# Frequently asked questions

Choose the question that matches what you see on screen. The button names match the ones in the app.

### Find a topic

Projects and activities · Worklogs and timer · Calendars and reports · People, access and email

## Projects and activities

### How does a Project ID differ from a destination issue?

A Project ID groups time spent on the same project in reports. The destination issue is where Jira saves an individual entry. Many issues and subtasks can contribute to one Project ID.

**How to check** On example project 90001, 15 minutes on ENS-24 and 15 minutes on ENS-90 add up to 30 minutes for the project. Each issue keeps its own entry.

Log time · Project IDs

### When should I enter an activity type or choose Miscellaneous?

If the work belongs to a project, choose its Project ID. In manual entry, Activity type (optional) lets you identify a test or meeting for that project, for example. Under Miscellaneous, the internal activity identifies work with no Project ID.

**How to check** A meeting about project 90001 can be logged under 90001 as Meeting if the group offers it. Cross-team training can be logged as Miscellaneous → Training if that internal activity is configured.

Log time · Activity groups

### How do I make activities available on an existing project?

Each project can use an activity group. Use for new projects chooses the suggested group for future projects. To change an existing project, open its profile.

1. In Organization → Project IDs, find the code. Choose Open project → Edit project and select the Activity group. Finish editing and choose Save configuration.
2. To change the options in a group, open Activity groups → Edit activities. Check Used by … projects before editing a shared group.

**How to check** Open a new Log time form and select that Project ID. Activity type (optional) should list the group’s active choices.

Project IDs · Activity groups

### Can I log work on a project with no dedicated Jira space?

Yes. An organization manager or Jira administrator can set up a Project ID with a general time-tracking issue. The issue receives time logged from the catalogue.

1. In the project profile, choose Use an issue without linking a space, choose a suitable Jira issue, apply the destination and save the configuration.

**How to check** In Log time, select the Project ID and open Description and details to check the issue key before saving.

Project IDs · Log time

### Has requesting a Project ID logged my time?

Submit request saves a personal draft. An administrator can create the project or link an existing one. Everyone following a request keeps their own time details.

1. In My Timesheet → My time entry drafts, look for Project ID available. Choose Resume time entry, then Save entry to confirm.

**How to check** The minutes count towards reports once Jira saves the worklog.

Log time · Project IDs

### Which Project ID is used when there are several sources?

A manual choice saved on an individual worklog takes precedence for that worklog. Automatic reading can use the linked Jira space or fields on the issue. The form shows the source it used and asks for a choice if the applicable sources leave the value unresolved.

**How to check** If the suggestion looks wrong, compare the space key, the code in the Jira field and the source shown in ScopeTime before classifying. A manual classification applies to the selected worklog.

Jira fields · Project IDs

## Worklogs and timer

### What duration can I enter and when can I stop the timer?

On the form, 30 or 30m means half an hour. For an hour and a half enter 1h30. An entry can contain 1 to 1,440 whole minutes. The timer can save after one full minute and keeps running if you reload the page.

**How to check** Stop saves the timed work. Delete timer asks you to confirm discarding the running session. A saved entry has its own actions in Worklogs.

Timer · Log time

### What does an overlap mean?

The start times and durations indicate that part of two entries overlaps. The review considers your loaded worklogs for the period, including projects outside the current filters. The warning helps you decide whether to correct an entry.

**How to check** In Review overlaps, compare the two issues. An entry from 09:00 to 09:30 and another from 09:20 to 09:40 share ten minutes.

Personal summary · Worklogs

### Can I log time for a future date?

Manual entries can start up to seven calendar days after today, in the organization’s time zone. The entry must finish by midnight at the end of the last allowed day. The timer starts when you choose Start.

**How to check** Check the limit by the date picker and the Future entry label. To reserve time you expect to spend on a project, use Planning if you have access.

Log time · Planning

### Why does Tempo or another app appear as the person?

ScopeTime reads the native worklogs Jira makes available to your account. Some integrations log time under a technical account. When Jira identifies only that account, the person who did the work is unconfirmed.

**How to check** Read the authorship notice when interpreting a partial personal total. An integration name, description or issue assignee is insufficient to attribute work to an individual.

Worklogs · Personal summary

### Does duplicating a worklog change the original?

Duplicate entry opens a copy for the same issue. You must choose a new date. You can adjust the start time, duration and description before saving.

**How to check** After Save entry, My Timesheet → Worklogs should show the original and a new entry on the selected date. To correct the original, choose Edit worklog.

Worklogs · Week

## Calendars and reports

### Where can I see who worked on a project or how hours break down by activity?

In Reports, Hours by project starts with a project and shows each person's contribution. Hours by person starts with a person and lists their projects. Hours by activity can group the figures by team, department or project.

1. To see testing hours by team, go to Hours by activity → View, choose Team in Group by and find the activity in the table. You can also filter by Project ID.

**How to check** The PDF and Excel generated inside the activity view use its current grouping and filters.

Reports · Hours by activity

### When should I choose Capacity, Person analysis or Team timesheet?

In Reports, Capacity compares logged hours with available hours for people with confirmed calendars. Person analysis shows work, holidays, sick leave, other absences and public holidays by day. Team timesheet displays that calendar in a monthly grid for a team you are allowed to view.

1. To view another person you are allowed to see, choose Reports → Person analysis → View and select the person. The PDF and Excel shortcuts on the card use your own account.

**How to check** Team timesheet is available to Jira administrators and the active lead of the relevant team. A manager who needs the team sheet should check that assignment.

Logged hours and capacity · Person analysis

### Why do holidays appear in the individual total?

Person analysis separates logged work from calendar time. A full day of leave on an eight-hour scheduled day counts as eight hours of leave. If the person was scheduled for four hours, it counts as four hours of leave.

**How to check** For a period with 30 minutes of work and eight hours of leave on a separate day, the accounted total is 8 h 30 min. The project report shows 30 minutes of work.

Person analysis · Calendar and leave

### Why is a Saturday or Sunday showing?

In personal analysis, a weekend can appear when it has logged work, a scheduled shift or an unconfirmed schedule. A confirmed rest day with no work or credited absence can be hidden in the chart. Team timesheet has its own option to show weekends.

**How to check** Compare the date with that weekday in the person's schedule. Zero means confirmed rest. A missing schedule needs checking.

People and schedules · Team timesheet

### Why is there no missing-hours balance?

The calculation needs a known schedule, completed days and sufficiently complete personal worklogs. The app can show visible hours and scheduled time while leaving the balance unconfirmed if the query is partial or authorship is uncertain.

**How to check** Read the notice for the period and check that the person's schedule and calendar are confirmed for these dates.

Personal summary · People and schedules

### How do I import leave from Excel or national public holidays?

Organization → People and calendars → Calendar and absences has two separate actions. The Excel import matches leave periods to people. The national holiday proposal starts with a country and a year.

1. For the annual plan, choose the workbook containing the PlanoFerias worksheet. Check the year, establishment, categories and matches. A linked employee number helps identify the profile. Confirm suggested names and exclude any rows without a matching account.
2. For public holidays, select the country and year and review the dates and people covered. In either flow, resolve conflicts, apply your selection to the draft and choose Save configuration.

**How to check** Open a sample date. A planned absence should appear for the intended person. A public holiday should apply to the people selected for that date.

Calendar and leave · People and schedules

### What do the colour and symbol in a team timesheet cell mean?

On a completed day, a tick means work and calendar hours cover the scheduled time. An exclamation mark flags time still to complete. A question mark means there is insufficient information to finish the calculation.

**How to check** Open the cell to compare the scheduled time, absence categories and visible worklogs. On an eight-hour day, four hours of work plus four hours of applicable leave cover the schedule.

Team timesheet · People and schedules

## People, access and email

### Does appearing in People mean an account has access and a schedule?

The directory includes active personal accounts Jira allows you to look up. Profile pending marks an account that still needs a profile. Schedule and team are set in People and schedules. A Jira administrator sets app access in Access.

**How to check** For a new colleague, complete the profile and schedule, save the configuration and verify sign-in with their account. The employee number is optional.

People and schedules · Access

### Can the summary arrive without the Jira issue card?

The Jira issue notification channel uses an issue for context. For a summary without the issue card, an administrator can configure Jira Automation · no issue. This option uses each recipient's personal connection in a Jira rule.

**How to check** For the native channel, check the inbox, including filters and junk mail. With Automation, also check the audit log of the rule that sends the message.

Emails

### Where does the employee number appear?

The number is optional in People and schedules. It helps match a person during annual Excel import and can appear beside their name in reports and exports. Everyday lists and pickers show names.

**How to check** Enter the number as written in the source. The example value 0017 keeps both leading zeros. Confirm the match before applying an import.

People and schedules · Calendar and leave

### When are configuration changes saved?

In Organization forms that show Apply to draft or Apply destination, the change remains in the current edit. Save configuration commits the draft. The notification preference for new project requests has its own Save preference button.

**How to check** If another manager has already saved changes, review the conflict before saving again. Administration → History shows the revision, author, date and fields changed.

History · Project IDs

### How do I bring back an archived or deleted catalogue item?

In Organization, Show archived and Show deleted locate catalogue items by status. Archiving removes an item from active choices while preserving existing references.

1. Choose Reactivate for an archived item. For a deleted catalogue item, choose Restore, check its status and reactivate it when it should become available for use. Save the configuration.

**How to check** Check that the catalogue item is active again. Removing a person from the organization preserves their Jira account and worklog authorship. Worklogs have their own deletion action under Worklogs.

Activity groups · Project IDs

### Why did I get a reminder for a fully covered day?

The daily reminder can also flag overlapping entries or missing classifications. A partial query can identify a possible overlap even when there is insufficient data to calculate a shortfall.

**How to check** Use the review link in the email and compare the times and classifications of that day’s entries. For project work, check the Project ID. For Miscellaneous, check the internal activity.

Emails · Personal summary

Open the ScopeTime Help Center