



Candidate Email: Sunday, January 12

From: Creative Circle Payroll

To: All active candidates

Subject: Updates to Creative Circle timecards

The updates to our timecard system, which we [previewed for you last week](#), are now live! These changes do not affect your pay or your assignments with Creative Circle clients; they only affect your weekly timekeeping process.

As always, you can access our timecard portal at creativecircle.backofficeportal.com. Here are instructional guides on using the updated system:

- [How to Submit a Timecard](#)
- [California Candidates: How to Submit a Timecard](#)

Action required now:

- You need to accept a new assignment schedule for each assignment you are currently working. Please [log in now](#) and follow the prompts to accept the new document(s).
- If you have not yet submitted your timecard for last week's work, we recommend doing so ASAP so that your manager can approve the timecard by the approval deadline (Monday at 5 p.m. PT).

Note: When you log into the system, you may see two assignments listed for each of your current assignments:

- One with an end date of 1/12/2025. This is where you will add or view timecards for time worked 1/12 or prior, in the old format.
- One with a start date of 1/13/2025. This is where you will add and view time worked from 1/13 forward, in the new format.

Here are some additional guides that will help you with specific situations:

- [How to Log In to Your Timecard Portal](#)
- [How to Submit a No-Work Timecard](#)
- [How to Set Up Timecard Alerts](#)
- [How to Claim Holiday Pay \(U.S. Only\)](#)
- [How to Log Paid Sick Leave](#)
- [How to Add Time to a Submitted Timecard](#)
- [How to Add Project Details to a Timecard](#)

Moving forward, all of these guides can be easily found on our [Candidate Info webpage](#). You'll see a link to this page throughout the timecard portal.

Here is a reminder of the changes that are now live:

- You will have one account and one timecard each week, regardless of how many different Creative Circle offices and clients you work with.
- If you are working multiple jobs, you will have multiple lines on each timecard. On each line, you will indicate which client the work was for.
- You will submit all timecards online.
- You will track your time to the minute of work, for example 8:01 a.m. to 11:13 a.m.

Some Creative Circle candidates will also experience the following changes:

- Candidates working in California have clarified instructions on how to indicate meal breaks and rest breaks; please be sure to visit the California-specific guide listed at the top of this email.
- Some of our clients have special requirements for their candidates' timecards that may require dual timekeeping. If this applies to you, you should have received a separate communication with more details; reach out to your Creative Circle team if you think this applies to you but have not heard more information.

If you have questions, please [reach out to the Creative Circle Payroll Team](#).

Thank you!

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