

# Customer Portal - Overview (Pre-Release)

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## 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.

The screenshot displays the Customer Portal Dashboard. On the left is a sidebar with navigation icons for Home, Job Orders, Emps, Invoices, Time Cards, Reports, Docs, and Time Clock. The main content area is titled 'Dashboard' and features a 'Messages' section with a list of messages from 'wc\_admin' dated 08/29/2024, 08/26/2024, 08/02/2024, 08/02/2024, 07/30/2024, 07/17/2024, 07/17/2024, and 07/10/2024. To the right of the messages is a list of dashboard widgets: Job Orders (2412), Employees (73), Invoices (92), Timecards (460), Reports, Documents, and TimeClock (120). Each widget has a 'View All' link.

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:



## We Value Your Feedback!

Your feedback is important to us. Please take a moment to complete the survey below. Once you're done, click the "Continue to Legacy WebCenter" link to proceed. If you prefer not to provide feedback at this time, you can go ahead and click the "Continue to Legacy WebCenter" link right away. Thank you!

☐ No

Submit

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CANCEL

CONTINUE TO LEGACY WEBCENTER

You can then return back to the updated WebCenter Customer Portal at any time by either logging out and logging back in, or by selecting the "NEW WebCenter" option at the top right of the WebCenter window:

If you need any further assistance, please contact your Staffing Provider.

**\*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**

[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:

Home

Job Orders

Emps

Invoices

Time Cards

Reports

Docs

Time Clock

Dashboard

Messages

wc\_admin - 08/29/2024  
This is a new message...  
[Show more](#)

wc\_admin - 08/26/2024  
Testing creating a message. 2408260844

wc\_admin - 08/02/2024  
Testing creating a message. 2408020933

wc\_admin - 08/02/2024  
Creating a really really long...  
[Show more](#)

wc\_admin - 07/30/2024  
test

wc\_admin - 07/17/2024  
Testing creating a message. 2407171358

wc\_admin - 07/17/2024  
Testing creating a message. 2407171348

wc\_admin - 07/10/2024  
Testing creating a message. 2407101022

Job Orders (2412)  
View All

Employees (73)  
View All

Invoices (92)  
View All

Timecards (460)  
View All

Reports  
View All

Documents  
View All

TimeClock (120)  
View All

**\*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 \(Pre-Release\)](#)
- [Customer Portal - WebCenter Notifications \(Pre-Release\)](#)

## 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 \(Pre-Release\)](#).

## 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 \(Pre-Release\)](#).

# 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

<input type="checkbox"/>	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 \(Pre-Release\)](#)
- [Customer Portal - Reviewing and Approving WebCenter Timecards \(Pre-Release\)](#)

## 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	
<input type="checkbox"/> Jackson, Joe XXX-XX-3212 ⚠ Warning	--	10:25 PM 1:00 AM 1:30 AM 3:00 AM	--	7:00 AM 2:00 PM 3:00 PM 4:00 PM	--	--	--	:
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 \(Pre-Release\)](#).

## 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 \(Pre-Release\)](#).

## 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 \(Pre-Release\)](#).

## 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

Time Cards

Reports

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 \(Pre-Release\)](#).

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## Related Articles