

## Work Nexus Timekeeping FAQs for Contingents

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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 you 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 you with questions on time recording, audit for rejected timecards, and follow up with sponsors on missing approvals. Overall, the primary goal of this change is to ensure a positive experience. Below we have outlined all the most 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 containing the link, a 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 submit your time no later than 10am EST on Monday mornings for approval. Failure to submit both correctly and on time can result in a delay of pay.**
- It is recommended you set a weekly reminder for Monday's prior to 10am EST to submit your timecard.
- If a timecard is rejected by your sponsor you will need to immediately log back in, make corrections, and resubmit.

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

- Unfortunately, no. Time is only submitted for approval on a weekly basis. You can, however, save your timecard as a draft and edit it each day to record your time daily.

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

- Your sponsor at our client site will do their best to reach out and let you know if your time has been rejected.
- If your timecard has been rejected and not been resubmitted an Acara representative will reach out to you for correction and resubmittal.
  - Please note: We will do our best to get in touch with you prior to the payroll deadline however, that is not guaranteed.
- It is recommended that you verify approval of your timecard by logging into Work Nexus on Wednesday morning and looking at approved timecards.

### My manager has not approved my timecard. What happens now?

- If it is past Wednesday at 10am EST and you notice your timecard has not been approved, please immediately reach out and notify your sponsor.

### I submitted my time late. What happens now?

- Any timecards submitted must be approved for pay to be processed.
- If your time was submitted late it is recommended that you follow up with your sponsor and ask them to quickly approve your timecard.
- After Wednesday at 10am EST, if still not approved, please follow up with your Acara point of contact to ask for their assistance in gaining sponsor approval.

### I started today. Why do I not have my timekeeping instructions yet?

- Acara's system requires someone be processed for hire before they can be assigned a Work Nexus account. This process generally takes about two business days.
- If you have not received this by the third business day following hire, please reach out to your Acara point of contact.

### What day is pay day?

- 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 employees 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 login information. We will help ensure you can log into the system and troubleshoot any issues you are having.
- Your point of contact is your recruiter who placed you on assignment or the individual who sends you your login information.
- If you do not get a response or are unsure who your point of contact is, please fill out the inquiry form on our website: <https://employees.aleroninc.com/contact/>