Welcome to TimeCamp Help!

Search for articles...

Troubleshooting

FAQ

Here you can find answers to the most frequent questions.

Troubleshooting steps

We prepared a few steps to help you troubleshoot issues experienced in a web browser.

Desktop app - troubleshooting

Here we've gathered a few tips that might help to solve some problems with the desktop app.

Password & Login

Here you can find the most common password and logging issues. Follow the instructions below to change your password, reset it or learn where to find the Adminsiatrtor's password to close the desktop app.

Difference in total time

We gathered a few examples when the total time visible on Timesheet or in the Reports section may be different from the duration times calculated manually.

Different time in Dashboard and Reports

If you started creating reports and monitoring how much time you spent on different tasks and activities you might notice that the Reports section and the Dashboard section show different times.

Wrong duration of the time entry

If the duration of your time entry doesn't reflect the time spent on the task check the timesheet's setting called "Synchronise timeframe with duration when editing time entry".

Can't view team's computer activities

In case the Activities report of your employee is empty or the people picker is not available despite your account role, we prepared a few steps which could help to fix this issue.

Integration tasks are not synchronized

There are a few situations when items from the integrated application might not be imported immediately or even disappear from the list of your active tasks in TimeCamp.

Integration with Trello - troubleshooting

Here we gathered a few most popular issues that might occur with Trello integration or power-up and instructions explaining how to fix those issues.

Clearing the cache

A cache is a special storage space for temporary files that makes a device, browser, or app run faster and more efficiently. Deleting site data, such as cache and cookies, is helpful when a site is misbehaving.

How to hide the chat widget?

Our Support Agents are always willing to help you with any issue. In the bottom-right corner of the site, you will see a live chat widget.

Which browsers/technologies TimeCamp support?

Our software is based on the newest technologies. Because of some restrictions of them, below we list the browsers and systems we support.