



## WSIAT-E-Share User Instructions

Thank you for using the Workplace Safety and Insurance Appeals Tribunal's (WSIAT) E-Share service, hosted by [TitanFile™](#). The information on your [E-Share Form](#) is used to send you electronic file(s). You will be notified of each E-Share transmission by email. **Please note that E-Share communications from the WSIAT will expire after 30 days.**

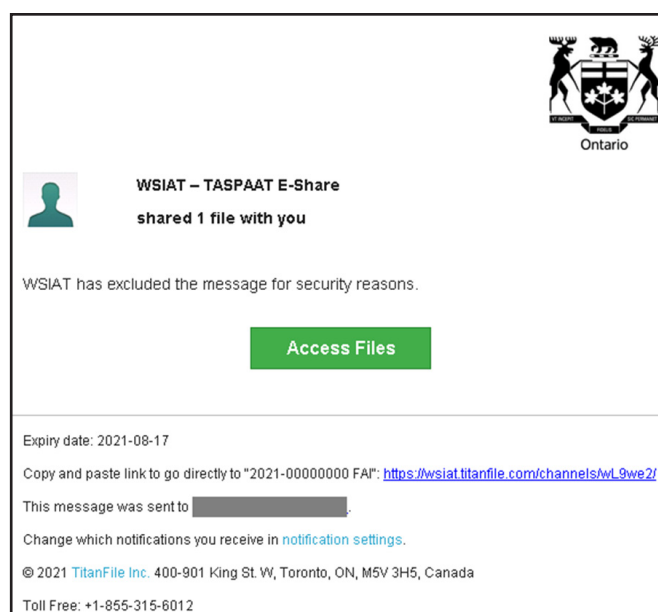
The following instructions show new users how to access and download the electronic files sent by the WSIAT.

### A. Accessing Files from the WSIAT

1. You will receive a notification of each WSIAT E-Share transmission by email with these details:
  - a. Sender: WSIAT – TASPAAAT E-Share via TitanFile  
<notifications@app.titanfile.com>
  - b. Subject: WSIAT # + first 3 letters of the case name

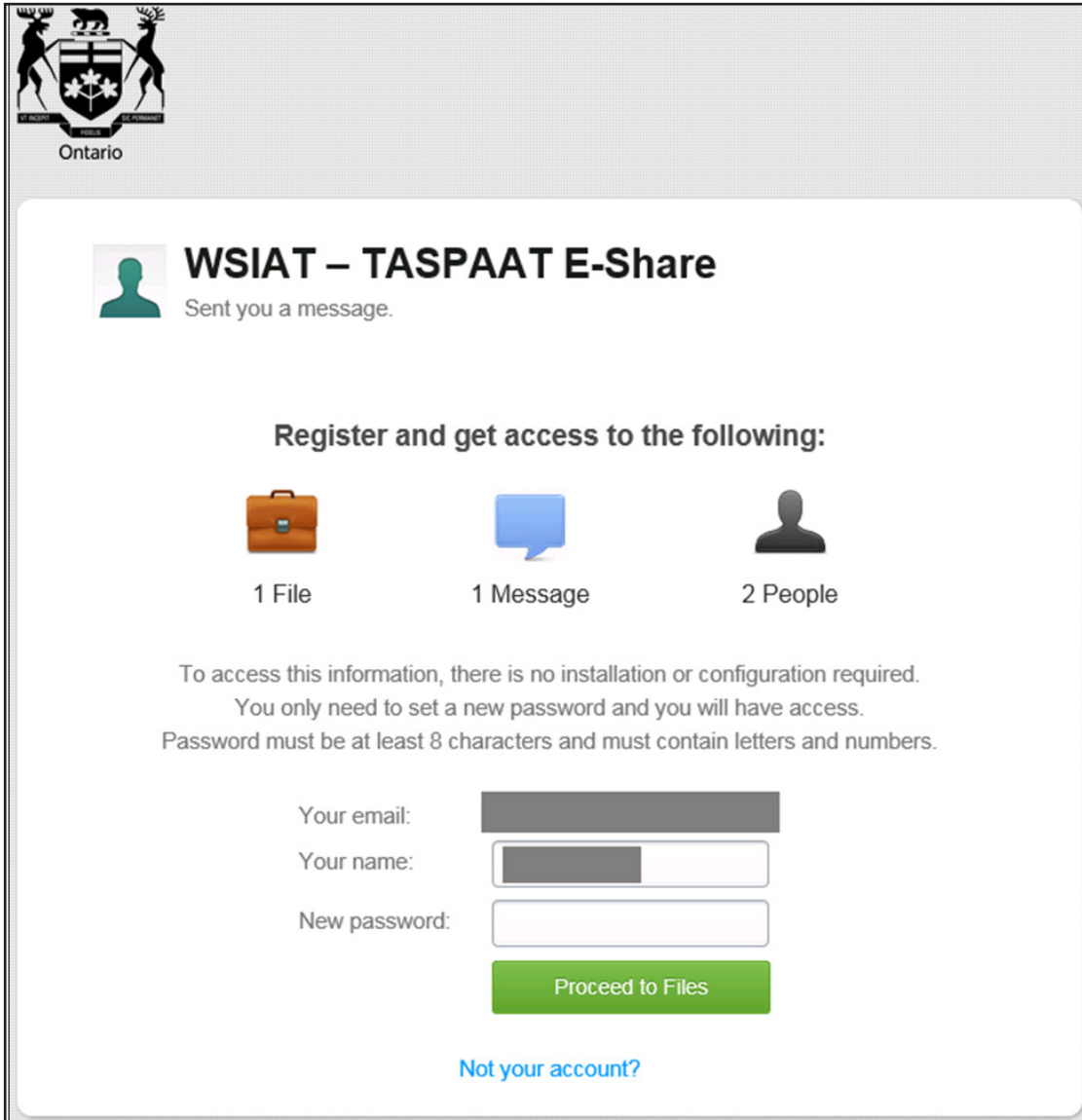


2. To access the file(s) from the WSIAT, click on the green *Access Files* button in the email.




## B. Connecting to TitanFile




3. The link takes you to a new log-in webpage identified with the WSIAT Logo. Here, new users, are asked to “Register and get access” to files and messages.



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 **WSIAT – TASPAAAT E-Share**  
Sent you a message.

**Register and get access to the following:**

 1 File       1 Message       2 People

To access this information, there is no installation or configuration required.  
You only need to set a new password and you will have access.  
Password must be at least 8 characters and must contain letters and numbers.

Your email:

Your name:

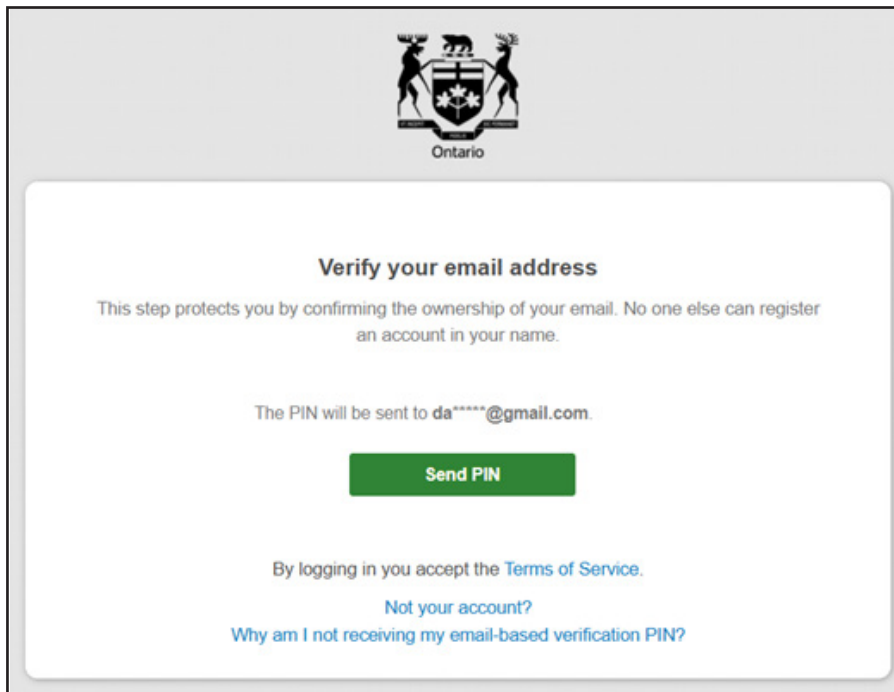
New password:

[Proceed to Files](#)

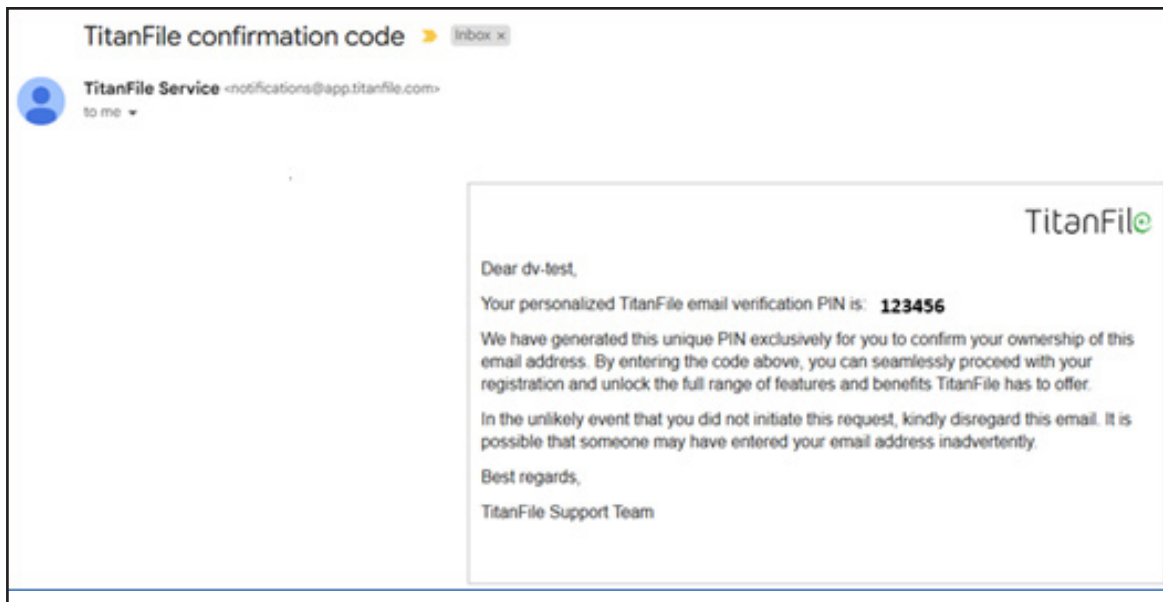
[Not your account?](#)

4. In the *New password* field, enter your existing password if you already have a TitanFile profile set up. If you are a new user, enter a password of your choice containing at least 8-characters or letters and numbers to set up your profile. **Please remember this password** because you will need it later in the registration process.
5. Click the green *Proceed to Files* button to continue.

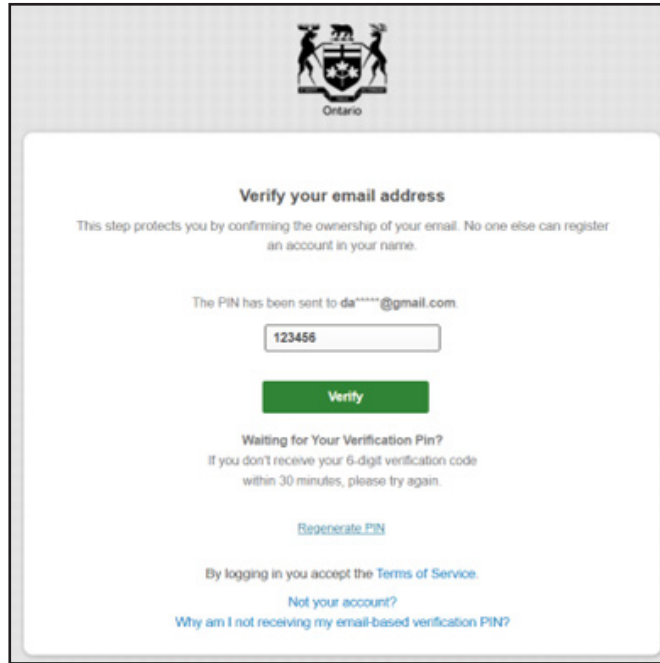
6. A pop-up window will appear to verify your email address. It notifies you that a PIN will be sent to your email. Confirm that your email address is correct, and then click *Send PIN*.



7. You will receive an email message from TitanFile identifying the PIN:

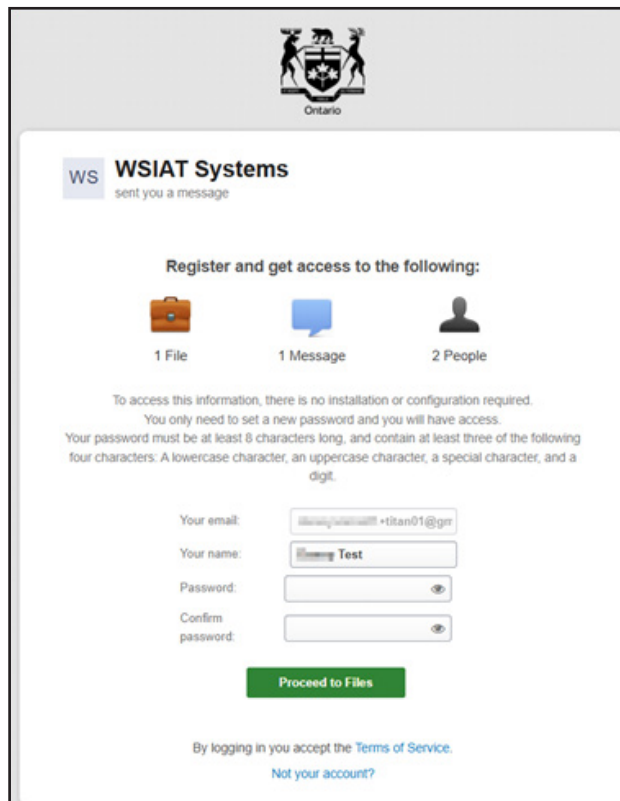


8. Enter the PIN number into the empty field in TitanFile and click Verify (green button).

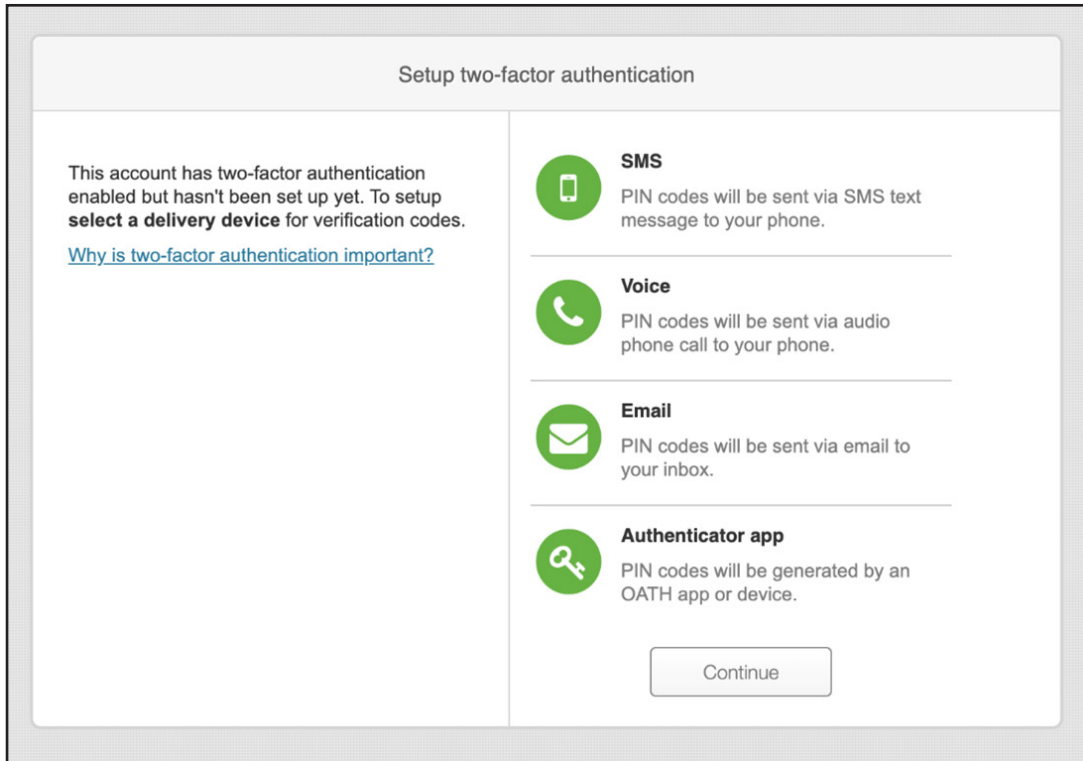


### C. New User Registration

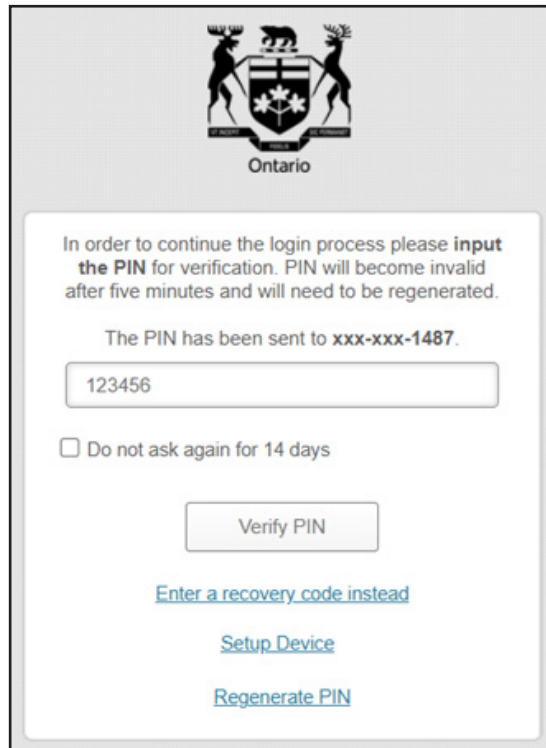
9. You will then be asked to Register and provide a password. Enter the password used in step 4, and then click *Proceed to Files* (green button).



10. You are then prompted to set up Two-Factor Authentication (2FA) for your profile. You can receive your 2FA PIN by SMS, Voice, Email, or Authenticator app.



11. Once you setup 2FA and receive your PIN, enter the PIN to access your channel and select Verify PIN.



12. You will then see the channel containing the communication from the WSIAT:

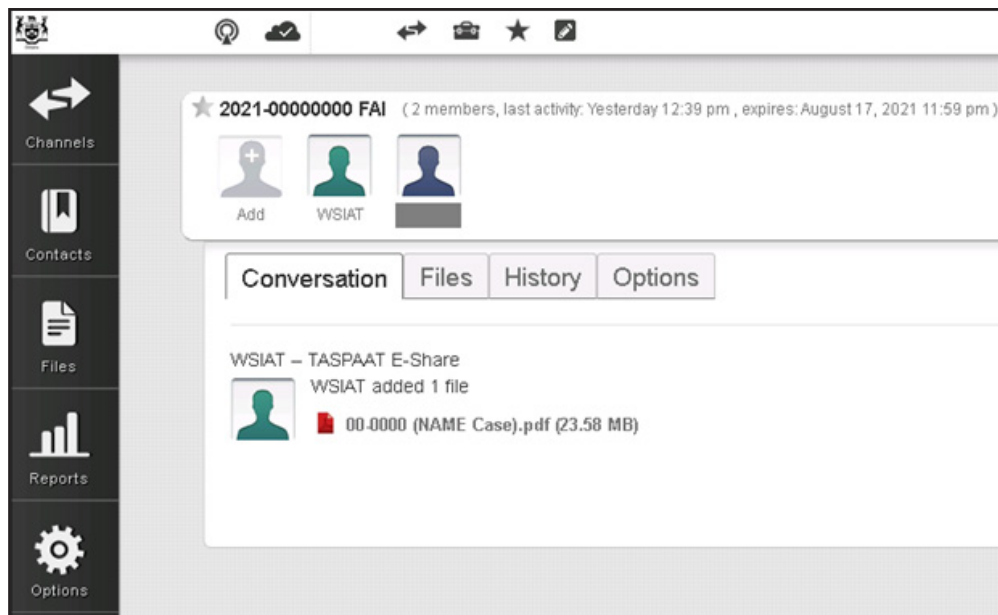


#### D. Accessing your Active E-Share Channels and Downloading Files

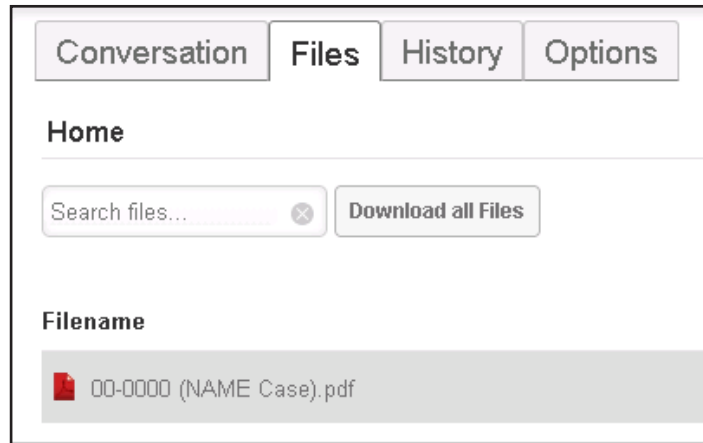
13. When you log on to [TitanFile](#), all active E-Share channels sent to you by the WSIAT will be visible. Each WSIAT channel is named as the WSIAT # + first 3 letters of the case name. WSIAT E-Share Channels expire after 30 days.

14. In the Conversation tab of a channel, you will see the file(s) that are attached.

Note: If you do not see the *Conversation*, *Files*, *History*, and *Options* tabs in the channel, it may be in a minimized view. Click on the channel to expand it. An expanded channel will appear as:



15. In the *Files* tab, you will see the list of attached files. Click the *Download all Files* button to save all files to your computer.

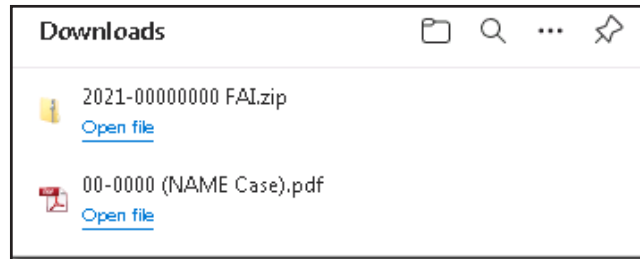


16. If you see a date range option, leave it blank to download all files. Click the green *Export* button.



17. Save the files to the location of your choice on your computer.

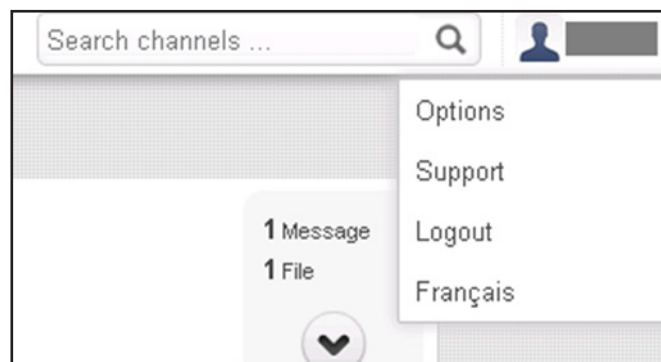
18. The files will be downloaded to your computer in a zip folder named *<WSIAT # + first 3 letters of case name>.zip*



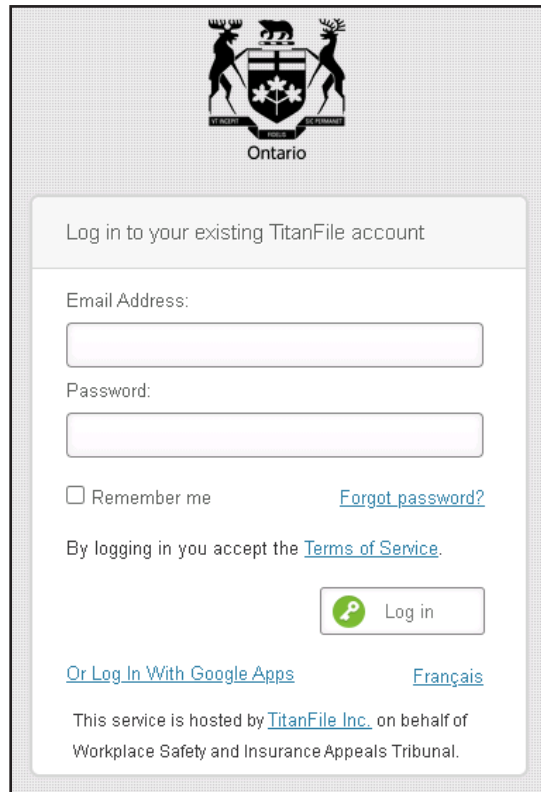
19. Go to the folder on your computer containing the downloaded zip folder and double-click the folder to unzip and open it.
20. Open the *Read me - Lisez-moi.txt* file first for some general information about E-Share.
21. Open the other documents in numerical order.
22. You have now downloaded and opened the information sent to you by the WSIAT.
23. To log-out of your E-Share profile, click on the small black triangle arrow to the right of your name on the top right to open the user menu.



Select *Logout*



24. To return to your E-Share profile after logging out,
- return to a WSIAT E-Share email and click the green Access Files button; or
  - open a browser and go to <https://wsiat.titanfile.com/>, and enter your log-in information.



Ontario


Log in to your existing TitanFile account

Email Address:

Password:

Remember me [Forgot password?](#)

By logging in you accept the [Terms of Service](#).

 Log in

[Or Log In With Google Apps](#) [Français](#)

This service is hosted by [TitanFile Inc.](#) on behalf of  
Workplace Safety and Insurance Appeals Tribunal.

## E. Trouble-Shooting

If you have any questions, please call the WSIAT Call Centre at 416-314-8800 or 1-888-618-8846, or call Relay Services at 711 (TTY), 8:30 a.m. to 5:00 p.m. Monday to Friday. You may also visit Titan File Support at <https://support.titanfile.com/hc/en-us>.

November 19, 2025