



User Manual

Version History

Record of changes made on the new Fuse user manual in relation to the upgrade made for the web application.

Version	Date	Author	Changes Made
1	6/18/2025	Kim Dolores	Initial version of User Manual
2	6/25/2025	Shari Andres	Finalized User Manual
3	7/15/2025	Kim Dolores	Updated Feature: >>Play/Pause Button for Past and Future Dates >>Auto-backup every 5 minutes for clear cache >>Including Settings and Billing Manager Data for back-up
4	7/17/2025	Shari Andres	Updated FAQ on disappearing extension

Overview

Fuse is a web-based application that precisely tracks time for Willis Towers Watson's associates. This application streamlines time tracking, client billing and status reporting. Fuse keeps track automatically of all data entered by the user since he first started the application. The user can go back and view this data anytime. It can be used to conveniently upload all the user's task history to Oracle. Fuse does all this while being easy and intuitive to use.

To access the application, please use your browser (Edge) and navigate to the following site: <https://fuse.bdaout.ehr.com/>.

IMPORTANT! Ensure the following is done before using Fuse:

Connect to WTW Network via VPN

Access requires connection to the WTW network via VPN and use of the Microsoft Edge browser. Fuse utilizes a browser extension to connect via Oracle and it only works in Edge.

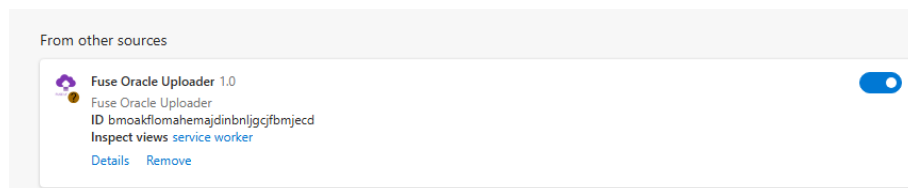
Install and Enable the Fuse Oracle Extension

For Local machine and Dedicated AVD users, install the Fuse Oracle Extension via Company Portal.

Follow steps below to install the extension:

1. Open the Start Menu, type "Company Portal", and select it.
2. Use the function to locate "Fuse Oracle Extension".
3. Click the install button.
4. When installation is complete, restart the device. **Do not skip the restart as it is needed to fully install the extension.**

Shared AVD users should already have Fuse Oracle Extension installed. User should enable the browser extension. Go to the Edge settings > Extensions > My Extensions. The toggle on the Fuse Oracle Uploader should be enabled as seen below.



If you are a user on a Shared AVD machine and you do not have the browser extension initially installed, please [file a ticket](#) so we can assist you further.

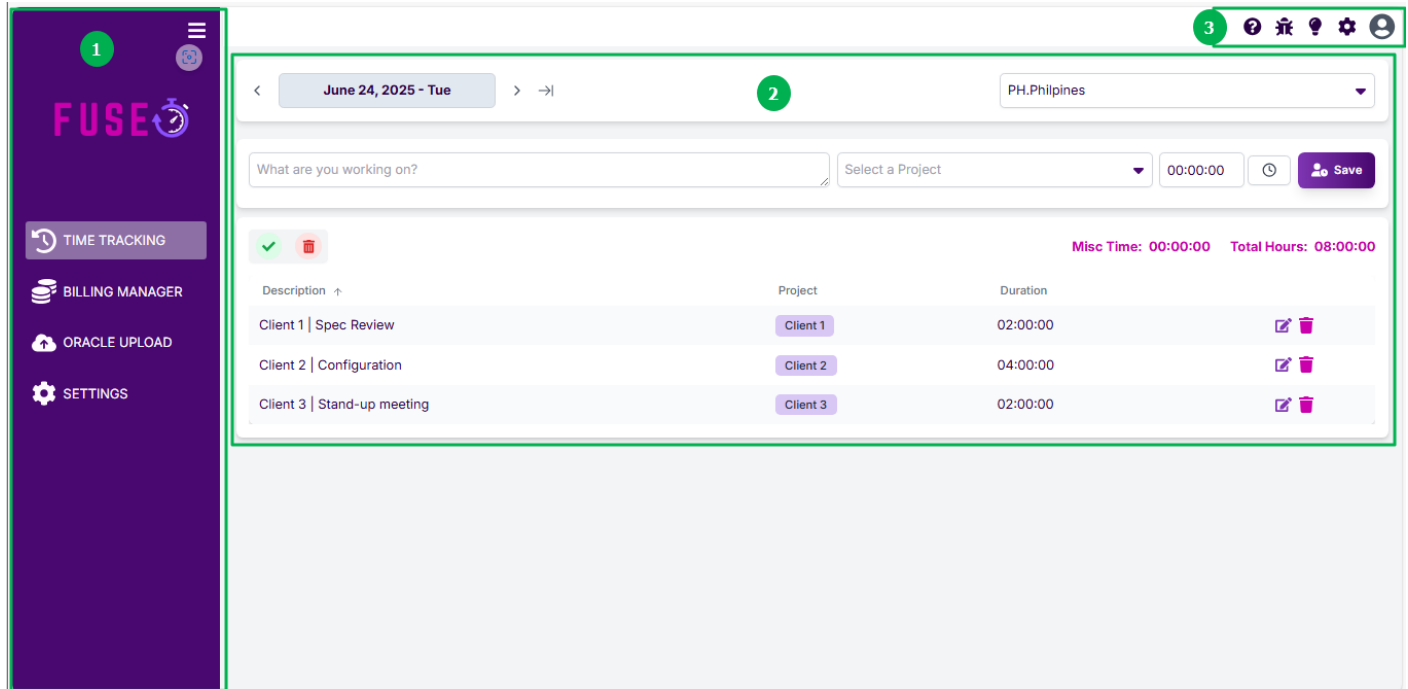
Ensure that you set defaults in the [settings page](#).

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Main Page

Upon going to the website, this will be the landing page.



1. List of Pages

This portion shows available action pages that are available on the Fuse website.

- Time Tracking
- Billing Manager
- Oracle Upload
- Settings

2. Time Tracking Page

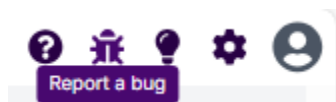
This view shows ALL the tasks being tracked by the user per day.

3. Profile and Other Useful Icons

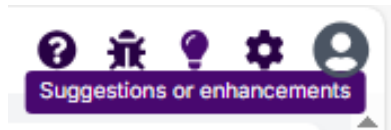
This section shows icons/buttons that offers useful features.



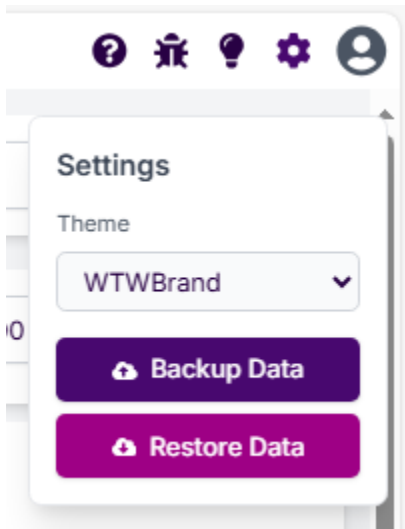
Help button will open the Fuse user manual



Bug button will lead you to the ServiceCentral page where you can file an issue related to Fuse



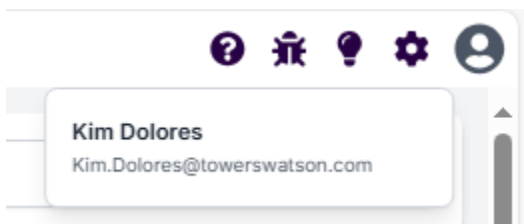
Suggestions or Enhancements will lead the user to a Microsoft Form that needs to be filled out for any new functions the user wants to add and see on the Fuse app.



Settings button wherein you can choose the theme of your web application and also back-up or restore data. The new fuse application allows back-up of data up to the last 3 months.

Important: Fuse will back up ALL data that have not been synced between Fuse and the database. Before backing up make sure that there are no running tasks. Otherwise time that is running will not be backed up.

In addition to this backup option, Fuse also initiates a daily auto sync of your data every 5 minutes.



Fuse will display the profile icon of the user that is logged on to the WTW network.

Time Tracking Page

The screenshot shows the Time Tracking Page interface with several numbered callouts:

- 1**: Date selector showing "June 13, 2025 - Fri".
- 2**: "Select work location" dropdown menu.
- 3**: "What are you working on?" text input field.
- 4**: Checkmark and trash icons for task management.
- 5**: Summary bar showing "Start Time: 09:58 PM", "Misc Time: 00:00:31", and "Total Hours: 02:55:50".
- 6**: Table of tasks with columns for Description, Project, and Duration.

Description	Project	Duration
Task 1	Client 1	00:20:23
Task 2	Client 2	01:00:22
Task 3	Client 3	01:35:05

1. Date Display and Selector

This close-up shows the date selector displaying "April 16, 2025 - Wed". Below it is a calendar picker for April 2025, with the 16th highlighted. Navigation arrows are visible on the sides of the date selector.

Displays what date the user is working on. By default, upon opening this page will show current date. Users can view previous and succeeding days using the side arrows and . Users can also view other days by clicking on the date and choosing another day in the calendar picker. To go to today's timesheet click on the icon.

2. Location

The screenshot shows the "Select work location" dropdown menu open, displaying a list of locations to be used on timesheet upload:

- AD.Andorra
- AE.UnArabEm
- AF.Afghanistn
- AG.AntguaBarb
- AL.Albania

Users may select the relevant location from the drop-down list for each respective day. Please note that by default, the value that is set as location in the Setting will be the default value displayed.

3. User Input and Edit

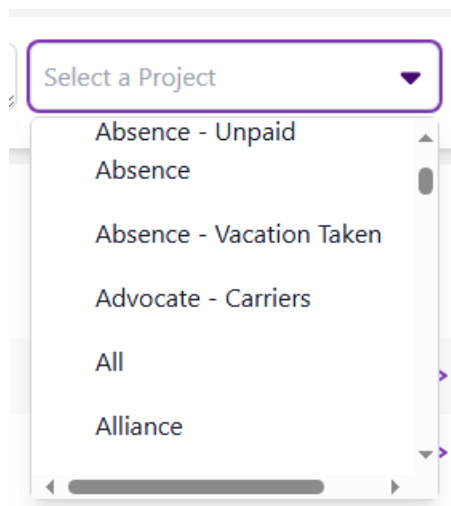
The input boxes are straight forward. Users can input tasks they want to track. Press the Save button for it to be added on the grid for tracking.

Here is a list of the User input components:

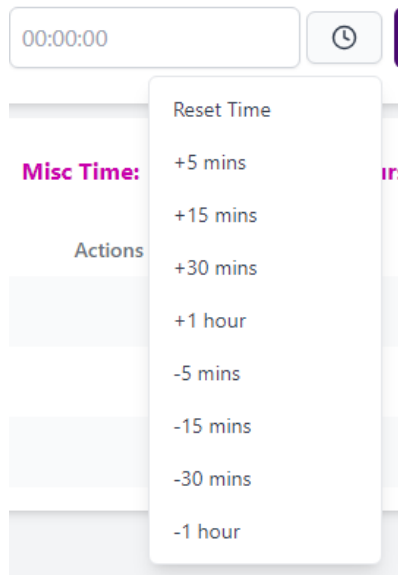
- Text box for task description which is a free form text. Kindly note that the value written in the textbox will be uploaded as a comment in Oracle.

What are you working on?

- Project drop-down where user can choose and identify what project is connected to the task being tracked. This is an auto suggest field and the user can type to search for the project.



- Time duration is where the user can input a specific time or leave it as blank when adding a new task. Users can either manually input time from this box or choose increments from the time icon beside the time box.



4. Other Actions

This displays other actions that can be done on the timesheet like selecting specific tasks and either copying them or deleting them.



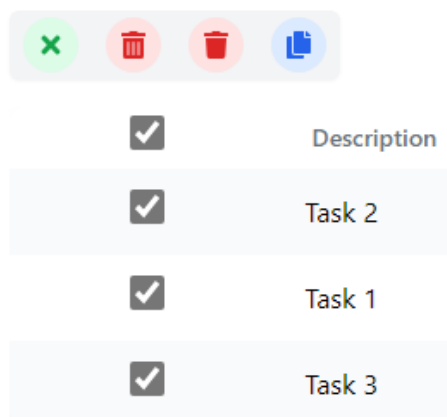
Select – Allows user to select specific task on the timesheet.



Delete – Delete ALL existing tasks on current timesheet.

Note: Clicking Delete without selecting a specific task prompts to clearing ALL the task listed within the specific date.

This is the user view after choosing to select:





Copy – Copy selected task from current timesheet to another timesheet.



Delete – Delete specific task/s selected.



Hide/Close Selection – Hide/Close select tick boxes.

5. Miscellaneous Time and Total Hours

This panel displays the time recorded for the current open timesheet.

- Start Time – indicates the time when you open Fuse to start tracking your time for the day
- Miscellaneous Time – indicates the duration where no task is running upon opening the Fuse site.
- Total hours – displays the total amount of time for ALL your tasks within the day.

6. The Grid

The Task Grid holds all tasks you are tracking. Tasks can be sorted by clicking the headers. To edit a task detail, click on the Edit icon from the Actions option on the right side which will redirect you to the Add/Edit field. Durations can be edited anytime even when the task is running. Editing the duration will stop the task but tracking will resume by clicking the play button that can be seen on the Duration column. Users can select multiple tasks and paste them on a different timesheet using the action icons mentioned in item #4.



- **Play/Pause Button** – plays or pauses a task. Fuse's default function is to allow only one task to run therefore playing another task will pause the previous task running.



- **Edit and Delete Button** – edits and deletes a task. Available for every task and located in the Actions column.

Billing Manager

The screenshot shows the Billing Manager interface. At the top, there is a form with three input fields: 'Project Name' (callout 1), 'Project Code' (callout 2), and 'Task Code' (callout 3). A 'Save' button is to the right of the 'Task Code' field. Below this, there is a 'Client' search bar (callout 4) and a 'Show Archived' button (callout 5). Below the search bar, there is a table with three columns: 'Project', 'Project Code', and 'Task Code'. The table contains three rows of data. To the right of the table, there are three icons: a green checkmark, a blue folder, and a yellow trash can.

Project	Project Code	Task Code
Client 1	123456	01.10
Client 2	456789	01.12
Client 3	789123	01.13

1. Add/Edit Panel

Fill out fields to add Project Details then click on Save. This is also where editing a Project takes place.

- Project Name
- Project Code
- Task Code



2. Search Bar

Users can search specific client using this search bar.

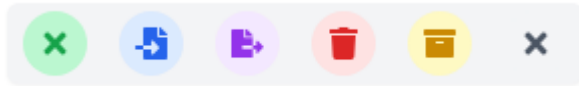
3. Show/Hide Archive Button





User is able to archive project code details. Archiving project code will hide it from default view. This button allows user to hide or show archived project codes on the list.


This functionality aids the user to show only active clients when assigning a task. Since the billing manager stores all the client billing entries appearing in the time tracking interface, the user can set client billing entries to archived if it is no longer used and revert to active when it is needed.

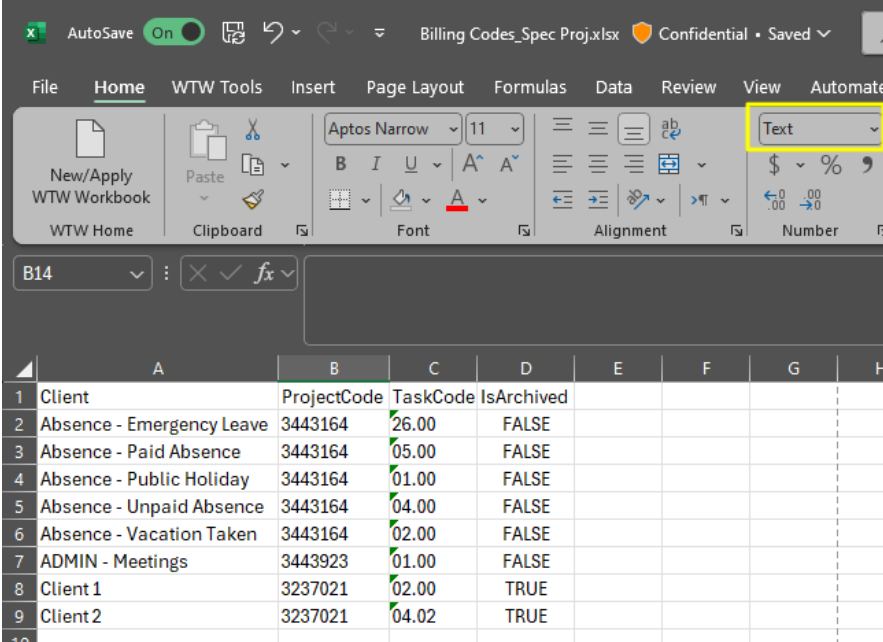
To archive entries, click on the yellow archive icon (), which turns into green when entry has been successfully archived. To revert the entry to an active client, simply click on the green archive icon () once you have confirmed that you want to unarchive the entry.

4. Other Action Buttons



  **Select/Deselect** – Allows user to select specific project code to be archived/unarchived () or deleted () at the same time.

 **Import Data** – The user can import an Excel file for the billing data. When importing a billing data, Fuse only adds the new entries. If the import file that is being used has project names that are already existing in the billing manager, these records will be ignored. Below is a sample file on how the import file should look like. The file should have the following columns: Client, ProjectCode, TaskCode and IsArchived. The data type should be text.



	A	B	C	D	E	F	G	H
1	Client	ProjectCode	TaskCode	IsArchived				
2	Absence - Emergency Leave	3443164	26.00	FALSE				
3	Absence - Paid Absence	3443164	05.00	FALSE				
4	Absence - Public Holiday	3443164	01.00	FALSE				
5	Absence - Unpaid Absence	3443164	04.00	FALSE				
6	Absence - Vacation Taken	3443164	02.00	FALSE				
7	ADMIN - Meetings	3443923	01.00	FALSE				
8	Client 1	3237021	02.00	TRUE				
9	Client 2	3237021	04.02	TRUE				
10								

Sample screenshot for New Fuse

Note: Old Fuse format is also accepted by the new Fuse Import and there is no need to alter it.

1	Client	Project	Task	Type	Status	
2	613969.OUT.HEA_DRS_FULL_AL	3402652	04.02	NonBillable	Active	
3	Absence - Emergency Leave	3443164	26.00	NonBillable	Active	
4	Absence - OOO In Lieu	3443164	05.00	NonBillable	Active	
5	Absence - Other Paid Leave	3443164	05.00	NonBillable	Active	
6	Absence - Public Holiday	3443164	01.00	NonBillable	Active	
7	Absence - Sick	3443164	11.00	NonBillable	Active	
8	Absence - Unpaid Absence	3443164	04.00	NonBillable	Active	
9	Absence - Vacation Taken	3443164	02.00	NonBillable	Active	
10	Advocate - Carriers	3276440	04.04	NonBillable	Active	



Export Data – The user can export all the billing data to an Excel file.

5. Billing Data Grid

This shows the Project Details already saved by the user. All tasks with a project can have an equivalent billing data. Billing data, which are Project Code and Task Code, are what you input to Oracle. The data you declare here will be used for the Oracle upload and the timesheet report you generate via email from the Oracle Upload section.

Oracle Upload

You can upload your timesheet directly to Oracle. Follow the steps below to upload your timesheet data.

April 27, 2025 - May 3, 2025

→|

Sun

Mon

Tue

Wed

Thu

Fri

Sat

Client	Description	Location	BillingCode	TaskCode	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Actions
Project 1	Task 1				0	0	0	3	0	0	0	
Project 2	Task 2				0	0	0	0.1	0	0	0	
Project 3	Task 3				0	0	0	4	0	0	0	
Total					0.00	0.00	0.00	7.10	0.00	0.00	0.00	7.10

Upload

Email

Export

1. Select the week to upload

Select a week you want to upload to Oracle using the dropdown list.

January 5, 2025 - January 11, 2025

February 9, 2025 - February 15, 2025

February 2, 2025 - February 8, 2025

January 26, 2025 - February 1, 2025

January 19, 2025 - January 25, 2025

January 12, 2025 - January 18, 2025

January 5, 2025 - January 11, 2025

Note: User have the option to return on the current week using (→|) button besides the drop-down list.

2. Select the day/s you want to upload

User can toggle and select the days they want to include on the upload.

Sun

Mon

Tue


Wed


Thu

Fri

Sat

3. Review the timesheet data to upload

Upon navigating in the Oracle Upload page, users will be able to see the tasks and billed time for the week and day they have selected. Users can remove tasks that they do not want to be included in the upload using the delete button (), visible when user hovers on

the action column. After reviewing your data thoroughly, you can now upload your timesheet entries. Click  to start.

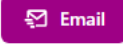

4. Wait for the upload to complete

Upon clicking the upload button, users will be redirected to the Oracle page and automatically upload user's timesheet.

5. Submit your timecard

Fuse will automatically submit your timecard once all the timesheet entries have been uploaded.

IMPORTANT NOTES

- Make sure each Project and Task code is valid and recognizable by Oracle to ensure a smooth upload. Tasks with missing Project Code or Task Code will not be uploaded. Numbers are enough for Oracle to recognize the codes.
- Fuse will ask you to **Continue** or **Overwrite** a timecard it already contains data.
 - Continue will upload where you left of.
 - Overwrite will upload starting at the first row overriding its data.
- Fuse will notify the users if there are days with less than 8hrs logged into them and confirm if they want to proceed with the upload
- Users will also be able to send selected week and days' timesheet via email by clicking the email button (). The current billed time will be copied and a new email in Outlook will open where the users can paste the billing data copied.
- The Export to Excel contains Timesheet data from the selected week in the Timesheet window. This can be generated by choosing a timesheet week before clicking the Export to Excel () icon.

	A	B	C	D	E	F	G	H	I	J	K	L
1	Period	Task	ProjectCode	TaskCode	SunHours	MonHours	TueHours	WedHours	ThuHours	FriHours	SatHours	TotalHours
2	April 13, 2025 - April 19, 2025	Task 1	3443923	02.00	0	1	0	0	0	0	0	1
3	April 13, 2025 - April 19, 2025	Task 2	3443923	04.00	0	0.5	1.2	1	0	0	0	2.7
4	April 13, 2025 - April 19, 2025	Task 3	3443923	04.00	0	0	1.5	0	0	0	0	1.5
5	April 13, 2025 - April 19, 2025	Task 4	3443923	04.00	0	1.3	3.6	2.6	0	0	0	7.5
6	April 13, 2025 - April 19, 2025	Task 5	3443164	01.00	0	0	0	0	8	0	0	8
7	April 13, 2025 - April 19, 2025	Task 6	3162558	87.00	0	0.6	0	1	0	0	0	1.6
8	April 13, 2025 - April 19, 2025	Task 7	3400469	04.11	0	4.7	1.8	3.5	0	0	0	10
9	April 13, 2025 - April 19, 2025	Task 8	3443164	01.00	0	0	0	0	0	8	0	8
10												

Sample of file generated: (Filename: TimesheetExport_MMDDYYYY.xlsx)

Settings

The screenshot shows a settings window with the following elements:

- Select Timezone:** A dropdown menu currently showing "(GMT+8:00) Beijing, Chongqing, Hong Kong SAR, Urumqi".
- Select Default Work Location:** A dropdown menu currently showing "Select work location".
- Copy Timesheets from previous day?** A checked checkbox.
- Decimal Mark:** A checked checkbox with the text "(Check for period (.) or uncheck for comma (,))".
- Contractual?** An unchecked checkbox with the text "(Are you a contractual employee?)".
- Oracle Entity:** A dropdown menu currently showing "3103".

Everything on the settings window is applied immediately upon change

1. Select Time zone

User can select a Time Zone to fit their shift and it will reflect on all clock time displayed on Fuse. Additionally, the prompt of the creation of New Day timesheet will depend on this setting.

This screenshot shows the "Select Timezone:" dropdown menu expanded. It lists several time zones with their corresponding GMT offsets:

- (GMT+5:45) Kathmandu
- (GMT+6:00) Astana, Dhaka
- (GMT+6:00) Almaty, Novosibirsk
- (GMT+6:30) Yangon Rangoon
- (GMT+7:00) Bangkok, Hanoi, Jakarta
- (GMT+7:00) Krasnoyarsk
- (GMT+8:00) Beijing, Chongqing, Hong Kong SAR, Urumqi (highlighted in blue)

2. Select Default Work Location

Users will be able to set a default work location that will be reflected on the time tracking page.

This screenshot shows the "Select Default Work Location:" dropdown menu expanded. It displays a list of locations with the following text at the top: "Select location to be used on timesheet upload." The visible locations are:

- AD.Andorra
- AE.UnArabEm
- AF.Afghanistn
- AG.AntguaBarb
- AL.Albania

3. Checkboxes

Copy timesheet from previous day

Check this if you want to copy yesterday's (or most recent) timesheet tasks to today's timesheet with durations set to 0.

Decimal Mark

This will be the decimal symbol for the hours when uploading to Oracle.

Contractual Employee

This setting applies to contractual employees. If user is a contractual/contingent worker, this setting needs to be ticked so that timesheets will be uploaded to the correct Oracle page for contingent employees.

4. Oracle Entity

For colleagues in the Philippines, operating unit for 3103 has been decommissioned and have now transitioned to 3107 due to legal entity change.

This portion allows the users to select which Oracle Entity they are using.



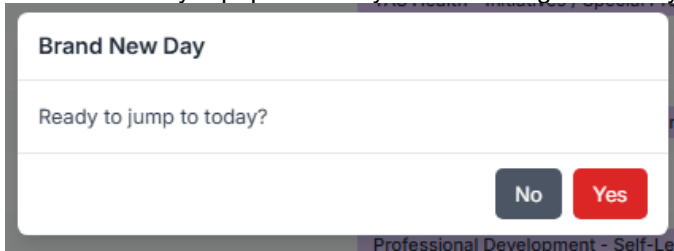
The screenshot shows a dropdown menu labeled "Oracle Entity:". The selected option is "3103". Below the dropdown, a list of options is visible: "3103" and "3107".

Oracle Entity
3103
3107

If you are setting up Fuse as a new user, jump back to the [Main page](#) once you have set your defaults.

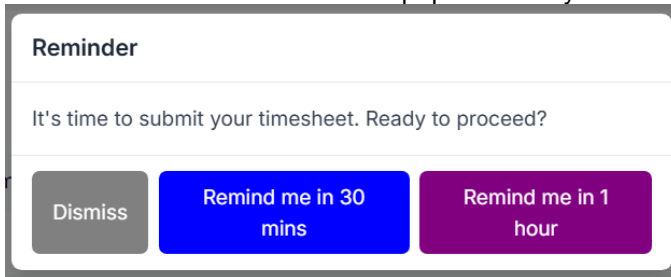
Notifications

- I. Brand New Day – pops out daily when starting a new day



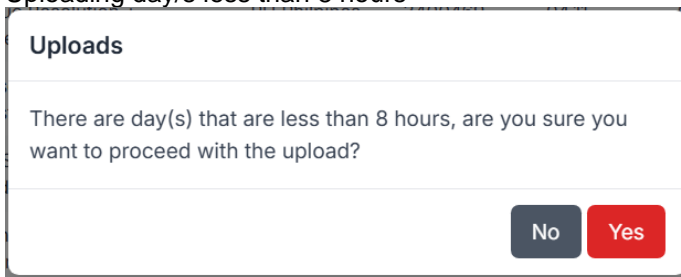
A notification dialog box titled "Brand New Day". Below the title is the question "Ready to jump to today?". At the bottom right are two buttons: "No" (grey) and "Yes" (red).

- II. Reminder to Submit Timesheet – pops out every end of the week and end of the month



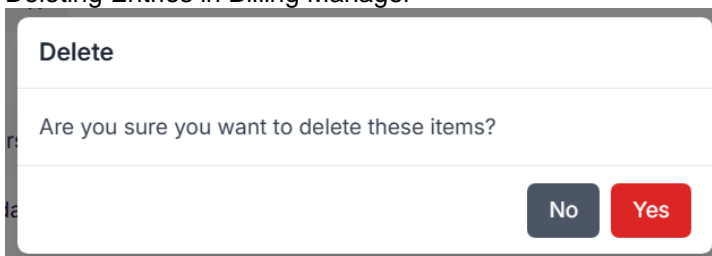
A notification dialog box titled "Reminder". Below the title is the text "It's time to submit your timesheet. Ready to proceed?". At the bottom are three buttons: "Dismiss" (grey), "Remind me in 30 mins" (blue), and "Remind me in 1 hour" (purple).

- III. Uploading day/s less than 8 hours



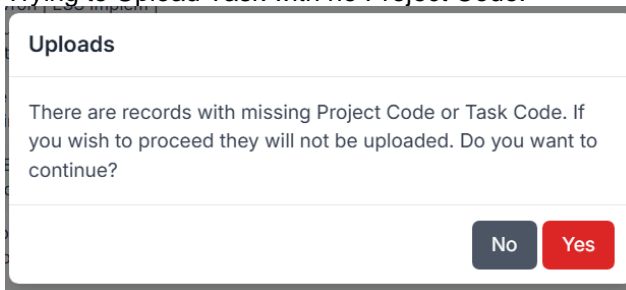
A notification dialog box titled "Uploads". Below the title is the text "There are day(s) that are less than 8 hours, are you sure you want to proceed with the upload?". At the bottom right are two buttons: "No" (grey) and "Yes" (red).

- IV. Deleting Entries in Billing Manager



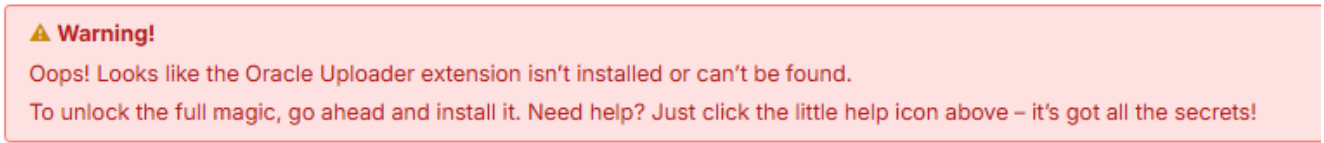
A notification dialog box titled "Delete". Below the title is the question "Are you sure you want to delete these items?". At the bottom right are two buttons: "No" (grey) and "Yes" (red).

- V. Trying to Upload Task with no Project Code.

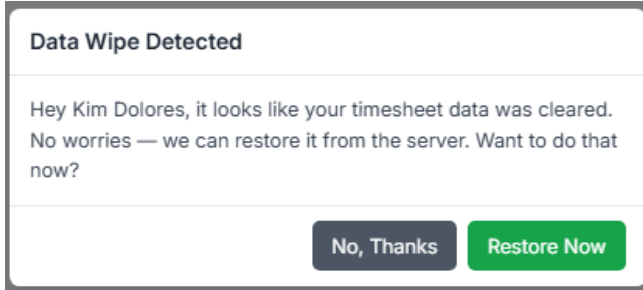


A notification dialog box titled "Uploads". Below the title is the text "There are records with missing Project Code or Task Code. If you wish to proceed they will not be uploaded. Do you want to continue?". At the bottom right are two buttons: "No" (grey) and "Yes" (red).

VI. Warning if Fuse Oracle Extension is not yet installed



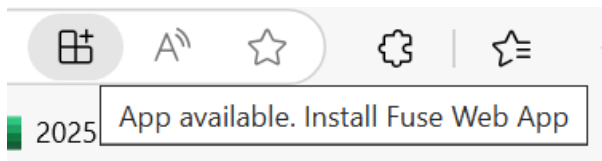
VII. Notification when ALL data has been cleared



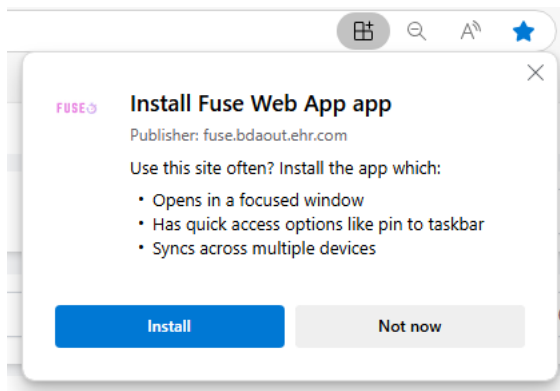
Stand-Alone Application

Users can install the new Fuse as a desktop stand-alone application. Follow the instructions below.

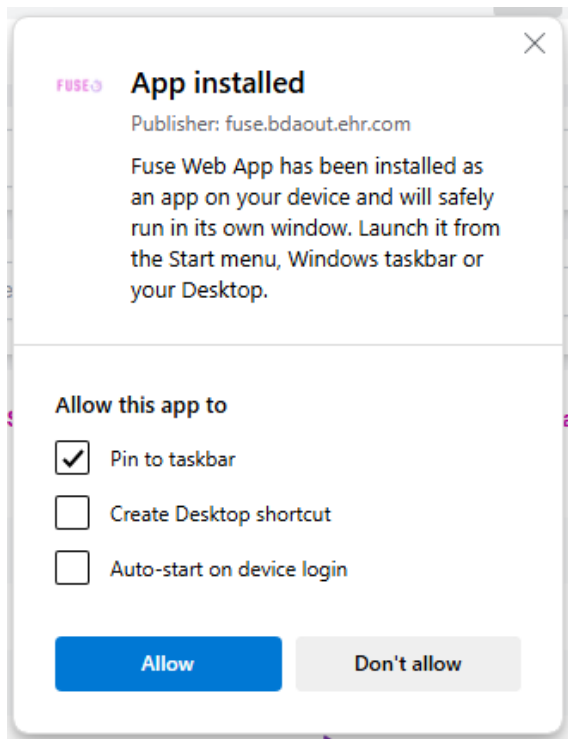
1. On the Fuse site in Edge browser, click this icon like box and when hovered will say "App available..." as seen on the screenshot below.



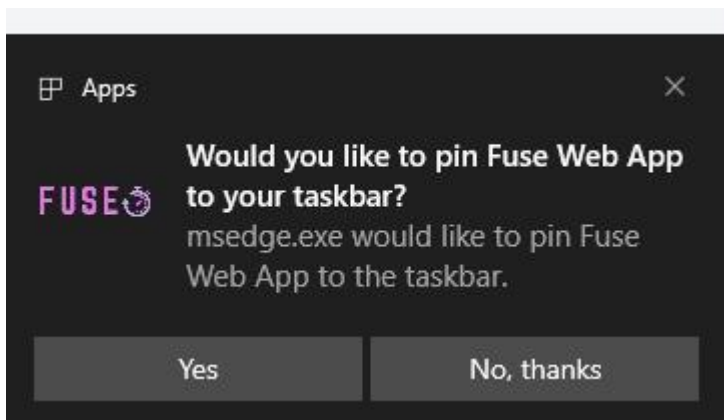
2. Choose install when this message pops up.



3. Pick options to allow what the app can do.



4. A message asking if user would like to pin the application in the task bar will show up. Click yes to easily access Fuse from the task bar.



The Fuse Web App launches once it is successfully installed.

FUSE

TIME TRACKING

BILLING MANAGER

ORACLE UPLOAD

SETTINGS

FUSE Web App - FUSE - Time Tracking

June 24, 2025 - Tue

PH.Philpines

What are you working on?

Select a Project

00:00:00

Save

✓


✖

Misc Time: 00:00:00


Total Hours: 08:00:00

Description ↑	Project	Duration	
Client 1 Spec Review	Client 1	02:00:00	<div>✎</div> <div>✖</div>
Client 2 Configuration	Client 2	04:00:00	<div>✎</div> <div>✖</div>
Client 3 Stand-up meeting	Client 3	02:00:00	<div>✎</div> <div>✖</div>

Report a Bug

If you are encountering issues, kindly submit a ticket via “**Report a bug**” button at the upper right  or go directly to [Report an Issue](#) in Service Central and select Fuse under Business Application field.

Suggestions or Enhancements

If you have suggestions, questions, or ideas for improvement, please share them through this [MS Forms link](#) or click the “**Suggestions or enhancements**” button at the upper right .

FAQs

What happens when I close the browser or my computer is on sleep and locked?

Records will remain in the same state before you closed it. If you have a running task, even if the browser is closed, the task will still be running and recording time which will be reflected once you have opened Fuse again.

How much data can be backed up in Fuse?

Fuse only backs up to 3 months. It will back up ALL data that have not been synced between Fuse and the database. Before backing up, make sure that there are no running tasks otherwise time that is running will not be backed up.

What happens when uploading gets stuck and hasn't moved for a long time?

User must stop the upload and check the following:

- Make sure that you have default location set-up in settings and make sure that location is populated in the Oracle Upload (meaning each timesheet day will have a location set) page before proceeding
- Make sure you are using correct entity which can also be found in the Setting page

Will the old Fuse still be working?

The old Fuse will still be accessible but will be eventually discontinued and removed. Note that even though the old Fuse can still be used, we will no longer handle any issue that will arise from it nor do maintenance for it.

Can I use Fuse in any browser?

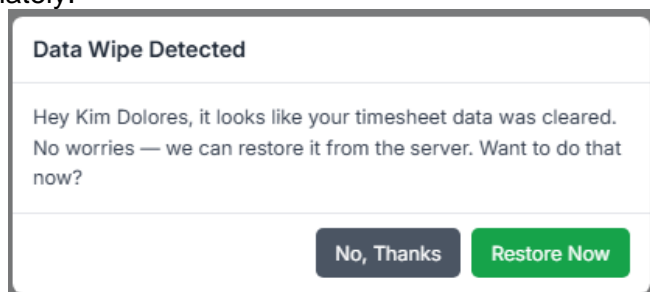
No. This new version only has browser extension installed in Edge therefore, uploading will only be possible in Edge.

Will clearing the browser cache affect my Fuse records?

When clearing the browser cache, it is highly probable that your Fuse data will also be cleared. To prevent data loss, the Fuse application does auto-backup for every 5 minutes for ALL of your data including the Timesheet, Billing manager, and Current Settings.

If you intended to clear your cache, please make sure that you close Fuse and open a new browser then access Fuse again so that you can restore your data in one go. See notification where you can

restore your data immediately.

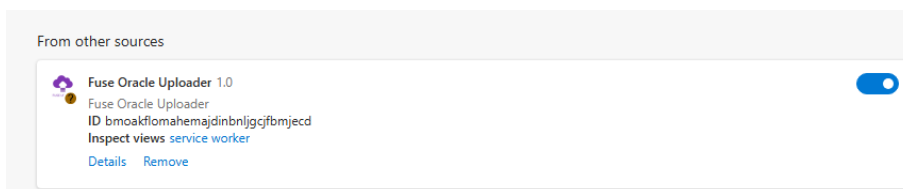


Comon issues that you may encounter

I clicked the upload button and I receive the “Failed to upload!” error message.

Check if the Fuse Oracle uploader is enabled. Go to the settings of Edge > Extension and My Extensions. The toggle on the Fuse Oracle uploader should be enabled as seen below.

Please note that Fuse does not work on Chrome. Users should only use Edge browser.



Fuse upload fails in the middle of the process. How do I upload my timesheet?

Fuse will automatically pause uploading so that user can check the error. User should resolve the error displayed and then reupload their timesheet. If error persists and is not related to an expired or wrong project code such as the image below, create a ticket for Fuse Team to investigate. If the project code is expired, please reach out to your project manager for the correct codes.

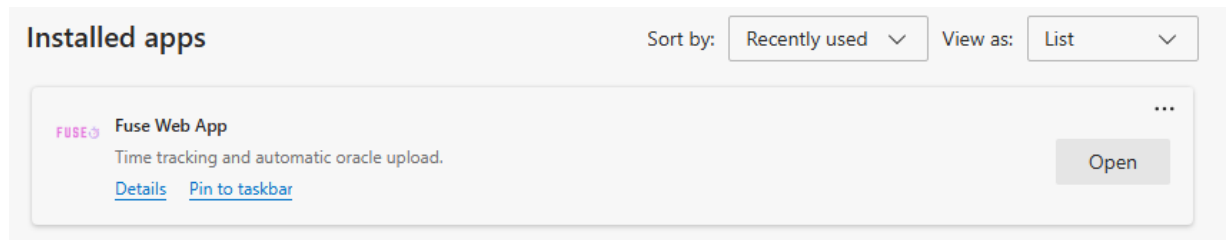


What to do if my stand-alone app stopped working?

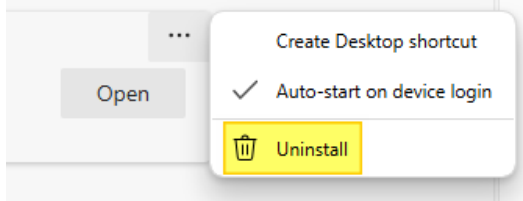
For shared-AVD users, Fuse stand-alone app will only be installed in the profile level and is currently wiped when users sign out or monthly maintenance happens. It is advised for shared-AVD users to use the Edge browser but if using the stand-alone app is preferred, just take note that user will encounter this issue and to use the stand-alone app again, user will be required to uninstall their stand-alone app and reinstall it again from the Fuse browser site.

Steps to Uninstall/Reinstall Stand-alone application:

1. In the Edge browser, go to the link indicated: **edge://apps/**
2. User will see “Fuse Web App” on the Installed apps section of the page.

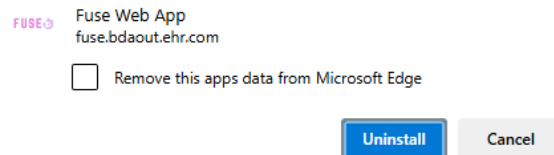


3. Click on the 3 dots on top of the “Open” button then choose Uninstall.



Do not tick the checkbox. Leave it as it is. Ticking the checkbox will delete all your time entries.

Remove “Fuse Web App” from Microsoft Edge and uninstall from any synced devices?



4. After uninstalling, repeat the steps from the “Stand-Alone Application” page to reinstall the web application.

What to do if Fuse Oracle Uploader extension disappears from browser?

NOTE: This only applies when the extension was previously installed, enabled and working. Shared AVDs should have the extension already installed in Edge and will just need to be enabled.

If you are a user on a Shared AVD machine and you do not have the browser extension initially installed, please [file a ticket](#) so we can assist you further.

If you are a local or dedicated AVD user, please follow the instructions to install [here](#).

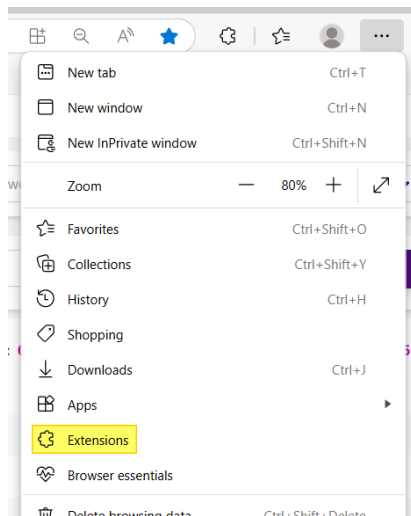
Follow the steps to have Oracle extension fixed:

1. Open the location below in File Explorer:

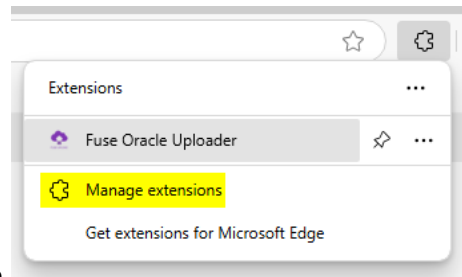
<\\nonclientpstq.file.core.windows.net\desktopapplications\Fuse\Versions\CRX>

Name	Date modified	Type
back up	1/30/2025 12:55 PM	File folder
oracleuploadextension.crx	5/2/2025 11:21 AM	CRX File

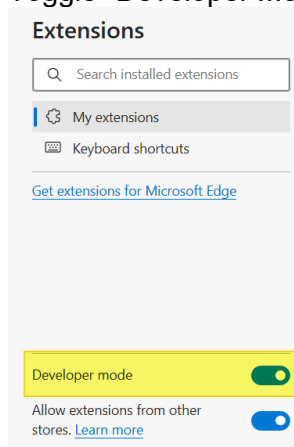
2. Open MS Edge then go to extensions > manage extensions.



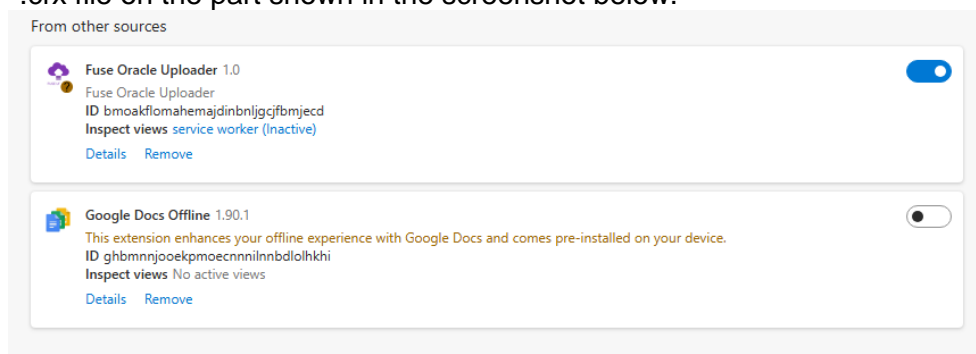
Then



3. Toggle “Developer Mode”



4. Drag the oracleuploadextension.crx file from Step 1 into Edge extension window in Step 2. Drag *.crx file on the part shown in the screenshot below.



5. Upload timesheet.