

WEBTIME FAQ FOR HAYS CONTRACTORS

- 1 How do I obtain a User Name and Password?**
When you start your assignment 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.
- 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 Do I enter my time daily or weekly?**
You can enter your time daily and “save”, then continue to enter and save at the end of each day. Time can also be entered all at once at the end of the week. Only **Submit** your timesheet once you have completed entering hours for the work week.
- 4 Do I include my lunch break in my total daily hours?**
No, total daily hours should not include your lunch break.
- 5 How do I know if my hours have been approved / rejected?**
You will receive an email from Webtime@hays.com once your hours have been approved or rejected. **It is your responsibility to track the status of your timesheet.** Only timesheets approved by the weekly payroll deadline of 11:59am ET each Monday, will be paid. If you have concerns about obtaining approval prior to the payroll deadline, please contact your Hays representative.
- 6 When do I submit my hours?**
You should submit your hours as soon as you have completed your work for the week. Your hours for the previous week must be approved by your manager no later than 11:59am ET each Monday.
- 7 Can I change my hours once my timesheet has been submitted?**
No, you cannot change your hours once your timesheets has been submitted. You can ask your approver to reject the hours so that you can change your submission if necessary. You can then correct and re-submit.
- 8 What happens when I start a new assignment?**
Your User Name and password will remain the same. Your new assignment number will be visible on your Dashboard by Thursday morning of the week during which you start the new assignment.
- 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.