

WEBTIME FAQ FOR TIMESHEET APPROVERS

1 How do I obtain a User Name and Password?

You will receive an email from Webtime@hays.com providing you with your unique User Name and a temporary password. You will be prompted to change your temporary password when you login. Once you have a user ID it will remain consistent and active for all of your Hays temporary workers.

2 What should I do if I forget my User Name or password?

If at any time you forget your User Name, please contact Webtime@hays.com for assistance. If at any time you forget your password you can select the “**Click here if you forgot your password**” link located below the login icon, enter your User Name then click “**Email Password**” and a new password will be sent to your email address. After logging in using the new password, you have the option to change it.

3 How will I know if a timesheet requires my approval?

When a contractor submits a timesheet you will receive a notification from Webtime@hays.com to advise you that there is a timesheet pending your approval. We also strongly recommend that you setup your own individual notification schedule. You will find the Setup Notifications option under Preferences on your Dashboard. Once this has been established, you will receive email notifications/reminders based on the days/times you have selected. Note: If you do not activate the notifications, only the initial notice will be sent upon submission of the timesheet.

4 If I am on vacation, can someone else approve the timesheet(s)?

Yes, you can arrange for an alternate approver by contacting Webtime@hays.com.

5 What is the weekly deadline for approving timesheets?

In order to meet our payroll processing deadlines, weekly timesheets must be **approved by 11:59am ET each Monday**. Payment to the contractor may be delayed until the following week for any timesheets approved after the deadline.

6 Will I receive a copy of the approved timesheet with my invoice?

Yes, a detailed copy of the timesheet will be attached to the corresponding invoice.

7 Can I reject a timesheet?

Yes, you can reject a timesheet if you do not agree with the hours submitted. When you select Reject you will be prompted for a reason. This is then communicated back to the contractor via email so the timesheet can be corrected and re-submitted for your approval.

8 Can I view timesheet history?

Yes, you can do so by using the Search for Timesheets option on your Dashboard.

9 Who do I contact for technical support?

The Webtime support team is available Monday through Friday, 8:30am to 5:00pm eastern.
Email: Webtime@hays.com

10 Does Webtime have a mobile app that I can use?

Not at this time, however, Webtime is enable to be used from a mobile device browser to enter and approve time.