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PCRB Information Bulletin #040

To All Members of the PCRB:

Re: PCRB Launches Redesigned Website, Setting New Standard for Member Experience

The Pennsylvania Compensation Rating Bureau (PCRB) launched its newly redesigned website today, marking a significant modernization of the Bureau's digital presence and member experience.

PCRB reorganized the site's structure, rewrote virtually all core content, and implemented a more scalable technical foundation, improving how members access information, report data, and navigate critical workers' compensation resources.

"This launch strengthens how we deliver on our mission," said PCRB President and CEO Amy Quinn. "Our members depend on timely, accurate, and accessible information. The new platform improves clarity and usability today while positioning PCRB to continue serving as a trusted, essential, and objective resource for Pennsylvania's workers' compensation system."

A Foundational Upgrade

The new site presents a streamlined structure with intuitive navigation organized around how users actually engage with PCRB — reporting data, accessing applications, locating manuals, or reviewing organizational documents.

Circulars, Filings, and Information Bulletins are now consolidated under a unified News hub with enhanced filtering and keyword search functionality. The Tools section has been similarly restructured to allow filtering by reporting area, improving speed and clarity for operational users. A new Research and Education section provides instant access to industry reports, educational videos, and useful industry links.

In addition, the site is now built on a modern, enterprise-grade content management system (WordPress). This transition enhances long-term flexibility, governance, and scalability while improving the Bureau's ability to manage content efficiently and securely.

"Moving to a modern website platform significantly improves our security posture, performance, and scalability," said PCRB Vice President of Information Technology and Chief Information Officer Lisa Linder. "It gives us the flexibility to evolve the site as member needs change while maintaining strong operational controls behind the scenes."

A Major Enhancement: The Digital Library

At the center of the redesign is the introduction of a centralized **Digital Library**, fundamentally reshaping how members access manuals and reference materials.

Manual content is now centralized and fully searchable, eliminating the need to navigate multiple disconnected sections. Building on that foundation, the Digital Library introduces:

- Clear display of manual effective dates and section-level versioning
- The ability to toggle between current and prior versions of manual sections
- Downloadable, section-specific PDFs for easier sharing and internal distribution
- Enhanced Endorsement Listings searchable by name or number

These enhancements are designed to reduce time spent locating critical information and increase confidence that members are working from the most current and authoritative guidance.

Designed for Long-Term Sustainability

This redesign represents a structural improvement to PCRB's digital ecosystem, providing the technical flexibility and content architecture necessary to support future enhancements, evolving reporting needs, and continued innovation in service of the Pennsylvania workers' compensation system.

Some things will look familiar, like state-toggle functionality and top-navigation access to Application Manager and PCRB's suite of reporting and operational tools, ensuring continuity for frequent users. However, it's important to note two related changes to Application Manager:

- The URL for **Application Manager has changed and is** now available at: apps.pcrb.com/AppMgr/Default.aspx?StateCode=PA
 - The previous URL will automatically redirect users to the new address through **Sept. 26, 2026**. Members should update bookmarks and saved links prior to that date.
- Technical user guides and training videos related to those apps and tools will be available within Application Manager, protecting PCRB's intellectual property and keeping vital documentation secure.

Members are encouraged to explore the new website and update saved links as needed.

For questions regarding the website or application access, please contact PCRB's **Central Support at centralsupport@pcrb.com**.