**WORKCOMP 360**

# Login Access Guide

Learn more about how to access our Business Intelligence & Analytics Platform.

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PCRB PENNSYLVANIA

DCRB DELAWARE

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**INTRODUCTION**

The WorkComp360 platform and its dashboards can be easily accessed via Application Manager, which serves as the central access point for products hosted in the secure section of the DCRB/PCRB website.

**PRIVACY AND SECURITY**

The DCRB/PCRB Privacy and Security Statement can be viewed directly from the website. A link to the statement is available on the Sign In screen of the Application Manager.

**GETTING STARTED**

**Accessing the Application Manager**

The recommended web browser for accessing the Application Manager is Google Chrome. Some features may not function properly when using alternative browsers.

The direct links to access the Application Manager are:

- DE: https://www.pcrbdata.com/AppMgr/Default.aspx?ReturnUrl=%2f&StateCode=DE
- PA: https://www.pcrbdata.com/AppMgr/Default.aspx?ReturnUrl=%2f&StateCode=PA

The Application Manager can also be accessed by clicking the **Application Login** link in the upper right corner of the PCRB and DCRB websites at www.pcrb.com or www.dcrb.com.

**Existing Users – Signing In**

1. On the Sign In screen, review the user agreement and click **Sign in with email**. By continuing, you agree to the DCRB/PCRB Privacy and Security Statement and the Terms of Service and Conditions of Use.

2. Enter your email address. Click **Next**. After submitting your email address, a verification code will be sent to that email. The verification code is a one-time code that expires after 30 minutes.

3. Check your inbox for the code, then enter it on the website. Click **Sign In** to access your account. You will be redirected to the SELECT YOUR PROFILE screen where you can select your user profile.

**New Users – Creating a New Account and a User Profile**

If this is your first time visiting the website, you must create an account and user profile before accessing products in the Application Manager.

On the Sign In screen, review the user agreement and click **Sign In** with email to continue. By proceeding, you agree to the DCRB/PCRB Privacy and Security Statement and the Terms of Service and Conditions of Use..
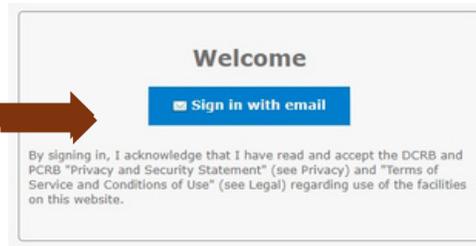


**Create Your Account**

1. Select the **No Account? Create One** link.



2. Enter your email address and click **Next**. A one-time verification code (valid for 30 minutes) will be sent to your email.

3 After verifying your email, enter the following:
- **Display Name:** Your full name (First and Last)
- **Given Name:** First name
- **Surname:** Last name
- Click **Next**

**Create Your Profile**

4. When prompted to create a user profile, choose the **User Profile Role** that best describes you (see options listed below), complete the **About You** section, and enter a **Profile Name** for your profile (profile names are customizable)

- **Agent User** – This is for insurance agents and brokers. Agent Users require approval from their Agency Group Administrator. Individuals applying for the role of Agency Group Administrator (AGA) must be appointed by the agency's authorizing officer. Complete the **AUTHORIZING OFFICER** section of the form if applying to become the AGA.

- **Carrier Group User** – This is for individuals associated with a DCRB/PCRB member carrier. It requires approval from the Carrier Group Administrator. After selecting this role, you will be required to choose your company name from a drop-down list.

- **Coal Bureau User –** This is for individuals associated with the Coal Mine Compensation Rating Bureau of Pennsylvania.

- **Employer User** – This is for business owners. Employer Users require approval from their Employer Group Administrator. Individuals applying for the role of Employer Group Administrator (EGA) must be appointed by the company's authorizing officer. Complete the **AUTHORIZING OFFICER** section of the form if applying to become the EGA.

- **Guest User** – This is for individuals who are not associated with a carrier group, employers, insurance agents, or brokers. It does not require approval from an administrator.

- **Insurance Department User** – This is for individuals employed by the Pennsylvania or Delaware State Insurance Department. It requires approval from the Insurance Department Administrator

- **TPA (Third Party Administrator)** – This is for an entity or individual that processes insurance transactions for a carrier. A valid TPA ID is required to register. It requires approval from the Carrier Group Administrator

5. Once you've filled out all the required information, click the **Register Now** button to complete your registration.

**Signing Out of the Website**

1. In the upper right-hand corner of the screen, hover your mouse pointer over your name. A drop-down menu will appear with the Sign Out option.

2. Select Sign Out. When prompted, choose the account you wish to sign out from. You will then be redirected to the Application Manager sign-in screen, completing the sign-out process.
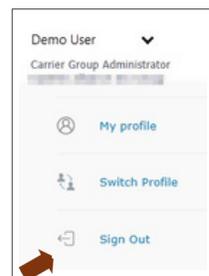
## USER PROFILES

The **Select Your Profile** screen allows you to choose and manage your user profiles. You may have a single profile or multiple profiles, depending on your role and the organization you work for. You can also create additional profiles as needed—for example, a **TPA (Third Party Administrator)** may use a separate profile for each assigned carrier.

After successfully signing in to the Application Manager, you will be directed to a screen displaying your available user profiles as tiles. Each tile shows the profile role, the associated company or organization, and the profile status.

### Selecting a User Profile

1. To select a profile, click on the corresponding tile.

2. After selecting a profile, the user is redirected to the home screen, which displays all applications the profile is authorized to access.

## ACCESS TO WORKCOMP360 DASHBOARDS

Upon registration, all industry stakeholders are automatically granted access to **WorkComp360 – Statewide Lens**.

To access the dashboard, log into the Application Manager and select **WorkComp360 – Statewide Lens** from the list of available applications.



Access to the full suite of **WorkComp360** dashboards requires additional permissions. Carrier Group Users must *request access* to view these dashboards. Please follow the steps outlined in the next section to request full access.

### Request for Access to WorkComp360 Application (For *Carrier Group Users* Only)

Access is controlled by the carrier group's administrator. If you do not know your administrator, contact PCRB/DCRB Central Support.

To submit a request for access to the group administrator, select **Request Access – To Application(s**) from the main menu.
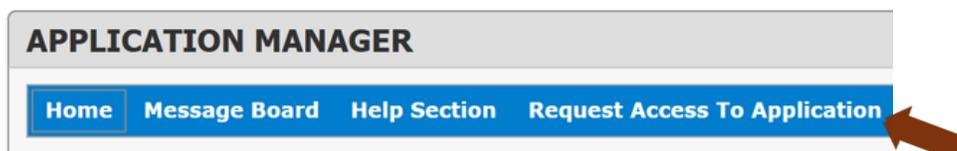
On the **Application Access Requests** screen, check the box next to **WorkComp360** and then click the **Request** button.

After your request is approved by the carrier group administrator and processed by PCRB/DCRB administrators, you will receive a confirmation email. Please allow **24 - 48 hours after** receiving the confirmation email for access to WorkComp360 to become active. Once access is active, log in to the Application Manager, select your user profile, and then select WorkComp360 from the list of applications. After clicking the link, you will be prompted to leave the Application Manager site and will be directed to the **WorkComp360** dashboard.

Click OK to be taken to the **WorkComp360** home page.



**SUPPORT**

Questions regarding the Application Manager should be directed to DCRB/PCRB Central Support.

- Phone: 215-320-4933

- Email: centralsupport@pcrb.com or centralsupport@dcrb.com

An initial response to inquiries will be provided by a team member within **48 to 72 hours** from the date of receipt.

WORKCOMP 360

# Powering Smart Decisions

WorkComp 360 transforms workers compensation intelligence, a Business Intelligence & Analytics platform enabling users to go beyond the data for better benchmarking and insights.

PCRB DCRB

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