

# 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.

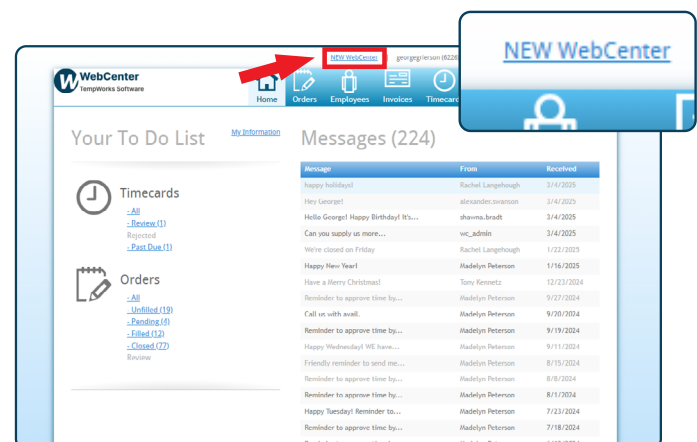
## ACCESS

### Is my log-in URL staying the same?

Yes, the log-in URL is the same.

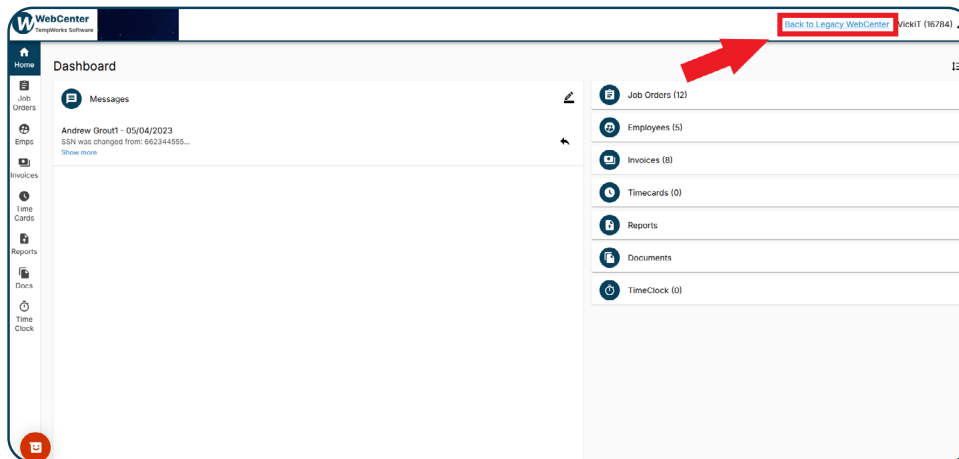
### Are my log-in credentials staying the same?

Yes, use your existing username and password.



## 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”.



[Back to Legacy WebCenter](#)

## 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.

