# Request Access to the Online Injury Reporting Tool

- Visit Intercare's Website: www.intercareins.com

- Click on the "Client Login" button to access the login page.

Quick Directions:

- **www.intercareins.com**
- **Click on---**
    - **Client Login**
    - **Request New Login**
    - **Complete the Information**
        - **Email address—your work email address for Sonoma County of Sonoma**
        - **First name**
        - **Last Name**
        - **Phone Number**
        - **Company—County of Sonoma**
        - **Job Title**
        - **Employer—The department you work for**
    - **Click Submit**
    - **Within 48 hours you'll receive an email from Intercare with your login information, see page 3 for more details**

Directions with screenshots:
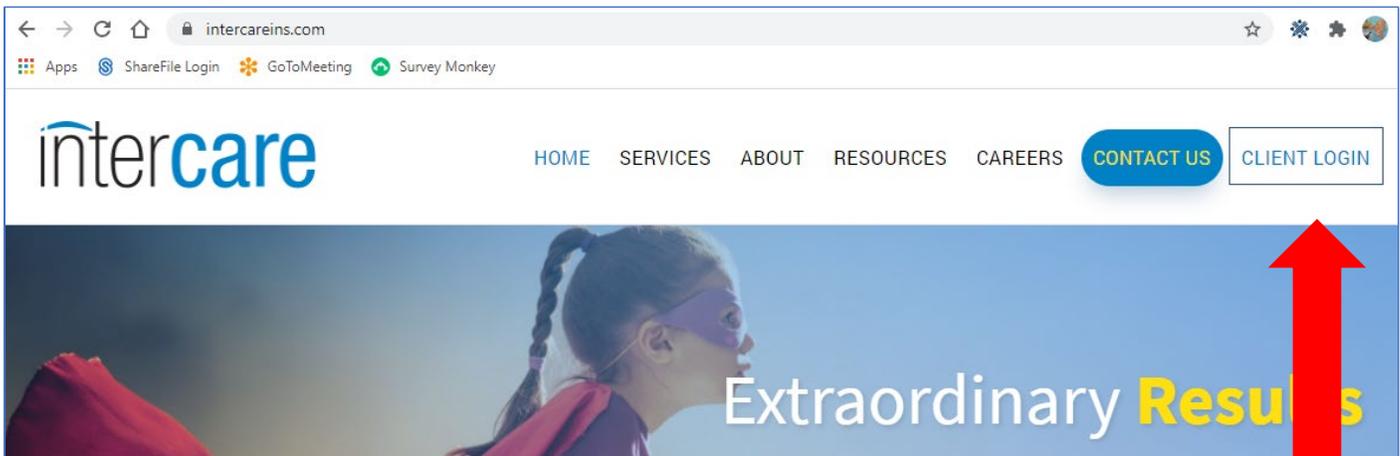
- Logging in for the first time

- Request access by selecting the "Request Access" button

If you have selected the "Request Access" button on the login page you will be directed to this form.

- Please enter your work email address.
- Your email address will be your user ID, and all communications through our website will be directed to this email address, including new claim confirmations and password re-sets

- If your email address changes during the course of your employment, please notify the workcomp email box at workcomp@sonoma-county.org immediately so this information can be updated with Intercare
- All requests for a login are validated by Intercare's account management team.
- To expedite the validation and set up process, please follow the guideline above for Company (Sonoma County), Employer (Your Department—i.e. DHS, HSD, SHF, CDC, WTR etc) and Carrier (Intercare),
- When you are ready to submit the form, select the blue "Request Access" button at the bottom of the form to submit your request.

Once you request your login, Intercare's IT Department will set up your appropriate access and send you your login credentials via "ICare Help" (icarehelp@intercareins.com). Be on the lookout for this secure email, as you will need to click on it and follow the steps. **Please note this is NOT a phishing email.** It is a legitimate e-mail from Intercare which you can verify by looking for the e-mail address listed above.

IMPORTANT NOTE: If you do not receive the e-mail from "ICare Help" within 48 hours of requesting access, you may need to log into Outlook 365 in your internet browser (rather than your desktop Outlook application) to see the message. The default Outlook 365 link is: "https://outlook.office365.com/mail/". It should automatically log you in with your Sonoma County credentials if you're on a County computer. Otherwise, log in with your current County email/password.

If it has been 48 hours since you registered, you have checked Outlook 365, and have still not received the message, kaci.knierim@sonoma-county.org.