

WebCenter Customer Portal FAQs

FAQS FOR CLIENTS

What is WebCenter Customer Portal?

WebCenter is an all-in-one portal that enables customers and employees timely access to relevant information. With Customer Portal, fulfill orders, approve time, streamline invoicing and more via a sleek, intuitive interface that is compatible with all device types.

Why are changes being made to WebCenter?

WebCenter has long been prized as a highly functional tool, but the time had come for its design to reflect its utility. The refreshed WebCenter — beginning with Customer Portal and with updates to Employee Portal in progress — brings a modern look, better functionality, and a seamless experience that makes it easier than ever to manage orders, approvals, invoicing, and reports. These planned enhancements to WebCenter are part of a broader strategy of product upgrades set to drive adoption and maximize the usefulness of TempWorks' suite of software solutions.

When is the new portal going to be available?

The new portal is being released to all clients in April 2025. Your customers can access it by clicking on the **NEW WebCenter** link shown below.

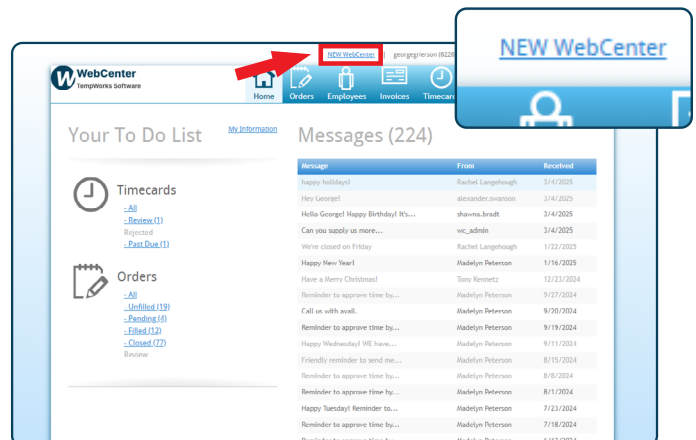
ACCESS

Is my log-in URL staying the same?

Yes, the log-in URL is the same.

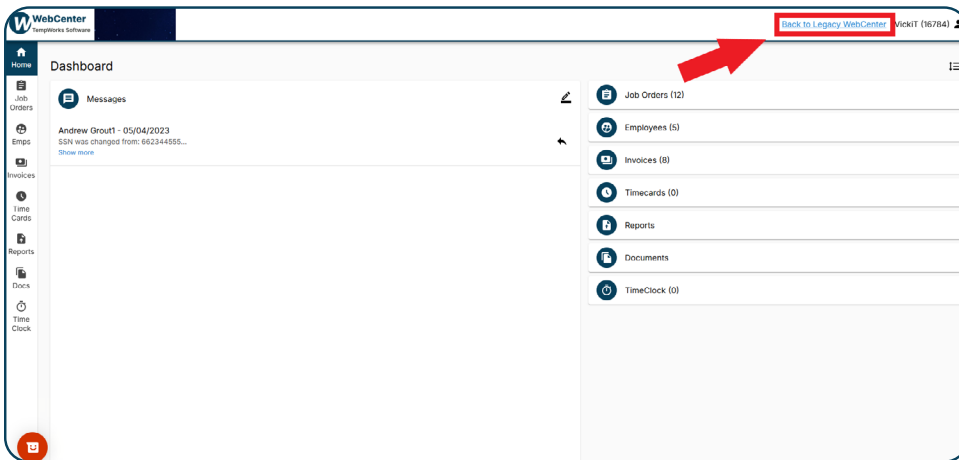
Are my log-in credentials staying the same?

Yes, log-in with your existing username and password.



Am I still going to be able to access the existing WebCenter?

Yes, users will continue to have access to existing (Legacy) WebCenter. While the Legacy Customer Portal will remain available, we encourage you to explore and complete all tasks in new WebCenter and share feedback. Should you need to navigate back to the existing WebCenter Customer Portal, click the link at the top of the page labeled “Back to Legacy WebCenter”. You will be prompted to provide a reason for returning to existing WebCenter so we can learn more about your experience for future enhancements.



Will my configurations persist into the new WebCenter?

Yes, all previous configurations will be persisted in the New WebCenter.

Will I be able to access the portal on a mobile device or tablet?

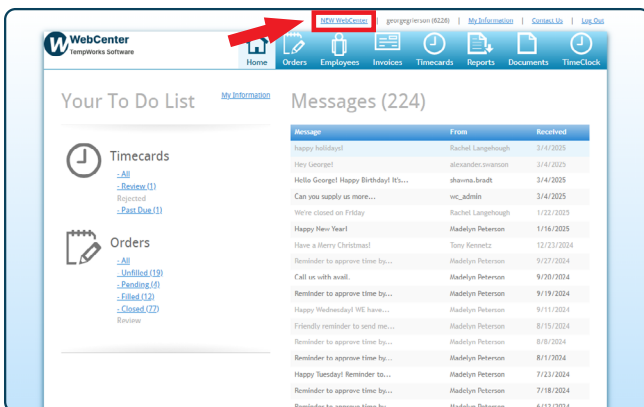
Yes, all features will be accessible on mobile devices and tablets.

When is the new portal going to be available?

The new portal is being released in April 2025. To access it, you will need to click the “NEW WebCenter” link at the top of the page. The link is shown below.

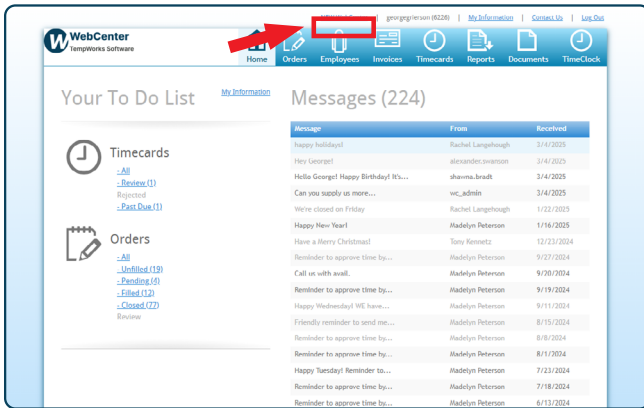
How do I access the new Customer Portal?

Your log-in credentials will remain the same. Simply log-in, then click the “NEW WebCenter” link shown below.



Is my Employee Portal changing too?

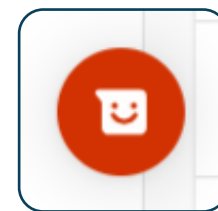
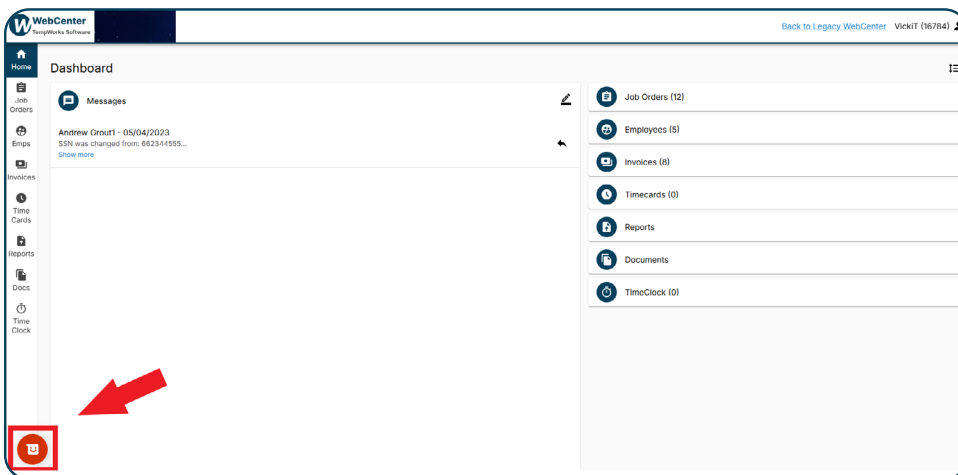
Not yet, the WebCenter Employee Portal modernization is currently in progress and is expected to be completed Q3 2025. Want to be the first to test the new functionality? Contact your account manager or accountmanagement@tempworks.com to express your interest in being a beta participant!



TROUBLESHOOTING & TRAINING

If my customer is having issues, how do we troubleshoot?

If your customers encounter any issues in the new portal, rest assured they will be able to navigate back to the existing WebCenter. To report these issues, customers can submit feedback directly using the feedback modal shown below. Simply click on the orange circle with a face, and a feedback modal will expand. It can be found in the bottom left of your screen. You can also contact your account manager if customers make you aware of issues.

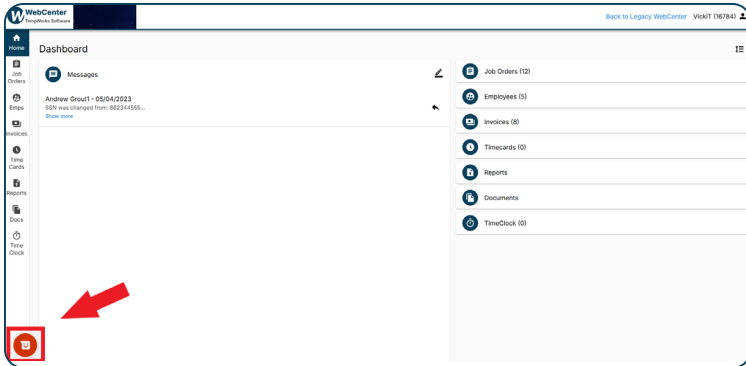


Will there be training available?

We are providing documentation that outlines all the key functionality in the Customer Portal. If you'd like to learn more, contact your account manager. There will be a [webinar on April 9th from 12:00 PM - 1:00 PM CT](#) and a recording will be provided afterwards.

How can I provide feedback on the new Customer Portal?

You can either share feedback directly with your account manager, or use the feedback modal shown below. Simply click on the orange circle with a face, and a feedback modal will expand.



FEATURES & DOCUMENTATION

What are the new features of the new Customer Portal?

In addition to a completely modernized look and feel, the Customer Portal has several key enhancements including enhanced search and filtering, fewer steps to submit and approve time, customizable shortcuts on a completely mobile-friendly platform.

Where can I find more detailed documentation on the Customer Portal?

You can find more detailed documentation [here](#).

Why is my customer seeing the legacy version of Customer Portal?

As a part of this rollout, we are continuing to support the legacy version of Customer Portal. If your customer is seeing the legacy version of Customer Portal, they simply need to click the “NEW WebCenter” link shown below.

