

(Legacy) Customer Portal - The Home Tab

Last Modified on 04/21/2025 3:28 pm CDT

What is WebCenter?

The customer portal of WebCenter gives you, the customer contact access to important information including orders, invoices, and even reporting options. You can even review and approve time for your employees.

This article reviews the information you might find when logging into the contact WebCenter Portal.

Note What appears on your home screen may vary depending on how your configurations have been set by your staffing partner. If you have questions on what you are seeing, not seeing or have access to, please contact your staffing representative for assistance.

The Home Tab

When you first log in to WebCenter, you will be brought to your home screen, which looks something like this:

The screenshot shows the WebCenter 6 Home Tab interface. At the top is a navigation bar with icons for Home, Orders, Employees, Invoices, Timecards, Reports, Documents, and TimeClock. Below the navigation bar, the main content area is divided into three sections. On the left is 'Your To Do List' with links to 'My Information', 'Timecards' (with sub-links: All, Review, Rejected, Past Due), and 'Orders' (with sub-links: All, Unfilled (12), Pending, Filled (3), Closed (2), Review). In the center is 'Messages (52)' with a link to 'Send message to staffing representative'. Below this is a table of messages. On the right is a section for a specific message from sarah.rodgy on 5/31/2017, with a 'Reply to sarah.rodgy's Message' link.

| Message | From | Received |
|---------------------------------|---------------|-----------|
| Networking HH this Friday at... | sarah.rodgy | 5/31/2017 |
| test | wc_admin | 5/10/2017 |
| testing | wc_admin | 5/10/2017 |
| Happy Friday from all of... | shawna.bradt | 4/21/2017 |
| OPEN HOUSE THIS FRIDAY!!... | erika.winberg | 4/12/2017 |

Showing 1-5 of 59


« Previous 1 2 3 4 5 Next »

From sarah.rodgy on 5/31/2017

Networking HH this Friday at Houlihan's in Eagan. Be there at 7 to enjoy a complimentary beverage and snack.

Reply to sarah.rodgy's Message »

Let's break it down into three main parts:

1.  **WebCenter 6**

2. **Your To Do List** 2a. [My Information](#)

3. **Messages (52)** 3a. [Send message to staffing representative](#)

2b. **Timecards**
- All
Review
Rejected
Past Due

2c. **Orders**
- All
- Unfilled (12)
Pending
- Filled (3)
- Closed (2)
Review

| Message | From | Received |
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From sarah.rodgy on 5/31/2017
Networking HH this Friday at Houlihan's in Eagan. Be there at 7 to enjoy a complimentary beverage and snack.

3b. [Reply to sarah.rodgy's Message](#)

1. Use the tabs at the top of your home screen to navigate to the different places available to you in WebCenter. If you are missing any of the tabs shown above, please contact your staffing partner for help.



2. View 'Your To Do List'. Here you will find your action items or items requiring your attention or review.

2a. [My Information](#)

Your To Do List

2b. **Timecards**
- All
Review
Rejected
Past Due

2c. **Orders**
- All
- Unfilled (12)
Pending
- Filled (3)
- Closed (2)
Review

- **2a.** View 'My Information'. Here, you may update your e-mail address, change your password and select which notifications you would like to receive or not receive:

My Information

General Info

Email Address
Current email address: sarah.rodgy@tempworks.com - [Update Email Address](#)

Password
[Change Your Password](#)

Notifications
Place a check next to each notification that you would like to receive. Remove a check from each notification that you would like to be unsubscribed from. Then click "Update" to save the choices.

| | |
|--|---|
| <input checked="" type="checkbox"/> AddedOrderCandidate | Sent when a candidate is added to an order through Job Board, WebCenter or Enterprise |
| <input checked="" type="checkbox"/> CandidateToReview | Sent when there is a candidate for a customer to review |
| <input checked="" type="checkbox"/> CreateOrderRequest | Sent when a customer contact submits a new order request |
| <input checked="" type="checkbox"/> CustomerOrderStatusChange | Sent when an order status has been changed. |
| <input checked="" type="checkbox"/> EvaluationAssignmentFinished | Sent when an assignment ends to employees and contacts on that assignment. |
| <input checked="" type="checkbox"/> EvaluationThankYou | Sent when a user completes the evaluation. |
| <input checked="" type="checkbox"/> HROrderdistribution | Sent to HR Contacts on an order when candidate status changes to s-HRnotify |
| <input checked="" type="checkbox"/> OrderRequestApprovedEvent | Sent when a customer contact approves an order request |
| <input checked="" type="checkbox"/> OrderRequestRejectedEvent | Sent when a customer contact rejects an order request |
| <input checked="" type="checkbox"/> OrderRequestReviewEvent | Sent when a customer contact submits order request and another customer contact needs to review that request |
| <input checked="" type="checkbox"/> PasswordRequest | Sent when a user requests to change their password |
| <input checked="" type="checkbox"/> TimeCardApprovedEvent | Sent when a timecard is approved |
| <input checked="" type="checkbox"/> TimeCardRejectedEvent | Sent when a timecard is rejected |
| <input checked="" type="checkbox"/> TimeCardSubmittedEvent | Sent when a timecard is submitted |
| <input checked="" type="checkbox"/> WebCenterInvitationForCustomer | Sent when a customer contact or vendor is given WebCenter login credentials by a service rep through Enterprise |

[Check All](#) - [Uncheck All](#)

[Update](#)

- **2b.** View 'Timecards'. This will show you how many time cards require your review, which timecards have been completed and which timecards are past due. Clicking any of the links in this section will automatically move you to the 'Timecards' tab at the top of the window.



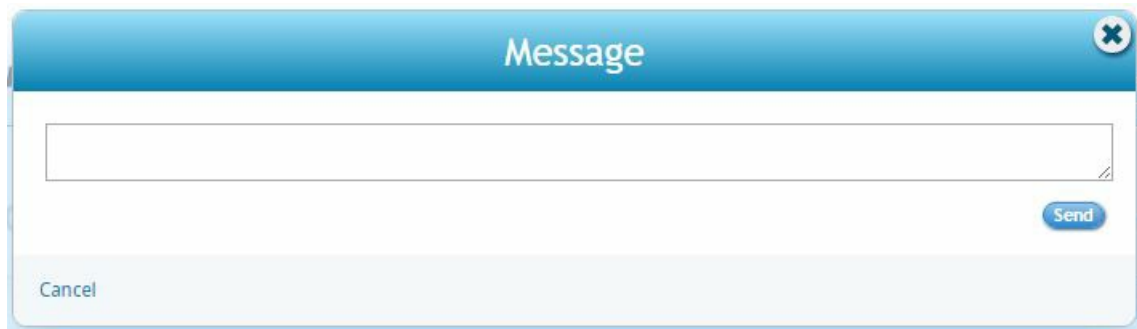
- **2c.** View information about your 'Orders'. Click any of these links will automatically move you to the 'Orders' tab.



3. View and send 'Messages'. Here you may see messages from your staffing partners, reply to those messages and even send messages of your own.

- **3a.** Click here if you want to 'Send message to staffing representative'.

Note This message will be sent to your service rep.



- **3b.** Click here to reply to the representative whose message you have selected. This will open a new e-mail message window, with the representative's e-mail pre-populated in the 'To:' field.

Note You might see messages posted by representatives other than those you wish to reach. The name of the representative in this link is who will receive your message.

Related Articles
