Cast & Crew

MyCast&Crew Payroll Dashboard
External FAQs

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General Information

- **Q: What is the new payroll dashboard?**
  A: The new payroll dashboard offers payroll accountants with a centralized view of payroll data across multiple products, where applicable. Through their MyCast&Crew Client User account, users can seamlessly manage onboarding, timekeeping, and payroll processes directly from the dashboard, without needing to access individual products, though navigation to specific products remains an option. Additionally, the dashboard enables Payroll Client Users to send reminders to crew and department heads, track pending tasks, and create shortcuts to essential URLs or documents, fostering a more streamlined and efficient workflow.

- **Q: Do I need to request permission, or will I automatically get permission to the payroll dashboard?**
  A: All accountants with access to projects will automatically have access to the new Payroll Dashboard. The access to the project information will be based on the user role and permissions to the respective project in the Cast & Crew digital products (Start+, Hours+, and/or Studio+)

- **Q: What do each of the options mean on the setup page?**
  A: The options are:
    a. Primary Role: Select the title that best describes your primary role and work responsibilities on your most recent project.
    b. Dashboard View: Select the dashboard that contains the information you'd like to see once you log in:
        i. Payroll Dashboard: For processing payroll, tracking invoices, and resolving discrepancies

      ii. Personal Dashboard: For personal information such as personal pay stubs, deal memos, and timecards. This option will only show if you have a crew profile associated with your email.

      iii. Accounting Dashboard: For keeping track of budgets, expenses, and financial reports. Even though the accounting dashboard is still being developed, selecting this option will ensure that this will become your default dashboard once it's ready.

c. Project: Select the project you're currently working on to view its dashboard. This sets your preferred view, but you can easily switch to other projects directly from the dashboard.

- **Q: Where can I learn more about the payroll dashboard?**
  A: You can learn more in the detailed [help center article](#) and [overview video](#). We've also created added it to the [MyCast&Crew LMS course](#) that you can take to get a firsthand look at the changes.

- **Q: None of the roles displayed under the Primary role drop-down list on the dashboard setup page match my title. What should I select as the primary role?**
  A: Please select the title that best describes your primary role and work responsibilities on your most recent project.

- **Q: If approver changes are made, will that be reflected immediately on the dashboard?**
  A: All changes will be reflected immediately on the dashboard. If there is missing information on the payroll dashboard, please click the "Refresh" button on the upper right corner of your dashboard's banner to get the most updated information on your project.

- **Q: Where can I change my dashboard preferences?**
  A: You can change your dashboard preferences under the "My Profile" section. Navigate to the Dashboard Preferences section to edit your primary role and default dashboard view. Any changes you make will be automatically saved.

![Cast & Crew logo]

My Shortcuts Widget

- **Q: Regarding the My Shortcuts widget, what happens to the document URL if updates or changes are made to the document?**
  A: The URL will remain unchanged. However, if the document's link is updated or removed, navigating to the old URL will result in an error message provided by the application hosting the link.
  You will need to update the existing shortcut with the new URL or delete the shortcut if it is no longer relevant.

Troubleshooting

- **Q: I don't see any data on my Payroll Dashboard. What should I do?**
  A: The Payroll Dashboard provides up-do-date project information directly from the Cast & Crew digital products used for your project.
  a. As a first step, click the "Refresh" icon located in the upper right corner of your dashboard's banner to get the most updated information on your project.
  b. If you still don't have project information available, please navigate to Start+, Hours+, or Studio+ from your app selector to ensure your project has information available to display on the dashboard (based on your role and permissions on the related project)
  c. Please make sure to contact us at plus.support@castandcrew.com if you have additional issues or questions.