

## Work Nexus Timekeeping FAQs for Clients

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Acara Solutions is excited to share that we are moving all our contingents to Acara's timekeeping system, Work Nexus. This change will allow Acara to ensure that our contingent workers are being paid timely and accurately while empowering our customers to view all timecards in one, easy to access, location. This will also allow Acara staff members to help contingents with questions on time recording, audit for rejected timecards, and follow up with managers on missing approvals. Overall, the primary goal of this change is to ensure a more positive experience. Below we have outlined all the frequently asked questions and the respective answers for easy reference. As always, if you have any additional questions or concerns please let us know. We are happy to help make this transition a smooth one!

### How will I access Work Nexus Timekeeper?

- Work Nexus Timekeeper is a web-based time keeping system and will be accessed through the following web-link: <https://timekeeper.worknexusvms.net>
- Acara will be sending an email to you containing the link, username, temporary password, and a step-by-step quick guide on how to use the portal.

### How often and when will I need to log in to the Work Nexus Timekeeper?

- **You will need to approve timecards no later than Mondays at close of business.**
- You will need to log in weekly to approve timecards – ensuring that all timecards submitted are both reviewed and approved within the system.
- It is recommended that all sponsors set a weekly calendar reminder to log in Monday afternoon and approve the timecards that have been submitted.
- If a timecard is submitted late or rejected, you will need to log back into the system and approve.

### What is the deadline that contingents are required to have their time submitted for approval?

- Contingents are required to have all hours recorded and submitted by 10am EST on Monday.

### Can I approve hours daily instead of weekly?

- Unfortunately, no. Time is only submitted for approval on a weekly basis.

### How will a contingent know if and why I have rejected their timecard?

- If possible, please notify the contingent of the rejection of their timecard to help ensure they quickly address the errors.
- Acara will have a staff member who is responsible for reviewing and following up with contingents who have rejected timecards before the off-cycle is processed.
- Acara will do our best to reach out to you about any timecards pending approval.

It is past the deadline and I have not yet approved timecards. What happens now?

- As soon as possible please log in, review, and approve any pending timecards.

If a contingent submits their time late is it required that I approve, or can I wait for the following week?

- Any timecards submitted must be approved that week for the contingent to be paid.
- It is expected that sponsors approve all submitted timecards in the week they are submitted.

Why does a contingent, who started today, not have their timekeeping instructions yet?

- Acara's system requires someone be hired before we can assign a Work Nexus account. This process generally takes about two business days. As soon as this occurs the contingent will be sent their timekeeping information.

What day is pay day for our contingent workers?

- We attempt to have all approved timecards processed on Wednesday in order to ensure they are paid on time for their official pay day, which is Friday.
  - Please note: This often results in many contingents seeing deposits into their account or a paper check being available in the local branch on Thursdays. Thursday is not considered official payday and any pay issued on Friday is considered on time.

I have forgotten my password and/or am having issues with Work Nexus Timekeeping. Who can help?

- Reach out directly to your Acara point of contact or the individual who sent you the Work Nexus log in information. We will help ensure you can log into the system and troubleshoot any issues you are having.