

## CANDIDATE FAQ'S

1. How do I access WebTime?
  - a. Here is link to WebTime: <https://time.jfcglobal.com/>
  - b. You can access this same URL on your mobile device. If you google 'JFC WebTime', it'll show it the results as well.
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 an Employee ID # assigned by JFC. Contact your recruiter for this.
  - b. Your Password is the same Employee ID # the first time you log in. It will state your password has expired and you are then prompted to change it after you log in.
4. What if my login doesn't work?
  - a. Are you using the correct ID # assigned?
  - b. If you continue to have issues, please contact Payroll.
5. Can I login from my phone?
  - a. Yes, you can use any device to log in to WebTime – computer, laptop, phone, tablet, etc.
6. Do I need my Supervisor's email information to submit to?
  - a. No, you do not need any information to submit your timecard. It is automatically set up through JFC.
7. Do I need an email address to use WebTime?
  - a. Yes. WebTime does require an email address. You will receive notifications about your timecard to your email address. Also, if something was incorrect about your timecard, you will receive an email and after correcting it, you will need to resubmit your timecard.
8. What if my email changes?
  - a. Contact JFC or your recruiter immediately. This is important to make sure your timecard is correct and submitted successfully to be paid on time.
9. What if I have multiple email addresses?
  - a. Make sure JFC has the email address you want to use to receive WebTime notifications.
10. What time is my WebTime timecard due?
  - a. You must submit your timecard by 9:00 a.m. Monday. If submitted after, it is considered late and you may not be paid until the following week.
11. What if my timecard is Rejected?
  - a. This means your timecard has NOT been successfully submitted for payment and is not approved for payment. You must correct the errors and resubmit for approval in order to be paid.
12. What if I submitted the incorrect hours?
  - a. Your Supervisor will reject your timecard and you will need to log in to WebTime, correct the error and resubmit your timecard. Reach out to your supervisor if you have submitted incorrect hours so they are aware.
13. What if I forgot to submit for a week in the past?
  - a. You can only submit time up to the last 2 weeks or 14 days back. You will need to contact your JFC Recruiter to discuss what options there are.
14. What if I submit my hours under the wrong week?
  - a. Your Supervisor will need to reject the timecard and you will need to log in to WebTime, correct the error and resubmit your timecard.
15. What if I'm assigned to a different client by JFC?
  - a. Everything is automatically set up on the backside thru JFC. You do not have to worry about this.