

Timecard Troubleshooting Guide

Last updated March 3, 2025

We know that some candidates are continuing to experience issues with our recently updated timecards. Our teams are actively working to resolve any open issues, and we appreciate your patience, knowing that our response times have been adversely affected. Our priority remains paying our candidates timely and accurately, and we are distributing this Timecard Troubleshooting Guide to assist you with timely timecard submission.

Time Entry Tips

- 1) If you get the message, “This timecard cannot be submitted until all the previous timecards are submitted” when trying to create a new timecard:
 1. Review the **Period Ending** column for any missing weeks.
 2. Select the earliest missing week from the **Select Week Ending** dropdown.
 3. Select **Add New Timecard**.
 4. Add your hours or, if you did not work that assignment that week, scroll down to select **No work this week** next to the relevant assignment(s) (see our [No Work Timecard Guide](#) for details).
 5. Submit the timecard.
 6. Repeat for all missing weeks.
 - Tip: When you first reach the **My Timecards** list for any given assignment, the **Select Week Ending** dropdown will default to the earliest weekending the system expects a timecard for. This means you won’t need to scan the Period Ending column.

- 2) Make sure you enter your time in this format: “HH:MM AM” or “HH:MM PM”.
 - You must list the hour, then a colon, then the minute, then a space, and then ‘AM’ or ‘PM’ with no periods. For example, ‘9:05 AM’ or ‘12:53 PM’.

- 3) Enter your **In** and **Out** time to the exact minute for each shift. A shift = the time you are actively working for a client; a shift ends when you switch to another project, another client, a meal period, or when you finish work for the day.
 - **In** column: Indicate the time you begin work.
 - **Out** column: Indicate the start of your meal break. (Depending upon your assignment, **Out** could also indicate the end of your working hours for the day, or the switch to another assignment.)
 - Click the line-level **green (+) button** or click **Save** in the top right corner to save the times entered. This will create a new blank line to continue adding time as needed.
 - **In** column: Indicate the time you return to work after your break.
 - **Out** column: Indicate the time you finish working for the day.

- Click the line-level **green (+) button** or click **Save** in the top right corner to save the times entered.
- 4) If your time entry doesn't save, or clears out after you leave the **In** or **Out** field, check the top of the timecard for an error message. Some common error conditions and solutions:
- *Invalid time entry.* Solution: Check that your time entry matches what we've detailed in #1, above.
 - *Time out must be greater than Time in.* Solution: Make sure your Out time is later in the day than your In time.
 - *Please enter time in 12-hour format.* Each timecard line requires an In time and an Out time. You will not be able to save without both times indicated.
 - *Time crosses over midnight.* Solution: Our days run 12:00 AM to 11:59 PM. If your shift crosses over midnight, end it at 11:59 PM and then start a new shift on the next day at 12:00 AM. Example: You work 8:05 PM Tuesday to 2:15 AM Wednesday. Your entries would be:
 - Tuesday, **In 8:05 PM, Out 11:59 PM**
 - Wednesday, **In 12:00 AM, Out 2:15 AM**

Tue	Project/Cost Center	In * (e.g. 08:16 AM)	Out * (e.g. 12:32 PM)	Action	Total Hours
<input type="text"/>	<input type="text"/>	<input type="text" value="8:05 PM"/>	<input type="text" value="11:59 PM"/>	 	3.90

Wed	Project/Cost Center	In * (e.g. 08:16 AM)	Out * (e.g. 12:32 PM)	Action	Total Hours
<input type="text"/>	<input type="text"/>	<input type="text" value="12:00 AM"/>	<input type="text" value="2:15 AM"/>	 	2.25

- *No message listed, but times will not save.* Solution: You may be trying to enter a shift (an In/Out combo) that is earlier in the day than a shift that already exists for that day, e.g., entering a morning shift after you'd already saved an afternoon shift for that day. This is a bug we are working with our vendor to solve. Please [contact us](#) so we can help you with a timecard adjustment.
- 5) If you work in the state of California and see a **Meal Break Certification** listed for a day on which you know you observed your meal break(s), refer to #2 above to ensure you have indicated your meal break times. Refer to our [California-specific guide](#) for additional information.
- 6) The bottom of your timecard displays two areas within the **For Your Reference** section. The one on the right displays your total hours for each assignment for the week and will update once you click either the **Save** button or the **Submit** button. The one on the left displays the disbursement of hours between regular and overtime and will update only once you click the **Submit** button.

- 7) Having a hard time locating the correct assignment for time entry? The **My Active Assignments** widget on the Home tab (scroll down the tab to get to it) will list ONLY those assignments that cover today's date making for a much shorter select list. On the other hand, if you need to view your full list of past and present assignments, head to the Timecards tab instead.
- 8) Refer to our [full timecard guide](#). You can find more resources on our [Candidate Information page](#).

Page Performance Tips

- 1) Double check that adblockers have been disabled for <https://creativecircle.backofficeportal.com/>.
- 2) Double check that you have cookies enabled and are not in a private browsing session.
- 3) We have added additional resources to increase page performance and will continue to fine-tune this area. In the meantime, if you are working multiple assignments and/or projects and have a lot of shifts to enter, we recommend you save your timecard often during entry (using the **Save** button in the upper right of the timecard). At the very least, you should save after you enter each day's time.
- 4) Your timecard portal session will time out after 20 minutes of inactivity. Make sure you save often!

Other Issues

If you encounter other issues and are not able to submit your timecard, please immediately contact the Creative Circle Payroll team for your time zone using the applicable email address below:

- ETPayroll@creativecircle.com
- CTPayroll@creativecircle.com
- MTPayroll@creativecircle.com
- PTPayroll@creativecircle.com
- TORPayroll@creativecircle.com (Canada)