

Web Time FAQ for Clients

1 How do I get a User Name and password?

You will receive an email from timesupport@hays.ca when your Hays Temporary Worker starts an assignment, 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 timesupport@hays.ca 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. 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 is waiting for my approval?

When you log in the first time, it is recommended that you set up your email notification schedule. Once this has been established, you will receive email notifications based on this schedule for any timesheet(s) submitted and awaiting your approval. Note: if you do not activate the notification, you will not receive any email notifications.

4 If I am on vacation can someone else approve the timesheets?

Yes, you can set up an alternate approver by contacting timesupport@hays.ca.

5 What is the weekly deadline for approving timesheets?

Timesheets must be approved by 1:00pm Eastern Time each Monday. Timesheets approved after this weekly deadline will be processed the following week.

6 Will I notice any change on my invoices?

There will be minor changes to your Hays invoice(s); hours are now shown as a weekly total on the invoice and a copy of the Web Time timesheet(s) which you approved will be attached to the corresponding invoice for your reference.

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 worker via email so the hours can be corrected and resubmitted for your approval.

8 What if I choose not to use Web Time to approve timesheets?

Your Hays Temporary Worker can provide you with a paper timesheet for your approval signature. The worker would then forward the signed timesheet to Hays by fax or email.

9 Can I view timesheet history?

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

10 Can I use my mobile device to review and approve timesheets?

No, not at this time.