FWCONSULTING DHFS PORTAL – FREQUENTLY ASKED QUESTIONS

WHAT IS THE PORTAL ADDRESS FOR TIME ENTRY?

https://fwportal.wegnercpas.com/

WHAT IS MY USER ID AND PASSWORD?

If you cannot remember your passwords, you can use the reset password link to create a new password. Be sure to store your Employee ID and password in a safe place for future reference.

> You will need the following information to reset your password:
> Employee ID:
> Last 4 of your SSN: If you are the **EMPLOYER**, you will use "1234" for your child's SSN.
> Your Zip Code:

WHEN ARE TIMESHEETS DUE?   WHEN WILL I BE PAID?

Payroll is paid on/around the 15th and the last day of each month. Deadlines and pay dates are listed on the Portal website. Time must be entered and approved before 5:00PM on the 1st and 16th of each month to be paid on the upcoming payroll. Time not entered and approved WILL NOT be processed until the following payroll. After you have entered your hours, remind your family or approver to log on and approve your hours.

**HOW DO I ENTER MY TIME?   WHAT IF I WORKED ALL DAY OR OVERNIGHT?**

Hours must be entered for each day the service was provided. Time must be entered to the nearest quarter hour (i.e .25 for 15 min, .50 for 30 min and .75 for 45 min. If your service code is a "DAY/OVERNIGHT" code, use the number "1" for that day. Do NOT enter the number of hours worked. Time entries will be rejected if more than 24 hours are entered for any one day.

WHY CAN'T I SEE MY HOURS ON THE PORTAL?

When the hours that have been entered and approved are pulled from the Portal for payroll processing, **they no longer appear on the Portal screen.** Once the payroll is processed and the hours are paid, **they will appear in the report on the bottom of your Portal screen entitled "Payroll Approved Entries"**. If you have already entered hours for an employee on a specific date and you try to enter hours again, the system will not allow that entry and will tell you that is a duplicate entry.

HOW DO I VIEW/PRINT MY PAYSTUB OR W2?

Log into your Portal Account and click on the EMPLOYEE TAB and choose an option.
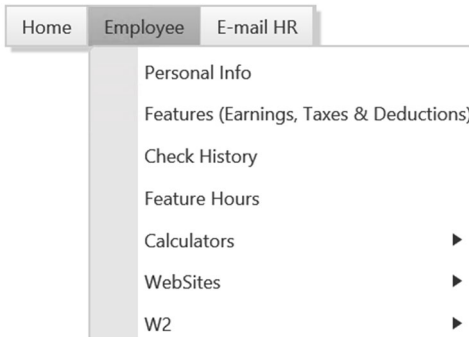
HOW DO I CHANGE MY DIRECT DEPOSIT?   HOW DO I UPDATE MY ADDRESS?   HOW DO I CONTACT FW CONSULTING DHFS?

Please send all questions to **help@wegnercpas.on.spiceworks.com.** Be sure to include your full name, the full name of the provider and\or the first name and initial of last name for the child.