Troubleshooting

Start with the symptom. For a time entry, keep the Jira key, date, time, time zone and duration so you can find the original worklog before retrying.

Find a topic

Access and setup · Saving and finding time · Email and support

Access and setup

The app will not open or a menu is missing

Jira controls access to the site and its issues. The ScopeTime access policy determines who can use the app and see collective analysis.

1. Open Jira on the usual site with your usual account. If Check license appears after a connection error, check again. Ask the site administrator to review an inactive licence.
2. If you only see My Timesheet and Timer, ask a Jira administrator to review Organization → Administration → Access. For Team timesheet, also check who is assigned as the team's active lead.

How to check Reopen the app with the affected account and check that it can open both the intended screen and the Jira issue.

Access · Team timesheet

The project is missing or I cannot save

A missing code and an existing project without a general time-tracking issue need different actions.

1. Search by code and name in the form. If the project is missing, choose Request a Project ID and save your draft. If a matching request exists, follow it.
2. In Organization → Project IDs, a manager can search across all pages and show projects needing setup. In the profile, check that the project is active and has a general time-tracking issue. When editing the destination, choose Apply destination and Save configuration.
3. Open the issue with your account and check that you have permission to log work. For Miscellaneous, also check the internal activity and its destination issue.

How to check Resume an available draft in My Timesheet → My time entry drafts. Open Description and details and check the issue key before saving.

Project IDs · Log time

A person is missing or their capacity is unconfirmed

A Jira account may be visible before it has a ScopeTime profile, schedule or confirmed calendar. A partial directory lookup may also omit someone.

1. In Organization → People and calendars → People and schedules, search by name and choose Refresh Jira directory. If Jira restricts the lookup, check the Browse users and groups permission.
2. If the account shows Profile pending, select Set up profile. Check the department, team, daily hours and confirmed calendar period. Save the configuration and run the query again for the same dates.
3. If the difference follows a leave import, check the sheet, year, matched person and dates in the preview before applying to the draft and saving.

How to check In Capacity, check which people and dates are excluded. Accessible worklogs may still be listed when capacity cannot yet be calculated.

People and schedules · Calendar and leave

Saving and finding time

Check saved entry appeared after saving

A connection can drop after Jira receives the request. ScopeTime keeps the original operation reference.

1. Choose Check saved entry on the pending operation. ScopeTime looks up the result of the original request.
2. In My Timesheet → Worklogs, look for the date, issue and duration. Check the Jira issue too. If Jira rejected the save and Retry saving appears, use it on the original request.

How to check A single worklog with the expected start and duration confirms the result. If the status is still unconfirmed, keep the reference for support.

Log time · Timer

I cannot find the entry on the expected day or I see two cards

The calendar day follows the worklog start in the organization’s time zone. The same issue can have multiple entries on one day.

1. Select the correct week and compare the time zone shown beside Start with the time you entered. Around midnight, also check the neighbouring day. At a clock change, select the first or second occurrence if prompted.
2. Open Week → By time to see each interval, then Worklogs to check the key, time and duration. By day can group several worklogs from the same issue.
3. If two intervals overlap, open Review overlaps. Compare both before editing or deleting one of your entries.

How to check Match the individual worklogs to the Jira issue. Two entries on the same issue may represent two separate work sessions.

Week · Worklogs

The timer will not stop or I cannot edit time

The timer must reach one full minute before you can save. Once saved, corrections are made to the worklog.

1. Check the project and issue key on the running timer. Wait for the first full minute and choose Stop, or Stop and save on an issue.
2. To change saved time, open the individual worklog in My Timesheet → Worklogs. Edit and delete actions depend on authorship and Jira permissions for that project.

How to check After a change, refresh the period and check the duration both on the issue and in your list.

Timer · Worklogs

The report total differs from the timesheet total

Hours by project adds logged work. Team timesheet and Person analysis can also account for leave, public holidays and other absences. Filters and a partial query change which data is visible.

1. Use the same period, person and project. Compare the Work category in Person analysis with the project report, then check the calendar categories separately.

2. For hours by activity, check the grouping and the team, department and Project ID filters. Look for No activity specified when some project entries have no activity type.

How to check If the query is partial, keep the notice with the total. You can still reconcile the worklogs already visible.

Reports · Hours by activity

Email and support

The test button is disabled or the email is queued

The issue-notification test sends to the Jira account requesting it. Jira accepting the request and the message reaching the mailbox are separate events.

1. For Jira issue notification, open Organization → Administration → Emails. Enable delivery, choose an accessible context issue and save the configuration. If you recently requested a test, wait for the interval displayed.
2. Choose Send a test summary to me. If Jira queues the test, search for “ScopeTime” across all folders, including junk, archive and folders used by your mail rules.
3. With Jira Automation · no issue, test the rule in Jira. Verify the schedule and time zone, personal connection, send = true condition and the Send customized email result in the rule audit log.

How to check Confirm receipt at the recipient account’s email address. Preview summary shows the content that would be prepared.

Emails

I need help with a specific case

A case with verifiable details helps distinguish a save problem from a display problem. For example, “The 30-minute worklog is on ENS-24 but is missing from the week shown.”

1. Open Support → Issues and suggestions. Give the screen, version, period, time and zone, an example issue key, the steps you took and what you expected and saw.
2. Use Help → Diagnostics and performance to check the version and query status. Review the details you include in a message or screenshot.

How to check Keep the request reference. The support email address is support@ramsvio.com.

Account preferences and privacy · Worklogs

Open the ScopeTime Help Center