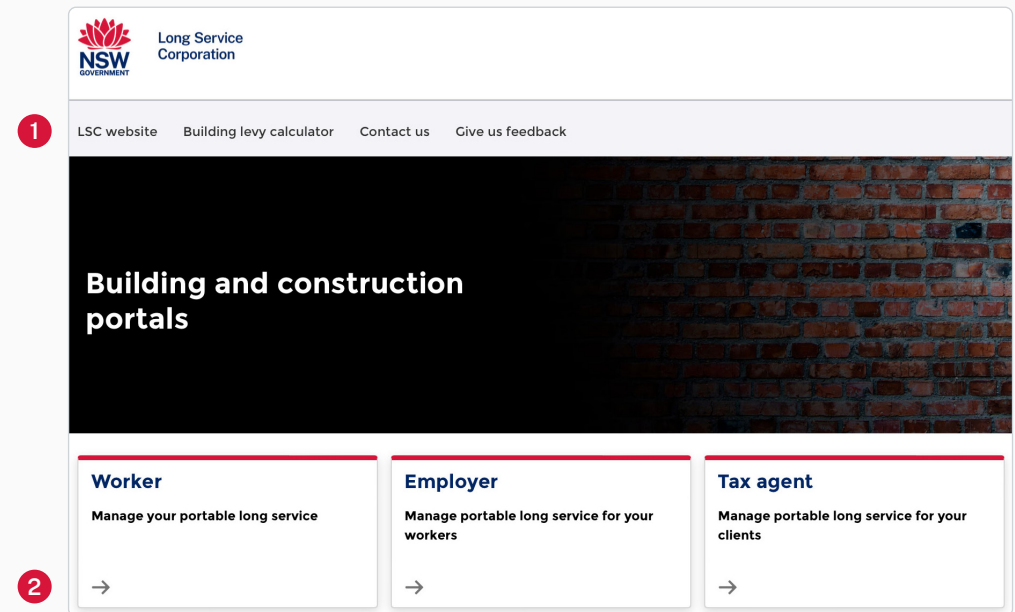


## Building and Construction Industry TRACK OR UPDATE YOUR CLAIM – WORKER GUIDE

### How to track your claim or update information

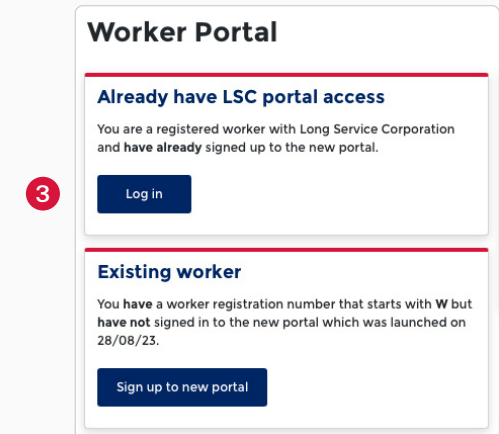
#### Log in to the worker portal

1. Go to the [Building and Construction portal](#)
2. On the Worker tile, select the grey arrow.



## Option 1 – Have previously logged in to the portal

3. On the Already have LSC portal access tile, select the Log in button.



**Worker Portal**

**Already have LSC portal access**

You are a registered worker with Long Service Corporation and have already signed up to the new portal.

**Log in**

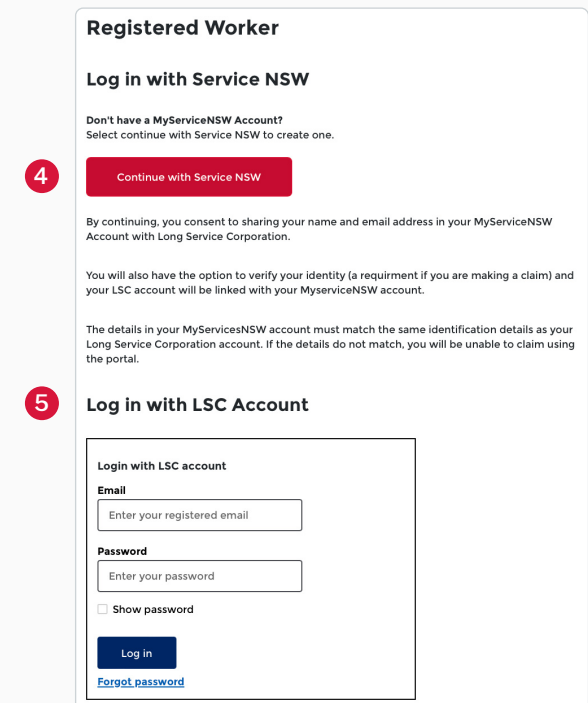
**Existing worker**

You have a worker registration number that starts with W but have not signed in to the new portal which was launched on 28/08/23.

**Sign up to new portal**

## Log in

4. Select the Continue with Service NSW button,  
or
5. Enter your LSC account email and password, then select the Log in button.



**Registered Worker**

**Log in with Service NSW**

Don't have a MyServiceNSW Account?  
Select continue with Service NSW to create one.

**Continue with Service NSW**

By continuing, you consent to sharing your name and email address in your MyServiceNSW Account with Long Service Corporation.

You will also have the option to verify your identity (a requirement if you are making a claim) and your LSC account will be linked with your MyserviceNSW account.

The details in your MyServicesNSW account must match the same identification details as your Long Service Corporation account. If the details do not match, you will be unable to claim using the portal.

**Log in with LSC Account**

**Login with LSC account**

**Email**  
Enter your registered email

**Password**  
Enter your password

☐ Show password

**Log in**

[Forgot password](#)

## Option 2 – Have not previously logged in to the portal

6. On the Existing worker tile, select the Sign up to new portal button.

**Worker Portal**

---

**Already have LSC portal access**

You are a registered worker with Long Service Corporation and **have already** signed up to the new portal.

[Log in](#)

---

**Existing worker**

You **have** a worker registration number that starts with **W** but **have not** signed in to the new portal which was launched on 28/08/23.

[Sign up to new portal](#)

## Verify your details

7. Enter your worker number, surname and date of birth
8. Select the Verify button.

**Note:** You'll receive an email to complete your new portal access. Once your details are verified you'll need to log in to the portal.

**Worker Details**

7 Enter your details to be verified.

**Worker Number**\*

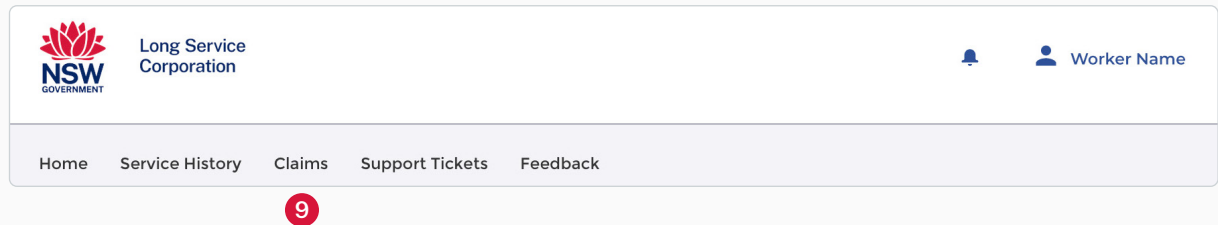
  
**Surname/ Family Name**\*  
**Date of Birth**\*  
For example 08/12/1990

8

Verify

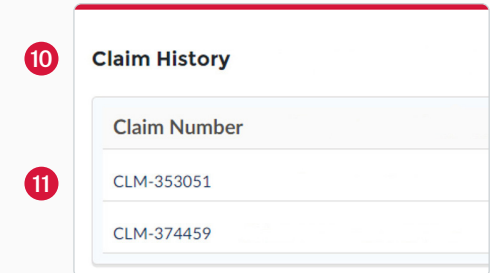
## Search for claim

9. Select the **Claims** tab.



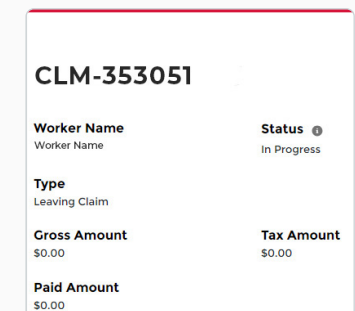
10. Scroll to the **Claim History** section

11. Select the **claim number** you would like to track or update.



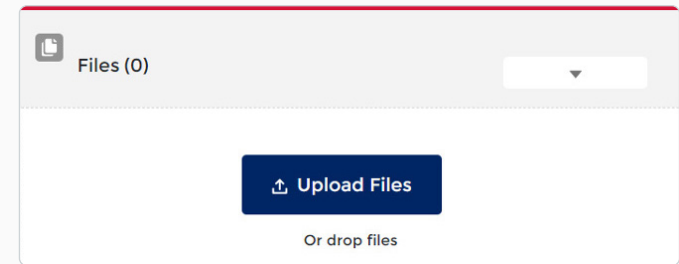
## Claim overview

12. This will show the details of your claim, including the current **Status**.



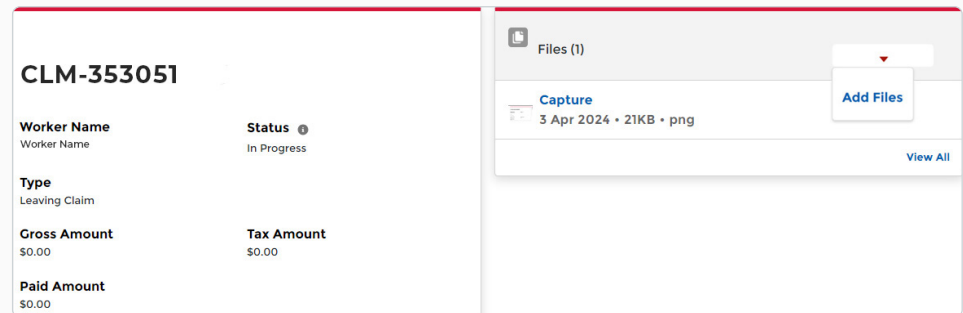
## File sharing

- 13.** To add files to your claim, select either the **Upload Files** button or **drag and drop** the files.



13

- 14.** If you already have files uploaded to your claim, select the **drop-down arrow**, then the **Add Files** link.



14

## Update information

**15.** To provide information, select the **Share an update** button.

**Note:** This is not available for paid, cancelled or rejected claims.

**15**

**Post**

Share an update...

Share

**16.** In the text field, add your updated information

**17.** Select the **Share** button.






**Note:** This update will be available below the **Post** section.

**16**


**Post**

Example text

**B** **I** **U** **~~S~~** ***T<sub>x</sub>***

To CLM-353051






**17**

Share

## Need support

**18.** Raise a **Support Ticket** on the portal or call Service NSW on 13 14 41.

 Long Service Corporation

  Worker Name

Home Service History Claims Support Tickets Feedback