Welcome to TimeCamp Help!

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FAQ

How to export my Timesheet?

To export your timesheet, navigate to the Reports section on the left side menu and generate a **Detailed** type of report. Define the date range and select one of the available export formats. This way you'll be able to export the list of all time entries together with their tags and notes.

Learn more about available exporting options.

My reports show no data

If you don't see any data in the report first check the applied filters:

- Time range - make sure that entries were added during the selected timeframe;
- Projects - make sure that you have access to the selected project. To see a full report for the project you need to be either a Project Manager or have the permission of the Time Tracking Administrator;
- People - make sure that selected users have added time entries to the selected project in the selected time range;
- Active/archived - archived projects will be visible in the report only if you select the correct filter - either Active and archived or Archived;
- Tags - make sure that selected ones were added to selected projects;
- Invoiced status - choose the correct status of entries;

If you try to generate a report for your team, please make sure that you have access to the selected projects and time of other users within these projects. **Learn more**

In case everything is correct but the time is still not visible, please check if the same issue occurs in the incognito/private mode and **clear the cache**.

How to view time of a disabled user?

If you have disabled users on your account but can't access the history of their tracked time, please make sure that the option **Hide disabled users from lists in reports** is turned off.

To verify it, navigate to the Users module on the left side menu and scroll down to the bottom of the page. This option is located in the bottom right corner and should not be enabled.

If the mentioned setting is turned off but you still can't find disabled users in the People picker in the Reports section please contact us.

Task picker is empty

If you can’t see any projects and tasks both in the project module and in the task picker on your timesheet you’re most likely not assigned to any project.

Please contact the Administrator of your account to manage the assignment and check your tracking permissions.

I can’t see the Account Settings option

If you can’t access Account Settings it is more than sure that **you don’t have the Administrator’s role** on the account. If you need access to settings, please contact the Administrator of your account to change your role.

How can I change time format to decimal?

TimeCamp allows to choose between 3 types of time duration format:

- Classic or classic with seconds, e.g. 2h 30m or 2h 30m 23s;
- HH:MM or HH:MM:SS, e.g. 2:30 or 2:30:23;
- Decimal format with "," or with "." , e.g. 2,5h or 2.5h;

To change the duration format navigate to your avatar in the upper right corner and choose **Account settings** from the dropdown menu. Next select one of the available options under the **Duration format** menu. New format will be applied to the entire account, all users, all time entries and all reports.

How to log out of the desktop app?

We don't provide the direct option to log out of the desktop app. You can either close it or relog to a different account.

To close the desktop app click on its icon (right-click if using Windows) to open the menu and choose the "Exit" option. Depending on the account settings you may be asked to enter the Administrator's password (user who invited you to TimeCamp).

To relog to the desktop app click on its icon (right-click if using Windows) to open the menu and choose the "Preferences" option. You'll be asked to enter the Administrator's password (user who invited you to TimeCamp). Next enter the new credentials and click on the "Log in" button.

What activities are gathered by the desktop app?

The desktop app recognizes website and apps’ usage, and window titles - which allows you to find out how much of your time you spend on each tool or website. If you don’t need such data, you can easily turn off the computer usage tracking and use the TimeCamp app only for tracking projects' time.

Data that can be registered by the desktop app, depending on the enabled settings:

- the time of computer turn on/off;
- names of visited websites and applications;
- the time span of each activity;
- the away time when computer is inactive;
- screenshots;
- number and time of logins;

To turn off the tracking you need the Administrator's permission. Navigate to Account Settings and open the Computer time settings, then uncheck unnecessary options.

Learn more about Computer time settings.

How to check what activities were registered in projects?

If you want to see what kind of computer activities were registered under specific projects or what tools are most often used by them, you can check it in the **task's time report**.

To open the task's time report navigate to the Projects module and hover your mouse on a task you'd like to check. Next click on the "**report**" icon next to it. You'd be redirected to a report of this specific task.

At the bottom part of the report, navigate to the **Activities** tab. Here you'll find the list of websites and applications that were registered and assigned during tracking time to the task and its subtask. You can also adjust the date range and choose certain users that tracked time to this task to get more specified data.

This report can be downloaded as an Excel file. If you would like to reassign some activities to another task you can do it directly on your Timesheet.

Learn more about the task's time report.

Is TimCamp available in different languages?

TimeCamp is available in a few languages. Currently, you can change the language to one of the following:

- English
- French
- German
- Polish
- Spanish
- Portuguese (Brazilian)

To change the language navigate to your avatar in the upper right corner and choose Profile settings from the dropdown menu. Here you can simply select the preferred language from the drop-down list and save settings.

Is dark mode available?

Yes, you can choose one of the following themes:

- Modern
- Dark

To change the mode navigate to your avatar in the upper right corner and choose **Profile settings** from the dropdown menu. Here you can simply select the preferred **Theme** from the drop-down list and save the settings.

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502 error

What is the 502 error? Well, it could be server overload.

How to fight it? The issue is not on your side. Whenever the issue happens, our eyes are on it and it is usually fixed in 10-15 minutes.

How to contact the Support team?

If you can't find answers to your queries in our documentation, please fill in the **Contact Form** and add as many details as possible.

You can use a chat window in the bottom right corner as well.