

Web Time FAQ for Temporary Workers

1 How do I get a User Name and password?

When you start your assignment you will receive an email from timesupport@hays.ca 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 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 press Submit once you have completed entry for the 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 time@hays.ca once your hours have been approved or rejected. You will also receive an email from time@hays.ca if your hours have not been approved by your manager prior to the approval deadline of 1:00pm Eastern Time each Monday.

6 Can I submit my expense claims (if applicable) using Web Time?

Yes, you can. There is the ability to attach an expense report and all applicable receipts to your expense entry.

7 When do I submit my hours?

You should submit your hours only once when you have completed entry for the week. Your hours must be submitted by midnight each Saturday.

8 Can I change my hours once they have been submitted?

No, you cannot change your hours once they have 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 resubmit.

9 What happens when I start a new assignment?

Your User Name and password will remain the same. You will see your new assignment number on the Dashboard, however it will only be visible as of Thursday morning of the week you start that assignment.

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

No, not at this time.