



WorkSafeBC Provider Portal

General Features

User Guide

(Version 5.3 2014.10.20)

Table of Contents

- 1 Introduction and Overview 5
 - 1.1 Login to the Portal..... 5
 - 1.2 Broadcast Messaging 6
 - 1.3 Exporting Data 7
 - 1.4 Resources 8

Document Revision Log

Revision Number	Revision Date	Changes Requested By	Reason for Change	Author
V 5.1	Apr 11, 2012		Enhancements to Portal V2.1.	THS
V5.2	Nov 14, 2012		Enhancements to Portal V2.3	THS
V5.3	Oct 20, 2014		Minor revisions and updates to screenshots.	THS

Disclaimer

The examples presented in this document are taken from a test environment, using test data not actual claim information.

1 Introduction and Overview

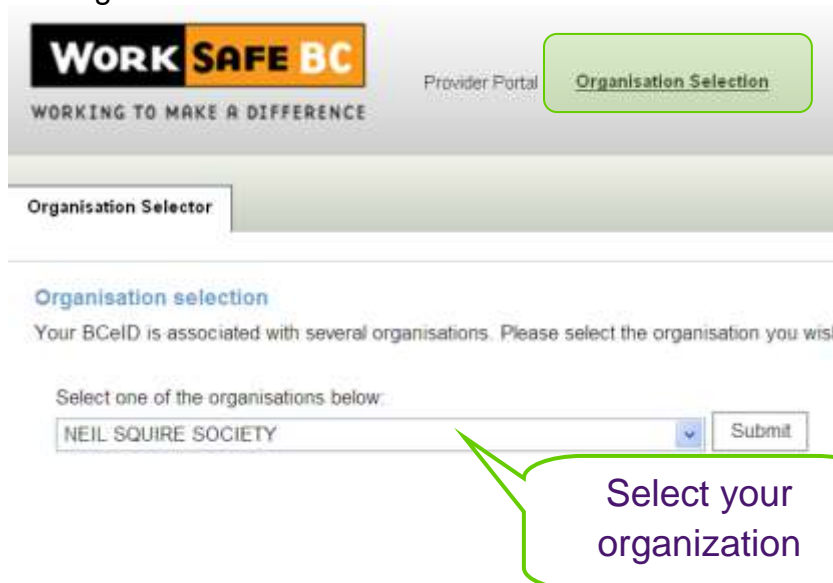
This document details the general features of the Portal that are outside of the functional areas of Referrals, Cases, Invoicing and Payments. The functional areas of the portal are covered in their respective User Guides.

1.1 Login to the Portal

- Use URL <https://www.myworksafeBC.com/wps/portal> to access the Provider Portal.
- Click on the BCeID logo and enter in your BCeID and password.



- Once successfully logged in, you will see the Organization Selector Page to select the Organization context.



GENERAL

- A user may be associated with multiple organizations; however, a user may only work in the portal on behalf of a single organization at a time.
- A user may change the Organization context by clicking on the Organization Selection link at any time. The Organization Selection link is located in the portal header at the top of the screen.

1.2 Broadcast Messaging

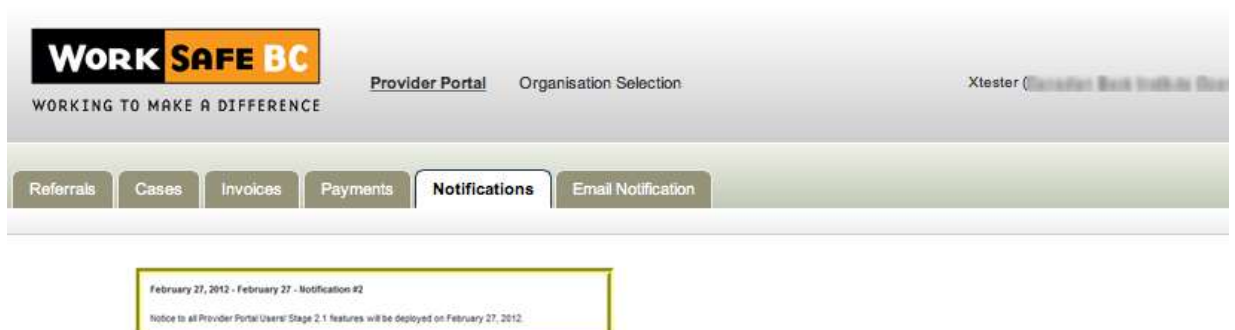
Broadcast messaging is used by WorkSafeBC or by the Provider Portal Support team to communicate important messages to portal users. Messages may include planned system outages, functionality issues, or other pertinent information related to the Portal.

Broadcast messages are viewable in two areas within the portal:

- Organization Selector Page



- Notification Tab



GENERAL

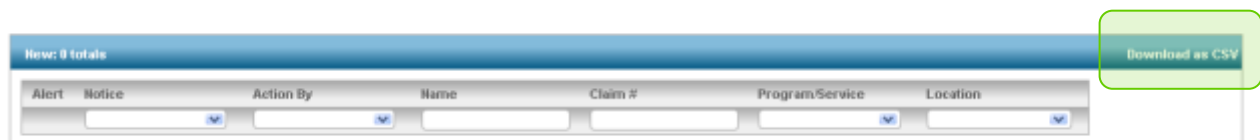
1.3 Exporting Data

The Portal provides the ability to export data from the Portal to a .CSV file. The data export function is available on these views or pages:

- Referral “New” Grid
- Referral “Unscheduled” Grid
- Referral “Scheduled” Grid
- Referral “Cancelled” Grid
- Cases “Active” Grid
- Cases “Discharged” Grid
- Cases “Done” Grid
- Invoices “Drafts” Grid
- Invoices “Submitted” Grid
- Invoice Search Results
- Invoice Line Item Details Results
- Payment Search Results
- Payment Line Item Results
- Payment Adjustment Line Item Results

All records in the Grid, including filtered records, will be exported.

The “Download as CSV” function is found at the top left or right-hand corner of each grid.



For more details on the information that gets exported please see the Referrals and Cases, Access to Invoice and Payment, and Invoicing User Guides.

GENERAL

1.4 Resources

The Resources section contains training materials and documents for easy reference by users. Available resources include the Quick Reference Guide, Training Videos and the TELUS Service Desk number. The link to the Resources section is located in the portal header at the top of the screen.

