroll direction. A small orange circle with the number "1" is at the top of the arrow, and a larger orange circle with the number "2" is at the bottom, pointing to the "I Agree" button.

# Resetting your online services account password

## STEP 7

Congratulations! you have successfully changed your password and are now logged in to your WCB online services account.

If at any time you need support with this effort, contact the Webmaster



1.800.667.7590 Option 6



[webmaster@wcbsask.com](mailto:webmaster@wcbsask.com)

The screenshot shows the WCB online services account dashboard. The browser address bar displays <https://myaccount.wcbsask.com/web/wcb>. The dashboard features the WCB logo and navigation links for Home, Basics, and Messages. A 'Messages (1)' section shows a 'Welcome to Online Services' message dated 05 Nov 2025 08:30 PM. A 'Basics' section provides information on submitting forms and includes links for Injury, Appeals, Review Forms, and Representative Authorization. An 'Account Access' section explains how to request access to a specific employer, worker, healthcare provider, or clinic account, with sub-sections for Worker Account, Employer Account, Health Care Provider Account, and Clinic Account, each listing available actions. A 'Send Documents' button is located on the right side of the dashboard.