

How do I **register** a head office and associate its organizations?

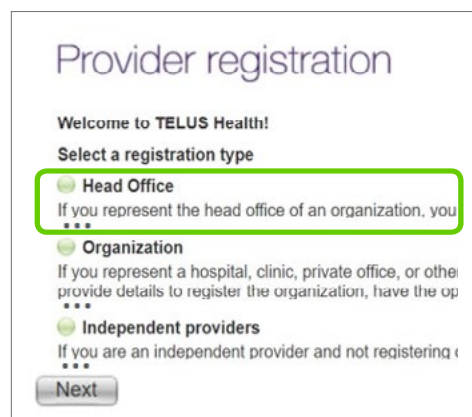
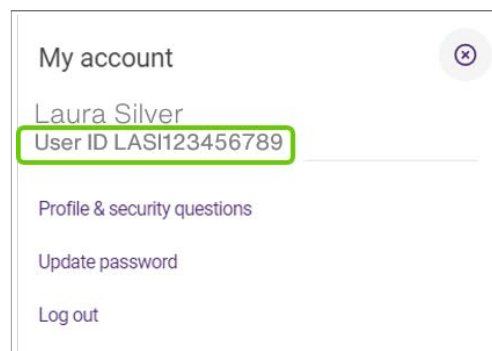


This document applies to you if you are a Canadian or international head office that submits bills for your organizations or, you are an organization that is not necessarily a head office but nonetheless submits bills for other organizations. Registering a head office and associating your organizations will allow you to submit bills from a single account.

Part 1: Register your head office and associate its organizations.

Step 1: Gather your information.

You will need the address and business information for the head office. You will also need to associate at least one (and ideally all) of your organizations to complete the head office registration. You will need to have your organizations' names and the TELUS or the WSIB Provider IDs. These IDs were included in the welcome package. The TELUS ID is also displayed under the **My Account** (🔒) menu of the provider portal.



Step 2: Access the TELUS registration website.

Access registration website:


<https://wsibregistration.telushealth.com/en/>

Select the option to register a **Head Office** and select **Next**.

Head Office Information

Organization operating name *

Organization legal name *

Date established * 

Contact first name *

Contact last name *

Contact role *

Email *

Confirm Email *

Country *

Address *

City *

Province/State *

Postal/ZIP code *

Telephone * 1 (e.g. 555-555-5555)

Extension

Fax 1 (e.g. 555-555-5555)

GST/HST number RT

Supporting document

Document type

[+ Add another document](#)

Step 3: Enter the information for your head office.

Complete the information for your head office, mandatory fields are indicated with a red asterisk. *

The Postal / ZIP code is only mandatory if your country is Canada or the United States.

If you have documents to support your registration such as a statement of incorporation, use the browse button to the right of the **Supporting document** field to upload your document. You can upload up to three documents of no more than 5 MB each. You may upload the following file types: JPG, PDF, GIF, TIFF, DOC, DOCX.

For each document, use the **Document Type** drop-down to select **WSIB document** or **Other**.

Step 4: Enter the information for your account's user.

Complete the information for the main user of the account. The mandatory fields are indicated with a red asterisk. The first and last name, role and email will be completed for you with the information entered on the first screen. You can change the name and email fields to register an additional user if you wish.

First name *

Last Name *

Role *

Email *

Confirm Email *

Preferred Language *

Step 5: Associate your organizations.

The last step of registration is to associate your organization(s). Enter the organization's name and either the TELUS or the WSIB Provider ID. After you select **Save**, you'll have the option to associate another organization.

Select **Save & Continue** to move to the final step once you have associated all of your organizations.

Organization Information

Operating Name *

Provide at least one of the following identifiers *

TELUS Provider ID

Note: The TELUS Provider ID can be found in the Provider Portal

WSIB Provider ID

Note: The WSIB Provider ID is a 9 digit number provided during registration of this organization.

[Save](#) | [Cancel](#)

[Previous](#) [Save & Continue](#)

Step 6: Review your information and submit.

Review your information. If you need to make any changes, select **Edit** on the appropriate section. When you are satisfied with your information, select **Submit Registration**.

Provider registration

Head Office Information → Register User → Associate Organisation → Preview & Submit

Submission Preview
Please review your submission carefully before submitting. To see the complete details and/or edit them, click on the Edit buttons available after each section.

Requested Service: WSIB eServices

Head office information
Organization operating name: ABC Corporation
Organization legal name: ABC Corporation
Date established: 19/11/2019
Contact first name: Molly
Contact last name: Manager
Contact role: Manager/Office Admin
Email: molly.manager@abccorp.com
Telephone: (416) 655-3838
Fax:
Country: Canada
Address: 123 Main Street
City: Toronto
Province/State: Ontario
Postal/ZIP code: M6S 3H7
GST/HST Number:
Additional Comments: [Edit Head Office Information](#)

Head office user
First name: Molly
Last name: Manager
Role: Manager/Office Admin
Email: molly.manager@abccorp.com
Preferred Language: English [Edit Head Office User](#)

Associated organization(s)

Operating Name	TELUS Provider ID	WSIB Provider ID
ABC Medical Centre	123456789	

[Edit Organizations](#)
[Submit Registration](#)

Step 7: Record your confirmation details.

You will receive a confirmation reference number for your request to register.

Provider registration


Thank you!
The new profile request has been submitted and is being reviewed.

Your reference number is:
20200310_2_001

You will receive an email confirming your registration and a welcome package which will include a user login to the Provider Portal and a quick start guide. Processing time may take up to 5 business days.

Should you have any other questions, please contact us at provider.mgmt@telus.com

[Click here to view and print the terms and conditions](#)
[Click here to return to the first page of the provider registration form](#)
[Click here to return to telushealth.com](#)

 [Help](#) EN | FR


Provider registration

Welcome to TELUS Health!

To register for WSIB electronic billing via a secure online service, select the applicable provider type below.

We will send you an email once your registration has been processed.

[See the browser requirements for this portal.](#)




Learn more

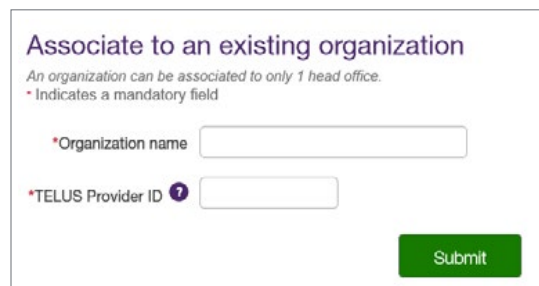
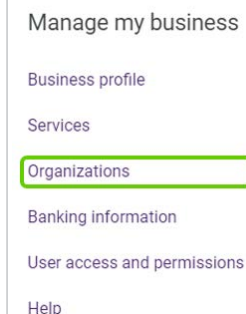
To access the complete registration website user guide, browse to the website as described in Step 2. The link to the complete user guide for the Registration Website is located in the top right-hand corner of the site.

Part 2: Keep your associations up to date.

As your roster of organizations continues to grow, you can use the **Organizations** link in the Provider Portal to link new organizations.

Step 1: Access the Organizations link.

Login to the provider portal and select the menu button () and then select the **Organizations** link. You will need to know the organization's name and TELUS Provider ID to request the association.

A screenshot of a form titled "Associate to an existing organization". Below the title is a note: "An organization can be associated to only 1 head office." and a legend: "* Indicates a mandatory field". The form has two input fields: "*Organization name" and "*TELUS Provider ID" (with a question mark icon). A green "Submit" button is at the bottom right.

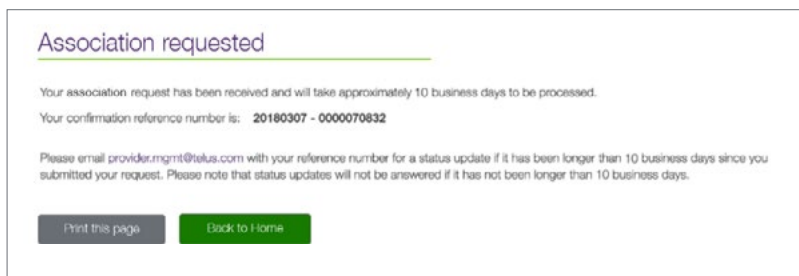
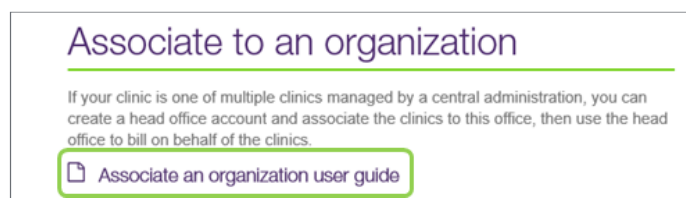
Step 2: Enter the Organization name and TELUS Provider ID.

Enter the organization name and TELUS Provider ID. You can find the TELUS Provider ID as described in Part 1, Step 1.

Select **Submit**.

Step 3: Confirmation.

You will receive a confirmation reference number. Select **Back to Home** if you have additional organizations to associate.

A screenshot of a confirmation page titled "Association requested". It contains the text: "Your association request has been received and will take approximately 10 business days to be processed." and "Your confirmation reference number is: 20180307 - 0000070832". Below this is a note: "Please email provider.mgmt@telus.com with your reference number for a status update if it has been longer than 10 business days since you submitted your request. Please note that status updates will not be answered if it has not been longer than 10 business days." At the bottom are two buttons: "Print this page" and "Back to Home".A screenshot of a section titled "Associate to an organization". Below the title is a paragraph: "If your clinic is one of multiple clinics managed by a central administration, you can create a head office account and associate the clinics to this office, then use the head office to bill on behalf of the clinics." Below the paragraph is a link: "Associate an organization user guide" (highlighted with a green border).

Learn more

To access the Associate to an organization user guide, browse to the application as described in Step 2. The user guide is located under the application header.