

# The New WebCenter:

Exciting Upgrades to The  
All-in-One Workforce Portal



## Our Presenters



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Senior Sales Engineer



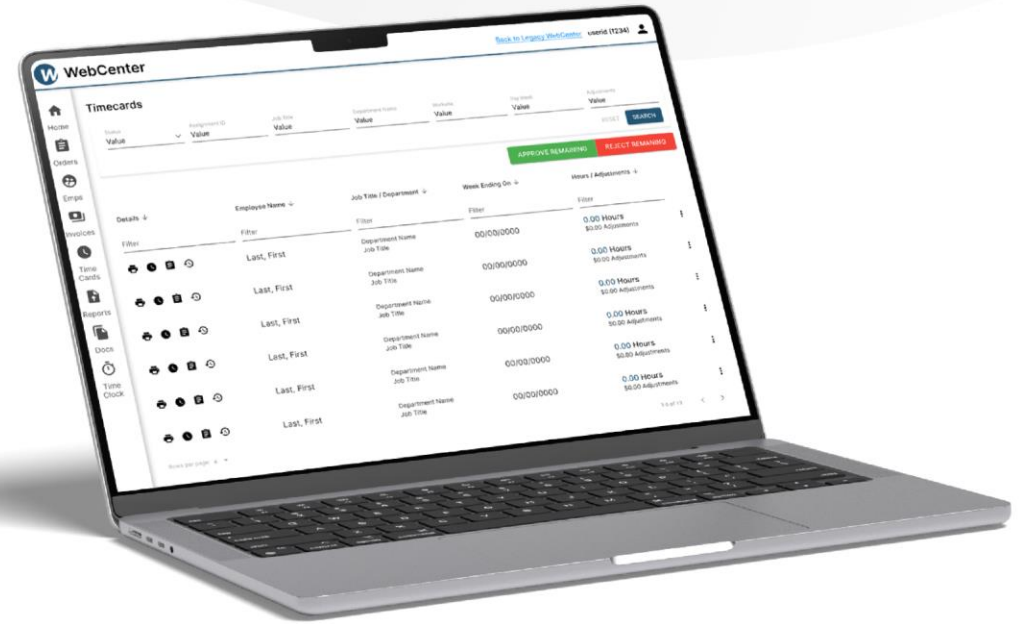
**Alexander Swanson**  
Senior Sales Engineer



**Eli Scallon**  
Product Manager

# What We'll Cover

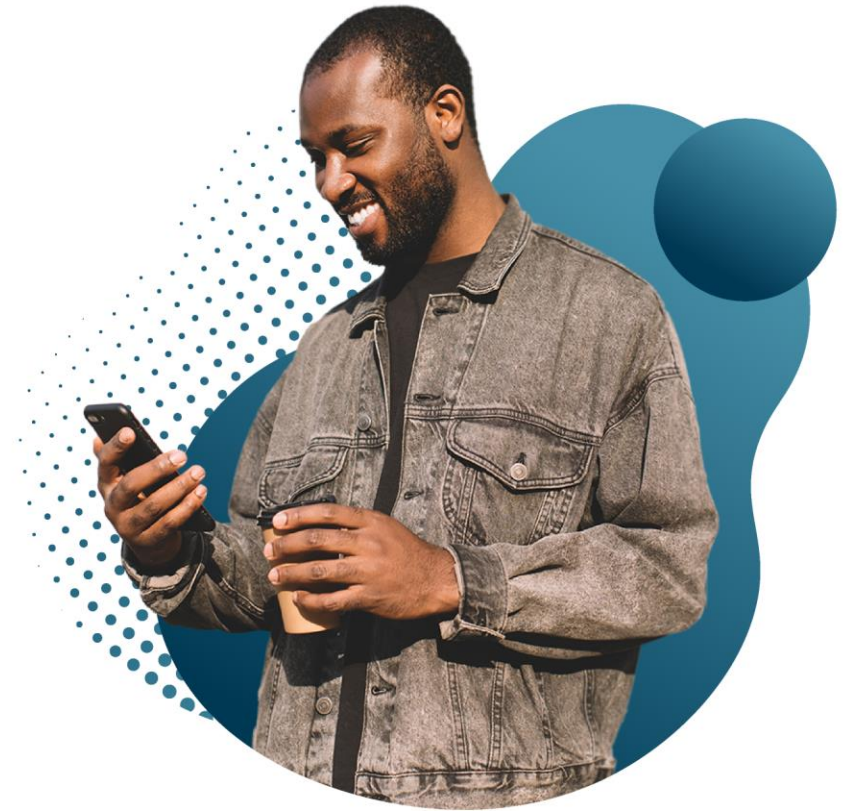
- ✓ What is WebCenter Today?
- ✓ What's New With WebCenter?
- ✓ Getting Hands-On With the Platform
- ✓ How to Share the Benefits of WebCenter With Your Clients
- ✓ Details & FAQs About the Transition to the New WebCenter
- ✓ Q&A



# A Refresher on WebCenter

WebCenter is an integrated platform for your customers and their talent to connect, communicate, and perform core tasks including:

- **Timeclock and paystub management**
- **Viewing and downloading tax documents**
- **Managing work orders and assignments**
- **Talent communication**
- **Much more**



# How We Build A Product Roadmap



# Why is WebCenter Changing?

- WebCenter has long been a highly functional tool, providing **accuracy**, **security**, and **visibility** into your data.
- Building on this foundation, we made Customer Portal more **efficient** and **intuitive**, leading to better outcomes.

## What's Next?

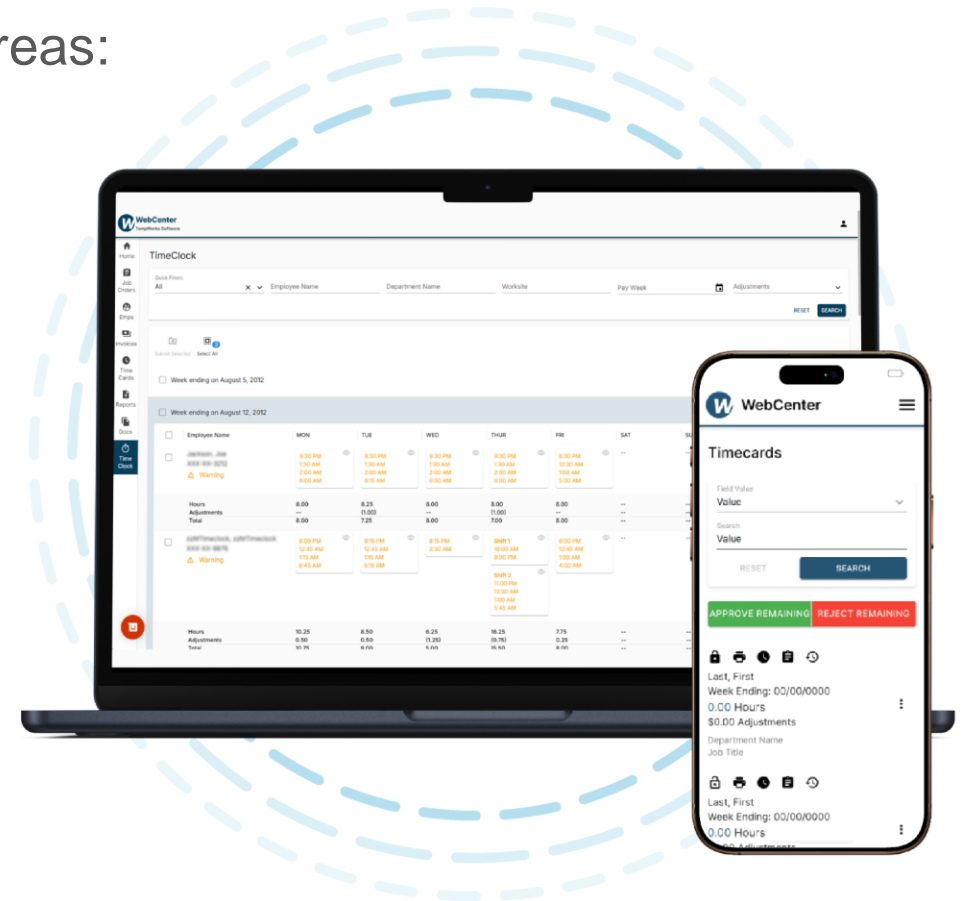
- These changes are part of a broader roadmap of changes, beginning with updates to Customer Portal, with changes to the Employee Portal already in the works.
- This all adds up to a brand new WebCenter fully launched later this year.

# What's Going to Change?

Our updates to WebCenter are focusing on four key areas:

- **A redesigned, modern UX**
- **A completely mobile-friendly interface**
- **Improved search functionality**
- **Streamlined processes**

**New Customer Portal Launching April 22!**



# The Cost of Payroll Errors

Payroll error frequency and cost per 1,000 employees by category, 2022 fiscal year.

Payroll error category	Total freq./1,000 employees	Total cost/1,000 employees
Time/attendance and expense	1,139	\$248,735
Vacation/PTO/Sick Time requests	721	\$219,289
Benefits	503	\$139,230
Schedule earnings and deductions	410	\$135,294
W-4 and tax allocation changes	229	\$134,975
Direct deposit	159	\$44,608

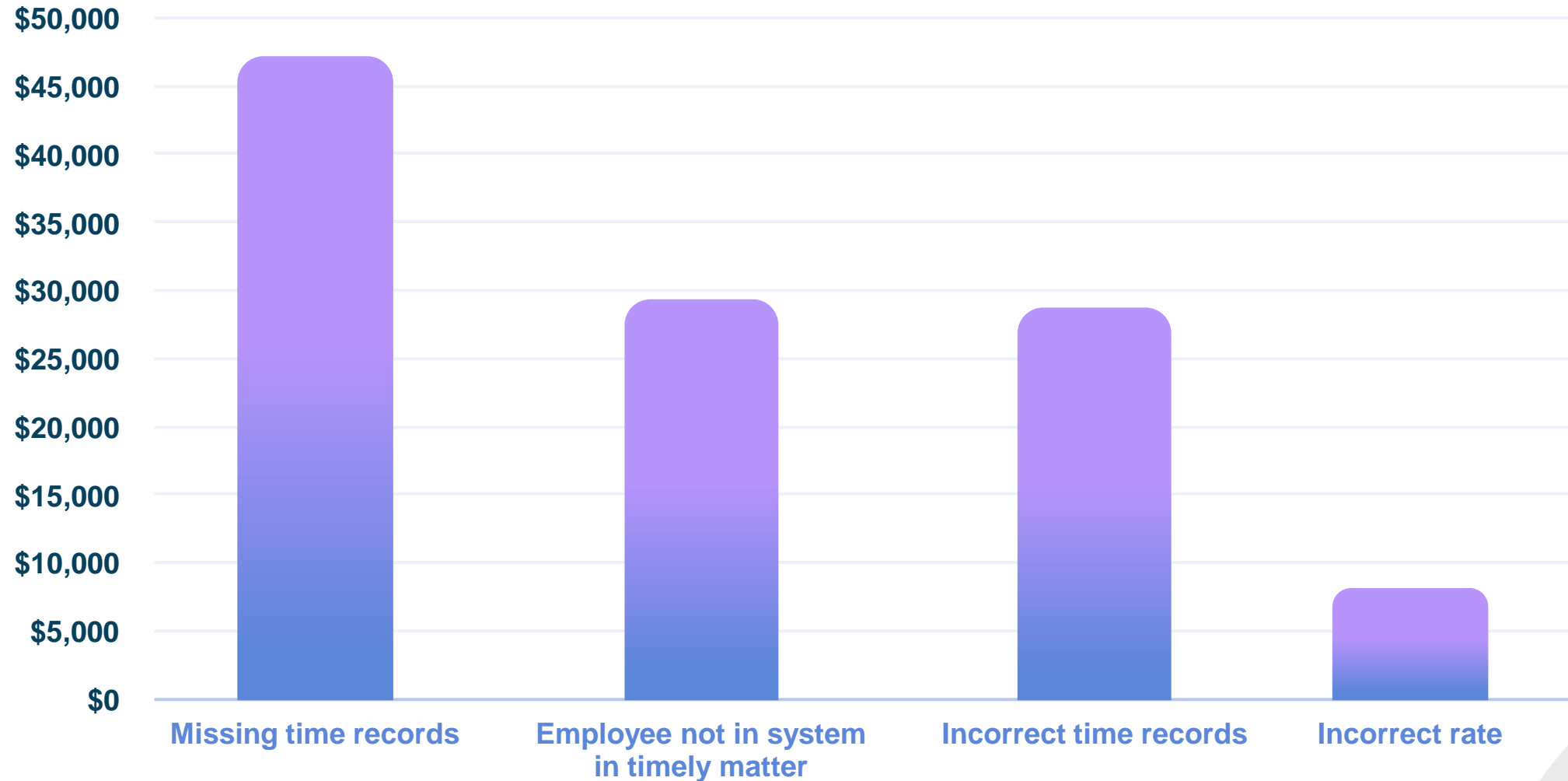


**Each Error Costs**

**\$291**



# Time/Attendance and Expense Errors



# Tips for a Successful WebCenter Rollout

Simple things you can do to help encourage your customers to adopt and engage with WebCenter:

- **Add a link to WebCenter in your invoices**
- **Add WebCenter as a resource to your website**
- **Include a link to WebCenter within your email signature**
- **Host a one-to-one informational session similar to this one with your customers**



# FAQs

## **When will the new Customer Portal be available?**

Tuesday, April 22.

## **What will my experience be like on the day of launch?**

You will log into WebCenter the same way you always do. All the migration has been handled on our end. When you're ready, toggle over to the new WebCenter and try it out!

## **Will my login process stay the same?**

Yes! URLs, usernames and passwords will all remain the same.

## **Can I still access Legacy WebCenter?**

Yes! You will see the Legacy Customer Portal by default, with the ability to toggle to the new WebCenter with a couple clicks. You can also return to the Legacy Customer Portal in the same way. Just remember that whatever view you're in will persist the next time you log in.

## **Is Employee Portal also changing?**

Not yet! We are hard at work on updates to the Employee Portal, coming later this year.

# Resources

Scan the QR Codes to Download These Key Resources



FAQs for You



FAQs to Share With  
Your Customers



Marketing One-Pager  
on WebCenter



## Still have questions?

Reach out to your Account Manager or email [accountmanagement@tempworks.com](mailto:accountmanagement@tempworks.com)