



Candidate Email: Wednesday, January 27, 2025

From: Creative Circle Payroll

To: All active candidates

Subject: Technical Issues with Creative Circle Timecards

Hi everyone,

We know that some people are experiencing issues with our recently updated timecards, so **we have extended the timecard deadline for last week's hours (week ending Sunday, January 26) to Tuesday, January 28 at 12 p.m. PT.**

Here are resolutions to two common issues:

- 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, "10:05 AM".
- If you are working multiple assignments, save your timecard after each entry.
 - That way, you will not need to redo your entire timecard if the system freezes on you. (We are working on the underlying performance issue.)

[Here is our timecard guide.](#) You can find more resources on our [timecard portal homepage](#).

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)

If you are unable to meet the extended deadline, we will work with you to resolve your issues and ensure you are paid.

Thank you for your patience regarding this. Please do not hesitate to contact the relevant email address with any issues you may be encountering.

— The Creative Circle Payroll Team

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