

# Welcome to TimeCamp Help!

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## Integration with Trello - troubleshooting

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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.

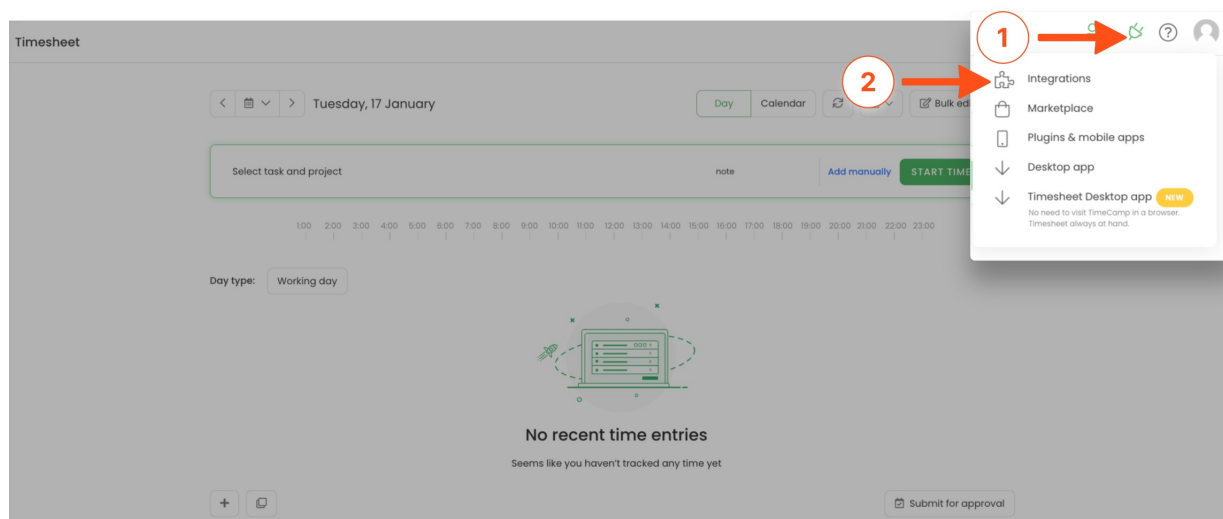
In case you're experiencing a different problem or the provided instructions don't help, please describe your case via the [Contact Form](#).

### Error 3415

If you try to start a timer with power-up and receive a notification with a link to enable integration but after clicking this link an error message **Error creating integration. Error number 3415** appears, please verify these steps.

#### Step 1

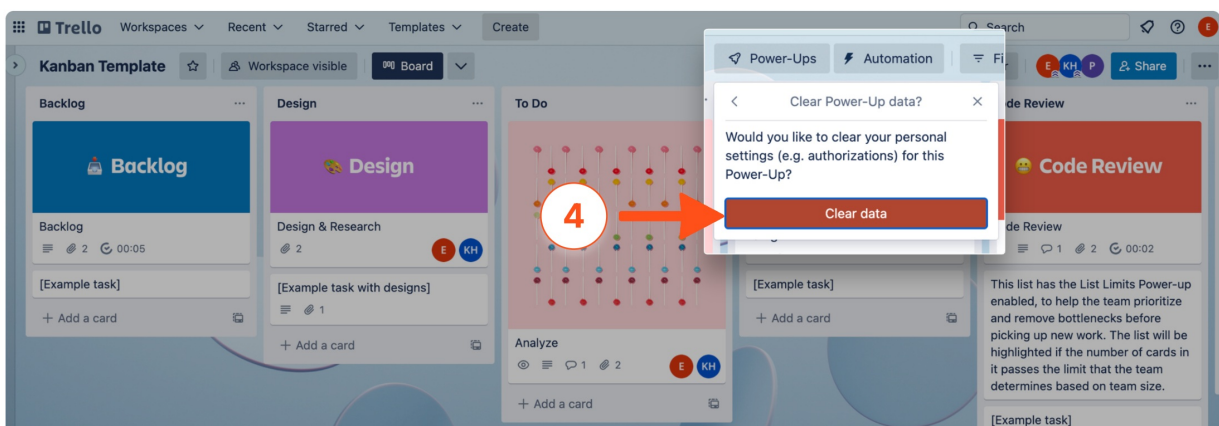
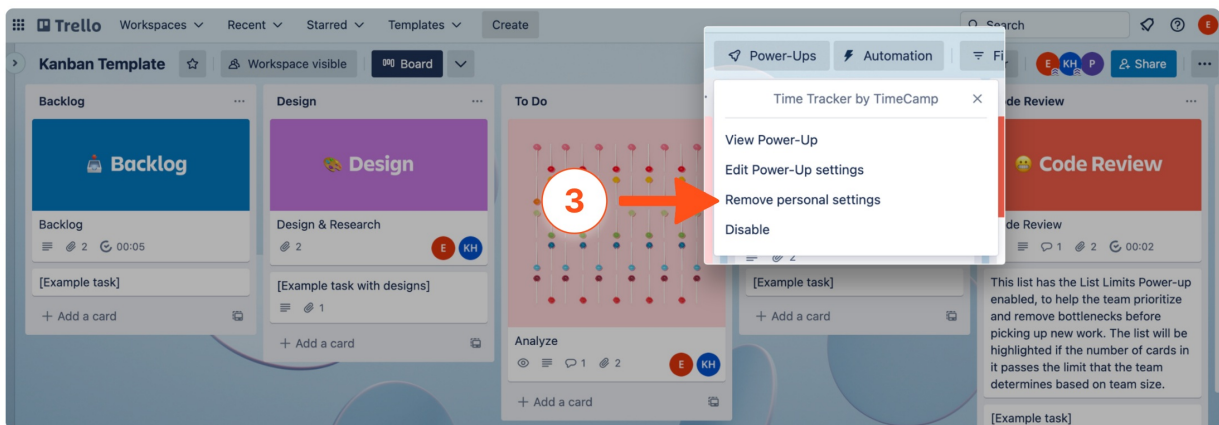
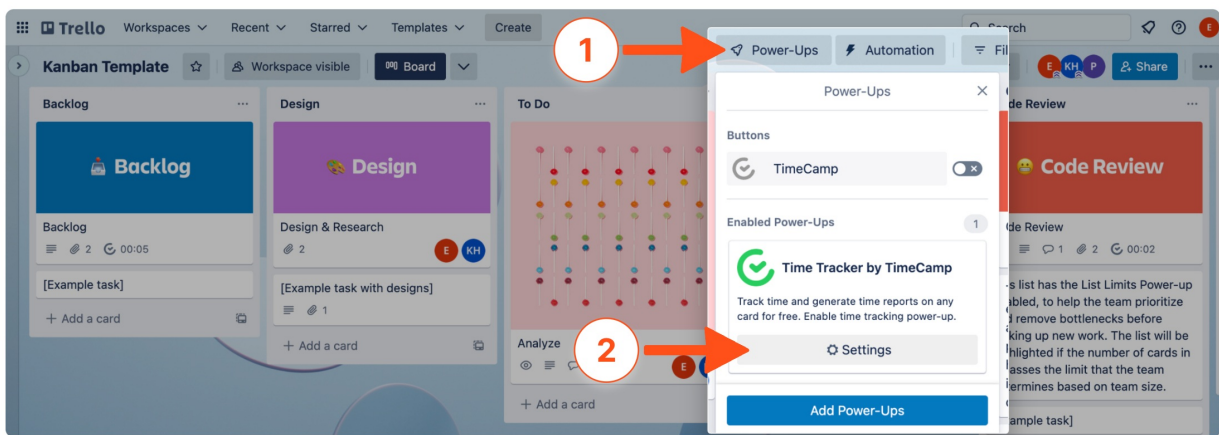
Check if integration on your TimeCamp account is enabled.



## Step 2

Relog to the power-up by clearing its personal settings.

1. Open the board and click the **Power-Ups** button above the lists of cards;
2. Find Time Tracker by TimeCamp on the list and click on its **Settings**;
3. Choose the **Remove personal settings** option from the menu;
4. Then confirm by clicking on the **Clear data** button;
5. Power-up should force you to log in again. If you have an open TimeCamp tab in your browser, power-up will immediately synchronize with the TimeCamp account you're currently logged into;



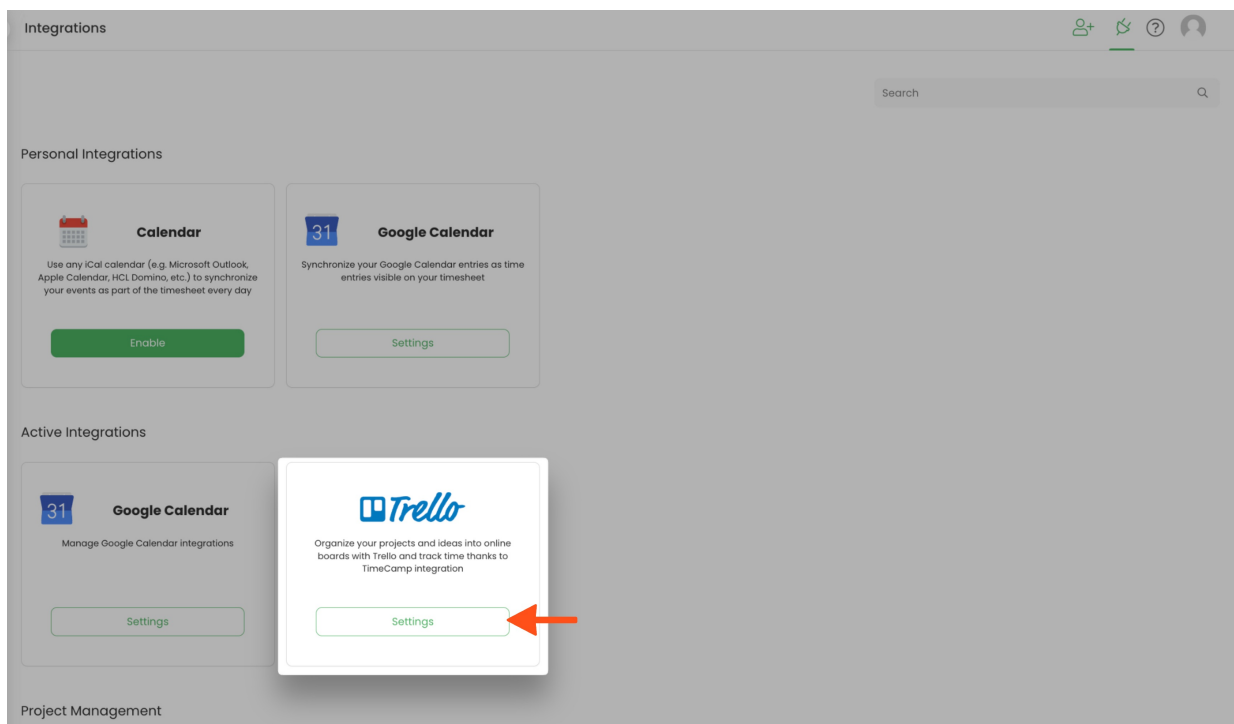
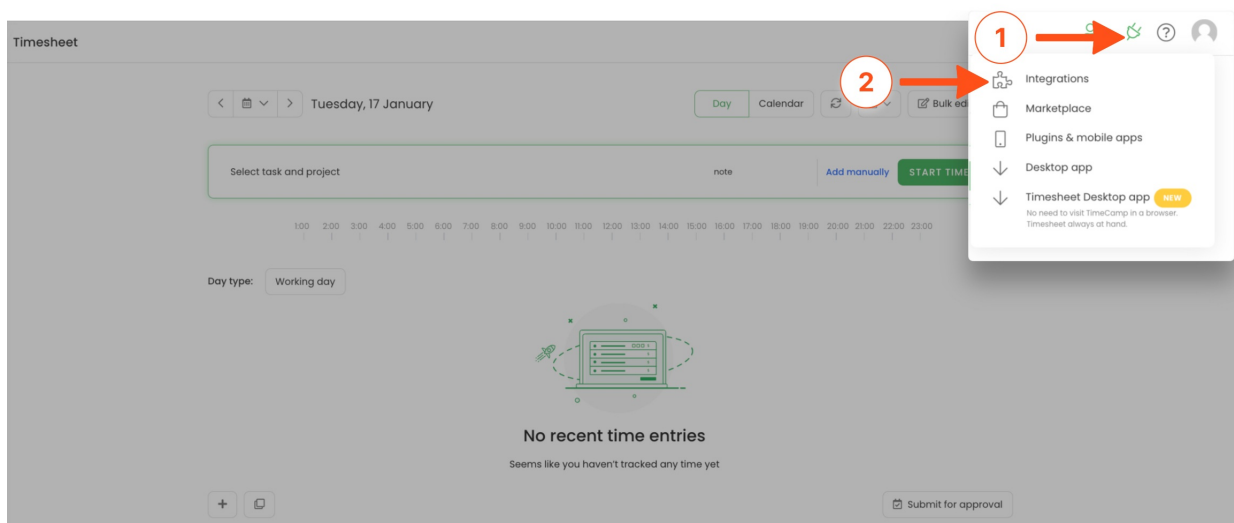
If these steps didn't help, then we recommend **unlinking and enabling Trello integration** again. After integration is re-enabled, please try to repeat the second step and **remove personal settings** in power-up again.

## Synchronising... Please wait up to 1 minute

If you try to start a timer with power-up but a notification **Synchronising... Please wait up to 1 minute** appears and it lasts more than 1 minute or doesn't disappear at all, please verify these steps.

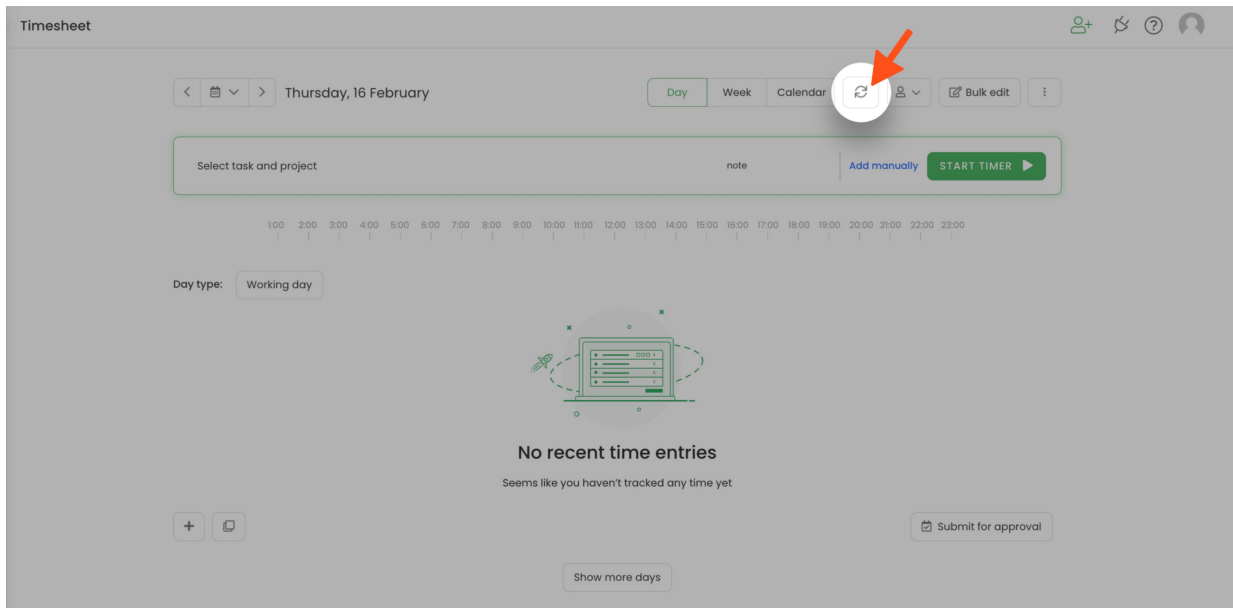
### Step 1

Verify in Trello integration Settings if a board the card belongs to is synced.



## Step 2

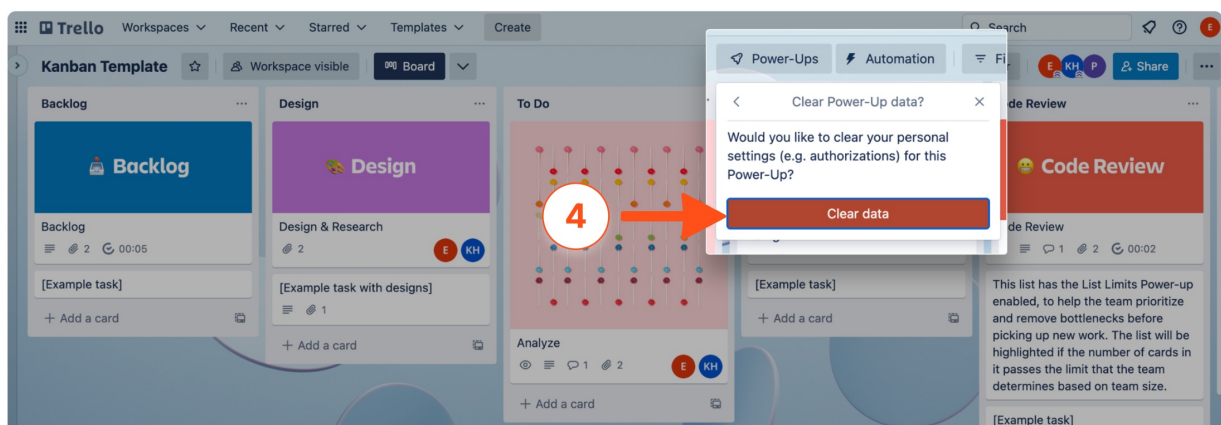
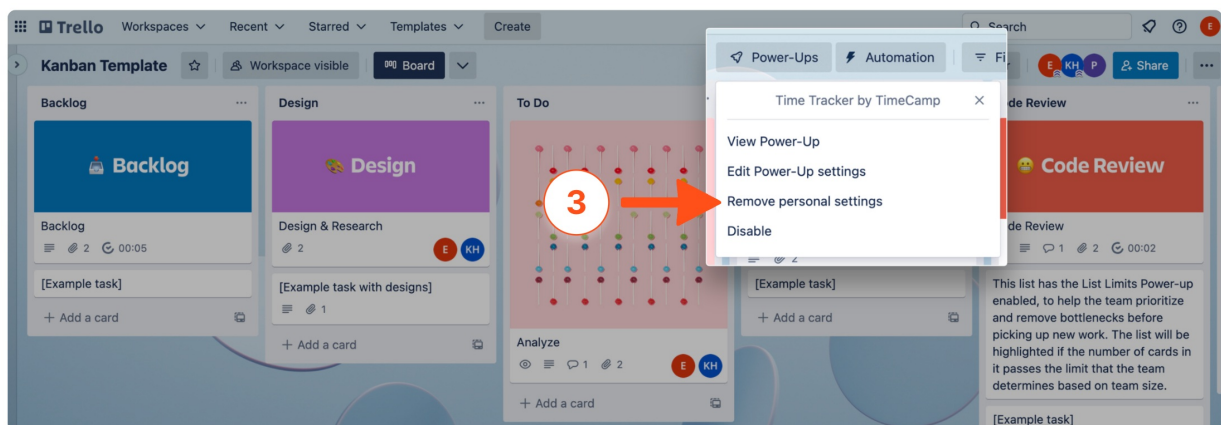
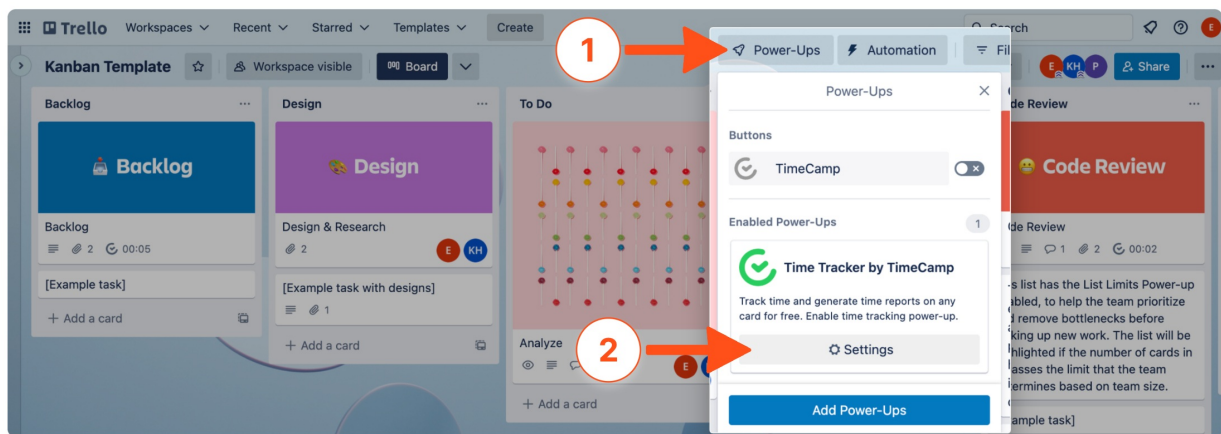
Verify if the card you're trying to track time to is already imported on the list of your tasks in TimeCamp (Projects module). If it is not there, **force syncing** on your Timesheet.



## Step 3

Relog to the power-up by clearing its personal settings.

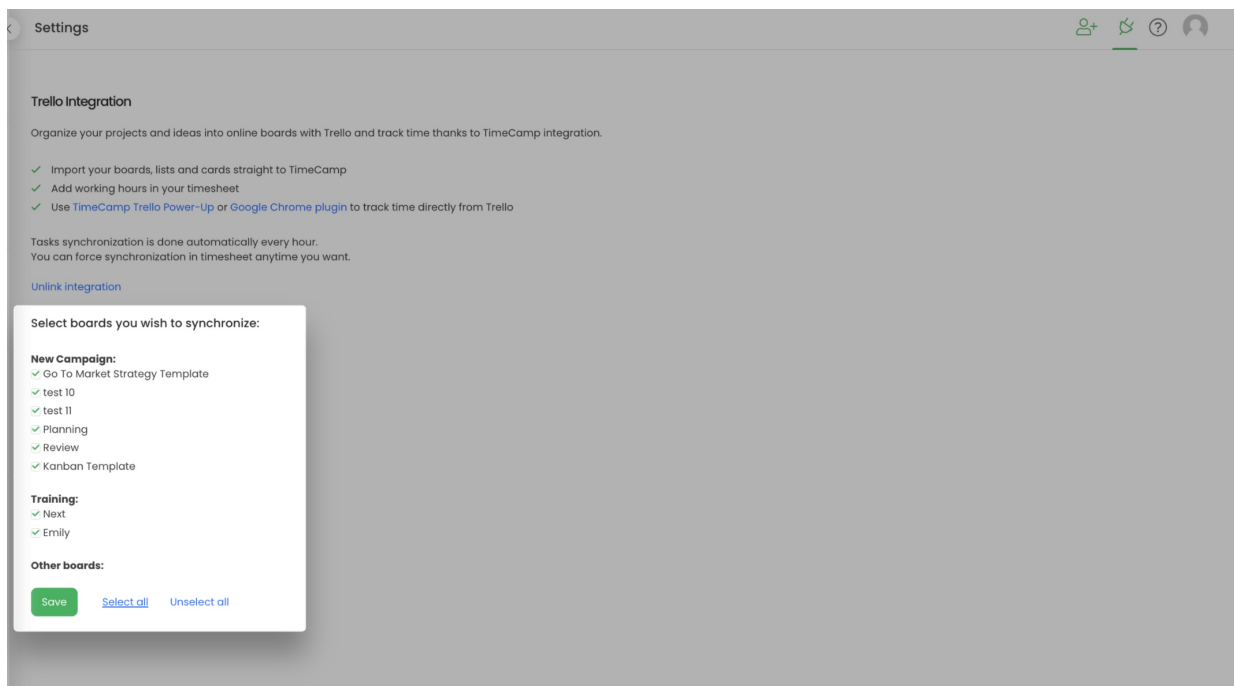
1. Open the board and click the **Power-Ups** button above the lists of cards;
2. Find Time Tracker by TimeCamp on the list and click on its **Settings**;
3. Choose the **Remove personal settings** option from the menu;
4. Then confirm by clicking on the **Clear data** button;
5. Power-up should force you to log in again. If you have an open TimeCamp tab in your browser, power-up will immediately synchronize with the TimeCamp account you're currently logged into;



If these steps didn't help, then we recommend **unlinking and enabling Trello integration** again. After integration is re-enabled, please try to repeat the third step and **remove personal settings** in power-up again.

## Missing boards

In order to synchronize specific Boards you need to select those boards from the list in Trello integration Settings.



If integration is enabled but some of the Boards don't appear on the list of boards you can sync in Trello integration Settings, please verify these steps.

### Step 1

Check if the **person who created the integration** has access to these boards in Trello. Only boards the Owner of integration is added to can be imported.

### Step 2

If the person who created Trello integration is no longer a part of your team or you would like to set a different Administrator as the integration owner, we recommend **re-enabling the integration**.

To do this the person who is supposed to be a new integration Owner should unlink and enable integration again in the Integrations tab.

