

CLIENT FAQ'S

1. How do I access WebTime?
 - a. Here is link to WebTime: <https://time.jfcglobal.com/>
2. To access the User Guide and FAQ's:
 - a. Here is the link: <http://jfcglobal.com/resources/>
3. What is my login information?
 - a. Your User Name is your work email address or one that you use to correspond with JFC. This is lower case.
 - b. Your Password is your email address. This is lower case. You will be prompted to change it upon your initial login.
4. What if my login doesn't work?
 - a. Are you typing your password correctly?
 - b. Is your email correct and in lower case?
 - c. Contact Payroll if you continue to have issues.
5. What if my email or contact information changes?
 - a. Contact your JFC recruiter immediately. This is important as all WebTime notifications are emailed. Your email is your access to WebTime.
6. Can I approve timecards from my phone?
 - a. Yes, you can use any device to log in to WebTime – computer, laptop, phone, tablet, etc.
7. What if the candidate submitted incorrect hours and I need to correct them?
 - a. You must Reject the timecard. The candidate will need to log in WebTime, correct the timecard, and resubmit for approval. It is not submitted to JFC for payment until you approve the timecard.
8. How do I add an alternate approver?
 - a. Once logged into WebTime, click on 'Set Up Notifications and Alternates'. Select an Alternate Approver from the drop-down box. If the name you want is not an option, please contact your JFC Recruiter to add them for selection.
9. Can I change the times I receive notifications?
 - a. Yes, under 'Set Up Notifications and Alternates', you can select the dates and times you wish to be notified.
10. Can I set up different notifications times not listed in the setup?
 - a. No. You can only choose from what is listed as options.
11. What time do I need to approve by?
 - a. Mondays by 12pm, noon or as soon as possible upon the candidate submitting the timecard