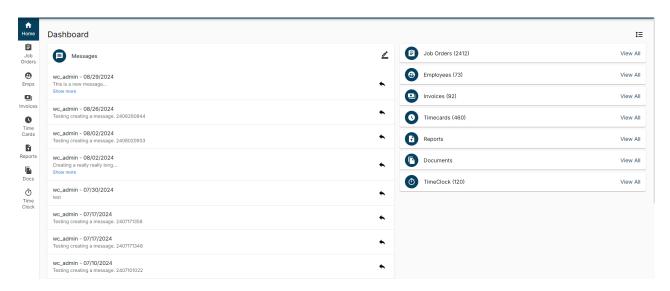
# **Customer Portal - Overview (Pre-Release)**

Last Modified on 04/08/2025 9:41 am CDT

## **Overview**

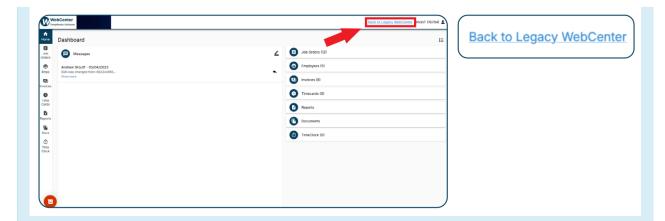
TempWorks is proud to bring to you an updated and enhanced Customer Portal within WebCenter that has been designed to be streamlined, modernized, and efficient.



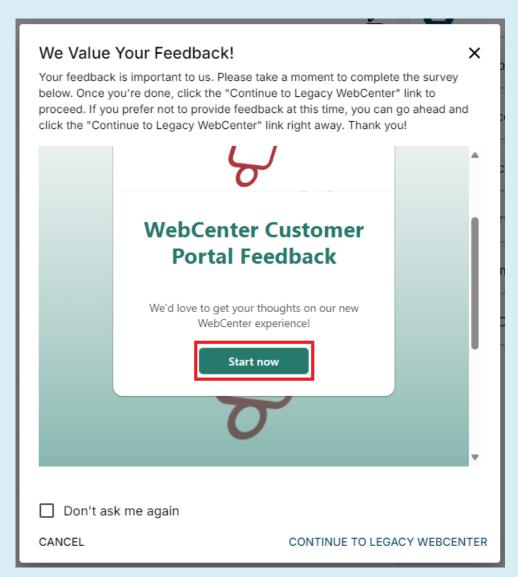
#### This article contains:

- The Home Tab
- Employee Management
- Creating and Submitting Orders
- Timecard Management
- TimeClock Timecards
- Documents
- Invoices
- Reports

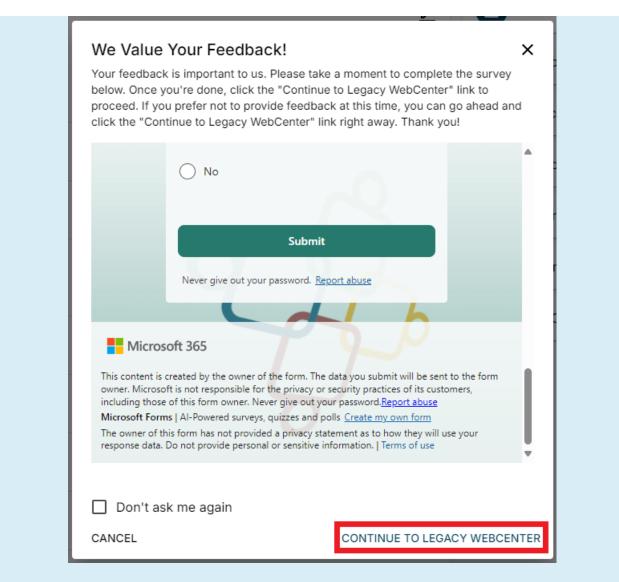
\*Note\* The updated WebCenter Customer Portal contains all the functionality as Legacy WebCenter, but in the event you need to navigate back to Legacy, you can select the "Back to Legacy WebCenter" option to the top right of the WebCenter window:



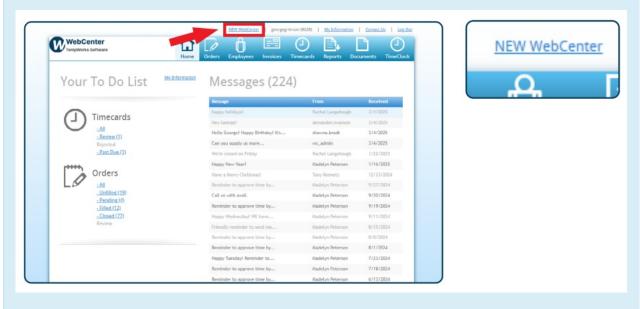
Upon selecting the "Back to Legacy WebCenter" option, a new window will open with a link to a survey that is used to gather your feedback on the updated Customer Portal. Please select the "Start now" button to begin the survey:



Once the survey is complete, select "Continue to Legacy WebCenter" to be navigated back to the Legacy WebCenter Customer Portal:



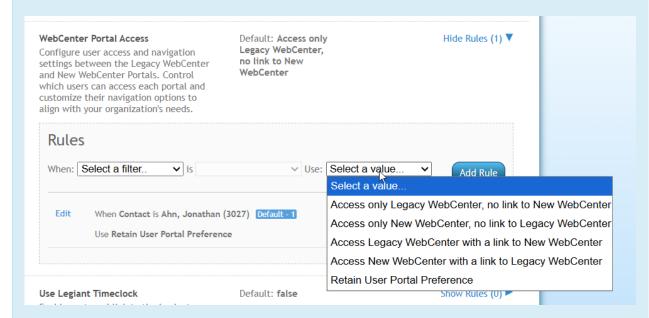
You can then return back to the updated WebCenter Customer Portal at any time by either logging out and logging back in, or by selecting the "NEW WebCenter" option at the top right of the WebCenter window:



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 login 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.

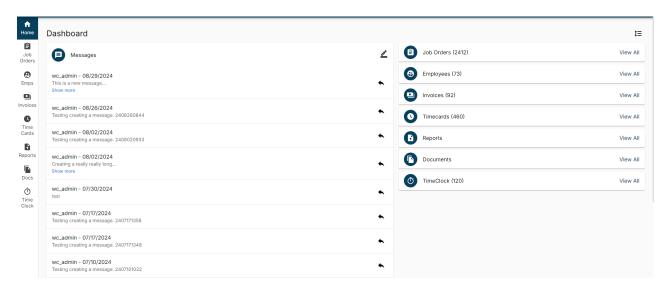


To setup the configuration, complete the following:

- 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)

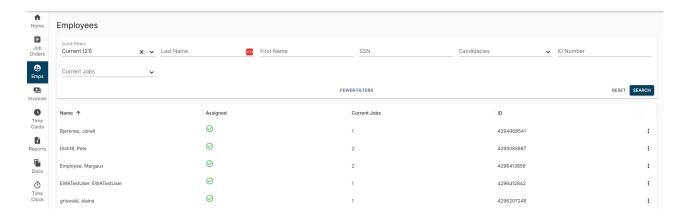
\*Note\* For more information, please see the following articles:

- Customer Portal The Home Tab (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

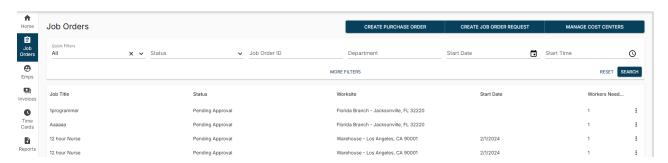


\*Note\* For more information, please see the article titled Customer Portal - Managing Employee Records (Pre-Release).

## **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

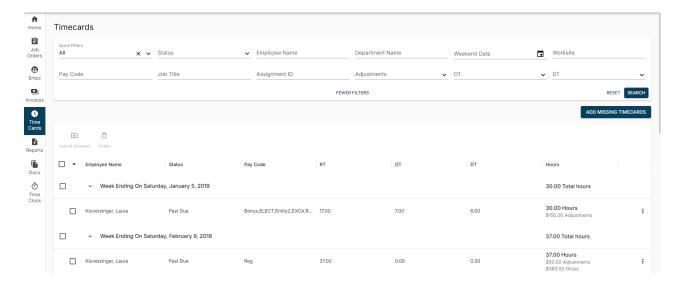


\*Note\* For more information, please see the article titled Customer Portal - How to Create and Submit Orders (Pre-Release).

### **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



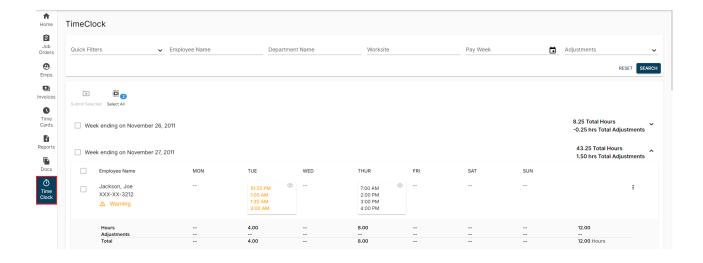
\*Note\* For more information, please see the following articles:

- 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

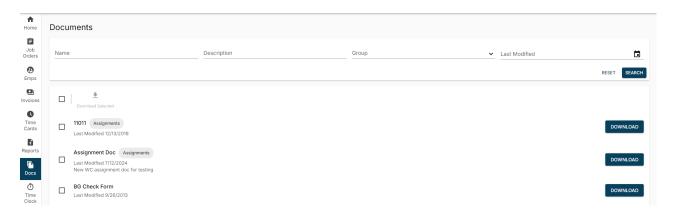


\*Note\* For more information, please see the article titled Customer Portal - Timeclock Punch Approval (Pre-Release).

#### **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

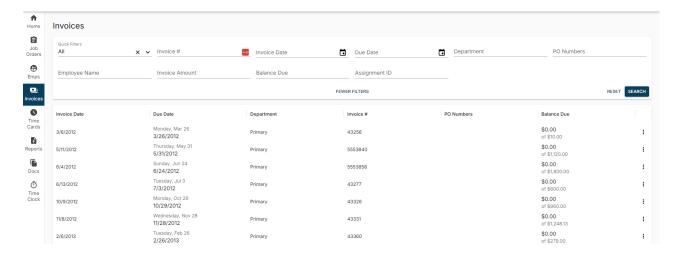


\*Note\* For more information, please see the article titled Customer Portal - Documents (Pre-Release).

#### **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

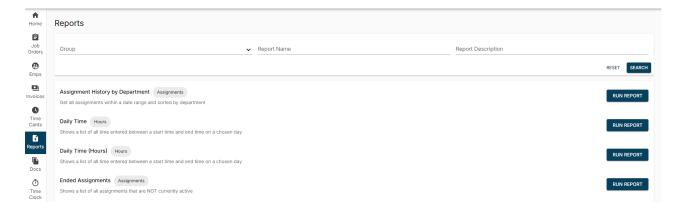


\*Note\* For more information, please see the article titled Customer Portal - Invoices (Pre-Release).

#### **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



\*Note\* For more information, please see the article titled Customer Portal - Reports (Pre-Release).

## **Related Articles**