Contents

1. Welcome to TimeTiger

welcome to TimeTiger!

TimeTiger has been designed with three important goals in mind:

- Fast, easy time entry that makes it painless for you to log your work.
- Powerful analysis and reporting tools that help you understand your work.
- Flexibility and power that let you use that information to improve the way you do work.

You'll see just how easy it is to enter time information, and the powerful reporting tools will help you learn about your own activities. To begin, see Getting Started.

For a listing of help topics, click on the Contents button above.

For the latest information on TimeTiger or to get help with the system, connect to the TimeTiger web site http://www.timetiger.com.

2. TimeTiger Overview

2.1. Getting Started

Note: At any time, right-click on the TimeTiger clock icon in the Windows system tray at the bottom-right corner of your screen to bring up the TimeTiger QuickPick window. The QuickPick window gives you instant access to the most commonly used TimeTiger features.

For information about using TimeTiger after it has been installed and set up, see QuickPick Overview.

For information about installing TimeTiger for use on a network or your own computer, see Database Connection Overview.

For information about creating and configuring a brand new database for your organization, see Setup Wizard.

For information about adding Clients, Projects, Tasks, and Categories to a database to prepare it for use, see After the Setup Wizard.

For general information about TimeTiger and what it can do for you, visit www.timetiger.com.

Once TimeTiger has been setup, and you're ready to start using it, the most important thing you should learn and get used to is time entry using QuickPick. Please go to that section first. After you've mastered time entry, you can learn about other areas, such as Reports, Administration, and changing TimeTiger Options.

Note: If you are not logged in to TimeTiger as a system administrator, you will have limited access to the system and will not be able to change system options.

2.2. Sample Data Overview

Note: At any time, right-click on the TimeTiger clock icon in the Windows system tray at the bottom-right corner of your screen to bring up the TimeTiger QuickPick window. The QuickPick window gives you instant access to the most commonly used TimeTiger features.

To learn how to start logging time right now in the Sample database, see QuickPick Overview.

TimeTiger comes with a sample database to show you how a company could set up their installation. If you selected the 'Use Sample database" during the setup of TimeTiger, you can now view the sample company's setup of TimeTiger. **The sample database contains information from October 1998 to October 2001, with the majority of data in 1999 and 2000.** Please use dates in this range for reporting.
To see how the sample database has been configured, right-click on the TimeTiger icon in your system tray. Then click on the Explorer button . For more information about the TimeTiger Explorer please refer to the Administration section.

The sample database provided is for a company which contains Clients, Projects, Tasks, and Categories.

The sample database is set up with Overtime data for Regular Overtime and Extra Overtime - see the section on Options-Timers for more information on how Overtime and Extra Overtime work. It is *not* set up with supervisor approvals. To learn about this topic, see Supervisor Approval.

Each of the users in the database have no passwords, and all have administrative privileges so they are allowed to both view and change the data. To find out what a user without Admin priveledges can and cannot do, see the Section on Properties-Users. You can also change a user to a non-administrator - see the Explorer section.

The users are:

Steve
Chris
Dave
Jane
Jason
Jorge
Ken
Sample
Theresa

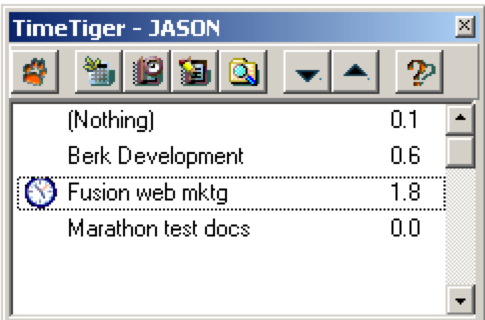
Expand the Categories to view the categories which are being used for this company. The categories you set up for your own organization need not be the same as those listed here.

You can use the Report Wizard to get more information about the company and do some analysis on where it has been spending its time. For more information on Reporting please refer to the Reports section.

Note: To reach this section in the future, Choose Help...Help Topics from the Explorer window and select "Sample Data Overview" from the Topics at the left.

2.3. QuickPick Overview

This is the TimeTiger QuickPick window:



The QuickPick window shows you a list of all the different things you could be working on during the course of your day. In TimeTiger, we call these Timers. You can have as many timers as you want, and you can create a timer for each of your various activities and responsibilites. Once you have created these timers, keeping track of your time is as simple as clicking on the activity you are currently working on.

In the example above, you can see that we are currently working on Fusion web mktg. The timer is running, as indicated by the clock to the left of the timer description. So far, 1.8 hours has been spent on this task. When we begin working on Berk Development, we just click on that timer. The Fusion web mktg timer stops and the Berk Development timer continues from where it left off.

The (Nothing) timer is used for time you spend that is not related to work. If you go on a break, for example, click the (Nothing) timer before you leave.

At a convenient time (typically at the end of each work day), transfer your time from the QuickPick window into the TimeTiger database by clicking the Log Time button . Note that your time logs will not appear in any TimeTiger reports until you log them to the database. For more information on this step, see Log Time Overview.

To add a new timer to your QuickPick list, click the New Timer button .

To edit time already logged in the database, click the Edit Time button .

To launch the TimeTiger Explorer, where you can do reporting and system administration, click the Explorer button .

To see a menu of options related to a specific timer, right-click on the timer itself.

To see other TimeTiger options or to exit TimeTiger, click on the TimeTiger Paw button .

Note: if you close the QuickPick window, you haven't actually quit TimeTiger. To get QuickPick back, just right-click on the TimeTiger clock icon 11:27 AM in your Windows system tray at the bottom-right corner of your screen. TimeTiger is designed to always be running on your computer, giving you instant access to time logging features. To actually exit TimeTiger, click on the TimeTiger Paw button and choose Exit TimeTiger from the menu.

2.4. Add/Edit Timer Overview

This window allows you to add or edit timers in your QuickPick list. You must enter a name for the timer as it will appear in your list, and you must also fully categorize the timer by assigning it a Client, Project, Task, and/or Category. This way, when you log time to this timer, it can be automatically categorized in the TimeTiger database.

If you do not see the item you wish in the list presented to you, click the Add button to create it. Note that only TimeTiger Administrators can add items in these lists.

If you are an administrator you can also create timers for users other than yourself. The timer you create will be added to the other user's QuickPick timer list the next time they start TimeTiger or when they choose Refresh from the paw menu in their TimeTiger QuickPick menu.

2.5. Log Time Overview

The Log Time window transfers time you have been tracking in your QuickPick timers to the TimeTiger database. To Log Time, click on the QuickPick Log Time button or simply double-click on the TimeTiger clock icon in your Windows system tray.

The Log Time window is automatically filled in with the timers from your QuickPick list. You can take this opportunity to adjust and review entries, add new entries, and fill in a descriptive note about the work actually completed in the Status/Description field.

To remove a timer you do not wish to log right now, simply change its Time to 0.0.

The top section of the Log Time window shows you three "Auxiliary" timers. These timers do not appear in your standard QuickPick list, but you can see them in the QuickPick window by choosing "Show Auxiliary Timers" from the Paw menu. The Main timer shows the total time since you last logged time to the database. You can use Timer 1 and Timer 2 to track an activity that you do not wish to create a QuickPick timer for. You can start and stop Timer 1 and Timer 2 from the QuickPick window.

Tip: Try using the keyboard to navigate through this window. The TAB key moves to the next field and the ENTER key clicks the OK button. The arrow keys move you around the window.

Note: You can change the date you are logging time for by clicking the ... button at the top of the window. You can only log time for one date at a time.

2.6. Edit Time Logs Overview

This window lets you edit your time entries and the time entries of the people who report to you (if you are their supervisor). When supervisor approval is not enabled, you can only edit your own time. Supervisor approval is defaulted to OFF. To enable it, see the section on Supervisor Approval. If supervisor approval is enabled, the Time Log entries will be different colors depending on if they're approved or denied. You also have more toolbar options if supervisor approval is enabled. For more information about Supervisors, see the section called Supervisor Approval. Below is a list of the colors lines might be:

- White - Normal time log entries that have not been reviewed by a supervisor
- Red - Denied time log entries - when you click on these, a note will appear at the bottom of the screen telling you why the entry was Denied
- Green - Time that has been approved by a supervisor
- Grey - Time that appears on an invoice - it cannot be edited anymore

As stated above, Clicking on a denied entry will show a note at the bottom of the screen saying why your supervisor denied the time. Correct the entry. As soon as you edit anything and move to a different line, the entry will turn white again, signaling that the time is unreviewed. The note will also disappear.

To edit time, you select a user from the list at the left of the window. You can then select what type of time to show (Approved, Denied, Not Reviewed, All) by choosing from the dropdown list at the top of the window. You can also sort the time logs by clicking on the column heading you wish to sort by.

To edit one or more entries, select them using the mouse (hold down the Ctrl key to select multiple entries, or the Shift key to select a group of adjacent entries). Then click on the Properties button on the toolbar. The Edit Time Logs window will appear, and you can change any or all of the time log information.

To delete an entry, select it and click the delete button: ✕ or hit the Delete key on the keyboard.

Note: As a top-level supervisor, your time is automatically approved by TimeTiger (appears green). this is normal, and you can still edit it. For supervisors who have a supervisor above them, your time will still be white, and will require approval.

2.7. R&D-Overview

TimeTiger allows you to track the amount of time spent on R&D, as well as answers to the five questions on a Canadian R&D Tax Credit form T661 (E). If you wish to track R&D Project information, go to the Tools...Options...Advanced area of the Explorer window and enable the R&D checkbox.

This will add five tabs to the Project Properties window when you're creating or editing Projects in the Explorer window. Each of these tabs corresponds to each of the questions on form T661 (E). This way, you can write up your Project objectives, etc. and store them with the Project.

3. Installation

3.1. The First Time You Run TimeTiger

When you run TimeTiger for the first time you will be asked to accept the license agreement, and then you will be asked if you would like to install a shortcut into your Startup group for TimeTiger. If you answer Yes, TimeTiger will run every time you turn on or restart your computer.

Next, you are asked to help TimeTiger find your database. The TimeTiger software application must be installed on every machine at your organization that will be using TimeTiger, but the TimeTiger database is only set up at one location on your network. The TimeTiger software running on each workstation connects to that same shared database so that everyone at your organization is logging time in the same database. Of course, if you are using TimeTiger yourself, you can just store the database on your computer and only you will have access to it.

If you have downloaded TimeTiger for the first time and would like to evaluate it, you can either Setup a new TimeTiger Database or you can Use the Sample database.

If a TimeTiger database has already been set up for you by a system administrator, you should Locate a TimeTiger Database.

If you are the person responsible for setting up a TimeTiger database on your network, you will need to either Setup a new TimeTiger Database or Convert/Upgrade an Existing TimeTiger database.

3.2. Database Connection Wizard

3.2.1. Database Connection Overview

The database connection wizard allows you to create a new TimeTiger database or select an existing TimeTiger database to work with. Every workstation on your network should be connected to the same TimeTiger database. Your TimeTiger database can be in Microsoft Access 2000 format (you won't need your own copy of Microsoft Access... TimeTiger includes everything you need already) or you can store your database on a Microsoft SQL Server machine. If you use a SQL Server database, you must already have a running SQL Server on your network.

Selecting the appropriate database type is an important administrative decision. As a rough guideline, TimeTiger works well on a Microsoft Access database for up to approximately 100 users. Once you pass that, we recommend you switch to Microsoft SQL Server, which can handle unlimited TimeTiger users accessing the same database. And if you need the robust, scalable, high-performance capabilities of SQL Server, you can use it for TimeTiger configurations down to a single-user.

Once you establish a database connection on a particular workstation, TimeTiger will remember this connection for the user currently logged in to the workstation. You should not have to re-establish the connection unless you switch TimeTiger databases at a later date.

If you establish a connection to a brand new TimeTiger database, TimeTiger will automatically start the Setup Wizard to help you configure your database for use.

3.3. Setup Wizard

3.3.1. Setup Wizard Overview

The setup wizard has been designed to step you through the configuration of a TimeTiger database as easily as possible. We've included help here for you in case you run into a problem. Before you see the Setup Wizard you must have connected to a database using the Database Connection Wizard.

The Setup Wizard walks through the following steps to create a customized database:

- Timer Resolution
- Overtime and Supervisor Approval
- Time Categories
- Client Billing
- Administrator

If this document still doesn't answer your question please email us at support@indigo1.com.

3.3.2. Timer Resolution

This screen allows you to select how detailed you want the time tracking in your organization to be.

For example, if you selected tenths of an hour (6 minute intervals) then your timer would increment every tenth of an hour and your billing records would be kept at that level of accuracy. Be careful - if you set the increment too high (hours), the timer will only increment (click to the next hour) every hour since you last allocated time. This could create meaningless data if you switch tasks fairly regularly.

This is also important if you are billing Clients as this is the level of detail that will be presented on the invoices and timesheets.

Note: You can change the Timer Resolution later, by accessing the Explorer window and selecting Tools...Options.

3.3.3. Overtime and Supervisor Approval

Supervisor Approval

Checking the "Require supervisor review and approval" checkbox causes the time that people enter to go through an approval process. A supervisor will be able to view all of the time that the people directly reporting to them have submitted and be able to approve or disapprove of time before it will appear on reports or invoices.

If you do choose to require supervisor review, you also need to decide whether you want to assign supervisors by User Group or by Project. For example, if you want group leaders to approve time, then select "User Group." If you want project leaders to approve time, then select "Project."

Overtime

The overtime and extra overtime options allow organizations to track the type of time that is spent and bill Clients accordingly.

If your organization does not need to keep track of this then you can select "No Overtime" and it will simplify the Log Time window for users.

If you track Overtime, select Overtime. If you track two types of Overtime (like Overtime and Double-time), choose "Overtime and Extra Overtime". You can then use the Extra Overtime choice to track your double-time.

Using these Types (Overtime, Extra Overtime) does not change how the number of hours worked is shown in TimeTiger (it doesn't multiply by any factors, such as 1.5 or 2). It simply adds another item beside the number of hours that shows whether it was Overtime or not. If you enable billing as well, then TimeTiger will multiply user-defined rates by Overtime hours when generating an invoice.

Note: You can change these options later from the Tools...Options menu in the Explorer window.

3.3.4. Time Groupings

TimeTiger will create different groupings that people can allocate time to. **Note that you cannot change these options once you have created the database.**

If you wish to track the time you spend working with specific Clients then you will need to check the box that says you are working on Projects for multiple Clients. For example, your Clients could include Felware Minerals and Hillsdale Communications. Each of these Clients might have multiple Projects assigned to them. You can also treat internal departments as Clients if you wish. For example, if you wanted to use TimeTiger for internal tracking, each department would be a Client:

Client: Marketing
Project: Developing Balloons
Task: Research

Client: HR
Project: Stocks
Task: Documentation

If you wish to track not just how much time was spent on a Project but also on specific tasks within those Projects then you will need to check the box that says you wish to track tasks. For example, you could have a Client who had Projects like Billing System and Web Site Development. Each of these Projects could have tasks assigned to them like: Initial Proposal, Design, Development, Testing, Rollout, etc. If you need this level of detail, check the tasks box. The tasks for each Project can vary from Project to Project.

If you want to track the category or type of time that was spent on a particular Client, Project or task then you can check off the box that allows users to select a category for their time usage. For example, categories can include items such as: meetings, documentation, design, phone calls, administration etc. This feature is very useful because it allows organizations that use it to see what types of work their people are spending time on. Whereas the tasks for each Project can vary from Project to Project, categories are global - they apply to all Projects.

EXAMPLE:

If all three boxes were checked, the following structure might be created.

Felware Minerals (**Client**)
- Billing System (**Project**)
  - Initial Proposal (**Task**)
  - Design
  - Development
  - Testing
  - Rollout
- Web Site Development (**Project**)
  - Initial Proposal (**Task**)
  - Design
  - User Testing
  - HTML programming
  - Testing
  - Rollout

Hillsdale Communications (**Client**)
- Contact Management System (**Project**)
  - Initial Proposal (**Task**)
  - Design
  - Development
  - Testing
  - Rollout

Global Categories: meetings, documentation, design, phone calls, administration, marketing

The tasks are different for each Project, but the categories apply to all.

3.3.5. Client Billing

The Setup Wizard asks you whether or not you want to handle Client billing in TimeTiger. If you say yes, you will be able to create invoices from your time data.

If you answer yes, you will get two more screens with billing questions in the setup wizard.

The first screen asks if you do any Daily or Flat Rate billing. TimeTiger tracks time in hours, but you can also invoice Clients in Days, or at a Flat Rate. To enable Billing in Days, click that checkbox. To enable Flat Rate billing, click that check box. Each of these adds a button to the invoice edit screen to assist in creating that type of invoice.

The second screen asks where you want your default billing rate to come from. You can assign different billing rates to different Clients, Projects, User Groups, Tasks, Users, or Categories. To enter those rates, edit the item's properties in the Explorer screen. For example, if you bill different users out at different rates, you can select User here, and enter rates for each user in their properties in Explorer. When you create an invoice for a Client, all time logs will be billed at the rate for the User who entered the time log.

Note: You can change these options later from the Tools...Options menu in the Explorer window.

3.3.6. Administrator

When setting up TimeTiger, an administrator account will be created which will allow that user to enter setup information into the database and change TimeTiger options. This person will need to create the Clients, Projects, tasks, as well add users so that other may use the system.

Enter the administrator's user name as well a password (case sensitive) here. You will be asked to enter the password again to confirm that you typed it in correctly. Be sure not to lose this password or you will not be able to make changes or additions to the system.

Note: You can add additional administrators once TimeTiger is set up. Administrators cannot change their own status as an administrator or delete their user record - only other administrators can do that.

3.4. After the Setup Wizard

Once you have finished going through the setup wizard for your database, you will be asked to enter the authorization key that Indigo Technologies Ltd. provided you with when you purchased TimeTiger. If you are only trying the software and have not purchased it yet, you can enter "TRIAL" for a database that will expire in 30 days. If you decide to purchase TimeTiger within that 30 days, you can change the authorization key in Tools...Options...Advanced.

After entering the key, you will need to set up various items within the database such as: Clients, Users, User Groups, Categories, etc. Please refer to the Administration section for more details. It describes the Explorer window and how to enter your items.

After the Setup Wizard, TimeTiger will ask you if you want to go to the Explorer window. If you click OK, you will automatically be brought to the Explorer window. Otherwise, you can access the Explorer by right-clicking on the TimeTiger icon in your system tray, and then selecting the Explorer button.

Note: You can only have as many active users as you have licenses for TimeTiger. If you try to create an active user after you have used up your licenses, you will be asked to delete a user or mark someone as inactive.

4. Reports

4.1. Reports Overview

TimeTiger has two types of reports: Standard Reports, and Analysis. The Standard Reports are predefined, preformatted common reports. Analysis refers to an analysis grid which you can customize to create a countless number of analysis types from the data in the TimeTiger database. You can also save you analysis types or choose from a set of pre-defined ones.

All reports and analysis are created with the Report Wizard. See Using the Report Wizard for more details.

4.2. Using the Report Wizard

All reporting and analysis is handled by the Report Wizard. To get to the Report Wizard, right-click on the TimeTiger icon, click Explorer, and choose File...Report Wizard from the menus in the Explorer window. You can also click on the Report Wizard button on the Toolbar in the Explorer window.

Once you have started the Report Wizard, you can follow step-by-step instructions to create reports or analysis types. Like any Windows wizard, the Report Wizard has Back, Next, and Finish buttons. After you have made your choices on a screen in the wizard, you can use the Next button to go to the next page. When you get to the last step, the Finish button will be enabled, and you can click it to create your report or analysis.

After the first screen, the Report Wizard asks you to choose between the following three items. Each one is explained here in further detail:

- **Standard reports**

Standard reports allows you to choose from a list of reports that are pre-formatted, pre-designed, and allow little or no customization. These include Project Performance, Time Log, Timesheet, etc. If you choose this selection, please see the section on Standard Reports.

- **Standard or previously saved analysis**

Standard or previously saved analysis allows you to choose from a list of previously saved analysis types. In TimeTiger, the difference between Analysis and Reports is that Analysis refers to a data grid of numbers that is extremely flexible. You have the ability to view your time data in many different ways. This option lets you choose from a list of pre-saved analysis, and then make changes if you like before printing. If you choose this selection, please see the section on Saved Analysis.

- **New custom analysis**

New custom analysis allows you to create your own analysis types, so you can save them and call them from the Standard or previously saved analysis list. To learn how to create these analysis types, see the section on Custom Analysis.

When you have made your selection, click Next, and go to the appropriate Help section - Standard Reports Overview, Saved Analysis, or Custom Analysis.

4.3. Standard Reports

4.3.1. Standard Reports Overview

After selecting Standard reports and clicking Next, you will be presented with a list of reports.

Standard reports allows you to choose from a list of reports that are pre-formatted, pre-designed, and allow little or no customization. These include Project Performance, Invoice List, Tax Summary, Time Log, Timesheets, and Client, Project, Task, or Category Lists. Select the report you wish to create and click Next. You can also double-click on the report you wish to create. Please see the appropriate help section for explanations on the questions asked to generate each report.

If you haven't already read the Reports Overview and Using the Report Wizard, you should read those sections to see the difference between Standard Reports and Analysis, and how to create Standard Reports.

4.3.2. Project Performance

This report shows you important metrics on a project in the database. You can see when the project was originally supposed to be started and completed (based on the Estimated Start and End dates for the project), and when it was actually started (the first time log made on the project) to the latest time log made on the project. You can also see the estimated vs. actual hours spent on the project so far, and for each task in the project. On the far right you will see the amount invoiced for the project, and your effective billing rate. The effective billing rate is the total amount invoiced divided by the number of hours logged for the project so far.

After selecting the Project Performance report, you will be asked to pick a project to generate the report for. You can only generate the report for one project at a time.

In addition to the information above, for each task in the project you will see a blue and black bar indicating the estimated and actual schedule. The blue bar indicates the timeframe when the task was originally scheduled to be worked on. The black bar indiciates the time range of actual time logs for the task. Note that these bars only indicate date ranges, and not actual hours worked on the task.

4.3.3. Invoice List

The Invoice List is only available if your database has Client billing enabled. This report lets you see the invoices you have sent to one particular Client, or the invoices you have sent to all Clients. It shows the invoice number, amount, Client name, hours logged for the period of that invoice, and the effective rate. This is useful when you bill flat rate or in days. The effective rate will show you what your effective hourly rate is (invoice total / hours logged) on each invoice.

After selecting "Invoice List," you will have three choices. You can create a report for a single Client (specify it's name here), all active Clients, or all Clients, both inactive and active. TimeTiger allows you to make Clients, Projects, tasks, categories, and users inactive (edit their properties in the Explorer window). If you select active Clients only, your report will show only the active Clients.

Hit Next once you have made this choice. You will then be asked for a date range for the report. Enter the start and end dates for this report, or select them using the ... buttons.

When you have made your choices, click Finish. The Report Wizard will generate your report and show you what it looks like in a preview window. For information on viewing the report in the preview window, and printing the report, see Printing Standard Reports.

4.3.4. Tax Summary

This report is only available if your database has Client billing enabled. It allows you to see how much you have billed in taxes from TimeTiger Invoices.

After selecting the report, you are asked for a date range for the report. Enter the start and end dates for this report, or select them using the ... buttons.

When you have made your choices, click Finish. The Report Wizard will generate your report and show you what it looks like in a preview window. For information on viewing the report in the preview window, and printing the report, see Printing Standard Reports.

4.3.5. Time Log

This report will show you all time logs, or all time logs for a given subject (Project, User, etc.), over a specified period of time.

After selecting "Time Log," you will have two choices. You can create a report for a single subject (specify it's type and name here), or all time logs.

After selecting the report, you are asked for a date range for the report. Enter the start and end dates for this report, or select them using the ... buttons.

When you have made your choices, click Finish. The Report Wizard will generate your report and show you what it looks like in a preview window. For information on viewing the report in the preview window, and printing the report, see Printing Standard Reports.

4.3.6. Timesheets

If you choose Timesheet as the standard report, you are presented with a number of options: The first is whether you want a weekly timesheet or a monthly timesheet. The weekly timesheet creates a timesheet form Monday - Sunday. The monthly timesheet shows you an entire month, day by day, starting on the first day of the month.

Next, select a start date. If you don't select a Monday(for a weekly timesheet), or if you don't select the first day of a month (for a monthly timesheet), the system will automatically choose the previous Monday or first day of the selected month.

The timesheet report allows you to create timesheets for different items. You can do a timesheet for a particular user, a particular Client, a particular Project, and so on. Choose the type of item you want to report on in the left box, then choose the particular item in the right box. For example, you can choose "User" in the left box, and then choose the name of the user from the right box.

Now choose the items you wish listed down the left side of the timesheet. The timesheet will show you how many hours were spent by (or on) the subject each day. For example, if you do a timesheet with a particular user as the subject, and list Tasks down the left, you will see how much time that user spent on different tasks each day. If you do a timesheet with a Client as the subject, and list categories down the left, you will see how much time was spent each day on a particular category of work for the particular Client.

When you have made your choices, click Finish. The Report Wizard will generate your report and show you what it looks like in a preview window. For information on viewing the report in the preview window and printing the report, see Printing Standard Reports.

4.3.7. Item List Reports

Each item report (User Report, Project Report, etc.) is basically a report showing all properties (from the Explorer window) for those items. For example, if you select the User List report, you will get all users and all information about that user: their full name, address, phone, fax, email, etc.

After selecting the report, you are asked whether you want to show active data only, or active and inactive data. TimeTiger allows you to make Clients, Projects, tasks, categories, and users inactive (edit their properties in the Explorer window). If you select active data only, your report will show only data for active items.

When you have made your choice, click Finish. The Report Wizard will generate your report and show you what it looks like in a preview window. For information on viewing the report in the preview window and printing the report, see Printing Standard Reports.

4.3.8. Printing Standard Reports

After choosing the report you want in the Report Wizard, filling out the options, and clicking the Finish button, the report you selected will be displayed in your default web browser. You must either print the report from your web browser or, if you have Microsoft Excel installed, open the file using Microsoft Excel. In Microsoft Internet Explorer, this is as easy as choosing the "Edit with Microsoft Excel" option from the browser's file menu. With other browsers, you may need to Save the HTML file to your hard disk and open it from Microsoft Excel.

When printing TimeTiger reports, you may need to adjust the paper orientation and margins to make your report appear properly on the page. Feel free to experiment with the layout options available in your web browser and in Microsoft Excel to make the report look just as you want it.

4.4. Saved Analysis

4.4.1. Saved Analysis

Saved Analysis are analysis types that have already been created using the Custom Analysis part of the Report Wizard. There are a number of standard analysis types already saved with your TimeTiger database. Note: depending on the database you have set up, you may not have all the standard analysis types that come with TimeTiger. For example, if you didn't set up tasks, then the analysis types related to tasks will not be shown.

If you haven't already read the Reports Overview and Using the Report Wizard, you should read those sections to see the difference between Standard Reports and Analysis, and how get to the Saved Analysis screen in the Report Wizard.

To see what the saved analysis types are, select one and click Next. You will then need to choose whether you want to show active data only, or active and inactive data. TimeTiger allows you to make Clients, Projects, tasks, categories, and users inactive when you edit their properties in the Explorer window. If you select active data only, your report will show only the active items.

Select the date range for the analysis and click Finish. This will bring you to the Analysis window. If you want to see another type, you should close the Analysis window and go through the Report Wizard again. For information on modifying a saved analysis type and printing or saving analysis types, see the section on The Analysis Window.

For more information on how analysis is handled in TimeTiger, see the section on Custom Analysis.

4.5. Custom Analysis

4.5.1. Custom Analysis Overview

TimeTiger allows very flexible, powerful custom analysis. If you haven't already seen the Saved Analysis types, you should view them to familiarize yourself with the types of analysis TimeTiger can help you create.

All custom analysis types can be saved as well - they get added to the list of saved analysis types.

If you haven't already read the Reports Overview and Using the Report Wizard, you should read those sections to see the difference between Standard Reports and Analysis, and how to get to the Custom Analysis screen in the Report Wizard.

Before you get started creating a custom report, you should read the following so that you understand how TimeTiger handles custom analysis.

As you may have seen from the saved analysis types, TimeTiger lets you produce a grid of numbers like the following:

	BK Manufacturing		Fusion Inc	
	FTP analysis	RD Project	Database	Web Site
CHRIS	10.0		9.0	
DAVE			11.0	
JANE	19.0			16.0
JASON				
JORGE				
KEN	57.0			
STEVE		18.0		
THERESA				

Total hours: 1215.6

The first screen on Custom Analysis in the Report Wizard asks you whether you want to show active data only, or active and inactive data. TimeTiger allows you to make Clients, Projects, Tasks, Categories, and Users inactive when you edit their properties in the Explorer window. If you select active data only, your analysis will show only the active items.

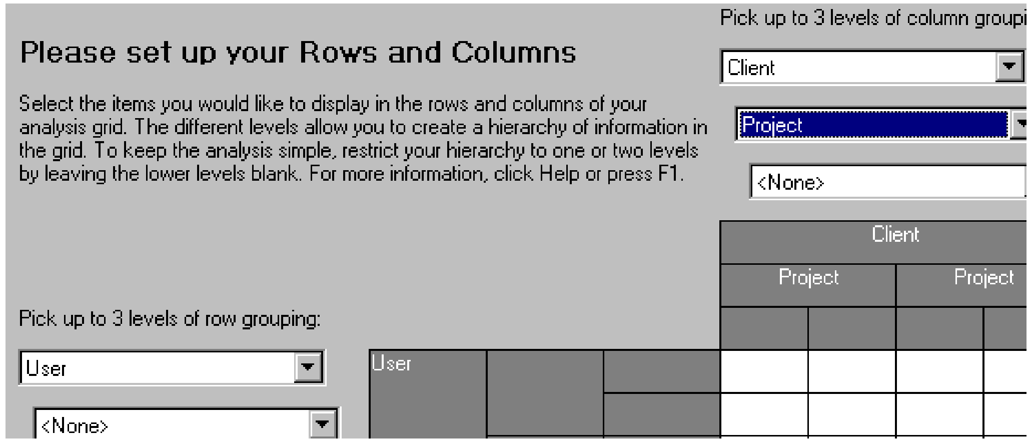
Next, enter a date range for the analysis. This will restrict the number of hours shown in the grid to the number of hours worked during the date range you specified. Then click Finish. You will be presented with the Design Grid window. At this point, you should refer to the section on Designing Analysis Types.

4.5.2. Designing Analysis Types

You can set up the design of an analysis grid for a new custom analysis or change the design of a saved analysis by using the Design Grid window.

The Design Grid window allows you to define the Row and Column headings in your analysis. For example, you may wish to put Project names as your Column headings and User names as your Row headings. The result would be a grid where each section of the grid contains the number of hours a particular User had spent on a particular Project (over the date range you selected earlier). To do this, choose Project in the top selection box under column grouping, and User in the top selection box under row grouping.

Now suppose you wanted to group the Projects by Client name. The Design Grid window is set up to allow you to define a hierarchy of grouping for your Column headings and Row headings. Instead of putting the Project in the first box under column grouping, you would put Client there. Then, select Project from the box below Client.



The result would be a grid like the following:

	BK Manufacturing		Fusion Inc	
	FTP analysis	RD Project	Database	Web Site
CHRIS	10.0		9.0	
DAVE			11.0	
JANE	19.0			16.0
JASON				
JORGE				
KEN	57.0			
STEVE		18.0		
THERESA				

Total hours: 1215.6

Here, BK Manufacturing and Fusion are your Clients. RD Project Manager and Report module are Projects you are working on for BK Manufacturing. You can see which User worked on which Project and for how long.

You can limit your report to certain specific Projects by clicking on the ... button beside Project in the Design Grid window. Similarly you can limit the report to certain users by clicking the ... beside User.

Tip: Try to keep the grid as simple as possible. Although there are three levels of grouping for rows and columns, the grid would be far too confusing to be meaningful if you set all six grouping levels.

You can create column and row totals by clicking on the Summary Methods tab in the Design Grid window. For more information, see Design Grid - Summary Methods.

To continue with your analysis, click OK. You will be brought to the Analysis Display with your grid displayed.

4.5.3. Design Grid - Summary Methods

The Summary Methods screen is the background tab of the Design Grid window. You can select methods for how to summarize columns and rows in this screen, as well as how to display the data in the grid itself.

Normally, the default summary for an analysis is simply totals at end of each row. You can also show totals for each column at the bottom of the grid. To do this, change the "Summary at the bottom of each column:" to Total. Note that normally, you will only want to summarize rows or columns, not both.

You can also change the actual summary method. Instead of taking a Total, you can **count** how many squares in the grid have data in them, or you can take the **average** (for information like the average # of hours your Projects take to complete).

Lastly, if you want to display the data in each grid square as a percentage of the total for each row, you can do that by changing the item in the "Display Data As" box.

Once you have set up your Grid, click OK. You will be brought to the Analysis Display.

4.6. The Analysis Display

After choosing your custom analysis or designing a new one, your report will be displayed in your default web browser. You can either print the report from your web browser or, if you have Microsoft Excel installed, open the file using Microsoft Excel. In Microsoft Internet Explorer, this is as easy as choosing the "Edit with Microsoft Excel" option from the browser's file menu. With other browsers, you may need to Save the HTML file to your hard disk and open it from Microsoft Excel.

When printing TimeTiger analysis, you may need to adjust the paper orientation and margins to make your report appear properly on the page. Feel free to experiment with the layout options available in your web browser and in Microsoft Excel to make the analysis look just as you want it.

4.7. AutoMailing Analysis

AutoMailing allows you to automatically send Analysis via email on a daily or weekly. To learn more about AutoMail, see the AutoMail Overview section.

5. AutoMail

5.1. AutoMail Overview

AutoMail allows you to automatically send, via Internet e-mail, a custom analysis to a recipient or group on a daily or weekly basis. This powerful tool keeps everyone on the project team in the loop without any additional effort.

Although any user can set up AutoMail to send themself reports, only Administrators can set up AutoMail for other users and usergroups. In order to send AutoMail reports, users should understand how to create and save custom analysis. See Saved Analysis.

To turn AutoMail on, and to configure it, see the section on AutoMail Options.

To change AutoMail options for yourself, see the section on AutoMail for Me. If you're an Administrator, and you want to set up AutoMail Options for all users, see the section AutoMail for Others.

Tip: To help people get used to tracking their time in TimeTiger, it can be useful to set up an AutoMail of each individual's time to be e-mailed to them on a daily basis. This way, they can see whether or not they remembered to log their time, and serves as a gentle reminder to log their time in the future.

Note: Standard Reports cannot be AutoMailed... only standard or custom analysis.

5.2. AutoMail Options

In AutoMail Options, you can enable or disable AutoMail using the checkbox at the top of the screen. If it's enabled, and after you have chosen the analysis you want to send in AutoMail for Others, you need to set up when the emails are sent, how to send them, and in what format to send them.

The first question asks you where the AutoMail emails should originate from. Choose a user whose computer will be used to generate and send AutoMail.

Note: The computer you select must be on and have TimeTiger running on it at the time you select for sending AutoMails in order for your AutoMails to be sent.

Next, you need to tell TimeTiger when to send the AutoMail emails. If you selected Weekly emails under AutoMail for Others, you will have to specify the day and the time. If you selected Daily emails, you will have to specify the time of day.

Note: You should choose a time when the User will not be working. This will minimize the chances of TimeTiger interrupting their work when it AutoMails.

Next, choose the name of your Internet SMTP server for sending AutoMail. If you do not know this name, ask your network administrator or Internet Service Provider. You must enter a valid SMTP server in order to send AutoMail.

When you are finished, hit the Test AutoMail button. This will send you a test AutoMail with a simple line of text to let you know that AutoMail is configured properly. You must have your own e-mail address entered in your Item Properties in Explorer to receive AutoMail, and to test it.

After testing, hit OK. You can now expect AutoMail.

5.3. AutoMail for Me

Using the AutoMail feature in TimeTiger allows you to receive reports on a regular, user-definable time interval as e-mail. Only standard or previously saved analysis can be sent using AutoMail.

To set-up AutoMail for yourself, right-click on the TimeTiger icon. Click the Explorer button. Select Tools - AutoMail... Click on the 'AutoMail for Me' tab.

If you are using the sample database there will be an AutoMail entry already set-up for you. From this tab, you can Add, Edit or Delete AutoMails that have already been setup.

Add a new AutoMail by clicking the Add button. The first thing you will need to do is select an Analysis that you wish to send yourself. You will notice that only standard or previously saved analysis will appear in the list of available analyses (to add or edit the saved analysis types, see Saved Analysis). Next, select the Date Range that you wish to be included in the Analysis. The available ranges are:

All - this will include all time logs in the analysis each time it is sent.
Today - this will only show today's time entries (up to the time the AutoMail is sent).

Yesterday - this will only show yesterday's time entries.
Last 7 days - this will show the time entries for the last 7 days each time the AutoMail is sent.
Last 30 days - this will show the time entries for the last 30 days each time the AutoMail is sent.
Last 90 days - this will show the time entries for the last 90 days each time the AutoMail is sent.
Last 365 days - this will show the time entries for the last 365 days each time the AutoMail is sent.
Week to date - this will show entries for the curent week, beginning Monday up until the current day.

You can then choose to send AutoMail daily or weekly.

The last question asks whether you want to show active data only, or active and inactive data. TimeTiger allows you to make Clients, Projects, tasks, categories, and users inactive when you edit their properties in the Explorer window. If you select active data only, your report will show only the active items.

Once you have created an AutoMail, you can also edit it. To Edit an AutoMail, select it in Tools...AutoMail and click on the Edit button or using the mouse, double-click on the row of the AutoMail you wish to edit. You can edit any of the AutoMail options described above.

You may also delete an AutoMail from the list by highlighting the one you wish to delete and pressing the Delete button.

5.4. AutoMail for Others

Using the AutoMail feature in TimeTiger allows you to send reports to other user groups or users on a regular, user-definable time interval as e-mail. Only standard or previously saved analysis can be sent using AutoMail.

To set up AutoMail for others, you must be an Administrator.

Right-click on the TimeTiger icon, and hit the Explorer button. Then, select Tools - AutoMail... Click on the 'AutoMail for Others' tab.

If you are using the sample database there will be an AutoMail entry already set-up for you. From this tab, you can Add, Edit or Delete AutoMails that have already been setup.

Add a new AutoMail by clicking the Add button. The first thing you will need to do is select an Analysis that you wish to send to others. You will notice that only standard or previously saved analysis will appear in the list of available analyses (to add or edit the saved analysis types, see Saved Analysis).

NOTE: It is recommended that you not send too many analysis types, or analysis types that are too complicated, as this might create lengthy emails or confuse your users.

Next, select the Date Range that you wish to be included in the Analysis. The available ranges are:

All - this will include all time logs in the analysis each time it is sent.
Today - this will only show today's time entries (upto the time the AutoMail is sent).
Yesterday - this will only show yesterday's time entries.
Last 7 days - this will show the time entries for the last 7 days each time the AutoMail is sent.
Last 30 days - this will show the time entries for the last 30 days each time the AutoMail is sent.
Last 90 days - this will show the time entries for the last 90 days each time the AutoMail is sent.
Last 365 days - this will show the time entries for the last 365 days each time the AutoMail is sent.
Week to date - this will show entries for the curent week beginning Monday up until the current day.

You can then choose to send AutoMail daily or weekly.

The last question asks whether you want to show active data only, or active and inactive data. TimeTiger allows you to make Clients, Projects, tasks, categories, and users inactive when you edit their properties in the Explorer window. If you select active data only, your report will show only the active items.

The next thing you will need to do is set-up the AutoMail recipient list. To do so, select the user or group from the list of Available Groups or Users and click on the Add button. You will notice that the user or group will move to the Selected Recipient list. You can remove recipients by clicking on the user or group in the Selected Recipient list and pressing the Remove button. To remove all recipients press the Clear button.

Once you have created an AutoMail, you can also edit it. To Edit an AutoMail, select it in Tools...AutoMail and click on the Edit button or using the mouse, double-click on the row of the AutoMail you wish to edit. You can edit any of the AutoMail options described above.

You may also delete an AutoMail from the list by highlighting the one you wish to delete and pressing the Delete button.

To change addtional AutoMail Options, click on the Options tab.

5.5. Reminder E-mail

AutoMail can also be used to send a reminder e-mail to users who log fewer than a defined number of hours in a week. You can use this option to encourage your users to diligently track their time usage.

First, in Tools, Options, Field Names, rename one of the User custom fields to "Min Hrs." or something similar. This will be the field you use to store the minimum weekly hours per user. Use the TimeTiger Explorer to set the value of this field for each user to whom you will be sending reminders.

In Tools, AutoMail, Reminder E-mail, check **E-mail users who do not log enough hours each week**.

Select the user field you chose to hold minimum hours.

If you wish to send a copy of each reminder e-mail to a particular e-mail address, for example, your TimeTiger administrator, you can enter that e-mail address in **Copy all reminder e-mails to e-mail address**.

You can see what the reminder e-mail will look like in your inbox by clicking the **Send test reminder e-mail** button.

Note: AutoMail Options must be configured in the Options tab in order to send reminder e-mails, and users must have both a valid number of minimum hours and a valid e-mail address in their Properties.

Note: Reminder e-mails are sent on the same weekly schedule you define in AutoMail Options, and are sent for the previous complete week (typically Sunday through Saturday).

6. Administration

6.1. Administration Overview

All settings, general options, and information on various items in TimeTiger can be viewed or changed through the Explorer window. To get to this window, right-click on the icon in the system tray and click on the Explorer button.

Although anyone can enter the TimeTiger explorer window and view information, only users with administrator access will be able to change the information that is there.

If this is your first time using the Explorer, start at the section on Clients, Projects, and Tasks.

6.2. Clients, Projects, and Tasks

TimeTiger will allow you to create a list of Clients, Projects and Tasks.

Note: You are required to create a full hierarchy for Projects when you are using TimeTiger. This means that you must have at least one Project for every Client, and at least one task for every Project. If your database is not set up for Clients or Tasks, that part of the hierarchy does not apply to you (TimeTiger allows you to customize the level of detail to better fit into your business process). You must also have at least one Category if your database is set up for categories.

A Client refers to a particular customer that you might be doing work for. You can also treat internal departments as Clients if you wish. For example, if I wanted to use TimeTiger for internal tracking, each department would be a Client:

Client: Marketing
Project: Developing Balloons
Task: Research

Client: HR
Project: Stocks
Task: Documentation

A Project refers to a specific Project that you might be working on for a Client. Each Client can have multiple Projects.

A Task refers to a specific step within a Project that you could be working on. Each Project will likely have multiple tasks associated with it.

Note: You may want to set up a Client with your own company name or as "internal" to capture time information about internal Projects.

Another sample hierarchy could look like the following:

- Felware Minerals (**Client**)
  - Billing System (**Project**)
    - Initial Proposal (**Task**)
    - Design
    - Development
    - Testing
    - Rollout
  - Web Site Development (**Project**)
    - Initial Proposal (**Task**)
    - Design
    - User Testing
    - HTML programming
    - Testing
    - Rollout

The tasks make up the steps that will be required to complete the Project. As you can see the Billing System Project and the Web Site Development Project have different tasks associated with them because different steps need to be taken to complete the Project.

6.3. Categories

TimeTiger allows you to track time not only through Clients, Projects and Tasks, but also through Categories.

Categories represent groups of time which are spent in different Projects and that you would like to track.

Examples
Meetings, Travel, Training, Documentation, etc.

As you can see a category such as **meetings** might be used in many different Projects. So by setting up a meetings category, you can track how much time you are spending on meetings in all of your Projects, with all of your Clients.

How do you choose which categories to create?

Categories should be created when:
You want to track where a particular type of time is being spent (e.g., writing proposals)
You have a type of time which is common to a few Projects (e.g., meetings)

Be careful to create categories which are as distinct from one another and whose meaning all the people using TimeTiger understand. The final point is very important because even if categories are clearly named, time can be allocated to them incorrectly if people are not trained properly on what should go in the categories.

For example,

Imagine that you have the categories, meetings and sales set up. Now one of your sales people goes out and meets with a Client. Should they mark their time under meetings, or under sales?

It is important to clearly indicate to your people which one they should use and have them use it **consistently** for your analysis to be accurate.

6.4. Groups and Users

TimeTiger keeps track of all the users on the system.

TimeTiger will allow you to create unique user names for each user on the system or it will use the names from the user ID on the network if you have that security option enabled.

TimeTiger also gives you the ability to create groups for users. **A User may only belong to a single group.** Creating groups allows you to do reporting on a team and can be useful to find out how particular departments are spending their time.

When you are creating users, you have the option of setting them as an Administrator or not. Administrators are the only users that can enter setup information into the database (such as new categories, Clients, Projects, tasks, users, etc.) and change TimeTiger options. Administrators cannot change their status as an administrator or delete their user record - only other administrators can do that.

Note: You can only have as many active users as you have licenses for TimeTiger. If you try to create an active user after you have used up your licenses, you will be asked to delete a user or mark someone as inactive.

6.5. Cost Centers

Allocation of time to different cost centers is handled using the "Category" field. Categories have a reference ID which can be used to hold the cost center ID. If your users know all their cost center codes, you can name the categories by cost center ID as well. If they don't, you can use the category names as a user-friendly way to select the cost center, and later do reporting on the cost center codes in the form of an Analysis that contains the Category Ref #.

6.6. Using the Explorer

Now that you know what all the items in the Explorer window are and how they should be used, you should review the section called Explorer-Overview.

7. Options

7.1. Options Overview

TimeTiger allows you to set various options in the following categories: Timers, Billing, AutoMail, Security, and Advanced. Note - only users that are set up as administrators can change options.

To access the Options area, right-click on the TimeTiger Icon in your system tray. Click on the Explorer button, then choose Options from the Tools menu in the Explorer window.

The Options area is divided into the following areas, which can be accessed by selecting the appropriate tab:

- Timers
- Billing
- Security
- Supervisor
- Address
- Field Names
- Advanced

When you are finished setting all your options, hit OK.

7.2. Options-Timers

To get to the Timers options, right-click on the TimeTiger icon, click the Explorer button, and select Options from the Tools menu. Choose the Timers tab.

The Timers tab allows you to set the resolution of TimeTiger's timers, whether or not you track Overtime, and when the TimeTiger icon will flash red. You can also specify whether timer values should be rounded up or down to the nearest timer increment when you log your time.

The resolution controls how often the timers increment, or "tick." For instance, if the resolution is set to "Every 15 mins. (1/4 hour)" then the timers would increment by 0.25 hours every fifteen minutes.

The "round timer values up" checkbox controls whether timer values should be rounded up to the next increment when logging time. If this checkbox is not selected, the timer value will not "tick" until the full time period set through the timer resolution has elapsed.

Checking "clear timers when TimeTiger is restarted" causes the QuickPick timers to reset to 0 each time you exit and restart TimeTiger. This feature is useful if you shutdown your machine every evening. Note that if you check this option, your timers will not be protected if Windows hangs or your machine restarts unexpectedly: in this situation, your timers will be at 0 when TimeTiger is restarted.

"Allow administratros to log and edit time for other users" allows TimeTiger administrators to log time for anyone in the system, and to edit anyone's time once it has been logged.

"Allow time logging into the future" removes the restriction that time logs must be entered for the current date or prior days. If you check this option your users will be allowed to log time for future dates.

By default, the Log Time window is automatically filled in with your non-blank QuickPick timers to speed time logging. The Status/Description field, however, is left blank to allow you to type in descriptive text for each activity. If you would like the Status/Description field to automatically default to the QuickPick timer's display name, check "Use timer display names as default log status/description." You will still have the opportunity to review and change this description.

The Overtime checkboxes allow you to select whether you track overtime or not, as well as whether or not you want an additional Overtime item called "Extra Overtime." Extra Overtime is useful when you track things like overtime and double-time. You can use the Extra Overtime item to track your double-time.

You also set billing rate factors for Overtime and Extra Time here. For example, if the Overtime factor is 1.5, then any Overtime lines on an invoice will be billed at 1.5 times your Rate for Regular hours.

The flashing icon helps remind you to allocate your time. If this option is selected, TimeTiger's icon will flash red at you if you have not allocated time within the time period indicated in the box.

7.3. Options-Billing & Taxes

To get to the Billing options, right-click on the TimeTiger icon, click the Explorer button, and select Options from the Tools menu. There are two billing tabs in the Tools...Options.

Note: You can only do Client billing if your database is set up with Clients.

Select Billing 1. The first question is whether or not you want to enable billing. If this box is not checked, you cannot create invoices, report on invoices, or set any other billing options.

The next question asks if you do any Daily or Flat Rate billing. TimeTiger tracks time in hours, but you can also invoice Clients in Days, or at a Flat Rate. To enable Billing in Days, click that checkbox. To enable Flat Rate billing, click that check box. Each of these adds a button to the invoice edit screen to assist in creating that type of invoice.

The last question on the Billing 1 tab lets you specify how the default billing rate for each time log entry should be determined. TimeTiger lets you specify a unique billing rate for every User, User Group, Client, Project, Task or Category you create in the Explorer screen. When creating invoices, TimeTiger looks at the User who created the log entry, the User Group to which they belong, and the Client, Project, Task, and Category to which the log entry has been assigned. The first non-zero billing rate found by TimeTiger is the one used on the invoice by default. You can control the order that TimeTiger looks through the log entry by using the Move Up and Move Down buttons on this screen.

For example, lets suppose that JANE in the group DEVELOPMENT logged 1.0 hours to client ELIAS project NETWORK CONSULTING category CLIENT MEETING. JANE is billable at $50/hr. But this particular project, NETWORK CONSULTING, is billable at a reduced rate of $35/hr. The billing rates for DEVELOPMENT, ELIAS, and CLIENT MEETING are all set to $0. In the Billing 1 tab, we move Client to the top of the list (as a preferred client rate takes precedence over any other rate), followed by Project and finally User.

When an invoice is generated for this time log, TimeTiger will look at Client first. In this case, the rate for Elias is 0 (we have not specified a rate), so TimeTiger looks at the Project. The rate for the project is $35, so this is the rate used on the invoice by default. This rate can still be changed manually at invoice generation time.

Select Billing 2. The first question is whether or not you want to print your company name on Invoices. If you print your invoices on letterhead, you may not want TimeTiger to print your address information. To enter your address information, click on the Address tab in Tools...Options.

The next checkbox allows you to hide billing rate information from all non-administrative users. This is useful if billing rate information is confidential at your organization.

The rest of Billing 2 is for setting up taxes. You can set up two different taxes inTimeTiger. For each, enter the name that should appear on the invoice, and the tax rate in percent. The "Tax 2 is charged on Tax 1" checkbox is for selecting whether or not Tax 2 is charged on Tax 1. For example, on line items where both taxes are charged, Tax 2 might be charged on the subtotal for the line after it has already had Tax 1 applied to it.

As another example of using the two Taxes: In Ontario, Canada, there are two taxes - GST and PST. GST is 7% and PST is 8%. When both taxes are applied to something, they are individually charged on the subtotal. In this case, you would NOT check the "Tax 2 is charged on Tax 1" box.

The last question asks which tax should be applied to all invoice lines by default. For example, in Ontario, Canada, time (or labor) charges must have GST applied to them, but not PST. In this case, you would select GST. Remember, this is just a default. When you are actually creating the invoice, you can still change the taxes applied to each line.

Once everything is set up, you can start creating Invoices.

7.4. Options-Security

To get to the Security options, right-click on the TimeTiger icon, click the Explorer button, and select Options from the Tools menu. Choose the Security tab.

TimeTiger allows you to select different ways for users to login. You have three choices:

Always require username and password to enter TimeTiger
If this option is selected, your users will have to enter their password every time they start TimeTiger.

If user record exists in TimeTiger, bypass username and password window
If this option is selected, and a person's username in TimeTiger is the same as their Windows username, TimeTiger will no longer ask for a password when the user starts TimeTiger. Security will be linked to the Windows login username and password.

If user record does not exist in TimeTiger, create a default user record and permit login without password
This will allow anyone who has never used TimeTiger to start using it without entering a password. A new user record will be added in TimeTiger the first time they start it up, and that record will appear in whatever group is selected in the box beside this option.

Network Tip: If you need to go to each user machine to set up TimeTiger anyway, select the third option above before you do the other installs. This way, when you install TimeTiger on the other machines and run it for the first time, new user records will be entered with the Windows username of that person. Later, you can go back to this window and select the second option, securing TimeTiger with integrated password protection.

7.5. Options-Supervisor

To get to the Supervisor options, right-click on the TimeTiger icon, click the Explorer button, and select Options from the Tools menu. Choose the Supervisor tab.

The first choice you get is whether or not you want to enable supervisor approval. If this box is checked, then you can edit the other options.

The next question is whether supervisors will be assigned to User Groups or to Projects. For example, if you want group leaders to approve time, then select "User Group." If you want Project leaders to approve time, then select "Project."

The next question has to do with how often TimeTiger checks the database for denied time. TimeTiger will check the database for denied time, and notify you that your supervisor denied some of your time by flashing a red checkmark on your TimeTiger icon. In order to keep database activity lower (and improve the speed of TimeTiger), you are required to enter an interval of time during which it will perform this check. For example, if you enter 1 to 2 hours, it will check the database for denied time in random time increments from one to two hours. That way, everyone's computer isn't asking the database for this information at the same time.

The last question has to do with how often a supervisor is reminded to review time for approval. This is how often TimeTiger will look for unreviewed time of the people they are supervising. If any exists, the TimeTiger icon will blink a red checkmark, reminding them to review that time.

7.6. Options-Address

To get to the Address option, right-click on the TimeTiger icon, click the Explorer button, and select Options from the Tools menu. Choose the Address tab.

This is where your company name and address are stored. This information is used to put your company name on all reports, and to put your address on Invoices if you want to. To tell TimeTiger whether or not to put your address on an invoice, see the Options-Billing section.

7.7. Options-Field Names

To get to the Field Names options, right-click on the TimeTiger icon, click the Explorer button, and select Options from the Tools menu. Choose the Field Names tab.

For each client, project, task, category, user and user group in TimeTiger, you can assign information to 3 custom fields that you can rename to suit your needs. In the Field Names tab of the Options screen, you can enter the field names you would like to use.

If your database includes both Tasks and Categories, you can assign an optional Default Category for each Task. When the Task is selected, the corresponding default Category is automatically selected. Users can override this selection and pick a different Category unless you check the **Do not allow users to override default category when logging time**. When this option is checked, users cannot override the default Category selected when they choose a task.

7.8. Options-Advanced

This window allows you to set a number of advanced options. It is accessed via the Explorer window by selecting Tools...Options.

The **display extra warnings** checkbox controls whether or not the following warnings are displayed to users:

- When a user exits TimeTiger with time left to log.
- When a user clears the main timer when it is not 0.
- When the user designated as the AutoMail sender exits TimeTiger.

The Canadian **R&D tax credit information** relates to R&D tax credits that Canadian companies can get for Scientific Research & Experimental Development. Companies who apply for this tax credit can use TimeTiger to aid in producing the required documentation when applying for a credit. By selecting this option, additional description fields with R&D questions appear in the Project properties (as viewed/edited from the Explorer window). These are the same questions as those in the Detailed Project Description section of Revenue Canada's T661(E) form. For more information, see the section called R&D-Overview.

By default, TimeTiger will list projects and tasks sorted by their Estimated Start and Estimated End dates. Check **sort projects and tasks alphabetically** if you prefer an alphabetic listing.

Use Safe Mode for Microsoft Access connections is a special option that helps prevent database corruption of your TimeTiger database if your network is prone to occasional, temporary outages or failures. If you experience database corruption messages when using TimeTiger, try enabling this feature to see whether your problem goes away. Turning this feature on will slow down TimeTiger somewhat.

The **update interval** sets how often you want each TimeTiger application (running on machines throughout the network) to download settings and options information from the TimeTiger database. Whenever you start TimeTiger, it checks to see which options or settings have changed and corrects them on the particular machine it is running on. Since most users leave TimeTiger running all day each copy of TimeTiger needs to check the database once in a while to see that no options have been changed (like the options you are changing in these windows). This option allows you to set how often the other copies of TimeTiger "check-in" to see what options have changed. The recommended range for this setting is 60-240 minutes, to help reduce database load.

Rebuild MS Access security database is a button you should only need to use if advised to do so by Indigo technical support. This button will re-synchronize the security information in your Microsoft Access database file with the user names and passwords you have set up through TimeTiger. Note that you will need to re-activate TimeTiger/Web after rebuilding the security database if you use the TimeTiger/Web component.

Activate TimeTiger/Web is a requirement for using TimeTiger/Web on a Microsoft Access TimeTiger database. You will need to select a password that you will then use when setting up an ODBC DSN entry for TimeTiger/Web as per the TimeTiger/Web installation instructions. If you forget the TimeTiger/Web password you select, you can reset it with this button.

The "**Compact TimeTiger Database**" button is used to compact your Access database from time to time. As records are added and deleted from the database, free space is created within the database file. This button allows you to compact the database file to remove the excess free space, improving performance and decreasing the disk space required to hold your TimeTiger database. This option is not available for SQL Server databases.

Tip: Compact your Access database regularly to keep it small and protect it from database corruption. Compact at least once per month, more often if you have over 10 TimeTiger users.

The "**Show Connected Users**" button allows you to see who else has the Access database file open. You cannot compact your TimeTiger database with other users connected to it, so you can use this window to help track down those connections and close them.

The "**Use a different TimeTiger Database**" button allows you to select another database to work with. If you hit this button, you will be asked to close TimeTiger and re-enter it, at which time you can select a database as explained in The First Time You Run TimeTiger.

The "**Enter New Authorization Key**" button allows you to enter in a new authorization key, for instance if you purchased additional licenses. See the After the Setup Wizard section for more details.

The "**Backup TimeTiger Database**" button allows you to copy your Access **or** SQL Server TimeTiger database to an Access-format TimeTiger database file. You can use this backup file for archival purposes.

8. Explorer

8.1. Explorer Overview

The Explorer is the main administration screen in TimeTiger. To get to the Explorer window, right-click on the TimeTiger icon and select the Explorer button. The Explorer is used to add items such as Clients, Projects, Tasks, Users, and so on to the TimeTiger database. It is also the main access point for changing Options within TimeTiger, setting AutoMail options, generating reports using the Report Wizard, and creating or looking up Invoices. For information on what Clients, Projects, Tasks, Categories, etc. are and how they should be used, see the section on Administration.

When an item is selected at the left of the window, the properties of that item appear on the right side of the window (where applicable). For instance, clicking on a user displays their name, when they were created, their user group, phone number, etc. You can also show the time logs related to that item by selecting View...Time Logs. To show properties again, choose View...Properties.

Types of items are indicated in the list by a description and an icon beside the description. The types of items and their icons are:

User groups
Users
Categories
Clients
Projects
Tasks

Note: The color of an icon changes if it is inactive.

Administrators can add, change, and delete these items and their properties. Users who are not adminstrators have the following restrictions:

- They can't add, delete, or change any items (Clients, Projects, Users, etc.) or their properties, except some of their own
- They can't create, view, or delete invoices
- They can't change general AutoMail options, but they can still change their own AutoMail options

To **add** new items, select a similar item, go to the File menu, and choose New ... (where ... is the item you wish to create) or click on the New button on the toolbar: . You can also create new items by right-clicking on a similar item and selecting the appropriate New ... choice.

To **edit** an existing item, select the item, go to the File menu, and choose Properties or click on the Properties button on the toolbar: . You can also edit items by right-clicking on them and selecting Properties from the menu.

To **delete** an item, select the item and press the Delete key, or choose Delete from the Edit menu, or click on the Delete button on the toolbar: .

To **move** an item, click on it with the mouse and hold the mouse button down while dragging it to the new location.

To **copy** an item, click on it and choose Copy from the Edit menu, or click the Copy button on the toolbar: .

To **paste** an item, click on the place where you want to paste it, and choose Paste from the Edit menu, or click on the Paste button on the toolbar: .

The **find** an item by name, choose Find from the Edit menu.

Note: You can only have as many active users as you have licenses for TimeTiger. If you try to create an active user after you have used up your licenses, you will be asked to delete a user or mark someone as inactive.

8.2. Explorer-Item Properties

For a detailed explaination of a particular item's properties, see the appropriate section below:

User Groups
Users
Categories
Clients
Projects
Tasks

8.3. Item Properties

8.3.1. Properties-User Groups

The following is a list of properties for User Groups and a description of each:

Name - The name of the group.

The Active option – This automatically defaults to checked; if this option isn't checked the group will not be allowed to enter the TimeTiger database.

Billing Rates - You can enter default billing rates for this particular User Group, if you are using billing and if you bill different User Groups at different rates.

Created On - The date on which the object was created.

Reference # - The Ref # is a place where you can store a number or code for each group.

The Custom Fields 1-3 - The Custom fields (Custom 1, Custom 2, Custom 3) can be used to store any other information you wish to keep track of for each group.

The Description - A description of the User Group.

8.3.2. Properties-Users

When editing a user, you can change their properties, and also set a schedule for when the timer turns on and off for that user. For more information about the schedule, click here.

The following is a list of properties for Users and a description of each:

User Name - The system name for the user.

Change Password - This button gives you the ability to enter or change a User's password. You simply click on this button and a screen pops up in which you type the password and then confirm it. When you hit OK, the new password will be verified, and if you didn't type the exact same password on both lines, you'll be told to re-enter the password. Otherwise, the password will change to the one you entered.

The Active Checkbox - This automatically defaults to checked (active). If this box isn't checked the user will not be allowed to enter the TimeTiger database.

Full Name- This is the full name of the user.

Administration Checkbox - This marks the user as an administrator. Users who are not adminstrators have the following restrictions:

- They can't add, delete, or change any items (Clients, Projects, Users, etc.) or their properties, except some of their own
- They can't create, view, or delete invoices
- They can't change general automail options, but they can still change their own automail options

Billing Rates - You can enter default billing rates for this particular person, if you are using billing and if you bill different people at different rates.

Created On - The date when the user was created.

Telephone, Fax, Mobile, Pager - The person's phone numbers

E-mail - Their email address

Reference # - The Ref # is a place where you can store a number or code for each user.

Custom Fields 1-3 - The Custom fields (Custom 1, Custom 2, Custom 3) can be used to store any other information you wish to keep track of for each user.

The Description - A description of the User.

Note: You can only have as many active users as you have licenses for TimeTiger. If you try to create an active user after you have used up your licenses, you will be asked to delete a user or mark someone as inactive.

8.3.3. User Schedules

You can set up a schedule for when the timers run for each user. For example, you can have the timers stop overnight when you are not at the office.

To get to the schedule feature, right-click on the TimeTiger icon in your system tray. Click on the Explorer button. Open a user group and right-click on a user. Choose Properties. Now select the

Schedule tab. Turn on timer schedules by clicking the check box in the upper left area of this screen.

By setting times in the boxes, you control when the timer will run. For example, if you set the timer on Monday to Start at 9:00 AM and end at 5:00 PM it will only run during those hours on Monday.

Tips:

- When entering times, use a 12 hour clock with AM or PM after the time.
- If you leave the times as the defaults - 12:00 AM start and end - the timers will not run on those days.

To change all weekdays to the same times, set up one of the weekdays to the hours you'd like. Then click on the All Weekdays button.

8.3.4. Properties-Categories

The following is a list of properties for Categories and a description of each:

Category Name - The system name for the Category.

The Active Checkbox - This automatically defaults to checked (active). If this box isn't checked the Category will not be available in the Log Time screen. In addition, information related to inactive Categories will not show up in reports unless a special option is flagged when the report is created.

Billing Rates - You can enter default billing rates for this particular category, if you are using billing and if you bill different categories at different rates.

Created On - The date when the Category was created.

Reference # - The Ref # is a place where you can store a number or code for each Category. This is handy for things like cost center reporting. You can set up all your categories as cost centers, using the name as a text name of the cost center, and Ref # as the cost center code. This allows the users to read the text description of the cost center when they enter time, and allows you to do reporting on the codes later.

Custom Fields 1-3 - The Custom fields (Custom 1, Custom 2, Custom 3) can be used to store any other information you wish to keep track of for each Category.

The Description - A description of the Category.

8.3.5. Properties-Clients

The following is a list of properties for Clients and a description of each:

Client Name - The name of the Client company.

Change Password - This button gives administrators the ability to enter or change a Client's password. You simply click on this button and a screen pops up in which you type the password and then confirm it. When you hit OK, the new password will be verified, and if you didn't type the exact same password on both lines, you'll be told to re-enter the password. Otherwise, the password will change to the one you entered.

The Active Checkbox - This automatically defaults to checked (active). If this box isn't checked the Client will not be available in the Log Time screen. In addition, information related to inactive Clients will not show up in reports unless a special option is flagged when the report is created.

Contact Name- This is the contact person within the Client company.

Created On - The date when the Client was created.

Billing Terms - The default billing terms (e.g. Net 30) for the Client.

Billing Rates - You can enter default billing rates for this particular category, if you are using billing and if you bill different Clients at different rates.

Reference # - The Ref # is a place where you can store a number or code for each Client.

Custom Fields 1-3 - The Custom fields (Custom 1, Custom 2, Custom 3) can be used to store any other information you wish to keep track of for each Client.

The Description - A description of the Client.

By Clicking on the Address Tab, you can access Address and Contact Information:

Address - The Client's address. When an Invoice is created for this Client, the Bill to address will be a combination of the Client Name, the Contact name, and the address.

Telephone, Fax, Mobile, Pager - The contact person's phone numbers.

E-mail - Their email address.

URL - Their web site address.

8.3.6. Properties-Projects

In addition to ordinary properties for a particular Project, TimeTiger can track R&D information about the Project. If the option to track R&D information is enabled, you will see five tabs behind the Project properties that hold the answers to the five questions on the Revenue Canada T661 (E) form for requesting Tax Credits. For more information, see the section R&D-Overview.

The following is a list of properties for Projects and a description of each:

Name - The name of the Project.

The Active Checkbox - This automatically defaults to checked (active). If this box isn't checked the Project will not be available in the Log Time screen. In addition, information related to inactive Projects will not show up in reports unless a special option is flagged when the report is created.

MS Project File - If you are already using MS Project to track your Projects, you can import tasks from the MS Project file to TimeTiger. This spot stores the location and name of the MS Project file. For more information on how to import tasks, see the section on Importing Tasks.

Created On - The date on which the object was created.

Estimated Start Date - The date you expect to start the Project. This is useful later for performance analysis. You can either type in the date, or choose it from the calendar by pressing the ... button.

Estimated Finish Date - The date you expect to finish the Project. You can either type in the date, or choose it from the calendar by pressing the ... button.

Estimated Hours - The number of hours you expect the Project to take.

Billing Rates - You can enter default billing rates for this particular Project, if you are using billing and if you bill different Projects at different rates.

Reference # - The Ref # is a place where you can store a number or code for each Project.

The Custom Fields 1-3 - The Custom fields (Custom 1, Custom 2, Custom 3) can be used to store any other information you wish to keep track of for each Project.

The Description - A description of the Project.

8.3.7. Properties-Tasks

The following is a list of properties for Tasks and a description of each:

Task Name - The name of the Task.

Priority - Allows you to show different priorities for different tasks.

The Active Checkbox - This automatically defaults to checked (active). If this box isn't checked the Task will not be available in the Log Time screen. In addition, information related to inactive Tasks will not show up in reports unless a special option is flagged when the report is created.

Created On - The date on which the object was created.

Estimated Start Date - The date you expect to start the Task. This is useful later for performance analysis. You can either type in the date, or choose it from the calendar by pressing the ... button.

Estimated Finish Date - The date you expect to finish the Task. You can either type in the date, or choose it from the calendar by pressing the ... button.

Estimated Hours - The number of hours you expect the Task to take.

Default Category - To help insure that users enter categories consistently when logging their time, you can assign a default category to automatically appear in the Time Log window when a user chooses this task.

Billing Rates - You can enter default billing rates for this particular Task, if you are using billing and if you bill different Tasks at different rates.

Reference # - The Ref # is a place where you can store a number or code for each Task.

The Custom Fields 1-3 - The Custom fields (Custom 1, Custom 2, Custom 3) can be used to store any other information you wish to keep track of for each Task.

The Description - A description of the Task.

Do Not Update MS Project checkbox - Check this box if you are synchronizing this task with a Microsoft Project file but do not wish the TimeTiger time logged to be exported back to the Microsoft Project file.

8.4. Explorer-See Timers

You can quickly create similar QuickPick timers for a group of users by copying some or all of one user's QuickPick timers to another user. For example, if several of your users need the same QuickPick timers, you can create them for one user and then copy them to the other users in the group.

First, create a set of QuickPick timers for one user. Then, right-click on that user in the TimeTiger Explorer and choose **See Timers...** Note that you must be logged in as a TimeTiger administrator to see this option.

You will see a list of the user's QuickPick timers. Check the timers you wish to copy. Then choose the user you wish to copy the timers to. Click the Copy Now button to start the copy. Repeat this step for each user that needs the same list of QuickPick timers.

9. Importing from MS Project

9.1. Import Overview

TimeTiger allows you to work with Microsoft Project and helps keep track of how much time is being spent on your Projects. It does this by importing Tasks from your MS Project file, and exporting time worked information.

By periodically importing your MS Project file into TimeTiger, and exporting time worked, you can use TimeTiger to track the actual time spent on your projects, and have your MS Project file accurately reflect this information.

Note:
In order to use the tasks from Microsoft Project you must first ensure that your TimeTiger database supports tasks. See the section on Time Groupings for more details. If you have not created a TimeTiger database which allows tasks then you must create a new one if you would like to use this feature.

You must also have MS Project 4.1 or greater installed on the machine where you are doing the import.

Importing a Microsoft Project File
- Right-click on your TimeTiger icon
- Hit the Explorer button to go to the explorer screen
- Select the Project that you would like to add tasks for (you need to create the Project in TimeTiger before importing a Microsoft Project file).
- Edit the properties of the Project - See Item Properties for details
- The first line will contain the name of the Project and the 2nd line will ask you for an MS Project file name. Click on the Import button to bring up the Project Import Wizard

See the File Location section to continue.

The following fields are imported for the Project:

From Microsoft Project:	Into TimeTiger project:
Start Date	Estimated Start Date
Finish Date	Esitmated End Date
Planned Hours of Work	Estimated Hours
Notes	Description

The following fields are imported for each Task in the Project:

From Microsoft Project:	Into TimeTiger task:
Task Name	Task Name
Priority	Priority
Start Date	Estimated Start Date
Finish Date	Estimated End Date
Planned Hours of Work	Estimated Hours
Notes	Description
WBS	WBS Code

The following fields can optionally be exported back into the MS Project file for each Task:

From TimeTiger task:	Into Microsoft Project:
Actual Hours of Work	Actual Hours of Work
Actual/Estimated Hours * 100	Percent Complete

9.2. Import Wizard-File Location

On the Project File Location screen, enter the location of the Project file which you would like to take tasks from. You can also hit the Browse button to search for the Project file.

Once you click on the Next button, TimeTiger will begin reading the Project file. Please be patient as this can take several minutes in the case of large files.

See the New Tasks section to continue once the file has been read.

9.3. Import Wizard-New Tasks

The New Tasks step shows you a list of tasks that TimeTiger will add from your Microsoft Project file. TimeTiger will also update any tasks you have previously imported, but will not delete any tasks that are no longer present in the MS Project file. So, if you remove tasks from MS Project, you need to manually remove them from TimeTiger as well.

At this step, you can adjust the level of the tasks that you would like to import from MS Project.

You can select from 1 level to 10 levels of Tasks and Subtasks to import. The maximum (10 levels) is the default.

The next step is Import Options.

9.4. Import Wizard-Options

In this step, you can specify whether TimeTiger should export time worked and percentage complete information back into the MS Project file. Click the Yes checkbox if you want this information to be exported.

You can also specify the method TimeTiger uses to calculate the Percent Complete field in Microsoft Project. Select "Actual hours logged vs. Task Duration" to send the actual time you entered in TimeTiger back into Microsoft Project as Actual Work. This will set the Percent Complete to accurately reflect the actual work vs. your original estimated work.

Alternately, you can directly specify the % complete of each task by using one of the TimeTiger custom fields in the Task Properties. Select "From a field in the TimeTiger Task Properties" to use a custom field to specify % complete. Then, for each task in the project, enter the % complete into the custom field of your choice. The % complete must be entered as a number from 0 to 100, and you should not enter the % mark itself: simply the number. Note that if you choose to directly enter the % complete, the actual worked information will not be transferred to Microsoft Project: only the % complete will be transferred.

Click Finish to proceed with the import/export of the MS Project file.

Note:
If you have chosen to add some new tasks to TimeTiger, you must click OK in the Project window in order for the new tasks to be added. If you click Cancel, the new tasks will not be added and you will need to run the Import Wizard again.

If you change your MS Project file at a later date (by adding new tasks, for example), you should update TimeTiger by running the Import Wizard again. See Updating TimeTiger for details.

9.5. Updating TimeTiger

Once the intial import of tasks from a MS Project file has been completed, it may be necessary to update TimeTiger with more current information or changes in the MS Project file.

To accomplish this, simply run through the import procedure as you would if you were importing tasks for the first time.

There is a subtle difference though, the New Tasks screen on the Import Wizard will only display new tasks that have been added since the last time an import from this MS Project file had been done.

When you start importing, TimeTiger will not only add these new tasks to the database, but it will automatically update any changes to the start and finish dates, the priority, and the task notes of the tasks that you imported before.

Note that even if you rename the task within TimeTiger and do an update from Project, TimeTiger will know what the original task name was and be able to update the task.

Example,

- You have a task in MS Project called Initial Prototype Design.
- You rename it in TimeTiger to Proto. Design.
- You change the timeline for the task in MS Project.

If you update the Project in TimeTiger, the timeline for Proto. Design will be updated even thought the task names are different in TimeTiger and MS Project.

10. Supervisor Approval

10.1. Approval Overview

TimeTiger allows you to require supervisor approval for any time that will appear on reports or invoices. This can be used as a second check on all user time by a supervisor for spelling errors, improper language, etc.

When Supervisor Approval is turned on, time is entered as usual by regular users. After a pre-defined period of time, a supervisor's TimeTiger icon will start to flash with a small checkmark on it. This indicates to the supervisor that they must approve someone's time. The supervisor goes into the Edit Time window and reviews the time logs for all users that they are responsible for. They can approve or deny individual entries or a group of entries. When they deny time, they are asked to enter a description as to why the time was denied. When approving time, the colors of the log entries changes according to what you change. Below is a list of the colors and what they mean:

- White - Normal time log entries that have not been reviewed by a supervisor
- Red - Denied time log entries - when you click on these, a note will appear at the bottom of the screen telling you why the entry was Denied
- Green - Time that has been approved by your supervisor
- Grey - Time that appears on an invoice - it cannot be edited anymore

When the user logs on to TimeTiger and their supervisor has denied some time logs, that user's TimeTiger icon will flash with a check mark indicating that they must review their time and correct denied time logs.

For information on how to set up your database for supervisor approvals, see the section called Approval-Setup. For information on approving time, see the section called Approval-Approving Time Logs. For information on denied time, see the section called Approval-Editing Denied Time.

10.2. Approval-Setup

To enable supervisor approvals in your database, right-click on the TimeTiger icon and click on the Explorer button. Then, select Tools...Options. Click on the Supervisor tab. This is where you can enable and change options related to supervisor approval. For details on what these options mean, see the Options-Supervisor section.

10.3. Approval-Assigning Supervisors

A supervisor can be assigned to a User Group or a Project. To select whether supervisors are assigned to User Groups or to Projects, go to the Supervisor tab in Tools...Options.

To assign a supervisor, right-click on the TimeTiger icon. Click on the Explorer button. Select the User Group or Project for which you wish to assign a supervisor. Right click on the item and choose Properties. Select the supervisor from the list presented beside "Supervisor." For more information on working with item properties, see the Explorer-Item Properties section.

Note: Supervisors can have supervisors. To do this, enable supervisor approval by UserGroup. Create a group called "Management." Put your first supervisor in there. Assign them to whatever other group you want them to supervise. Now, create a third group called Directors. Put someone in their - they can supervise the "Management" group. Now you have a supervisor hierarchy. Change group names accordingly.

10.4. Approval-Approving Time Logs

TimeTiger tells you that you need to review people's time logs on a periodic basis. To change that period, read the section on Options-Supervisor. When a supervisor is required to review time logs, their TimeTiger icon will blink with a red check mark. The Edit Time button on their QuickPick window will also flash.

You can also check if you have time that is unreviewed by right-clicking on the TimeTiger icon and hitting the Check for Time Logs button. If you have any time to review, your TimeTiger icon will blink the checkmark and the Edit Time button will also flash.

To review time logs, right-click on the TimeTiger icon and hit the Edit Time Logs button. You will be presented with your time logs, and a list of User Groups or Projects that you are the supervisor of. You can select individual Users or Projects, and see the time logs associated with that User or Project. The logs will be different colors depending on thier status. A list of colors and their meanings appears below:

- White - Normal time log entries that have not been reviewed by a supervisor
- Red - Denied time log entries - when you click on these, a note will appear at the bottom of the screen telling you why the entry was Denied
- Green - Time that has been approved by a supervisor
- Grey - Time that appears on an invoice - it cannot be edited anymore

When you first enable supervisor approvals, all time logs will be marked as approved (green).

You can restrict the tree view at the left of the screen to show only the Users and Projects that have time that needs to be approved. To do this, enable the "Only users (Projects) to approve" checkbox.

You can sort the time logs in different ways by choosing an option from the "Sort" box at the top of the screen. You can also show only Approved, Denied, or Not Reviewed time by choosing an option from the "Show" box at the top of the screen.

Select entries with the mouse. To select more than one entry, click on the first one, then hold down the shift key and click on the last one. To select all entries, click on the "All" button.

You can either approve or deny the selected entries. To approve them, click on the checkmark button: ✓. They will turn green. To deny them, click on the NO button: No. You will be asked for an explanation for the denial. This explanation will appear at the bottom of the screen when the denied entry is selected. If you deny several entries at the same time, your description gets attached to each of the entries.

If you want to change time back to unreviewed time, click the Unreview button: . To delete an entry, select it and click the delete button: ✕.

Note: Generally you should not delete entries for people reporting to you. Rather, deny the entry and give them a chance to respond or delete it themselves.

10.5. Approval-Editing Denied Time

Once a supervisor has denied your time, your TimeTiger icon will blink with a red checkmark. Right-click on the TimeTiger icon, and click the Edit Time Logs button. You will be presented with your denied time. Those denied entries will show up in red in the edit screen. The following is a list of the colours of Time Logs and what they mean:

- White - Normal time log entries that have not been reviewed by a supervisor
- Red - Denied time log entries - when you click on these, a note will appear at the bottom of the screen telling you why the entry was Denied
- Green - Time that has been approved by a supervisor
- Grey - Time that appears on an invoice - it cannot be edited anymore

As stated above, Clicking on a denied entry will show a note at the bottom of the screen saying why your supervisor denied the time. Correct the entry. As soon as you edit anything, the entry will turn white again, signaling that the time is unreviewed. The note will also disappear.

11. Invoices

11.1. Invoices Overview

TimeTiger allows you to create invoices from your time data. You can create invoices based on the exact number of hours you worked on a Project, on the number of days that you worked on a Project, or on a flat rate.

Note: TimeTiger can handle different invoice types and different taxes. It can save invoices, and print them. One thing TimeTiger doesn't do is track receivables. It is assumed that you will track your company's financial data elsewhere, and that you will generally use TimeTiger to create and print your time-related invoices.

To be able to create and track invoices in TimeTiger, your database must support Clients. If you cannot add or edit Clients in the Explorer view, you are not set up for Clients and will have to set up a new database that contains Clients. See your system administrator for assistance.

If you are set up for Clients, the first thing you must do is enable Billing and set up Taxes for your company. To set these up, go to Options-Billing & Taxes.

Once Billing and Taxes are set up, You can create individual invoices by right-clicking on the TimeTiger icon, hitting the Explorer button, and choosing File...Create Invoice from the Explorer screen. This will bring you to the Invoice Edit Screen.

You can create batches of invoices by right-clicking on the TimeTiger icon, hitting the Exporer button, and choosing File...Invoice Wizard. This will start the Invoice Wizard. The Invoice Wizard can create many invoices at once.

11.2. Invoice Edit Screen

The Invoice Edit Screen is accessed by selecting File...Create Invoice from the Explorer window.

Once you're in the Invoice Edit Screen, select the Client you wish to invoice. Select the Project you are invoicing for. At this point, TimeTiger will fill in all the time entries related to that Project since the last invoice for that Project (everything that hasn't been billed yet). It will also fill in an invoice number, the Client address, the terms associated with that Client, and today's date. If you set the invoice date to an earlier date, TimeTiger will remove those entries which occurred after the invoice date. For example, if it's May 4 and you invoice for April 30, Time Logs from May 1 to May 4 will no longer appear (once you save the invoice, this no longer happens if you change the date).

NOTE: If you have supervisor approvals enabled, only approved time logs will appear on the invoice. For more information on Supervisor Approval, see that section.

Taxes for each line item will also be filled in. You should notice that the Total (at the bottom of the screen) = SubTotal + Taxes. To see the tax amounts, hit the Print button, which will bring you to the invoice view screen. For more information on viewing and printing invoices, see the Printing Invoices section.

At this point, you can fill in a Purchase Order (P/O) Number, A Rep at your company for the Project, and a Client Note that will appear on the invoice. Note - the Client Note will automatically fill in with the last Client Note you used on an invoice. You can also edit the Bill To address, invoice number, and terms.

If you want to add a note to yourself about this invoice, click on the "Notes" tab at the top of the screen. To return to the invoice, click on the "Invoice" tab.

After all the invoice header information is entered, you can make changes to the Line Detail Information.

Note: if you have Daily and/or Flat Rate billing enabled, you will one or both of the following buttons in the Header area of the Invoice: "Bill at Flat Rate" or "Bill in Days." Usage of these buttons is covered in the sections Flat Rate Invoices and Billing in Days, respectively.

Tip: If you are required to show a registration number such as the GST Registration number (in Ontario) on every invoice, a good place to put it is in the Customer Message. The Customer Message gets remembered from invoice to invoice, and so will your registration number.

11.3. Line Detail Information

Each of the lines in the invoice can be changed from what was previously entered into TimeTiger. In the left portion of the screen, you see the information that will appear on the invoice. On the right portion of the screen, you see information from TimeTiger's Time Logs that does not appear on the invoice. You can move the bar between these two screen sections if you want to see more of one or the other.

The Date for each line item is the Date the entry was recorded in TimeTiger. This date will appear beside the line item on the invoice.

The Description is the description as entered, and will also appear on the invoice.

The Qty will initially correspond to the number of hours that were entered for that Time Log in TimeTiger. You can change this quantity without changing the hours shown on reports, etc. in TimeTiger.

The Unit is the Unit you will bill in. The different Units available in TimeTiger are:

- Regular Hrs. - for invoicing the hours you spent on this item
- Overtime Hrs. - for invoicing at your Overtime rate, if you have Overtime set up
- Extra Hrs. - for invoicing at your Extra Time rate, if you have Extra Time set up
- Days - for invoicing that particular line in Days instead of hours. You will need to change the Rate and Qty if you change this to date. If you want to bill all entries as Days, you should set that option up and use the Bill in Days button.
- Flat Rate - Used to create a Flat Rate line on an invoice. Usually this is only used for the one line that contains the entire flat rate, and the rest of the invoice lines are marked as their original Unit or Do Not Show. If you want to create a Flat Rate invoice, you should set that option up and use the Bill at Flat Rate button.
- Do Not Show - If you select this Unit, the line will not show up on the invoice. The line will also turn grey to indicate that it will not show up on the invoice.
- Other - This is used if you want to mark a line with a Unit other than one of the Units above. Note - for reporting on performance (e.g. Hrs. worked vs. Total charged), the "Other" lines are not counted in the Total charged.

The Rate is the rate to be charged to each line on the invoice. Normally, these rates are set by default to the rates filled out in Item Properties, and selected in Tools...Options...Billing.

The Tax is the tax that will be applied to each line on the invoice. Normally, this defaults to the tax set up in Tools...Options...Billing.

To Add a line, click on the Add Line button at the bottom of the screen. You will be asked to fill in all the properties for that line. This button is useful to add items such as equipment to an invoice, or to add a Discount line. These lines normally have the "Other" Unit assigned to them.

To delete an entry, select it and then hit the delete key on the keyboard.

When you are finished setting all your invoice details, you can save the invoice by clicking the save button: .

Note: As soon as you save an invoice, all line items related to that invoice will turn grey in any edit screen, and you will not be able to edit them.

To view, then print the invoice, click the print button: . See Printing Invoices for details.

11.4. Flat Rate Invoices

If you want to bill Flat Rate instead hourly, you should enable Flat Rate billing in Tools...Options...Billing. Then, create an invoice and fill in the header information as explained in the Invoice Edit Screen section.

Now hit the "Bill at Flat Rate" button. the Add Invoice Line window will appear.

- Enter the date for the line.
- Enter a description (e.g. "Project Flat Rate - 40% of Project total").
- Enter a Qty - usually this would be 1, and then you'd put your Flat rate price in under Rate. If, however, you are billing a flat rate of units of time, you might want to enter the number of units, and then the rate per unit. The subtotal shows Qty*Rate.
- Select the taxes that should be applied to this line.
- Finally, indicate whether or not you want to show the detail lines on the invoice. If so, they will all be listed, but with a Rate of $0.00. If not, they will all be shaded in grey, and will have "Do not Show" as their Unit.

You can now add other lines as explained in Line Detail Information.

Save the invoice by hitting the Save button: .

Note: As soon as you save an invoice, all line items related to that invoice will turn grey in any edit screen, and you will not be able to edit them.

When you are ready, you can view and print the invoice as explained in Printing Invoices.

11.5. Billing in Days

If you want to bill Daily instead hourly, you should enable Billing in Days in Tools...Options...Billing. Then, create an invoice and fill in the header information as explained in the Invoice Edit Screen section.

Now hit the "Bill in Days" button. The first line of each day (as you go down the page) will change to a "Day" line. All others will turn grey and become "Do not Show" lines.

For each "Day" line (the first one each day), the Unit will change to Days. The Rate will change to the default Day Rate entered in Item Properties, and selected in Tools...Options...Billing. The Qty will change to 1.0 (1.0 Days).

You should now edit each day line to reflect the work done that day.

When you are finished, you can add other lines as explained in Line Detail Information.

Save the invoice by hitting the Save button: .

Note: As soon as you save an invoice, all line items related to that invoice will turn grey in any edit screen, and you will not be able to edit them.

When you are ready, you can view and print the invoice as explained in Printing Invoices.

11.6. Printing Invoices

The report you edited will be displayed in your default web browser. You must either print the invoice from your web browser or, if you have Microsoft Excel installed, open the file using Microsoft Excel. In Microsoft Internet Explorer, this is as easy as choosing the "Edit with Microsoft Excel" option from the browser's file menu. With other browsers, you may need to Save the HTML file to your hard disk and open it from Microsoft Excel.

When printing TimeTiger invoices, you may need to adjust the paper orientation and margins to make your invoice appear properly on the page. Feel free to experiment with the layout options available in your web browser and in Microsoft Excel to make the invoice look just as you want it.

After printing an invoice, close this window. Later, you can always get the invoice back and re-print it by Looking up Previous Invoices.

11.7. Looking up Previous Invoices

After having created invoices, you can always look them up later to view, edit, or delete them. To get to the Invoice lookup screen, right-click on the TimeTiger icon, hit the Explorer button, and choose Lookup Invoice.

Select the Client that the invoice was for. A list of all invoices for that Client will appear.

Choose the View button to view or edit the invoice. This will take you to the Invoice Edit screen. From there you can make changes and/or print the invoice again.

Choose the delete button to delete a report.

Choose the Close button to exit the screen and return to TimeTiger Explorer.

12. Invoice Wizard

12.1. Invoice Wizard Overview

The Invoice Wizard allows you to create many invoices at once. This can be extremely useful if you periodically bill all your clients (once a month, for example) and would like to create and print all the invoices in one step.

Using the Invoice Wizard
- Right-click on your TimeTiger icon
- Hit the Explorer button to go to the explorer screen
- Choose Invoice Wizard from the File menu

The first step in the Invoice Wizard is Select Invoice Date.

Note:
the Invoice Wizard can only create Hourly invoices. If you want to create Flat Rate or Daily invoices, you must create each invoice individually by using the Invoice Edit Screen.

For more information about creating invoices, see Invoices Overview.

12.2. Invoice Wizard-Select Invoice Date

Pick the invoice date for all the invoices you wish to create. Time entries that were logged on or before that invoice date, and that do not already appear on another invoice, will appear on the invoice.

Click Next to go to the next step, Select Invoices to Create.

12.3. Invoice Wizard-Select Invoices to Create

Here you see a list of all the invoices that could be created by TimeTiger. For each invoice, you see the client, project, and number of hours of time that would appear. You also see the invoice date for the most recent invoice created for that project, if any.

You can review this list and uncheck any invoices that you do not wish to create at this time. Click All to check all the invoices, or None to uncheck them.

When done, click Next to go to the Options step.

12.4. Invoice Wizard-Options

At this step, you can select a number of options for invoice generation.

Starting invoice number is the number of the first invoice that is generated. Subsequent invoices will be numbered consecutively.

Client Note is a short message that will appear at the bottom of each invoice. For example, "Thank you for your business."

Print invoices after they are created should be checked if you want to print your invoices. Invoices will be created and printed through your system's default web browser, which may pop up a Print dialog-box before each invoice you print.

Click Finish to generate, and optionally print, your invoices.

13. Frequently Asked Questions

13.1. FAQ Overview

The following are Frequently Asked Questions about TimeTiger that are answered in this Help File. For a more up-to-date list of Frequently Asked Questions, go to the TimeTiger web site at http://www.timetiger.com.

- Why is my TimeTiger icon blinking?
- What if I've been away for more than a day, and need to allocate time to those days?
- Can I use TimeTiger on my laptop when I'm not at the office?
- What if my computer crashes and I didn't allocate time?
- Do I always have to have TimeTiger running when I want to track my time?
- Why is TimeTiger telling me it cannot connect to the database?
- I forgot to allocate time for something, and now my Timer shows 0.0
- TimeTiger is Telling me I don't have enough licenses - What now?
- Why don't taxes show up on my Invoice?
- Why do lines on my invoice turn grey?
- What do the line colors mean in Edit Time?
- Can I remove the login security?
- Why aren't the timers changing?
- Why can't I edit Clients, Projects, etc.?
- Why can't I change Tools...Options?
- If I'm a Supervisor, how do I edit my own time?

Why don't some of my users show up in an analysis?

13.2. Why is my TimeTiger icon blinking?

TimeTiger has a built in reminder mechanism. The TimeTiger icon will begin blinking red after a pre-defined number of hours has passed since the last time you entered your time. The default is that it blinks after two hours. You can change how soon after your last allocation the icon starts blinking by going into Tools...Options in the Explorer window.

To ensure that you are accurately entering your time, you should try and allocate your time as frequently as possible, ideally, every time you switch tasks or Projects.

If you are a supervisor, and you need to review time, the icon will blink with a small checkmark . You will also get this icon flashing if you have a supervisor, and some of your time has been denied. To learn about supervisor approvals and correcting your denied time, see Supervisor Approval.

13.3. What if I've been away for more than a day, and need to allocate time to those days?

To help speed up the time it takes you to regularly enter time, the TimeTiger Log Time window defaults to the current date. If you want to allocate time for dates in the past, you can.

At the top left corner of Log Time window you will notice an area that contains the date. To enter time for dates in the past:

- Enter the date for which you want to allocate time in the date field.

OR

- Click the button to the right of the Date field and select the date from the calendar that appears.

Once you've entered the date for which you want to allocate time, just enter your time as usual. See Log Time Overview for more details.

13.4. Can I use TimeTiger on my laptop when I'm not at the office?

TimeTiger does not support laptop synchronization. You could install TimeTiger on your laptop, but you would not be able to link your time data to that of others at your company. Please check our web site at http://www.timetiger.com to find out about TimeTiger/Web and future versions of TimeTiger, which give you time logging options while on the road.

13.5. What if my computer crashes and I didn't allocate time?

The TimeTiger main timer is continually running even when your computer is off. So if your computer crashes or there's a power failure and you didn't allocate time, don't worry. When you re-start TimeTiger you'll find that the timer will have continued to track your time (even while your computer was down) and you can enter your time where you left off.

13.6. Do I always have to have TimeTiger running when I want to track my time?

The TimeTiger timers are continually running even when the program is not or your computer is off. Each time you launch TimeTiger you will notice that the program has kept timing since the last time you entered your time.

13.7. Why is TimeTiger telling me it cannot connect to the database?

Database connection problems can occur for any of the following reasons:

- The database has been moved from its original location.
- Your computer is not connected to your network or you are not logged in.
- Your network administrator has not allowed you sufficient privileges to your network login account.
- TimeTiger has not been correctly set up on your computer.

For help diagnosing and solving your problem, visit the TimeTiger web site, www.timetiger.com

13.8. I forgot to allocate time for something, and now my Timer shows 0.0

TimeTiger allows you to allocate more time than what is showing on the timers. Right-click on the timer and click Set Time To. Type in the time you spent on the task (for example, 1.5) and click OK.

13.9. TimeTiger is telling me I don't have enough licenses - What now?

If you do not have enough licenses to add an additional user, you need to delete or de-activate a user (see Explorer section). If you would like to have more active users, you need to purchase additional licenses from Indigo Technologies Ltd. E-mail Indigo at info@indigo1.com for purchasing details and pricing.

13.10. Why don't taxes show up on my invoice?

If taxes are not showing up on your invoice, they are either not set up, or the default tax for each line item is not set. See the section on Options-Billing for information on how to set up your taxes.

13.11. Why do lines on my invoice turn grey?

When you mark a line as a Day item, or when you create an invoice and hit the Bill in Days button, only the first line of each day appears white. the rest of the lines appear grey, and will not be printed on the invoice. For more information, see the section on Billing in Days.

13.12. What do the line colours mean in Edit Time?

If supervisor approvals are enabled, different lines will appear in different colours depending on their meaning. Below is a list of the colours lines might be:

- White - Normal time log entries that have not been reviewed by a supervisor
- Red - Denied time log entries - when you click on these, a note will appear at the bottom of the screen telling you why the entry was Denied
- Green - Time that has been approved by your supervisor
- Grey - Time that appears on an invoice - it cannot be edited anymore

For more information on the Edit Time screen, refer to that section.

13.13. Can I remove the login security?

TimeTiger can be set up with integrated security, so that it logs you in as soon as you log in to Windows. If you are an Administrator, you can change these settings in Options-Security. Otherwise, contact your system administrator.

13.14. Why aren't the timers changing?

If this is the first time you are running TimeTiger, you might be wondering how you can tell the timers are running. Well, they are, in the background. You will only see the timer change after the increment that was set up in the database when it was created. For example, if the database was set up to track time in increments of 0.25 hours, you will have to wait 15 minutes to see the timer change. For information on how this increment can be changed, see Options-Timers.

13.15. Why can't I edit Clients, Projects, etc.?

If you cannot edit, add, delete, or move Clients, Projects, tasks, etc. it is likely because you are not set up as an Administrator. Normal users can only change their own poperties. Only Administrators can edit or change other items in the Explorer view. For information on how to change a User's properties so they are an Andministrator, see the Explorer-Item Properties section.

13.16. Why can't I change Tools...Options?

Only Administrators can change TimeTiger Options. For information on how to change a User's properties so they are an Andministrator, see the Explorer-Item Properties section.

13.17. If I'm a Supervisor, how do I edit my own time?

As a supervisor, your time is automatically approved by TimeTiger (appears green and cannot be edited). To edit time that you have logged you must first mark the time as unreviewed (using the clear button). After doing so, you should notice that the time entry background is white. You can now edit your time. Don't forget to approve your time after you make this change. For more information on changing the approval status of Time Logs, see the section on Supervisor Approval.

13.18. Why don't some of my users show up in an analysis?

If a user doesn't appear in an analysis, it is either because they are inactive or they haven't logged any time yet. Remember that if you have Supervisor Approval enabled, a users time will not appear in reports or analysis until it is approved by a supervisor.

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