

# Welcome to TimeCamp Help!

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## Zendesk plugin

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We've created a special Zendesk app that helps track time on your tickets directly from Zendesk. To work properly [integration with Zendesk](#) must be enabled on your TimeCamp account first.

Once the TimeCamp plugin is added all users connected to Zendesk account will be able to track time within Zendesk.

## Add Zendesk plugin

To add the app to your account, go to the [Zendesk marketplace](#) and search for **TimeCamp**. Open the TimeCamp time tracking extension and click on the **Install app** button.

### Apps

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\*timecamp\* Clear all filters


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Time Tracker by TimeCamp	User Assignment Manager	Ticket Merge
Track time spent on tickets directly in Zendesk.	Auto assign tickets to current users when the open a ticket	Merge tickets efficiently with a streamlined merging experience in Zendesk
★★★★ Free to install	★★★★★ \$1.66 per agent, per month	★★★★★ Free 14-day trial

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## Time Tracker by TimeCamp

Track time spent on tickets directly in Zendesk.

★★★★★ (24) Be the first to write a review

Additional fees may apply ⓘ

**Install** ← 3




Description How to install

**App details**


WORKS WITH Support

INSTALLS

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## Time Tracker by TimeCamp

Works with:  support Support

Select account to install this app:


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AUTHOR TimeCamp

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## Time Tracker by TimeCamp

Track time spent on tickets directly in Zendesk.

**App details**

Version: 2.2.2  
Framework Version: 2.0  
Email: dev@timecamp.com  
Location: Ticket

**INSTALLATION**

Title\*  
Time Tracker by TimeCamp

Enable role restrictions?  
Select the roles that should have access to this app:

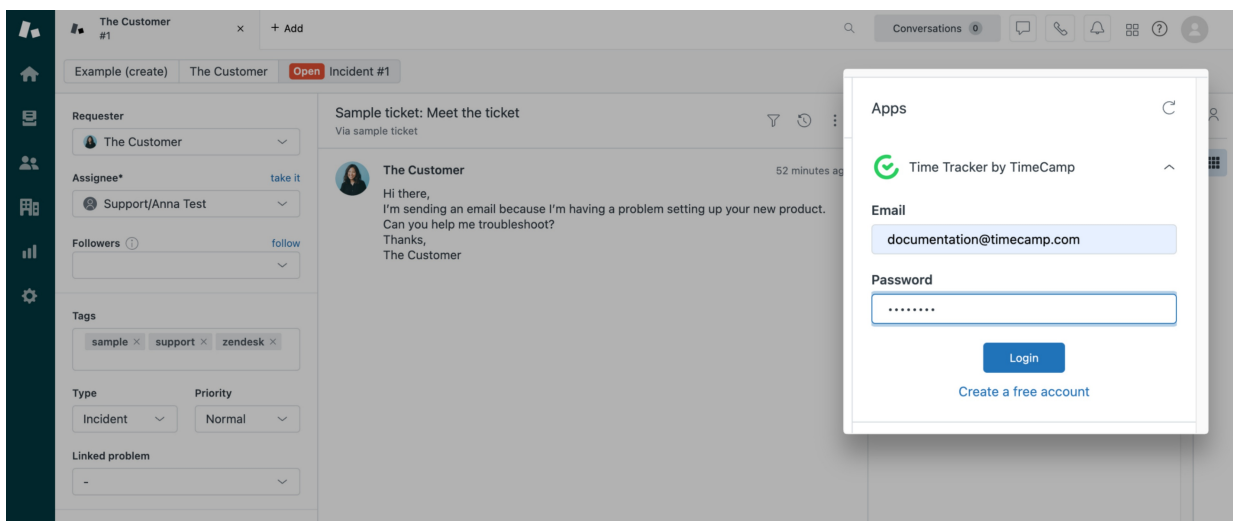
Enable group restrictions?  
Select which groups should have access to this app:

By installing this app you hereby agree to the [Zendesk Marketplace Terms of Use](#).

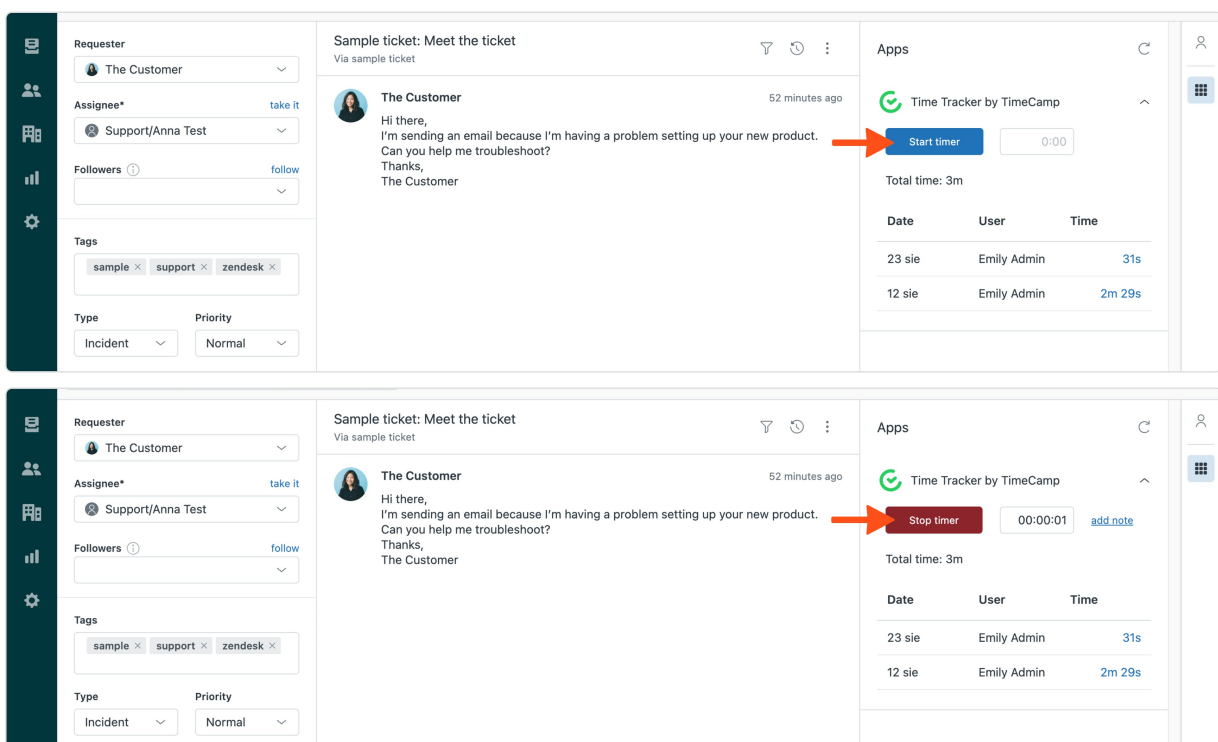
**Install** ← 6

Track time with Zendesk plugin

After the installation is done, the TimeCamp app widget will appear on the right side of your screen when you navigate to your tickets. The first thing you'd need to do is **log in using your TimeCamp credentials**.



Next just open the ticket and click on the **Start timer** button to start tracking. When you finished tracking just click on the red **Stop timer** button.



You can also put the number of hours in decimal format to add time manually and then click **Add Time** button.

Requester: The Customer

Assignee\*: Support/Anna Test

Followers: 1

Tags: sample, support, zendesk

Type: Incident, Priority: Normal

Sample ticket: Meet the ticket  
Via sample ticket

The Customer  
54 minutes ago  
Hi there,  
I'm sending an email because I'm having a problem setting up your new product. Can you help me troubleshoot?  
Thanks,  
The Customer

Apps: Time Tracker by TimeCamp

Add new entry: 2.5 add note

Total time: 4m 19s

Date	User	Time
07 mar	Emily Admin	1m 19s
23 sie	Emily Admin	31s

The plugin will be automatically synchronized with your web Timesheet.

Optionally you can add a note to your tracked time. After starting a timer click on the **add note** button, then input a note and click on the **Save note** button.

Requester: The Customer

Assignee\*: Support/Anna Test

Followers: 1

Tags: sample, support, zendesk

Type: Incident, Priority: Normal

Sample ticket: Meet the ticket  
Via sample ticket

The Customer  
52 minutes ago  
Hi there,  
I'm sending an email because I'm having a problem setting up your new product. Can you help me troubleshoot?  
Thanks,  
The Customer

Apps: Time Tracker by TimeCamp

Stop timer: 00:00:01 add note

Total time: 3m

Date	User	Time
23 sie	Emily Admin	31s
12 sie	Emily Admin	2m 29s

Requester: The Customer

Assignee\*: Support/Anna Test

Followers: 1

Tags: sample, support, zendesk

Type: Incident, Priority: Normal

Sample ticket: Meet the ticket  
Via sample ticket

The Customer  
54 minutes ago  
Hi there,  
I'm sending an email because I'm having a problem setting up your new product. Can you help me troubleshoot?  
Thanks,  
The Customer

Apps: Time Tracker by TimeCamp

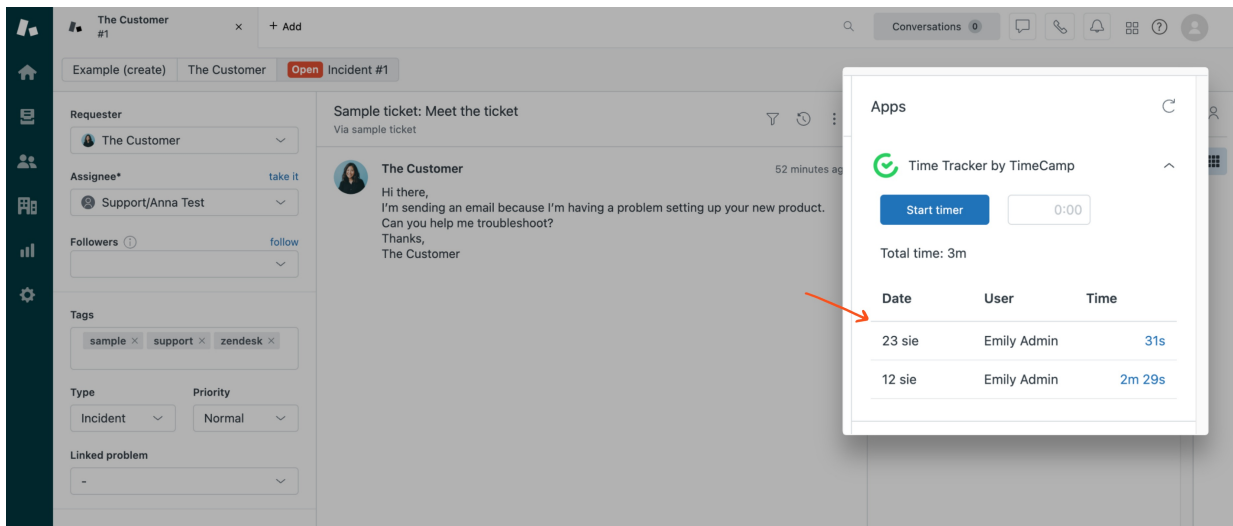
Stop timer: 00:00:30

Test Save note

Total time: 2h 34m

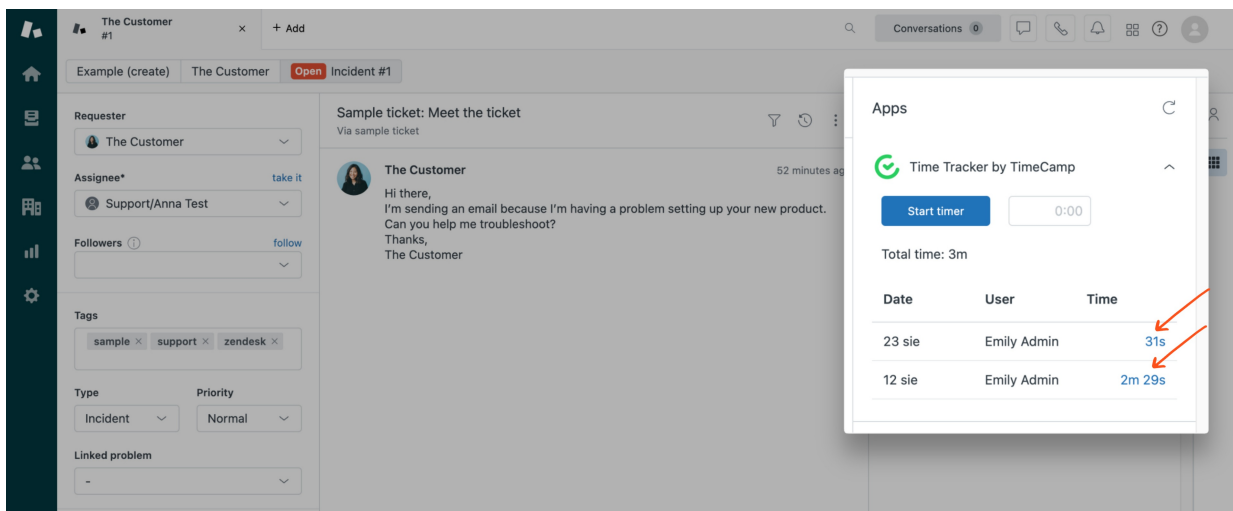
Date	User	Time
------	------	------

The history of tracked time will be also visible in the plugin view.



## Modify tracked time

If you'd like to edit your tracked time please open the ticket, in which you would like to modify your time. Next, in the **History** section find the time entry you would like to modify or delete and **click on its duration**. You'll be redirected to your web Timesheet where you can edit time entries.



## Uninstall Zendesk plugin

To remove the plugin navigate to the Admin Center in Zendesk and open the **Currently installed apps** tab. Click on the **Settings** icon under the TimeCamp app and select the **Uninstall** option.

**My Apps** Marketplace Upload private app

**Currently Installed** Private Apps

Filter apps Reorder apps

**Enabled apps**  
Enabled apps in your Zendesk

**Uninstall** 1

**Enabled** 2

Change settings

Developer website

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Disabled...  
Disabled...

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