WebCenter - Notification Service

Last Modified on 04/27/2026 3:31 pm CDT

Overview

To improve the stability of email delivery in WebCenter, and to support future enhancements to our notification capabilities, TempWorks is introducing a new cloud-based Notification Service.

Note The Notification Service within WebCenter is **not** available for Self-Hosted clients.

Note The new Notification Service continues to utilize existing Notification Events that are configured within WebCenter.

Instructions on how to setup Notification Events are included further within this article.

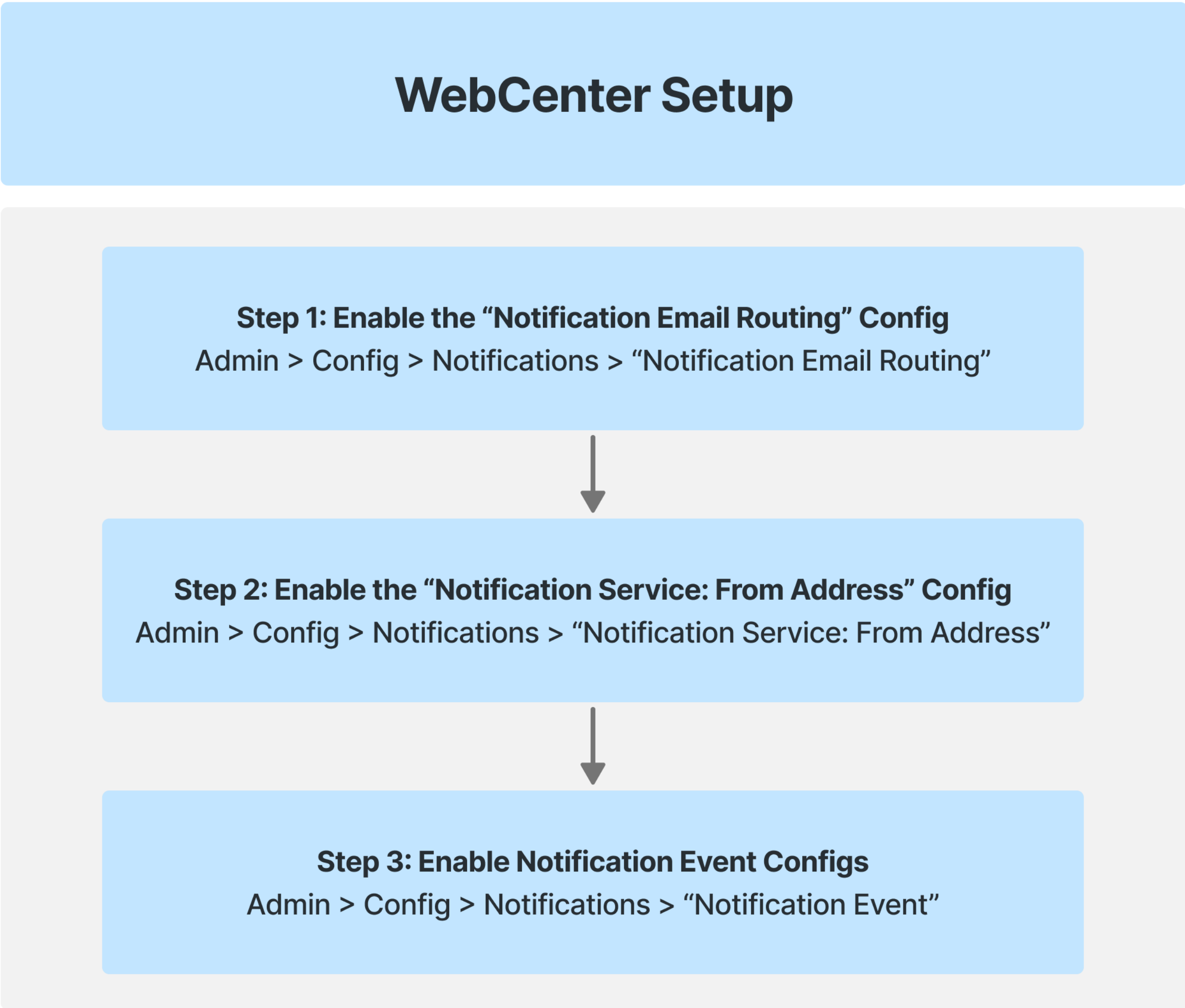
Pre-Requisites

The following are required to be setup with the Notification Service in WebCenter:

- Complete the **setup and verification of a Registered Domain** within Beyond by following the steps outlined within the Beyond - Notification Service article.
- Complete the setup of your Mass Mailer account **utilizing the newly Registered Domain** in Beyond by following the steps outlined within the Beyond - Mass Mailer Account Setup article.

Once the above steps are completed, the WebCenter configurations are able to be enabled.

Note In the event the above pre-requisites have not been completed before enabling the configurations within WebCenter, notification routing through the new Notification Service will not function.



Enabling Notification Service Configurations

With the introduction of the Notification Service within WebCenter, new WebCenter configurations have been added that will need to be enabled based on your business needs:

- Notification Email Routing
- Notification Service: From Address

Notification Email Routing

This configuration controls how WebCenter notification emails are sent.

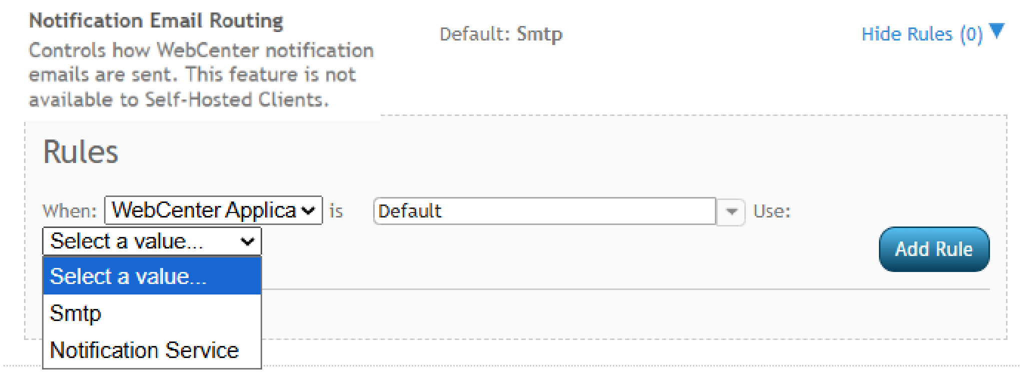
Within WebCenter Administration, navigate to "Config" > "Notifications" > "Notification Email Routing":

- **When**: "WebCenter Application Name"

- **Is**: The name of the Entity you are updating the configuration within
- **Use**: "Notification Service"

Selecting the "Notification Service" option will allow for WebCenter notification routing through the new Notification Service.

Note Setting this configuration to "Notification Service" will **not remove** any prior SMTP notification configuration settings but instead updates the routing of the notifications.

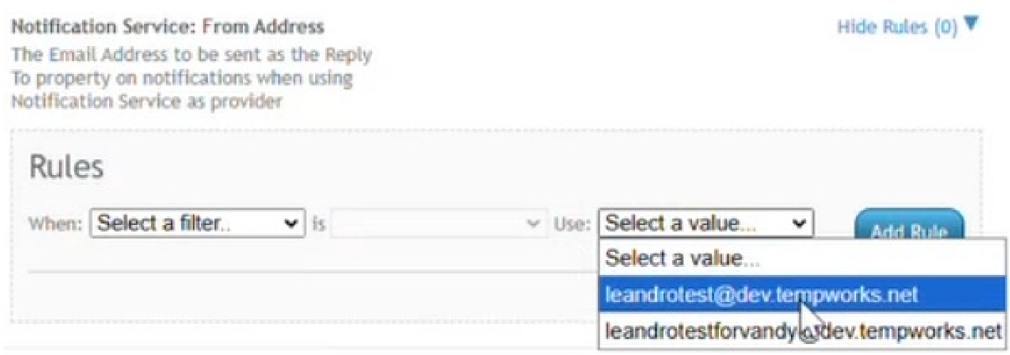


Notification Service: From Address

This configuration allows Administrators to define which mass email address should be used for WebCenter notifications.

Within WebCenter Administration, navigate to "Config" > "Notifications" > "Notification Service: From Address":

- **When**: A filter can be selected, if needed. Otherwise, this can be left blank in the event the email address will be applicable for all record types
- **Is**: The value entered is dependent on the filter selected within the "When" dropdown
- **Use**: The email addresses listed within the dropdown are based on what has been setup within Beyond for the mass mailer and what is accessible by the user that is currently logged into WebCenter Admin.



Once the Notification Service configurations have been enabled within WebCenter, the standard notification events can be configured to your business needs.

Enabling Notification Events

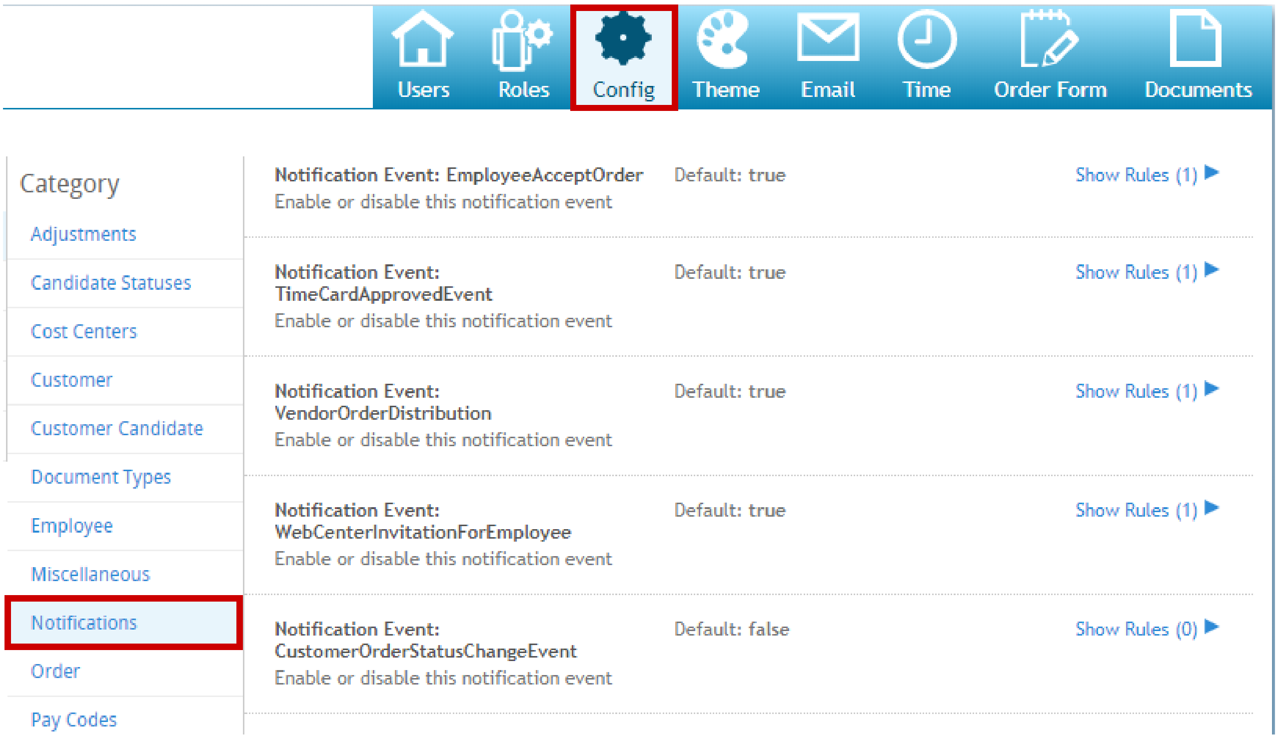
WebCenter has a number of notification events that you can enable or disable for users.

Note Please keep in mind that enabled notifications can be turned off by the individual employee or customer contact.

More information can be found within the following articles:

- Employee: WebCenter Notifications
- Customer: WebCenter Notifications

Notification events are found within WebCenter Admin > Config > Notifications:

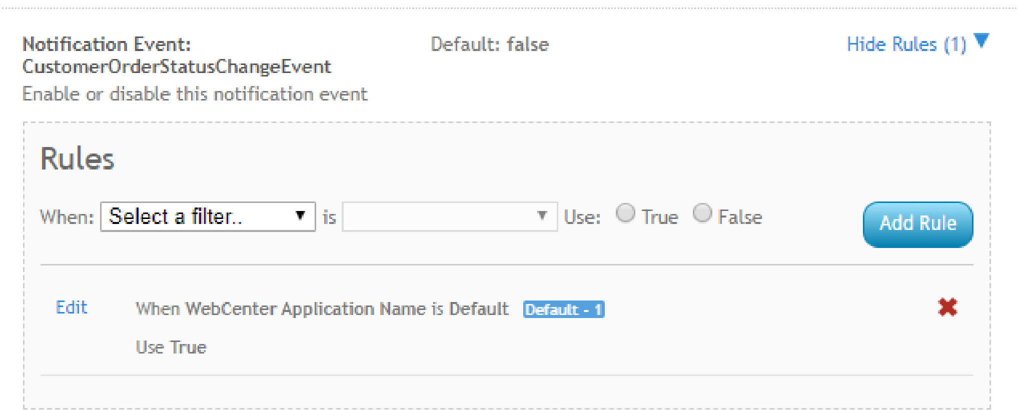


For each Notification Event, you can create a rule to enable or disable it. The default setting will be listed next to the event name.

- True: Notification Enabled
- False: Notification Disabled

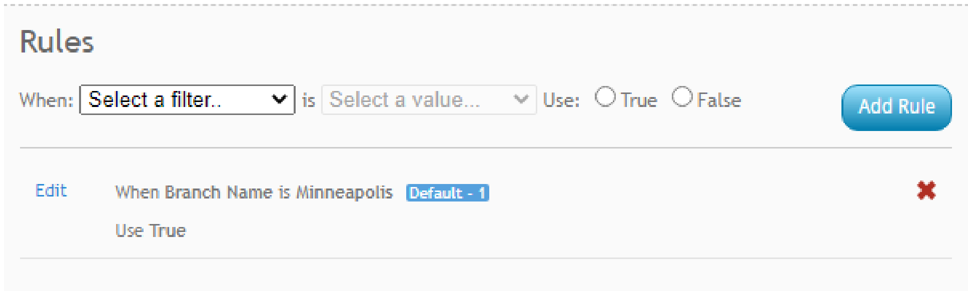
Example Rules

Enable a Notification for the Entire Application:



The "WebCenter Application Name" option allows you to change the default to True in this case.

Enable a Notification for a Specific Branch:



List of Notification Events

Notification Event	Description	Default	Email Recipients
Added Order Candidate	Sent when a candidate is added to an order through the Job Board, WebCenter, or Enterprise	False	Branch, Contact
Candidate Message	Sent when there is a candidate for a customer to review	False	Branch
Candidate To Review	Sent when there is a candidate for a customer to review	False	Contact
Create Order Request	Sent when a customer contact submits a new order	True	Branch, Contact
Customer Order Status Change	Sent when an order status has been changed	False	Contact
Customer Update Candidate Status	Sent when a customer contact changes a candidate status	True	Branch

Notification Event	Description	Default	Email Recipients
Employee Accept Order	Sent when an employee accepts an order	True	Branch
Employee Update Address	Sent when an employee updates their address	True	Branch
Enable Emails for Automatic TimeCard Approval	Emails when system automatically approves a timecard (if TimeCard Approval is disabled, this will have no effect)	True	Employee, Contact
Evaluation Assignment Finished	Sent when an assignment ends	False	Employee, Contacts
Evaluation Thank You	Sent when a user completes the evaluation	False	Contact, Employee
EW2 Invite	Sent to invite an employee to sign up for electronic W-2s - this requires help from the TempWorks support team to set up	True	Employee
HR Order Distribution	Sent to HR Contacts on an order when a candidate status changes to s-HRnotify	False	Contact
Order Request Approved	Sent when a customer contact approves an order request	True	Contact
Order Request Notifications to Account Managers	Sends Order Request notifications to Account Managers instead of to the Branch	False	Account Manager
Order Request Rejected	Sent when a customer contact rejects an order request	True	Contact

Notification Event	Description	Default	Email Recipients
Order Request Review	Sent when a customer contact submits an order request and another customer contact needs to review (see Configuring WebCenter Order Requests for more info)	True	Contact
Password Request	Sent when a user requests to change their password	True	Applicant, Contact, Employee, Service Rep, Vendor Contact
TimeCard Approved	Sent when a timecard is approved	True	Contact, Employee
TimeCard Rejected	Sent when a timecard is rejected	True	Contact, Employee
TimeCard Submitted	Send when a timecard is submitted	True	Contact, Employee
Update Candidate Status	Send when a candidate status is updated	False	Vendor Contact
User Message Service Rep	Sent when an employee, contact, or vendor sends a message from WebCenter. Will show/hide the option for Employees, Customer Contacts, or Vendors to message a service rep from WebCenter	True	Service Rep
Vendor Order Distribution	Sent when a service rep sends a vendor an order from Enterprise	True	Vendor Contact
Vendor Order Status Change	Sent when a vendor accepts or rejects an order or the order status is changed by a service rep in Enterprise	False	Branch, Vendor Contact
W2 Posted	Sent when a W2 has been posted and is availabe to be viewed in WebCenter	True	Employee

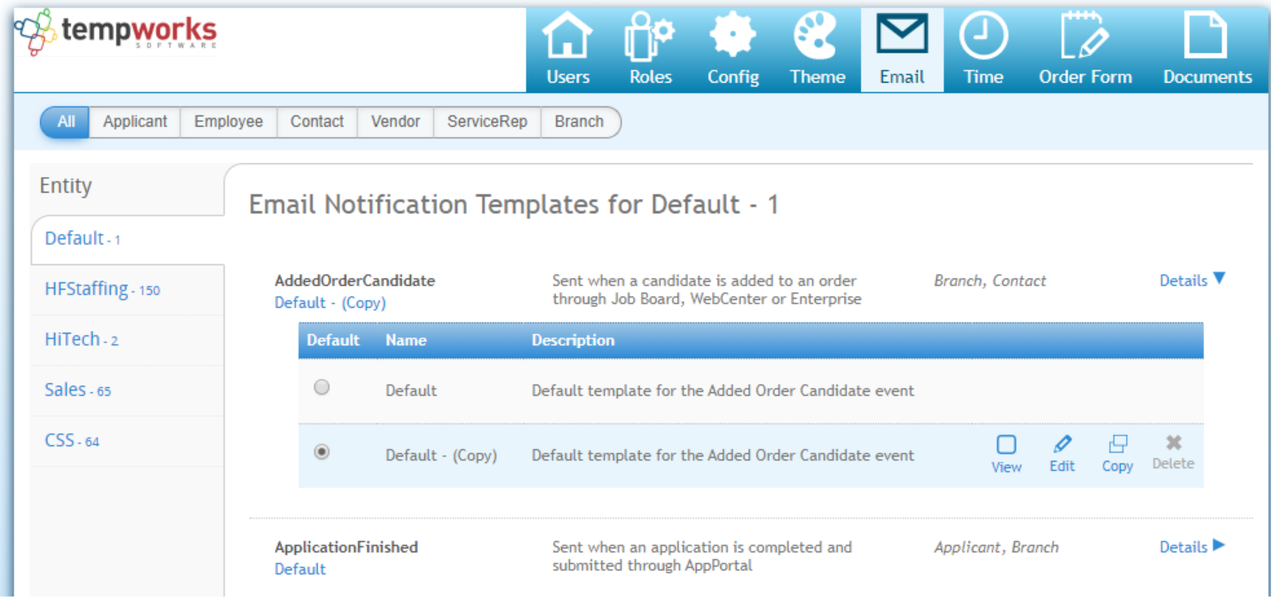
Notification Event	Description	Default	Email Recipients
WebCenter Invitation For Customer	Sent when a customer contact or vendor is given WebCenter login credentials by a service rep in Enterprise	True	Contact, Vendor Contact
WebCenter Invitation for Employee	Send when an employee is given WebCenter login credentials from a service rep through Enterprise	True	Employee

Once the Notification Events are configured, you can modify the WebCenter email templates to include specific information related to the notification events.

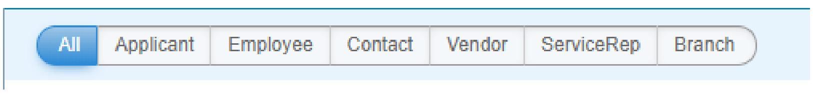
Modifying Email Templates

Each email notification has a default email template that will determine what the email looks like to the recipient. You can customize these email templates to work best for your processes.

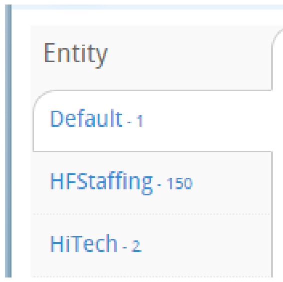
Navigate to WebCenter Admin > "Email" to see all available email templates:



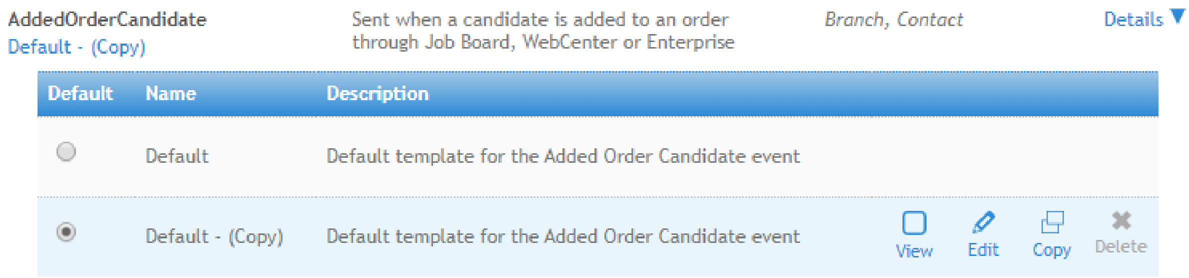
You can select a recipient along the top to see only email notifications related to that recipient:



If you have multiple Entities with separate HRCenter/WebCenter options, you can select the entity along the left:

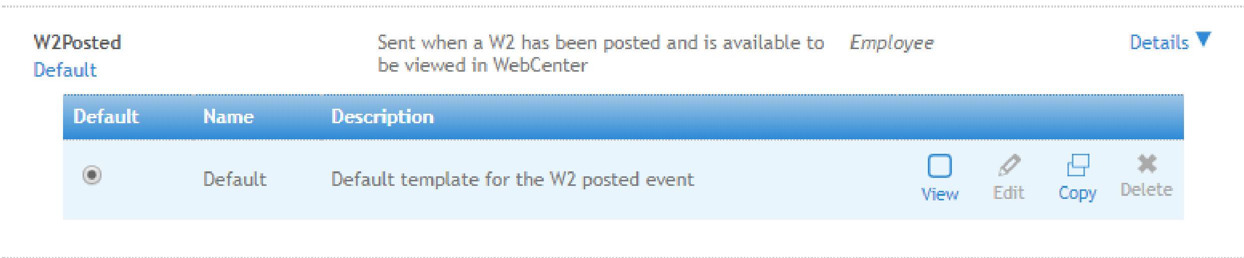


For each notification template, select details to open up more options including editing and copying templates:

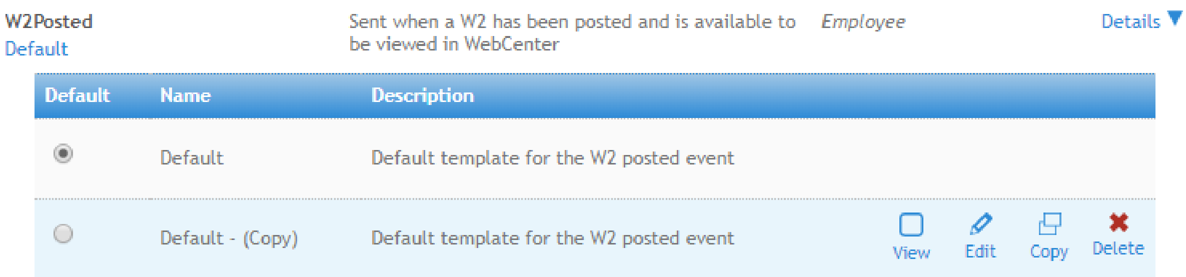


Customizing an Email Template

Each notification event will have a default template that you can view but not edit:

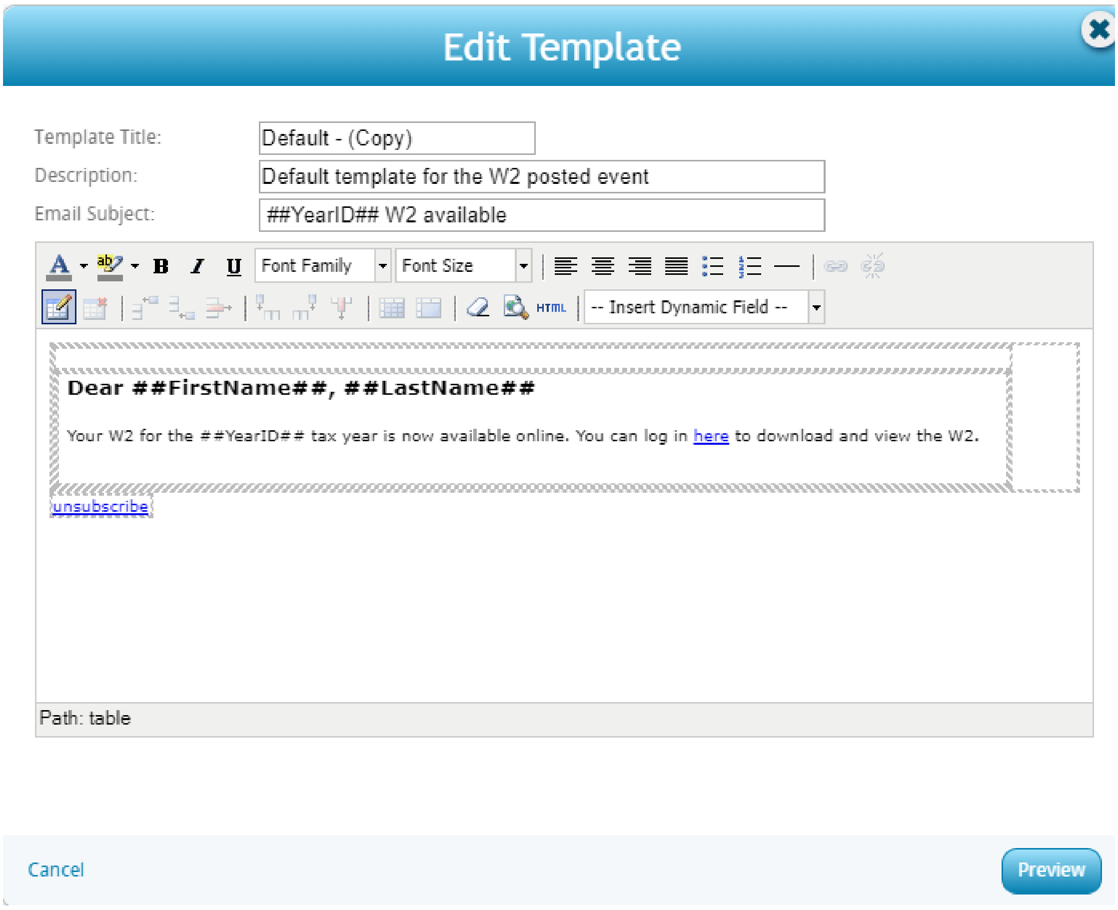


To create your own email template, select the "Copy" option & select "Edit" on the new copy to change or update the template:

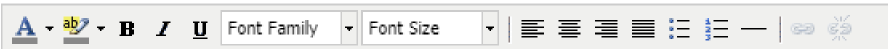


Each template will have the following:

- Title
- Description
- Subject
- Body

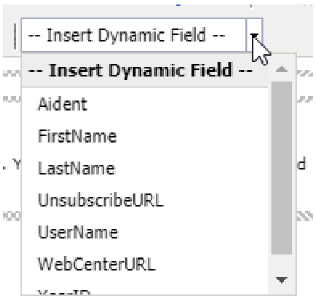


You can utilize the formatting options to customize what the format will look like for the email:

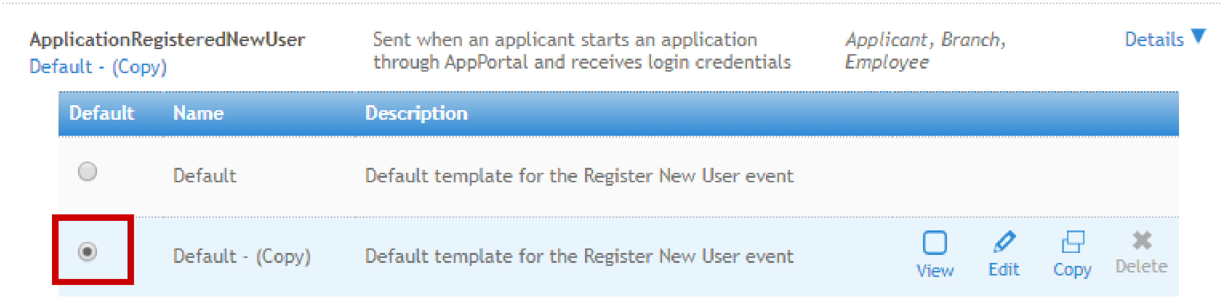


You can add and edit a table using the table options:

You can enter dynamic fields that will change. For example, "FirstName" and "LastName" will be different for each recipient or "Year" will be different based on the date (each template may have different dynamic fields):



Once you have made changes and chosen "Save", you will need to select the template you want to use:



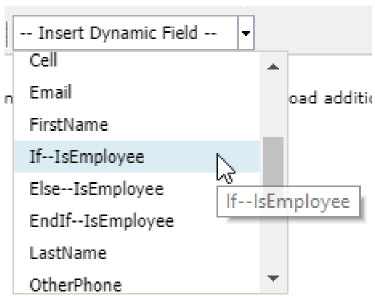
Note For each notification type, only one template can be used.

Changing Email Templates Based on Recipient

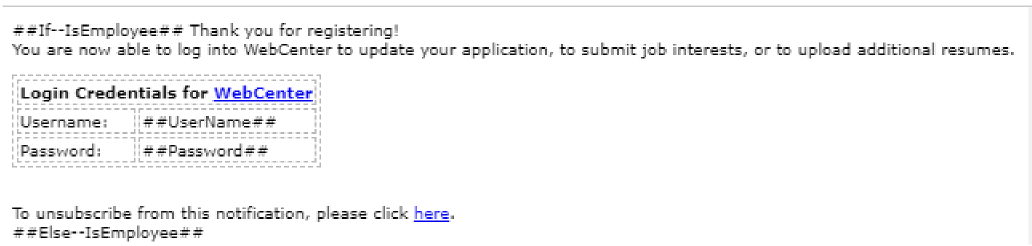
Even though you can only have one template per notification type, there are still options if you want to personalize an email for an employee, customer contact, branch, etc.

For example, the template for "Register New User" may be different for the employee and the branch.

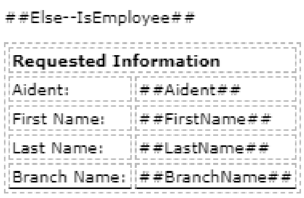
You can use the dynamic fields "If--IsEmployee", "Else---IsEmployee", and "EndIf--IsEmployee":



First use the "If--IsEmployee" field before the template you would like to use for the employee. This field says everything after "If--IsEmployee" and before "Else---IsEmployee" will be what the employee is sent via email:



After you have made your template for what the employee should see, enter "Else---IsEmployee". This says for anyone not an employee, use the following information. Then create the template as you want the Branch (or not employees) to see:



The last step is to enter the "EndIf--IsEmployee". This signifies that the template ends here and wraps things up.

To unsubscribe from this notification, please click here.
##EndIf--IsEmployee##

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