

WSIAT E-SHARE

FREQUENTLY ASKED QUESTIONS

1. What is E-Share?

E-Share is a cloud based, secure file sharing service built on TitanFile™. You will receive information faster and be able to access it at your convenience with E-share.

2. How will I know if the WSIAT has sent me something using E-Share?

You will receive an email from: WSIAT – TASPAAAT File Share via TitanFile. The subject line will be the WSIAT appeal # followed by the first three letters of either the worker's last name, the employer's name, or the applicant's name (e.g. an entitlement appeal for Jane Smith would be named 2021-0000000 SMI).

3. How do I access the files that have been sent to me by the WSIAT?

In the email you received from the WSIAT, click on the green "Access Files" button. The first time you do this, you will need to set up an account with your email address and a password that you create. This password is your E-Share password. You will use this password every time you log on to the E-Share program.

4. After I log in to E-Share, I see a screen that says "two-factor authentication is required and a PIN will be sent to my email or to the device ending with:" What is this?

This is an extra layer of security to protect your information. You can select to receive your PIN as an SMS code (text message), a voicemail message, or by email. For the highest level of security, we recommend you select SMS or voicemail message. After you select how you want to receive your PIN, you will get a screen asking you to enter the PIN. E-Share will send you your PIN within seconds. Once you enter the PIN, E-Share will open and you will see the "channel" that was sent to you with any attachments.

5. I am a representative and have many appeals at the WSIAT. When I log onto E-Share, how will I know which channel belongs to which appeal?

E-Share channels have the same name as the subject line in the email. A new channel will also be shaded yellow to mark that something new has arrived. Please see Question #2 for channel naming conventions.

6. How long can I access the E-Share channel sent to me by the WSIAT?

Each E-share channel will expire after 30 days. You will need to download and save the files to keep them after the expiry date.