

# Bridge Overview

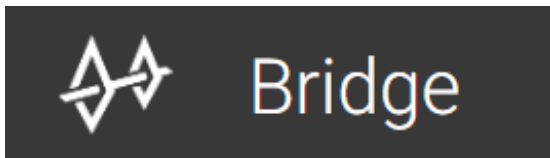
Last Modified on 04/02/2020 3:49 pm CDT

## What is Bridge?

TempWorks created Bridge as a way to connect our customers to our many services.

With this new user-friendly portal, you will be able to submit technical issues and support requests online as well as connect you with training and information resources. It also gives you a great way to manage your users for your company.

Bridge will connect you directly to our team at TempWorks to ensure we are providing the high-quality service you deserve.



This article covers:

- [Supported Platforms](#)
- [Accessing Bridge](#)
- [Bridge Menu](#)
- [Homepage Overview](#)
- [My Profile](#)

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## Supported Platforms

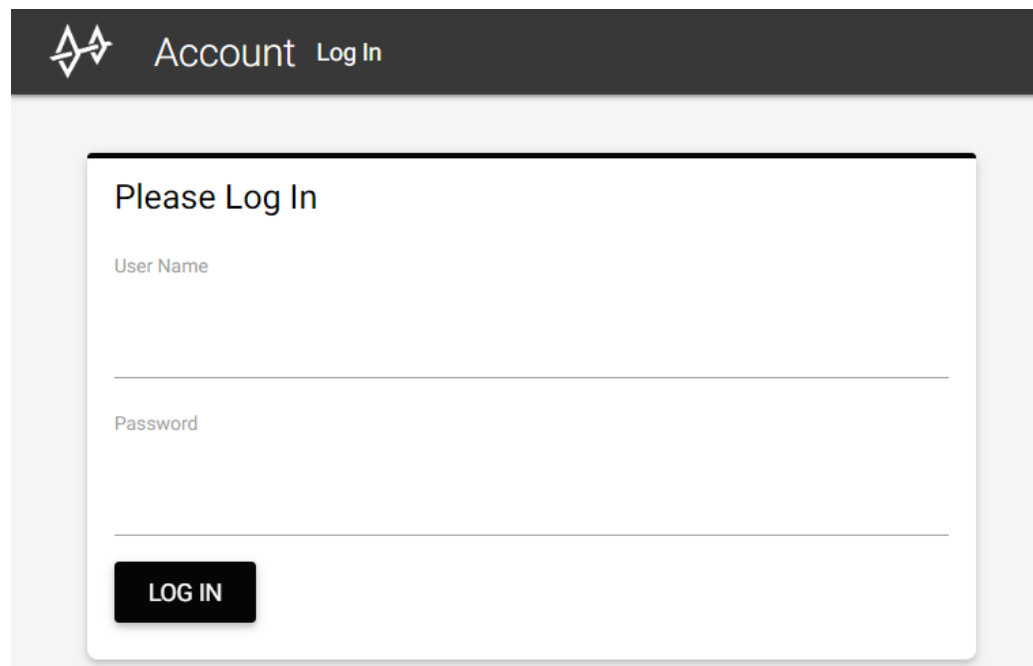
- Chrome, Firefox, Safari - Latest two major versions
- Internet Explorer and Edge - Only the latest major version

## Accessing Bridge

1. To access Bridge, navigate to [bridge.ontempworks.com](https://bridge.ontempworks.com).
2. You will be greeted by the log in screen where you can enter your credentials and

select log in to continue.

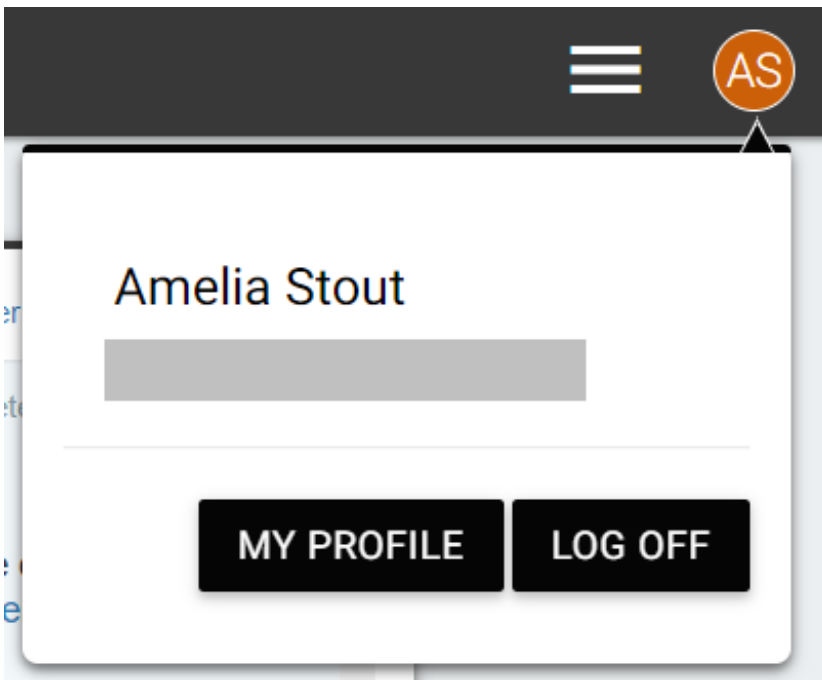
- Hosted users should use their 'host\' logins.
  - If you do not know your log in information, ask your administrator to provide you a username and password.
- Self-hosted users should use the log-in provided to them from TempWorks.
  - Please contact support if you do not know your credentials.



The screenshot shows a web interface for logging in. At the top, there is a dark grey header bar with a logo on the left and the text 'Account Log In' on the right. Below the header is a white rectangular box with a thin black border. Inside this box, the text 'Please Log In' is centered at the top. Below this text are two input fields: the first is labeled 'User Name' and the second is labeled 'Password'. Both fields are empty. At the bottom left of the white box is a black button with the text 'LOG IN' in white capital letters.

**\*Note\*** Your password must be unique and at least 8 characters in length. In the event a password is entered that is not unique or is less than 8 characters in length, an error will be received.

When you are done using Bridge, select your initials in the upper right to 'log off':

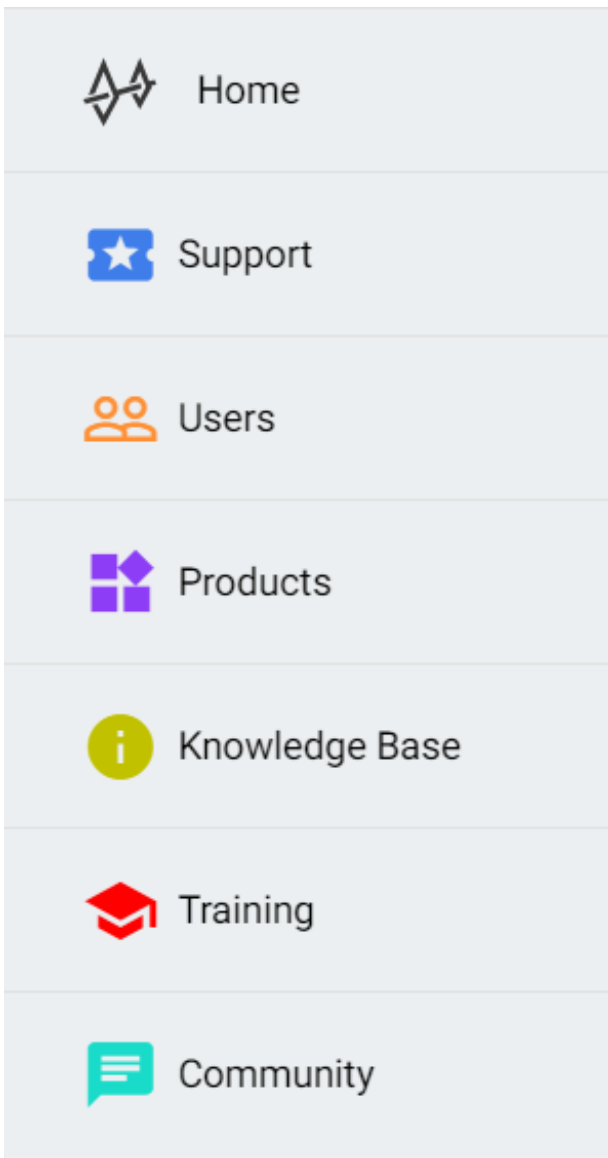


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## Bridge Menu

Open the Bridge menu by clicking the  icon in the upper right.

A new panel will open on the right displaying the navigation tree for Bridge:



**\*Note\*** All subtopics listed in this menu are covered in their own articles listed under related articles at the bottom of the page, or by navigating to Bridge section on the left.

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## Home Page Overview

Once you have logged into Bridge, you will be redirected to the Bridge home page.

The home screen is divided into 5 cards listed below:

### 1. Recent Tickets

- This section shows any recent support tickets that have been created or updated.
- Click on the 'Recent Tickets' header to be redirected to the support page or

click on a ticket for more details:

### Recent Tickets

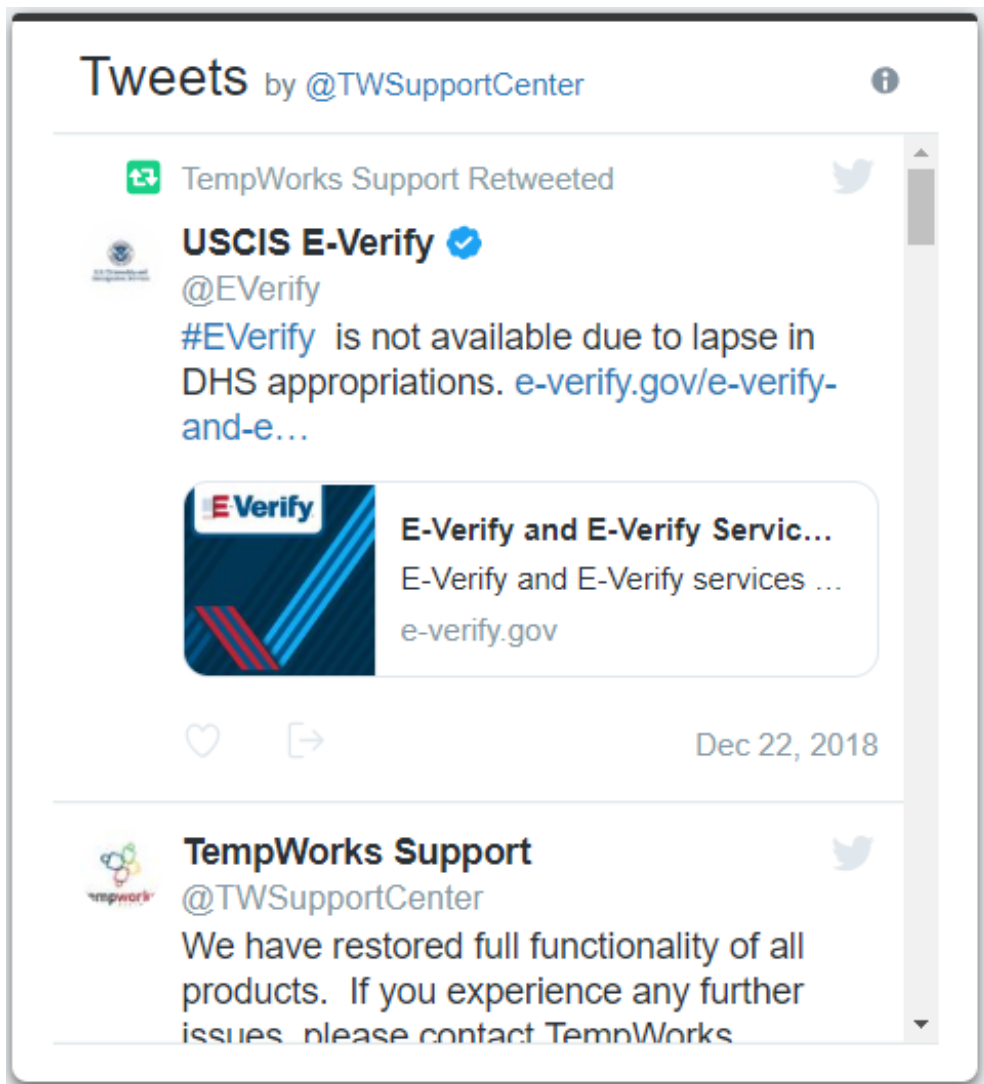
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**Inactive links**

<a href="#">New</a>	#386912 Created by: Ian Van Straten	Created: 9/26/2018 8:41:42 AM Updated: 9/26/2018 8:48:49 AM Assigned to: A TempWorks Representative Type: Training - Documentation Request
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## 2. Tweets

- Tweets will show a live feed of the TempWorks Support Twitter page showing you any active announcements including downtime for any of our products:



The screenshot shows a Twitter feed for @TWSupportCenter. The top tweet is a retweet from USCIS E-Verify (@EVerify) dated Dec 22, 2018. The tweet text reads: "#EVerify is not available due to lapse in DHS appropriations. e-verify.gov/e-verify-and-e...". Below the text is a link preview for "E-Verify and E-Verify Services" with the URL "e-verify.gov". The bottom tweet is from TempWorks Support (@TWSupportCenter) and reads: "We have restored full functionality of all products. If you experience any further issues, please contact TempWorks".

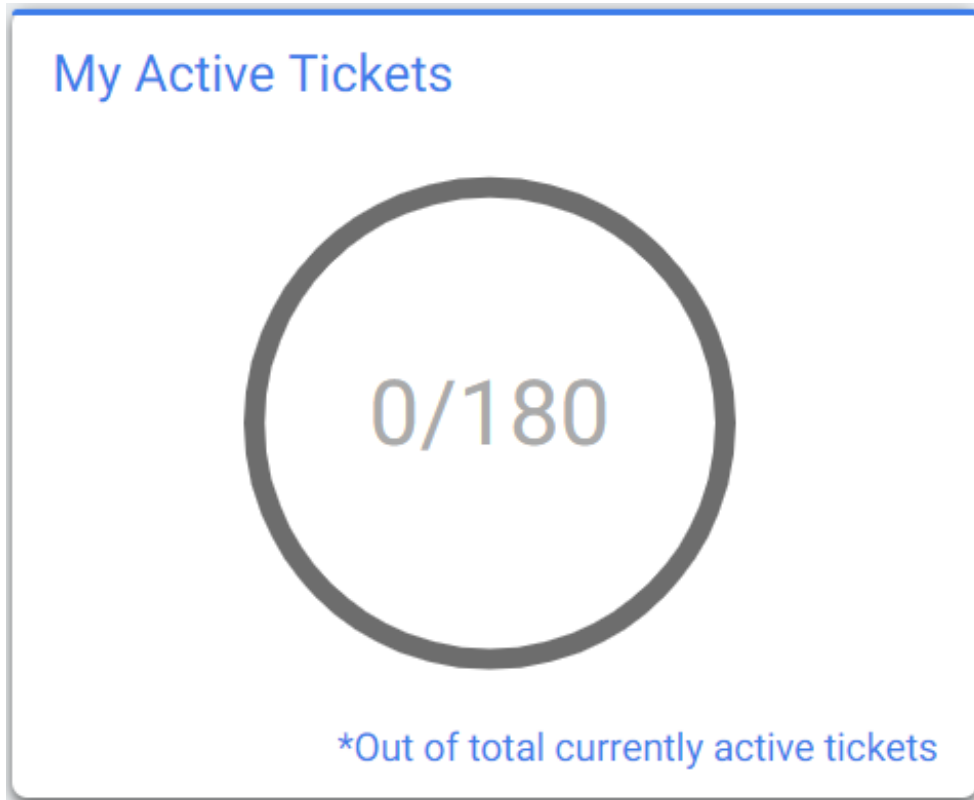
## 3. Release Notes

- This section provides the list of the most current system update items from the last release.
- Utilize this section to keep up with new features and bug fixes.

## 4. My Active Tickets

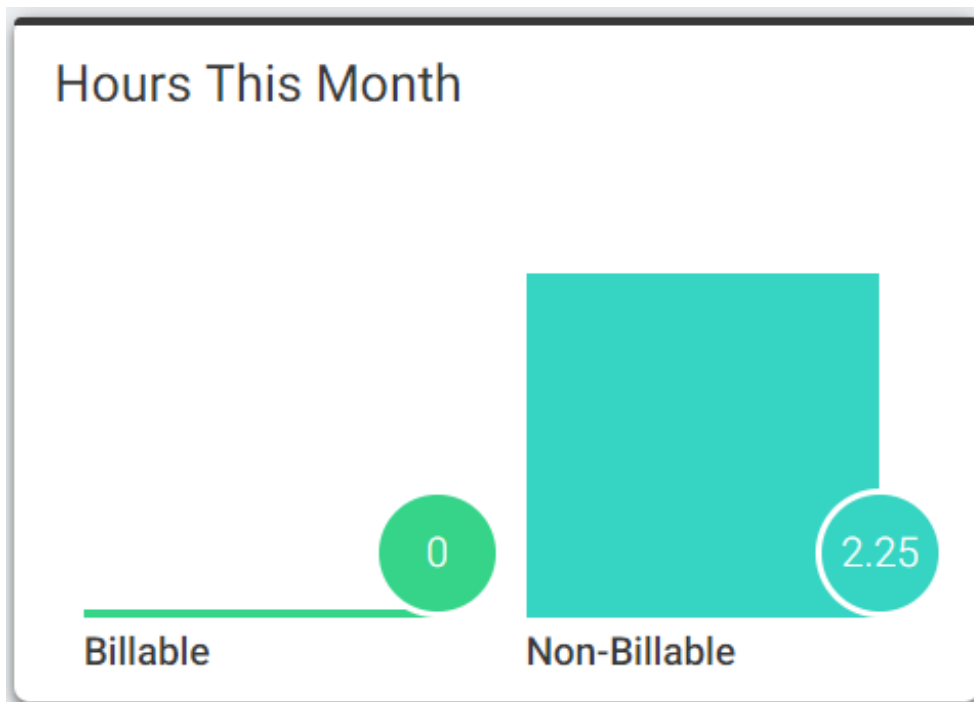
- This section gives you a chart visualizing the total number of tickets for your

organization vs. the tickets created by you:



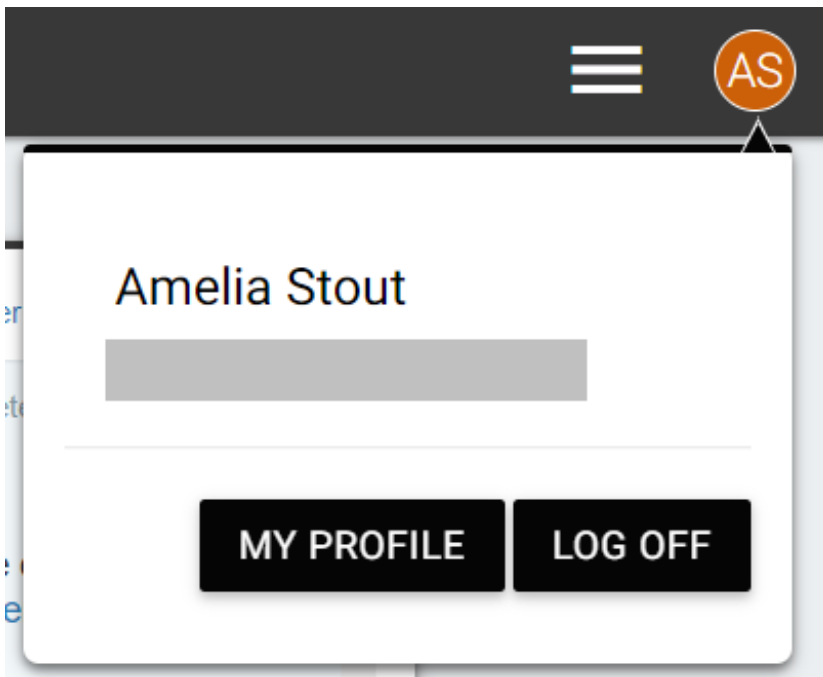
#### 5. Hours This Month

- This bar graph shows billable and non-billable hours logged in the current month from support tickets:



## My Profile

Select your initials in the upper right to open up 'my profile' option:



My Profile allows you to change password or update contact information.

Select 'Save Changes' once complete to save your changes.

## Related Articles

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