

WebCenter Admin - Setting up WebCenter Roles

Last Modified on 10/29/2020 10:30 am CDT

Note In order to set up WebCenter Roles, you must be a WebCenter Admin. To learn more, [WebCenter - Intro to Administration](#).

What are WebCenter Roles?

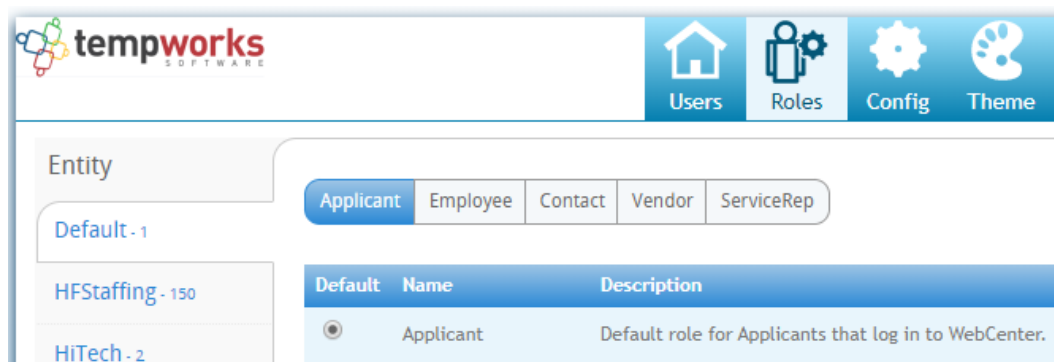
WebCenter roles manage basic security for all of your WebCenter users. This allows you to control which sections of a WebCenter portal that a user can access. You can have multiple roles set up for different kinds of users. For example, one employee might be able to enter time via WebCenter while the other employee might be using a different method to track time such as our TempWorks TimeClocks.

Roles are set up for each type of user in WebCenter: Applicant, Employee, Customer Contact, Vendor, and Admin.

It's important to review and update these roles to ensure that the correct features are turned on for each of your users.

Where are Roles Found?

You can find role management by logging into WebCenter as an Administrator and navigating to the Roles Tab:



Keep in mind that Roles are separated by Entities, so if you have multiple separated entities in WebCenter, you will need to set up roles for each entity.

This article reviews:

1. [Employee & Applicant WebCenter Roles](#)
2. [Customer Contact WebCenter Roles](#)
3. [Vendor WebCenter Roles](#)
4. [Administrator WebCenter Roles](#)

Employee & Applicant WebCenter Roles

Employee Vs. Applicant

Since HRCenter and WebCenter both utilize the same web user credentials for applicants and employees, an applicant can technically have access to WebCenter as soon as they apply online through HRCenter.



Applicants can have access to documents, HRCenter, JobBoard, and profile information while *employees* can also be given access to options like assignments and timecards. An applicant becomes an employee and is given the default employee role once their status is switched from 'Web Pending' to 'Familiar' in Enterprise or Beyond by default (keep in mind some systems may have a different customized setup).

Setting Up Applicant's or Employee's WebCenter Roles

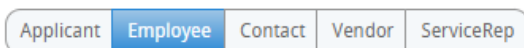
Before you can give an employee or applicant access to WebCenter, you need to decide what different security options you need to have in place and what the default options will be.

For example, you may have a default employee role that is given everything except the timecards tab. I might then have a second role that includes the timecards tab for those employees working where they are expected to fill out online timecards. Then, I might have a third role that is more limited for those employees who no longer work for our company but may still need access to just their paycheck stubs and W-2 information.

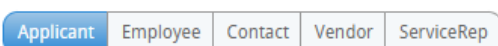
First look at all the permissions available & the default role and then decide how many roles or permission levels you may need to have for employees and applicants. Once you have decided this, you will navigate to the Roles tab in WebCenter Admin to set them up.

To Create a New Role

1. Navigate to the Roles tab in WebCenter Admin
2. Select Applicant or Employee



3. Click on the default role already in your system
4. Select the Copy button to the right



Default	Name	Description	Actions
<input checked="" type="radio"/>	Applicant	Default role for Applicants that log in to WebCenter.	Copy ✕

5. Enter a Role Name and Description of when this role should be used

Role Settings and Permissions

Role Name: Employee Limited [edit](#)

Role Description: Limited access. Used for employees that have had their record deactivated by a service rep. [edit](#)

6. Select the Role Permissions by checking the boxes or unselect the boxes to remove those permissions from this role

Role Permissions

- Common - Functionality available to every type of user
- Employee - Assignments - Shows a list of employee assignments with directions and contact info
- Employee - Calendar - Shows an employee their assignment calendar
- Employee - Documents - Shows a list of documents an employee can download
- Employee - Home - Shows links to an employee's current assignments and timecards, and displays alerts and messages
- Employee - HR Center - Allows Employees to update documents in HR Center
- Employee - JobBoard - Allows an employee access to the JobBoard
- Employee - Orders - Allows an employee to view orders and accept or decline orders.
- Employee - PayHistory - Shows an employee all their paychecks and allows them to print a summary
- Employee - Timecards - Allows employee to fill out, edit, submit and review their own timecards
- Profile - Address - Allows a user to change their mailing address.
- Profile - Employee - Allows a user to upload and update resumes and other documents
- Profile - Info - Allows a user to edit their email, password
- Profile - Notifications - Allows user to re-subscribe to unsubscribed notifications

[Save](#)

7. Select Save

Note There is a default radio button next to each role. Only one role for each user type (applicant or employee) can be selected as the default. This will be the role granted when a user is given credentials or makes credentials in HRCenter.

Applicant **Employee** Contact Vendor ServiceRep

Default	Name	Description
<input type="radio"/>	Assigned Employee	Role for working employees with no access to the Job board
<input type="radio"/>	Demo Test	Default role for Employees that log in to WebCenter.
<input checked="" type="radio"/>	Employee	Default role for Employees that log in to WebCenter.
<input type="radio"/>	Employee - No Timecards	Employee no timecards

How to Change an Employee's Role in Enterprise

To set up or manage an employee's or applicant's WebCenter role in Enterprise, you will need to navigate to the employee record > Integrations > Web User Account. The WebCenter role can be managed under the WebCenter

Linked Products:

The screenshot shows a user interface for managing a web account. At the top, the user's name is 'Teddy Suarez' with ID: 4295081168, SSN: xxx-xx-2562, and Branch: Memphis NE. There are two red notification boxes: 'Remember to bring file to lunch' and 'Call Andrea Back'. Below the header is a navigation bar with icons for home, search, and other functions. The main content area is titled 'manage web account' and includes a description: 'A web account connects your employee to all the online services that TempWorks offers.' The form contains the following fields and controls:

- Username:** Suarezny49
- Password:** A 'Reset Password' button.
- Status:** A green 'Active' button.
- Last Login:** Hasn't logged in yet
- Linked Products:** A section with a checked checkbox for 'WebCenter'. Below it are two dropdown menus: 'Product Instance' set to 'HiTech' and 'Role' set to 'Employee'.

On the left side, there is a sidebar menu with categories like 'visifile', 'details', 'documents', 'integrations', 'assessments', 'applications/surveys', 'custom data', 'e-verify', 'first advantage', 'peopleg2', 'trak 1', 'web user account' (highlighted), 'hrcenter', 'evaluations', and 'messages'.

For more information, check out [Manage Web User Account](#).

How to Change an Employee's Role in Beyond

To setup up or manage an employee's or applicant's WebCenter role in Beyond, you will need to navigate to the employee record and select the Web User charm in the upper right. From here you will have the option to create their account or change their role:

The screenshot shows a context menu for a 'Web User' charm. The menu is titled 'Web User' and includes a description: 'A web account connects your employee to all the online services that TempWorks offers.' Below the description are five menu items:

- View Account Details
- Change Username
- Change Role
- Manage Password

EMPLOYEE Integrations / Web User

John Snow (4295080972) MN

VISIFILE DETAILS DOCUMENTS MESSAGES ASSIGNMENTS STORY MORE

Web User Details Active

Username	john.snow	Role	Employee
Last Login	--		
CHANGE USERNAME			>
CHANGE ROLE			>
MANAGE PASSWORD			>

Web User Products

- Job Board HighTechStaffing
- WebCenter HiTech
- HR Center twdemo
- Buzz App twdemo

For more information, check out [Beyond - Managing Web User Account](#).

Note If an employee has a status of **deactivated** in Enterprise/Beyond they will no longer have access to their employee WebCenter. They will also no longer appear in a search result for impersonating an employee in WebCenter Admin. If you would like to continue giving a deactivated employee access to their WebCenter please contact TempWorks Support to determine if this can be implemented in your system. If added, we recommend updating the deactivated employee(s) WebCenter role to a limited access role.

Contact WebCenter Roles

Similar to Employee roles, contact roles allow you to change which tabs and information a Customer Contact can see in WebCenter.

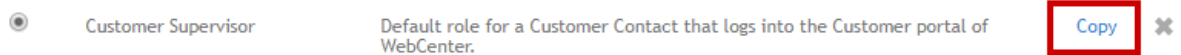
First consider your different types of customer contacts. Perhaps you have some that just need access to invoices and reporting, while other supervisors have agreed to approve time via WebCenter.

To Create a New Role

1. Navigate to the Roles tab in WebCenter Admin
2. Select Contact



3. Click on the default role already in your system
4. Select the Copy button to the right



5. Enter a Role Name and Description of when this role should be used

Role Settings and Permissions

Role Name: Customer - Invoices Only [edit](#)

Role Description: Default role for a Customer Contact that logs into the Customer portal of WebCenter. [edit](#)

6. Select the Role Permissions by checking the boxes or unselect the boxes to remove those permissions from this role

Role Permissions

- Common - Functionality available to every type of user
- Customer - Documents - Shows a list of documents a customer can download
- Customer - Employees - Allows customer to find all assignments for them to which an employee is assigned
- Customer - Home - Shows links to a customers timecard and order pages, as well as messages and alerts
- Customer - Invoices - Shows customer a list of paid and unpaid invoices, and offers a button to pay
- Customer - Orders - Shows customer a list of their orders
- Customer - Reports - Shows customer a list of reports they can run
- Customer - Timecards - Allows customer to create, fill out, review, correct, accept or reject web timecards
- Customer - TimeClock - Allows a customer to view, edit, and submit TimeClock timecards.
- Profile - Info - Allows a user to edit their email, password
- Profile - Notifications - Allows user to re-subscribe to unsubscribed notifications

[Save](#)

7. Select Save

Changing a Contact's Role in Enterprise

To setup or manage a customer contact's role, navigate to the contact record and select integrations > web user account on the left. The WebCenter role can be found under the WebCenter Linked Product:

For more information, check out [Manage Web User Account](#).

Changing a Contact's Role in Beyond

To setup or manage a customer contact's role, navigate to the contact record and select the Web User charm on the right:

For more information, check out [Beyond - Managing Web User Account](#).

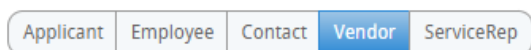
Vendor WebCenter Roles

Vendor contacts can be given access to WebCenter to manage employees, accept orders, and submit candidates.

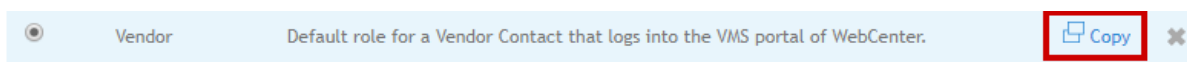
To give a vendor access, you can create a web user account for the Vendor contact the same way a customer contact is given a web user account. You can set up different roles for Vendors that will change what options they can see in the WebCenter portal. For more information on the Vendor portal, check out [Vendor Portal Quickstart](#).

To Create a New Role

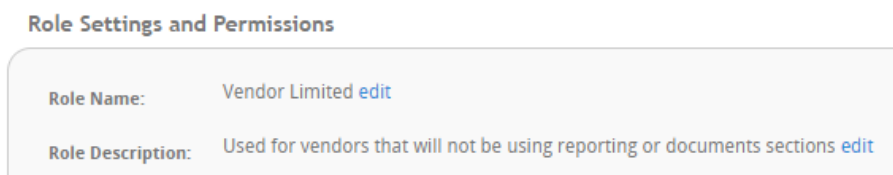
1. Navigate to the Roles tab in WebCenter Admin
2. Select Vendor



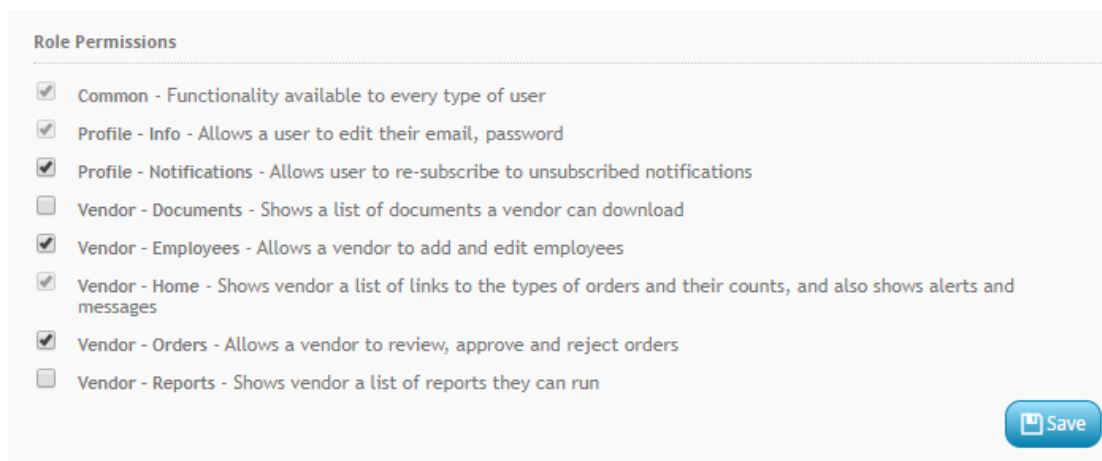
3. Click on the default role already in your system
4. Select the Copy button to the right



5. Enter a Role Name and Description of when this role should be used



6. Select the Role Permissions by checking the boxes or unselect the boxes to remove those permissions from this role



7. Select Save

Administrator WebCenter Roles

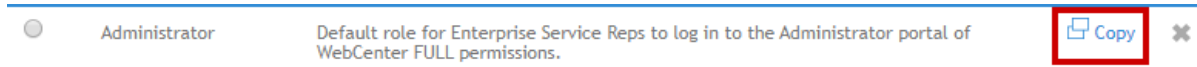
You can also create different WebCenter roles to give your service reps different levels of access within WebCenter Admin.

For example, if you have some users that you want to be able to update configurations but not be able to impersonate a user but then you have other users that need to be able to impersonate users for troubleshooting purposes, then you may need to set up different levels of access.

To Create a New Role

1. Navigate to the Roles tab in WebCenter Admin
2. Select Service Rep

- Click on the default role already in your system
- Select the Copy button to the right



- Enter a Role Name and Description of when this role should be used

Role Settings and Permissions

Role Name: Administrator - NoImpersonation [edit](#)

Role Description: Does not allow impersonation [edit](#)

- Select the Role Permissions by checking the boxes or unselect the boxes to remove those permissions from this role

Role Permissions

- Admin - Config - Allows admin to set permissions to allow or disallow different user types to do a wide variety of things, such as change the theme for tenants
- Admin - Documents - Allows admin to set permissions for Reports and Documents, and upload, edit and delete Documents for their employees and customers
- Admin - Events - Allows admin to edit notification email templates
- Admin - Impersonate - Show admin a list of all users by type and allows them to impersonate
- Admin - OrderRequest - Allows admin to configure the Order Request form used by customer contacts
- Admin - Roles - Allows admin to create, edit, and delete roles for their tenants
- Admin - Sites - Allows admin to configure other sites outside of WebCenter such as Applicant Portal and JobBoard
- Admin - Time - Allows admin to configure Timecard templates, Pay Codes, Cost Codes, and Adjustments.
- Admin - Users - Show admin a list of all users by type and allows them to impersonate, activate, deactivate, and change account information
- Common - Functionality available to every type of user
- Profile - Info - Allows a user to edit their email, password
- Profile - Notifications - Allows user to re-subscribe to unsubscribed notifications

[Save](#)

- Select Save

Changing a Service Rep's Role

Service Rep's Web User accounts are managed in Enterprise Administration. Navigate to All Options > Administration > Service Rep and select the Web User tab at the top.

322 items available

ServiceRep Info Security Groups **WebUser Management**

WebUser Management

Username	<input type="text" value="example.username1"/>
Password	<input type="button" value="Reset Password"/>
Status	<input type="button" value="Active"/>
Last Login	4/5/2019 11:36:47 AM
Linked Products	<input checked="" type="checkbox"/> WebCenter
Product Instance	<input type="text" value="Default"/>
Role	<input type="text" value="Administrator"/>

For more information, check out [Managing Service Rep Web User Accounts](#).

Related Articles
