

ATS/CRM | Consulting | Payroll Processing | Funding | Tax

WebCenter Customer Portal FAQs

FAQS FOR CUSTOMERS

What is the Customer Portal?

The Customer Portal is an all-in-one portal that allows users to seamlessly interact with their workforce. Fulfill orders, approve time, streamline payroll and more via a redesigned interface that is compatible with all device types.

What are some of the new features being offered in the 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, and customizable shortcuts on a completely mobile-friendly platform.

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 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, use your existing username and password.

		NEW WebCenter georgegrierso	n (6226	W WebCente
WebCenter TempWorks Software	Home		Decarc	0
Your To Do List	My Information	Messages (224)		
		Message	From	Received
		happy holidays!	Rachel Langehough	3/4/2025
		Hey George!	alexander.swanson	3/4/2025
- All - Review (1)		Hello George! Happy Birthday! It's	shawna.bradt	3/4/2025
Rejected		Can you supply us more	wc_admin	3/4/2025
- Past Due (1)		We're closed on Friday	Rachel Langehough	1/22/2025
		Happy New Yearl	Madelyn Peterson	1/16/2025
Orders		Have a Merry Christmas!	Tony Kennetz	12/23/2024
		Reminder to approve time by	Madelyn Peterson	9/27/2024
- Unfilled (19) - Pending (4)		Call us with avail.	Madelyn Peterson	9/20/2024
- Filled (12)		Reminder to approve time by	Madelyn Peterson	9/19/2024
- Closed (77)		Happy Wednesdayl WE have	Madelyn Peterson	9/11/2024
Review		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



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

Yes, if you are in the new WebCenter and wish to navigate back to the existing one, simply click the link shown below labeled "Back to Legacy WebCenter".

WebCenter Back to Legacy WebCenter VickIT (16784)					
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emps	Andrew Grout - 05/04/2023 SSN was changed from: 662344555	*	Employees (S)		
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TRAINING & FEEDBACK

Will there be training available?

Customer Portal documentation has been provided to your parent staffing company for distribution upon request. To request additional training materials, please contact your parent staffing company.

How can I provide feedback on the new Customer Portal?

To provide feedback, you can click the modal shown here to send feedback directly to the development team. Simply click on the orange circle with the face, and a feedback modal will expand. It can be found in the bottom left of your screen. Alternatively, you can contact your parent staffing company.

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