

Call for Volunteers

New Online System Testing & Usability Study Frequently Asked Questions

What is this volunteer testing about?

WCB is developing a new technology system and is inviting customers to test it before go-live. The goal is to hear directly from customers about what works, what does not or is not intuitive, and how the system could be improved.

Why is WCB asking customers to participate early?

Customers use systems in real-world ways that cannot always be predicted by WCB staff. Early testing helps identify issues, improve usability and reduce problems before the system is launched more broadly. Usability studies help us understand what support or resources will need to be built and available at go-live.

What will volunteers be asked to do?

Volunteers may be asked to test specific features, complete common tasks and share feedback through surveys or discussions. Participation opportunities will be clearly explained in advance.

How will my feedback be used?

Feedback will be reviewed by the project team and used to improve design, functionality and overall usability. WCB will share updates on what was heard, how feedback is being considered and what actions were taken.

Will WCB keep volunteers informed?

Yes. Volunteers will receive updates throughout the build stage, including information on testing activities and how customer feedback is shaping the system.

How much time will this take?

Participation is voluntary and time-limited for each occurrence. Estimated time commitments will be shared before each activity, so you can choose what works for you.

Will testing affect my WCB services or transactions?

No. Testing does not occur in your active account. Testing uses sample data and will not affect your real-world services.

How do I sign up?

You can sign up using the link provided:

[Online Usability Study: Care Provider Sign-up Form](#)

How do I ask questions?

Email the WCB's change management office at cmo@wcbask.com with your questions.