

Customer Portal - Overview

Last Modified on 04/21/2025 3:42 pm CDT

Overview

TempWorks is proud to bring to you an updated and enhanced Customer Portal within WebCenter that has been designed to be streamlined, modernized, and efficient.

This article contains:

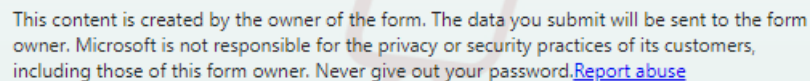
- [The Home Tab](#)
- [Employee Management](#)
- [Creating and Submitting Orders](#)
- [Timecard Management](#)
- [TimeClock Timecards](#)
- [Documents](#)
- [Invoices](#)
- [Reports](#)

Note The updated WebCenter Customer Portal contains all the functionality as Legacy WebCenter, but in the event you need to navigate back to Legacy, you can select the "Back to Legacy WebCenter" option to the top right of the WebCenter window:

×

☐ No

Never give out your password. [Report abuse](#)



The owner of this form has not provided a privacy statement as to how they will use your response data. Do not provide personal or sensitive information. | [Terms of use](#)

[CONTINUE TO LEGACY WEBCENTER](#)

WebCenter
TempWorks Software

[Home](#) [Orders](#) [Employees](#) [Invoices](#) [Timecards](#) [Reports](#) [Documents](#) [TimeClock](#)

[NEW WebCenter](#) [gonggriverson \(8226\)](#) [My Information](#) [Contact Us](#) [Log Out](#)

Your To Do List

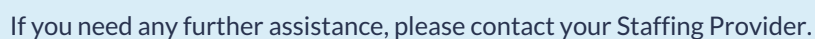
[My Information](#)

Timecards

- [All](#)
- [Review \(1\)](#)
- [Rejected](#)
- [Past Due \(1\)](#)

Messages (224)

Message	From	Received
happy holidays!	Rachel Langehough	3/4/2025
Hey Georgel	alexander.swanson	3/4/2025
Hello Georgel Happy Birthday! It's...	shavna.bradt	3/4/2025
Can you supply us more...	wc_admin	3/4/2025
We're closed on Friday	Rachel Langehough	1/22/2025
Happy New Year!	Madelyn Peterson	1/16/2025
Have a Merry Christmas!	Tony Kennetz	12/23/2024
Reminder to approve time by...	Madelyn Peterson	9/27/2024
Call us with avail.	Madelyn Peterson	9/26/2024
Reminder to approve time by...	Madelyn Peterson	9/19/2024
Happy Wednesday! WE have...	Madelyn Peterson	9/11/2024
Friendly reminder to send me...	Madelyn Peterson	8/15/2024
Reminder to approve time by...	Madelyn Peterson	8/8/2024
Reminder to approve time by...	Madelyn Peterson	8/1/2024
Happy Tuesday! Reminder to...	Madelyn Peterson	7/23/2024
Reminder to approve time by...	Madelyn Peterson	7/18/2024
Reminder to approve time by...	Madelyn Peterson	6/13/2024



Note To allow for additional flexibility in determining login functionality for users, TempWorks has added a new configuration titled "WebCenter Portal Access" with the following options:

- **Access only Legacy WebCenter, no link to New WebCenter:** Users' access is restricted to the Legacy WebCenter.
- **Access only New WebCenter, no link to Legacy WebCenter:** Users can only access the New WebCenter.
- **Access Legacy WebCenter with a link to New WebCenter:** Users start in the Legacy WebCenter upon log-in but have a link to access the New WebCenter.
- **Access New WebCenter with a link to Legacy WebCenter:** Users start in the New WebCenter upon log-in but have a link to access the Legacy WebCenter.
- **Retain User Portal Preference:** Users will stay in the portal from their previous session. For example, if a user was in the New WebCenter, they will remain there unless they switch to Legacy, and vice versa.

WebCenter Portal Access
Configure user access and navigation settings between the Legacy WebCenter and New WebCenter Portals. Control which users can access each portal and customize their navigation options to align with your organization's needs.

Default: **Access only Legacy WebCenter, no link to New WebCenter** [Hide Rules \(1\) ▼](#)

Rules

When: is Use: [Add Rule](#)

[Edit](#) When **Contact** is **Ahn, Jonathan (3027)** [Default - 1](#)

Use **Retain User Portal Preference**

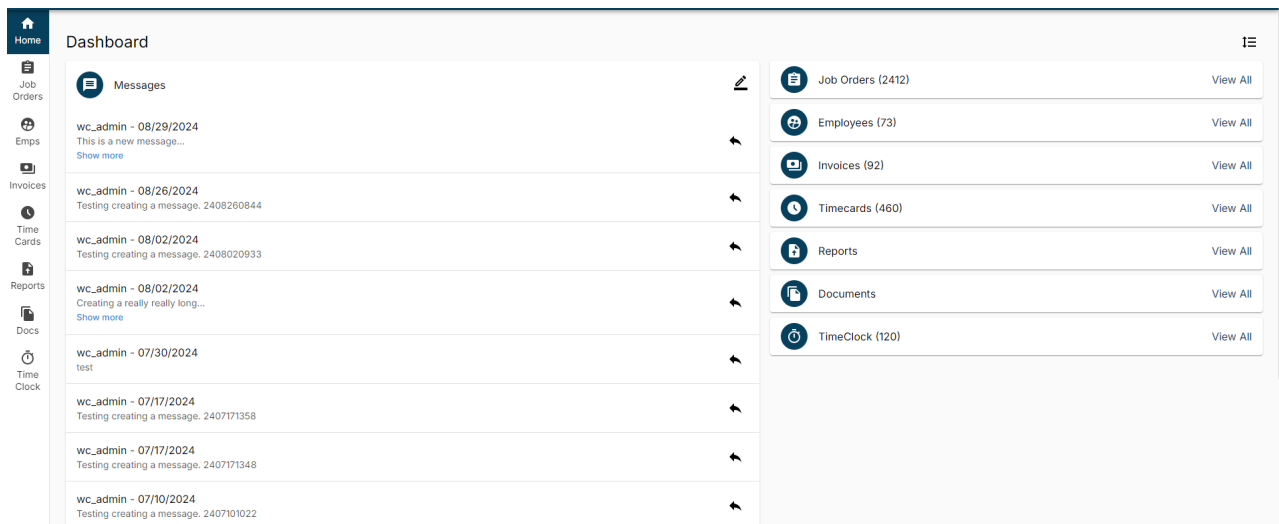
Use Legiant Timeclock Default: **false** [Show Rules \(0\) ▲](#)

To setup the configuration, complete the following:

1. Navigate to WebCenter Admin > Config Tab > Category: "Miscellaneous" > "WebCenter Portal Access" Config.
2. Select the "When" filter and select the intended record type (Contact, Department, Customer, User Role, or WebCenter Application Name)
3. Within the "Is" filter, enter the appropriate information related to what has been entered within the "When" filter.
4. Select the appropriate option within the "Use" filter as outlined above.
5. Select "Add Rule".

The Home Tab

When logging into WebCenter, you will be navigated to your dashboard:



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.

Within the Dashboard, you are able to interact with the following:

- Sidebar
- Messages
- Record Types
- Personal Information (including notification preferences)

Note For more information, please see the following articles:

- [Customer Portal - The Home Tab](#)
- [Customer Portal - WebCenter Notifications](#)

Employee Management

With access to the Emps (Employees) tab in WebCenter, you will be able to do the following:

- Review assignments, timecards, skills, contact information, and required documents
- Create timecards
- Add candidacies

Home	Employees					
Job Orders	Quick Filters					
Emps	Current (21)	Last Name	First Name	SSN	Candidacies	ID Number
Invoices	Current Jobs					
Time Cards	FEWER FILTERS					
Reports	RESET SEARCH					
Docs						
Time Clock						
	Name ↑	Assigned	Current Jobs	ID		
	Bjerknes, Jonell	✓	1	4294969541		
	Dish18, Pete	✓	2	4295085987		
	Employee, Margaux	✓	2	4296413856		
	EWATestUser, EWATestUser	✓	1	4296412842		
	griswald, elaina	✓	1	4296207248		

Note For more information, please see the article titled [Customer Portal - Managing Employee Records](#).

Creating & Submitting Orders

With access to the Job Orders tab in WebCenter, you will be able to do the following:

- Review orders
- Create/request new orders
- Approve orders

Home	Job Orders					
Job Orders	CREATE PURCHASE ORDER CREATE JOB ORDER REQUEST MANAGE COST CENTERS					
Emps	Quick Filters					
Invoices	All	Status	Job Order ID	Department	Start Date	Start Time
Time Cards	MORE FILTERS					
Reports	RESET SEARCH					
	Job Title	Status	Worksite	Start Date	Workers Need...	
	1programmer	Pending Approval	Florida Branch - Jacksonville, FL 32220		1	
	Aaaaaa	Pending Approval	Florida Branch - Jacksonville, FL 32220		1	
	12 hour Nurse	Pending Approval	Warehouse - Los Angeles, CA 90001	2/1/2024	1	
	12 hour Nurse	Pending Approval	Warehouse - Los Angeles, CA 90001	2/1/2024	1	

Note For more information, please see the article titled [Customer Portal - How to Create and Submit Orders](#).

Timecard Management

With access to the Timecards tab in WebCenter, you will be able to do the following:

- Review timecards
- Create timecards
- Edit timecards
- Approve or reject timecards

Timecards

Quick Filters: All x Status Employee Name Department Name Weekend Date Worksite

Pay Code Job Title Assignment ID Adjustments OT DT

FEWER FILTERS RESET SEARCH

ADD MISSING TIMECARDS

Submit Selected	Delete	Employee Name	Status	Pay Code	RT	OT	DT	Hours
<input type="checkbox"/>		Week Ending On Saturday, January 5, 2019						30.00 Total hours
<input type="checkbox"/>		Kluverzinger, Laura	Past Due	Bonus,ELECT,Entity2,EXCA,R...	17.00	7.00	6.00	30.00 Hours \$150.00 Adjustments
<input type="checkbox"/>		Week Ending On Saturday, February 9, 2019						37.00 Total hours
<input type="checkbox"/>		Kluverzinger, Laura	Past Due	Reg	37.00	0.00	0.00	37.00 Hours \$50.00 Adjustments \$383.00 Gross

Note For more information, please see the following articles:

- [Customer Portal - How to Enter Time](#)
- [Customer Portal - Reviewing and Approving WebCenter Timecards](#)

TimeClock Timecards

With access to the TimeClock tab in WebCenter, you will be able to do the following:

- Review TimeClock timecards
- Edit TimeClock timecards
- Submit TimeClock timecards

Home

Job Orders

Emps

Invoices

Time Cards

Reports

Docs

Time Clock

TimeClock

Quick Filters

Employee Name

Department Name

Worksite

Pay Week

Adjustments

RESET

SEARCH

Submit Selected

Select All

Week ending on November 26, 2011

8.25 Total Hours

-0.25 hrs Total Adjustments

Week ending on November 27, 2011

43.25 Total Hours

1.50 hrs Total Adjustments

Employee Name	MON	TUE	WED	THUR	FRI	SAT	SUN	
<div> <div>Jackson, Joe</div> <div>XXX-XX-3212</div> <div>Warning</div> </div>	--	<div> <div>10:25 PM</div> <div>1:00 AM</div> <div>1:30 AM</div> <div>3:00 AM</div> </div>	--	<div> <div>7:00 AM</div> <div>2:00 PM</div> <div>3:00 PM</div> <div>4:00 PM</div> </div>	--	--	--	
Hours	--	4.00	--	8.00	--	--	--	12.00
Adjustments	--	--	--	--	--	--	--	--
Total	--	4.00	--	8.00	--	--	--	12.00 Hours

Note For more information, please see the article titled [Customer Portal - Timeclock Punch Approval](#).

Documents

With access to the Documents tab in WebCenter, you will be able to do the following:

- Search for record specific documents
- Download reports individually or in bulk

Home

Job Orders

Emps

Invoices

Time Cards

Reports

Docs

Time Clock

Documents

Name

Description

Group

Last Modified

RESET

SEARCH

Download Selected

11011

Assignments

Last Modified 12/13/2018

DOWNLOAD

Assignment Doc

Assignments

Last Modified 7/12/2024

New WC assignment doc for testing

DOWNLOAD

BG Check Form

Last Modified 9/26/2013

DOWNLOAD

Note For more information, please see the article titled [Customer Portal - Documents](#).

Invoices

With access to the Invoices tab in WebCenter, you will be able to do the following:

- Search for invoices
- Review invoice details
- Download/print invoices

Home

Job Orders

Emps

Invoices

Time Cards

Reports

Docs

Time Clock

Invoices

Quick Filters

All

Invoice #

Invoice Date

Due Date

Department

PO Numbers

Employee Name

Invoice Amount

Balance Due

Assignment ID

FEWER FILTERS

RESET

SEARCH

Invoice Date	Due Date	Department	Invoice #	PO Numbers	Balance Due	
3/6/2012	Monday, Mar 26 3/26/2012	Primary	43256		\$0.00 of \$10.00	:
5/11/2012	Thursday, May 31 5/31/2012	Primary	5553840		\$0.00 of \$1120.00	:
6/4/2012	Sunday, Jun 24 6/24/2012	Primary	5553858		\$0.00 of \$1,800.00	:
6/13/2012	Tuesday, Jul 3 7/3/2012	Primary	43277		\$0.00 of \$600.00	:
10/9/2012	Monday, Oct 29 10/29/2012	Primary	43326		\$0.00 of \$960.00	:
11/8/2012	Wednesday, Nov 28 11/28/2012	Primary	43331		\$0.00 of \$1,248.13	:
2/6/2013	Tuesday, Feb 26 2/26/2013	Primary	43360		\$0.00 of \$279.00	:

Note For more information, please see the article titled [Customer Portal - Invoices](#).

Reports

With access to the Reports tab in WebCenter, you will be able to do the following:

- Search for specific reports
- Run reports
- Print/download reports

Home

Job Orders

Emps

Invoices

Reports

Time Cards

Docs

Time Clock

Reports

Group

Report Name

Report Description

RESET

SEARCH

Assignment History by Department

Assignments

Get all assignments within a date range and sorted by department

RUN REPORT

Daily Time

Hours

Shows a list of all time entered between a start time and end time on a chosen day

RUN REPORT

Daily Time (Hours)

Hours

Shows a list of all time entered between a start time and end time on a chosen day

RUN REPORT

Ended Assignments

Assignments

Shows a list of all assignments that are NOT currently active

RUN REPORT

Note For more information, please see the article titled [Customer Portal - Reports](#).

Related Articles