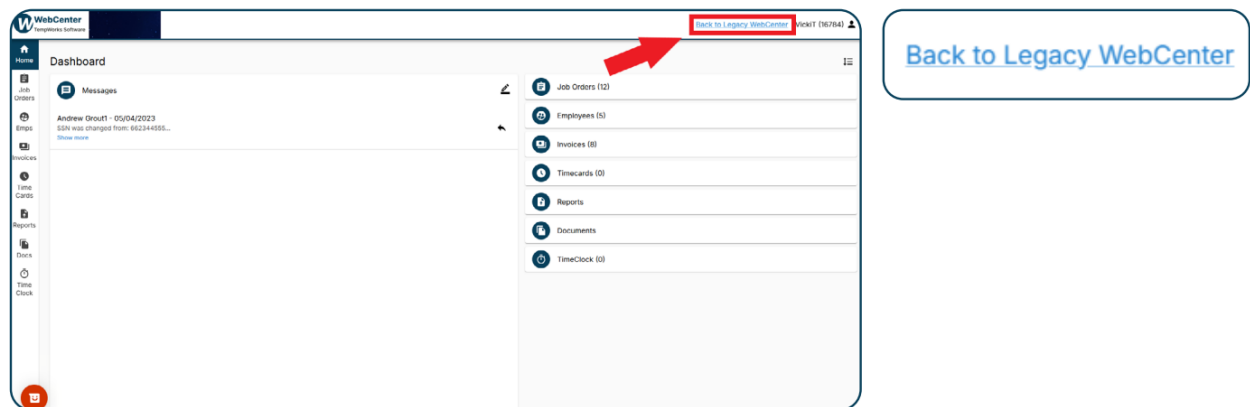


Customer Portal - Navigating to Legacy & Feedback Survey

Last Modified on 04/21/2025 3:32 pm CDT

Overview

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:



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.

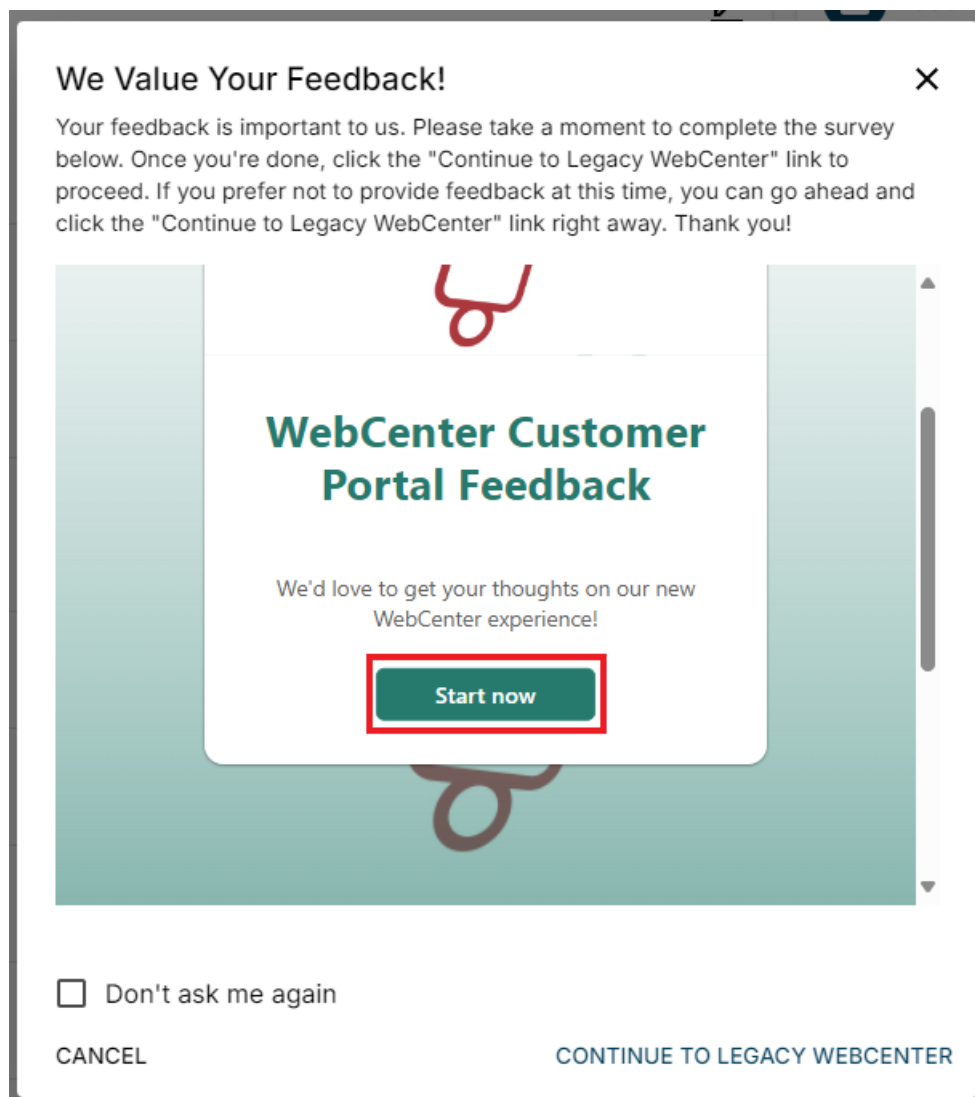
To setup the configuration, complete the following:

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".

Completing the Feedback Survey

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:



The screenshot shows a feedback survey window titled "We Value Your Feedback!". The window contains a message explaining the purpose of the survey and a "Start now" button, which is highlighted with a red rectangle. At the bottom, there is a checkbox for "Don't ask me again", a "CANCEL" button, and a "CONTINUE TO LEGACY WEBCENTER" button.

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!

WebCenter Customer Portal Feedback

We'd love to get your thoughts on our new WebCenter experience!

Start now

☐ Don't ask me again

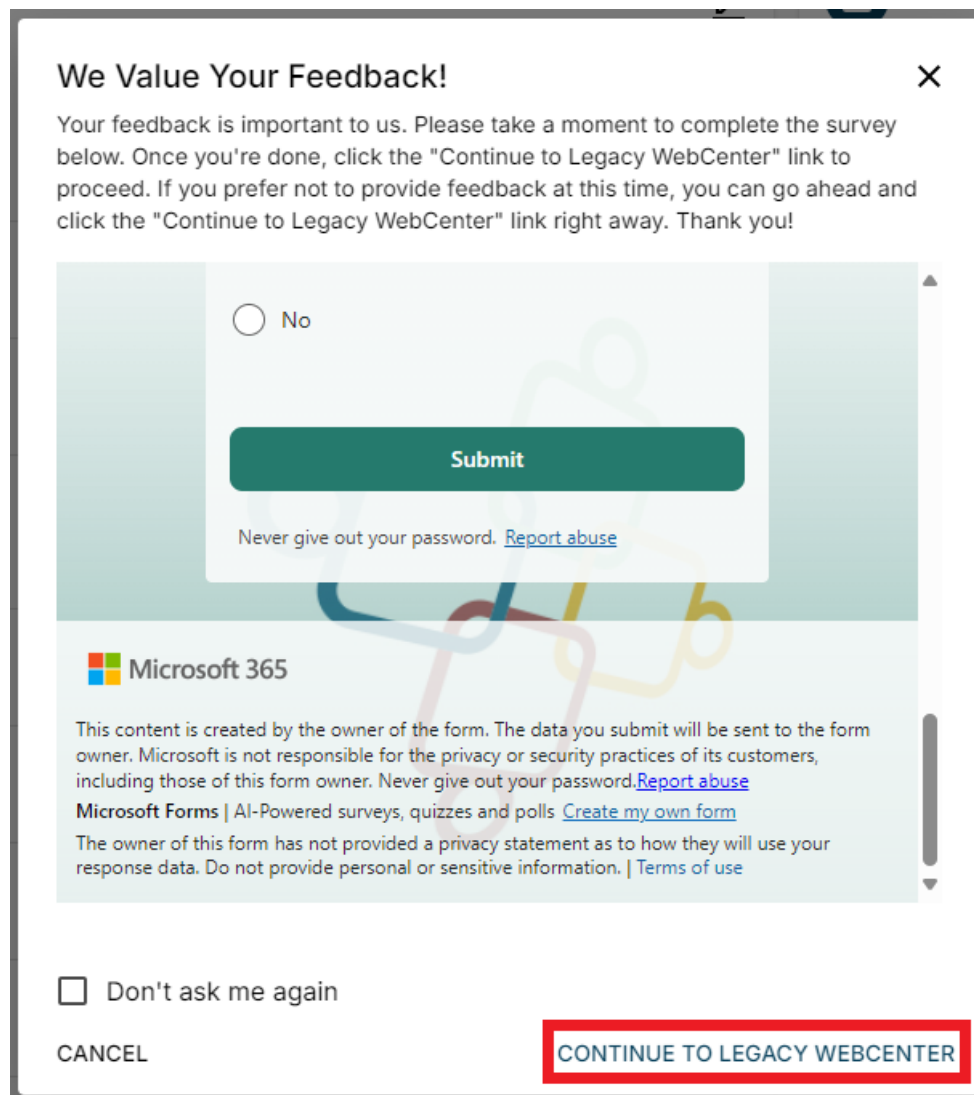
CANCEL **CONTINUE TO LEGACY WEBCENTER**

The survey contains the following questions:

1. What part of WebCenter are you providing feedback on?
2. Enter your feedback below. Please be as detailed in your response as possible.
3. Can TempWorks contact you to learn more about your feedback?

Navigating to Legacy WebCenter

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

A survey completion dialog box with a title bar, a close button (X), and a scrollable content area. The content area contains a 'No' radio button, a 'Submit' button, a password warning, a Microsoft 365 logo, and a disclaimer. At the bottom, there is a checkbox for 'Don't ask me again', a 'CANCEL' button, and a 'CONTINUE TO LEGACY WEBCENTER' button which is highlighted with a red border.


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

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

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☐ Don't ask me again

CANCEL **CONTINUE TO LEGACY WEBCENTER**

Returning to the Updated 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:

The screenshot displays the NEW WebCenter interface. The top navigation bar includes links for Home, Orders, Employees, Invoices, Timecards, Reports, Documents, and TimeClock. A red arrow points to the 'NEW WebCenter' link in the top right corner. The main content area is divided into two sections: 'Your To Do List' and 'Messages (224)'. The 'Your To Do List' section includes links for Timecards (All, Review (1), Rejected, Past Due (1)) and Orders (All, Unfilled (19), Pending (9), Filled (12), Closed (22), Review). The 'Messages (224)' section displays a list of messages with columns for Message, From, and Received.

Message	From	Received
Happy holidays!	Rachel Langehough	3/4/2025
Hey George!	alexander.owanson	3/4/2025
Hello George! Happy Birthday! It's...	shavna.brady	3/4/2025
Can you supply us more...	vc_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	9/20/2024
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 If you need any further assistance, please contact your Staffing Provider.

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