Tempo Timesheets Documentation

Users

Getting started videos

User's guide

- Logging work on a calendar
- Viewing timesheets
- Logging work on timesheets and on JIRA issues
- Getting a quick overview of time worked on issues
- Submitting and approving timesheets
- Planning time to work on projects
- Managing revenue and billing
- Adding Tempo gadgets to your dashboard

Other useful links

- Product overview
- All user and administrator videos
- Use cases
- Webinars
- Frequently asked questions
- Tempo Timesheets PDF Documentation

Administrators

Installing and upgrading

Setting up

Managing

Other useful links

- Release notes
- Administrator and user videos
- Webinars
- Frequently asked questions

Developers

API documentation

Servlet manual

Installing and upgrading Tempo Timesheets

Installation and Upgrade Guide

Required permission

JIRA Administrators

Procedures and reference information

Release notes for Tempo Timesheets

Latest Tempo Timesheets versions for JIRA 6.4.12 to JIRA 7.3.x

- Tempo Timesheets 8.2 Release Notes
  - Tempo Timesheets 8.2.1 Release Notes
  - Tempo Timesheets 8.2.2 Release Notes
  - Tempo Timesheets 8.2.3 Release Notes
  - Tempo Timesheets 8.2.4 Release Notes
  - Tempo Timesheets 8.2.5 Release Notes

Tempo on JIRA Cloud and Release Change Logs

We deliver new versions of Tempo Timesheets for JIRA Cloud upgrade according to a schedule we have from Atlassian. For every delivery we create a page in our wiki listing all changes since last delivered version. We also create an upgrade request in the Atlassian JIRA project.

The delivered versions are tested by Atlassian against next JIRA Cloud version and upgraded according to Atlassian upgrade schedule.
You can watch the Atlassian What´s New page for all upgrade notes and this page for the table upgrade..

Below you can see the latest Tempo Timesheets delivery on JIRA Cloud.

Timesheets	Cloud Delivery / Release date	Issue	Status	Notes
Tempo Timesheets 7.20.24	**Released on Cloud** on February 14 2017	N/A	RELEASED	Contain migration task only that will run when instance is migrated to the new Cloud
Tempo Timesheets 7.20.18	**Delivered** 8 December 2016 **Released on Cloud** on January 3 2017	ACJIRA-1147 Restricted	RELEASED	Some permission changes are included in this version.
Tempo Timesheets 7.20.15	**Delivered** 2 September 2016 **Released on Cloud** on November 28 2016	ACJIRA-1028 Restricted	RELEASED	New Tempo Timesheets for JIRA Cloud documentation space is now public and will be updated for all new future deliveries.

See Tempo Timesheets Cloud Releases page for all Tempo deliveries to Atlassian for Tempo upgrade requests.

Previous Releases

Expand/Collapse

This is a list of all 'Tempo Release Notes'
You can download the documentation from the Tempo x.x releases as the first online documentation was in Tempo 6.4.

- Tempo Timesheets 8.2 Release Notes
  - Tempo Timesheets 8.2.1 Release Notes
  - Tempo Timesheets 8.2.2 Release Notes
  - Tempo Timesheets 8.2.3 Release Notes
  - Tempo Timesheets 8.2.4 Release Notes
  - Tempo Timesheets 8.2.5 Release Notes
- Tempo Timesheets 8.1 Release Notes
  - Tempo Timesheets 8.1.1 Release Notes
  - Tempo Timesheets 8.1.2 Release Notes
  - Tempo Timesheets 8.1.3 Release Notes
- Tempo Timesheets 8.0 Release Notes
  - Tempo Timesheets 8.0.0.1 Release Notes
  - Tempo Timesheets 8.0.0.2 Release Notes
  - Tempo Timesheets 8.0.1 Release Notes
    - Tempo Timesheets 8.0.1.1 Release Notes
    - Tempo Timesheets 8.0.1.2 Release Notes
    - Tempo Timesheets 8.0.1.3 Release Notes
  - Tempo Timesheets 8.0.2 Release Notes
  - Tempo Timesheets 8.0.3 Release Notes
  - Tempo Timesheets 8.0.4 Release Notes
- Tempo Timesheets 7.16 Release Notes
  - Tempo Timesheets 7.16.1 Release Notes
    - Tempo Timesheets 7.16.1.1 Release Notes
    - Tempo Timesheets 7.16.1.2 Release Notes
  - Tempo Timesheets 7.16.2 Release Notes
  - Tempo Timesheets 7.16.3 Release Notes
  - Tempo Timesheets 7.16.4 Release Notes
  - Tempo Timesheets 7.16.5 Release Notes
- Tempo Timesheets 7.15 Release Notes
- Tempo Timesheets 7.14 Release Notes
  - Tempo Timesheets 7.14.1 Release Notes
    - Tempo Timesheets 7.14.1.1 Release Notes
- Tempo Timesheets 7.13 Release Notes
  - Tempo Timesheets 7.13.1 Release Notes
  - Tempo Timesheets 7.13.2 Release Notes
- Tempo Timesheets 7.12 Release Notes
  - Tempo Timesheets 7.12.1 Release Notes
  - Tempo Timesheets 7.12.2 Release Notes
- Tempo Timesheets 7.11 Release Notes
  - Tempo Timesheets 7.11.0.1 Release Notes
  - Tempo Timesheets 7.11.1 Release Notes
    - Tempo Timesheets 7.11.1.1 Release Notes

Setting up Tempo Timesheets

- If an administrator has already set up your Tempo Timesheets, you can skip to videos about using Tempo Timesheets.
- The setup instructions below are for Tempo Timesheets 8.1 and later. You can also view setup instructions for earlier server versions.
- If you need assistance with setting up or using Tempo Timesheets, please log a request with our support team.

Optional extra setup tasks

Click here to expand...

Setting up teams

A team might consist of, for example, the people in one department of your company, or it might be a scrum team if you work in an agile software development environment. You can set up teams in Tempo Timesheets so that team leads and other specified users can, for example, view and approve the timesheets of team members or plan time for team members to work on issues.

Configuring initial settings for teams

Required permission: JIRA Administrators

The basic setup

Configuring initial settings and permissions

Required permission: JIRA Administrators

1. Activate JIRA time tracking.
2. Configure worklog options.
3. Configure the following settings:
    - The day of the month that timesheet monthly periods begin on
    - The first day of the week
4. Put JIRA users into groups. (See the JIRA documentation.)
5. Grant global and project permissions to users or to groups of users

Configuring the working week and public holidays

Required permission: Tempo Administrators or JIRA Administrators

1. Define a working week.
2. Specify public holidays.

1. Customize team role names.
2. Add the **Team** field to screens.

Creating and configuring individual teams

Required permission: Tempo Team Administrators

1. Create teams.
2. Configure basic team information.
3. Add team members.
4. If JIRA users who are not on the team must be able to view team information, grant those users Browse Team permission.
5. If JIRA users other than the team lead must be able to approve the timesheets of team members, grant those users Approve Timesheet permission. See also the task below about enabling the timesheet approval process.
6. Link teams to projects and boards.

Enabling the timesheet approval process

You can enable the timesheet approval process, whereby team members can submit their timesheets for review once a month or once a week, and team leads or other specified users can approve or reject the timesheets.

Required permission: JIRA Administrators

Configuring the timesheet approval process.

Adding custom fields to worklog forms

You can add custom fields to the form that users fill out when they log work. These custom fields are called *worklog attributes*. Examples of fields are *Overtime, Account*, and *Transport Costs*. You can also view the field content in timesheet reports.

Required permission: JIRA Administrators

Adding custom fields (worklog attributes) to worklogs.

Setting up accounts and accounting options

You can set up Tempo accounts for the following purposes:

- Linking issues to external systems
- Grouping issues from multiple JIRA projects
- Viewing billing or revenue reports
- Keeping track of customers and contact information

You can also configure whether certain users can set billed hours as well as worked hours and whether they can export lists of account worklogs as PDF files.

Configuring initial settings for accounts

Required permission: JIRA Administrators

- Completing the initial setup tasks for Tempo accounts
- Configuring billed hours and PDF options
- Adding an **Account** field to worklog forms. (See 'Adding additional fields to worklog forms' above.)

Creating and configuring individual accounts

Required permission: Tempo Account Administrators

- Creating accounts
- Importing accounts
- Configuring accounts

Configuring time-planning options

By default, team leads and users can do the following tasks:

- Team leads and other users with Plan Time permission can plan time for team members to work on particular projects, versions, components, and issues.
- Users can plan their own time.
- Users can submit approval requests for time that they plan.

You can turn these options on or off.

Required permission: JIRA Administrators

Configuring time-planning options.

Scheduling timesheet closing dates and reminders

Within a timesheet monthly period, you can schedule intermediate (for example, weekly) closing dates after which previous days can no longer be edited. You can also schedule reminders to be sent to users to finish editing their timesheets or to submit their timesheets.

Required permission: JIRA Administrators

Configuring timesheet closing dates and reminders.

Setting up issues for general occurrences, such as vacation, sickness, and staff meetings

You can use *internal issues* for general occurrences that are not related to specific work projects.

Required permission: Tempo Administrators or JIRA Administrators

Configuring internal issues and activities

Setting up Tempo Timesheets gadgets on JIRA dashboards

You can set up several Tempo Timesheets gadgets on JIRA dashboards and Confluence pages and add Tempo Timesheets activities to the JIRA Activity Stream.

Required permission: Some gadgets can be set up by any Tempo Timesheets user. Other gadgets require Approve Timesheets permission.

Adding Tempo Timesheets gadgets.

Getting started with Tempo Timesheets

Users	Administrators
Please see the Getting Started Videos.	• Setting Up Tempo Timesheets server version 8.1.0 and later • Setting Up Tempo Timesheets server version 8.0.x and earlier

User's guide to Tempo Timesheets

Getting-started videos

Logging work on a calendar

Worklog Calendar

Logging and viewing work on timesheets and on JIRA issues

Timesheets

Worklogs

Viewing the time that is worked in a sprint

Approving, planning, and billing

Submitting and approving timesheets

Planning time to work on projects

Managing revenue and billing

Getting an overview and browsing

Getting a quick overview of time worked on issues

Adding Tempo gadgets to your dashboard

Browsing teams and accounts

- Tempo team navigator
- Browsing a team
- Tempo accounts navigator

Other useful links

- Product overview
- All user and administrator videos
- Use cases
- Webinars
- Frequently asked questions

Timesheets

Tempo Timesheets is a time-tracking and time-planning add-on for JIRA. You can log time that you worked on different JIRA issues and plan time for future work. Your *user timesheet* displays the time that you logged. Depending on the permission that you have, you can also view other types of timesheets, where logged time is grouped by, for example, JIRA project, customer account, or JIRA issue.

In this chapter

Related pages

- Agile Timesheet

Accessing Tempo Timesheets

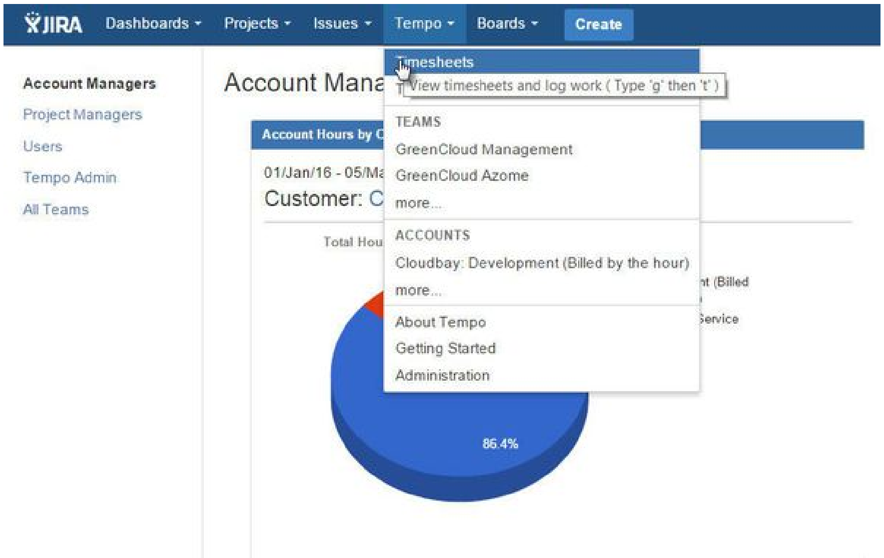
Required permission

- Work On Issues permission for at least one JIRA project.
- Time tracking must be turned ON in JIRA.

Procedure

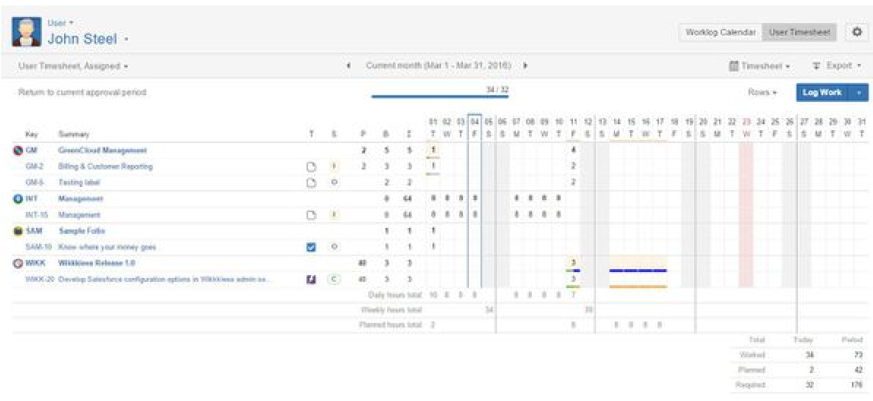
On the main menu bar, click **Tempo** > **Timesheets**.

Accessing Tempo Timesheets (click image to enlarge)



The user timesheet opens.

User timesheet (click image to enlarge)



Column colors

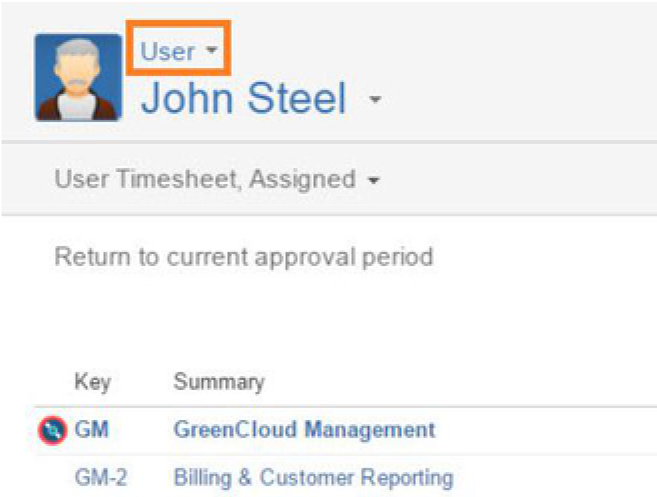
- Gray columns on the timesheet indicate weekends.
- Pink columns indicate other public holidays.
- A blue border surrounds the column for the current day.

Switching among different types of timesheets

You can switch among the following types of timesheets:

- User
- Project
- Team
- Account
- Advanced
- Issue

The type of timesheet that is currently displayed is indicated in the upper-left corner of the timesheet.

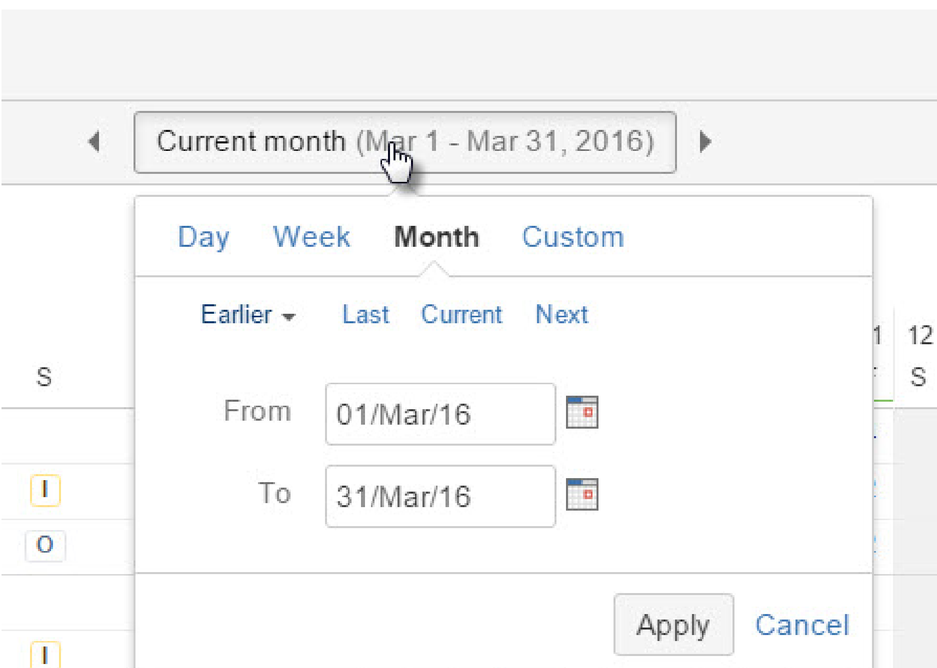


Procedure

To switch to a different type of timesheet, click the small down-arrow, and select a timesheet type from the list.

Displaying different time periods

You can adjust your timesheet view to show a day, week, month, or custom period. You can also switch the display to the previous, current, or next period. Learn more.



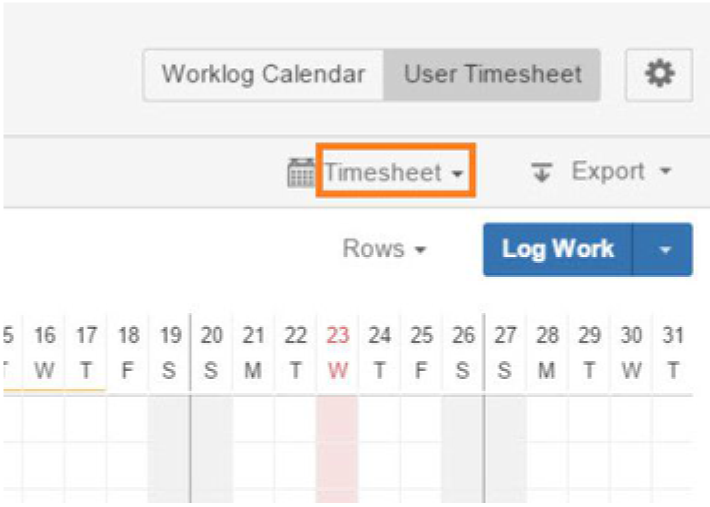
Displaying different views of the timesheet information

As well as selecting different timesheet types, you can select different views:

- Timesheet
- Calendar
- Report
- List

Learn more about different views.

The view that is currently displayed is indicated in the upper-right corner of the timesheet, beside the **Export** button.



Accessing user preferences

You can change the following user preferences:

My Supervisor

The name of your supervisor

Timesheet Actions

Whether you want to be notified by email during timesheet and planning approval processes

Team leads (and other users with Approve Timesheets permission) can also change the following user preferences:

Workload Scheme

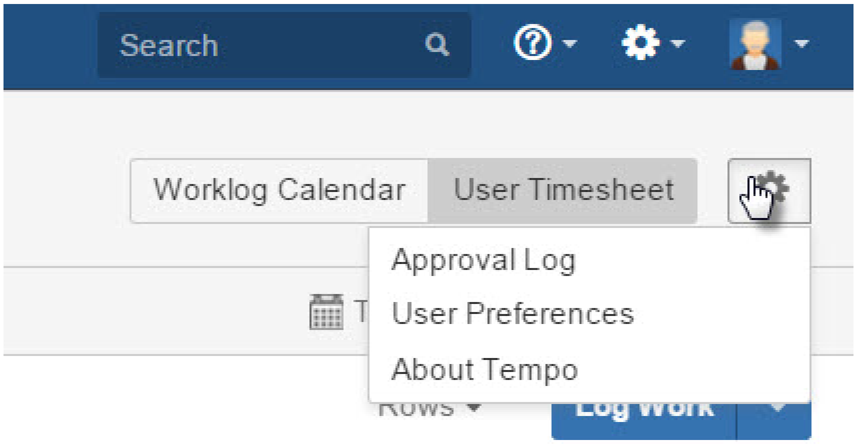
Specifies which days are working days

Holiday Scheme

Specifies which days are public holidays

Procedure

To access user preferences, click the gray cogwheel  in the upper-right corner of the timesheet, and select **User Preferences** from the list.



Learn more about user preferences.

Logging time that you worked on an issue

1. In the upper-left corner of any timesheet view, click **Log Work**.
2. In the Log Work window, fill in the requested information, and click **Log Work**.

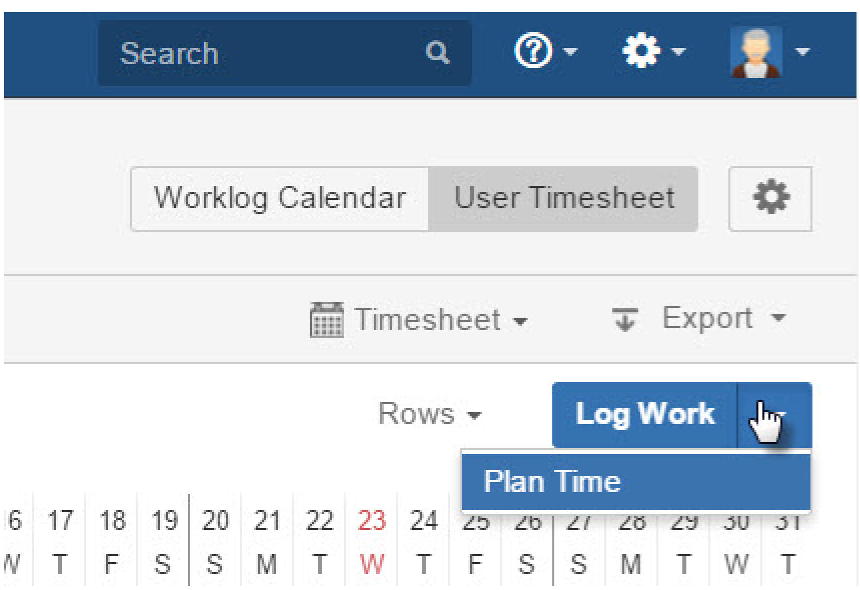
Learn more about logging work.

Planning time to work on an issue

If time planning is enabled, you can plan time to work on issues.

Procedure

1. In the upper-left corner of any timesheet view, click the small down-arrow beside **Log Work**, and then click **Plan Time**.

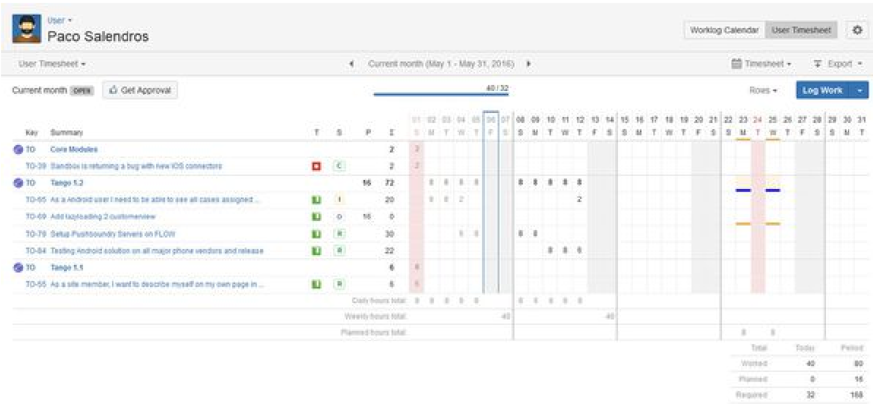


2. In the Plan Time window, fill in the requested information, and click **Plan Time**.

Learn more about time planning.

User timesheet

You can log your own work on your user timesheet. The timesheet gives you an overview of all the work that you logged over a period.



Accessing your user timesheet

Required permission

- Work On Issues permission for at least one JIRA project.
- Time tracking must be turned ON in JIRA.

Procedures

Accessing from the top menu bar

1. On the top menu bar, click **Tempo** > **Timesheets**.
2. In the upper-right corner, click **User Timesheet**.

Accessing from another type of timesheet

1. In the upper-left corner, click the small text (**Project**, **Team**, **Account**, **Advanced**, or **Issue**, depending on which type of timesheet is displayed).
2. From the list that is displayed, select **User**.

Displaying JIRA issues on your user timesheet

All issues that you logged time on during the period are displayed by default. You can display other issues by selecting a JIRA filter.

Submitting your timesheet for approval

If the timesheet approval process is enabled, team leads and other users with Approve Timesheet permission can approve the timesheets of team members from the team timesheet. The approval status (for example, **APPROVED**, **READY TO SUBMIT**, or **OPEN**) is displayed in the upper-left corner.

To submit your timesheet for approval, click **Get Approval**.

Related topics

- Timesheet approval process

Hiding JIRA projects, versions, and components

JIRA projects, versions, and components are collectively called *activities* in Tempo Timesheets. Activities are displayed by default on your user timesheet. You can hide activities and display only JIRA issues by completing the following steps:

1. In the upper-right corner, click **Rows**.
2. Clear the **Activities** checkbox.

On this page

Related topics

- Additional rows and columns

Reading the initial information columns

Symbol	T	S	P	B	
Stands for	Type	Workflow status	Planned hours	Billed hours	Logged hours
Explanation	JIRA Issue type	The workflow status of the JIRA issue.	The total number of planned hours in the row, in the displayed time period.	The total number of billed hours in the row, in the displayed time period.	The total number of logged hours in the row, in the displayed time period.
Note				The Billed column is displayed if one or both of the following conditions are met: • Users with Approve Timesheet permission can set billed hours • Other users can set billed hours **Related topic** Configuring global accounting options	

Reading the 'total' rows

Daily hours total	Refers to logged hours
Weekly hours total	Refers to logged hours
Planned hours total	Refers to daily planned hours

Total	**Today**	**Period**
Worked	All logged hours for the displayed period that are before or on today's date	All logged hours for the displayed period
Planned	All planned hours for the displayed period that are before or on today's date	All planned hours for the displayed period
Required	Your required working hours for the displayed period that are before or on today's date	Your required working hours for the displayed period

Viewing the timesheets of other users

As well as being able to view your own timesheet, you might have permission to view the timesheets of other users.

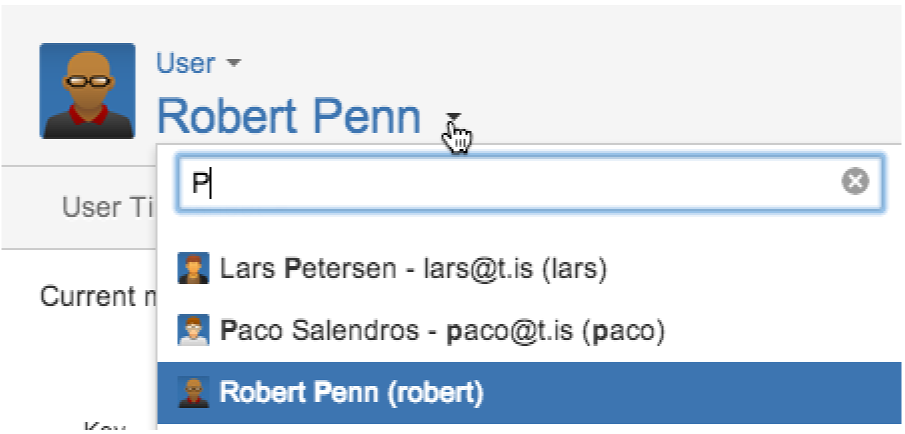
Required permission

- Browse Users permission
- View All Worklogs permission for the projects in which the other users have Work On Issues permission

> **Tip**
> If you also want to log work on behalf of other users, you must have 'Log Work for Others' permission for their projects.

Procedure

1. Open your own user timesheet.
2. In the upper-left corner, click your name.
3. In the search field that is displayed, start typing the name of the team member.
4. When the team member's name is displayed, click the name.



Displaying more issues on the user timesheet

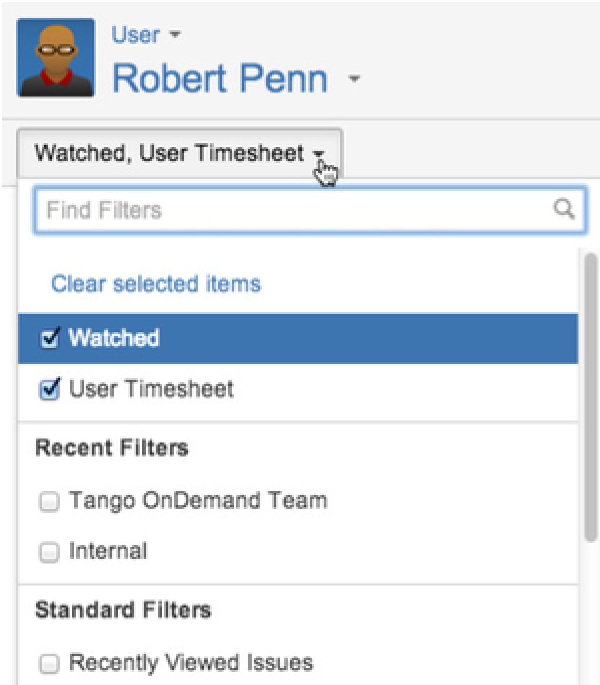
By default, the user timesheet lists issues on which you logged work for the displayed period. You can display other issues on the timesheet by selecting one or more JIRA filters.

Required permission

Browse Projects permission for the project that is associated with the filter.

Procedure

1. In the upper-left corner of the page, under the user's name, click the small text.



2. Do one or both of the following tasks:

    - From the list, select the filters from which you want to display issues on the user timesheet.

      Tips

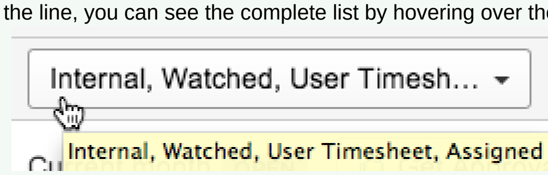
        - The available filters are associated with your JIRA permissions. If you have Approve Timesheet permission and are viewing another team member's user timesheet, your own filters are displayed, not the team member's filters.
        - The **User Timesheet** filter is the default filter, containing issues on which you logged work for the displayed period.

    - At the top of the list, in the **Find Filters** field, search for and select other filters.

    Issues from the selected filters are displayed on the user timesheet.

    Tips

    - Under the user's name, the names of the selected filters are listed on one line. If three dots are displayed at the end of the line, you can see the complete list by hovering over the text.

    - The timesheet progress bar is not displayed if the **User Timesheet** filter is not selected.

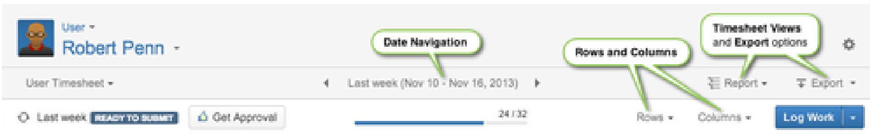
Related topic

Using filters (JIRA documentation page)

Timesheet view options

This is a child page of Timesheets, explaining the different view options available in the Tempo Timesheets header area. This page and it's child pages cover view options for all types of timesheets.

Tempo Timesheets header area (click to enlarge)



On this page

In this chapter

Timesheet Views

Each type of timesheet can be viewed in four different ways - see the drop-down menu to the right in the Tempo Timesheets header area. The default view option is simply called **Timesheet**, but timesheets can also be displayed in a **Calendar** view. Two more views are available, one is called **Report** and the other **List**.

Four different timesheet views

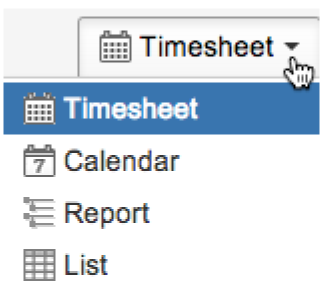
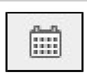
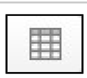


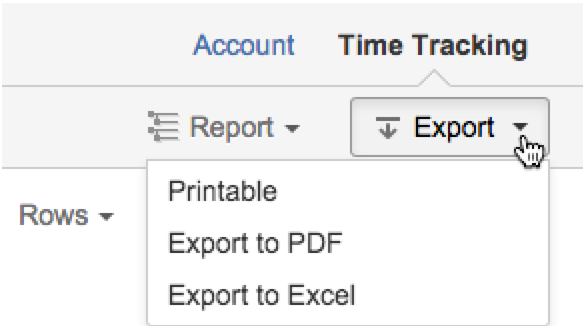
Table: Timesheet views explained

Display option	Denoted Icon	Description
Timesheet		This is the default view of timesheets, which many use to Log Work and to get an overview for a chosen period.
Calendar		The Calendar view is useful to view your planned and scheduled activities. The Calendar View is not available in the Account and Advanced Timesheets.
Report		The report view displays worklogs in association with JIRA Projects, but it is also possible to filter out the worklogs, issues or activities and just view the projects.
List		This view displays one JIRA Issue per line and gives a good overview of worklogs.

Export Options

The Export menu offers a *Printable* view and *Export to Excel* for all timesheets.

Export menu options



Selecting the *Printable* option displays a printer friendly view of the screen, and the browser printer function can then be used to print out.

You may want to select an option in the Rows list before printing out as the default display is by worklogs.

The option Export to PDF allows the user to export account(s) to a PDF file. Clicking the *Export to Excel* option downloads an excel file containing the content of the current screen.

Related topics

- Exporting worklogs as an Excel file
- Exporting account worklogs as a PDF file

Additional rows and columns

This is a child page of Timesheet view options, explaining the **Rows** and **Columns** menus.

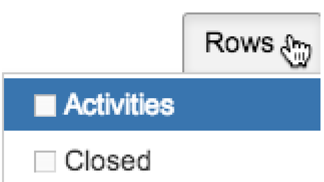
On this page

In this chapter

Rows Menu

The Rows menu is available in the User timesheet and all Timesheet Report Views, where rows can be removed or added.

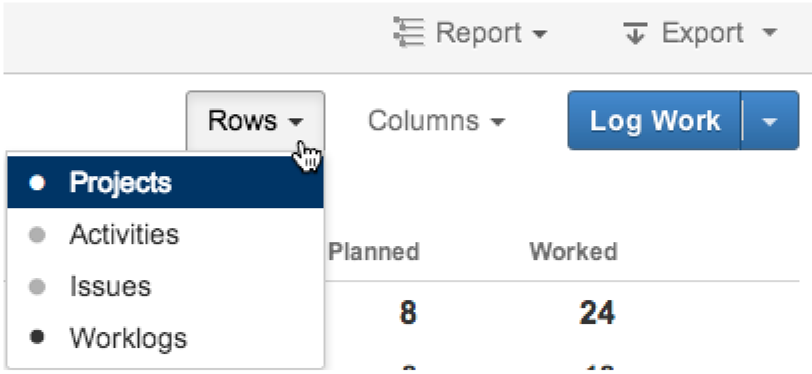
Rows in User Timesheet



Activities are a JIRA Project, Version or Component, which belonging issues are grouped by in the User timesheet, when the option is selected, but it is set by default. With the **Closed** option selected, closed JIRA Issues are displayed in the timesheet.

When Activities is selected, the Closed menu item is not available (this will soon be changed in a future version).

Rows in the User Report View

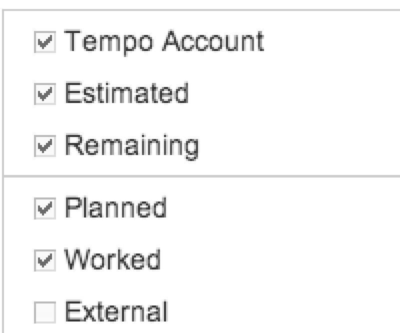


The menu looks the same for all Report views, except the *Team Report View*, where the option **Us ers** is available, instead of Projects. With the Projects/Users level set, the least granularity information is displayed. As the levels/rows are added, more granularity is added, e.g. Activities, Issues and then the most granularity is reached with Worklogs.

Columns Menu

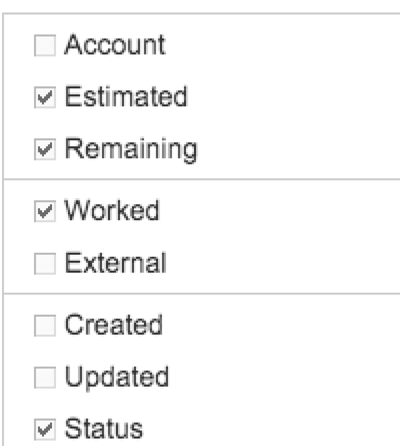
The Columns menu is available in all Report Views and List Views, to remove or add columns as needed. It looks the same in each Report View, except the options *Planned* and *Worked* are not included in the *Account Report View*.

Columns in Report View



The menu similarly looks the same in each List View, except the option *Worked* is not included in the *Account List View*.

Columns in List View



The menu options that are ticked by default, are displayed by default in the Report and List Views. The screenshots above show the default options, but items can be added to the menu if configured by administrators. Some of them are explained below. Each menu has division lines to group items together, based on where they originated from. For example the default List View Columns menu, shows first items from JIRA Issues (*Tempo Account*, *Estimated*, *Remaining*), the next section shows the default work attributes (*Worked*, *External*) and finally worklog details (*Created*, *Updated* and *Status*).

Note, as explained for the Account item below, if additional work attributes are defined, they are added to the worklog details section in the Columns menu.

Table: The Views menu items explained

Account	Refers to Tempo Accounts - the account may be a custom field in JIRA Issues or set as a work attribute. If set as a work attribute, the item is shown in the work attributes section of the menu.
Estimated	Adds a column for the hours estimation given to an JIRA Issue.
Remaining	Adds a column for the hours remaining for an JIRA Issue.
Planned	Adds a column for planned hours. The option is available when the following check boxes are selected in Tempo Global Configuration: • '**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**' • '**All users can also plan time for themselves in Tempo Timesheets.**'
Worked	Adds a column for worked hours, as when the work was logged.
Billed	Adds a billed hours column, but it is not *displayed* by default. Managed as options in global configuration, need to be set for this menu item to become available.
External	Adds a column for worklogs that have been accepted by an external system and only these worklogs are displayed. This means that when worklogs have been coordinated with the external system, the *Worked* and *External* columns display the same value. If there is no external system in use, all worklog rows display the value 0 in this column.
Created	Adds a column displaying the time when the worklog was created.
Updated	Adds a column displaying the time when/if the worklog was updated.
Status	Adds a column for the status of the worlogs, e.g. if they are somehow invalid or not.

Date navigation

You can adjust your timesheet view to show a day, week, month, or custom period. You can also switch the display to the previous, current, or next period.

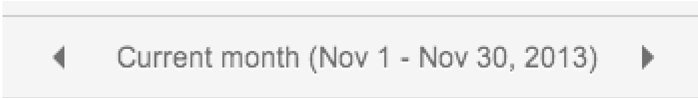
In this chapter

Tutorial

(Video without voiceover. Time: 0:44)

Date navigation

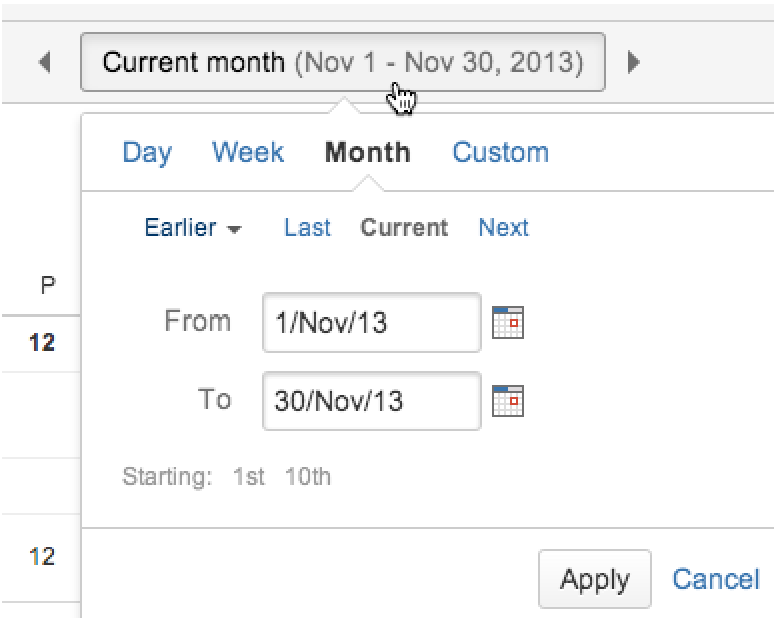
The Date Navigation button



Use the arrows to navigate between the next (right arrow) or the previous (left arrow) Day, Week, Month or Custom period.

Click anywhere on the Date Navigation button (between the arrows), to open the window to adjust what to display.

The Date Navigation window, showing the Current month



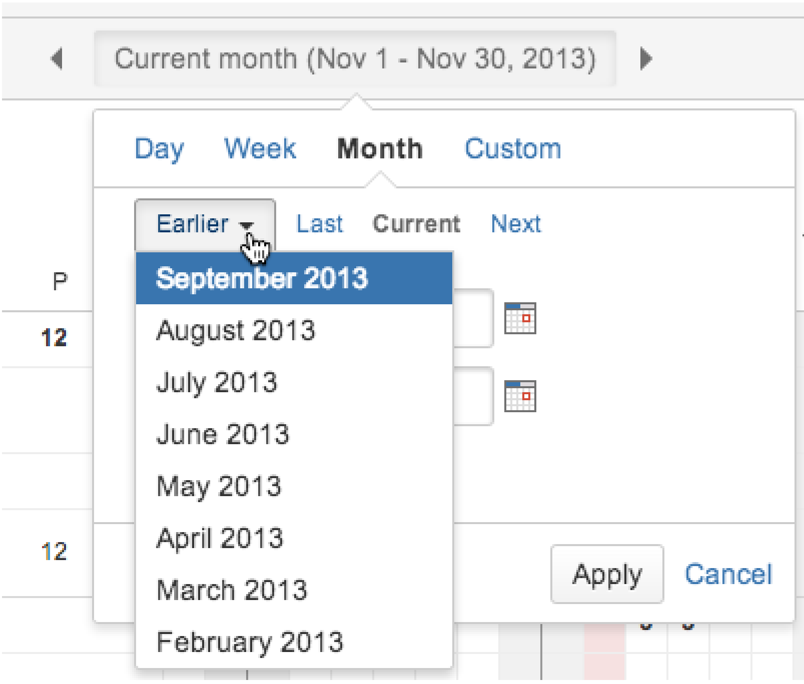
At the top of the window are tabs to change between a Day, Week, Month or a Custom period. Click on the **Apply** button to save changes or the **Cancel** link to close without saving.

Clicking somewhere outside the window closes it. If you do some changes in the window but do not hit the Apply button, the changes persist in the window until the timesheet is refreshed, even though you close the window.

The screenshot above shows the window for a Month and there are links to navigate to the **Last month** and **Next month**. It is possible to edit the dates in the **From** and **To** date fields, either by typing into the fields or clicking the calendar button to the right of each field. The screenshot below shows a drop-down to the left, with eight months previous to to the Last month at any given time.

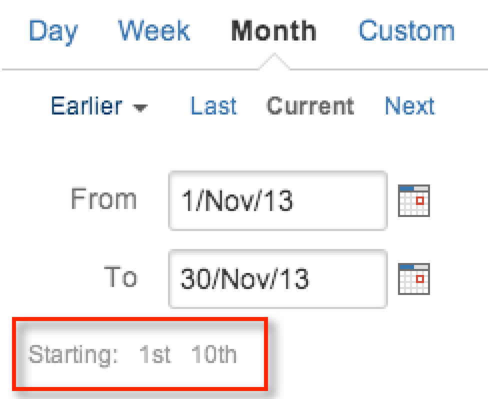
If the dates are changed such that they don't match a Month (Period), then the window sends the user into the Custom tab.

The Date Navigation window, showing eight months earlier than the Last month



In the screenshot below, two different start dates are shown for the month, since the 2nd period has been configured for this setup.

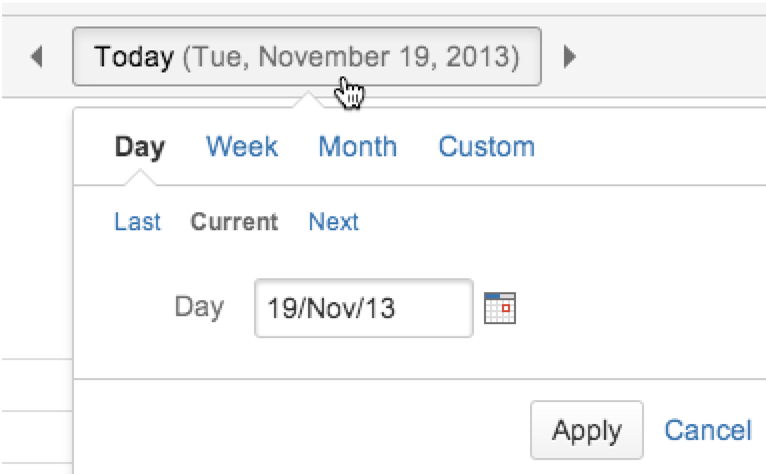
Current month with 2nd period shown



The 2nd period can only be defined for the Month view and therefore the **Starting:** line is only shown at the bottom of the window for this option. If the default and 2nd periods start on a day different from the 1st of the month, three dates will be shown on this line.

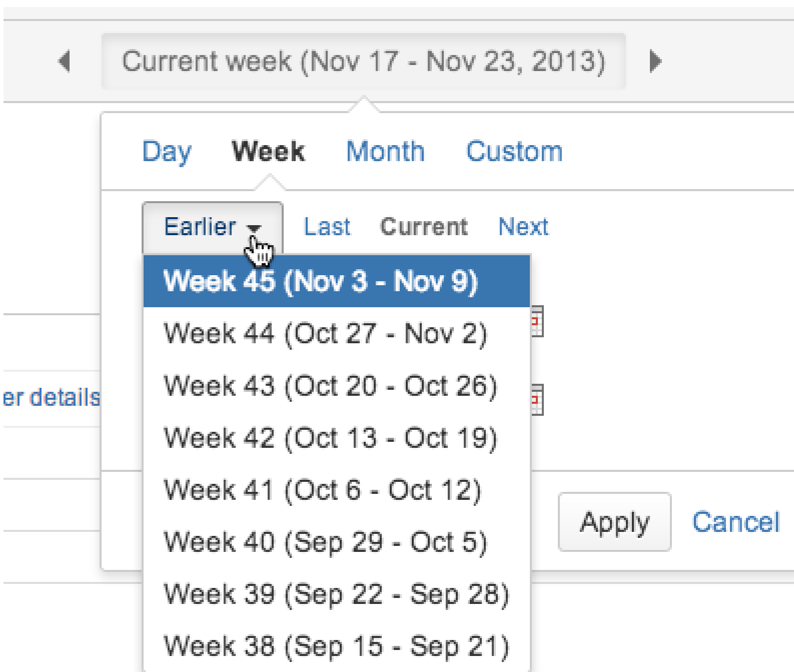
The screenshots below shows the window when the Day, Week or the Custom options are selected.

The Date Navigation window, showing current date



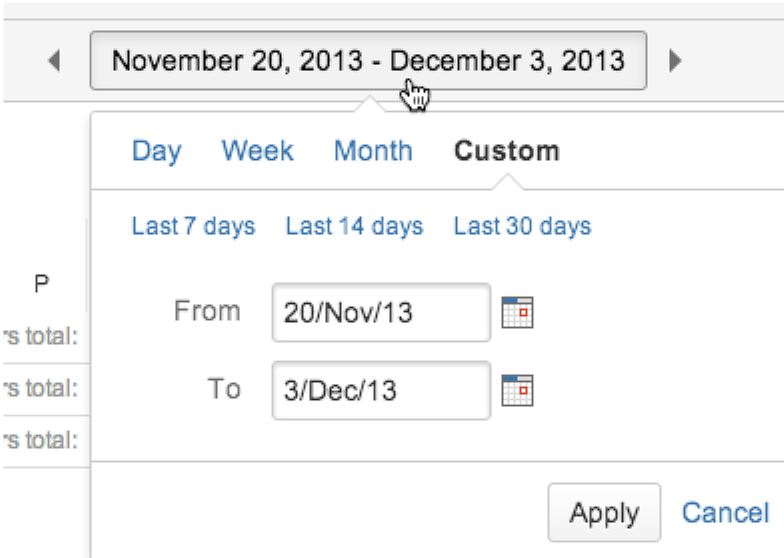
Similar to the Month option, there are links to navigate to **Yesterday** or **Tomorrow** and only one date field **Day** is shown.

The Date Navigation window, showing a Week or Current week



Note that it is possible to navigate with links to the **Last week** and **Next week**, but a drop-down is also available for the eight weeks previous to to the Last week at any given time.

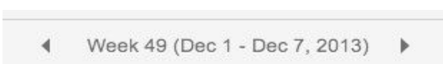
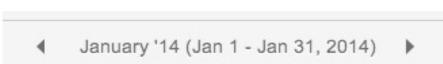
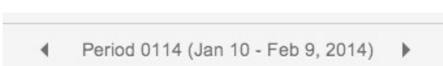
The Date Navigation window, showing a Custom period



Note the navigation links for the **Last 7 days**, **Last 14 days** and **Last 30 days**. Dates can be selected in the **From** and **To** fields as in other tabs. The Custom period chosen becomes the date range for the Date Navigation arrows to jump to, either back or forward in time.

The max date range for Timesheet view is 62 days (2 months) for performance reasons but it is unlimited in Report view.

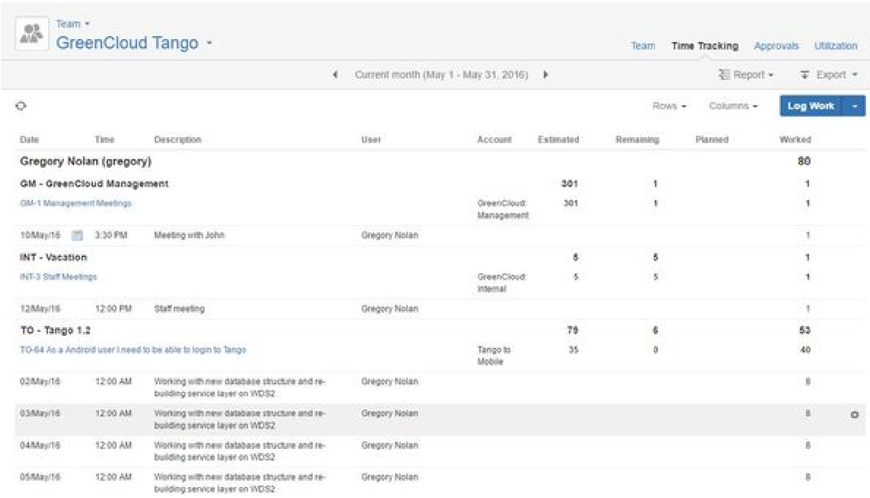
Table: Sample Date Navigation images outside the current option

Date Navigation sample image	Comment
	When the day to view is not Yesterday, Today or Tomorrow, the weekday is displayed in front of the date.
	If the week in not Last week, Current week or Next week, the week number in the year is shown in front of the date range.
	If the month is not Last month, Current month or Next month, the month name and year is shown in front of the date range.
	If a 2nd period is configured and the month starts on a date different than the 1st, the date range is referred to as period.
	The 2nd period is configured and the view is not Last, Current or Next period, the view simply shows Period with the number of the month the date starts in plus the year.

Viewing timesheet in report view

Tempo timesheets can be viewed in report view to provide users and project managers with a quick overview of the worklogs status for the selected period. The sum of all work is displayed at the bottom of the report, grouped by user.

A team timesheet, as displayed in report view (click to enlarge)



On this page

In this chapter

Tutorial

Flexible reporting

Accessing the team timesheet report view

Required permission

- Browse Team permission for the team
- Browse Project permission for the team's projects
- View All Worklogs permission for the team's projects so that you can view worklogs of team members in the report

Procedure

1. On the main menu bar, click **Tempo** > **Timesheets**.
2. On your user timesheet, in the upper-left corner, click **User** > **Team**.
3. On the team timesheet, in the upper-right corner select **Timesheet** > **Report**.

Related topics

- Timesheet view options
- Additional rows and columns

Reading the initial information columns

By default the following columns are displayed in the list view. You can add and remove columns by clicking **Columns** in the upper-right corner.

Header	Stands for	Note
Date	Date of work	
Time	Time of work	Displayed only if the following setting is enabled: 'Users can specify a start time when they log work'
Description	Worklog description	
User	Owner of worklog	
Account	Tempo account	

Estimated	Original estimate from the JIRA issue	
Remaining	Remaining estimate from the JIRA issue	The remaining estimate value when list view is displayed
Planned	Planned hours	The total number of planned hours is displayed in bold text.
Worked	Worked hours	The total number of worked hours is displayed in bold text.

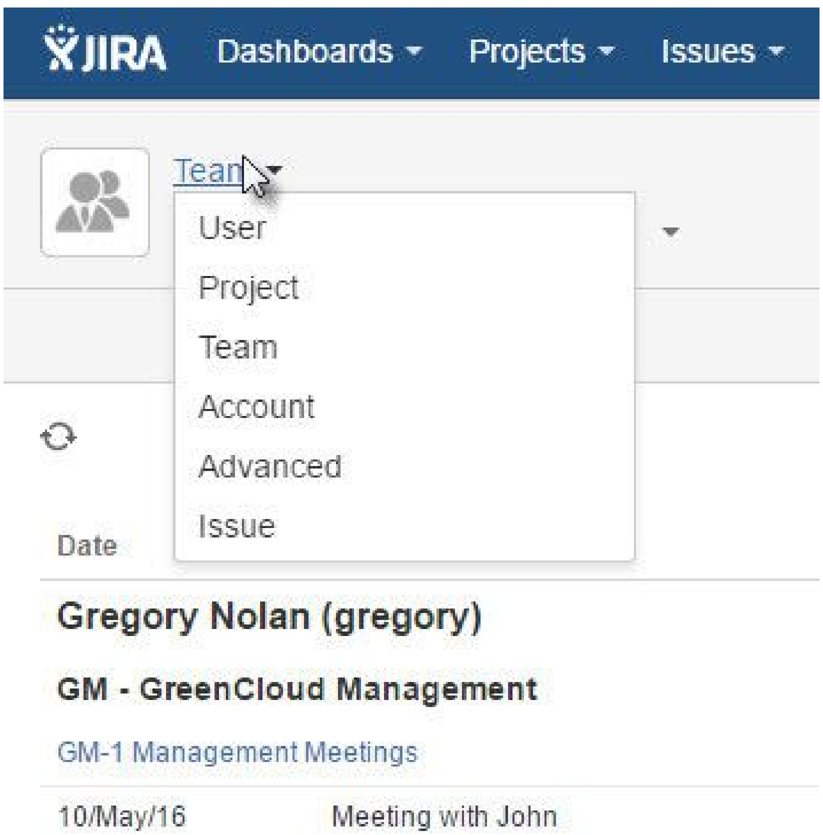
You can edit worklogs in the report view if the selected period is open for edit.

Related topics

- Editing a work log entry

Viewing the report view of a different timesheet

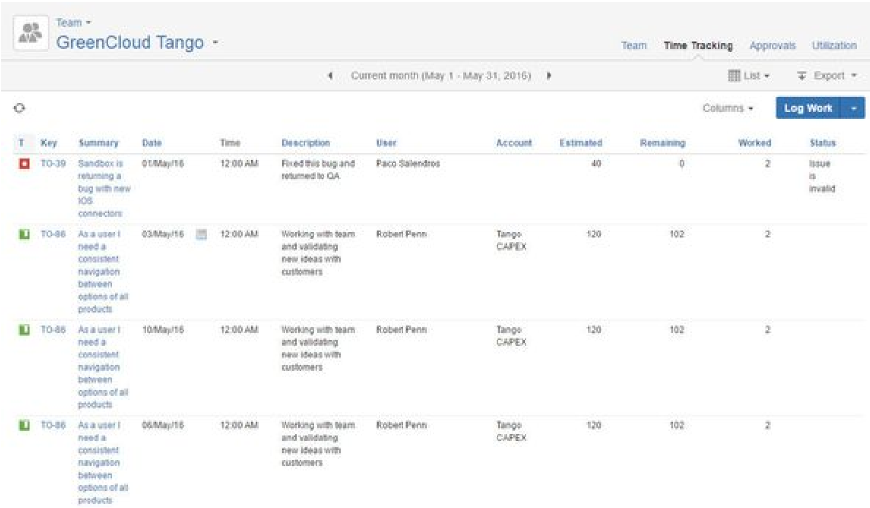
1. In the upper-left corner of the team timesheet, click **Team**.
2. From the list, select the timesheet that you want to view.



Viewing timesheet in list view

Tempo timesheets can be viewed in list view, providing users and project managers with a quick overview of the worklogs status for the selected period. The sum of all work is displayed at the bottom of the view, grouped by user.

A team timesheet, as displayed in list view (click to enlarge)



On this page

In this chapter

Accessing the team timesheet list view

Required permission

- Browse Team permission for the team
- Browse Project permission for the team's projects
- View All Worklogs permission for the team's projects so that you can view worklogs of team members in the report

Procedure

1. On the main menu bar, click **Tempo** > **Timesheets**.
2. On your user timesheet, in the upper-left corner, click **User** > **Team**.
3. On the team timesheet, in the upper-right corner select **Timesheet** > **List**.

Related topics

- Timesheet view options
- Additional rows and columns

Reading the initial information columns

By default, the following columns are displayed in the list view. You can add and remove columns by clicking **Columns** in the upper-right corner. All columns can be sorted by clicking the column header.

Header	Stands for	Note
T	JIRA issue type	Issue icon is displayed
Key	JIRA issue key	Active link to the JIRA issue view
Summary	JIRA issue summary	Active link to the JIRA issue view
Date	Date of work	
Time	Time of work	Displayed only if the following setting is enabled: 'Users can specify a start time when they log work'
Description	Worklog description	
User	Owner of worklog	
Account	Tempo account	

Estimated	Original estimate from the JIRA issue	
Remaining	Remaining estimate from the JIRA issue	The remaining estimate value when list view is viewed
Worked	Worked hours	
Status	Status showing whether the worklog is valid	Message displayed if worklog is invalid or from another system if Tempo Timesheet is integrated with an external system.

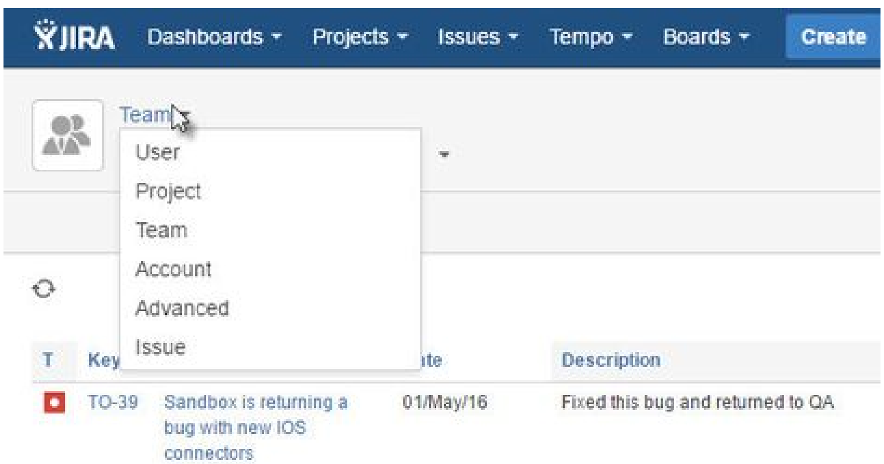
Worklogs can be edited in the list view if the selected period is open for edit.

Related topics

- Editing a work log entry

Viewing the list view of a different timesheet

1. In the upper-left corner of the team timesheet, click **Team**.
2. From the list, select the timesheet that you want to view.



Invalid worklogs

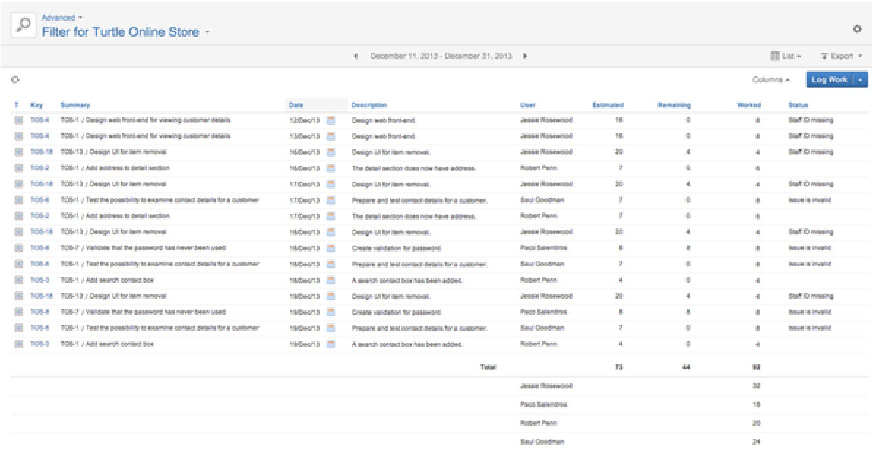
This page explains the various reasons why a worklog is invalid. The **Status** column in any list view shows if the worklogs are invalid and for which reasons. The Advanced Timesheet and any of its views, have a standard **Invalid Worklogs** filter available.

Issues with invalid worklogs are displayed with an *Invalid Worklogs* label, at the end of the issue line in timesheets. This accounts for the User, Advanced and the Issue Timesheet (if Include sub-tasks is ticked).

The List View showing Invalid Worklogs reasons in the Status column

On this page

In this chapter

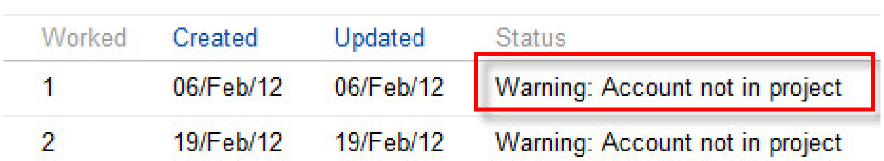


The table below explains reasons why a worklog can become invalid.

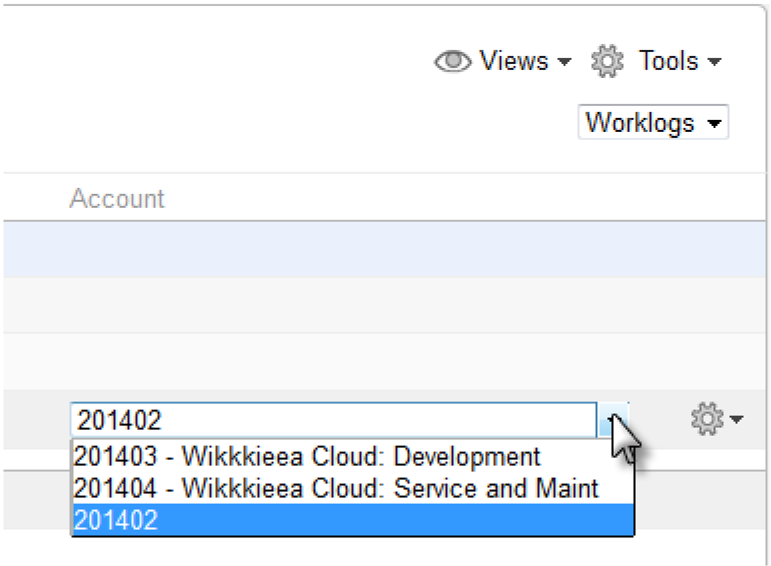
Status	Description
Issue is Invalid	This message is displayed if a required field is missing, according to the set **Expression** on the Fields screen. • For example if the Expression has been set to the value **fixVersions**, the JIRA Issue *Fix Versions/s* field has become required. • Another example is, if the Accounts Custom Field is included in the Expression.
Staff ID missing	If the user does not have a **Staff ID** user property set, the message **Staff ID missing** is displayed. • This results from a mismatch between JIRA's User Property settings and Tempo Fields settings. • For example if the *Staff ID User Property* is configured to *SSN*, but lacking in the JIRA's User Property settings for a user, the *Staff ID missing* message is displayed on worklogs entries for this user.
External message	The last type of message in the Status column is if Tempo data is synced with an external system. The message is either OK or some error message from the external system.

Correcting an account mismatch

Worklogs might contain an **Account** field, through which the worklogs can be directly linked to an account. When you move or split a worklog, you might cause the worklog to be associated with an issue in a project that is not linked to the worklog's account. In such a case, where worklog account and project account do not match, the worklog is listed on the invalid worklogs page.



You can make the worklog valid by linking the project to the same account or by editing the worklog in any report.



In reports, you can identify invalid worklogs, which are listed with an account key but without an account name.

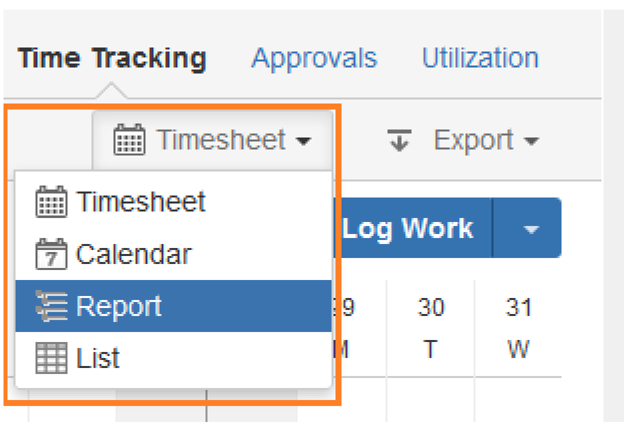
Exporting worklogs as an Excel file

You can export worklogs that are related to a user, team, project, account, filter, or issue over a selected period, as a Microsoft® Excel® file.

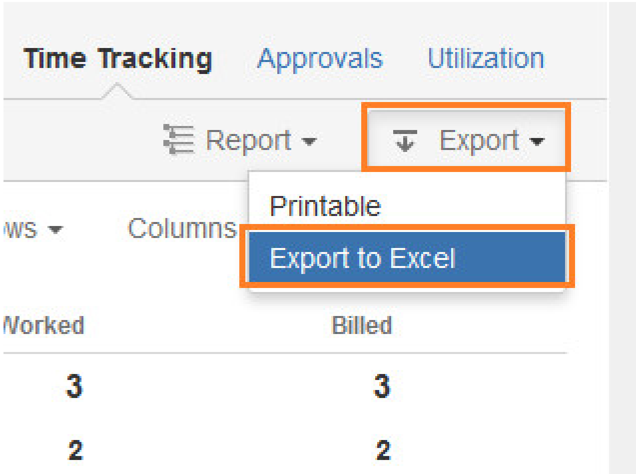
Procedure

To export worklogs as an Excel file, complete the following steps:

1. Go to the timesheet that you want to export worklogs from.
2. **Optional**: You can open the timesheet view, report view, or list view. These three views have the same option for exporting worklogs as the same Excel file. The calendar view does not have this option.



3. Above the timesheet, in the center, select the period that you want to export worklogs for.
4. In the upper-right corner, click **Export** > **Export to Excel**.



5. Open or save the Excel (.xls) file.

Exporting account worklogs as a PDF file

You can export a list of all worklogs for an account over a selected period as a PDF file.

In this chapter

> **Note**
> Worklogs for global accounts are not exported.

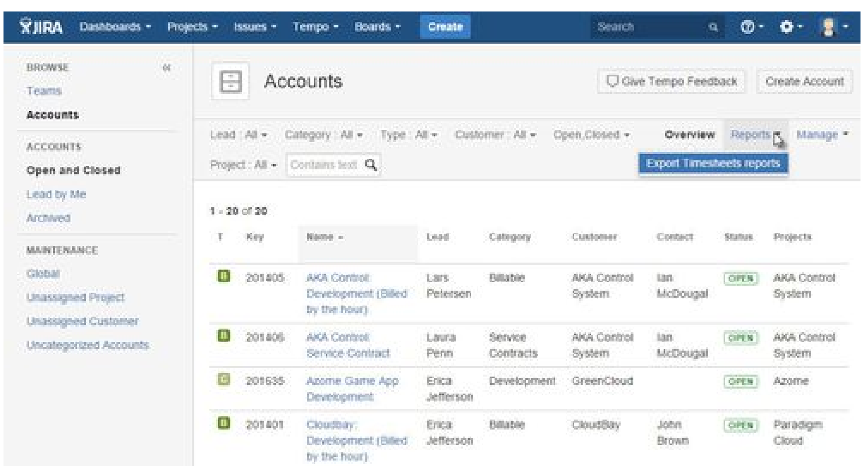
Before you begin

- You must have Approve Timesheet permission.
- If you want to include billed hours instead of worked hours on the list of worklogs, the following setting must be selected in Tempo administration: Export billed hours.

Procedure

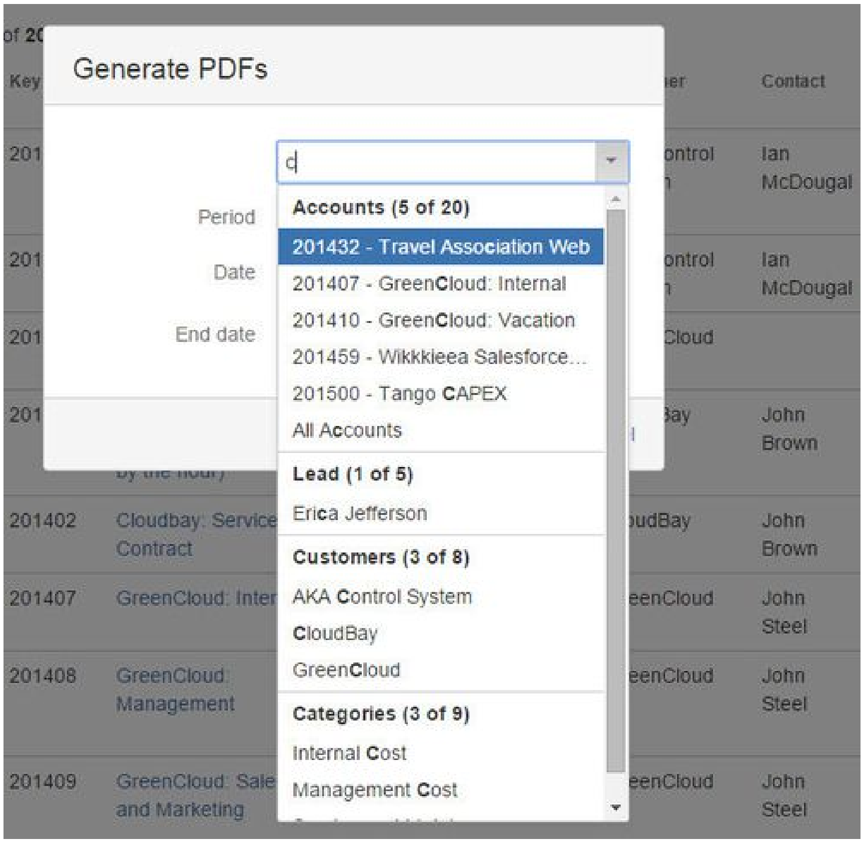
To export an account worklog list as a PDF file, complete the following steps:

1. Go to the Accounts page (**Tempo** > ACCOUNTS **more**).
2. Click **Reports** > **Export Timesheets reports**.



3. In the first field of the **Generate PDFs** window, select one of the following options:
    - All Accounts
    - The name of one account that you want to export

- An account lead, customer, or category for which you want to export all associated accounts



4. If the 'Generate PDFs' window contains an **Export** field, select whether you want billed hours or worked hours to be listed in the PDF file.

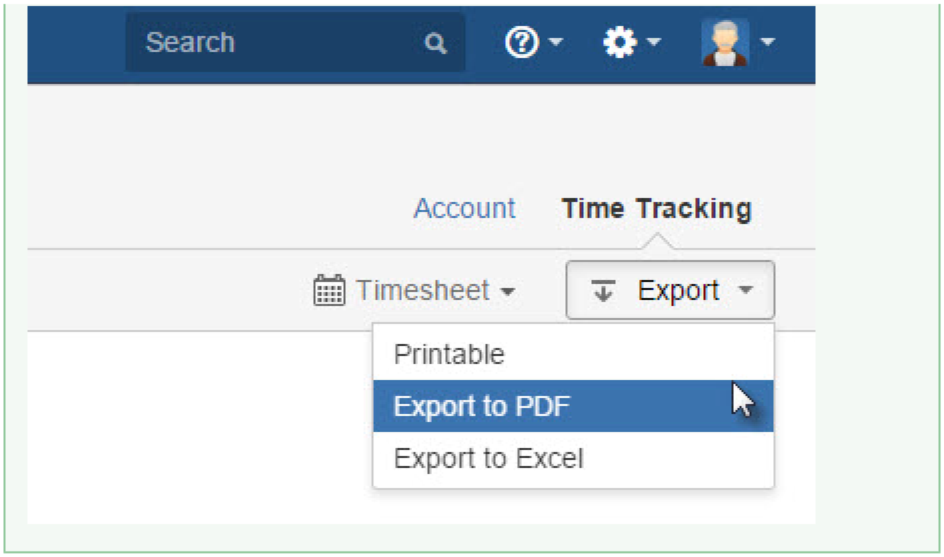
5. Select the period for which you want to export worklogs, or specify the start and end dates of a custom period.

6. Click **Generate**.

   The following files are generated:

   - If your selection contains only one account, a PDF file is generated.
   - If your selection contains more than one account, a .zip file is generated. The .zip file contains the following files:
     - A PDF file for each account that has worklogs for the period
     - A single .txt file that lists accounts that do not have worklogs for the period

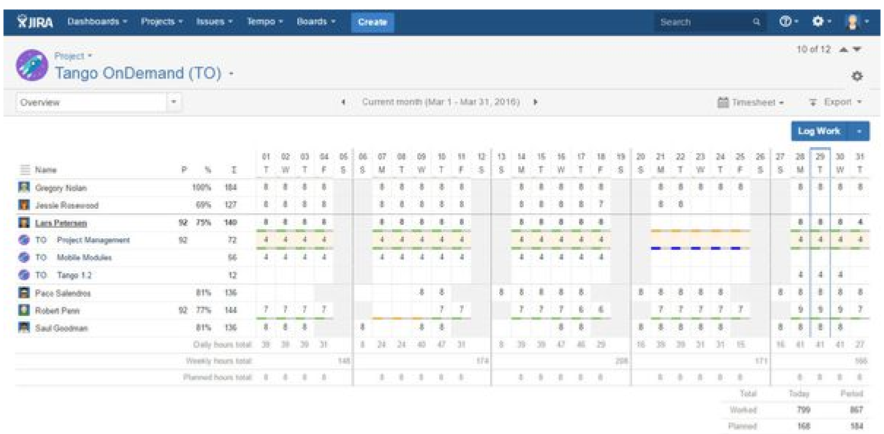
Tip
Alternatively, you can access the export feature from within an account timesheet (**Tempo** > ACCOUNTS **more** > *name of account* > **Time Tracking** > **Export** > **Export to PDF**).



Project Timesheet

The project timesheet provides users and project managers with a quick overview of the time that is logged to, and planned for, a JIRA project. You get a snapshot of a project's progress and can view the capacity of each user.

A project timesheet, as displayed for a Tempo project manager



Accessing the project timesheet

Required permission

- Browse Project permission
- View All Worklogs permission for the project so that you can view worklogs of other users on the timesheet

Procedure

1. On the main menu bar, click **Tempo** > **Timesheets**.
2. On your user timesheet, in the upper-left corner, click **User** > **Project**.

Displaying information about a version or component

You can adjust the project timesheet to display information about one version or one component of the project.

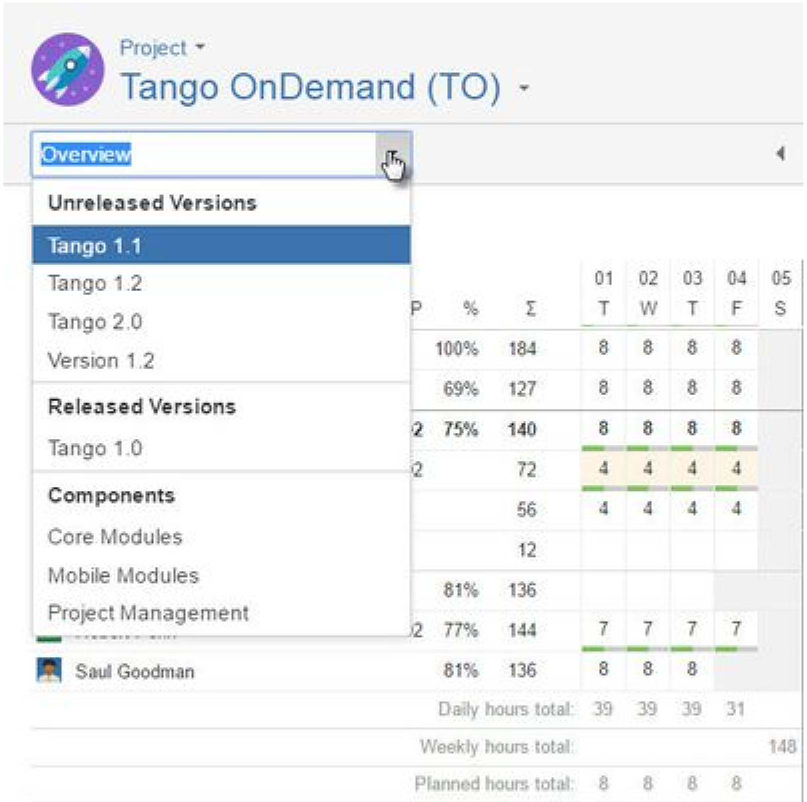
Procedure

On this page

In this chapter

1. On the project timesheet, in the upper-left white box, click the small down-arrow.
2. Select the version or the component that you want to display.

Figure. Selecting a version



Expanding a user's information

By default, the project timesheet displays one row for each user who logged work to the project. You can expand the information of a user to view the logged or planned time by version or component.

Procedure

To expand the information of a user, click the user's name.

> **Tip**
>
> You can expand the information for all users by clicking the Expand icon above the list of users.

Reading the initial information columns

Symbol	P	%	B	
Stands for	Planned hours	Percentage of working hours logged	Billed hours	Logged hours

Explanation	The total number of planned hours in the row, in the displayed time period.	The percentage of the user's required working hours that are logged in the project, for the displayed time period.	The total number of billed hours in the row, in the displayed time period.	The total number of logged hours in the row, in the displayed time period.
Note			The 'Billed hours' column is displayed if one or both of the following conditions are met: • Users with Approve Timesheet permission can set billed hours • Other users can set billed hours **Related topic** Configuring global accounting options	

Reading the 'total' rows

Daily hours total	Refers to logged hours
Weekly hours total	Refers to logged hours
Planned hours total	Refers to daily planned hours

Total	Today	Period
Worked	All logged hours for the displayed period that are before or on today's date	All logged hours for the displayed period
Planned	All planned hours for the displayed period that are before or on today's date	All planned hours for the displayed period
Required	The team's required working hours for the displayed period that are before or on today's date	The team's required working hours for the displayed period

Planning time for team members

The project timesheet shows logged time. If the following time-planning option is selected in Tempo global configuration, the timesheet also shows planned time: 'Users with Approve Timesheets permission can plan time.'

Planned time is indicated by colored bars in the timesheet cells.

Related topics

- Configuring time-planning options
- Timesheet cell planning

Viewing a team member's timesheet

Users with Approve Timesheet permission can view the timesheets of team members. To view the timesheet of a team member, complete the following steps:

1. Hover over the team member's row. A cogwheel icon is displayed beside the sigma () column.
2. Click the cogwheel, and select **View Timesheet** from the list.

Switching between projects

Required permission

Browse Project permission for the projects

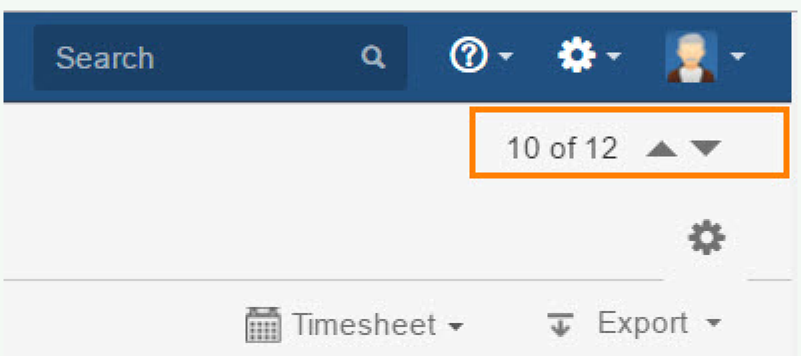
Procedure

To display the timesheet of a different project, complete the following steps:

1. On the displayed project timesheet, on the second menu bar from the top, click the name of the displayed project.
2. From the list of projects, select the name of the project or search for the the project that you want to display.

Tip
Alternatively, you can switch between projects by completing the following steps:

1. On the displayed project timesheet, in the upper-left white box, ensure that **Overview** is selected.
2. In the upper-right corner, click the small up-arrow or down-arrow, as indicated in the following screenshot:



If you select a version or component instead of **Overview**, the small arrows in the upper-right corner switch among versions or components instead of among projects.

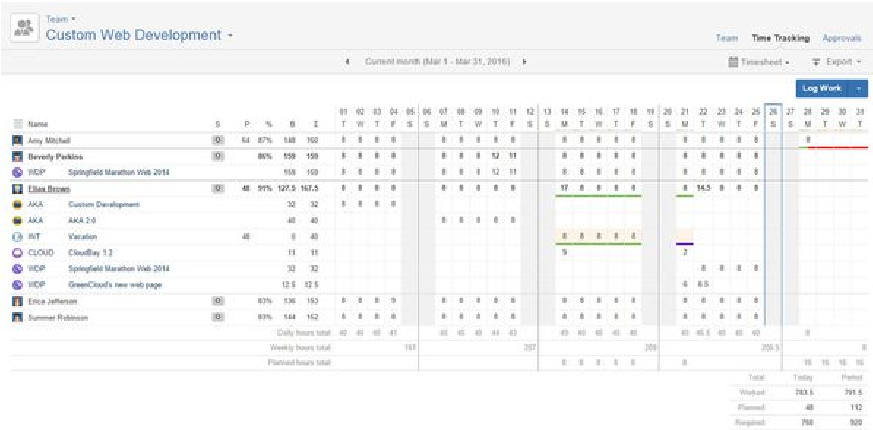
Shortcut keys: **j** = down-arrow. **k** = up-arrow.

Team Timesheet

The team timesheet provides team leads and project managers with a quick overview of the time that is logged by and planned for team members on different projects. On the team timesheet, team leads and other users with Approve Timesheets permission can approve timesheets for team members. Team leads and other users with Plan Time permission can plan time for team members.

Team timesheet, with the list of projects expanded for two team members (click to enlarge)

On this page



Accessing the team timesheet

Required permission

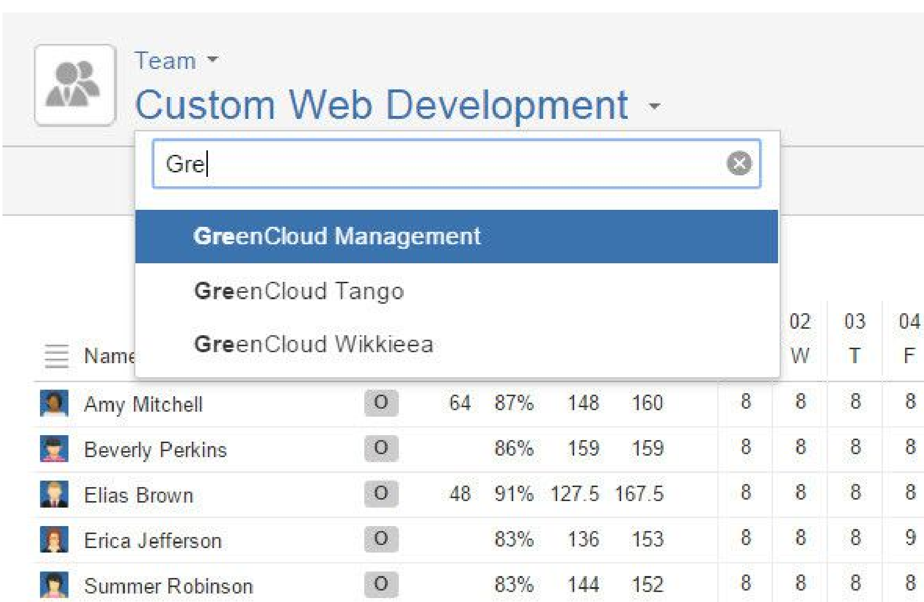
- Browse Team permission for the team
- Browse Project permission for the team's projects
- View All Worklogs permission for the team's projects so that you can view the worklogs of team members on the timesheet
- Plan Time permission for the team so that you can plan time for team members on the timesheet. The following check box must also be selected in Global Configuration: '**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

Procedure

1. On the top menu bar, click **Tempo** > **Timesheets**.
2. In the upper-right corner, click **User Timesheet**.
3. In the upper-left corner, click **User** > **Team**.

Viewing the timesheet of a different team

1. In the upper-left corner of the team timesheet, click the name of the currently displayed team. (In the below example, the name of the team is 'Custom Web Development.')
2. From the list, select the name of the team that you want to view.



Expanding a team member's information

By default, the team timesheet displays one row for each team member. If the row contains logged time or planned time, you can expand the information of the team member to view the logged or planned time that corresponds to different JIRA projects, versions, or components.

To expand the information of a team member, click the team member's name.

> **Tip**
>
> You can expand the information for all team members by clicking the Expand icon above the list of team members.

Reading the initial information columns

Symbol	S	P	%	B	
Stands for	Approval status	Planned hours	Percentage of working hours logged	Billed hours	Logged hours
Explanation	The approval status of the user timesheet.	The total number of planned hours in the row, in the displayed time period.	The percentage of the team member's required working hours that are logged, for the displayed time period.	The total number of billed hours in the row, in the displayed time period.	The total number of logged hours in the row, in the displayed time period.
Note	The approval status column is displayed if both of the following conditions are met: • 'Enable timesheet approval process' is set to **Weekly** or **Monthly**. • The displayed time period matches the timesheet approval period (**Week** or **Month**). **Related topic** Enabling the timesheet approval process			The 'Billed hours' column is displayed if one or both of the following conditions are met: • Users with Approve Timesheet permission can set billed hours • Other users can set billed hours **Related topic** Configuring global accounting options	

Reading the 'total' rows

Daily hours total	Refers to logged hours
Weekly hours total	Refers to logged hours
Planned hours total	Refers to daily planned hours

Total	Today	Period
Worked	All logged hours for the displayed period that are before or on today's date	All logged hours for the displayed period
Planned	All planned hours for the displayed period that are before or on today's date	All planned hours for the displayed period
Required	The team's required working hours for the displayed period that are before or on today's date	The team's required working hours for the displayed period

Planning time for team members

The team timesheet shows logged time. If the following time-planning option is selected in Tempo g lobal configuration, the timesheet also shows planned time: '**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

Planned time is indicated by colored bars in the timesheet cells.

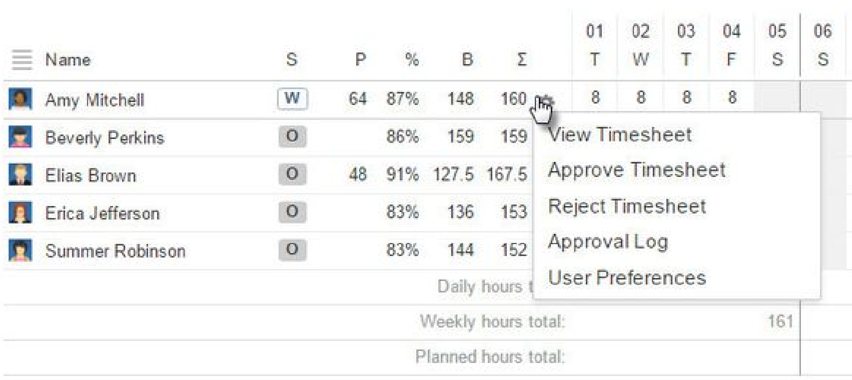
Related topics

- Configuring time-planning options
- Timesheet cell planning

Viewing a team member's timesheet

To view the user timesheet of a team member, complete the following steps:

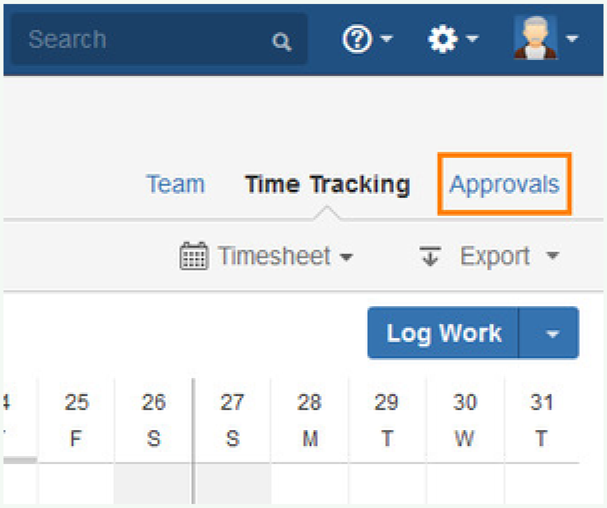
1. Hover over the team member's row. A cogwheel icon  is displayed beside the sigma () column.
2. Click the cogwheel, and select **View Timesheet** from the list.



Approving timesheets

If the timesheet approval process is enabled, team leads and other users with Approve Timesheet permission can approve the timesheets of team members from the team timesheet. To approve a timesheet, click the cogwheel in the user row, and select **Approve Timesheet** from the list.

Tip
Alternatively, multiple timesheets can be quickly approved on the Timesheet approvals report. To display the Timesheet approvals report, click **Approvals** on the second menu bar from the top.



Related topics

- Enabling the timesheet approval process
- Timesheet approval process

Viewing user preferences

To view user preferences (workload scheme, holiday scheme, supervisor, email notification) for a team member, click the cogwheel in the team member's row, and select **User Preferences** from the list.

Related topic

User preferences

Granting a grace period for timesheet completion

If the Tempo scheduler is enabled, team leads and other users with Approve Timesheet permission can grant a grace period to team members to complete their timesheets.

Procedure

To grant a grace period to a team member, complete the following steps:

1. Click the cogwheel in the team member's row, and select **Grace Period** from the list.
2. Fill in the requested information in the Grace Period window, and click **Add Grace Period**.

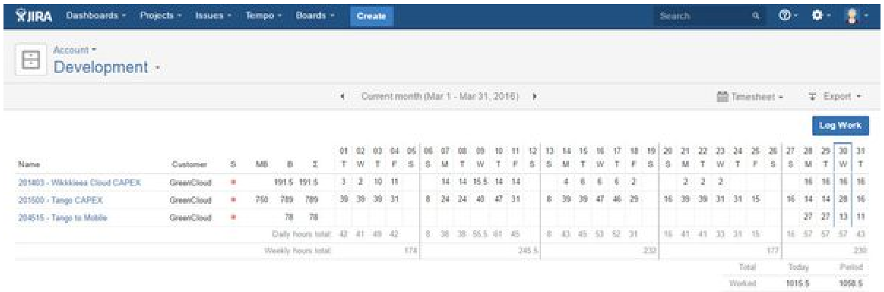
Related topics

- Configuring the Tempo scheduler
- Grace period

Account Timesheet

The account timesheets gives you an overview of accounts, if Tempo Accounts is being used. The accounts that you can access depend on your Browse Projects permission for the linked JIRA projects.

The Account timesheet for for accounts in the Development category



Tutorial

Account approvals before billing

Accessing the account timesheet

Required permission

- Browse Project permission for the account's projects
- View All Worklogs permission for the projects so that you can view the worklogs of other users on the timesheet

Procedure

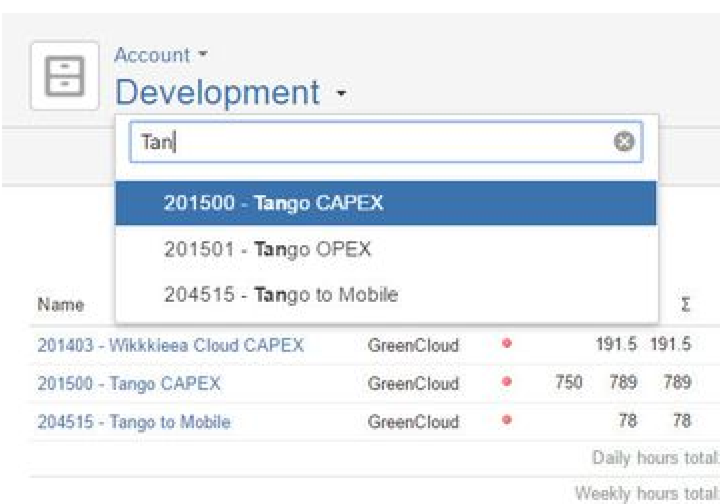
1. On the main menu bar, click **Tempo** > **Timesheets**.
2. On your user timesheet, in the upper-left corner, click **User** > **Account**.

Selecting accounts to be displayed on the timesheet

1. In the upper-left corner of the account timesheet, click the name that is in big letters, underneath the word **Account**. (In the below example, the name is 'Development.')

2. From the list, select or search for the account attribute for which you want to display accounts on the timesheet. For example, you can select or search for an account key, account name, customer, category, or account lead.

Searching for Tango accounts



Only accounts for which work was logged on JIRA issues in associated projects are displayed on the timesheet.

On this page

In this chapter

Reading the initial information columns

Symbol	S	MB	B	
Stands for	Approval status	Monthly budget	Billed hours	Logged hours
Explanation	The approval status of the account.	Hours that can be spent on the account in the period.	The total number of billed hours in the row, in the displayed time period.	The total number of logged hours in the row, in the displayed time period.
Note		**Related topic** Configuring accounts	The 'Billed hours' column is displayed if one or both of the following conditions are met: • Users with Approve Timesheet permission can set billed hours • Other users can set billed hours **Related topic** Configuring global accounting options	

Reading the 'total' rows

Daily hours total	Refers to logged hours
Weekly hours total	Refers to logged hours

Total	**Today**	**Period**
Worked	All logged hours for the displayed period that are before or on today's date	All logged hours for the displayed period

Approving accounts

Team leads and other users with Approve Timesheet permission can approve the account. Once the account is approved, no worklogs on the account report for the period can be edited. To approve an account, click the cogwheel in the account row, and select **Approve** from the list.

The account approval process works only when the period is a calendar month, and the available actions depend on the status of the period that is configured in Tempo period management.

- **Approve** - Disabled until the period has been closed for team members.
- **Revoke Approval** - Enabled only for approved items, if the period is open for users with Approve Timesheets permission.

A **red** dot indicates an *unapproved* account, and a **green** dot indicates an *approved* account. The approval process depends on the Period management status for team leads (or other users with the Approve Timesheet permission) and team members.

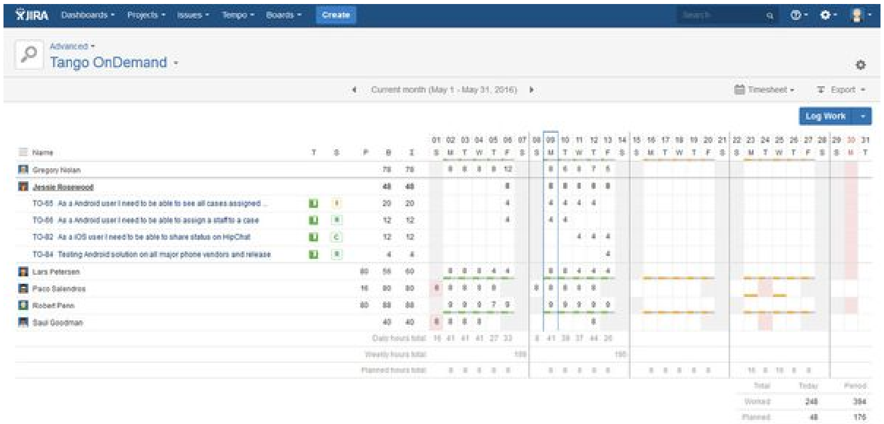
Related topics

- Configuring global accounting options
- Period management

Advanced Timesheet

On the advanced timesheet, you can view issues from your favorite JIRA filters and from two standard filters, **Invalid Worklogs** and **Recently Viewed Issues**.

Overview of the advanced timesheet for a filter (click to enlarge)



On this page

In this chapter

Accessing the advanced timesheet

Required permission

- Browse Project permission
- View All Worklogs permission for projects so that you can view worklogs of other users on the timesheet

Procedure

1. On the main menu bar, click **Tempo** > **Timesheets**.
2. On your user timesheet, in the upper-left corner, click **User** > **Advanced**.

Viewing the timesheet of a different filter

1. In the upper-left corner of the advanced timesheet, click the name of the currently displayed filter.
2. From the list, select the name of the filter that you want to view.

Only the filtered JIRA issues for which work was logged are displayed.

Related topics

- Invalid worklogs

Expanding a user's information

By default, the advanced timesheet displays one row for each user who logged work to the JIRA issues in the filter search result. You can expand the information of a user to view the logged JIRA issues.

Required permission

- View All Worklogs permission for projects

Procedure

To expand the information of a user, click the user's name.

> **Tip**
>
> You can expand the information for all users by clicking the Expand icon above the list of users.

Reading the initial information columns

Symbol	T	S	P	B	
Stands for	Type	Workflow status	Planned hours	Billed hours	Logged hours
Explanation	JIRA Issue type	The workflow status of the JIRA issue.	The total number of planned hours in the row, in the displayed time period.	The total number of billed hours in the row, in the displayed time period.	The total number of logged hours in the row, in the displayed time period.
Note				The 'Billed hours' column is displayed if one or both of the following conditions are met: • Users with Approve Timesheet permission can set billed hours • Other users can set billed hours **Related topic** Configuring global accounting options	

Reading the 'total' rows

Daily hours total	Refers to logged hours
Weekly hours total	Refers to logged hours
Planned hours total	Refers to daily planned hours

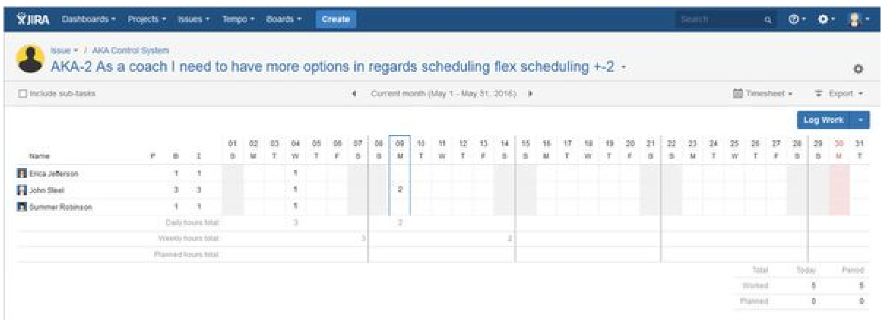
Total	**Today**	**Period**

Worked	All logged hours for the displayed period that are before or on today's date	All logged hours for the displayed period
Planned	All planned hours for the displayed period that are before or on today's date	All planned hours for the displayed period
Required	The team's required working hours for the displayed period that are before or on today's date	The team's required working hours for the displayed period

Issue Timesheet

The Issue Timesheet is useful for searching for worklogs for a particular JIRA Issue.

The issue timesheet for a JIRA issue with sub-tasks (click to enlarge)



On this page

In this chapter

Accessing the issue timesheet

Required permission

- Browse Project permission for the issue's project
- View All Worklogs permission for the project so that you can view worklogs of other users on the timesheet

Procedure

1. On the main menu bar, click **Tempo** > **Timesheets**.
2. On your user timesheet, in the upper-left corner, click **User** > **Issue**.

Reading the initial information columns

Symbol	P	B	
Stands for	Planned hours	Billed hours	Logged hours
Explanation	The total number of planned hours in the row, in the displayed time period.	The total number of billed hours in the row, in the displayed time period.	The total number of logged hours in the row, in the displayed time period.

Note		The 'Billed hours' column is displayed if one or both of the following conditions are met: • Users with Approve Timesheet permission can set billed hours • Other users can set billed hours **Related topic** Configuring global accounting options	

Reading the 'total' rows

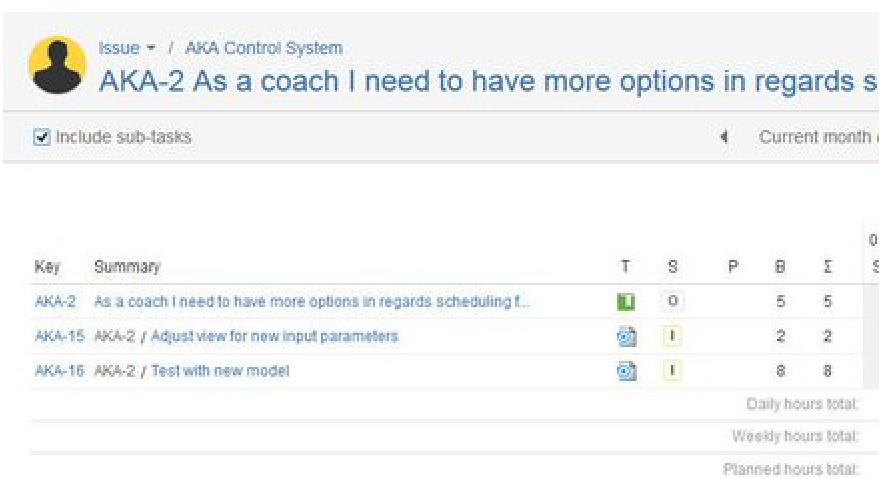
Daily hours total	Refers to logged hours
Weekly hours total	Refers to logged hours
Planned hours total	Refers to daily planned hours

Total	Today	Period
Worked	All logged hours for the displayed period that are before or on today's date	All logged hours for the displayed period
Planned	All planned hours for the displayed period that are before or on today's date	All planned hours for the displayed period
Required	The team's required working hours for the displayed period that are before or on today's date	The team's required working hours for the displayed period

Displaying worklogs from sub-tasks

By default, the timesheet displays one row for each issue. If an issue has sub-tasks, you can display the sub-tasks by selecting the 'Include sub-tasks' check box in the upper-left corner of the timesheet.

The issue timesheet including sub-tasks



Switching among issues

Required permission

- Browse Project permission for the issue's project
- View All Worklogs permission for the project (if you want to view worklogs on the timesheet)

Procedure

To display the timesheet of a different issue, complete the following steps:

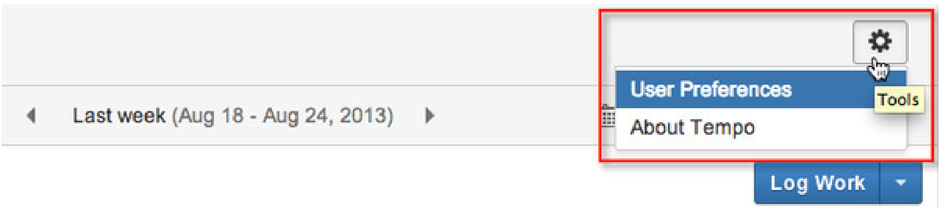
1. On the issue timesheet, on the second menu bar from the top, click the big text; that is, the name of the displayed issue.
2. From the list of issues, select or search for the issue that you want to display.

User preferences

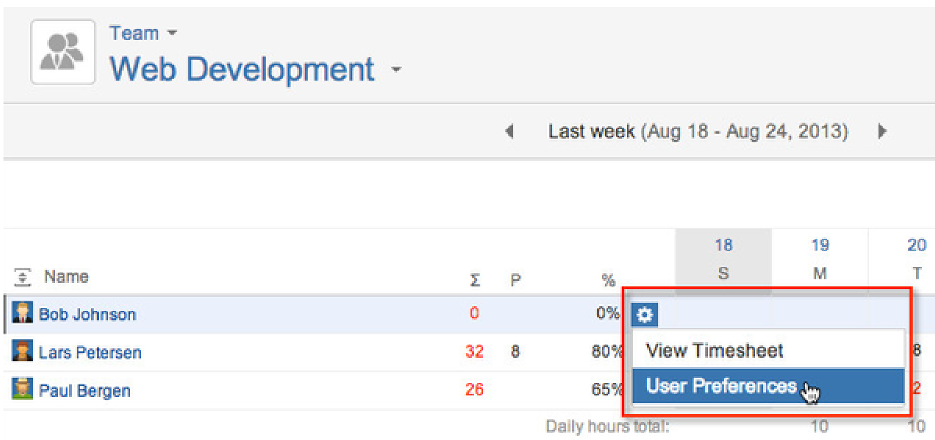
This is page explains the **User Preferences** both in the **Tools** menu on the Tempo Timesheets Navigation and in the **Actions** list for each user in the different timesheets.

On this page

User Preferences in the Tools menu on the Tempo Timesheets Navigation



User Preferences in the Actions list, for user Bob in the Team Timesheet for Team Lead Lars

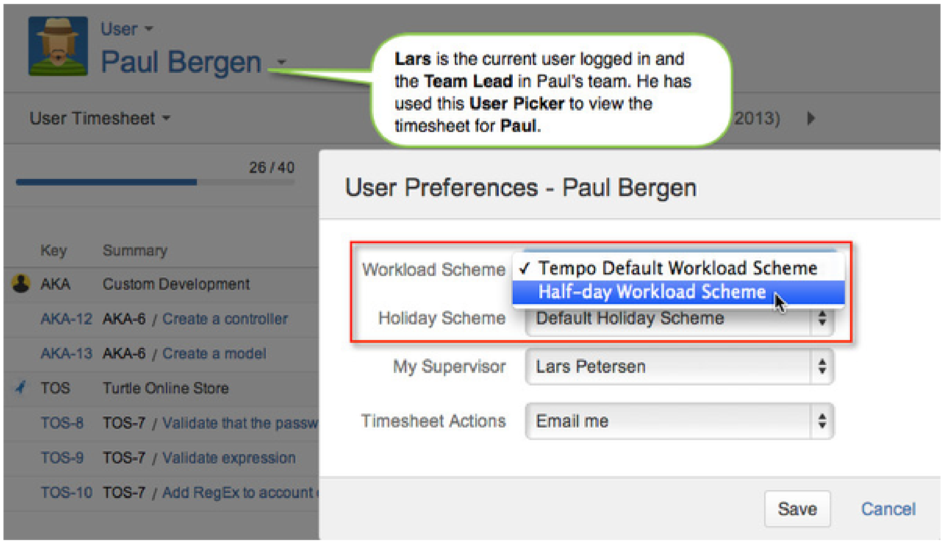


Note, a user that is a **Team Lead** has the Approve Timesheet permission.

Moving Workload and Holiday Scheme Users

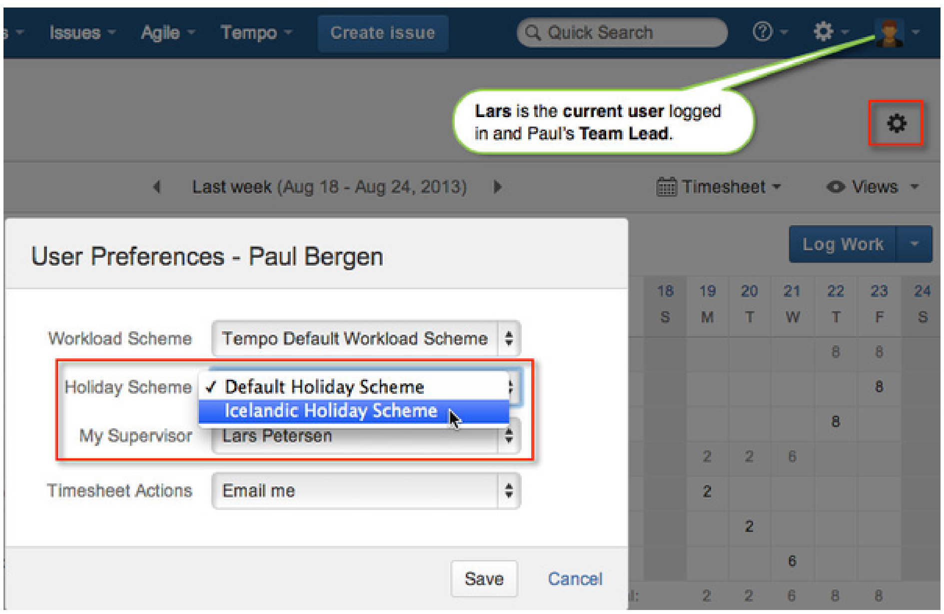
Users with the Approve Timesheet permission (may be the **Team Lead**), have two ways to move team members, between workload schemes and between holiday schemes, through the User Preferences in timesheets. First in the User timesheet the user with the Approve Timesheet permis sion can use the User Picker to view the timesheet for a team member and then select the User Preferences from the Tools menu. The other way to move the users between schemes is to do so in the Team and Advanced Timesheets. These timesheets display one line (in collapsed mode) for each member in the team (the Advanced Timesheet does only display members that have Logged Work on JIRA Issues in the available filters). Each user line has a cog-wheel or Actions list and by clicking on it, the User Preferences window is displayed (see screenshot above).

*Lars is moving Paul between **Workload Schemes** and he has opened the User Preferences* *from the Tools menu*



Click the **Save** button to save the changes or **Cancel** link to close without saving.

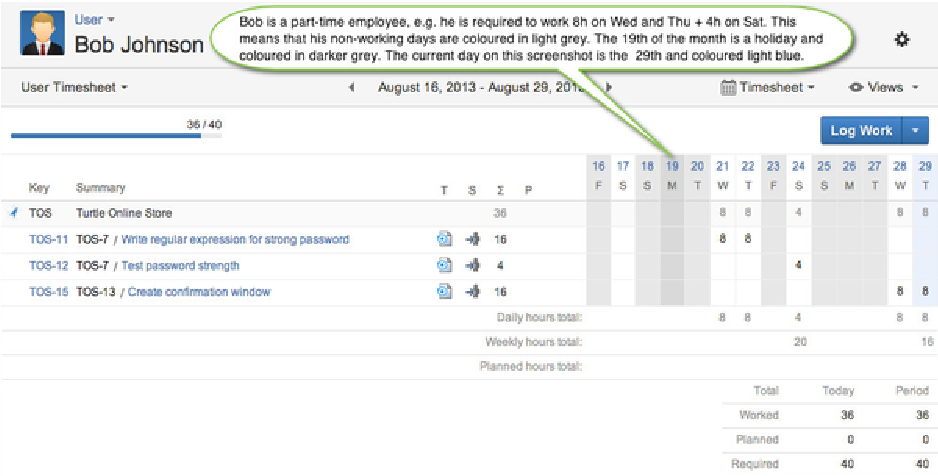
*Similarly Lars can move Paul between **Holiday Schemes** in the User Preferences opened from the Tools menu*



Required Hours and Schemes

The workload schemes and holiday schemes are coordinated to produce joint calculations for a timesheet. The colour coding is only partially reflected by this coordination, e.g. if there is only one user displayed in a timesheet, the colour coding is shown, otherwise the coding for the default schemes is shown.

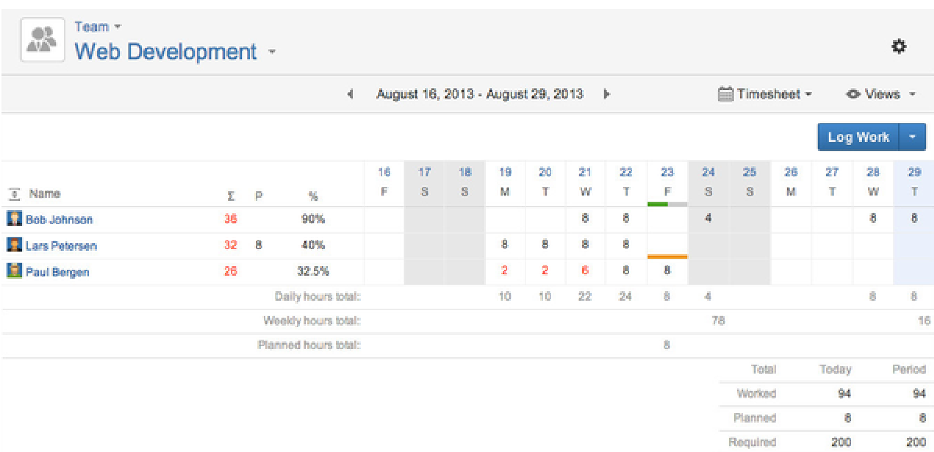
User Timesheet for Paul, showing the Workload/Holiday Schemes coordination in calculations and colouring (click to enlarge)



Lars team members in the Team Timesheet shown on the screenshot below, are in different schemes, therefore the colour coding shown is for the default schemes, e.g. weekends on Saturday and Sunday.

> **Note**, there are more recent screenshots on the Team Timesheet page, showing that Workload/holiday Schemes colour coding is now individually based.

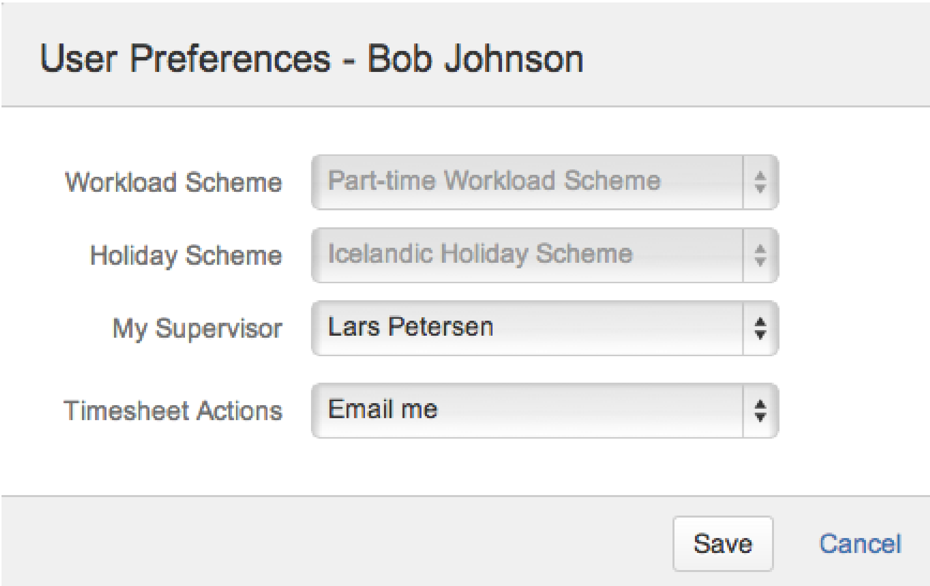
Team Timesheet for Team Lead Lars, showing the default Workload/Holiday Schemes colour coding



User Preferences for Team Members

Team members can only view their schemes in the User Preferences window opened through the **Tools** menu, but they can set their supervisor and if they want to get emails or not.

Bob can view in which schemes he is in, but he can set My Supervisor and Timesheet Actions



When the Team member selects a supervisor (Team Lead) from **My Supervisor** list, it becomes displayed on this Team Leads dashboard in her/his Activity Stream.

If nothing is selected the activity will only display on the current user's dashboard.

The default value for the **Timesheet Actions** is **Email me**, but it can be changed to **Do not email me**, if you don't want to receive emails from the Timesheet Approval Process or the Planning Approval Process.

Team Leads can change these values for all team members in the Actions menu for each user in the Team Timesheet.

Worklog Calendar

The *Worklog Calendar* enables users to create worklogs quickly and easily by dragging suggestions onto a calendar canvas.

Worklog Calendar

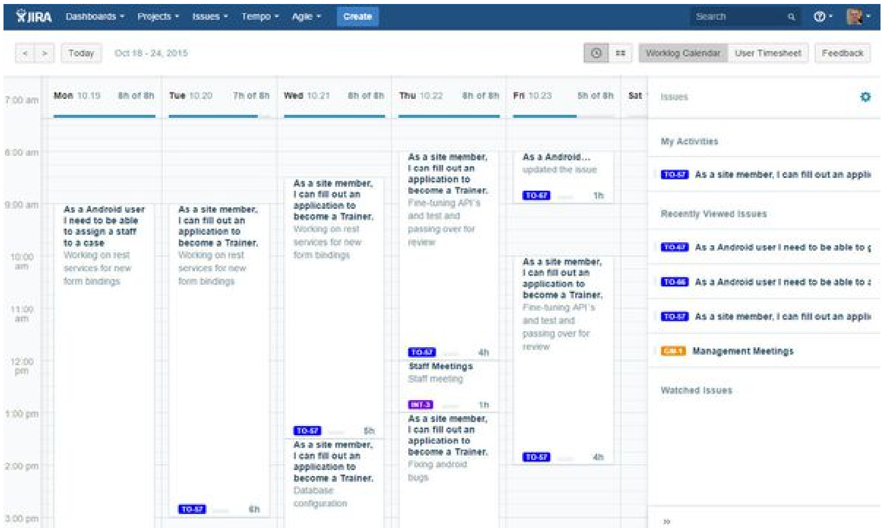
This view is available in Tempo User Timesheet where the user can get a quick overview of logged work for the dates displayed. You can toggle between the *Time View* and the *List view*. In the right section all Suggestion Cards are displayed and these cards can be dragged and dropped into the calendar canvas. The log work form is displayed on this action. A progress bar is displayed for each day showing the logged work vs. the required work for the user.

Tempo Worklog Calendar Time View for a Tempo user - click to enlarge

On this page

In this chapter

Related pages

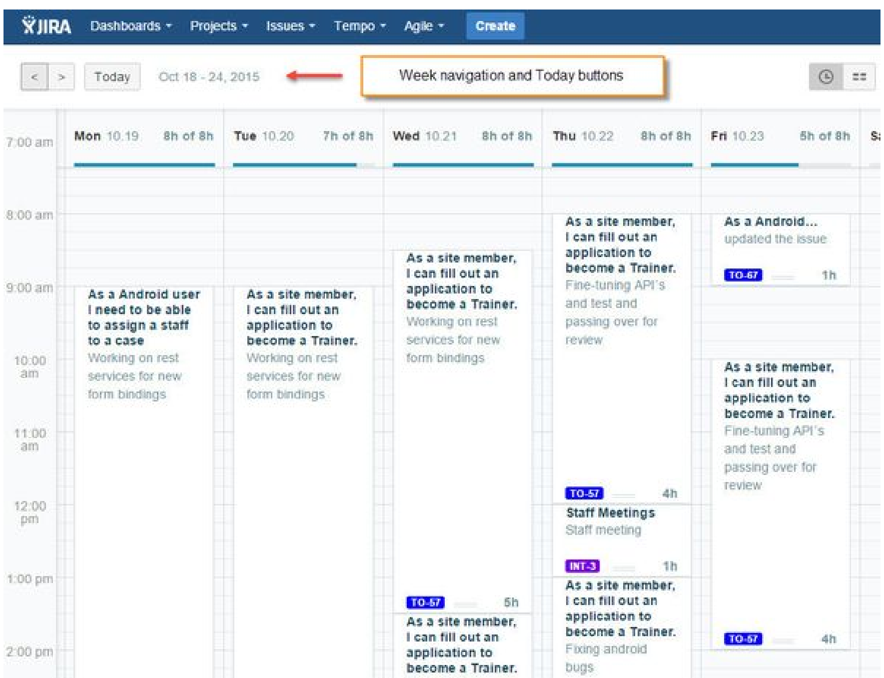


If Project colors are configured in Project Configuration the selected color is displayed in issue link.

Calendar Canvas

The default view in the Calendar Canvas is the week of current date. User can navigate by clicking the navigation buttons. Day navigation toolbar is displayed at the bottom of the page if the screen resolution is low. The *Today* button takes you back to the current date. If worklogs have been created in the selected period they are displayed as Worklog Cards on the canvas.

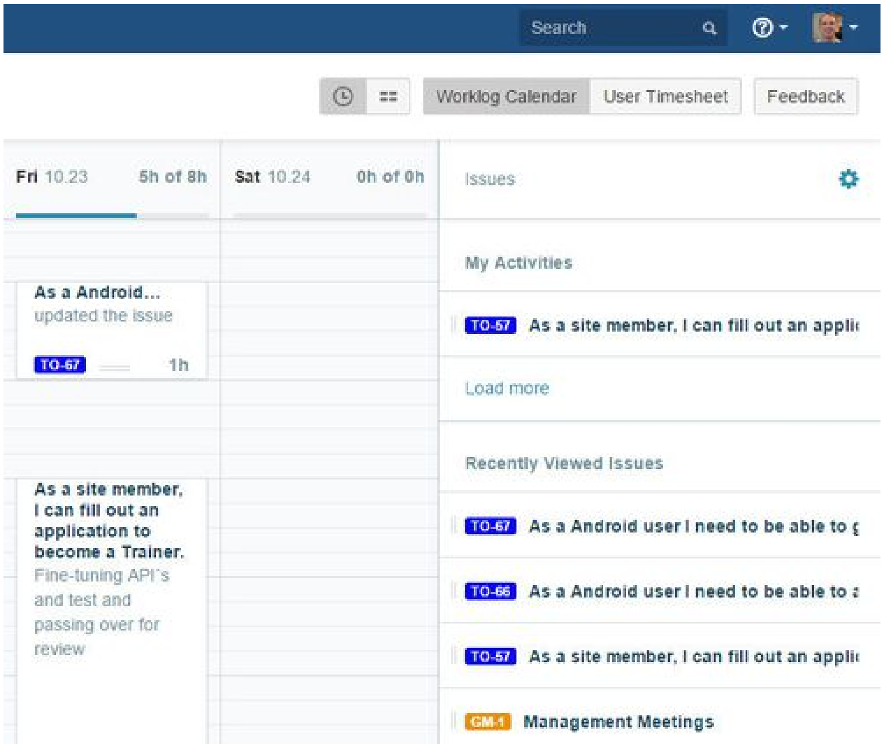
Date Navigation in Calendar Canvas



Suggestion Sections

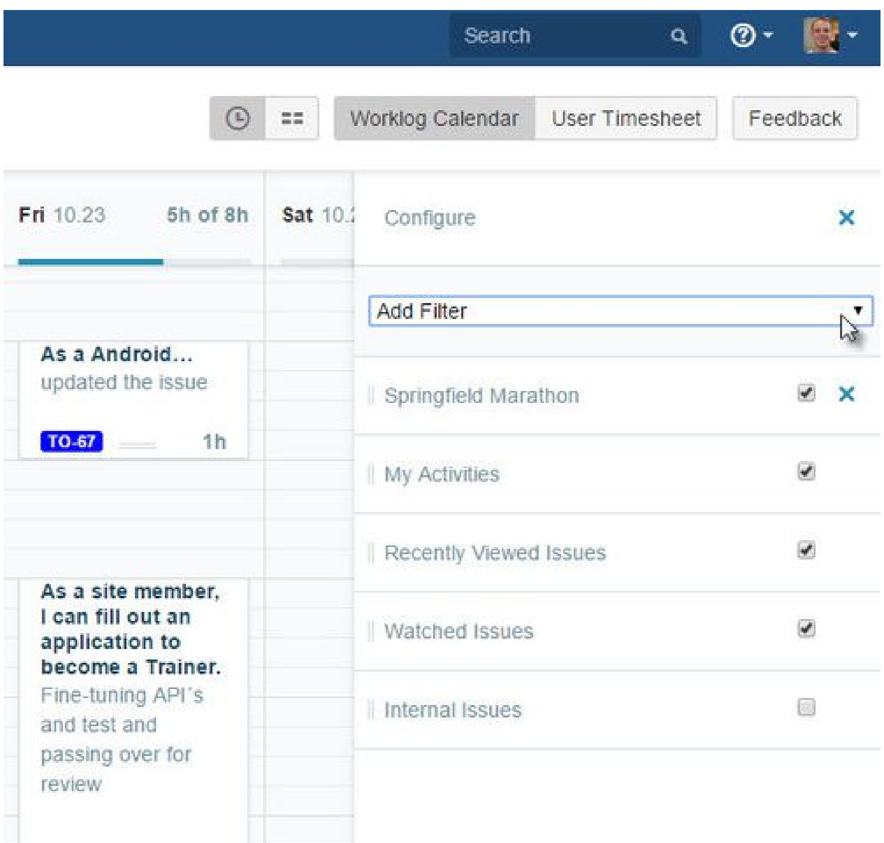
Five suggestion sections are displayed in the right section, each showing JIRA issues from predefined jql searches. If you have JIRA Activity stream configured on your instance latest issues in the activity stream are displayed in the *My Activities* section.

Suggestion Sections in Worklog Calendar



Users can configure which suggestion sections they see in the sidebar and how they should order them by clicking the configure button.
If the issue suggestion list is long, only a part of the list will be shown allowing the users to click a load more button to see more of the list. A JIRA filter from the users Favorite filters can be selected in the configuration mode.

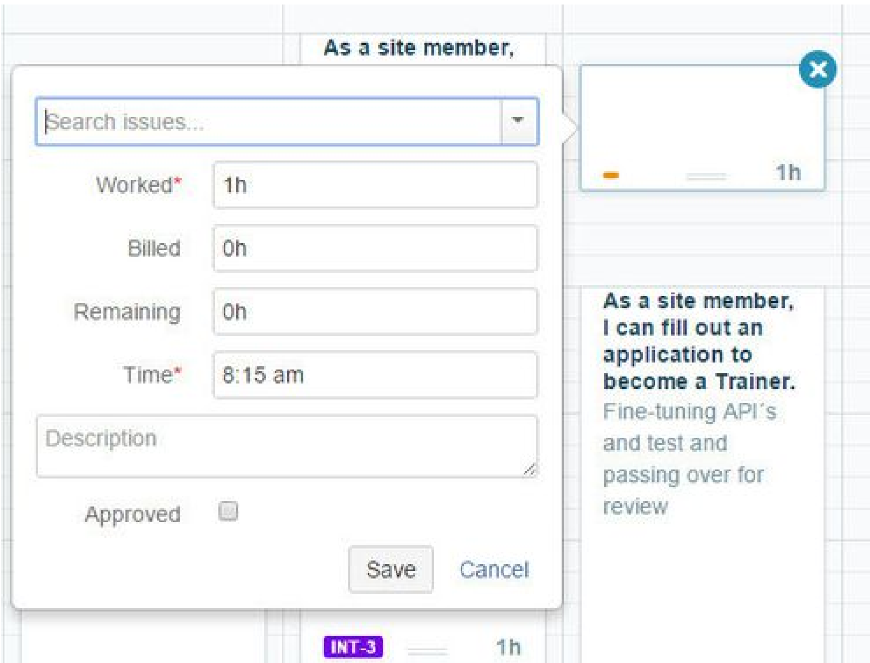
Suggestion Sections in Configure mode



Log Work Form

In addition to the default fields for a worklog all Work Attributes configured in Tempo Timesheets are displayed in the Log Work Form. This form is also validated according to the configuration in Tempo administration.

Log Work Form used in Worklog Calendar



Worklog Calendar Time View

The *Worklog Calendar Time View* is a view in Worklog Calendar. The view enables users to create worklogs quickly and easily by dragging suggestions onto a time cell on the calendar canvas. The start time field is always visible in Time View but it's visibility in List view depends on the following setting in Tempo global configuration: "Users can specify a start time when they log work."

Time View

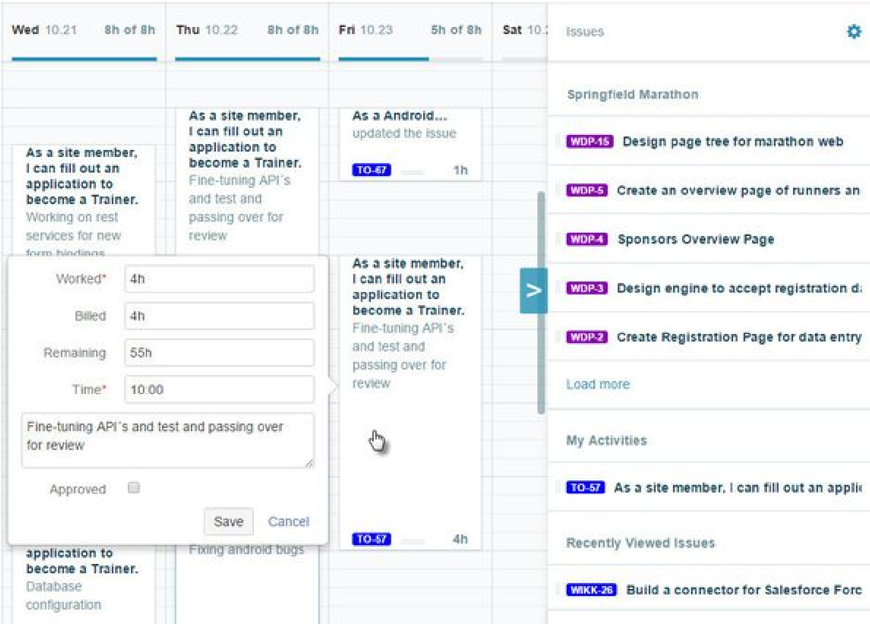
In the *Worklog Calendar Time View* you can get a quick overview of logged work for the dates displayed and visualize gaps and overlaps in your timesheet. In the right section all Suggestion Cards are displayed and these cards can be dragged and dropped to a time cell on the calendar canvas. The log work form is displayed on this action.

Tempo Worklog Calendar Time View - click to enlarge

On this page

In this chapter

Related pages

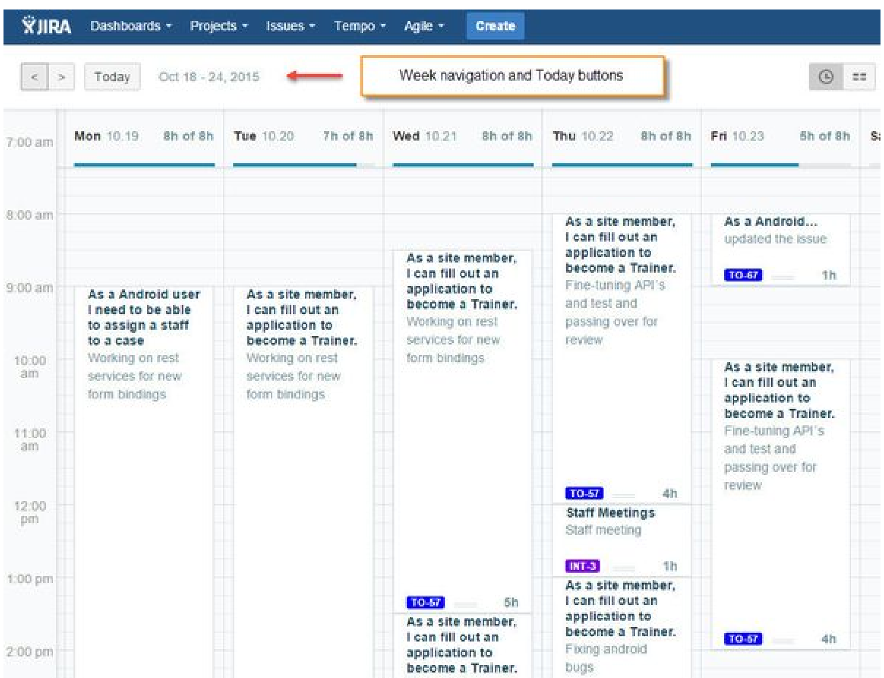


If Project colours are configured in Project Configuration the selected colour is displayed in issue link.

Calendar Canvas

The default view in the Calendar Canvas is the week of current date. User can navigate by clicking the navigation buttons. Day navigation toolbar is displayed at the bottom of the page if the screen resolution is low. The *Today* button takes you back to the current date. If worklogs have been created in the selected period they are displayed as Worklog Cards on the canvas.

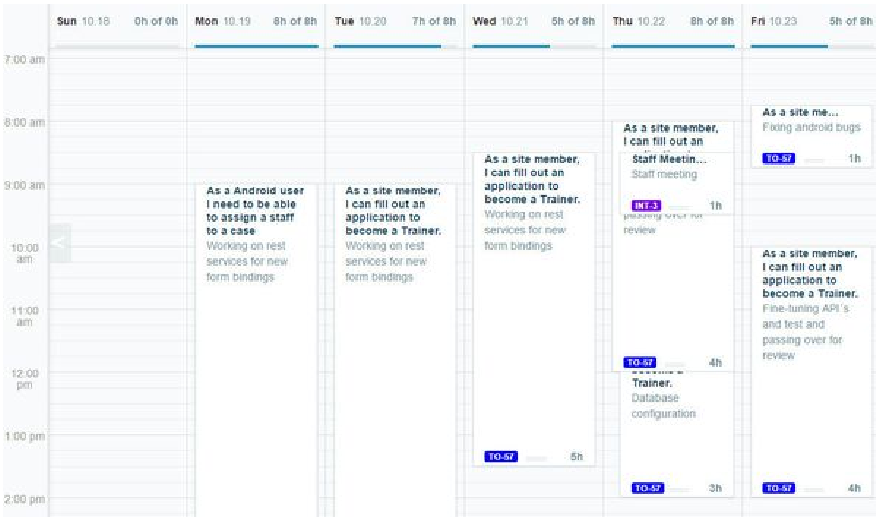
Date Navigation in Calendar Canvas



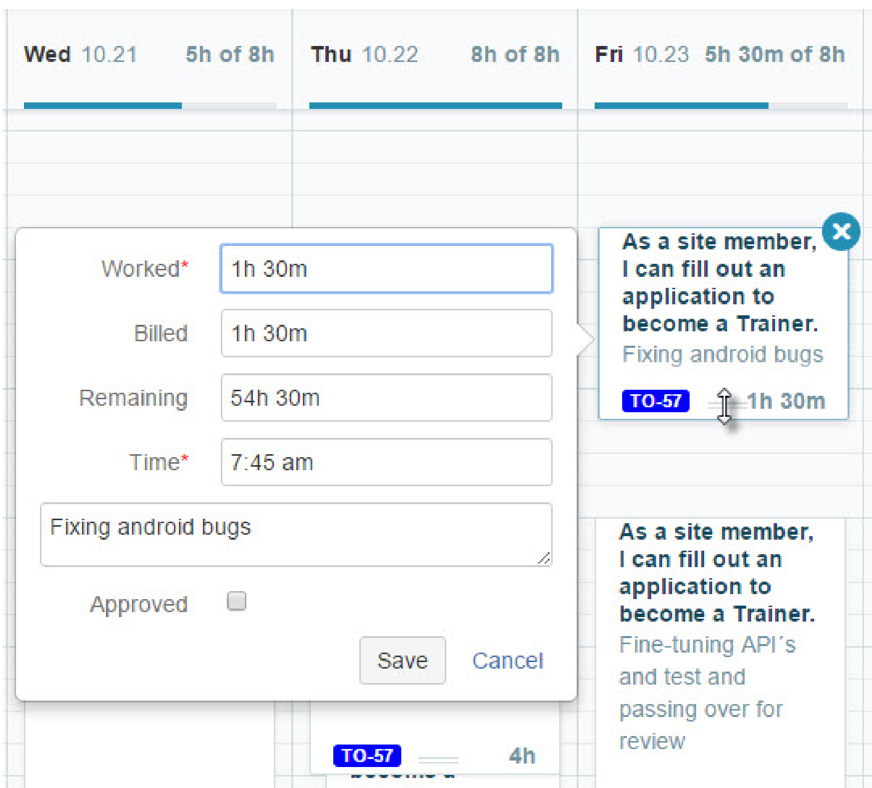
Gaps and Overlaps

You can see the gaps in the Calendar Canvas and If worklogs overlap, they appear stacked on top of each other so you can easily correct the logged time.

Visualizing gaps and overlaps of worklogs in Time View



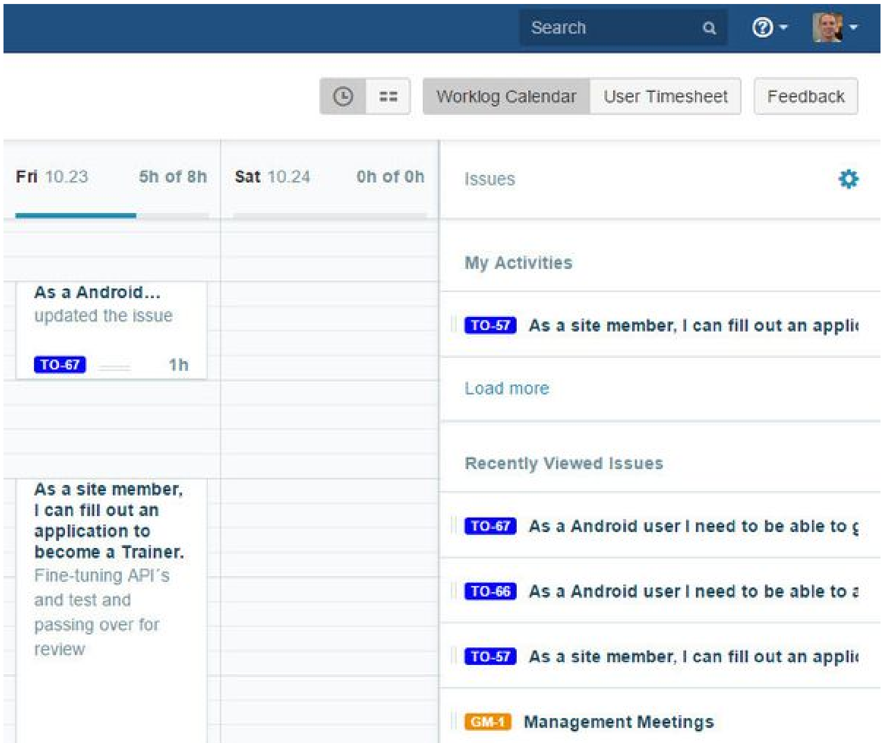
The duration of the worklog can easily be edited by dragging the Worklog Card on the timeline in the Time View.



Suggestion Sections

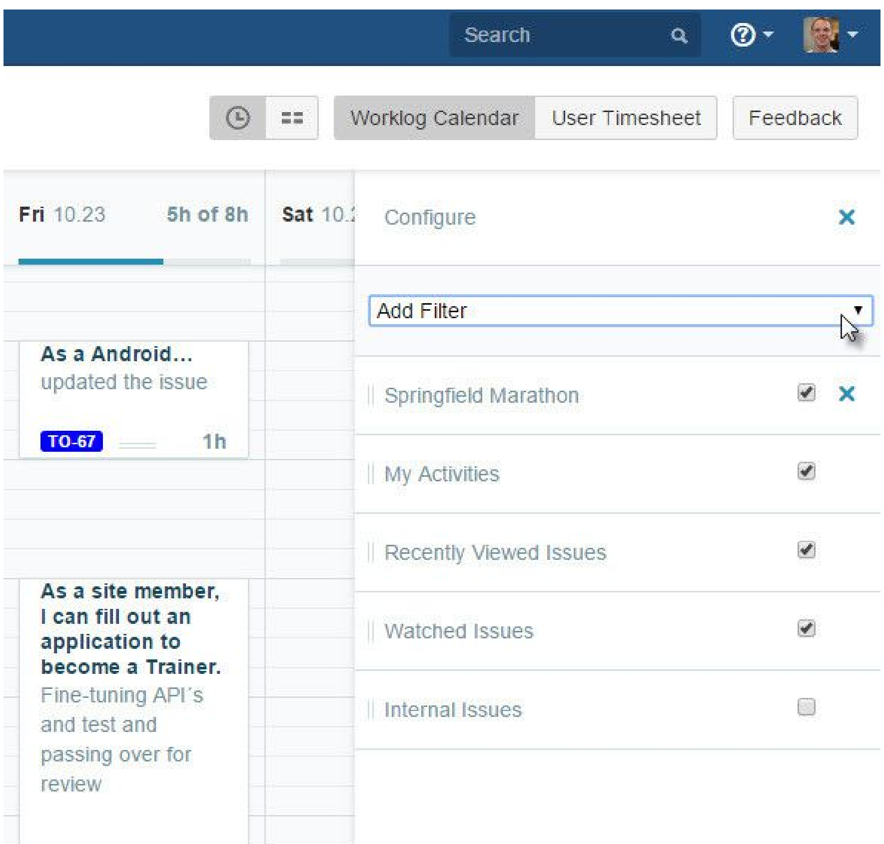
Four suggestion sections are displayed in the right section, each showing JIRA issues from predefined jql searches. If you have JIRA Activity stream configured on your instance latest issues in the activity stream are displayed in the *My Activities* section.

Suggestion Sections in Worklog Calendar



Users can configure which suggestion sections they see in the sidebar and how they should order them by clicking the configure button.
If the issue suggestion list is long, only a part of the list will be shown allowing the users to click a load more button to see more of the list. A JIRA filter from the users Favorite filters can be selected in the configuration mode

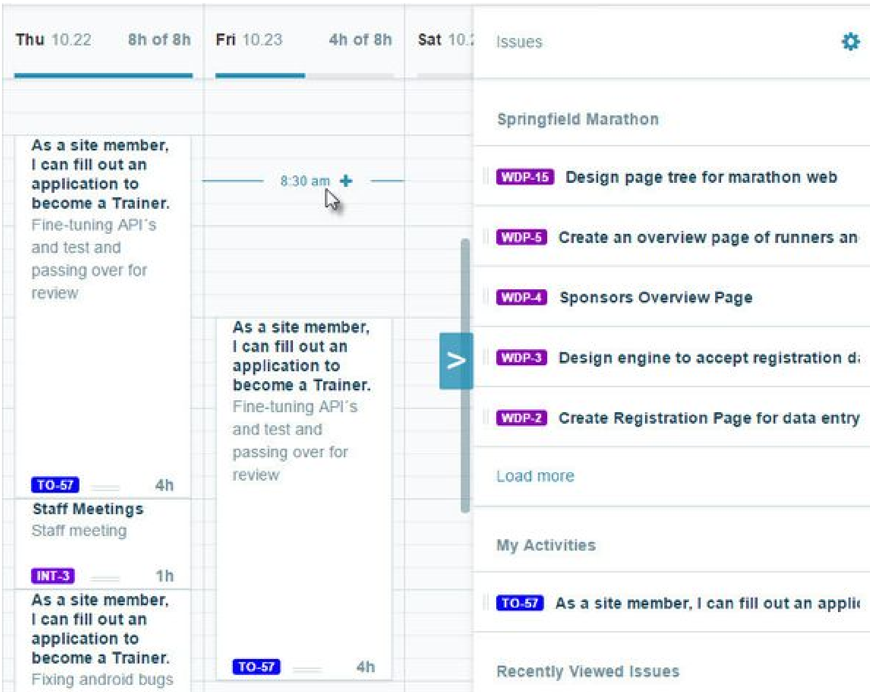
Suggestion Sections in Configure mode



Log Work Form

In addition to the default fields for a worklog all Work Attributes configured in Tempo Timesheets are displayed in the Log Work Form. This form is also validated according to the configuration in Tempo administration. A progress bar is displayed for each day showing the logged work vs. the required work for the user.

Log Work Form used in Worklog Calendar



Time Format

JIRA administrators can change the time format that is displayed in the Time view of the worklog calendar and on other JIRA and Tempo pages; for example, a 24-hour format can be displayed, or a 12-hour format with 'am' and 'pm'.

Related topic for administrators

Changing date and time formats

Worklog Calendar List View

The *Worklog Calendar List View* is a view in Worklog Calendar. The view enables users to create worklogs quickly and easily by dragging suggestions onto a time cell on the calendar canvas.

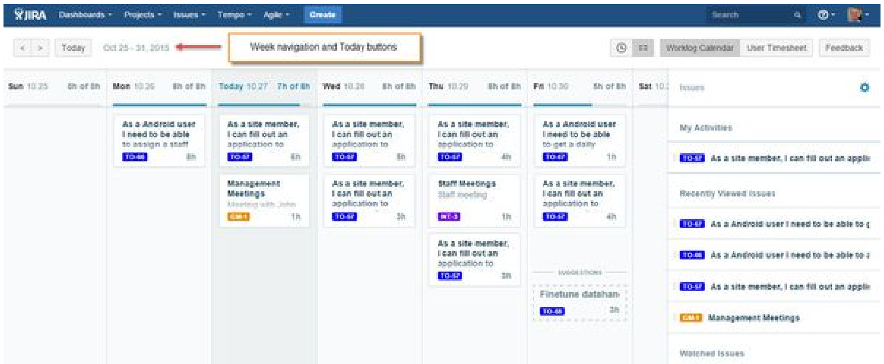
On this page

In this chapter

List View

In the *Worklog Calendar List View* you can get a quick overview of logged work for the dates displayed in your timesheet. In the right section all Suggestion Cards are displayed and these cards can be dragged and dropped to a time cell on the calendar canvas. The log work form is displayed on this action.

Tempo Worklog Calendar List View - click to enlarge



Related pages

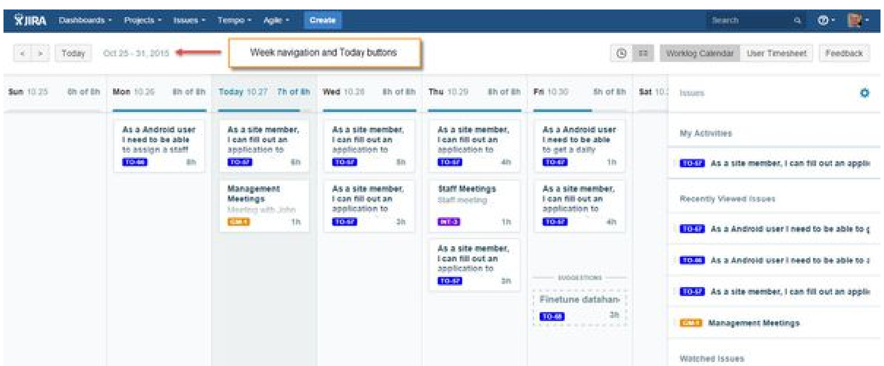
[Worklog Suggestions](#) are displayed on the dates in this view. These suggestions can easily be changed to worklogs or dismissed if not applicable

If Project colours are configured in [Project Configuration](#) the selected colour is displayed in issue link.

Calendar Canvas

The default view in the Calendar Canvas is the week of current date. User can navigate by clicking the navigation buttons. Day navigation toolbar is displayed at the bottom of the page if the screen resolution is low. The *Today* button takes you back to the current date. If worklogs have been created in the selected period they are displayed as [Worklog Cards](#) on the canvas and they are all fixed size.

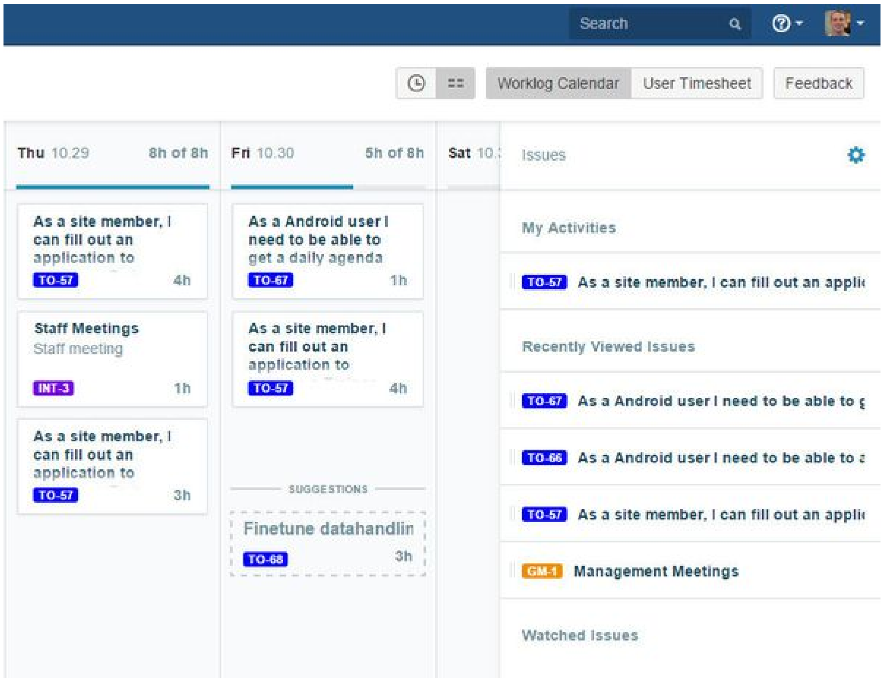
Date Navigation in Calendar Canvas



Suggestion Sections

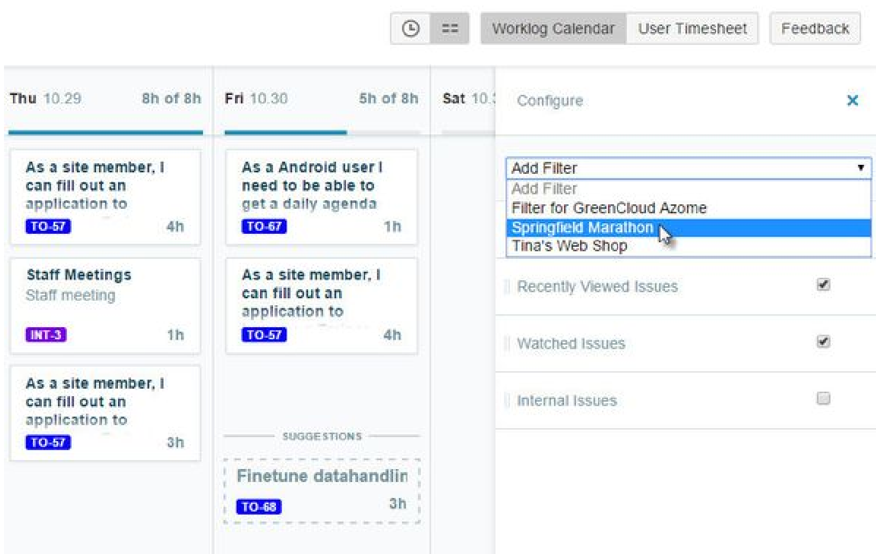
Four [suggestion sections](#) are displayed in the right section, each showing JIRA issues from predefined jql searches. If you have JIRA Activity stream configured on your instance latest issues in the activity stream are displayed in the *My Activities* section.

Suggestion Sections in Worklog Calendar



Users can configure which suggestion sections they see in the sidebar and how they should order them by clicking the configure button.
If the issue suggestion list is long, only a part of the list will be shown allowing the users to click a load more button to see more of the list. A JIRA filter from the users Favorite filters can be selected in the configuration mode

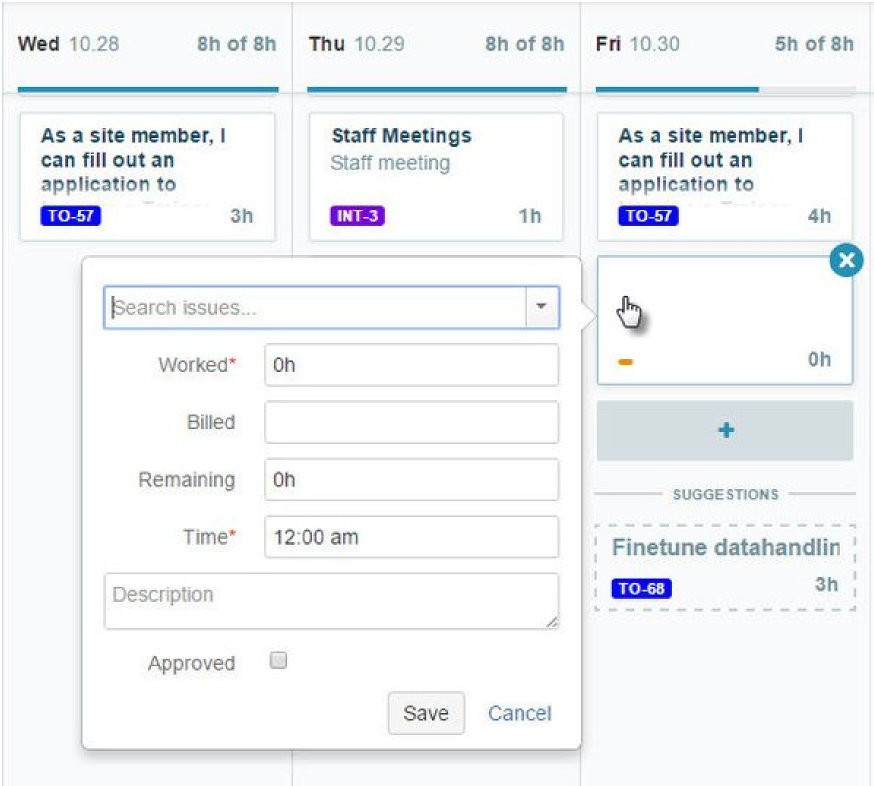
Suggestion Sections in Configure mode



Log Work Form

In addition to the default fields for a worklog all Work Attributes configured in Tempo Timesheets are displayed in the Log Work Form. This form is also validated according to the configuration in Tempo administration. A progress bar is displayed for each day showing the logged work vs. the required work for the user.

Log Work Form used in Worklog Calendar



Using Suggestion Cards

Suggestion sidebar is displayed on the right side in Tempo Worklog Calendar. Five types of suggestion sections are displayed in the sidebar each containing a list of suggestion cards. JIRA issues in the Suggestion Cards are sorted by latest update and the first 50 issues in the filter result are displayed in each section. A *Load more* link is displayed for large search results.

Suggestion Types

1. **JIRA Filter** - Filters can be selected from the users Favorite filters list.
2. **Recently Viewed Issues** - Issues that current user has viewed recently
3. **Watched Issues** - Issues that current user is watching
4. **Internal Issues** - Internal Issues if configured on the instance and current user has browse permission on the project.
5. **My Activities** - Showing users latest activities if *Activity Stream* is enabled on your instance.
   My Activities feature is only available in JIRA 6.4.1 and later versions.

Select Suggestions

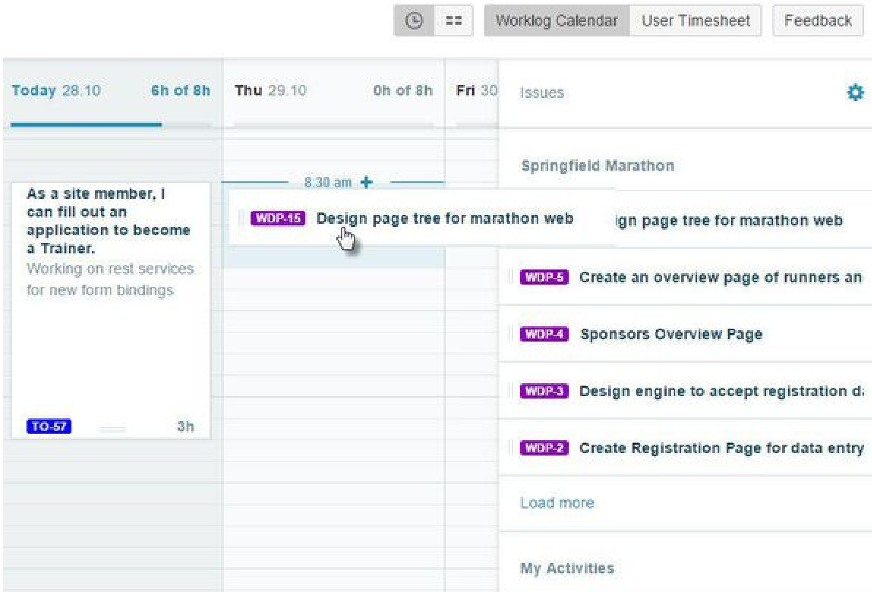
Suggestion Cards can easily be moved to a date on Calendar canvas by using the drag-and-drop method.

Dragging a suggestion into the calendar canvas

On this page

In this chapter

Related pages



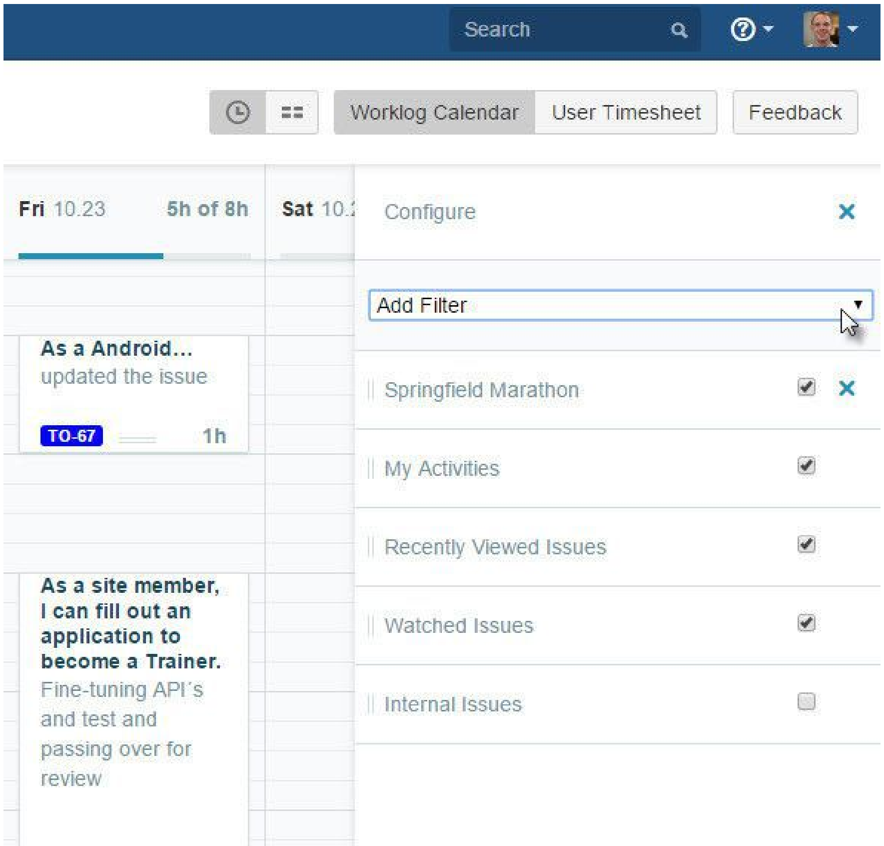
Steps to drag a Suggestion Card into the Calendar canvas:

1. Hover over the Suggestion Card and click the mouse button
2. Drag the selected card to the date you want to log for and time if you are in the Time View
3. Release the mouse button and the log work form is displayed with the issue selected.
4. Fill in the fields to complete your worklog
5. Click **Save** if you are done or **Cancel** to close without saving.

Select Suggestions Sections

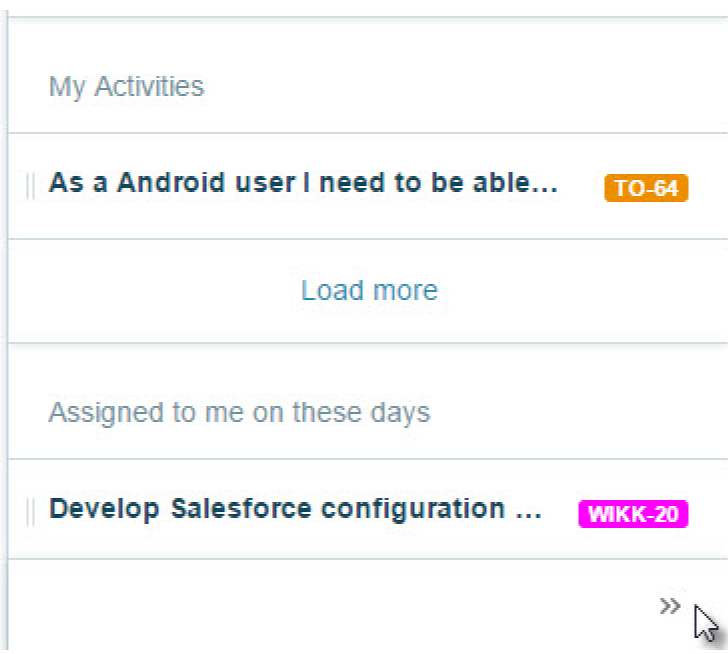
All Suggestion Sections are displayed by default and Empty State messages are displayed if there is no search result for the user. You can select what sections are displayed and order the display by moving the sections in the configure mode according to your needs. The state is saved to be displayed the next time you view the Worklog Calendar.

Suggestion Sections in Configure mode



User can hide the Suggestion Sections by clicking the >> icon on the left bottom of the page.

Show or hide Suggestion Section



Using the Log Work Form

The *Log Work* form is displayed either by clicking an empty spot on the canvas, by clicking an existing worklog card or by dragging a Suggestion Card onto the canvas. In Worklog Calendar Time View you can be created worklogs in 15m intervals by clicking on the canvas grid and drag it towards the end time. Hover over grid shows start time of worklog. To log work on the issue you need the Work On Issues permissions in the issue´s relevant project.

Tutorial

(Video without voiceover. Time: 2:04)

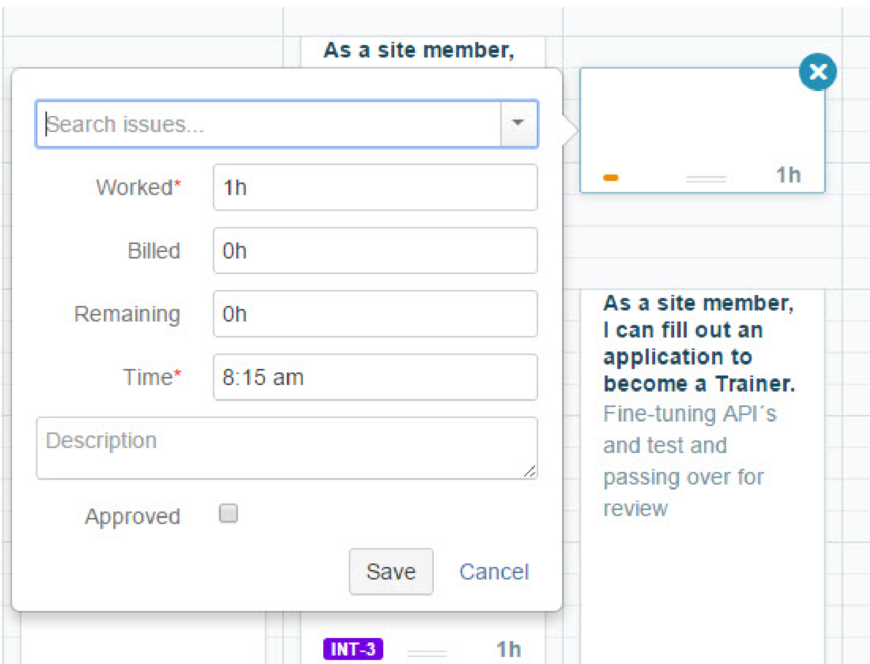
Log Work

The issue is selected in the form when dragged from a worklog suggestion and the default field in the form are:

1. **Worked** - Hours worked
2. **Remaining** - Remaining estimate is displayed if set on the issue selected.
3. **Time** - displayed if configured in Tempo Global Configuration or if you are in the Time View
4. **Description** - Worklog description

In addition all fields configured as Tempo Work Attributes are displayed in the form. The *Billed* field is displayed in the log work form if Billed Hours is configured on your instance.

Log Work form in Worklog Calendar Time View - click to enlarge



Steps to log work in the Log Work form:

1. Verify the issue selected or select another issue
2. Write a value in the default worklog fields
3. Write or select a value on Tempo work attributes if displayed
4. Click **Save** if you are done or **Cancel** to close without saving.

Edit Worklogs

You can click on the Worklog Card to edit a worklog in the Calendar canvas.

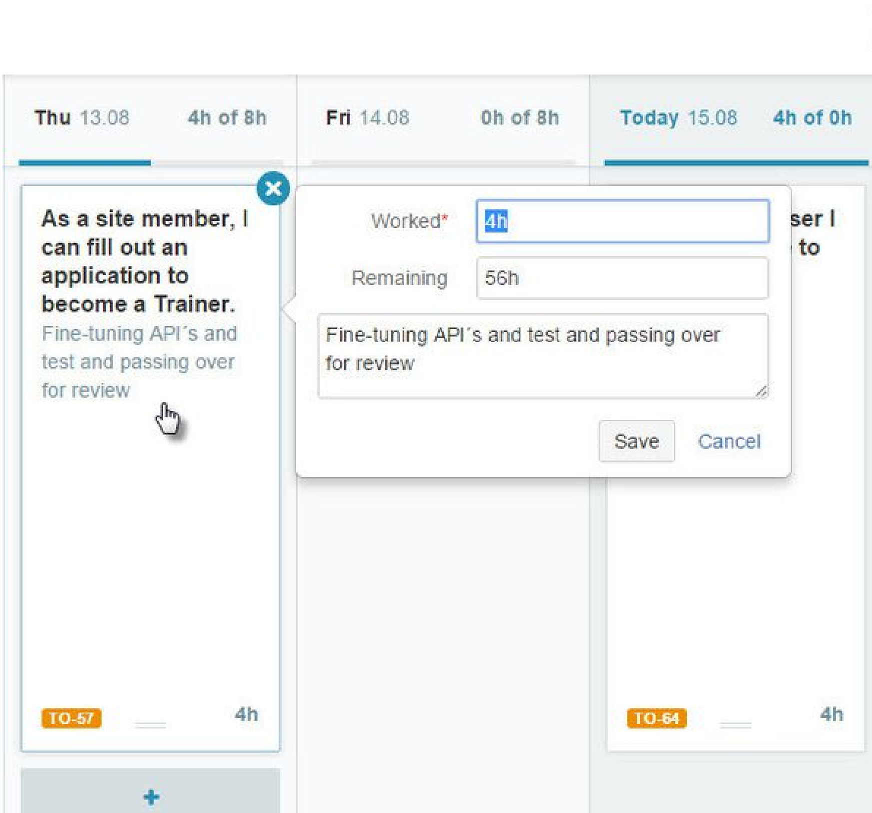
User has clicked a Worklog Card to edit a worklog

On this page

- Log Work
- Edit Worklogs

In this chapter

Related pages



Steps to edit a worklog in the Log Work form:

1. Click on the Worklog Card for the worklog you want to edit
2. Edit the fields according to your needs
3. **Save** if you are done or **Cancel** to close without saving.

Move and Split worklogs features are not implemented in the Log Work form in this version.

Steps to delete a worklog in the Log Work form:

1. Click the **X** icon on the top right corner of the Worklog Card

Using the Worklog Cards

Worklog Cards are displayed if the user has logged work within the selected date range. User can edit and delete worklog cards.

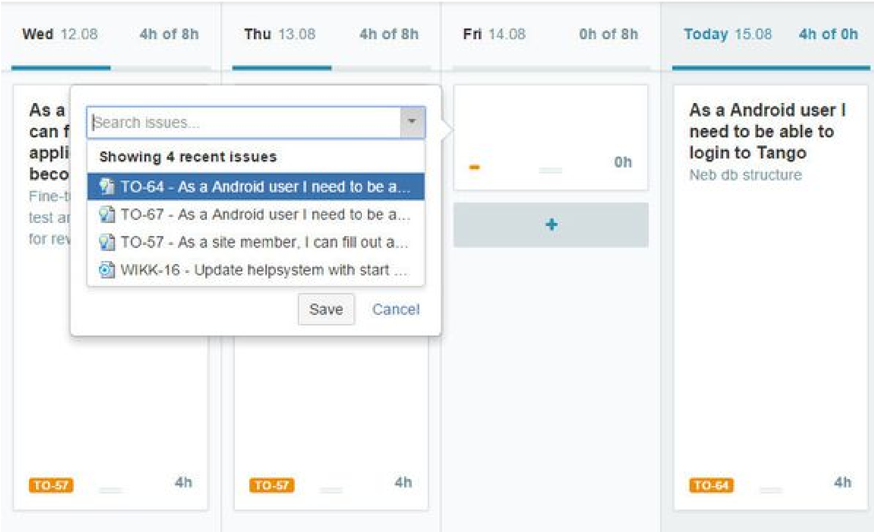
Log Work

In addition to use the Suggestion Cards for logging work you can click a date in Calendar canvas to open the Log Work form.

Log Work form displayed without issue selected

In this chapter

Related pages



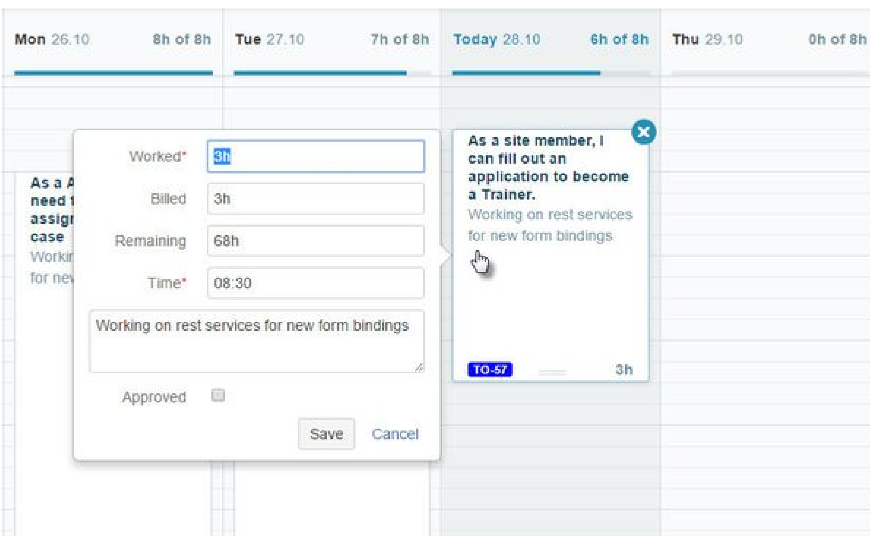
Steps to log work in the Log Work form:

1. Click a date on the Calendar canvas
2. Search for an issue in the issue searcher field
3. Fill in the fields to complete your worklog
4. Click **Save** if you are done or **Cancel** to close without saving.

Edit Worklogs

You can edit a worklog in the Calendar canvas by clicking the Worklog Card if you want to edit the fields in the Log Work form.

Log Work form displayed by clicking the Worklog Card

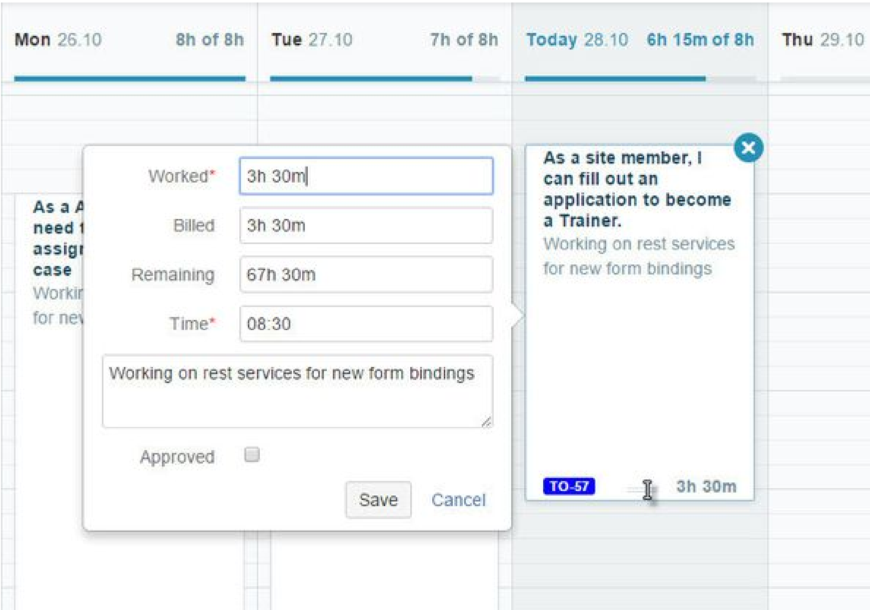


Steps to edit a worklog in the Log Work form:

1. Click on the Worklog Card for the worklog you want to edit
2. Edit the fields according to your needs
3. **Save** if you are done or **Cancel** to close without saving.

If you only want to edit the hours worked you can re-size the card on the canvas if you are in the Ti me View.

Logged hours edited by dragging the card on the canvas



You can move and copy worklog cards but the *Split Worklog* feature are not implemented in the Log Work form in this version.

Steps to delete a worklog in the Log Work form:

1. Click the **X** icon on the top right corner of the Worklog Card

Move and Copy Worklog

You can Move and Copy existing worklogs that are displayed in the Calendar Canvas.

Move Worklog

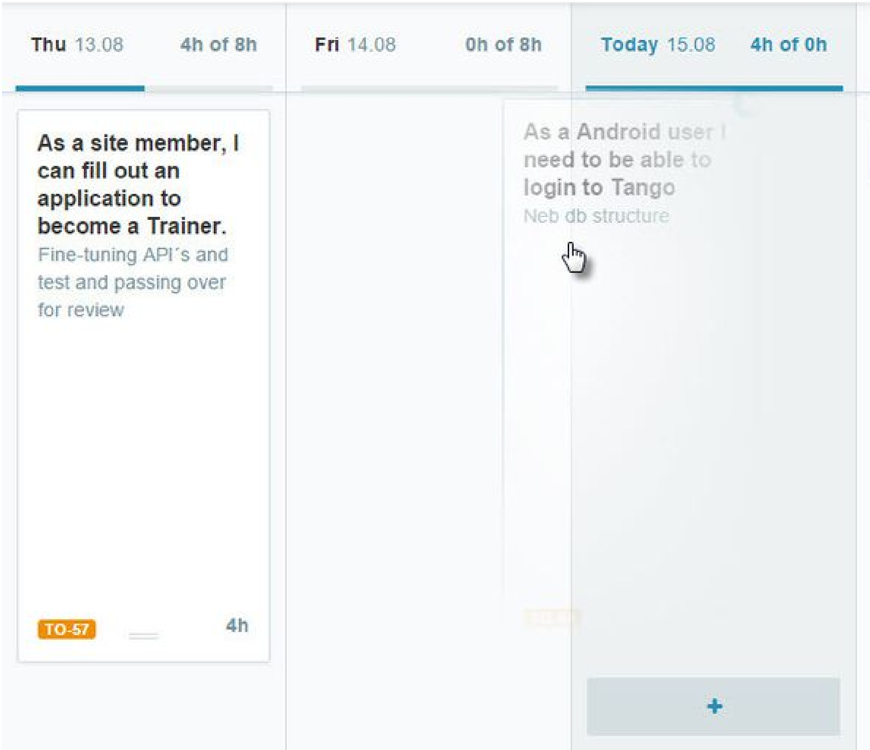
User can move own worklogs within the dates that are displayed in the Calendar Canvas.

Moving a worklog to another date

On this page

In this chapter

Related pages



Steps to move a worklog within the dates in the Calendar canvas:

1. Hover over the worklog and click the mouse button
2. Drag the selected worklog to the date you want to move to
3. Release the mouse button and the worklog has been moved to the target date.

Copy Worklog

Steps to copy a worklog within the dates in the Calendar canvas:

1. Hover over the worklog, click the mouse button and hold it down, meanwhile press the *Ctrl* button
   The cmd button is used on a Mac
2. Drag the selected worklog to the date you want to move to
3. Release the mouse button and the worklog has been copied to the target date.
4. Update the fields to complete your worklog if needed.
5. Click **Save** if you are done or **Cancel** to close without saving.

Using Worklog Suggestions

A user who opens the *Worklog Calendar* List View can see Worklog Suggestions displayed below the worklogs already submitted for the week. These suggestions can easily be changed to worklogs or dismissed if not applicable.

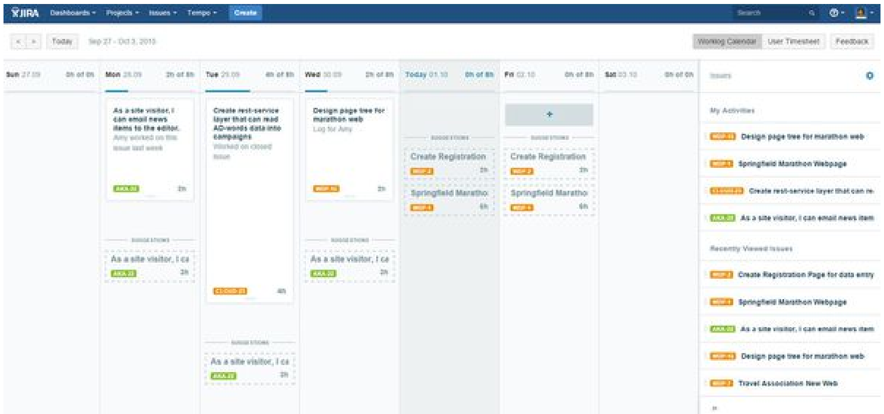
On this page

In this chapter

Worklog suggestions

The suggestions are displayed for the current user if the JIRA issue is assigned to the user, has time in *Remaining Estimate*, and is unresolved. In addition, the issue needs to be in the user's issue history, as the list is sorted by last viewed.

Worklog suggestions for a Tempo user displayed on the calendar - click to enlarge



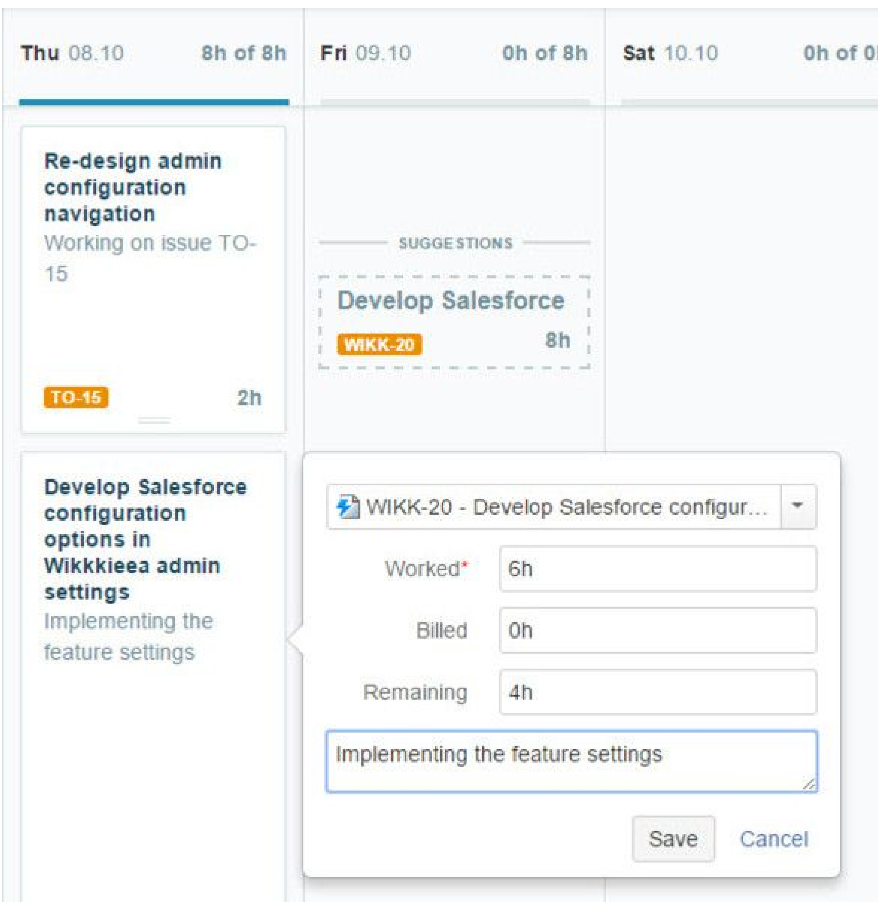
Related pages

The suggested hours and the number of suggested issues are based on the remaining workload for the day and on the issue's remaining estimate.

Accepting a suggestion

To accept a suggestion and convert it to a worklog item, click on the suggestion.

A worklog form is displayed.

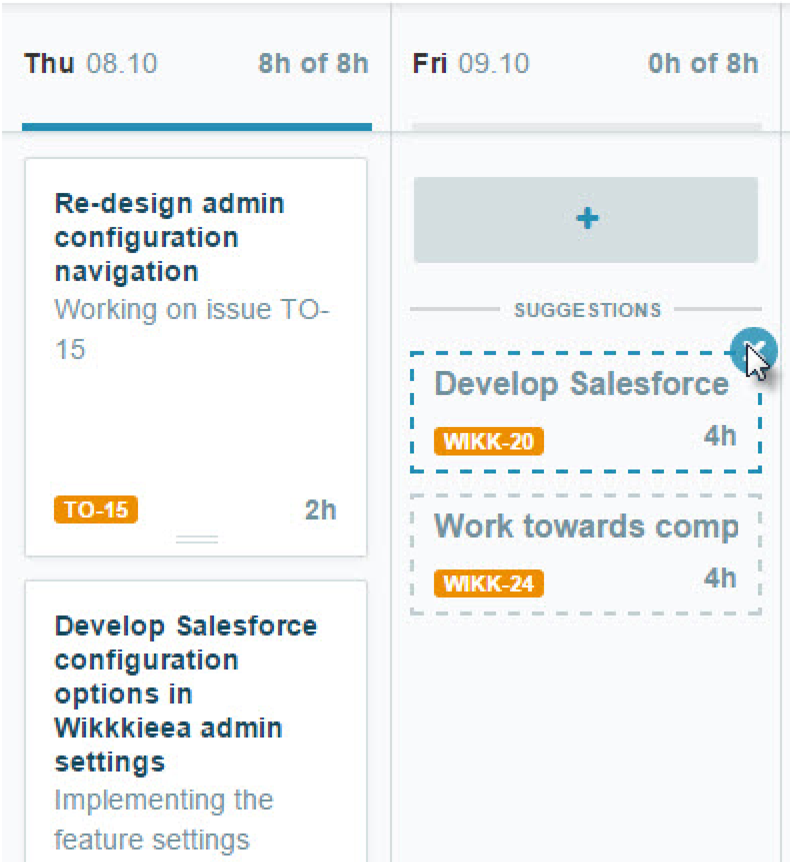


Verify the value in the fields, and optionally write a description.

Click **Save**.

Deleting a suggestion

If you do not want to accept a worklog suggestion, you can delete it by clicking the X in the top right corner of the suggestion.



Configuring Suggestion Sidebar

The suggestion sidebar is displayed on the right side of the Tempo Worklog Calendar and can be configured for each user.

Selecting suggestion sections

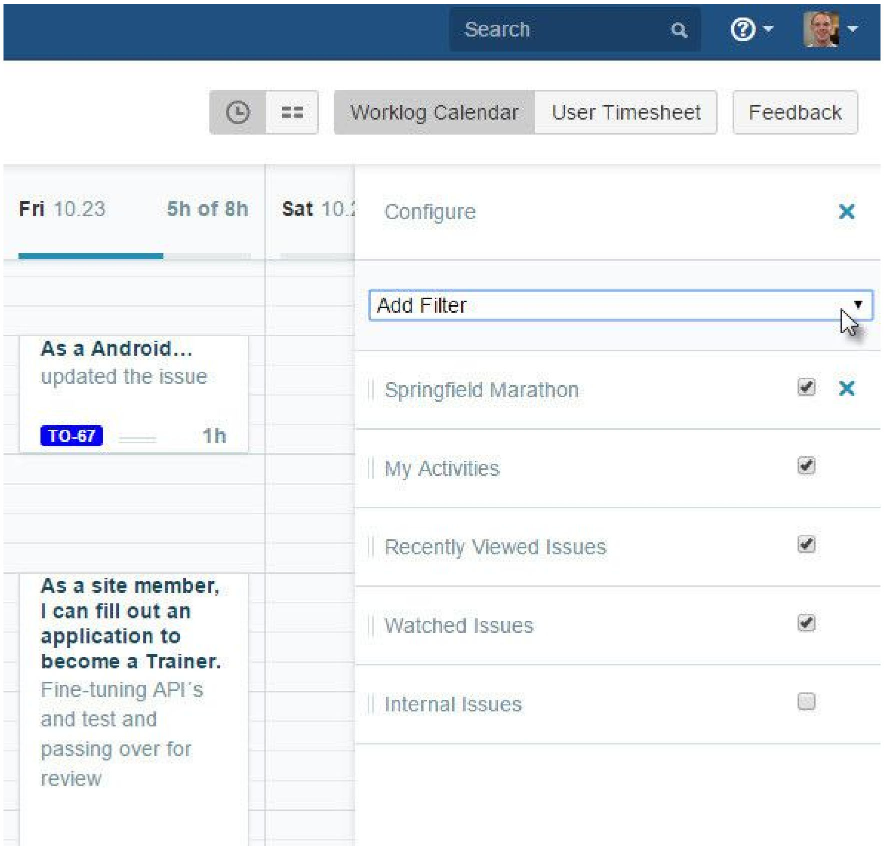
All suggestion sections are displayed by default, and a message is displayed if there is no search result for the user. You can select the sections to be displayed and rearrange the display by moving the sections in the configure mode, according to your needs. The state is saved to be displayed the next time you view the Worklog Calendar.

Click the cog-wheel to open the suggestion section in edit mode.

On this page

In this chapter

Related pages

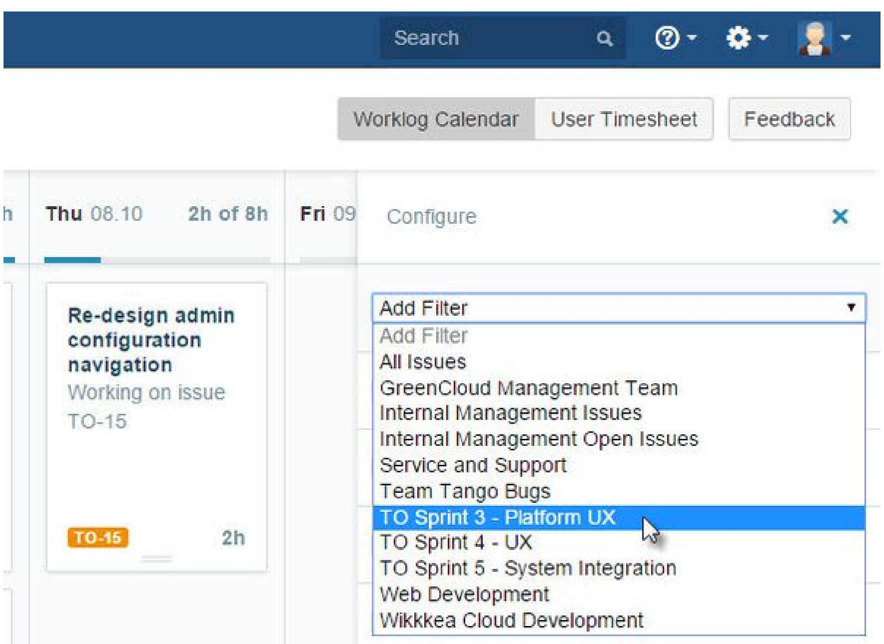


In edit mode, you can rearrange the section or hide a section if you don't want it to be displayed in the sidebar.

Displaying JIRA filters

A JIRA filter from the user's favorite list can be selected to be displayed in the Suggestion section.

Selecting a JIRA filter - click to enlarge



You can display more than one filter in the suggestion sidebar, and each filter has its own section.

The Assigned to Me section that was displayed by default in previous versions has been removed because users can easily create that filter as a favorite.

Click the **X** in the top right section to exit Configure mode.

Viewing the user timesheet status

You can know how far you have progressed towards meeting your work requirements by viewing your user timesheet status. When the timesheet is ready, you can submit it for approval.

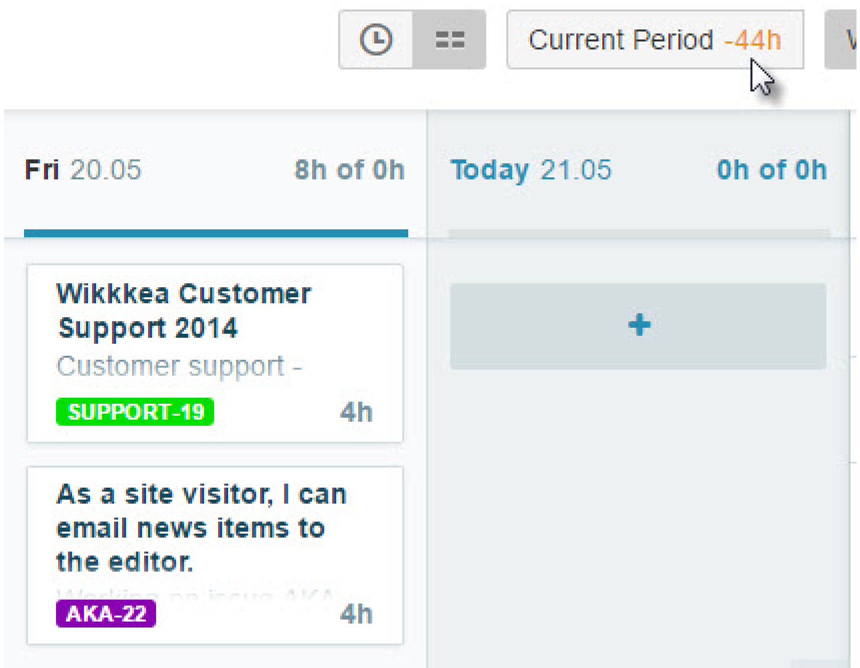
On this page

Viewing the status

Procedure

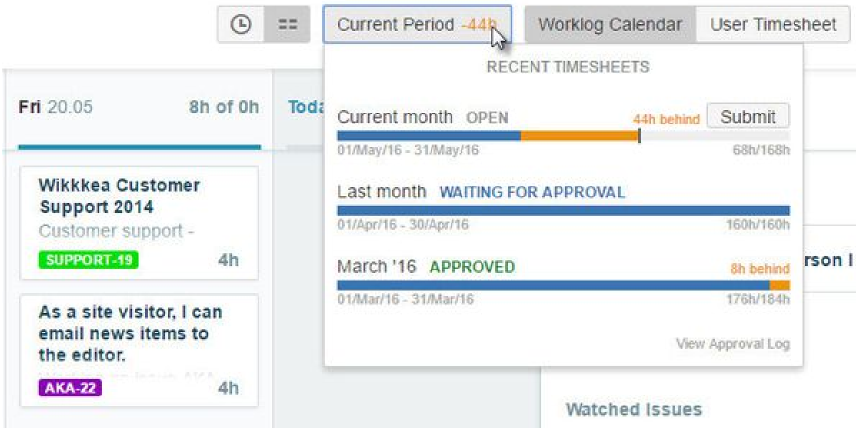
To view your user timesheet status, complete the following steps:

1. Open your worklog calendar by completing the following steps:
    a. On the main menu bar, click **Tempo** > **Timesheets**.
    b. On the second menu bar, click **Worklog Calendar**.
2. To the left of the **Worklog Calendar** button, click **Current Period**, as shown in the following image.



> **Tip**
> If a timesheet is waiting to be submitted, the text on the **Current Period** button changes to a message about submitting the timesheet. You can still view your timesheet status by clicking the small down-arrow on the button.

3. In the RECENT TIMESHEETS window, view the progress bars for the three most recent timesheets. The bars indicate whether the number of hours that you logged is ahead of, or behind, the required work hours.
If the timesheet approval process is enabled, the timesheet approval status is displayed above each bar.



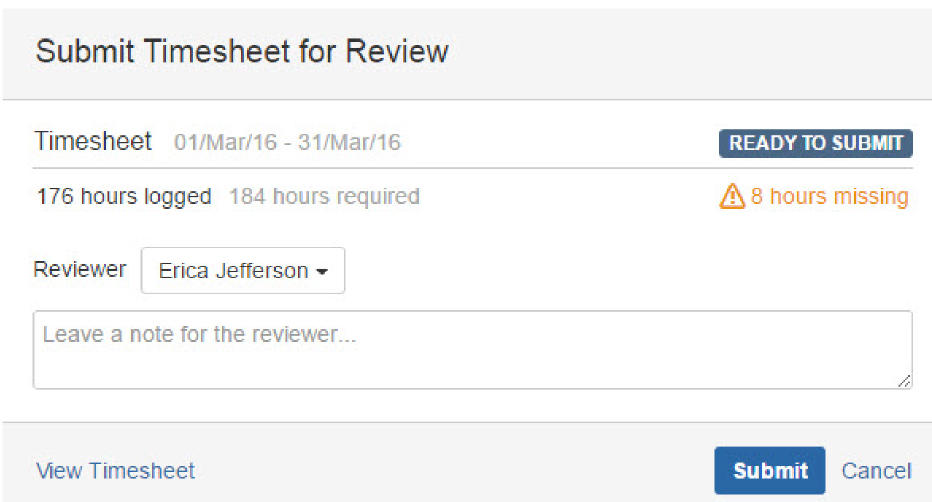
Submitting your timesheet for approval

When your timesheet is ready to be submitted, the text on the **Current Period** button changes to a message about submitting the timesheet.

Procedure

To submit a timesheet for a period, complete the following steps:

1. In the RECENT TIMESHEETS window, above the progress bar for the period, click **Submi t**.
2. In the 'Submit Timesheet for Review' window, fill in the requested information, and click **Su bmit**.



Reports

Each of the Timesheets views has a corresponding report view and list view to provide users and project managers a quick overview of the worklogs status. All the displayed data in these views can be exported to a .xls file.

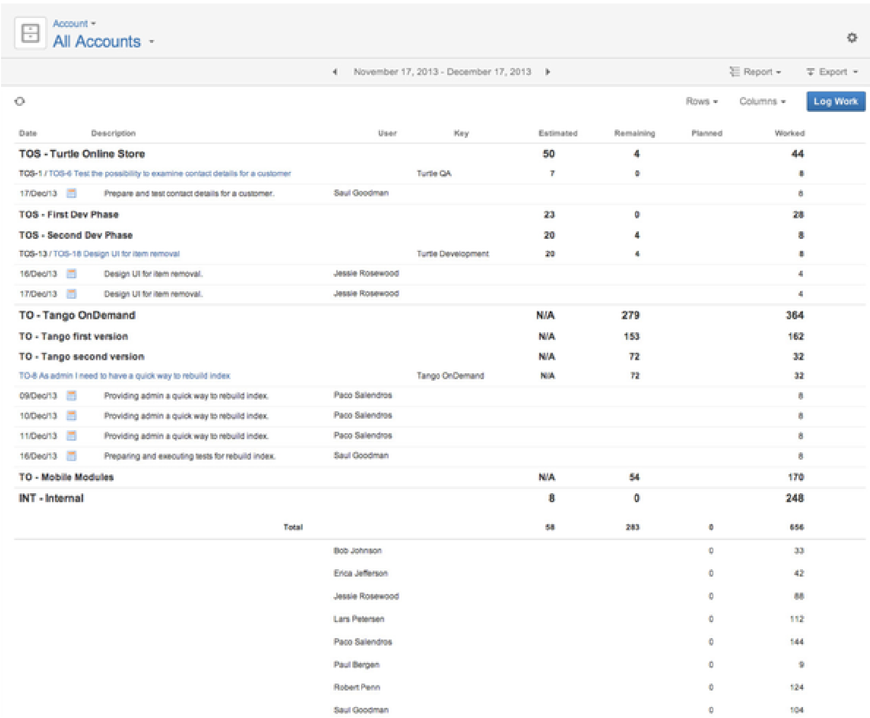
> To see worklogs owned by other users you need to have permissions configured in Tempo Timesheets

On this page

Tempo Report View

This view provides a different focus in displaying Logged Work on JIRA Issues in the selected Timesheet. The main difference is the option to filter by different granularity, e.g. from showing the JIRA Projects down to showing the Worklogs description

The Accounts Timesheet Report View (click to enlarge)



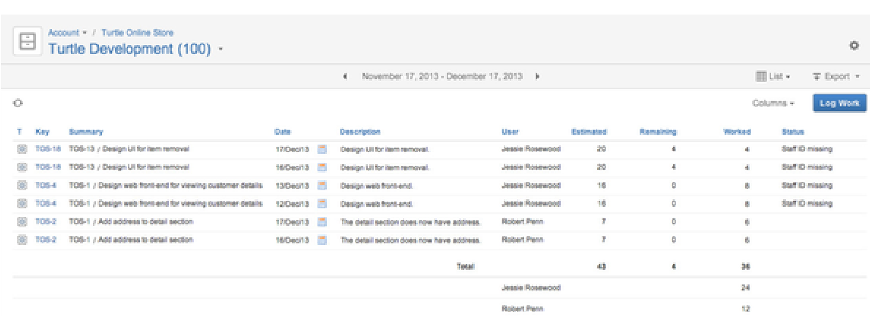
Date	Description	User	Key	Estimated	Remaining	Planned	Worked
TOS - Turtle Online Store				50	4		44
TOS-1 / TOS-6 Test the possibility to examine contact details for a customer			Turtle QA	7	0		8
17/Dec/13	Prepare and test contact details for a customer.	Saul Goodman					8
TOS - First Dev Phase				23	0		28
TOS - Second Dev Phase				20	4		8
TOS-13 / TOS-18 Design UI for item removal			Turtle Development	20	4		8
16/Dec/13	Design UI for item removal.	Jessie Rosewood					4
17/Dec/13	Design UI for item removal.	Jessie Rosewood					4
TO - Tango OnDemand				N/A	279		364
TO - Tango first version				N/A	153		162
TO - Tango second version				N/A	72		32
TO-8 As admin I need to have a quick way to rebuild index			Tango OnDemand	N/A	72		32
09/Dec/13	Providing admin a quick way to rebuild index.	Paco Salendros					8
10/Dec/13	Providing admin a quick way to rebuild index.	Paco Salendros					8
11/Dec/13	Providing admin a quick way to rebuild index.	Paco Salendros					8
16/Dec/13	Preparing and executing tests for rebuild index.	Saul Goodman					8
TO - Mobile Modules				N/A	54		170
INT - Internal				8	0		248
	Total			58	283	0	656
		Bob Johnson				0	33
		Erica Jefferson				0	42
		Jessie Rosewood				0	88
		Lars Petersen				0	112
		Paco Salendros				0	144
		Paul Bergen				0	9
		Robert Penn				0	124
		Saul Goodman				0	104

- Tempo Accounts needs to be in use for the Account Timesheet and its views to be of value.
- The report/list is based on the selected accounts and its attributes.
- Gives the **best report overview** (All Accounts option), if Accounts are set as a Work Attribute and the current user has the Browse Projects Project Permission for **all the JIRA Projects**.
- The **Rows** menu in the **Report View**, gives an options to filter by different granularity, e.g. from showing the JIRA Projects down to showing the Worklogs description.
- All columns in the **List View** are sortable, e.g. click on the column heading to sort the view according to this column.

Tempo List View

This view displays one JIRA Issue per line and gives a good overview of Logged Work on the Issues (with the Description) in the selected Project. All columns in the List view are sortable, e.g. click on the column heading to sort the view according to this column. This is also a good view to edit worklogs.

The Accounts Timesheet List View (click to enlarge)



T	Key	Summary	Date	Description	User	Estimated	Remaining	Worked	Status
	TOS-18	TOS-13 / Design UI for item removal	17/Dec/13	Design UI for item removal.	Jessie Rosewood	20	4	4	Staff ID missing
	TOS-18	TOS-13 / Design UI for item removal	16/Dec/13	Design UI for item removal.	Jessie Rosewood	20	4	4	Staff ID missing
	TOS-4	TOS-1 / Design web front-end for viewing customer details	13/Dec/13	Design web front-end.	Jessie Rosewood	16	0	8	Staff ID missing
	TOS-4	TOS-1 / Design web front-end for viewing customer details	12/Dec/13	Design web front-end.	Jessie Rosewood	16	0	8	Staff ID missing
	TOS-2	TOS-1 / Add address to detail section	17/Dec/13	The detail section does now have address.	Robert Penn	7	0	6	
	TOS-2	TOS-1 / Add address to detail section	16/Dec/13	The detail section does now have address.	Robert Penn	7	0	6	
				Total		43	4	36	
					Jessie Rosewood			24	
					Robert Penn			12	

Other ways to create reports are described in the following blog posts:

- Pivoting Tempo and JIRA Reports using excel
- Creating excel reports using high-level permissions API export

Related topics

- Viewing timesheet in report view
- Viewing timesheet in list view
- Additional rows and columns
- Agile Timesheet
- Timesheet Approval report
- Exporting worklogs as an Excel file
- Exporting account worklogs as a PDF file

Worklogs

On this page

In this chapter

Video

Worklog Permissions

- You can access and use Tempo Timesheets only if you have Work On Issues permission for at least one JIRA project.
- You can log work in Tempo Timesheets only if Time tracking is ON in JIRA.
- If you don't have Work On Issues permission for certain projects, you can view only your own worklogs for those projects.
- If you have 'Log Work for Others' permission for a project, you can log work on behalf of other users who have permission to log work for that project.

Editing Worklogs

Worklogs can be edited according to permission settings in JIRA Project Permissions if issue is editable. There are other restrictions for editing worklogs used in Tempo Timesheets and can be configured according to your needs. The features that may affect worklog editing in Tempo are Period management, Timesheet Approval Process and Tempo Scheduler.

Worklog Properties

A worklog logged in Tempo has the following properties

1. **Owner** - JIRA user who is signed in and and logs work is the owner. Worklog owner can not be changed.
    a. This can be the selected user if Tempo Team leader has a permission to log work for Team members.
2. **Worklog** - Date/Time and Hours worked
3. **Attributes** - Worklog description, Billed hours, Tempo work attributes

Logging Work

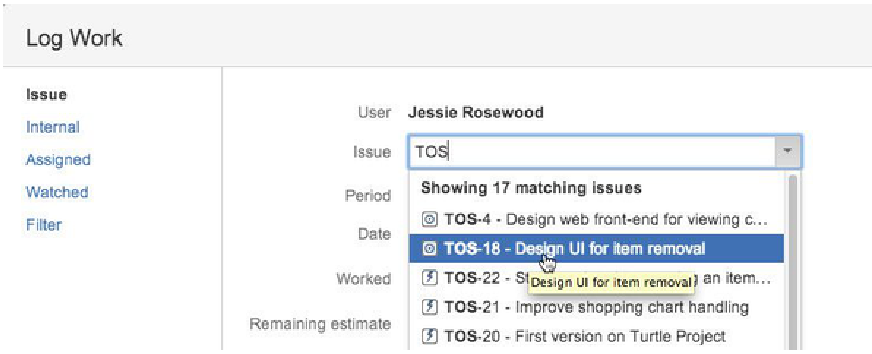
The core function of Tempo Timesheets is to log work on JIRA issues. Tempo users can log work in Tempo with the following windows and forms.

On this page

Log Work Button

The log Work button is displayed in every timesheet view and opens the Tempo Log Work window when clicked. There are several options to find issues in the window that are documented in the Log Work window page and other pages in this chapter.

The Log Work button opens the Log Work window (click to enlarge)



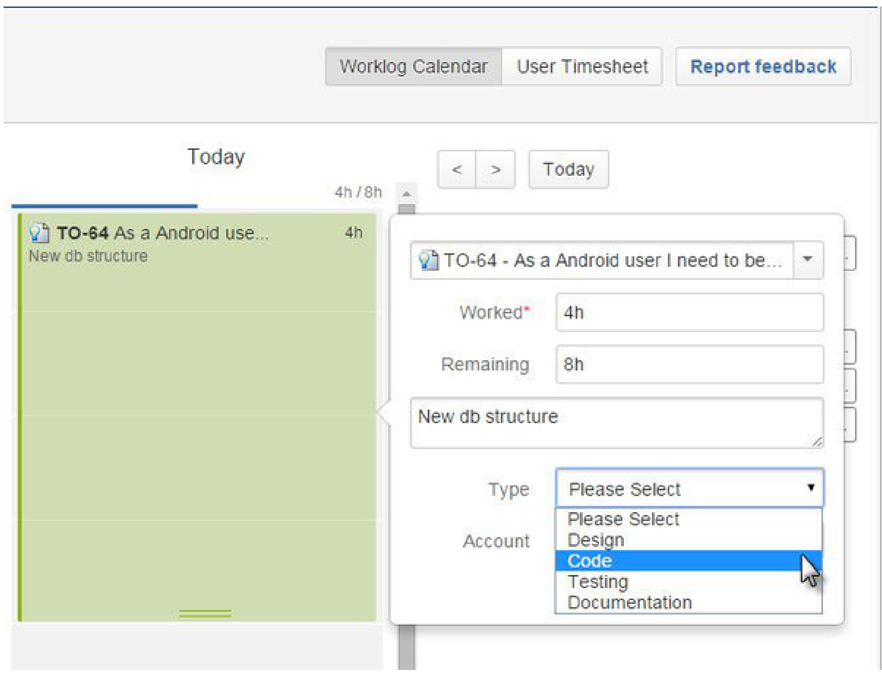
In this chapter

Video

Log Work Form

The *Log Work* form is displayed either by clicking an empty spot on the canvas, by clicking an existing worklog card or by dragging a Suggestion Card onto the canvas in Worklog Calendar.

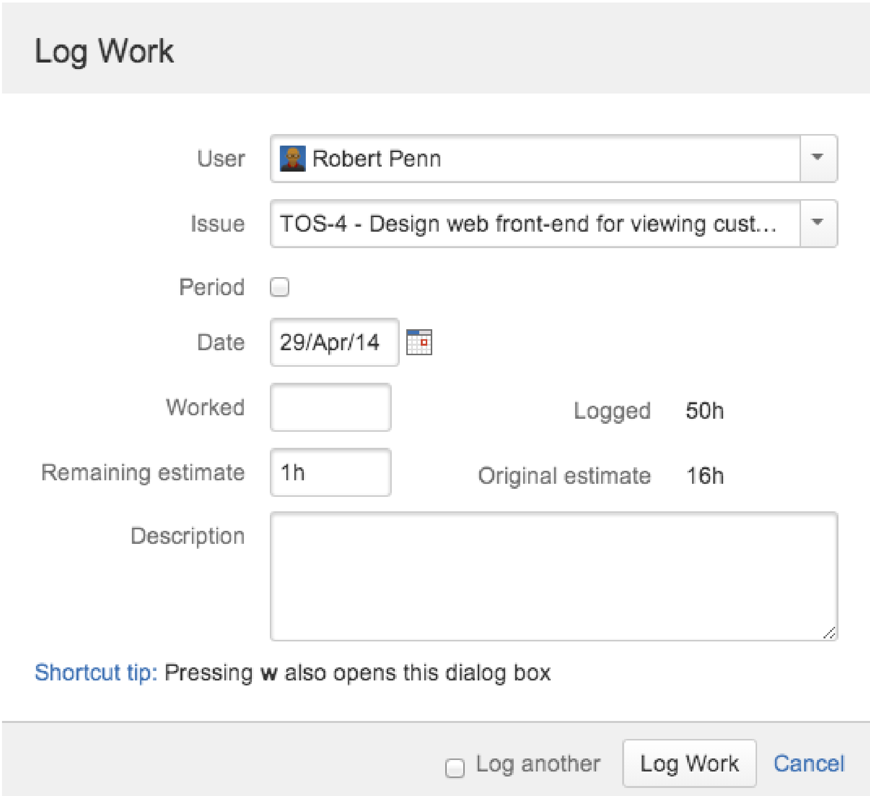
Log Work form with two Tempo work attributes configured



Issue Log Work window

Issue Log Work window is displayed when logging work in issue view or when a cell in Tempo Timesheet view is clicked.

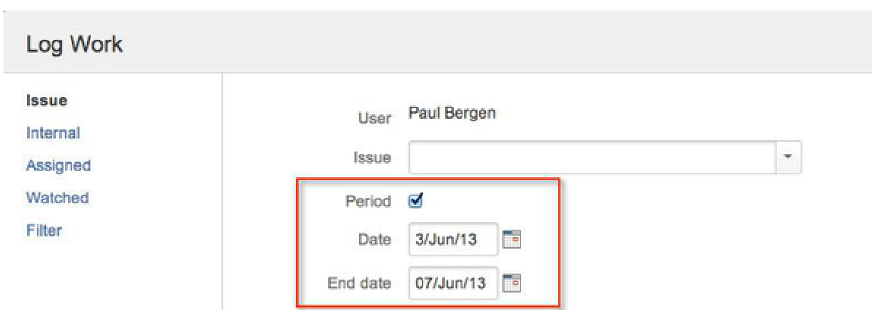
Issue Log Work window viewed by a user who can log work for other users



Log Work for a Period

Tempo user can log work over a period of time in Tempo Log Work windows and by dragging over the cells in Timesheet view.

Period fields in Tempo Log Work window



Logging work by period is not supported in Tempo Log Work form. Period worklog editing and delete is not supported so worklogs needs to be deleted and edited one at a time.

Log Work in Tempo Mobile App for JIRA

In addition to the above methods, you can log work on your cell phone by using the Tempo Mobile App for JIRA, which is available free for iOS and Android.

Log Work window

From any timesheet, you can log the work that you did for a JIRA issue by clicking **Log Work**.

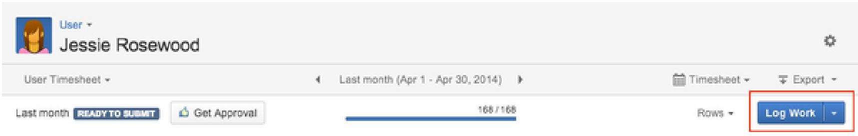
In this chapter

Tutorial

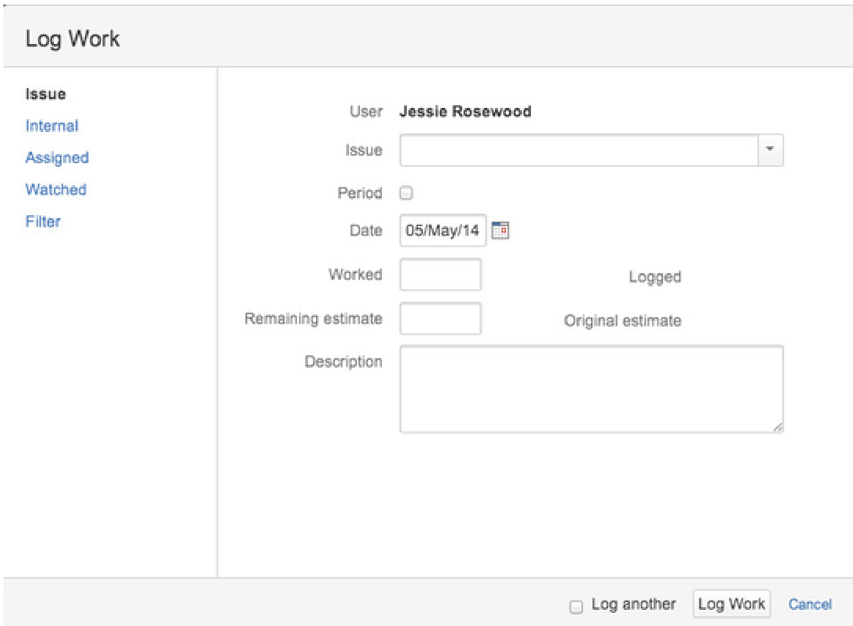
(Video without voiceover. Time: 1:47)

Procedure

1. From any timesheet, in the upper-right corner, click **Log Work**.



2. In the Log Work window, fill in the requested information.



Tips

Field	Tip
User	In the **User** field, you can select a different user if you have Log Work for Others perm ission.
Issue	In the left column, you can filter the issues that are available in the **Issue** field. You can select Internal, Assigned, Watched or Filter. The left column is *not* displayed if you clicked **Log Work** from the *issue* timeshee t because the issue is already selected.
Remaining estimate	The remaining estimate depends on the setting *'Remaining estimate is optional'* in the Tempo global configuration: • If that setting is selected, and the issue does *not* have an original estimate, the remaining estimate is not calculated. • If that setting is selected, and the issue has an original estimate, the remaining estimate is reduced by the time that is logged until the remaining estimate is 0, in which case you can increase the remaining estimate. The remaining estimate cannot be a negative number.

Description	A description is optional if the setting '*Worklog description is optional*' is selected in the Tempo global configuration.
Extra fields	The window might contain extra fields if Tempo work attributes are configured.

3. If you plan to log more work immediately after you log this work, at the bottom of the window, select **Log another**.

4. Click **Log Work**.

Logging work on internal issues

You can log time that is spent on vacation or sick leave, or for general work like staff meetings, to *internal* issues. A remaining estimate is not required for internal issues.

Required permission

Depending on where you log work on an internal issue, you require different permission for the JIRA project that the issue belongs to:

- On any timesheet, you require Work On Issues permission for the project
- On the worklog calendar, you require Browse Projects permission and Work On Issues permission for the project

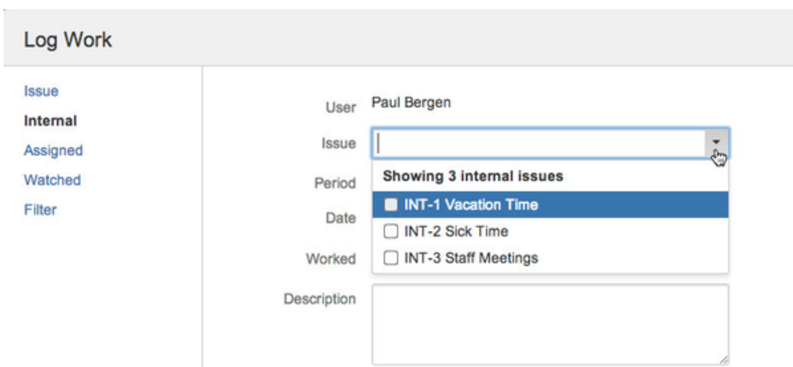
Procedure

To log work on an internal issue, from any timesheet, complete the following steps:

1. On the timesheet, in the upper-right corner, click **Log Work**.

2. In the Log Work window, in the left column, click **Internal**.

The Log Work window, showing the Internal option in the left sidebar (click to enlarge)



3. Fill in the requested information.

Tips

Field	Tip
Period	If you select the **Period** checkbox, an **End date** field for the time period is displayed.
Worked	The number of hours that the user worked on the issue.
Description	A description is optional if the **Worklog description is optional** checkbox is selected in the Tempo global configuration.

In this chapter

Video

Logging and editing work

Vacation planning

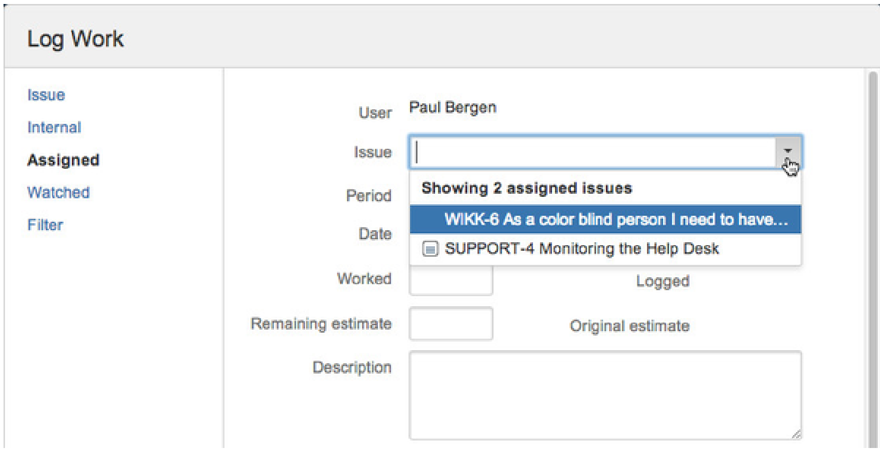
4. If you plan to log more work immediately after you log this work, at the bottom of the window, select **Log another**.

5. Click **Log Work**.

Filtering assigned issues

You can quickly search for issues that are assigned to you and log work on an issue.

*The Log Work window, showing the **Assigned** option in the left sidebar (click to enlarge)*



In this chapter

Procedure

1. From any timesheet, in the upper-right corner, click **Log Work**.

2. In the Log Work window, in the left column, click **Assigned**.

3. Fill in the requested information.

Tips

Field	Tip
Period	If you select the **Period** checkbox, an **End date** field for the time period is displayed.
Worked	The number of hours that the user worked on the issue.
Remaining estimate	The remaining estimate depends on the setting *'Remaining estimate is optional'* in the Tempo global configuration: • If that setting is selected, and the issue does *not* have an original estimate, the remaining estimate is not calculated. • If that setting is selected, and the issue has an original estimate, the remaining estimate is reduced by the time that is logged until the remaining estimate is 0, in which case you can increase the remaining estimate. The remaining estimate cannot be a negative number.
Description	A description is optional if the **Worklog description is optional** checkbox is selected in the Tempo global configuration .

4. If you plan to log more work immediately after you log this work, at the bottom of the window, select **Log another**.

5. Click **Log Work**.

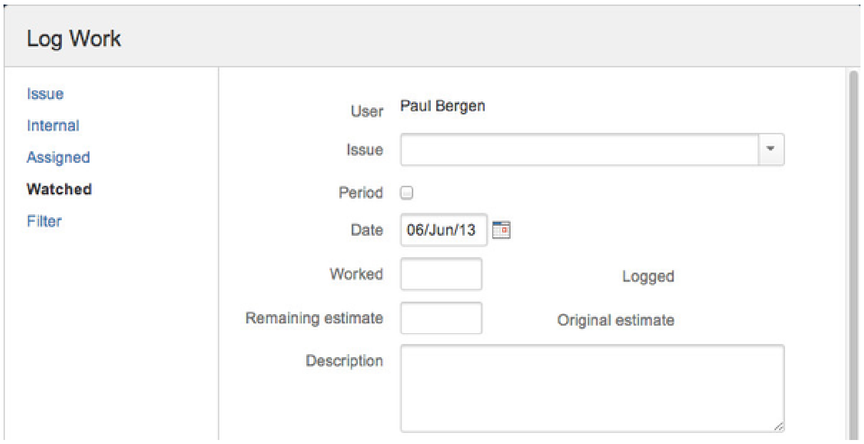
Filtering watched issues

You can quickly search for issues that you are watching and log work on an issue.

In this chapter

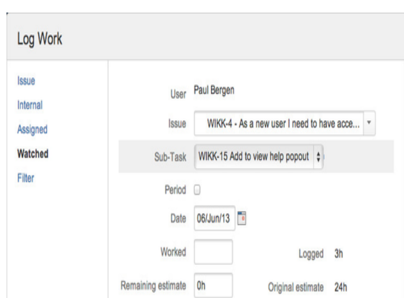
Procedure

1. From any timesheet, in the upper-right corner, click **Log Work**.
2. In the Log Work window, in the left column, click **Watched**.



3. Fill in the requested information.

Tips

Field	Tip
Issue	If the selected issue has sub-tasks, a **Sub-Task** field is displayed. Work is logged on the issue or on a sub-task, depending on which of the fields is active. You can recognize the active field by the gray shading in the field row. For example, in the following example, the sub-task (and not the issue) is active: 
Period	If you select the **Period** checkbox, an **End date** field for the time period is displayed.
Worked	The number of hours that the user worked on the issue.

Remaining estimate	The remaining estimate depends on the setting *'Remaining estimate is optional'* in the Tempo global configuration: • If that setting is selected, and the issue does *not* have an original estimate, the remaining estimate is not calculated. • If that setting is selected, and the issue has an original estimate, the remaining estimate is reduced by the time that is logged until the remaining estimate is 0, in which case you can increase the remaining estimate. The remaining estimate cannot be a negative number.
Description	A description is optional if the **Worklog description is optional** checkbox is selected in the Tempo global configuration.

4. If you plan to log more work immediately after you log this work, at the bottom of the window, select **Log another**.

5. Click **Log Work**.

Selecting issues from JIRA filters

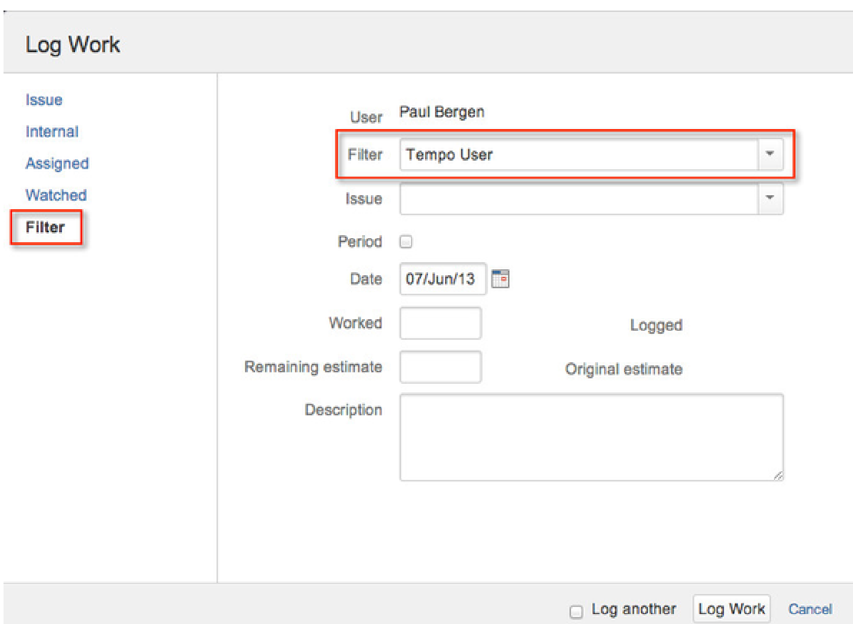
You can find issues quickly from any JIRA filter that you may view and which you added to your favorites.

In this chapter

Procedure

1. From any timesheet, in the upper-right corner, click **Log Work**.

2. In the Log Work window, in the left column, click **Filter**.



3. Fill in the requested information.

Tips

Field	Tip
Period	If you select the **Period** checkbox, an **End date** field for the time period is displayed.
Worked	The number of hours that the user worked on the issue.
Remaining estimate	The remaining estimate depends on the setting *'Remaining estimate is optional'* in the Tempo global configuration: • If that setting is selected, and the issue does *not* have an original estimate, the remaining estimate is not calculated. • If that setting is selected, and the issue has an original estimate, the remaining estimate is reduced by the time that is logged until the remaining estimate is 0, in which case you can increase the remaining estimate. The remaining estimate cannot be a negative number.
Description	A description is optional if the **Worklog description is optional** checkbox is selected in the Tempo global configuration.

4. If you plan to log more work immediately after you log this work, at the bottom of the window, select **Log another**.

5. Click **Log Work**.

Issue Log Work window

The issue log work window is different from the Tempo Log work window as the JIRA issue is pre-selected and the left sidebar is not displayed. This log work window is accessible from a timesheet cell and from the JIRA issue view.

On this page

In this chapter

Timesheet Cell

Time can be logged on issues from a timesheet cell, given the issue is displayed in the timesheet, either because time has been logged on it before or because of a selected filter.

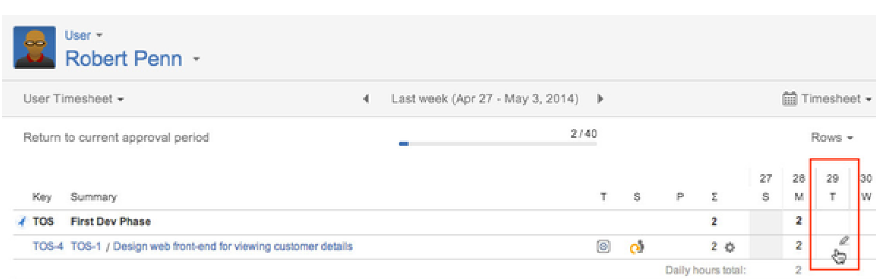
Tutorial

(Video without voiceover. Time: 0:41)

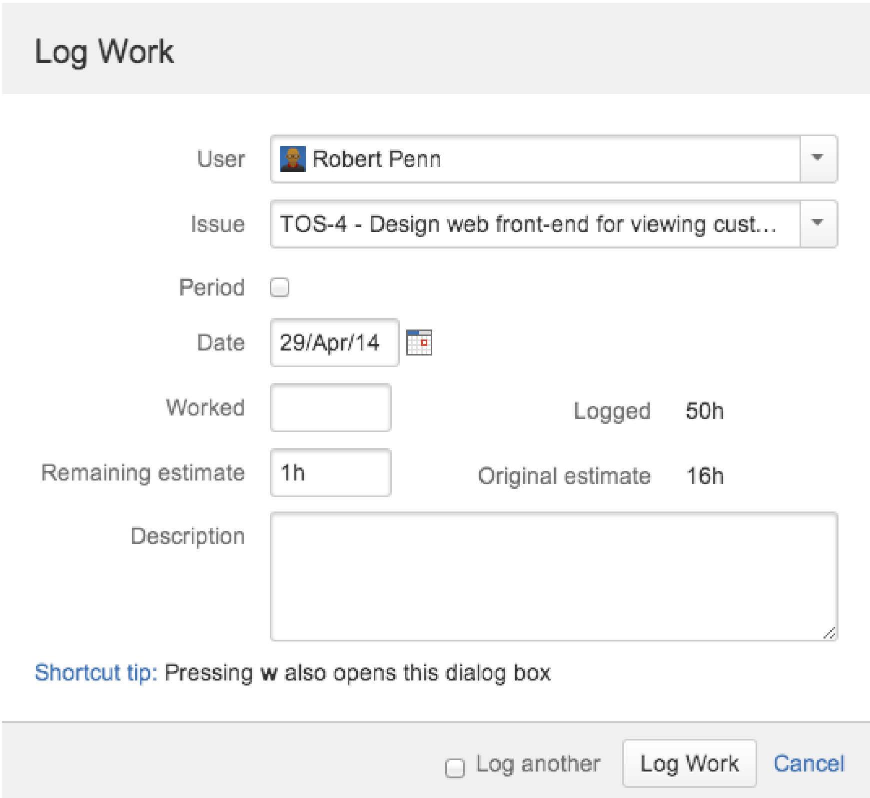
This can be done in the User, Issue, and Advanced Timesheets.

To log work from a timesheet cell, click on a day for the issue you want to log work on and a Log Work window with the issue pre-selected in the issue picker is opened.

Click on a cell for an issue in the timesheet to log work (click to enlarge)



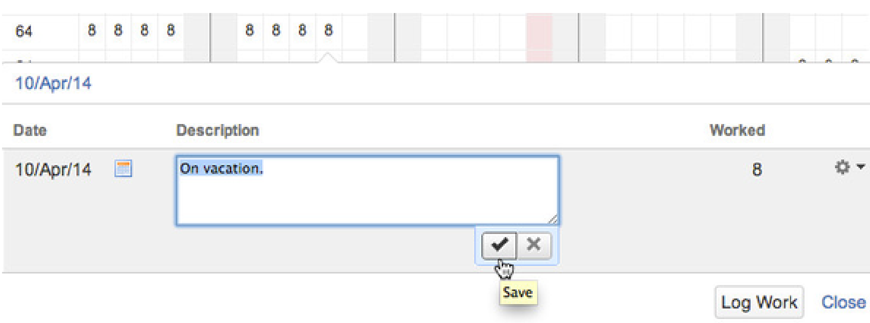
Issue Log Work window (click to enlarge)



In this version of the window you only have to fill out **Worked** hours, **Remaining estimate** if required and give a brief **Description**.

Already logged work can be edited in-line in the timesheet. The timesheet in-line window looks as in the screenshot below, where you simply click on the items you want to edit, given the period is open. You can also click the Log Work button in the in-line window to add a new worklog.

The timesheet in-line log work window (click to enlarge)



JIRA Issue View

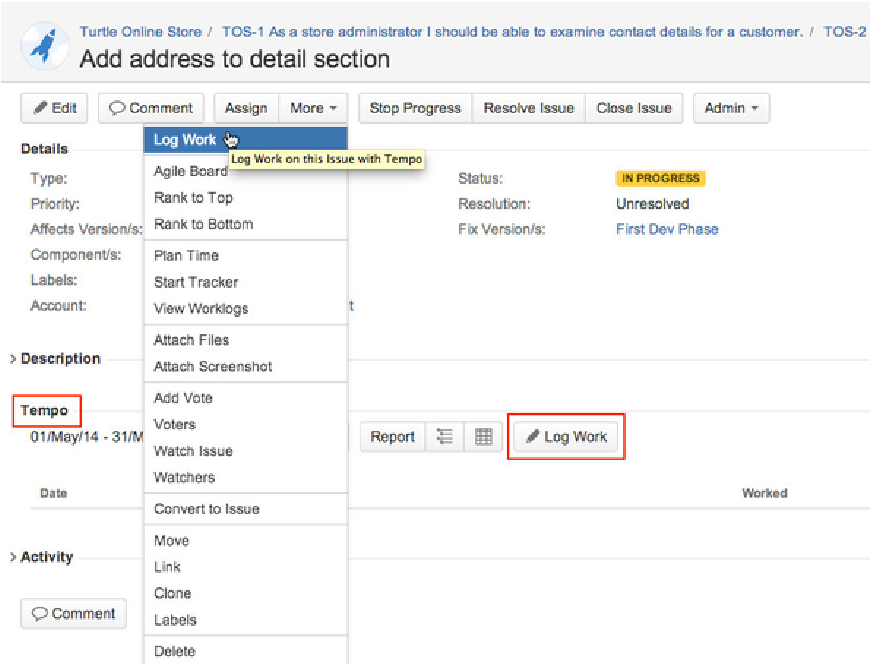
It is also possible to log work on a specific issue in it's JIRA Issue view, along with editing worklogs, given it is within an open period.

Tutorial

(Video with voiceover. Time: 0:38)

The JIRA Issue view has a Tempo panel as in the screenshot below.

The JIRA Issue view with Tempo panel (click to enlarge)



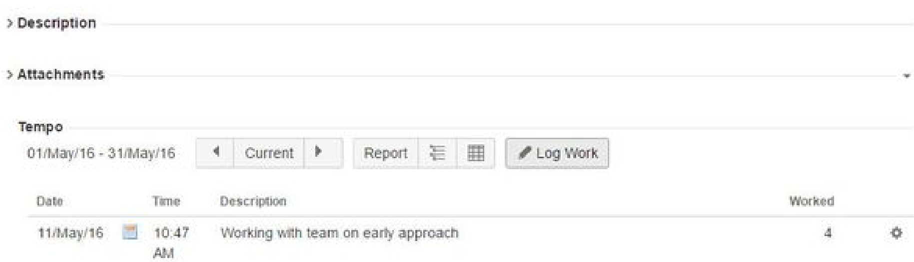
If the JIRA log work module is enabled, users can log work through it, from the **More** actions list. To avoid confusion and if you are using Tempo Timesheets with it's Log Work window and worklog validations, we recommend disabling the JIRA log work module.

Viewing worklogs on a JIRA Issue screen

Details of the work that you logged to an issue are displayed on the JIRA Issue screen. You can view other users' worklogs for the issue by displaying the issue report. Worklog totals are also displayed on the JIRA Issue screen.

The Tempo section of the JIRA Issue screen

If you have access to Tempo Timesheets, the **Tempo** section is displayed on the JIRA Issue screen. Your worklogs for the selected period are listed, and you can navigate between periods. If you have View All Worklogs permission for projects, you can view other users' worklogs by clicking one of the **Report** icons: The left icon opens the report with worklogs sorted by user; the right icon opens the report as a sortable table.

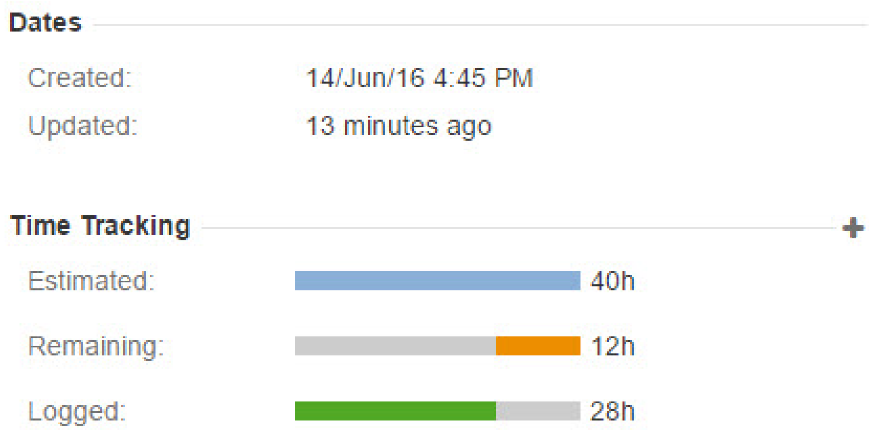


The Time Tracking section

On the JIRA Issue screen, in the **Time Tracking** section, the **Logged** bar indicates the total time that was logged on the issue. You can log work on the issue by clicking the plus sign and filling in the information in the Log Work window.

On this page

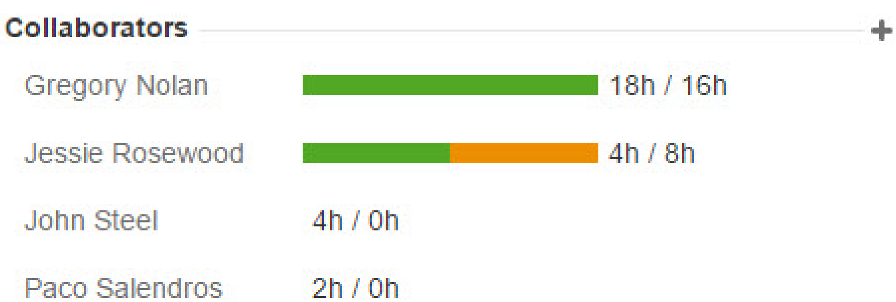
In this chapter

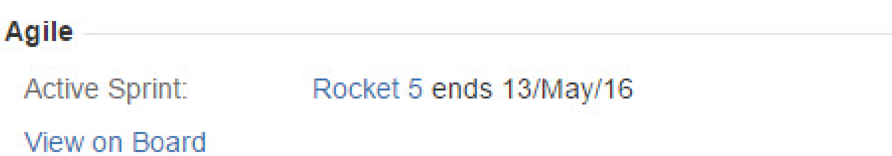


The Collaborators section

The **Collaborators** section is displayed if the following checkbox is selected in Tempo Global Configuration:
'**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

You can plan time for work on the issue by clicking the plus sign and filling in the requested information in the Plan Time window.





If you don't have permission to view all worklogs and plans in the project, only your data is displayed.

Related topics

- Granting permission to users
- Planning in JIRA issue view

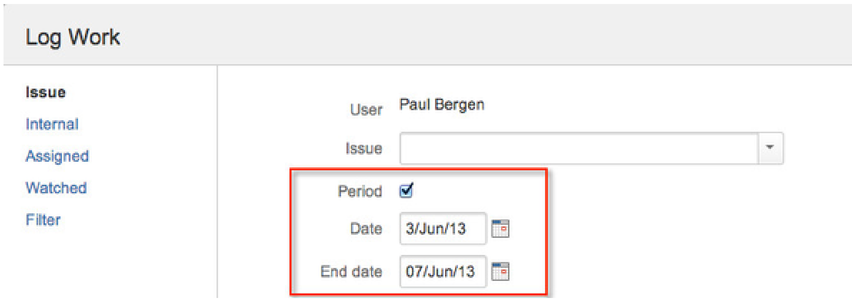
Logging work over a period of time

Procedure

To log work over a period of time, complete the following steps:

1. From any timesheet, in the upper-right corner, click **Log Work**.
2. In the Log Work window, select the **Period** check box so that the **End date** field is displayed

In this chapter

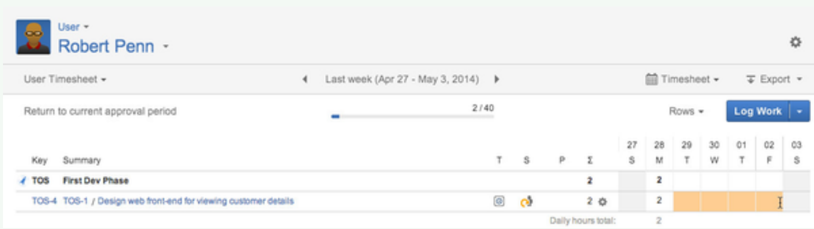


3. Fill in the requested information, and click **Log Work**.

   Work is logged for the days that are included in the period, except for weekends and public holidays.

Tip
Alternatively, you can log work over a period by completing the following steps:

1. On a user timesheet or an issue timesheet, drag the mouse over the timesheet cells that you want to log work in. In the following example, cells for four days are selected.



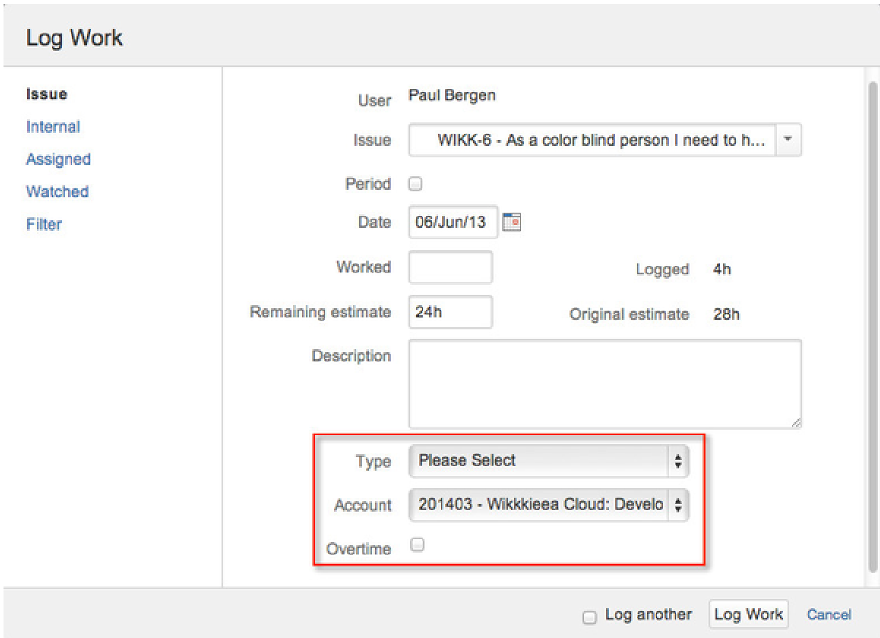
2. In the Log Work window, select the Period check box, and fill in the requested information.
3. Click **Log Work**.

Logging work with work attributes

It is possible to configure some additional Work Attributes, which are displayed when logging work in Tempo Timesheets.

The Log Work window showing 3 Work Attributes (click to enlarge)

In this chapter



Editing a work log entry

Worklogs can be edited in Tempo Timesheets if user has the required permission and the worklog is within a period that is open for editing. The Troubleshooting worklog editing page lists permissions and Tempo validation for editable worklogs.

On this page

In this chapter

Required permission

You require the following permission to perform the tasks that are listed on this page:

Task	Your own worklogs	Other users' worklogs
Editing worklogs	Edit Own Worklogs permission in projects	• View All Worklogs permission in projects • Edit All Worklogs permission in projects • Log Work for Others per mission in projects
Deleting worklogs	Delete Own Worklogs permission in projects	• View All Worklogs permission in projects • Delete All Worklogs permission in projects • Log Work for Others per mission in projects
Moving worklogs	• Delete Own Worklogs permission in projects • Work on Issues permission in projects	• View All Worklogs permission in projects • Delete All Worklogs permission in projects • Log Work for Others per mission in projects • Work On issues permission in projects
Splitting worklogs	• Edit Own Worklogs permission in projects • Work on Issues permission in projects	• View All Worklogs permission in projects • Edit All Worklogs permission in projects • Log Work for Others per mission in projects • Work On issues permission in projects

Related topics

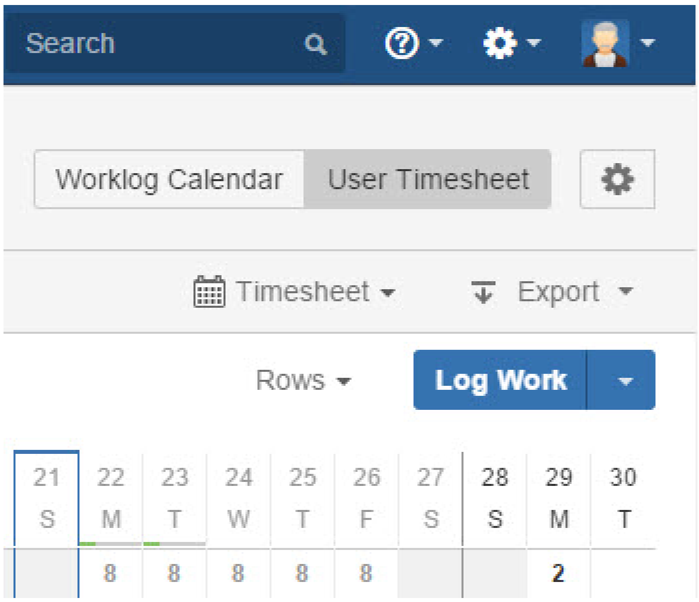
- Managing project permissions (JIRA documentation)
- Granting permission to users

Report Views

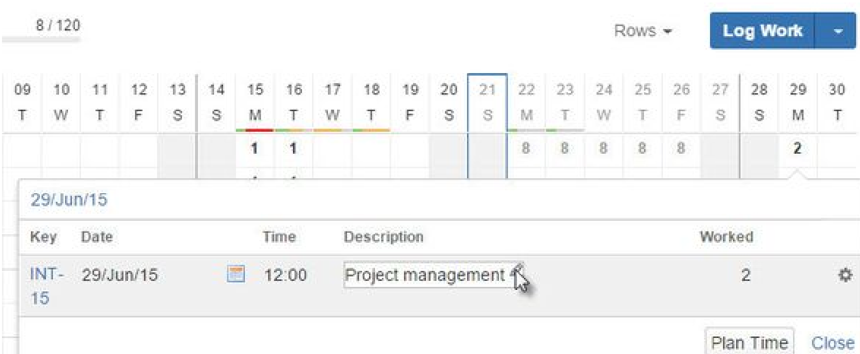
In the Tempo Report and List view you will get an overview of all worklogs that you have permission to view for the selected timesheet. Hover over the worklog and if editable the inline editing field will be displayed.

Timesheets Views

You can view by the display of date header if the Timesheet is within an editable period as the dates that are not editable are grayed out.



To edit a worklog in Timesheet view click the cell to open the Tempo In-line editing window.



Move and Split Worklogs

If a worklog is within an editable period and user has all the required permissions the options to **Move**, **Split** and **Delete** worklog are displayed in the worklog action list. See Moving and splitting work log entry page for more details.

Delete Worklogs

If the Delete option is displayed in the worklog action list the user can delete worklogs.

Editing work log entry in-line

This is a child page of Editing a work log entry, explaining the In-line Edit window. This is beneficial to do corrections to previously Logged Work, but those corrections can also be done in the report view and list view for each timesheet.

In this chapter

Required permission

To edit your own worklogs	To edit other users' worklogs
Edit Own Worklogs permission in projects	• View All Worklogs permission in projects • Edit All Worklogs permission in projects • Log Work for Others permission in projects

Related topics

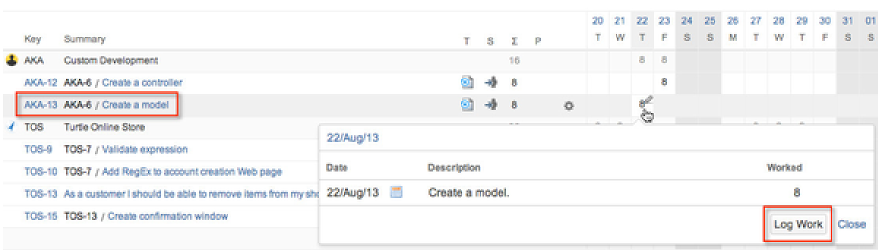
- Managing project permissions (JIRA documentation)
- Granting permission to users

Tutorial

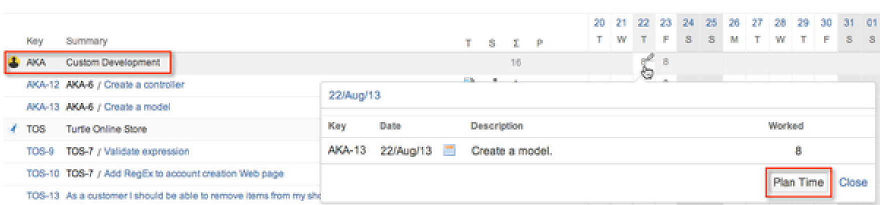
(Video without voiceover. Time: 0:37)

The In-line Edit window varies a little bit depending on if it is opened from an **Activity** (JIRA Projects, Versions and/or Components) timesheet cell or an **Issue** timesheet cell. If it is opened from an Issue cell, the **Log Work** button is shown, but if it is opened from an Activity cell, the **Plan Time** button is shown. The Log Work and Plan Time buttons open the respective windows. The **Cl ose** link, closes the In-line Edit window.

The In-line Edit window opened from an Issue cell - the Log Work button is displayed (click to enlarge)



The In-line Edit window opened from an Activity cell - the Plan Time button is displayed

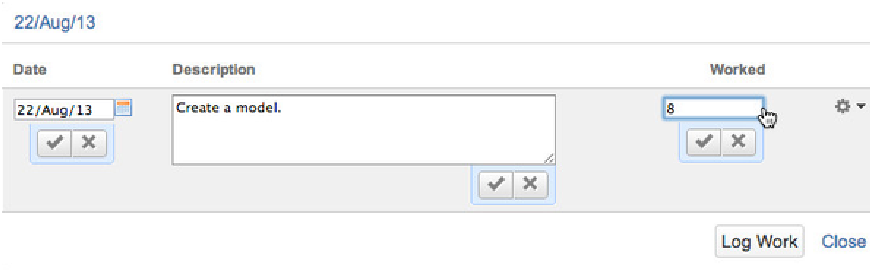


The Plan Time button is displayed only if the following check box is selected in Tempo Global Configuration:
'**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

The In-line Edit window can be opened in all timesheets except Account Timesheet

Date, Description and Worked are the fields that can be edited in the In-line Edit window. To do the editing, hover over and click on the field you want to edit. Type in the changes and use the **Save** ic on to save the changes or the **Cancel** icon to keep the original value.

The In-line Edit window

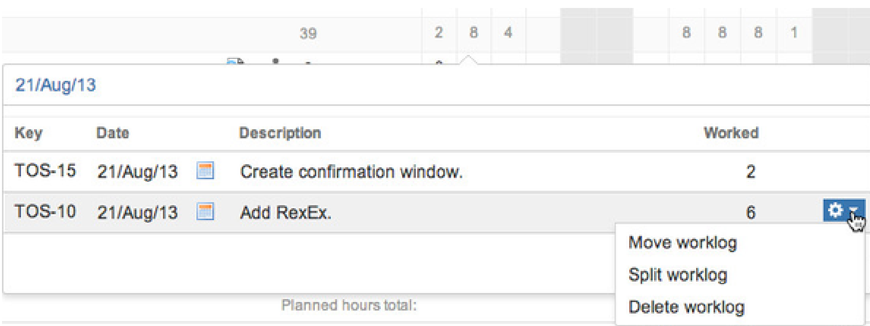


An In-line Edit window may have more than one entry, if work has been logged on more than one Issue on the same day.

The In-line Edit window can also be opened (with multiple entries) by clicking on the day of the month (top row in the timeheet).

Each entry has three actions available in its **Actions** menu, e.g. **Move**, **Split** and **Delete** worklog.

An In-line Edit window showing two worklogs on the same day and the Actions menu for one of them



Moving and splitting work log entry

In the worklog action list you can **Move**, **Split** and **Delete** worklog if the worklog is editable.

In this chapter

Required permission

Task	Your own worklogs	Other users' worklogs
Moving worklogs	• Delete Own Worklogs permission in projects • Work on Issues permission in projects	• View All Worklogs permission in projects • Delete All Worklogs permission in projects • Log Work for Others per mission in projects • Work On issues permission in projects
Splitting worklogs	• Edit Own Worklogs permission in projects • Work on Issues permission in projects	• View All Worklogs permission in projects • Edit All Worklogs permission in projects • Log Work for Others per mission in projects • Work On issues permission in projects

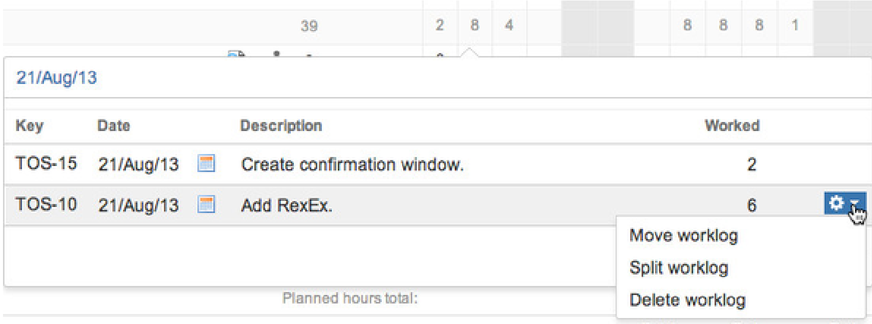
Related topics

- Managing project permissions (JIRA documentation)
- Granting permission to users

List of actions

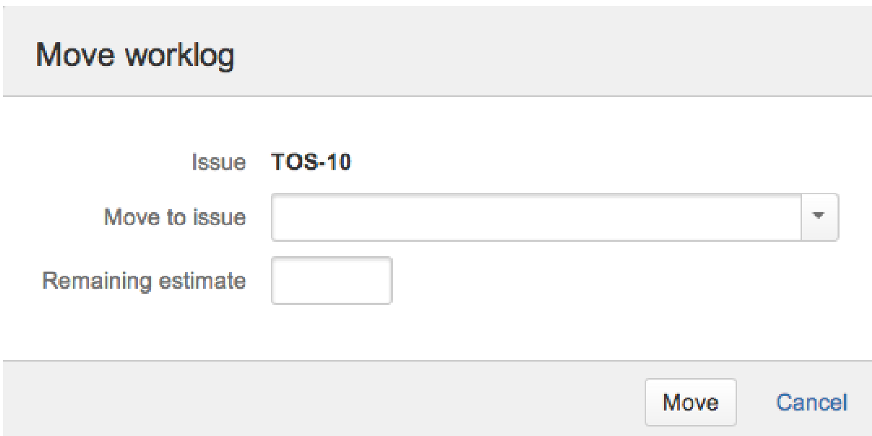
If a worklog is within an editable period and you have all the required permissions, the options to **M ove**, **Split** and **Delete** worklogs are displayed in the worklog action list.

An In-line Edit window showing two worklogs on the same day and the Actions menu for one of them

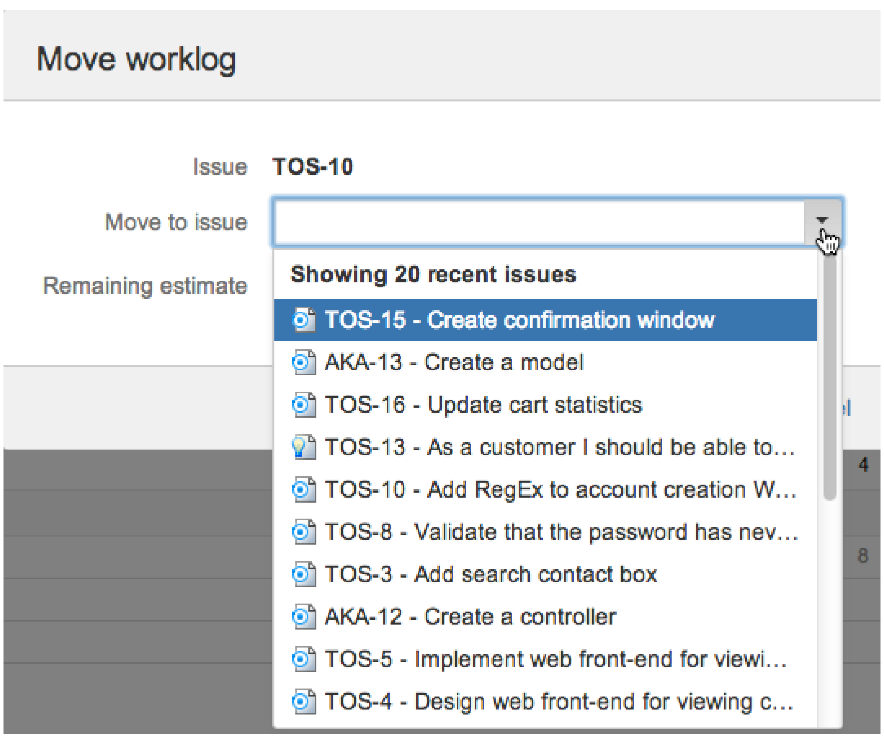


Move Worklog

Selecting the **Move worklog** action, opens the Move worklog window where you can move the worklog to another JIRA issue.



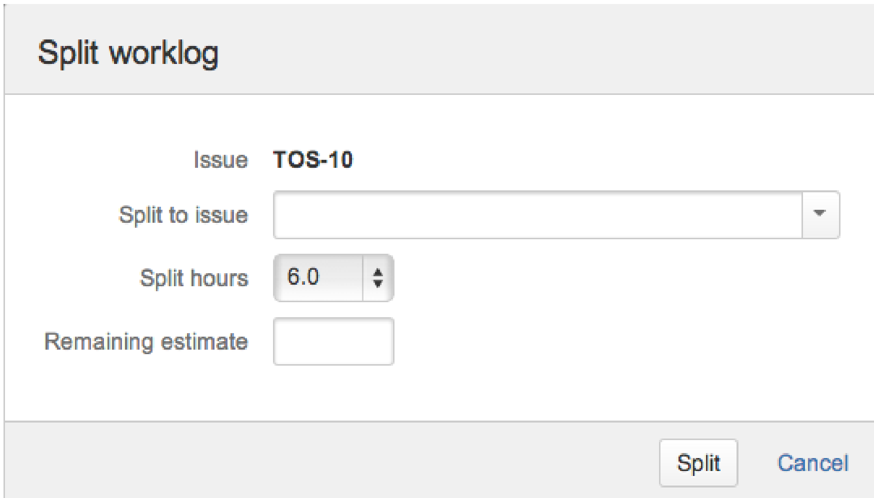
Open the **Move to issue** drop-down to select a new Issue (or start writing to narrow the search)



Select an issue and *click the **Move** button to save the changes or **Cancel** link to keep the original value.*

Split Worklog

Selecting the **Split worklog** action, opens the Split worklog window. Open the **Split to issue** drop-down to select a new Issue (or start writing to narrow the search) and click the **Split** button to save the changes or **Cancel** link to keep the original value.

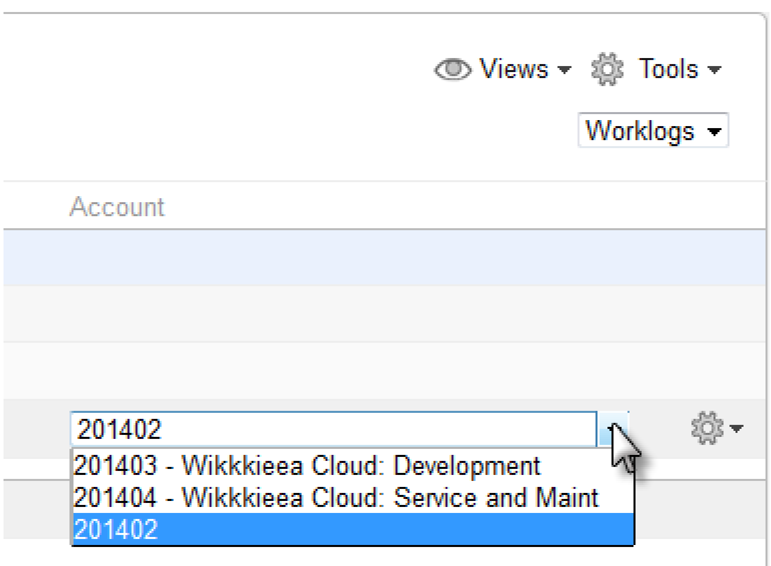


Correcting an account mismatch

Worklogs might contain an **Account** field, through which the worklogs can be directly linked to an account. When you move or split a worklog, you might cause the worklog to be associated with an issue in a project that is not linked to the worklog's account. In such a case, where worklog account and project account do not match, the worklog is listed on the invalid worklogs page.

Worked	Created	Updated	Status
1	06/Feb/12	06/Feb/12	Warning: Account not in project
2	19/Feb/12	19/Feb/12	Warning: Account not in project

You can make the worklog valid by linking the project to the same account or by editing the worklog in any report.

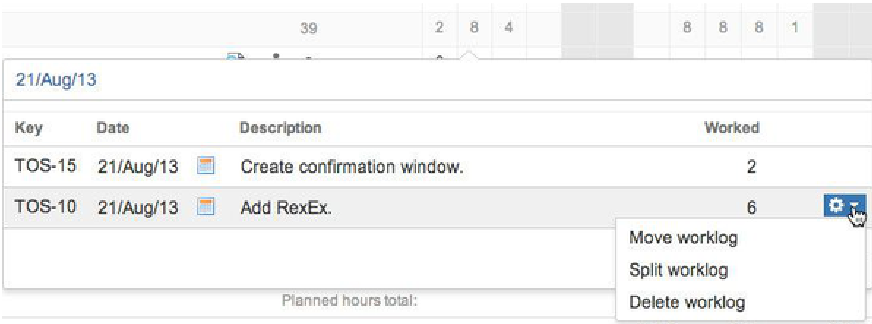


In reports, you can identify invalid worklogs, which are listed with an account key but without an account name.

Deleting work log entry

If a worklog is within an editable period and you have all the required permissions, the options to **M ove**, **Split** and **Delete** worklogs are displayed in the worklog action list.

An In-line Edit window showing two worklogs on the same day and the Actions menu for one of them



Required permission

To delete your own worklogs	To delete other users' worklogs
Delete Own Worklogs permission in projects	• View All Worklogs permission in projects • Delete All Worklogs permission in projects • Log Work for Others permission in projects

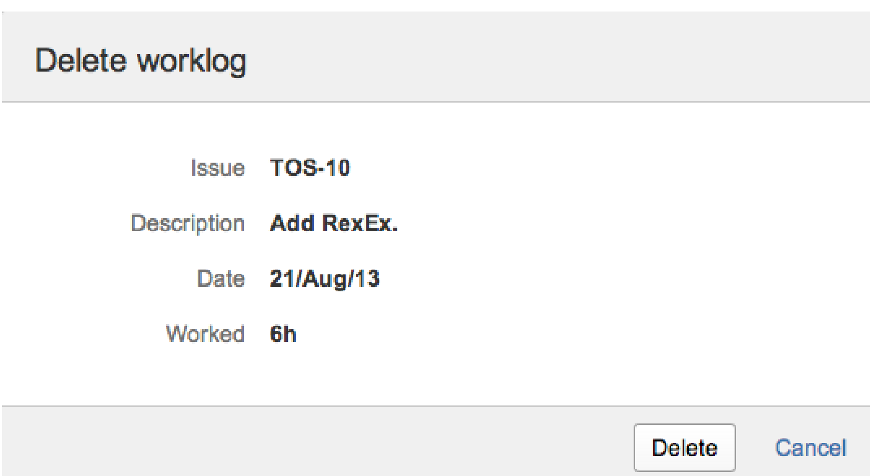
Related topics

- Managing project permissions (JIRA documentation)
- Granting permission to users

Procedure

To delete a worklog, complete the following steps:

1. On the timesheet, click the cell that contains the worklog's hours.
2. In the worklog window, hover over the line that you want to delete.
3. On the right end of the line, click the **cogwheel icon** > **Delete worklog**.
4. In the 'Delete worklog' window, click **Delete**.



Who can edit worklogs and when

Permission to edit worklogs depends on the following settings:

In this chapter

- Project permissions
- Period management status
- Scheduled closing times
- Account approval and timesheet workflow statuses

In this chapter

Project permissions

See Editing a work log entry for information about how project permissions relate to worklog editing.

Period management status

Period management status		Who can edit worklogs?	
for team member	for users with Approve Timesheet permission	Team member	Team lead and other users with Approve Timesheet permission
Open	Open	(except for restrictions that are imposed by Tempo scheduler. See the following table.)	
Closed	Open		
Closed	Closed		

Scheduled closing times

Editing time	Who can edit the worklogs that are before the closing time?	
	Team member	Team lead and other users with Approve Timesheet permission
Before the Tempo-scheduler closing time		
After the Tempo-scheduler closing time		
During a grace period that the team lead grants		
After the grace period		

Account approval and timesheet workflow statuses

Account approval status	Timesheet approval workflow status	Who can edit worklogs?	
		Team member	Team lead and other users with Approve Timesheet permission
NOT APPROVED	OPEN		

	READY TO SUBMIT		
	WAITING FOR APPROVAL		
	APPROVED		(After a timesheet is approved, the team lead can edit only the worklog description, billed hours, and other Tempo work attributes.)
APPROVED	*Any status*		

Time Planning

In this chapter

The time planning functionality makes it possible for users to plan time on **Issues** or **Activities**.

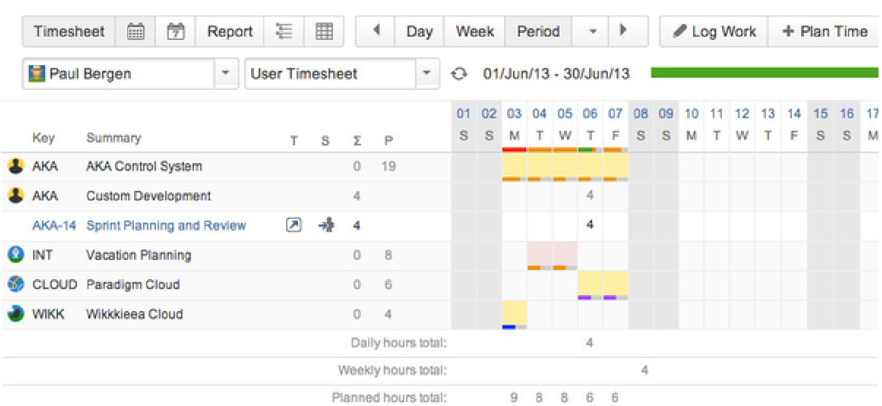
Activities refers to a JIRA project, it's *version* or *component*.

Required permission: Team members can plan time for themselves to work on issues. Team leads and other users who have Plan Time permission for the team can plan time for all members of the team. See also the information about Plan Time permission on the following page: Granting permission to users.

The planned time is displayed in all timesheet views and in Planned Time dashboard gadgets. The time planning feature helps both team leads and their team members to get an overview of planned time and can aid in logging work.

Planned time is displayed with background colors and bars in timesheet grid view, shown in the screenshot below. The User timesheet displays planned work for each user while Team Timesheet shows a schedule for the entire team across multiple projects. The Project Timesheet gives an overview of which users are planned to work on the project in a given period, broken down by **Activity**.

Team Lead John has planned time for team member Paul



The details of the color coding in the screenshot above is as follows:

- John has planned time on Paul in one version of the AKA project, that sums up to 19 hours.
- He has also logged 4 hours in another version of the AKA project.
- 8 hours are planned for take two half vacation days, through the INT project.
- 6 hours are planned on the CLOUD project and 4 on the WIKK project.
- The normal planning colour is **orange** for the bars and cell background is light yellow-orange.
  Depending on how many hours are planned the length of the bar is displayed as the closest ratio to 25, 50, 75 or 100%
- Paul is over allocated on Monday 3rd of June, e.g. he is only required to work 8 hours according to his Workload Scheme. This means the bar becomes **red** for this day.
- His logged hours are displayed with a **green** coloured bar.

Since he has only finished 4 out of 8 required hours, the bar is only covering 50% of the cell length. Once the planned hours have been logged, only the green bar is displayed.

- The planned vacation is done on the INT project, which is an Internal Activity and the background is light red instead of light yellow-orange.
- The planning bars for the CLOUD and WIKK projects are displayed in **purple** and **blue** respectively. This means that the colours have been configured differently on the Project Administration page.

Plan Time window

This page explains the **Plan Time** window for Time Planning. The window is opened by clicking the *Plan Time* button in the timesheet sub-header navigation or on any other screen where it is present.

On this page

In this chapter

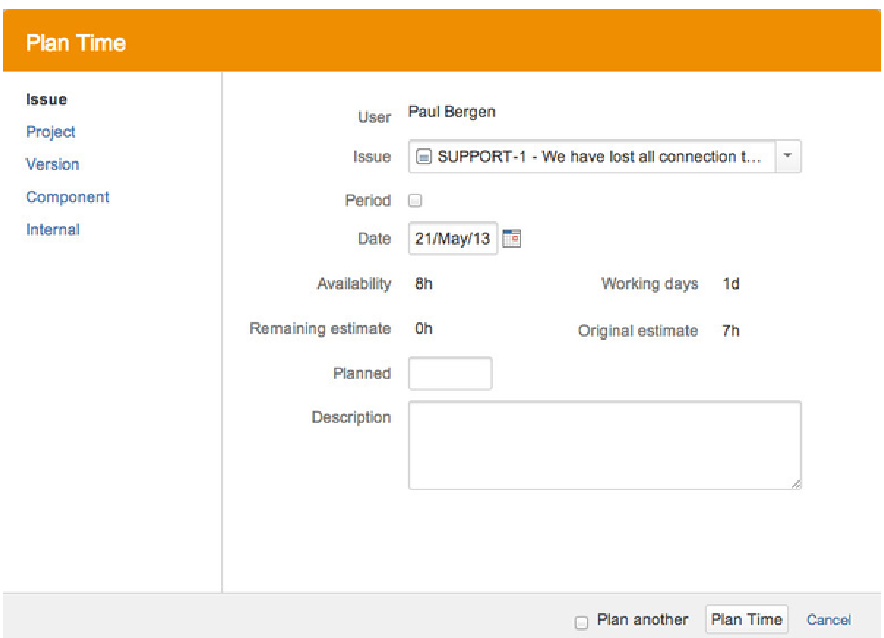
The Plan Time button in the timesheet sub-header navigation (click to enlarge)

The Plan Time window has an orange header to differentiate it from the Log Work window. The left sidebar has default the options *Issue* and activities *Project*, *Version* and *Component*. If an Internal Activity has been configured the *Internal* tab becomes available.

Plan on Issue

The first option for planning is Issue where you can plan time on a JIRA issue. The *User* field lists users who you can plan time for. You can plan time for users who are in teams in which you are the team lead or for which you have Plan Time permission.

The Plan Time window showing the Issue option in the side menu (click to enlarge)



To plan time on an issue, follow the steps below:

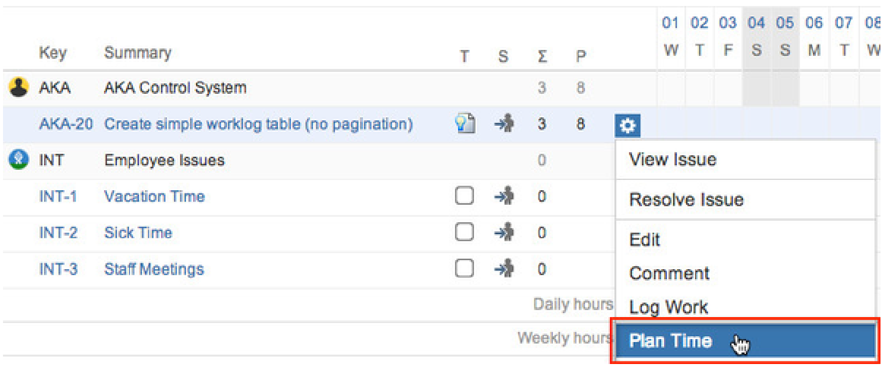
1. Once you have opened the window, select the **Issue** option on the left sidebar.
   The last option that was used, is selected by default.
2. Choose an issue from the drop-down in the **Issue** field (you can also start writing).
3. If you tick the **Period** box, an **End date** field for the time period is displayed.
4. Select a new **Date** (and **End date**) if you are planning on another date than the current one.
   Availability (**Working days**) is displayed below the date in the window. These numbers reflect the users workload schemes and holiday schemes, and if some plans have been done previously on her/him for the date.

5. Fill a number into the field **Planned** for the hours to be planned on the issue (if period is chosen, the field is called **Plan per day**).
   Remaining estimate and **Original estimate** are displayed above for information purposes only, e.g. it doesn't make sense to plan more than the original estimate indicates.
6. Write a brief description in the **Description** field.
   The description is optional and can therefore be omitted.
7. Click the **Plan Time** button if you are done planning or **Cancel** to close without saving. You can also continue to plan, by ticking the **Plan another** box before your click the **Plan Time** button, but this means that the window stays open to do a new plan time entry.

Issue Planning from Action list

The plan time window can be opened from the User timesheet, by selecting the **Plan Time** option in the **Actions** list for an issue in the timesheet.

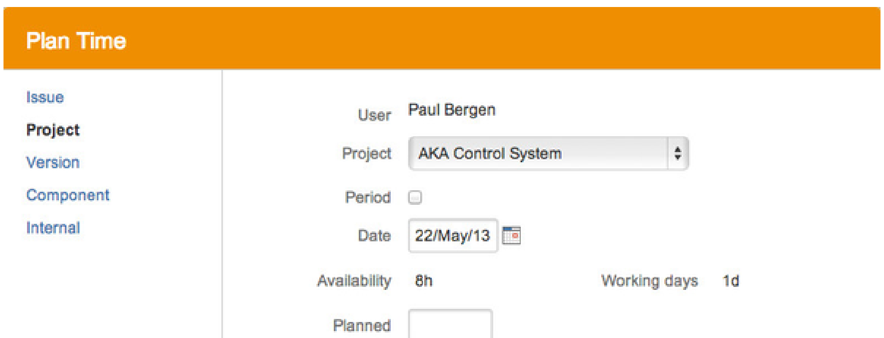
The Plan Time options in the Actions menu for the AKA-20 issue in the user timesheet



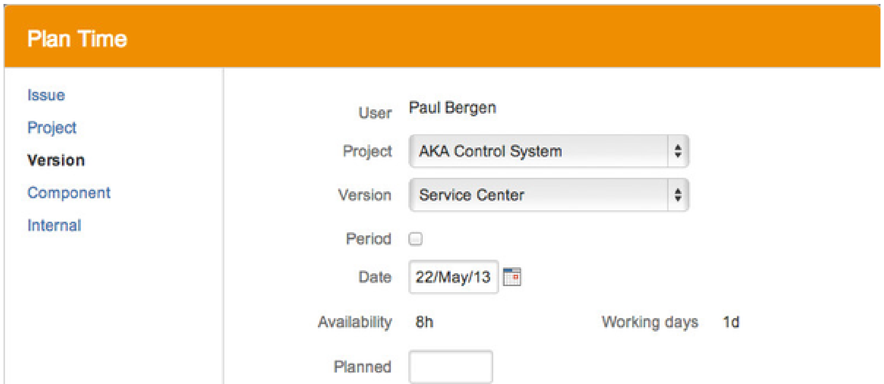
Other Options

As mentioned above it is also possible to plan on activities or *Project*, *Version* and *Component*, and if an Internal Activity has been configured the *Internal* tab becomes available. The plan time window for these other options, does not display *Remaining estimate* and *Original estimate*, since they are associated with issues. The screenshots below show the difference for each option.

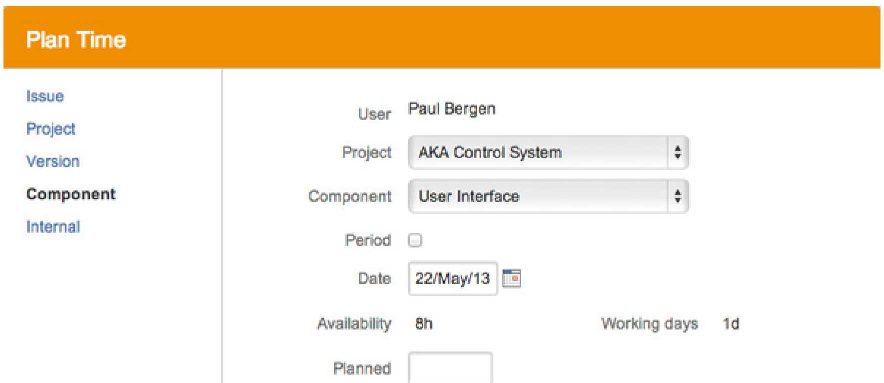
Planning time on Project (choose a project from the drop-down; click to enlarge)



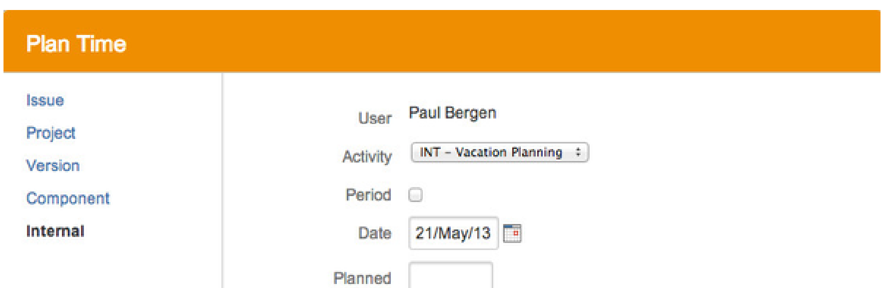
Planning time on Version (choose a project and a version of it from the drop-downs)



Planning time on Component (choose a project and a component of it from the drop-downs)



Planning time on Internal (choose a pre-defined activity from the drop-down)

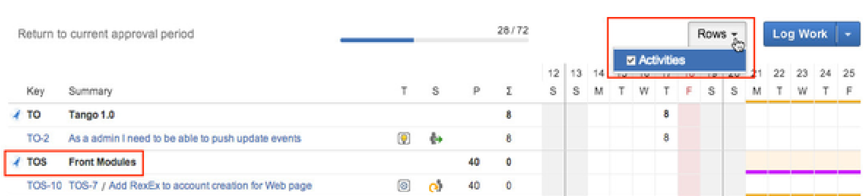


Timesheet Cell Planning

This page explains how the *Plan Time* functionality works by clicking on cell(s) in all Timesheets except Account Timesheet. The screenshot examples below are mostly taken from the User timesheet, where *Team Lead* (or a user with Plan Time permission) John is logged in, but team member Paul is displayed. In order to do user timesheet cell planning, the Activities options needs to be ticked in the Rows menu

Activities refer to a JIRA project, its version or component. These same options are available in the general Plan Time window, along with issue in its left side menu, e.g. time can be planned on those different items - see bottom of page.

User Timesheet showing Activities in the Rows menu and an activity line in the timesheet (click to enlarge)



Clicking on a cell in the activity line in the timesheet, opens a simple *Plan Time* window for the

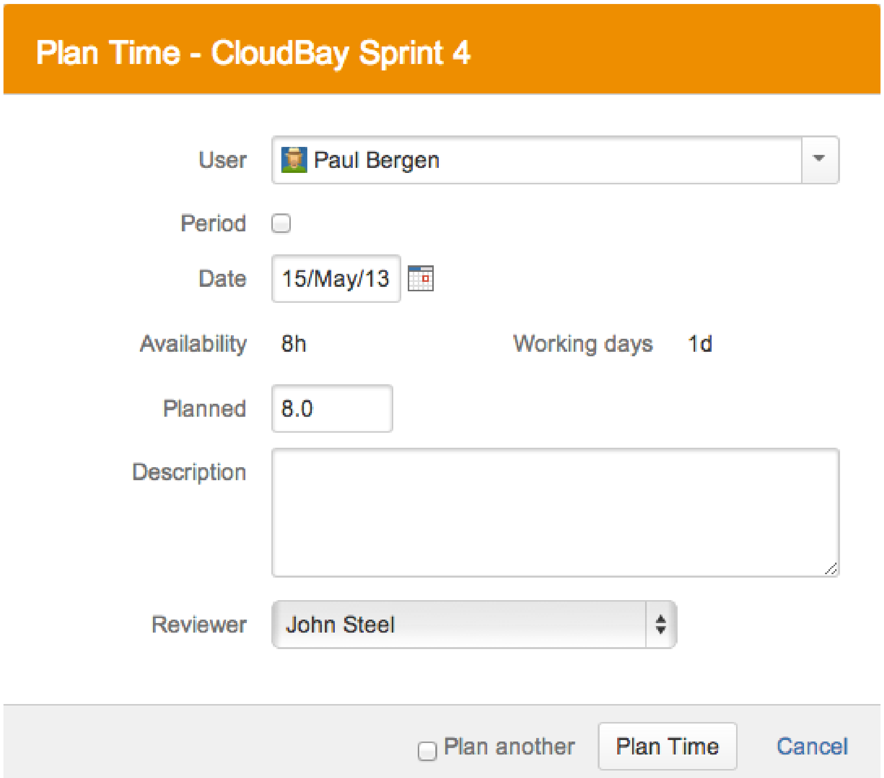
On this page

In this chapter

particular activity.

Note that if you click on the issue line, it opens a Log Work window.

A simple Plan Time window

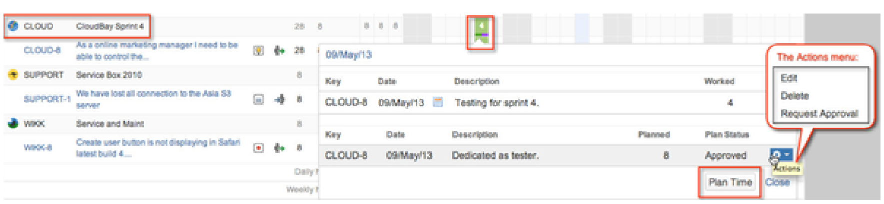


The in-line Edit window

Given that time has both been planned and logged for a matching activity/issue, clicking on the respected cell displays an in-inline edit window. In the screenshots below the activity is the Paradigm Cloud (CLOUD) project and a version of it: CloudBay Sprint 4.

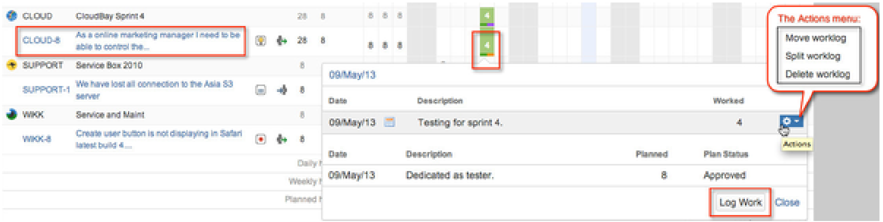
Note the difference between the in-line edit window, depending on if you click on the activity line or the issue line.

The in-line edit window for an activity (click to enlarge)



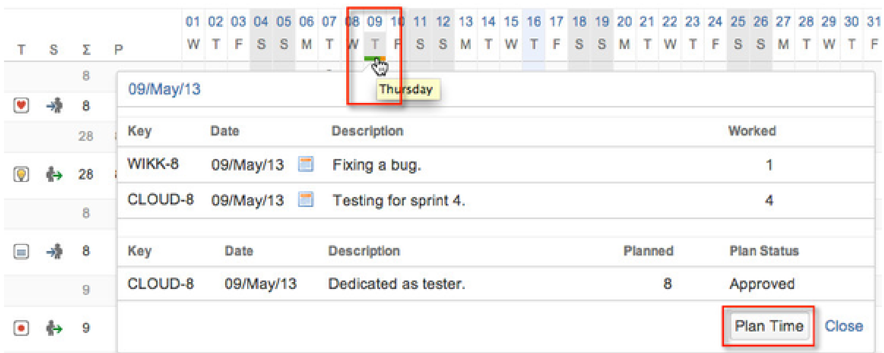
Note that the issue key in the in-line window above is an active link for the issue itself. (The green background color for the timesheet cell indicates the plan has been approved or the action **R equest Approval** has been used.)

The in-line edit window for an issue, displaying a Log Work button and the actions for the logged item



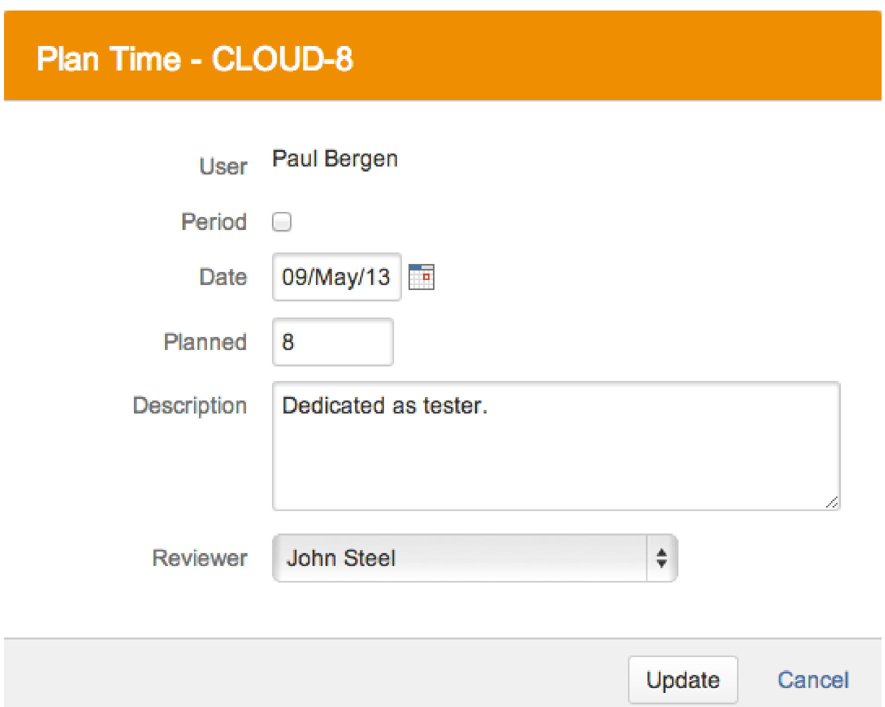
An in-line edit window can also be opened by clicking on days that have plans. This gives users a quick overview of **Worked** and **Planned** hours for the selected day.

The in-line edit window for a planned day, showing both Worked and Planned hours for the day



In order to edit a planned item, use the option from the Actions menu for the planned item in the in-line edit window, see the for example the CLOUD-8 entry in the screenshots above. When you click the Edit option, a simple version of the Plan Time window is opened.

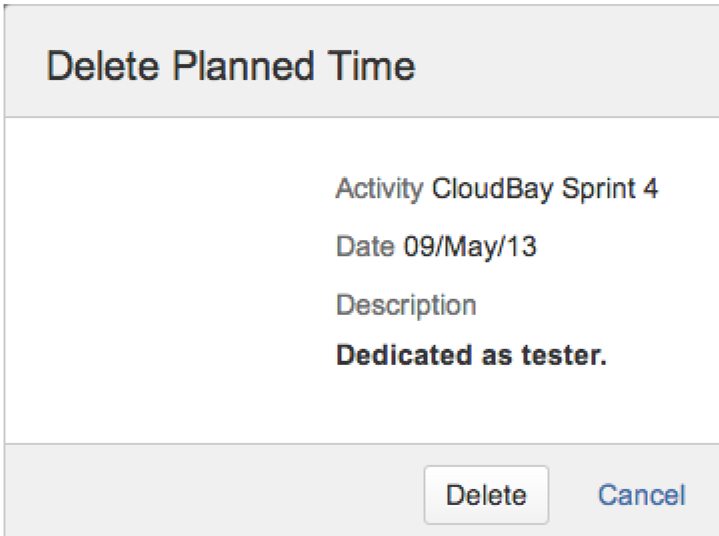
Plan Time window for the CLOUD-8 activity



Edit the entries in the window as needed and click the **Update** button to finish or **Cancel** link to close without saving. It is similarly possible to do editing in the Timesheet Calendar View and all other Timesheets, except *Account Timesheet*.

A planned time can also be deleted by using the **Delete** option from the **Actions** menu for the planned item in the in-line edit window. When you click the **Delete** option, a **Delete Planned Time** window is opened.

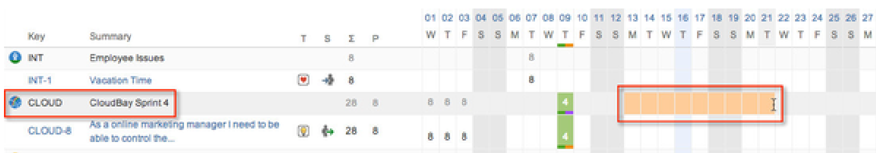
The Delete Planned Time window



Period Planning

It is also possible to do period planning by doing a selection from an activity line in the timesheet, by dragging the mouse over the cells.

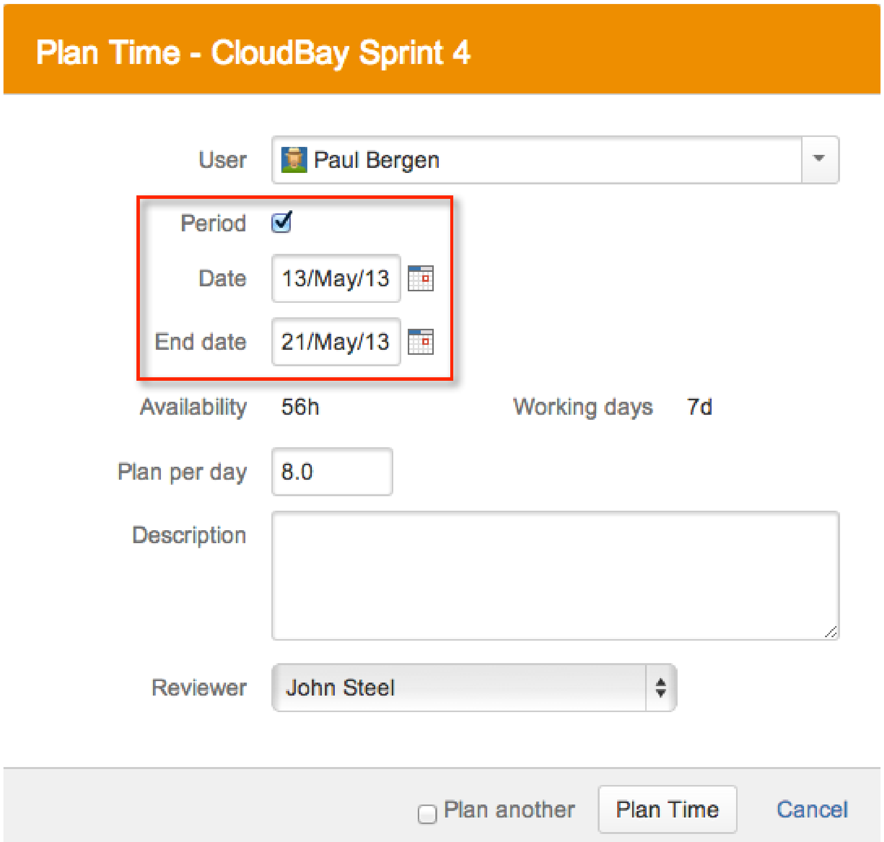
Period Planning in on an activity line in the timesheet (click to enlarge)



This opens the plan time window with the date range selected.

Note that the time planning is not done on weekends as defined in workload schemes or on holidays as defined in holiday schemes for the user in question.

Plan Time window for period planning



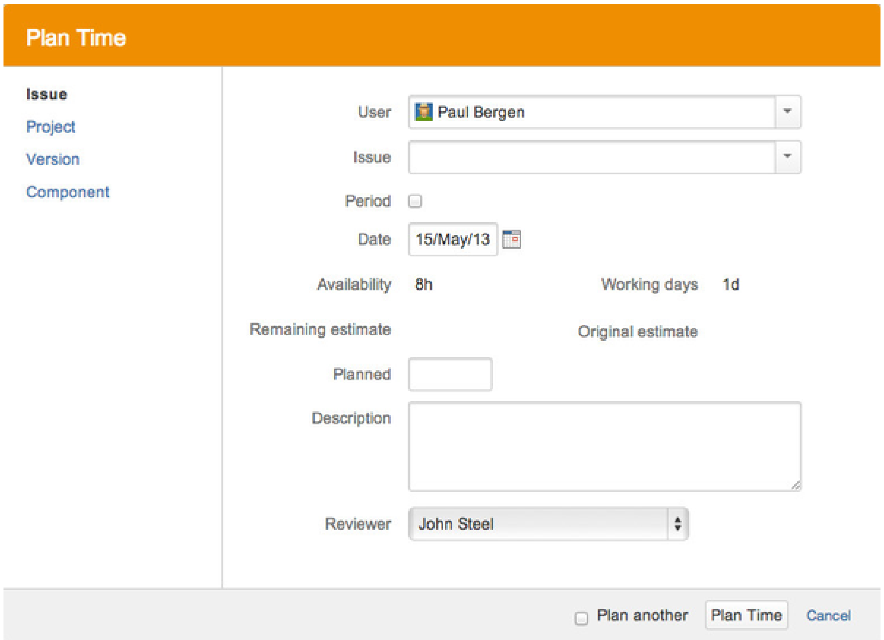
Note that editing or deleting a period plan, will **Edit** or **Delete** the whole period in one go.

Planning in other Timesheets

The Project, Team and Advanced Timesheets are user based, so clicking cell(s) for user(s) in these timesheets will display the *general* **Plan Time** window, with a left side menu to choose an issue or activities.

Note if an Internal Activity has been defined by *Tempo Administrator*, it will show up as **Internal** in the side menu. Internal activity is intended for **vacation planning** and other **out of office** time allocation.

The general plan time window

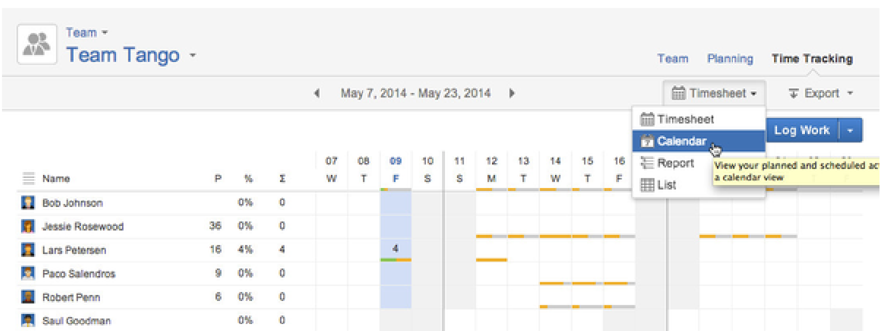


Timesheet Calendar View

This page explains the Timesheet calendar view for Time Planning. It is a useful view in regards to time planning, given the time-planning options are set to their default values. This view displays time planning information for the User, Project, Team and Issue Timesheets.

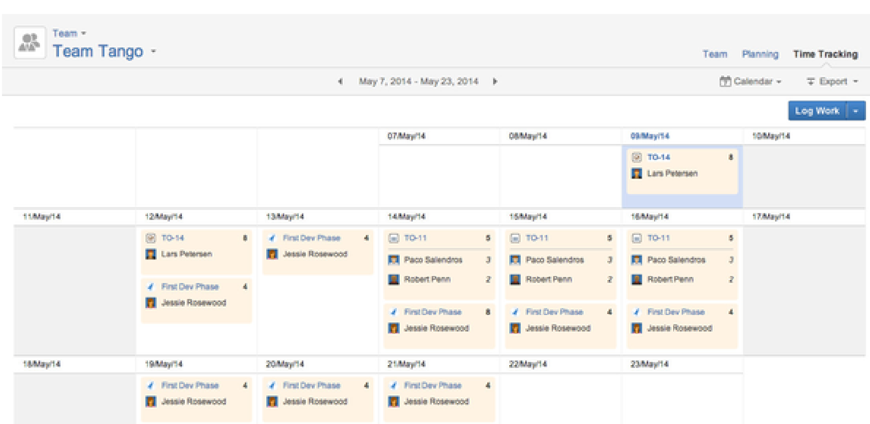
In this chapter

The timesheet calendar view option in the timesheet navigation



The team timesheet in the screenshot above shows some planned times and a few logged hours. Only the planned hours will be displayed in the calendar view.

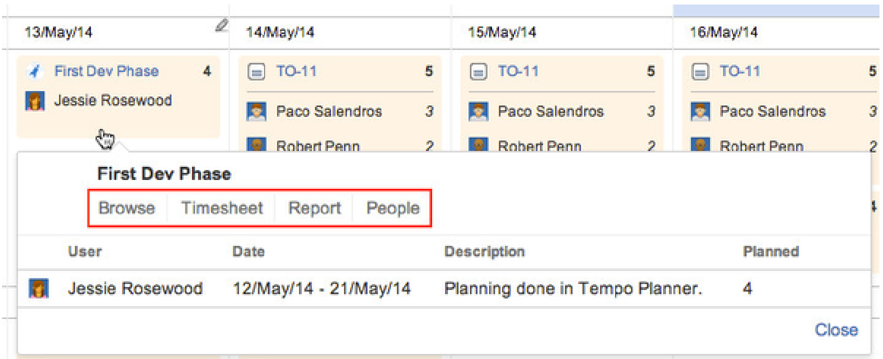
The Team Timesheet in calendar view



As can be seen on the screenshots above and below, the planned items are framed with a light ora nge background. Clicking somewhere within this background, opens an **in-line editing window**, see the screenshot below.

The planned entries in the in-line editing window have an action menu to the right in the line from where you can **Edit**, **Delete** or Request Approval for a plan.

The in-line editing window in timesheet calendar view



In the screenshot above, several links are shown in a red-framed box. These links are different, depending on if the plan is done on an **Issue** or an **Activity**. The links are explained in the table below.

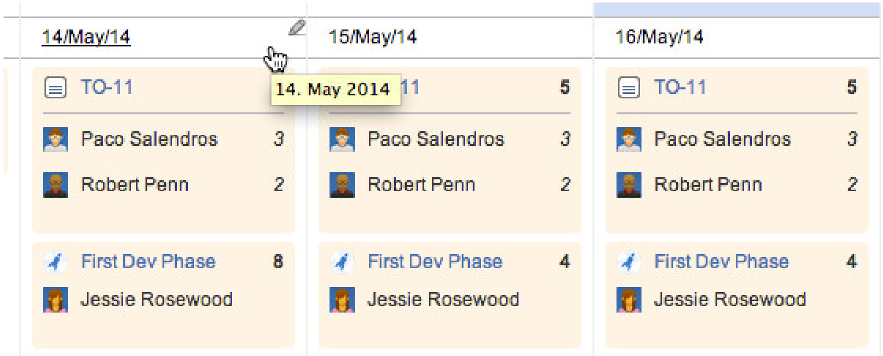
Activities refers to a JIRA project, it's *version* or *component*.

Table: In-line editing window links explained

Issue	Activity	Description
View Issue	N/A	This link takes you to the JIRA Issue page for the particular issue.
Log Work	N/A	Opens the Log Work window to log work on the particular issue.
Report	N/A	Takes you to the tabular **report** view of the Issue Timesheet.
N/A	Browse	This link takes you to the JIRA summary page for the activity in question.
N/A	Timesheet	Clicking this link, opens the Project Timesheet with it's item pickers set to the activity in question.
N/A	Report	Takes you to the Project Report View of the Project Timesheet for the activity in question.
N/A	People	Opens the Tempo **People** tab for the activity in question.

It is also possible to plan time from a cell in the calendar view. Click on one of these options, e.g. the white part of a cell (not the planned part), the link for the day or a pencil icon to the right of the date.

Click on the date or the pencil to open the Plan Time window



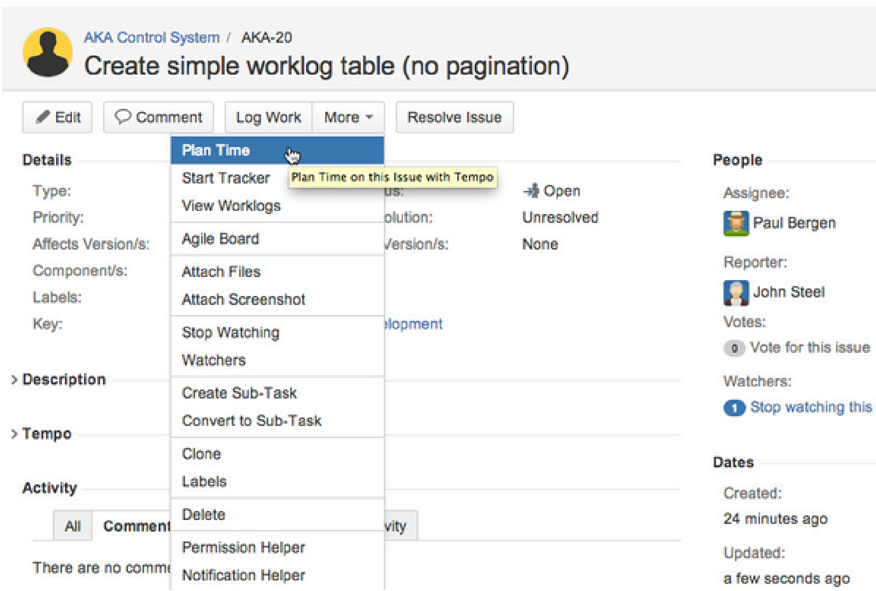
This opens the Plan Time window, where some new planning can be done.

Planning in JIRA issue view

This page explains how to **Plan Time**, while in JIRA issue view. Expand the **More** menu and select the **Plan Time** option from it.

In this chapter

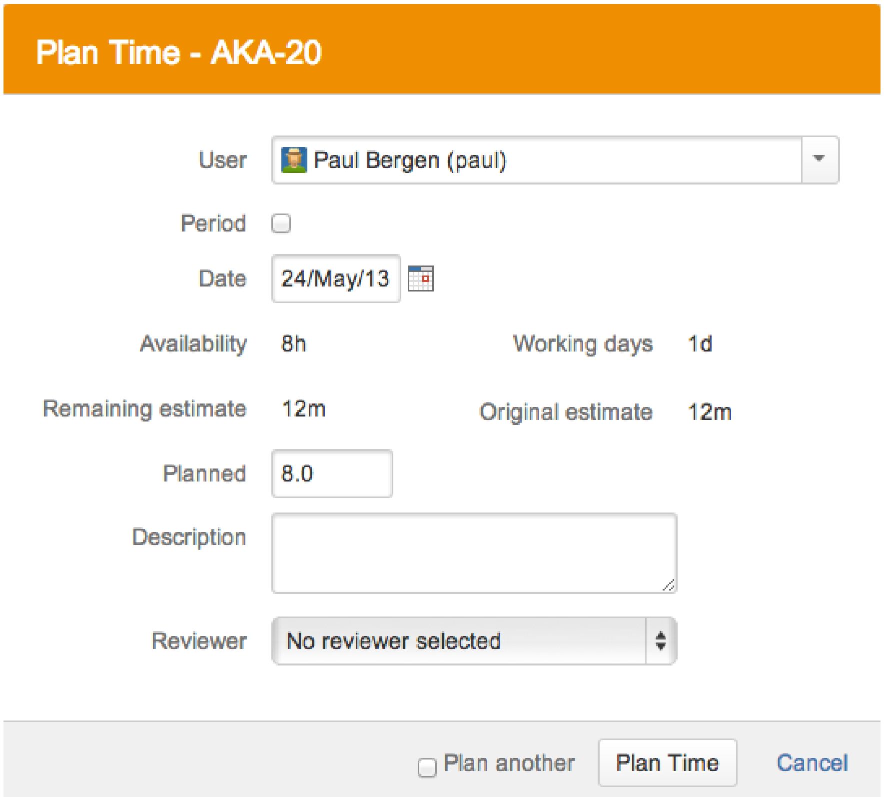
Selecting the Plan Time option from the More menu an JIRA issue



The **Plan Time** window for the issue is displayed with the current date and the user's **Availability** for the selected date.

Go to Plan Time window page to get more detail on window's fields.

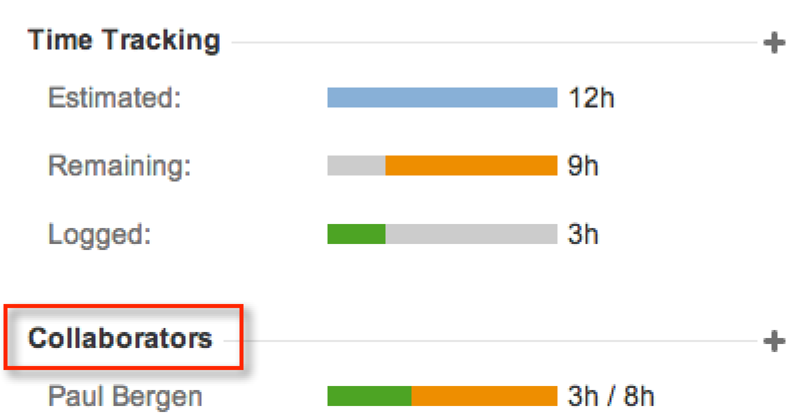
The Plan Time window for the AKA-20 JIRA issue



Issue Collaborators

If the time-planning options are set to their default values, a right panel called **Collaborators** is displayed in the JIRA issue.

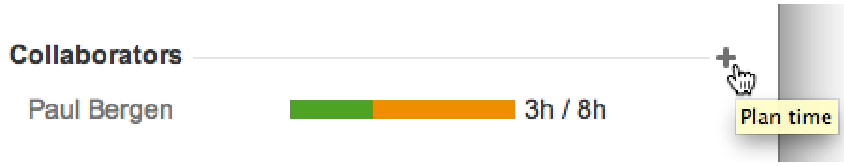
Collaborators panel in JIRA issue view



Paul Bergen is the only user that has logged work on this issue. All users who **track time** or are **pl anned** on an issue are added to the **Collaborators** list. These users are displayed with a status bar where worked vs planned time are show in **green** vs **orage** colours respectively. The screenshot above shows this also as 3 worked hours out of 8 planned hours.

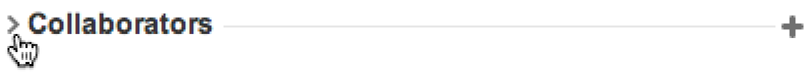
The plan time window can also be opened by clicking on the **+** to the right of collaborators.

Open the Plan Time window from collaborators



The collaborators list can be expanded and collapsed.

Expand and collapse the collaborators list



Your own data is displayed. If you have View All Worklogs permission for the project, data of other users is also displayed.

Planning Approval Process

In this chapter

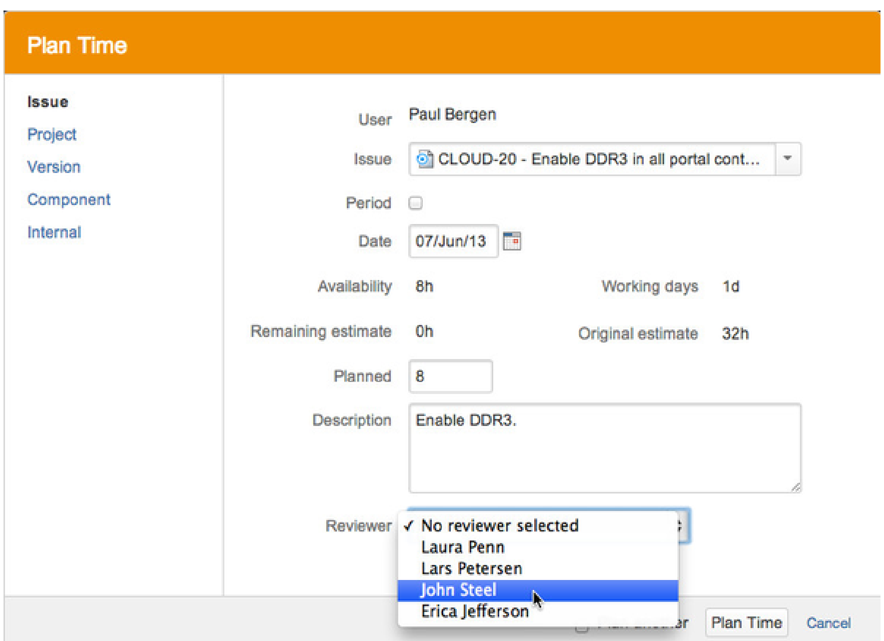
Request Approval

This page explains the **Request Approval** workflow process for planned time. In order for this approval process to work, it needs to be set in Tempo Global Configuration.

When this option is enabled, users can request plans that they made be approved or rejected by a reviewer (*Team Lead* or another user with Plan Time permission). The screenshot below shows a **Reviewer** being selected in the Plan Time window and the text entered in the **Description** field becomes a message to the reviewer.

User can not select own name as reviewer.
If only one user has Plan Time permission, nothing is displayed in the reviewer list for that user.

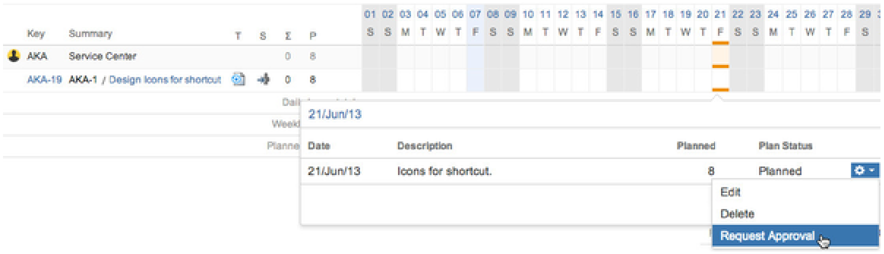
Selecting a Reviewer for a planned issue (click to enlarge)



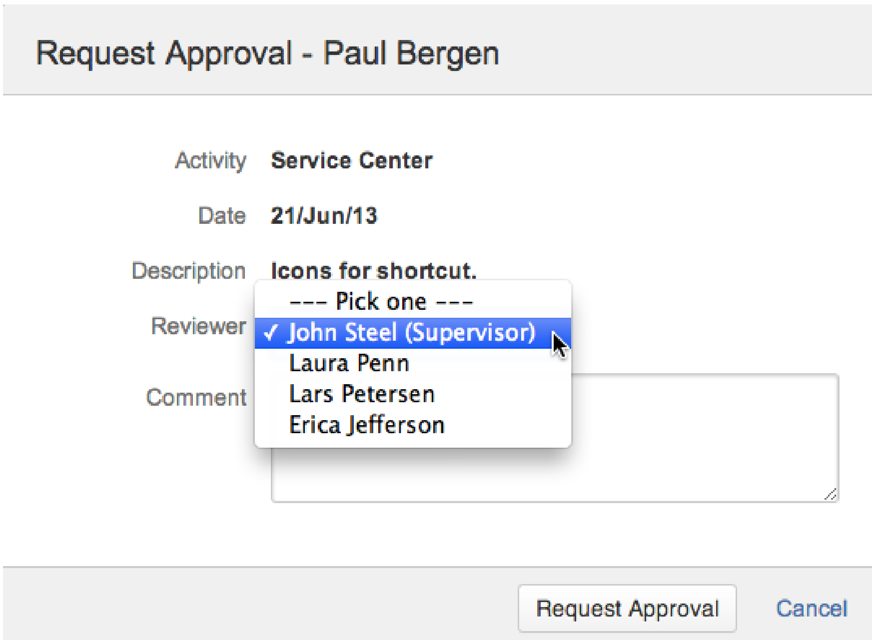
If Paul and John have configured the Tempo activity stream provider, this activity will be displayed in their dashboards.

The **Reviewer** can also be selected from the in-line edit window. Clicking on the planned Timesheet Cell and choose the **Request Approval** action option, which opens the *Request Approval* window to select the reviewer.

Selecting Request Approval option from the Actions menu, in the in-line edit window (click to enlarge)

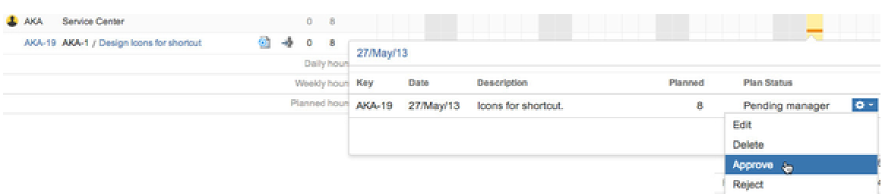


The Request Approval window (click to enlarge)

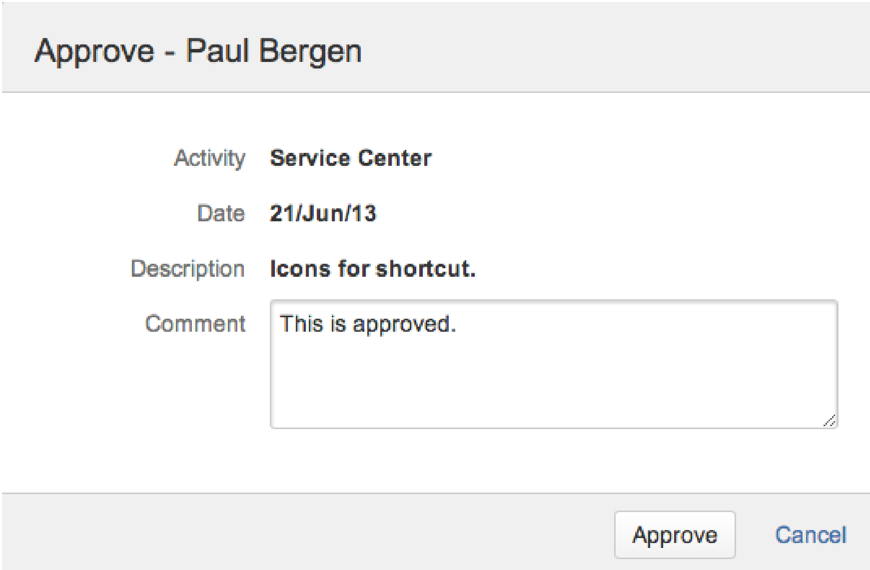


Since John is now the reviewer for this planned item, the actions menu in the in-line edit window for him, has now the options **Approve** and **Reject**.

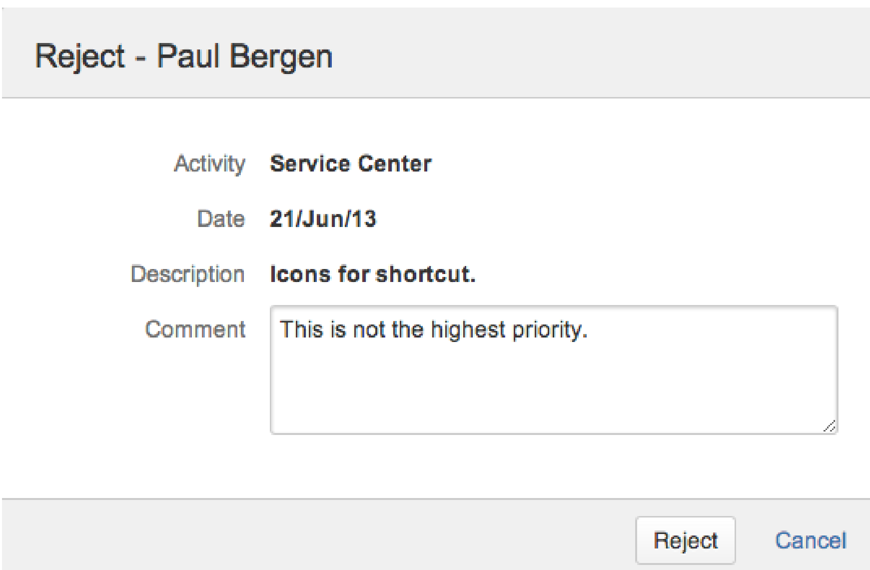
The Approve and Reject options in John's Actions menu (click to enlarge)



The Approve window (click to enlarge)



The Reject window (click to enlarge)



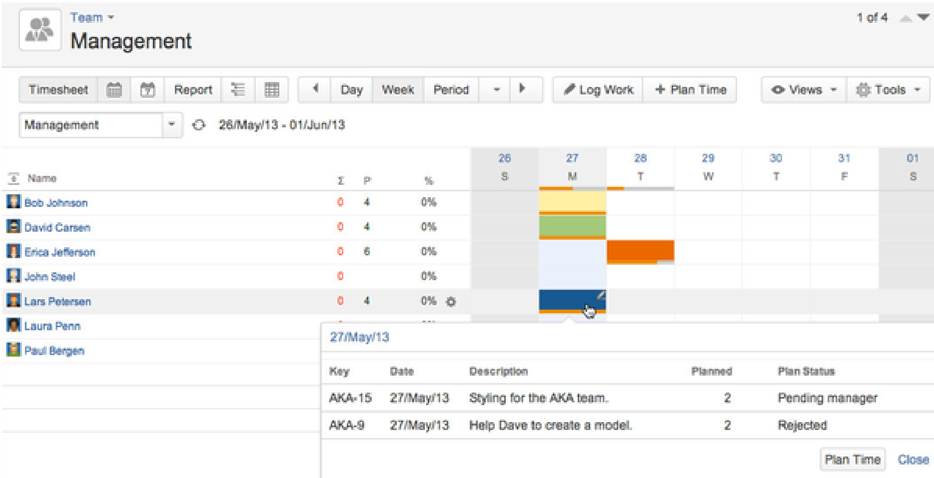
The status of planned items is displayed with different background colors in the Timesheet cells. Pl anned items that do not have any status yet are displayed with **orange** bars at the bottom in the timesheet cells.

When a reviewer has been selected the background color becomes **light yellow-orange** for the planned item. Once the item has been approved, the background color changes to **green**. Other statuses are shown in the table and screenshot below.

Table: Statuses for planned items

Background color	Status of a Planned Item
None	A reviewer has not been selected
Light yellow-orange	Pending Manager
Green	Approved
Dark orange	Rejected
Blue	More than one statuses for the selected item

Statues for planned items shown in the Team Timesheet



Shared Planning Data

As of **Tempo Planner 1.2** and **Tempo Timesheets 7.9**, planning data is shared between these two products. This is given the plan items are supported in each product:

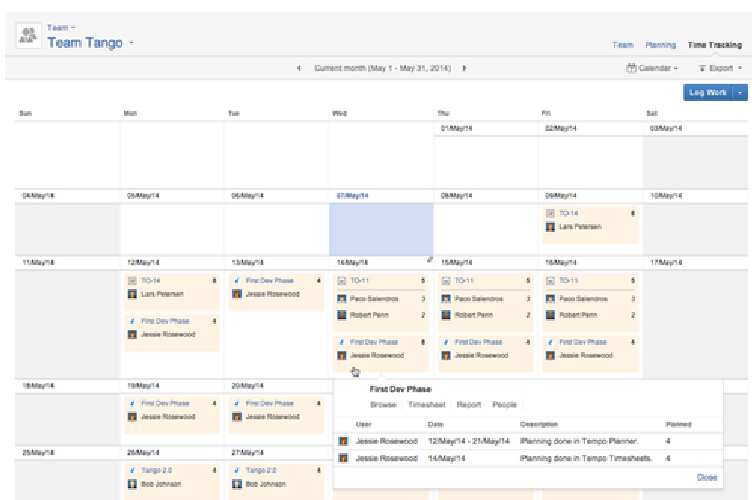
Tempo Timesheets can only handle JIRA Issues and Activities (JIRA Project and it's Versions or Components).

- This means that planned Epics, Sprints and plans on Kanban boards in Tempo Planner are not displayed in Tempo Timesheets.
- Items planned on teams or recurring plan items in Tempo Planner, are also not supported in Tempo Timesheets.

Tempo Planner can handle all plan items from Tempo Timesheets except Internal Issues.

- Plan items done in a different scope from the current one in Tempo Planner, are shown transparent.
- For example items done in another team or in Tempo Timesheets.

Planning data shown in Tempo Timesheets - Team Timesheet Calendar View (click to enlarge)



The description shown in the in-line dialog, is the one given when the item was planned, either in Tempo Planner or Tempo Timesheets.

Plan items that are only available in Tempo Planner like Sprint planning are not displayed in Tempo Timesheets

Timesheet Approval Process

Tutorial

Timesheet approvals

Workflow Statuses

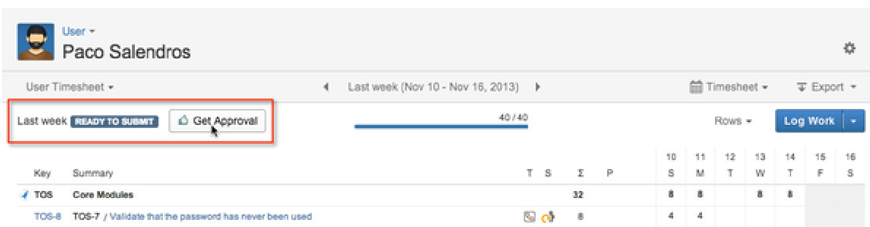
In order for the User timesheet approval process to work, your JIRA administrator needs to select **Enable timesheet approval process** in Global Configuration, by either choosing to do so on a *Weekly* or a *Monthly (Period)* basis.

Required permission

- **Approve Timesheet** permission
- View All Worklogs permission for the projects that the user is working on

Once enabled, a button called **Get Approval** and a workflow status appear in the sub-header area of the timesheet. If enabled as Weekly, the Date navigation has to be set as **Week** and the same applies if enabled as Monthly (Period), the Date Navigation has to be set as **Month**.

User Timesheet where 'timesheet approval process' is set to Weekly



Note, if the Date navigation is set to another value than the approval process, a link will be shown as in the screenshot below.

Message - Return to current approval period

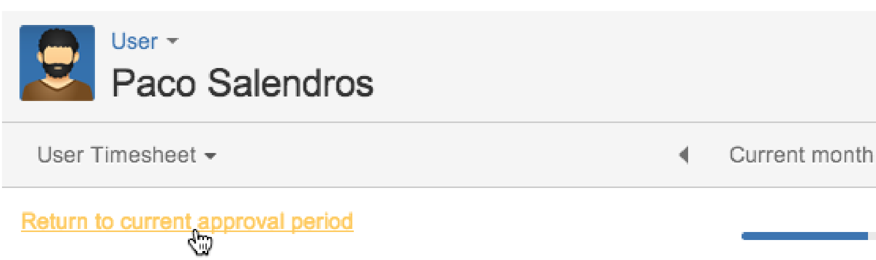
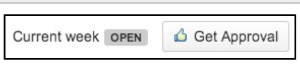


Table: Describes the different Workflow statues in the Timesheet Approval Process

Status	Who can edit worklogs?	Description
	All users	The chosen period (set as Weekly or Monthly) is not finished or the required workload has not been completed (work has not been logged as expected).

On this page

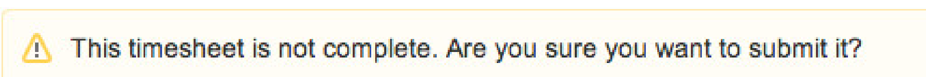
In this chapter

	All users	The required workload has been completed (work has been logged as expected) and/or the period is finished. This is also the status for **Rejected** timesheets.
	Only users with Approve Timesheet permission for the team.	The user has clicked the **Get Approval** button and sent the timesheet for approval.
	Worklogs not editable	The Timesheet has been approved by a Reviewer, a user with the Approve Timesheet permission for the team. **Note**, the Timesheet Approval report with a better overview of approval statuses for team members.

Get Approval

The **Get Approval** button is active in Workflow statues, *Open* and *Ready to submit*. When the user clicks the button on the User Timesheet, a confirmation window is displayed, where the user can verify the dates and the total sums.

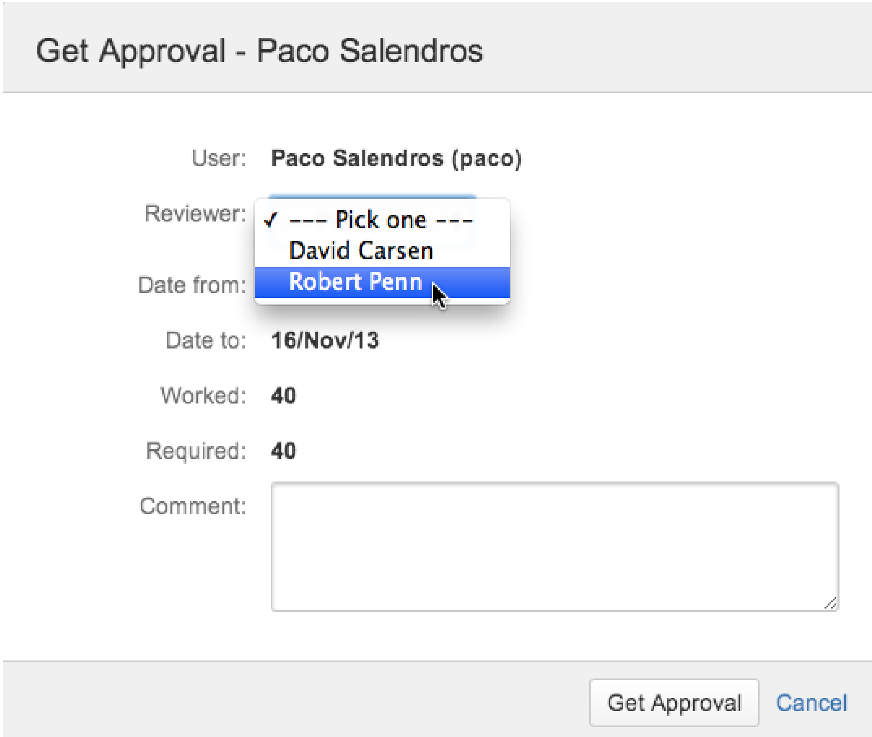
If the Workflow is not in status *Ready to submit*, a warning message is displayed:



In the Get Approval confirmation window, a **Reviewer** needs to be selected, given there are many to choose from.

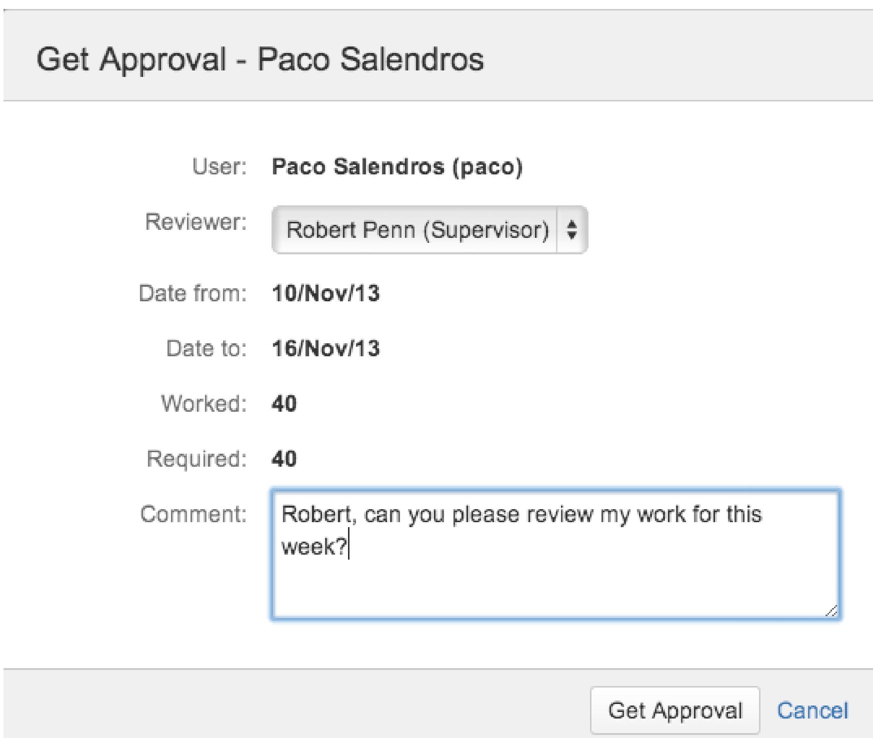
A **Reviewer** is a user that has the Approve Timesheet permission for the team. If the user can select from more than one reviewers, s/he can set a default Reviewer (My Supervisor) in User preferences.

Selecting a Reviewer in the confirmation window



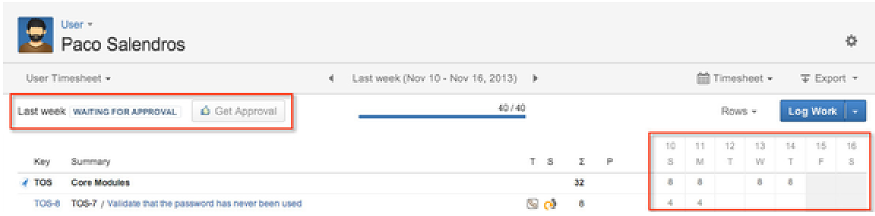
Adding a comment is optional, but if done it will show up in the Activity Stream on a dashboard that has been configured so.

Adding a Comment in the confirmation window



Click the **Get Approval** button in the Get Approval confirmation window and the window closes with the Workflow status changing to *Waiting for approval* in the User Timesheet. In the *Waiting for approval* state, the period (either configured as Weekly or Monthly) is now closed for adding and/or editing worklogs. Closed periods are displayed greyed out in the User Timesheet.

The Workflow status is 'Waiting for approval' and the timesheet is greyed out



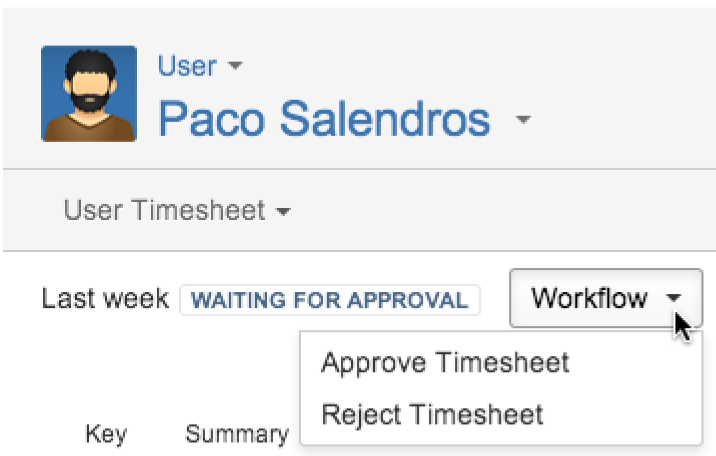
The period in the User Timesheet has now been sent off to a **Reviewer** and s/he can either **Approve** or **Reject** it from the action list in the Team Timesheet.

Once a period on a User Timesheet has been Approved, it is no longer editable.

Approve Timesheet

The Get Approval button has now changed to a drop-down called **Workflow** for the Reviewer , which has the options to **Approve Timesheet** or **Reject Timesheet**.

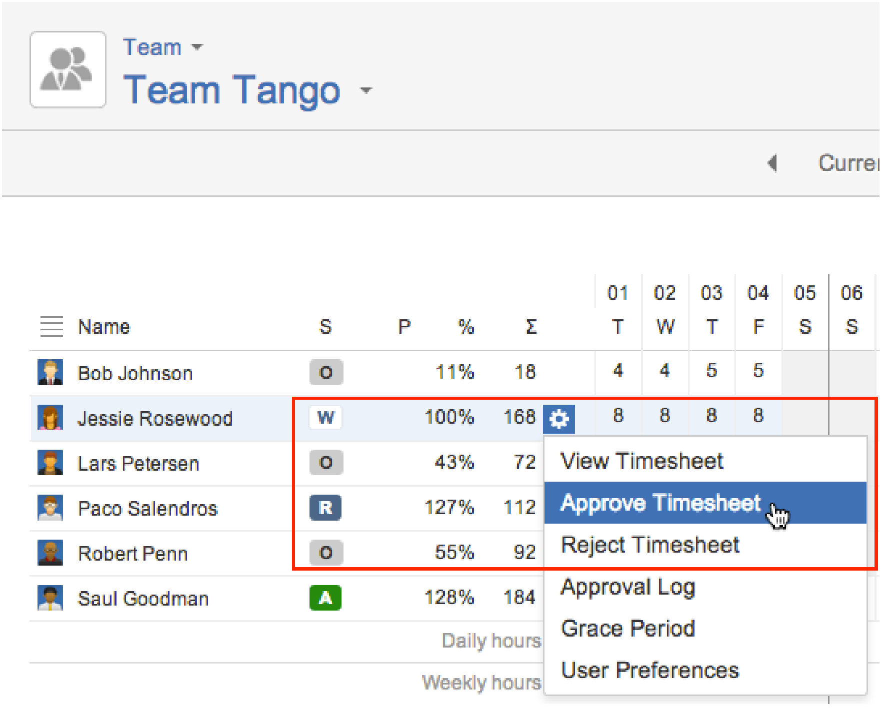
Workflow actions for Reviewer Robert



The Workflow actions can also be accessed from the Team Timesheet for each team member in the Actions list (see screenshot below) and through the Timesheet Approval report in Tempo Teams.

Other actions in the Actions list are View Timesheet, Approval Log, Grace Period (given the Tempo Scheduler has been enabled) and User preferences.

The Actions list a Reviewer sees for a team member in the Team Timesheet

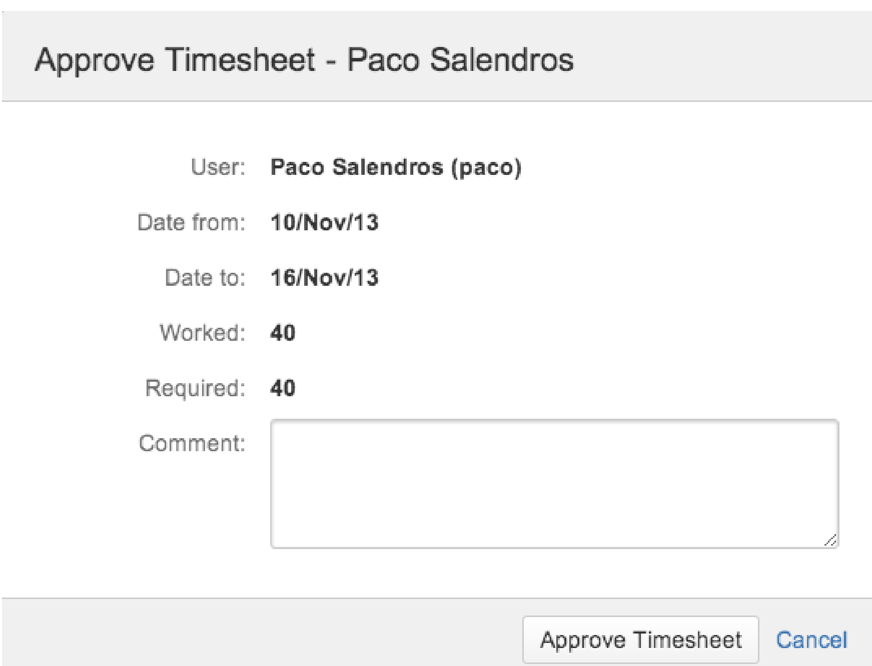


The status symbols for each user is displayed in the Status column of the Timesheet where **R** stands for *Ready to submit* and **W** for *Waiting for approval*.

By selecting the Approve Timesheet option, an **Approve Timesheet** confirmation window is displayed.

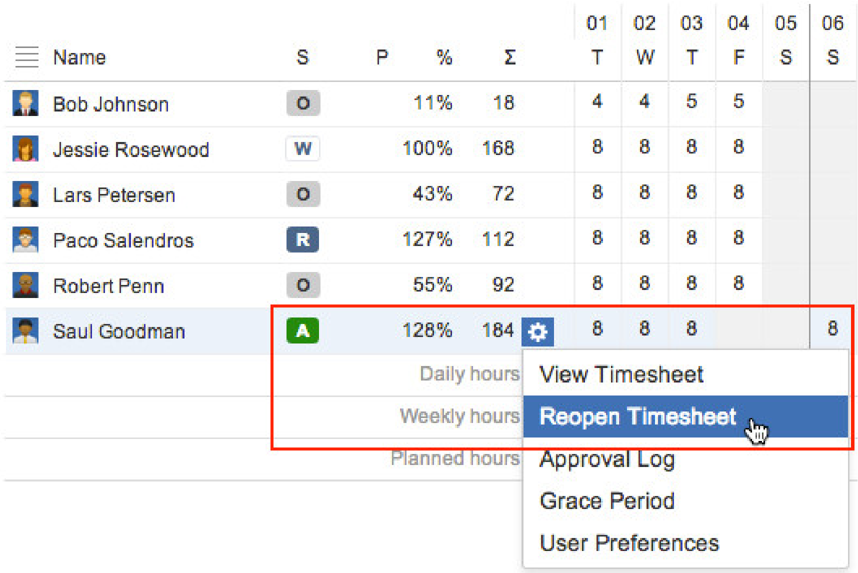
The comments added will show up in the Activity Stream of a dashboard if it has been configured so.

The Approve Timesheet confirmation window



Click the **Approve Timesheet** button on the Approve Timesheet confirmation window. The Workflow status for the team member has now changed from *Waiting for approval* to *Approved*. The Reviewer can withdraw the approval by using a new Workflow action option called **Reopen Timesheet**. This changes the status for the team member to *Ready to submit*.

The Workflow action Reopen Timesheet



There is also the case where a user, that has the Approve Timesheet permission (for example Robert) approves his own User Timesheet, e.g. chooses himself as a reviewer in the Get Approval window.

A few statements/an example to clarify this point:

- An activity is added to Robert's dashboard and an email is sent if the default option is enabled in User preferences.
- Robert can **Approve** and **Reject** his own timesheet from his User timesheet.
- He can **not** Approve/Reject his own timesheet from the Team Timesheet - the options are not available in his user action list.
- All other users with the Approve Timesheet permission for the team he is in, can Approve Robert's timesheet both from his User Timesheet and his user actions list in other timesheets.

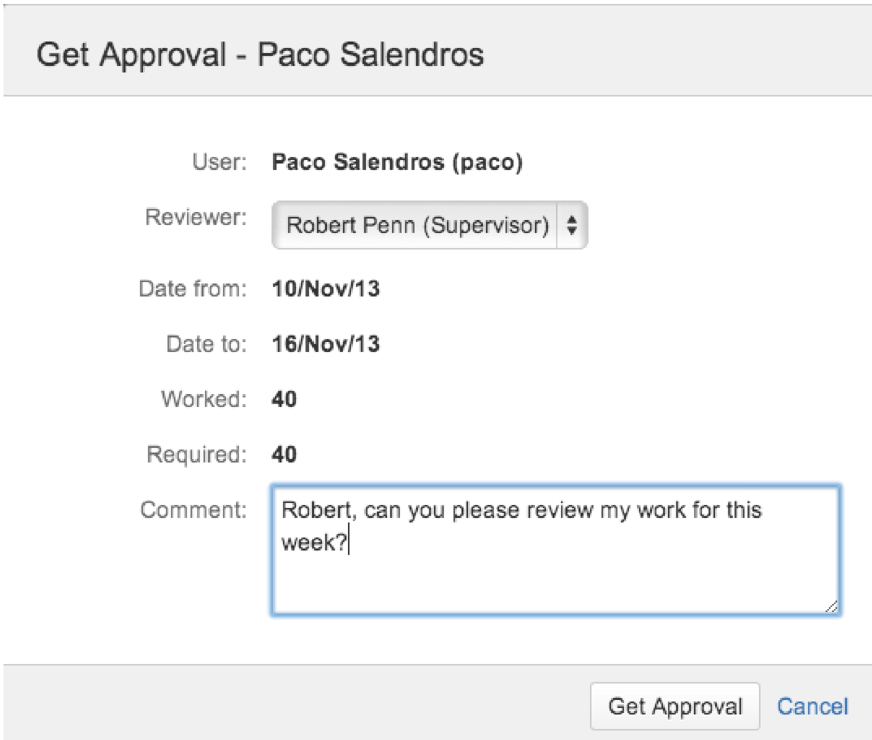
Notifications for Approval Process

This page describes the workflow notifications, that are part of the Timesheet Approval Process and how they appear in the Activity Stream.

In this chapter

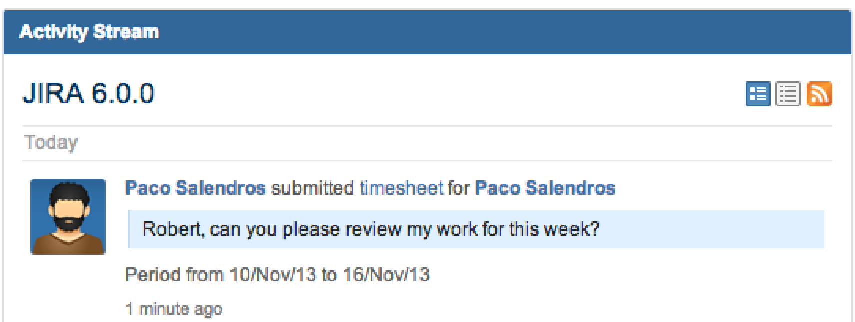
The team member **Paco Salendros** has completed the weeks required work and sends his timesheet to **Robert Penn** for approval.

Paco Salendros is sending an approval request to Reviewer Robert Penn



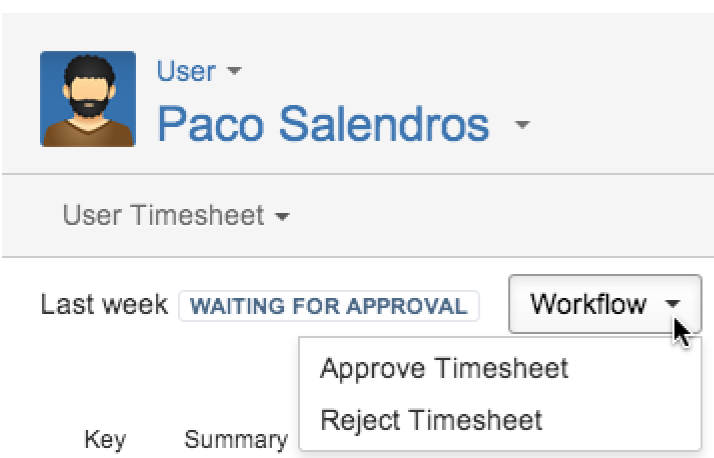
Both Paco and Robert have configured a dashboard to display all Tempo Activity. The screenshot below shows the activity that is displayed on both dashboards.

The Activity Stream is showing Paco's request to Robert to review his work for the week



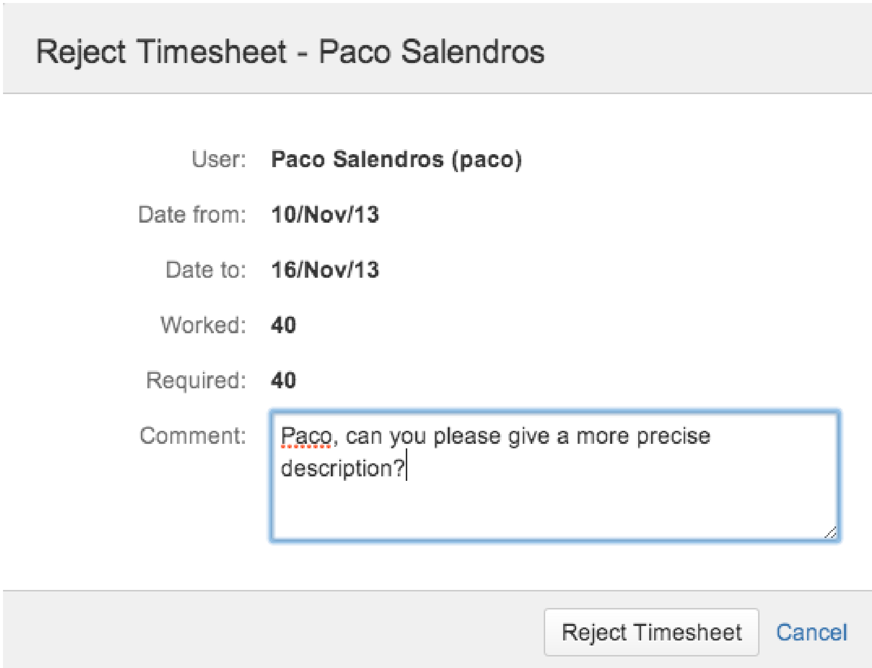
Robert can select between **Approve Timesheet** and **Reject Timesheet** in the Workflow list displayed on his User timesheet.

Workflow actions for user with Approve Timesheet permission



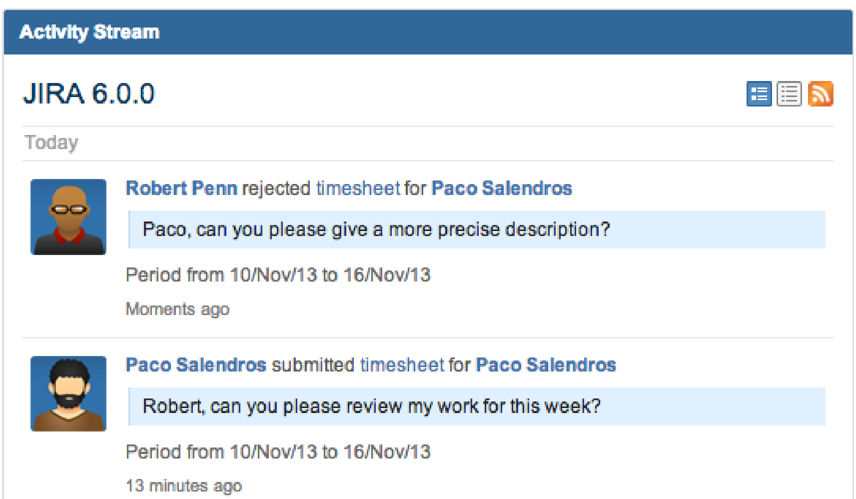
Robert thinks Paco needs to improve the descriptions for his worklogs, so he rejects the timesheet with a comment to Paco.

Reject Timesheet window



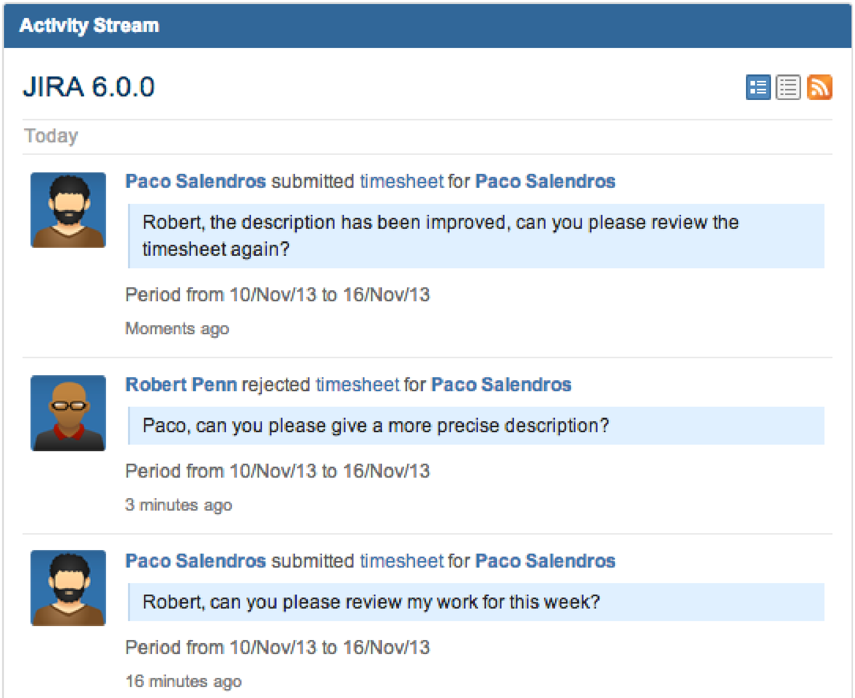
The **Rejected** activity is added to the dashboard's Activity Stream.

The new activity is shown in the Activity Stream



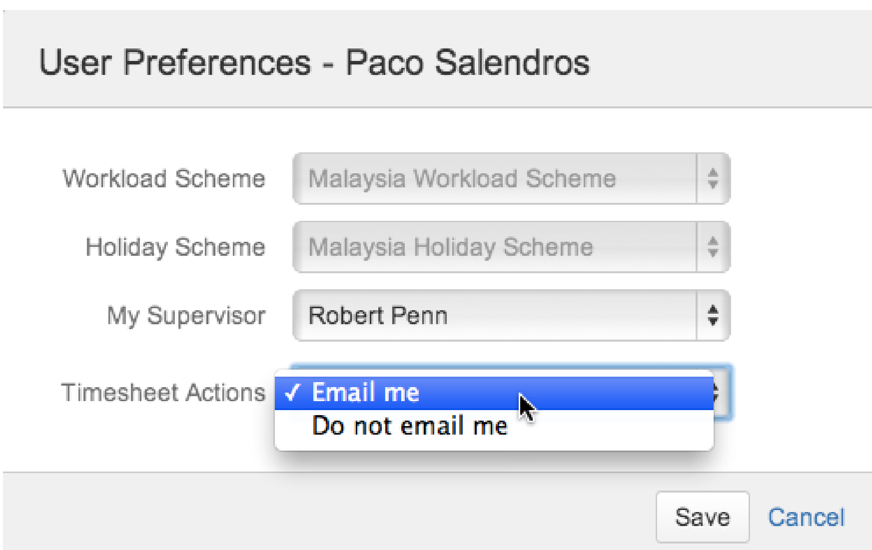
Paco improves the worklog description and send his timesheet again to Robert, and this activity is added to their dashboards.

The new activity is again shown in the Activity Stream

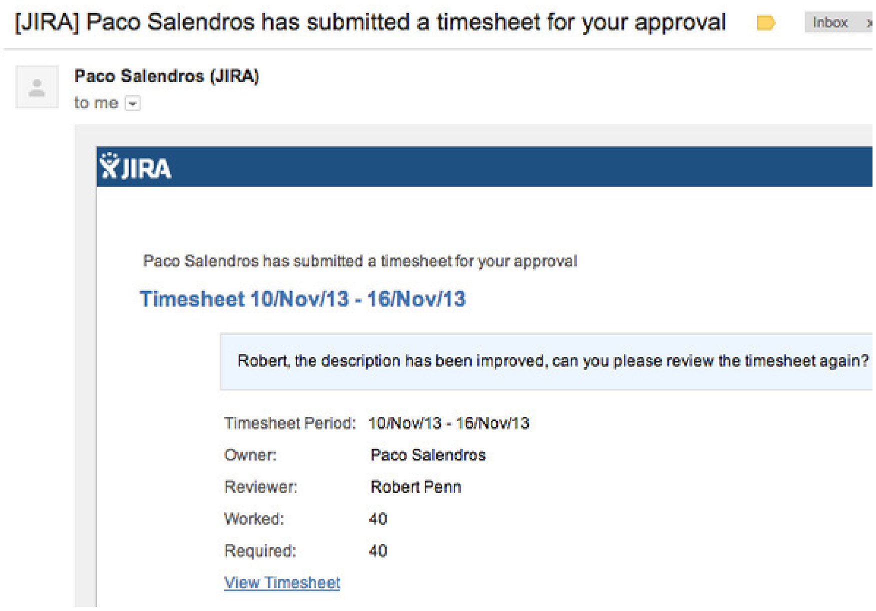


Both users have enabled the **Email me** default option for the Timesheet Actions in the User preferences window and an email is sent for every action.

Timesheet Actions in User Preferences set to Email me



Robert has received an email showing the action Paco did



Timesheet Approval report

The **Timesheet Approvals** report and the **Approval Log** are part of the Timesheet Approval Process. The Timesheet Approvals report gives an overview of the approval status of team members for a given month, and the Approval Log gives an overview for one team member over a year.

In this chapter

Required **permission**

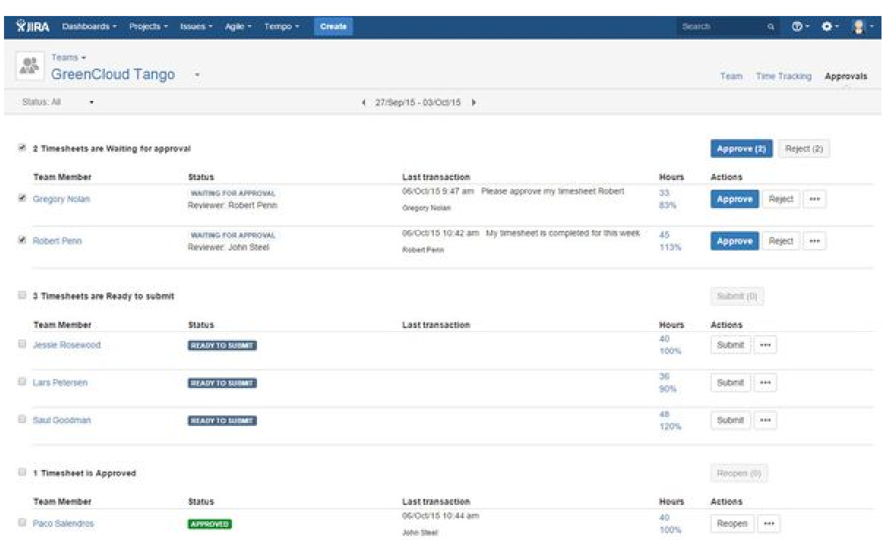
- Approve Timesheet permission
- View All Worklogs permission for projects that the users are working on

Timesheet approvals

The Timesheet Approvals Report is accessed from Tempo Teams through the **Approvals** link that is displayed on the page and on Team Timesheet

The data in the report is taken entirely from Tempo Timesheets, and the report is therefore displayed only if it is installed and the **Enable timesheet approval process** setting in Global Configuration is set to *Weekly* or *Monthly*.

The Timesheet Approvals Report (click to enlarge)



The Timesheet Approvals report shows the approval *Status* for each *Team Member*, *Hours* (logged /required). A "Last transaction" column shows the *Comment* and *Reviewer* as entered in the Get Approval dialog.

The reviewer can perform actions on multiple timesheets, as documented on the Approving multiple timesheets page.

Note that the user who performed the action may be the reviewer, if the reviewer performed the action on behalf of the team member.

The team member list can be filtered through the Status drop-down to the left above it. Next to the Status filter is a date navigation box, to navigate between set periods. The Actions cog wheel has different actions available, depending on the current status for each team member. The actions for each status are the same as in the Team Timesheet and as explained on the Timesheet Approval Process page. A summary of the actions is given in the table below.

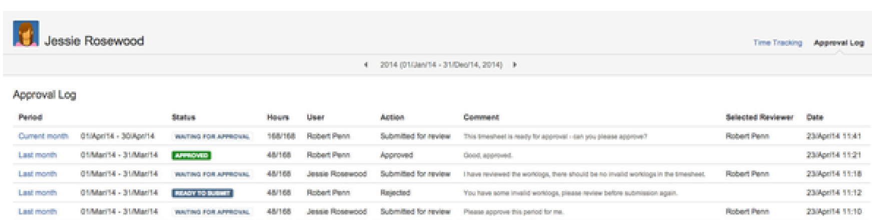
*Table: A summary of actions for each timesheet status - the actions in **bold** are the ones that vary between different types of status*

Status	Available Actions
Open or Ready to submit	View Timesheet (User timesheet), **Get Approval**, Approval Log, Grace Period, User preferences
Waiting for approval	View Timesheet, **Approve Timesheet**, **Reject Timesheet**, Approval Log, Grace Period, User Preferences
Approved	View Timesheet, **Reopen Timesheet**, Approval Log, Grace Period, User Preferences

Approval log

Clicking the Approval Log option for a team member in the actions cog wheel list opens a summary of all approval communications for this member over the current year.

The Approval Log for Jessie Rosewood



Each line in the Approval Log shows the *Period* to which the data relates, and there is a link to the corresponding date range in the User Timesheet. Also shown are the *Status*, *Hours* (logged/required), *User* (who changed the status), which *Action* was performed, the *Comment* as entered through the Get Approval dialog, the *Selected Reviewer*, and the *Date* on which the action was performed.

Note that the user registered for the action may be the same as the Selected Reviewer if the reviewer performed the action on behalf of the team member, as is the case for the first line in the Approval Log screenshot.

The date range can be changed above the log in the sub-header - click on the arrows to each side to change the year. The *Time Tracking* link to the right in the header opens the corresponding User Timesheet for the current month.

Approving multiple timesheets

This page explains the **Timesheet Approvals** report, which is part of the Timesheet Approval Process. The Timesheet Approvals report provides an overview of the approval status for all team members, grouped by status within the selected period.

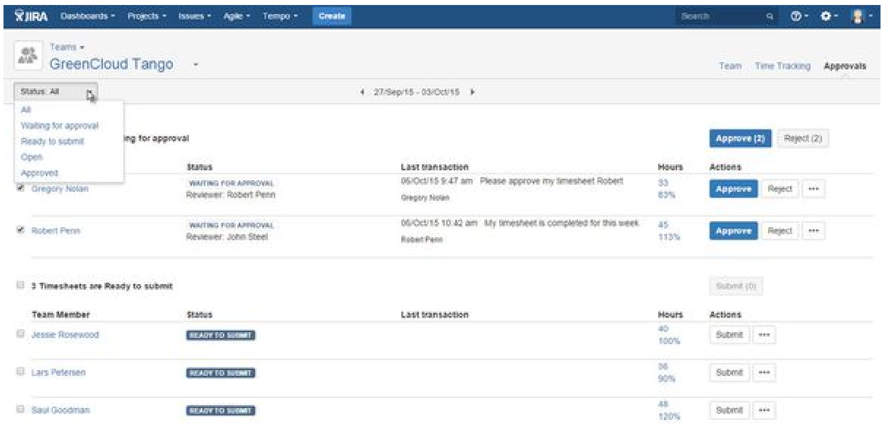
Required permission

- Approve Timesheet permission
- View All Worklogs permission for projects that the users are working on

Timesheet approvals

The Approvals link is displayed in the header of the Team Timesheet. This link opens the Approval Report for the period, in a weekly or monthly view, depending on the Global Configuration.

Timesheet Approvals for team members, grouped by status - click to enlarge

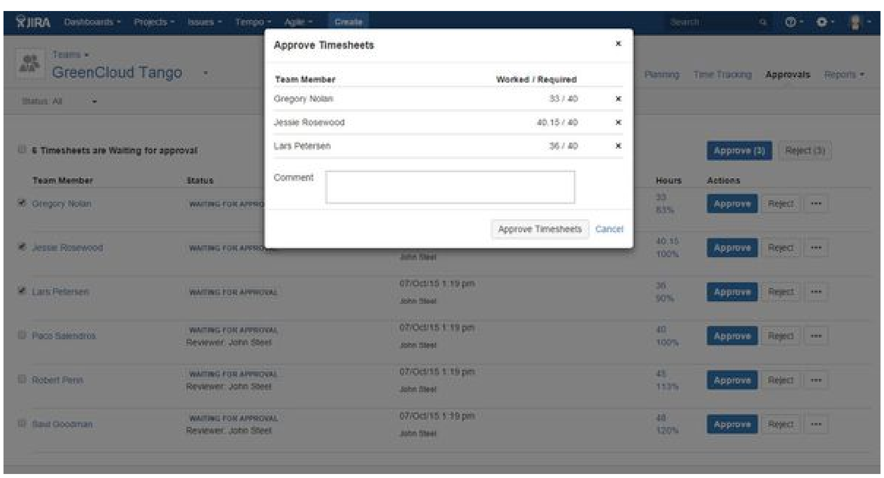


Only users with Approve Timesheet permission for the team can see the Approvals link and perform actions on the timesheets that are listed.

Multiple approvals

Timesheets for all users in the team are displayed, grouped by Status, with *Waiting for Approval* displayed at the top and *Approved* timesheets displayed at the bottom of the page. You can select a status to be displayed in the filter option on the left side of the header.

Reviewer approving timesheets for 3 team members



To perform actions on multiple timesheets, select the check boxes at the beginning of the rows. You can quickly select all users that have the same status by selecting the check box above the list of users.

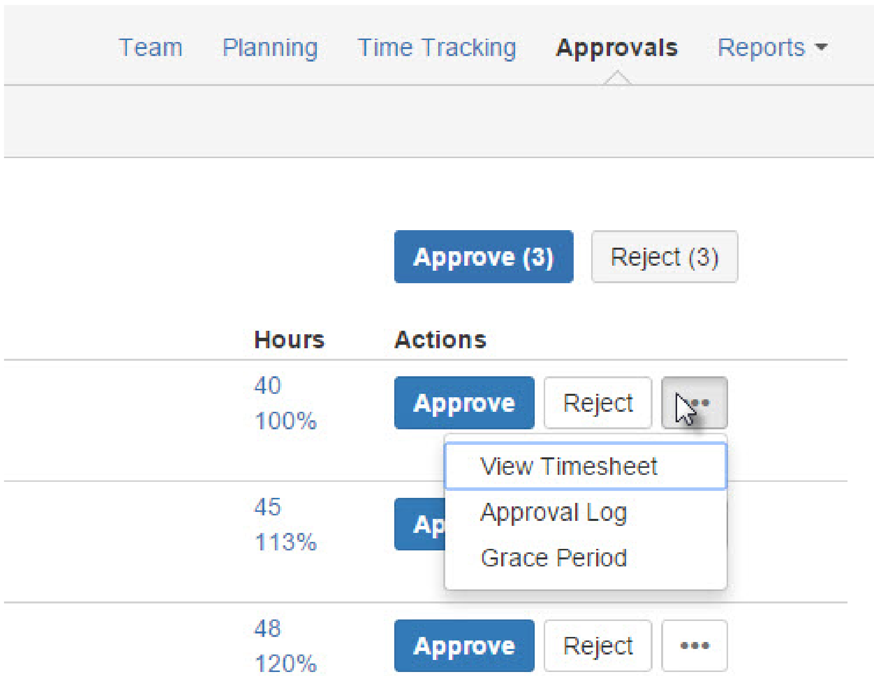
Actions

To see more actions, click the three dots. Possible actions include viewing the timesheet and the Approval Log, and specifying a Grace Period (if the Tempo Scheduler has been enabled).

Action list in the Approval Report

On this page

In this chapter



Navigation Options

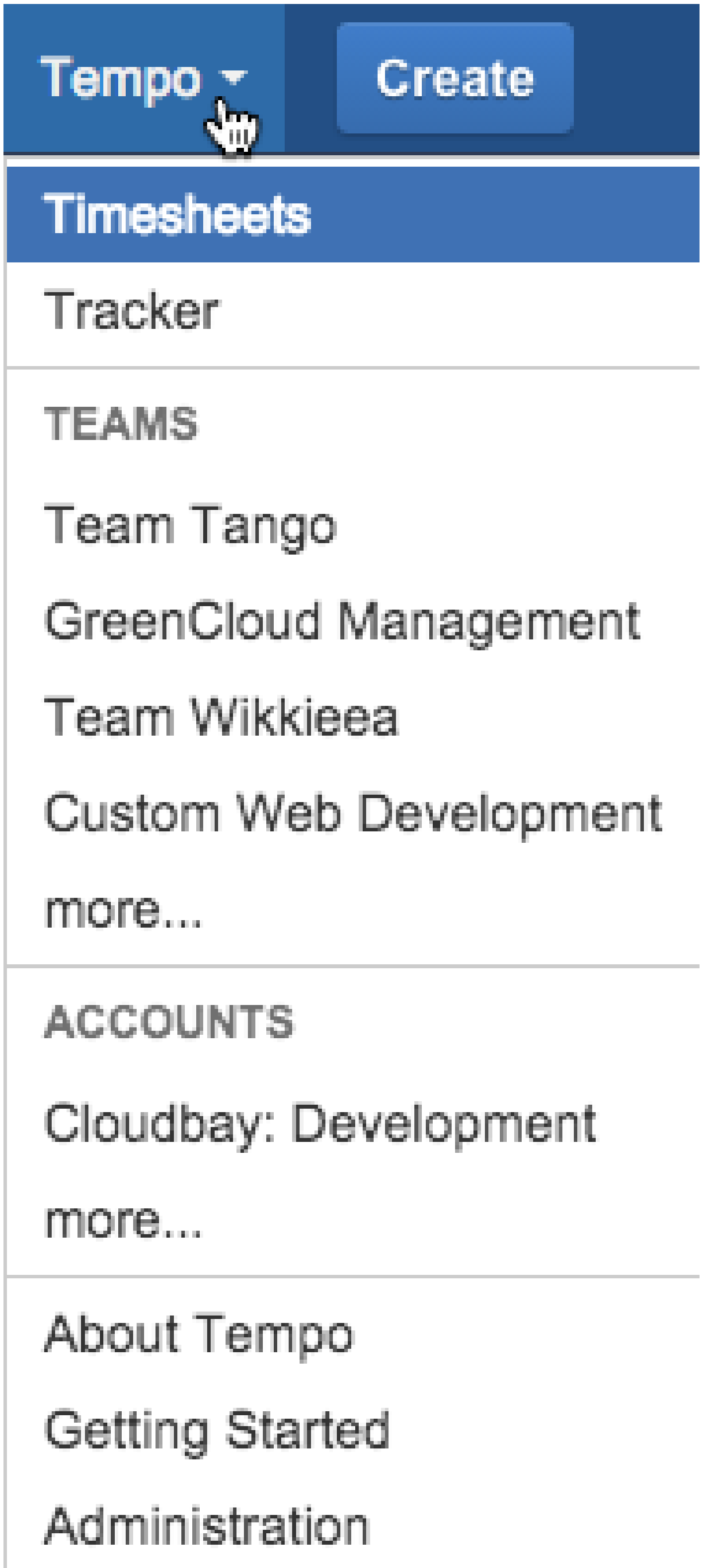
Navigation Overview

This page gives an overview of various navigation options for Tempo products, especially in the JIRA top navigation bar.

Navigation options in JIRA top navigation bar: Tempo, Help, Administration and User drop-down menus

Table: The Tempo menu in top navigation explained

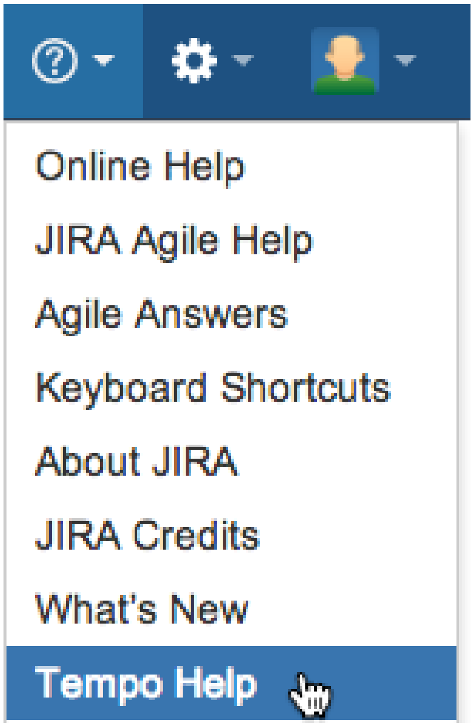
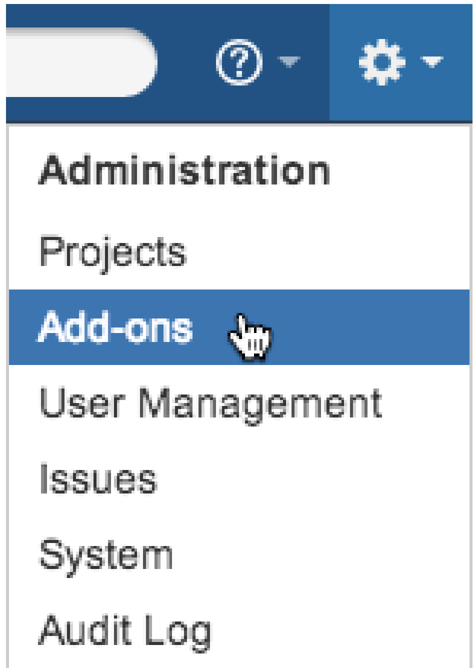
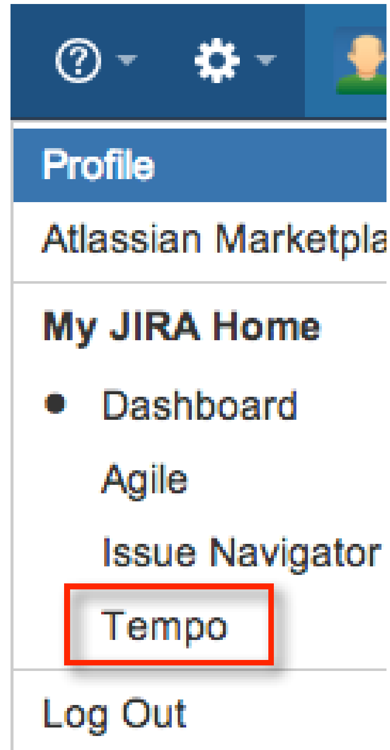
Tempo Menu	Menu Items
	The **Timesheets** link opens the User timesheet and it is the default value in the menu. From the User Timesheet, the user can navigate to other timesheets. The Timesheets page, and other pages in the same chapter, cover the core functions of Tempo Timesheets The **Tracker** item is covered on the Tempo Tracker page.
	Teams is a module that Tempo Timesheets is integrated into, to handle team management. Individual teams may be present in the menu as recently visited. The **more...** option, opens the Tempo Teams main page, which gives an overview for all teams, that have been created.
	Accounts is a module that Tempo Timesheets is integrated into, to handle account management. Individual accounts may be present in the menu as recently visited. The **more...** option, opens the Tempo Accounts main page, which gives an overview for all accounts, that have been created.
	About Tempo is covered below.



Clicking **Getting Started** in the Tempo menu, opens a page within your JIRA setup, with resources to get you started with Tempo Timesheets.
The **Administration** option is only available for those that have the Tempo Administration or JIRA Administrations permission.

Table: The Help, Administration and User drop-down menus

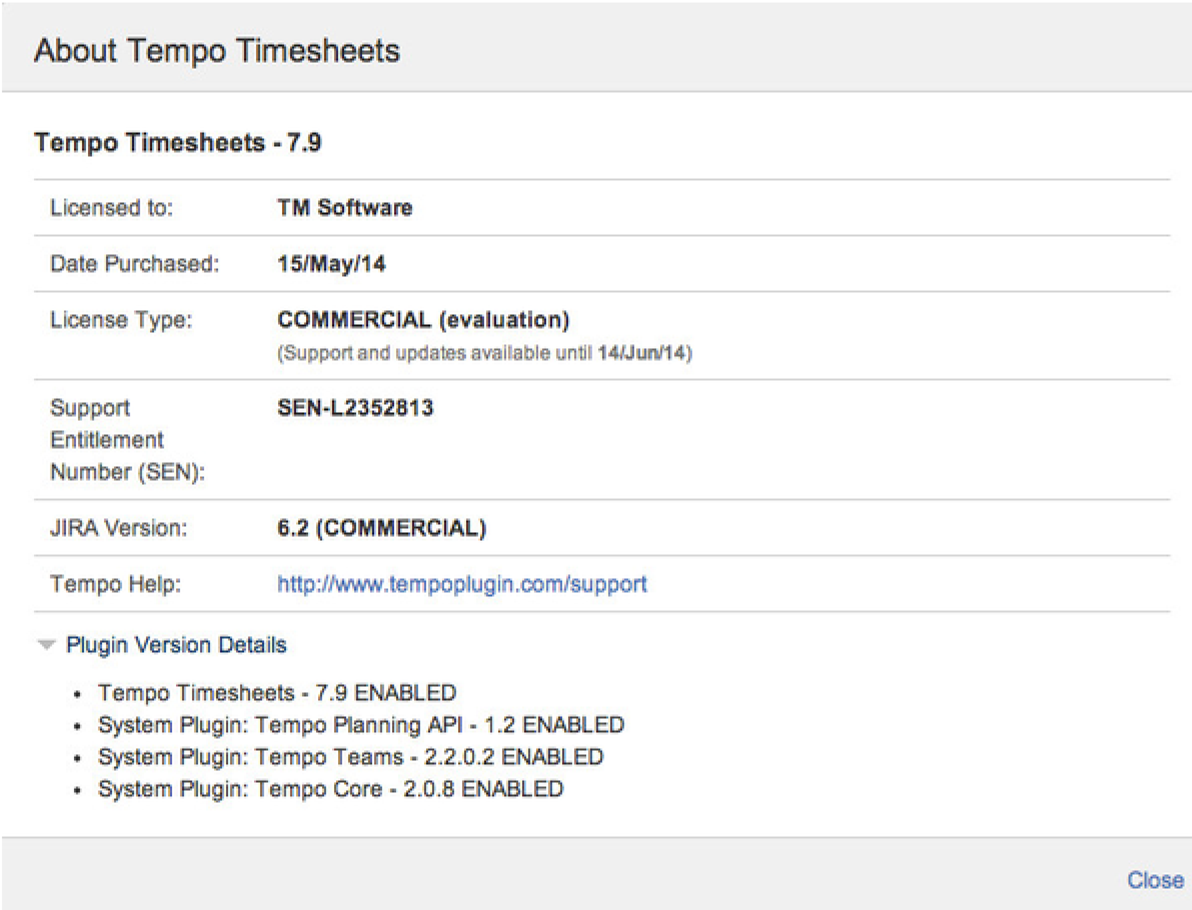
Help Menu	Administration Menu	User Menu

<table>
<tr>
<td>
</td>
<td>
</td>
<td>
</td>
</tr>
<tr>
<td>The Tempo Help in the JIRA Help menu, opens the Tempo FAQ page.</td>
<td>The Tempo Administration functions can be accessed though the Add-ons option in the JIRA Administration menu.</td>
<td>The user profile menu has an option under My JIRA Home for Tempo. Click this option if you want Tempo Time to become your JIRA homepage.</td>
</tr>
</table>

About Tempo

The **About Tempo** window can be accessed from two menus in JIRA/Tempo. The first menu is the Tempo top navigation menu (as above) and the second menu is the **Tools** menu in the timesheets header.

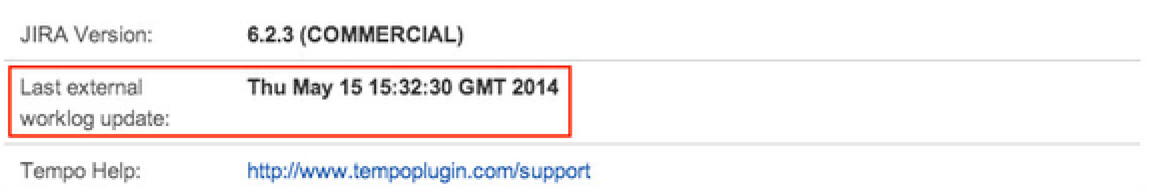
The About Tempo Timesheets window (click to enlarge)



The About Tempo window gives an overview of the Tempo Timesheets version details and you can click the Tempo Help link for support.

If Tempo Services is configured for an external system, you would also see the **Last external worklog update** in the window.

Last external worklog update in the About Tempo Timesheets (click to enlarge)



Project Configuration

Projects can be displayed with custom color in Tempo Timesheets planning display for the timesheets.

In this chapter

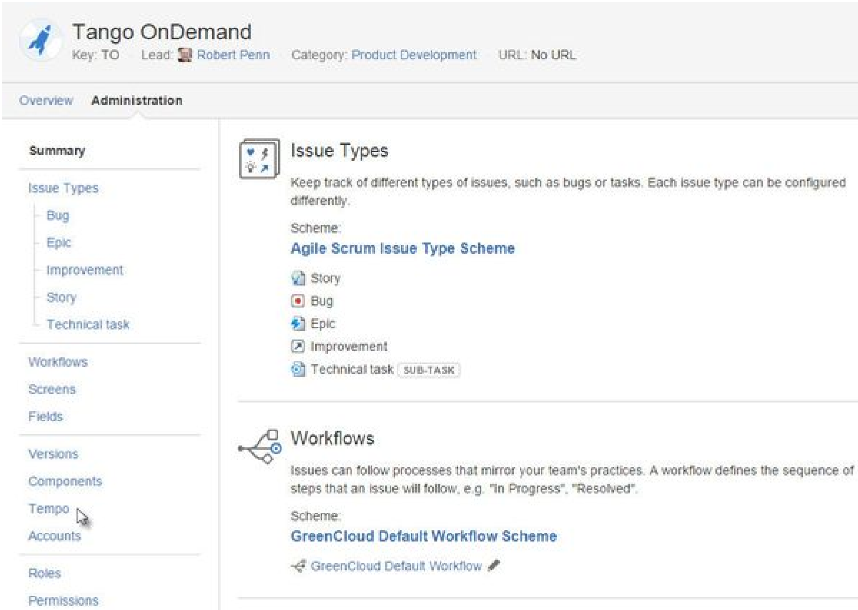
Required permission

Project Administrator JIRA permission

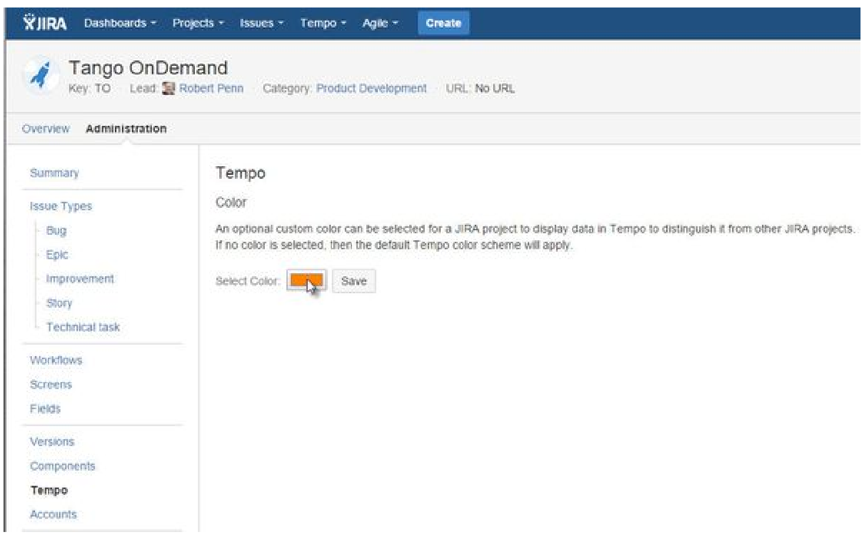
Procedure

To start configuring a custom color for a project:

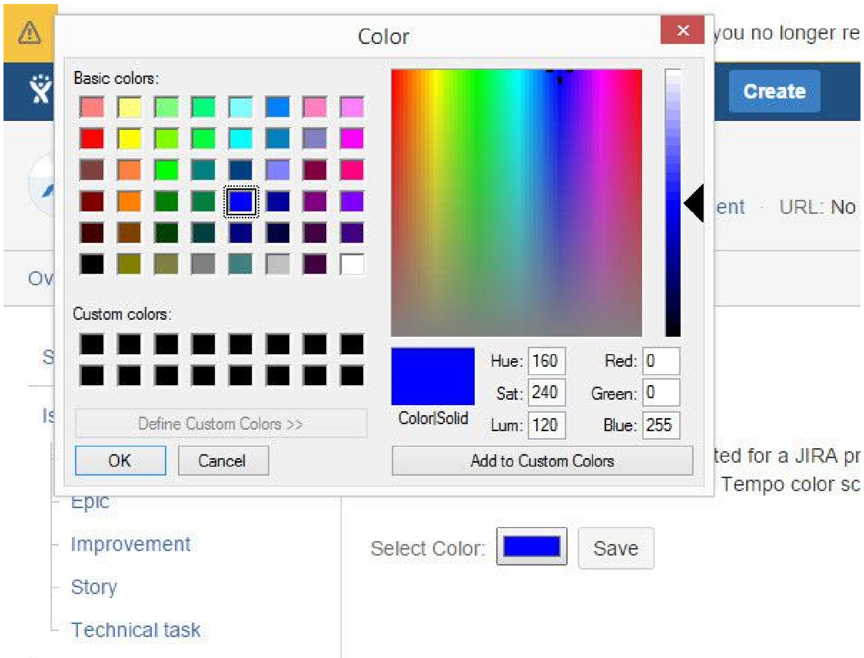
1. Log in to JIRA as a Project Administrator.
2. Choose the **Projects** option from the cog icon at top right of the screen.
   Keyboard shortcut: **g + g +** start typing **project**
3. Click on the project name from the project list, to open it's **Administration** section.



4. Open the Tempo tab in the left sidebar, which has orange as default color code.
5. Click on the color box to open the color palette.



6. Select a custom color from the color palette.



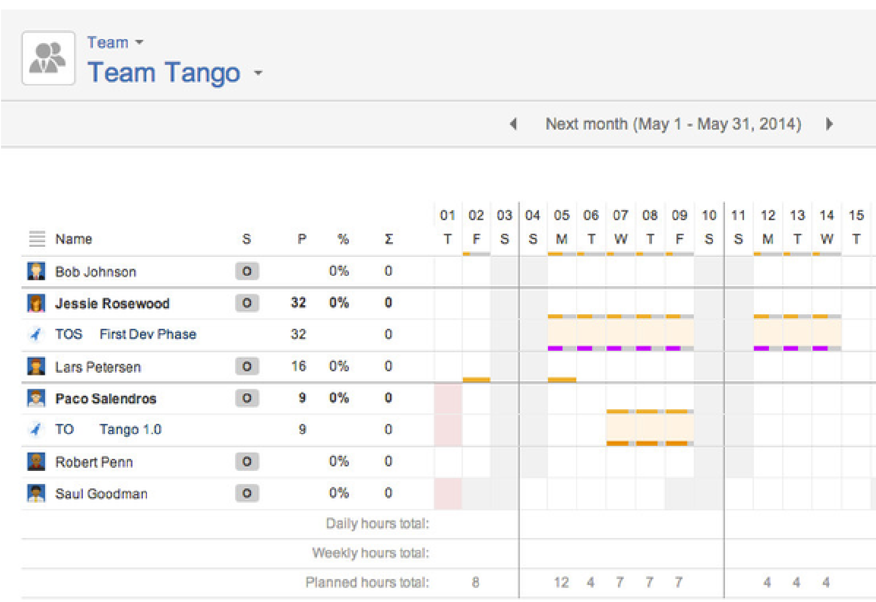
7. Click the **Save** button to save your settings for the project.

The selected colors for each project are displayed in the Timesheets.

For timesheets that are multi-user (given permissions), each user needs to be expanded to see the project colors.

The screenshot below is from a Team Timesheet for Team Tango and with users Jessie and Paco expanded.

The TO project has the default orange colour, but the TOS has been set to purple



Tempo Project Managers Role

- Tempo Project Managers role is a legacy role that is being phased out with Tempo Timesheets version 8.1. The role might not be available in your Tempo Timesheets.
- If this role is available, users in this role no longer automatically have permission to view all worklogs of a project. However, you might have granted users in this role other permissions, which are still valid.

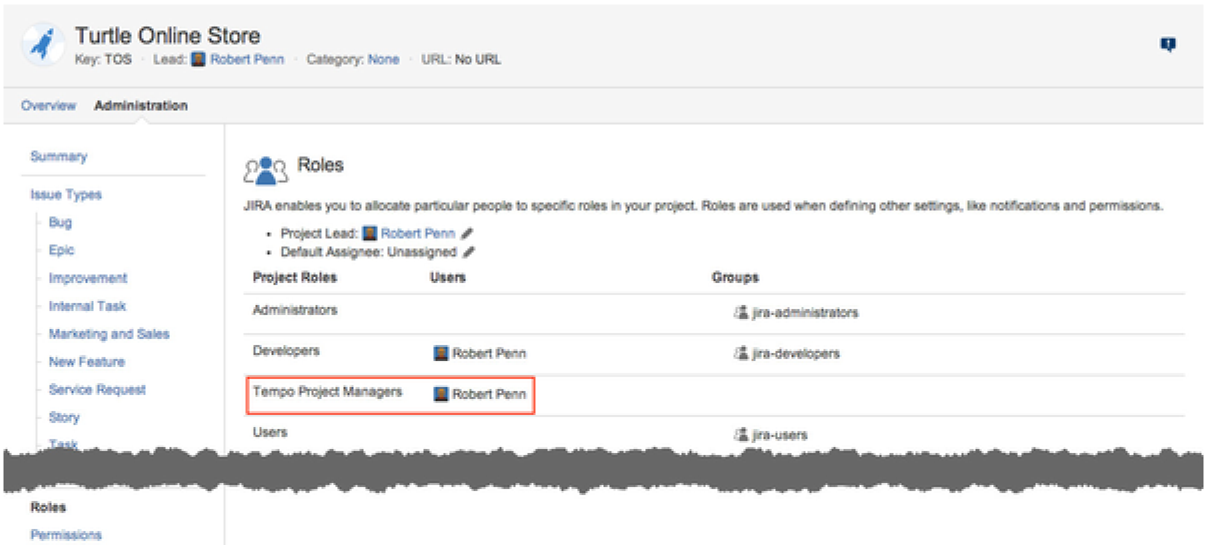
Configuring the Role

The **Tempo Project Managers** role is configured in the Administration for each JIRA Project.

To configure the Tempo Project Managers role:

1. Log in to JIRA as a Project Administrator.
2. Choose the **Projects** option from the cog icon cog wheel icon at top at top right of the screen.
   Keyboard shortcut: **g + g +** start typing **project**
3. Click on the project name from the project list, to open it's **Administration** section.
4. Open the **Roles** screen from the left sidebar, where the role is configured and/or updated.

The Roles screen in the Administration of the Turtle Online Store project (click to enlarge)



See Managing Project Roles JIRA documentation for more information on Project Roles

Tempo Tracker

The Tempo Tracker works like a stopwatch on issues in JIRA and keeps track of the time you spend working on them. Once you start working on an issue, you simply start the tracker and stop it when you are done. The tracker then pre-populates the Log Work form with the time spent, making it easy to enter your time accurately.

Related pages
• Logging Work • Issue Log Work window

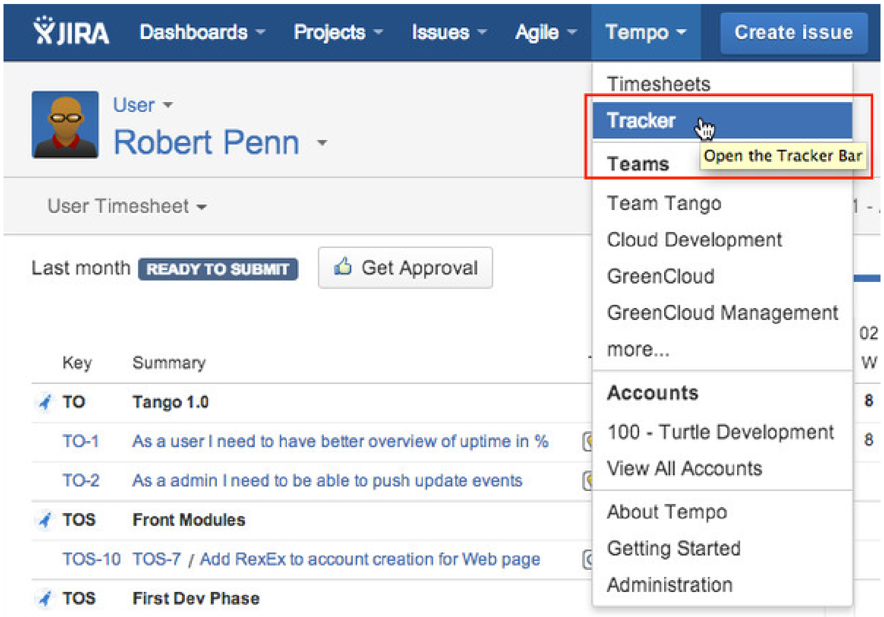
Video

Tutorial

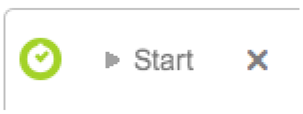
(Video without voiceover. Time: 1:00)

Accessing the Tracker

Accessing the tracker through the JIRA top navigation



Tracker Bar



When you open the Tracker Bar, it is displayed collapsed at the bottom right of the JIRA screen, with a **Start** and close (**X**) buttons. Click the Start button to start tracking time.

Once the tracker has started, it changes into a timer to show the elapsed time. An **Expand** button has also been added, along with pause and stop icons.

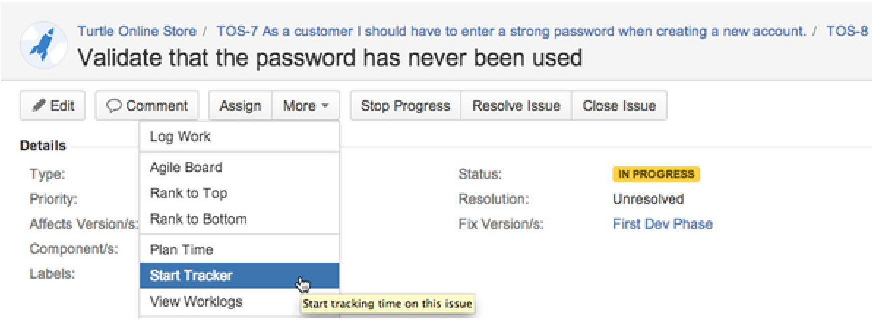
By clicking the Expand button, the Tracker Bar gets expanded to the left and the **Pause** and **Stop** b uttons are shown.

Clicking the **Stop** button opens the Log Work window for the current user, with the **Worked** field populated with the time passed.

Once the worklog has been submitted, the Tracker goes back to its initial state, as described in the first row of this table.

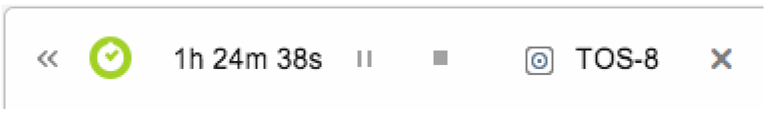
It is also possible to start the tracker from an issue, e.g. by selecting the **Start Tracker** option from the **More** actions menu.

Start Tracker from the More actions menu in an issue (click to enlarge)



The **Tracker Bar** is displayed at the bottom of the JIRA screen (initially collapsed), showing the time elapsed for the selected issue.

The Tracker Bar collapsed and running for a selected issue



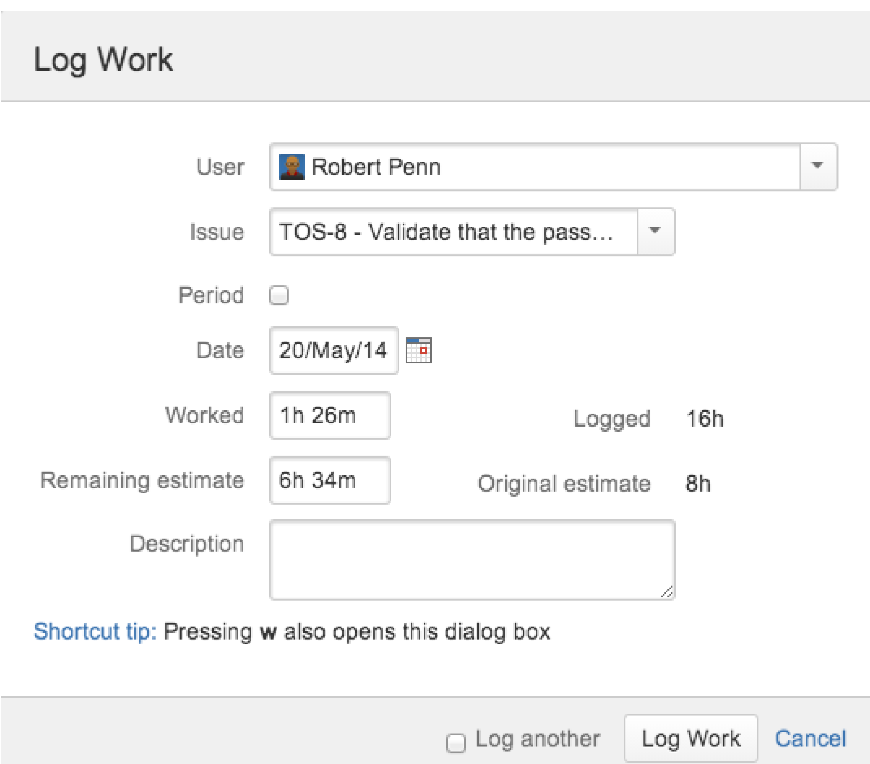
The Tracker Bar expanded and running for the selected issue

Note, that the Tracker Bar is slightly transparent. The Tempo Timesheets logo is clickable and opens the User timesheet. The JIRA Isssue Key and Summary are also a clickable link to the selected issue, in case the user has navigated away from it.

Clicking the **Stop Tracker** button opens the Log Work window for the current issue and user, with the **Worked** field populated with the time passed.

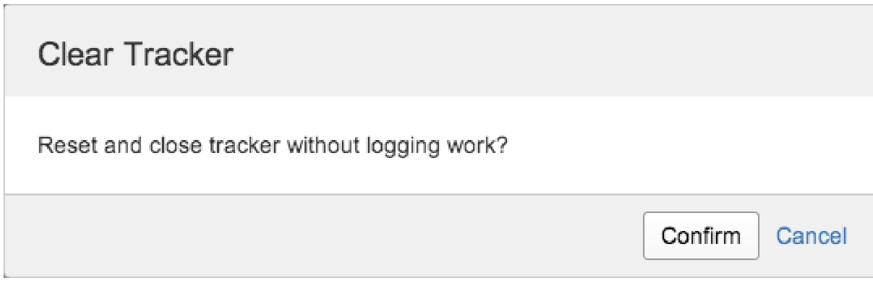
The time passed is rounded up/down to the next minute. The tracker keeps running in the background until you have clicked the **Log Work** button in the window.

The Log Work window showing elapsed time in the Worked field



To escape or clear the Tracker Bar, without logging work, click the close (**X**) button to the right in the bar. If the tracker has been running, a validation window will be displayed. Click the **Confirm** bu tton to clear the tracker or the **Cancel** link to continue tracking your time.

The Clear Tracker confirmation window



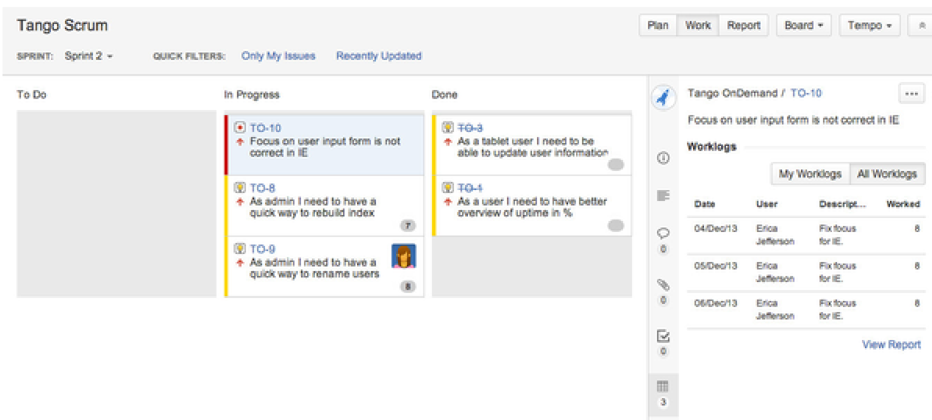
JIRA Agile Integration

This page and its child pages explain how Tempo Timesheets is integrated with JIRA Agile.

In this chapter

Worklogs in Agile Issue Detail view

A Tempo Timesheets **Worklogs** section is available in issue detail view in JIRA Agile.



This section has two buttons, **My Worklogs** and **All Worklogs**. Each shows the respective worklogs associated with the item chosen.

If you do not have View All Worklogs permission for one or more projects, only your own worklogs are displayed.

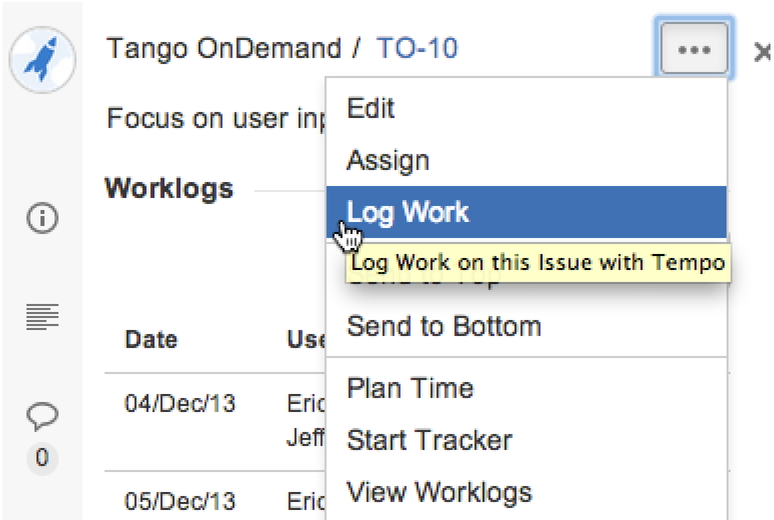
A **View Report** link is also available in the bottom right corner of this section. Clicking this link, opens the Tempo Timesheets Issue list view for the item.

Logging work from a JIRA Agile board

Tutorial

(Video without voiceover. Time: 0:33)

In the issue action list, **Log Work** opens the Log Work window.



Shortcut key to open the window is **w**.

Other Issue Actions in Agile

Several other Tempo actions are available in the issue action list:

- *Plan Time* opens the Plan Time window.
- *Start Tracker* starts the Tempo Timesheets Tracker.
- *View Worklogs* opens the Issue report view for the item.

Agile Timesheet

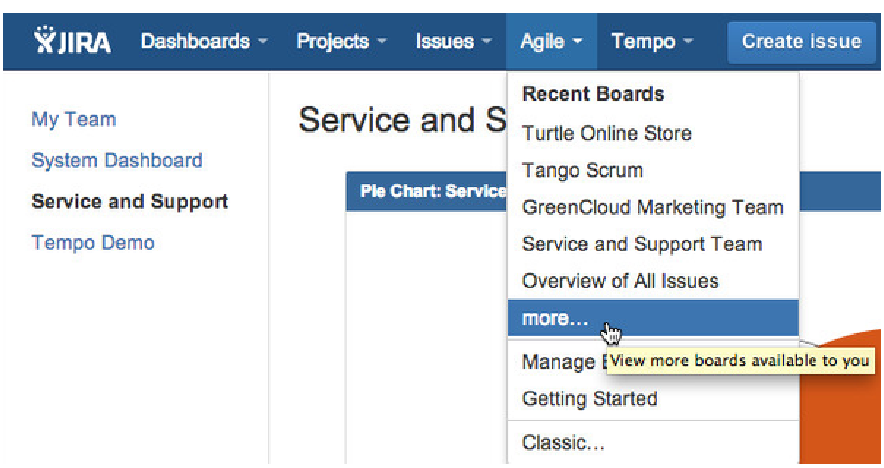
This page explains how the **Agile Timesheet** works. It is a good way to see all Tempo Timesheets worklogs associated with JIRA Agile epics and/or sprints. It is *enabled* by default in the global configuration.

Note
The Agile Timesheet is available only if you have JIRA Agile or JIRA Software installed and if your JIRA version is 6.4.12 or later.

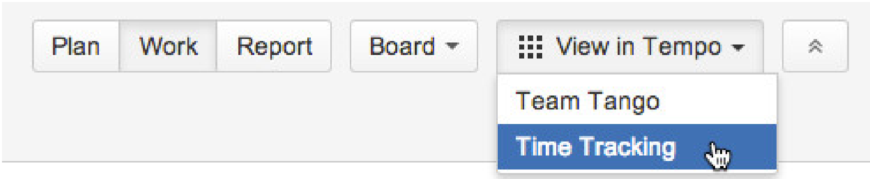
On this page

Accessing Agile Timesheet

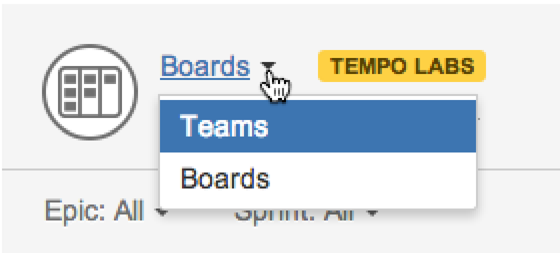
To access the Agile Timesheet in Tempo select a board in Agile menu select a Scrum or Kanban board, by clicking on the Board Name link



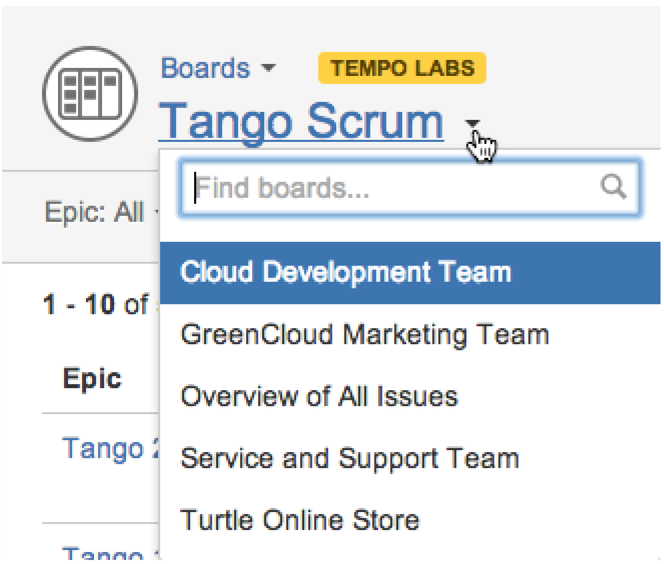
On the selected board you click the Time Tracking link to view the Agile Timesheet for the board.



The header for the Agile Timesheet has two menus available to the left, Teams and Boards

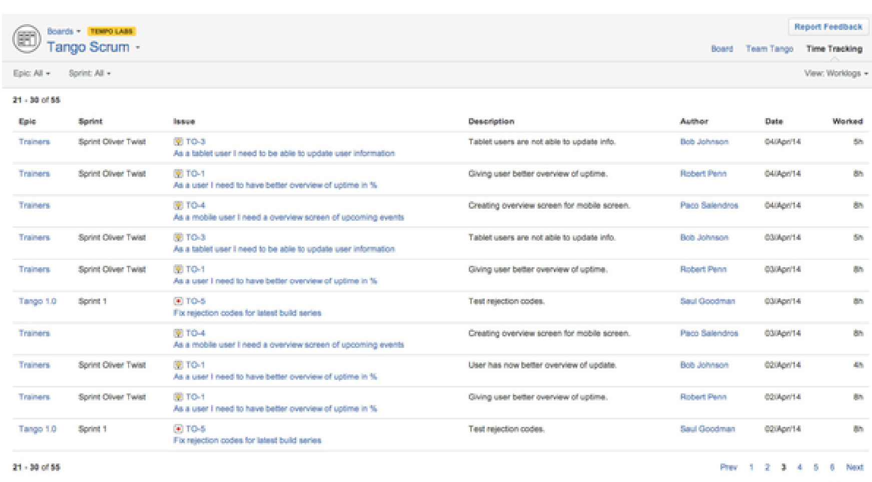


You can view other Timesheets by selecting Boards and search for other boards in your system.



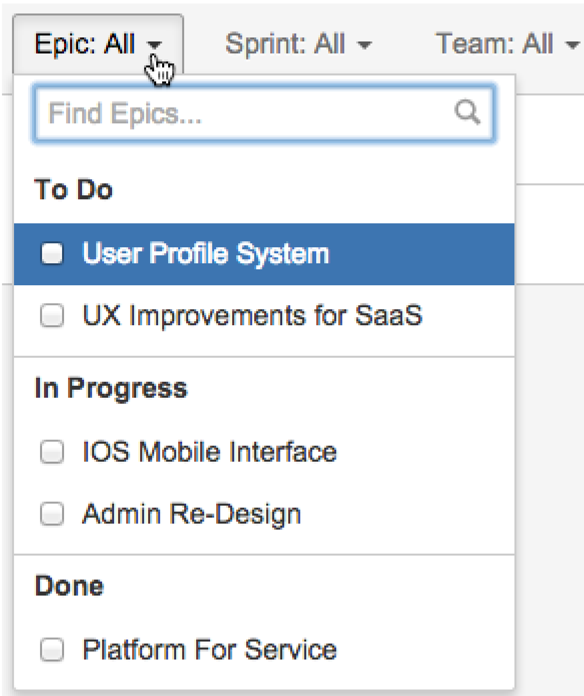
Issue Grouping

Worklogs from one or more **Epics** and **Teams** for both Scrum and Kanban boards are displayed in Agile Timesheet

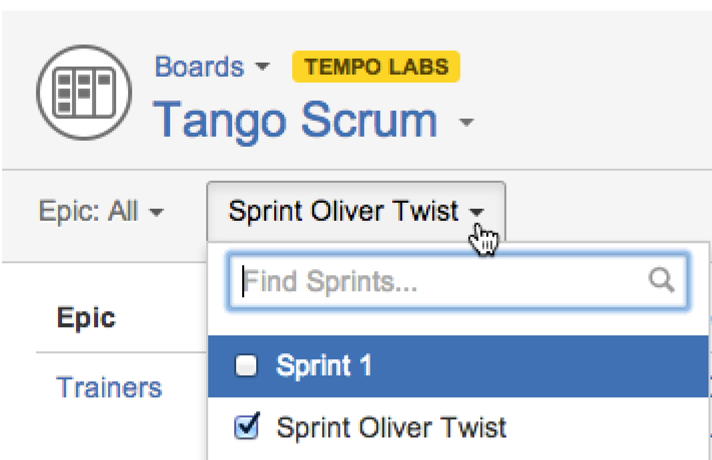


Only your own worklogs are displayed if you do not have View All Worklogs permission for the project.

The epics are grouped by epic status (To Do, In Progress and Done) in the menu.

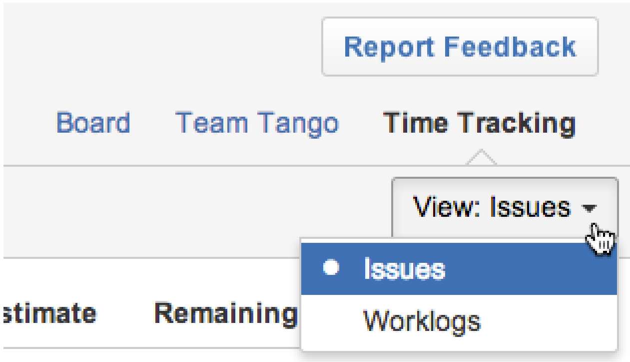


Scrum boards can also be refined by **Sprints**.
The active sprint is selected by default, but if there is no active sprint - *Sprint: All* is selected.



Select the epics and/or sprints you want to filter by - either by selecting them directly from the list or by using the find field first and then selecting an item.
The timesheet refreshes automatically, as soon as an item is selected in one of the menus.

The timesheet can also be viewed for Issues (default) and Worklogs.



- The items in the **Epic** and **Issue** columns, are links to the JIRA Issues.
- For **Worklogs** view:
  - The **Description** column, lists the descriptions given in the Log Work window.
  - The worklog owner name in the **Author** column is a link to the Author's JIRA Profile page.
  - The Date column lists when the worklog was created. *The sorting of the page is based on this column with the latest date at the top.*
    If Log work with start time is set in Tempo Global Configuration, this format would be displayed in the column.
- For **Issues** view:
  - The **Original** and **Remaining Estimates** are displayed from the issue.
- The Worked column shows how many hours were logged on the JIRA Issue.
  The format used on the form is "2h 15m", rather than 2.25.

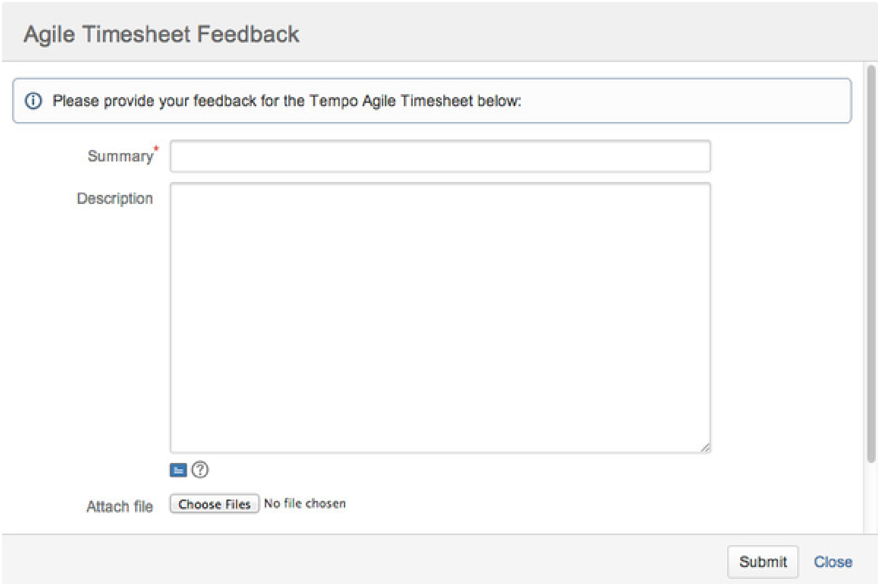
Pagination

- The screenshot shows that the Page Size is set to 10, showing worklogs 41 - 50 of 1569.
  The JIRA default setting for the Page Size is 50.

- To navigate between pages, click the page numbers in the bottom right corner or use the **P rev** or **Next** links.
  For large sets of worklogs, two more navigation links are added for the **First** and **Last** page.
- Below the page navigation, the total worklog hours are shown for the page, out of the total number for the Epic/Sprint selection.

Report Feedback

- The Agile Timesheet is an experimental feature. A **Report Feedback** button is located in the upper right corner.



To send feedback, fill in at least the **Summary** field, and click **Submit**.

A JIRA Issue is created for the Tempo team.

Tempo Gadgets

The Tempo Timesheets gadgets allow users to track time spent on accounts, to monitor their teams' tracked time and resource allocation, and to chart this information visually. The gadgets can be added both on a JIRA Dashboard and on a page within Confluence. This page gives an overview for the gadgets and how to add them to a dashboard.

In this chapter

Video

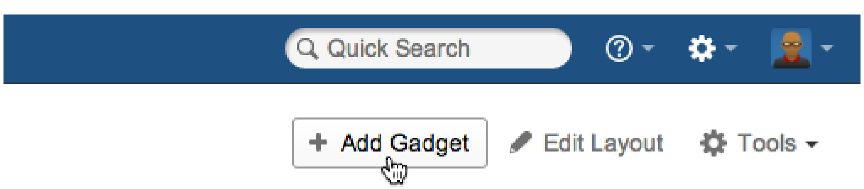
> **Permissions**
> You need the Approve Timesheets permissions to see some data in the Tempo accounts gadgets and Tempo teams gadgets. All Tempo users can see data in Tempo user gadgets.

Adding a Gadget

To add a Tempo gadget to a Dashboard, do the following:

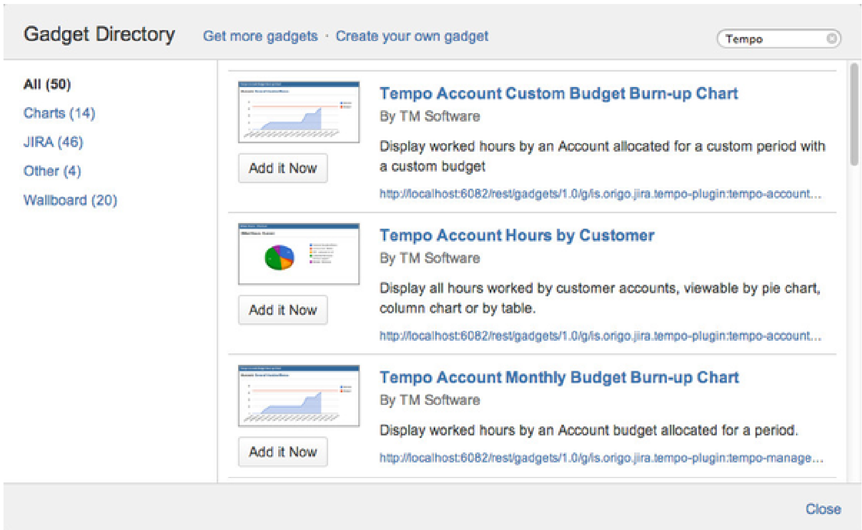
1. Go to your JIRA Dashboard and click the **Add Gadget** button.

   The Add Gadget button



2. The **Gadget Directory** will appear. Locate a **Tempo** gadget of your choice or write Tempo in the search field to narrow the selection.

   The JIRA Gadget Directory; Choose a Tempo gadget (click to enlarge)



3. Click the **Add it Now** button, for the chosen gadget (repeat this step as needed).
4. When finished click the **Close** link in the right bottom corner of the Gadget Directory.
5. The Tempo gadget(s) will appear on your dashboard and ready for you to configure.

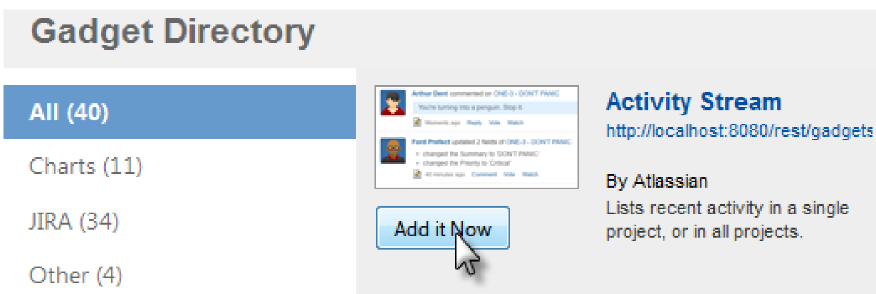
> The images used in Tempo gadgets are generated by using the **Chart API** from **Google**. This means that in order for the Tempo gadgets to work, your computer needs to be **onli ne**.

Tempo activity stream provider

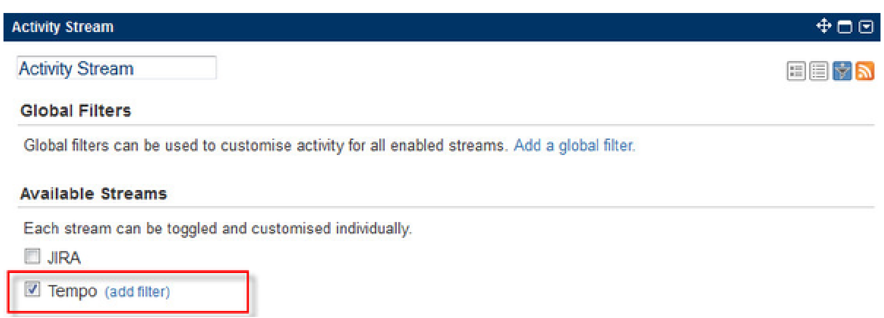
This page explains that Tempo data is provided to the Activity Stream gadget. Select **Activity Stream** from the *Gadget Directory* and click **Add it Now** button.

In this chapter

Adding the Activity Stream gadget



Configuring the Activity Steam gadget to include Tempo



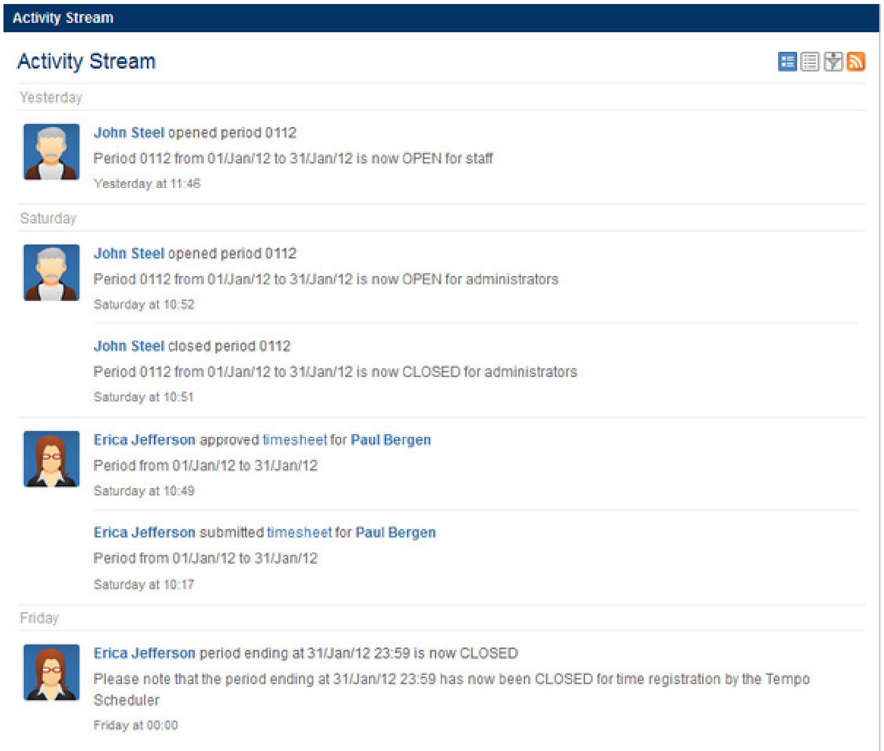
To add the *Gadget* do the following:

1. Select **Tempo** from the list of **Available Streams**

2. Select your preferred *Limit* and *Refresh* rate in the *Display Options*
3. Click the **Save** button.

The *Activity Stream* is displayed on your *Dashboard* showing recent activities from Tempo.

The Activity Stream gadget on a dashboard



The **Tempo Activities** added to the stream are the following:

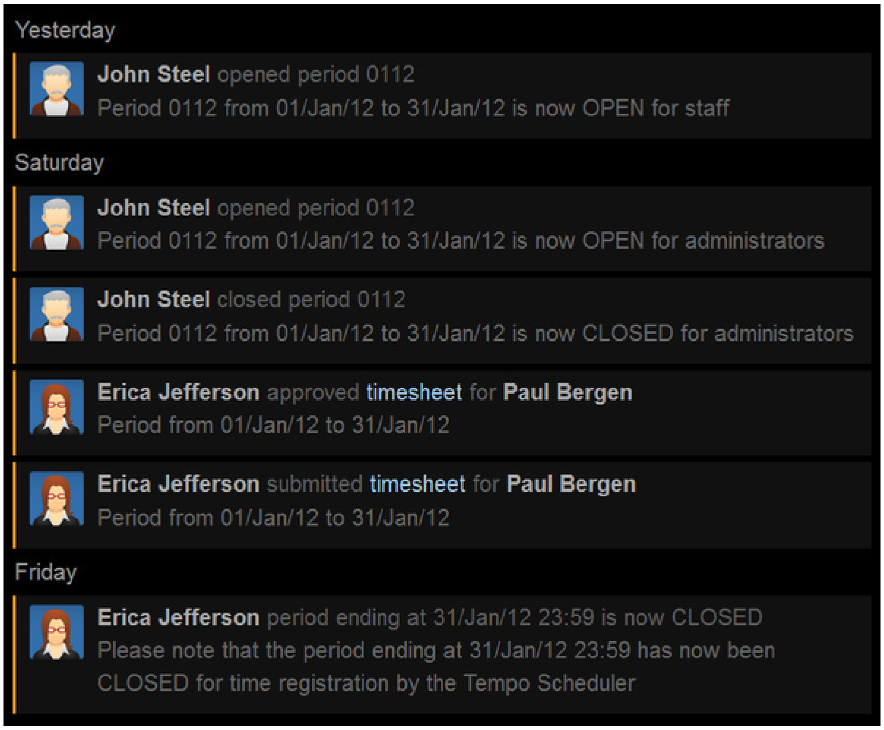
1. When period is closed by the Scheduler.
2. When period status is changed in Period management.
3. When a Grace Period is granted to a user.
4. A user clicks the **Get Approval** button and the timesheet status is changed from *READY TO SUBMIT* to *WAITING FOR APPROVAL*
5. A User Timesheet is **Approved** by the Team Lead and the status is changed from *WAITIN G FOR APPROVAL* to *APPROVED*
6. A User Timesheet is **Rejected** by the Team Lead and the status is changed from *WAITIN G FOR APPROVAL* to *READY TO SUBMIT*

   The Timesheet Approval Process has to be enabled in the last 3 *Activities*

1-2 are **global**, which means that the entries are in the Activity Stream for all Tempo Users
3-6 are added to the Activity Stream for the engaged users (a member of a team and her/his Team Lead selected as a *Supervisor* in User preferences).

The Activity Stream can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Tempo accounts gadgets

Gadgets for Managers

In this chapter

These gadgets display worklog and Tempo Account data and are only available for users with the Approve Timesheet permission for any Tempo team.

Account Hours by Customer
Plan, track, and allocate account resources for a designated period. View data in pie chart, bar chart or table format.

Total Hours
Track overall worked and/or planned time. View data in pie chart, bar chart or table format.

Account Custom Budget Burn-up Chart
Create a custom burn-up chart to monitor the progress of accounts, but also to plan and allocate resources accordingly.

Account Monthly Budget Burn-up Chart
Display the progress of hours worked by an account and its monthly budget. Plan, allocate, monitor resources and account budget projections.

Account Custom Budget Burn-up Chart

In this chapter

This is a child page of Tempo Gadgets, explaining the **Account Custom Budget Burn-up Chart** gadget. This gadget displays the progress of hours worked on an Account and allows the user to insert a custom budget (Insert goal) and period. The gadget provides great flexibility in how data is visualized for a given account. This gadget is a great addition for *Managers* and *Executives* to monitor progress on Accounts, and to plan and allocate resources accordingly.

Required permission

Approve Timesheet Tempo Team permission

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The screenshot below shows the default configuration for this gadget, when it has just been added to a dashboard. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the Account Custom Budget Burn-up Chart

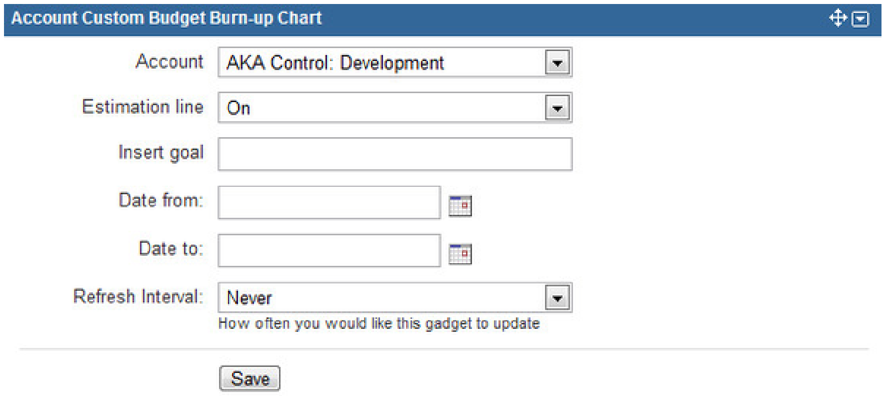


Table: Configuration options for each entry or field

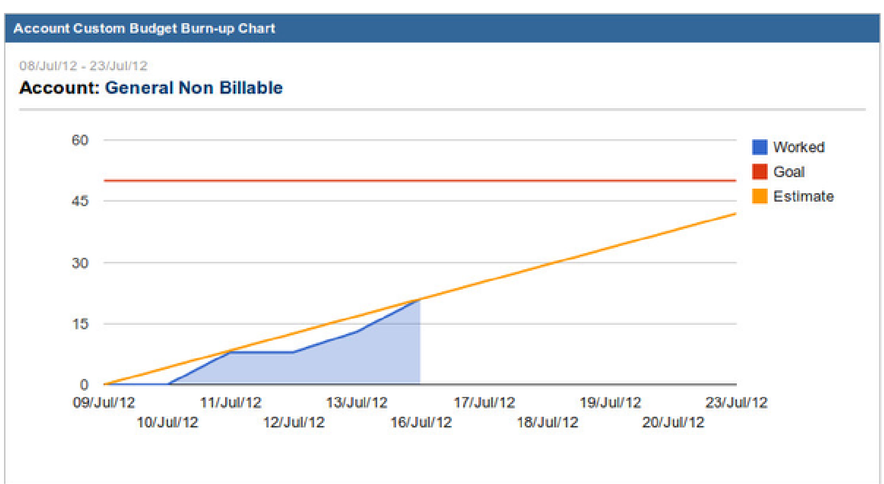
Configuration Entry	Available Options
Account	All accounts already created through Tempo Accounts. The default account is the first in the alphabet.
Estimation line	It can either be **On** or **Off**. It is On by default.
Insert goal	This is any custom budget number, which will be displayed as a **Goal** line on the graph created.
Date from/to	Set a start and end date to define the date range to be displayed.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of issues associated to the account.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

Examples of data displayed in this gadget are given below.

For the General Non Billable account, the Goal is set to 50 and an estimation line shows fore cast



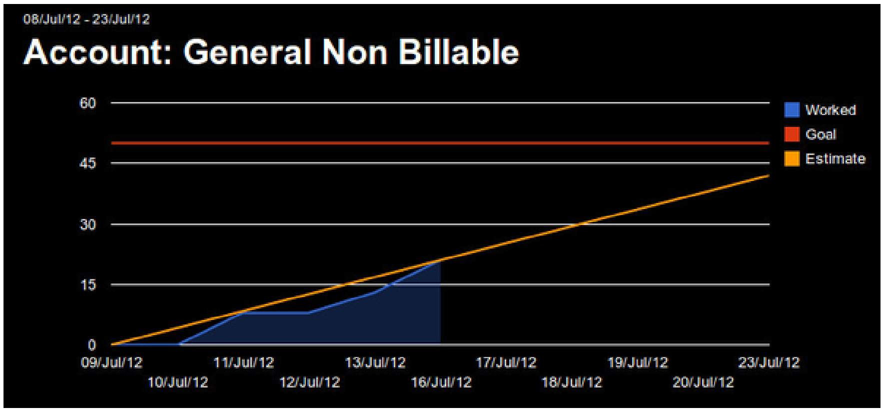
The estimation line displays a forecast of how the progress will be later in the period.

If no goal is inserted, the goal is automatically set to 0.

The **Account** name is an active link to the Account Timesheet for the selected account. This gadget is similar to the Account Monthly Budget Burn-up Chart gadget, but it provides more flexibility in choosing a custom goal (instead of a pre-determined monthly budget) and period.

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Account Hours by Customer

In this chapter

This is a child page of Tempo Gadgets, explaining the **Account Hours by Customer** gadget. This gadget displays hours worked on each account during a chosen period, for a selected Customer. This gadget is a great addition for *Managers* and *Executives* to track, plan, and allocate their resources.

Required permission

Approve Timesheet Tempo Team permission

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget

Default Configuration for the Account Hours by Customer

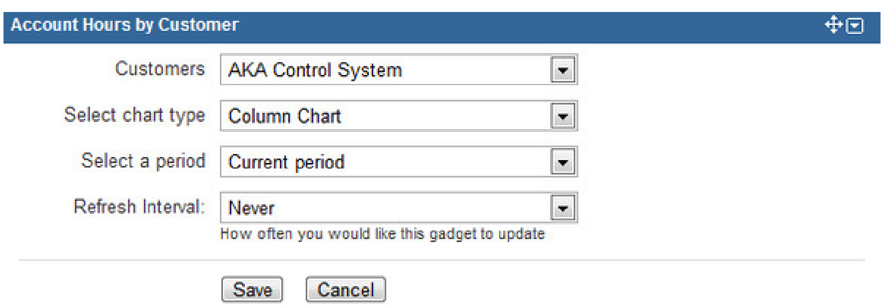


Table: Configuration options for each entry or field

Configuration Entry	Available Options
Customers	All accounts by customers already created through Tempo Accounts. The default customer is the first in the alphabet.
Select chart type	*Column Chart*, *Pie Chart with Numbers*, *Pie Chart with Percentages* or *Table*.

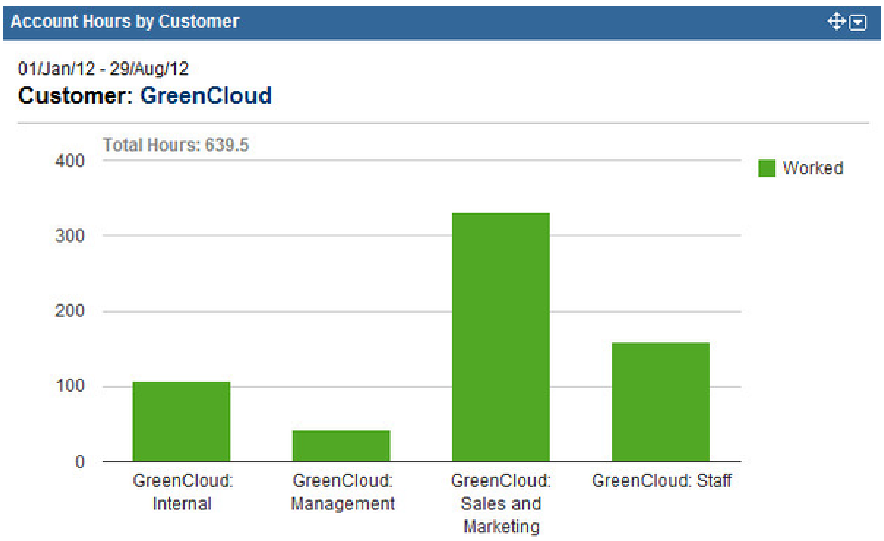
Select a period	Choose the *Current period* or *Previous period*, as configured in the Period Configuration. Other values are Week (current week), Q1, Q2, Q3, Q4 (quarters of the year) or YTD (year-to-date)
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* and *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in the chosen chart type - see screenshots below.

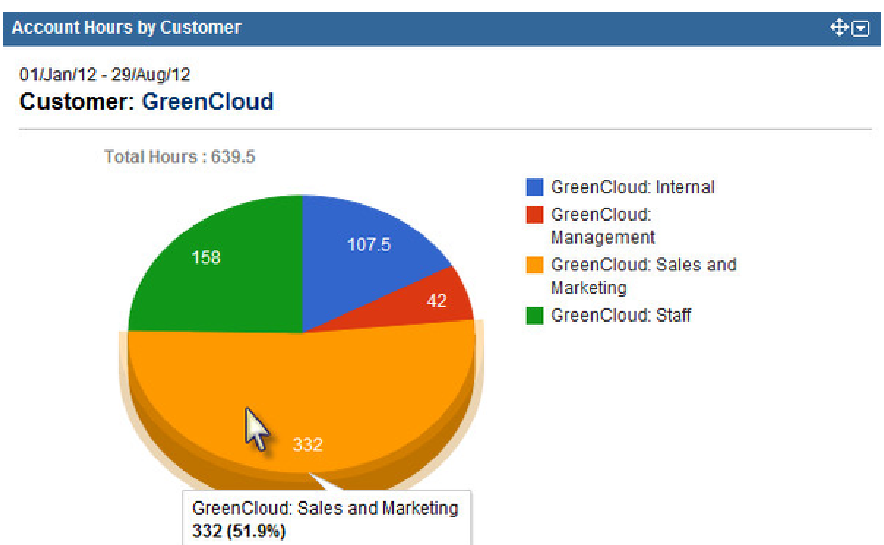
Gadget display

Examples of data displayed in this gadget are given below. Hover over the columns or the slices to view more details. The **Customer** name is a link to view the Account Timesheet for the selected customer.

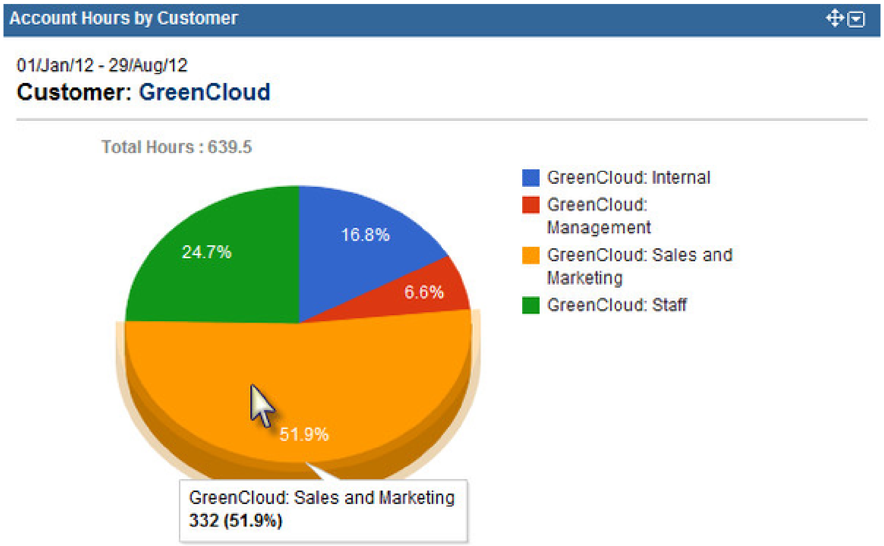
Column Chart for the GreenCloud customer



Pie Chart with Numbers, for the GreenCloud customer



Pie Chart with Percentages, for the GreenCloud customer



Data displayed in a Table, for the GreenCloud customer

Account Hours by Customer

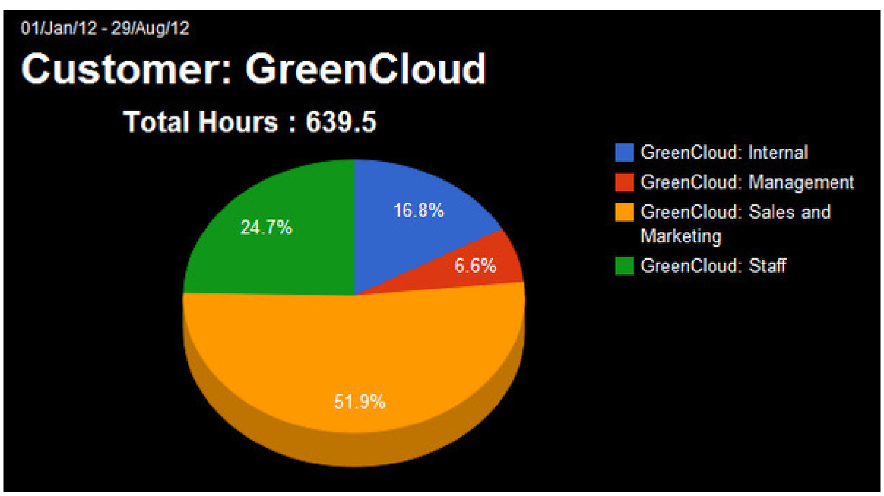
01/Jan/12 - 29/Aug/12

Customer: GreenCloud

Account		Worked	%
GreenCloud: Internal		107.50	16.81 %
GreenCloud: Management		42.00	6.57 %
GreenCloud: Sales and Marketing...		332.00	51.92 %
GreenCloud: Staff		158.00	24.71 %
	Total:	639.50	100 %

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Account Monthly Budget Burn-up Chart

This is a child page of Tempo Gadgets, explaining the **Account Monthly Budget Burn-up Chart** gadget. This gadget displays the progress of hours worked on an Account and its monthly budget. This gadget is a great addition for *Managers* and *Executives* to monitor progress on Accounts, and to plan and allocate resources accordingly.

In this chapter

Required permission

Approve Timesheet Tempo Team permission

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The screenshot below shows the default configuration for this gadget, when it has just been added to a dashboard. The table below lists the configuration options, for each field or drop-down list in the gadget

Default Configuration for the Account Monthly Budget Burn-up Chart

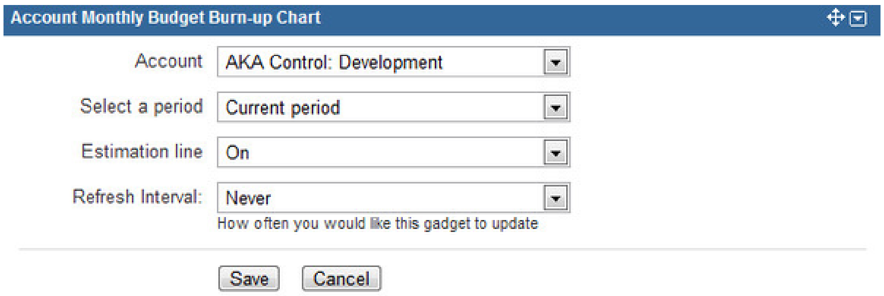


Table: Configuration options for each entry or field

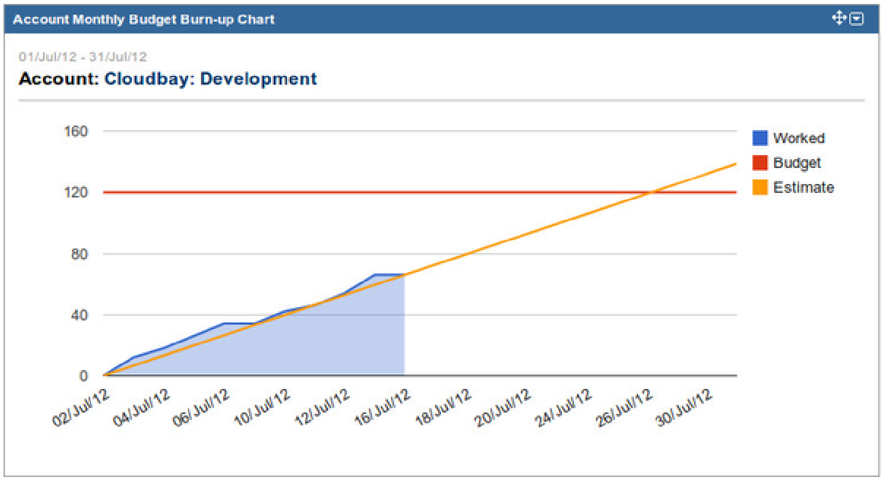
Configuration Entry	Available Options
Account	All accounts already created through Tempo Accounts. The default account is the first in the alphabet.
Select a Period	The period can either be *Current period* or *Pre vious period*, as configured in Period Configuration.
Estimation line	It can either be **On** or **Off**. It is On by default.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* and *Every 2 hours*. The value says how often you would like the gadget to update the list of issues associated to the account.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

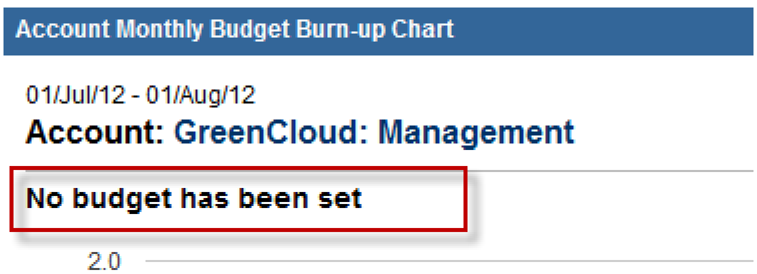
Examples of data displayed in this gadget are given below.

For the Cloudbay: Development account, the budget is set to 120 and an estimation line shows forecast



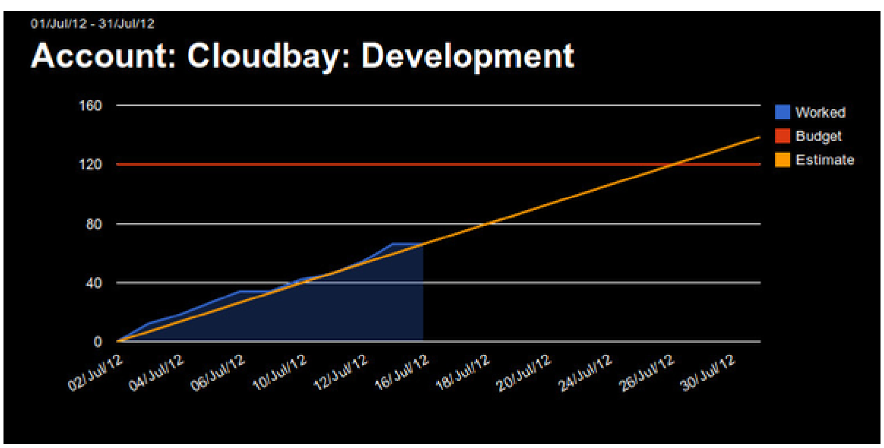
The estimation line displays a forecast of how the progress will be later in the period. The **Account** name is an active link to the Account Timesheet for the selected account. If no monthly budget is set for a chosen account, a message is displayed and the budget line is shown at 0 hours.

No budget has been set



The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Total Hours

This is a child page of Tempo Gadgets, explaining the **Total Hours** gadget. This gadget displays worked and/or billed hours for all accounts, customers and categories. This gadget is a great addition for *Managers* and *Executives* to track overall worked and/or billed time.

In this chapter

Required permission

Approve Timesheet Tempo Team permission

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the Total Hours gadget

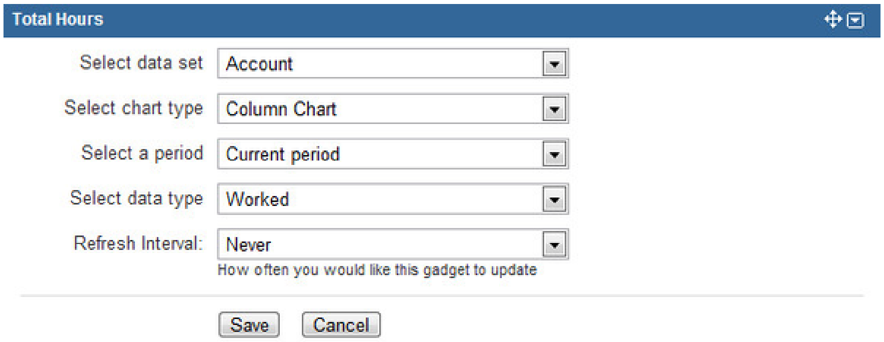


Table: Configuration options for each entry or field

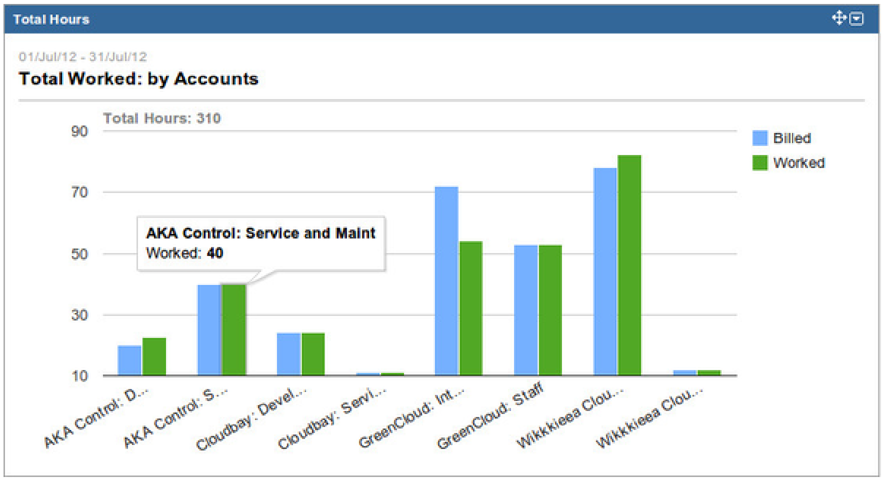
Configuration Entry	**Available Options**
Select data set	*Account*, *Categories* or *Customer*, as already created through Tempo Accounts.
Select chart type	*Column Chart*, *Pie Chart with Numbers*, *Pie Chart with Percentages* or *Table*.
Select a period	The period can either be *Current period* or *Previous period*, as configured in Period Configuration.
Select data type	The types are *Worked*, *Billed* or *Billed and Worked*. The billed hours options, have to be set in the Global Configuration, for the two latter values to be available.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Every 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

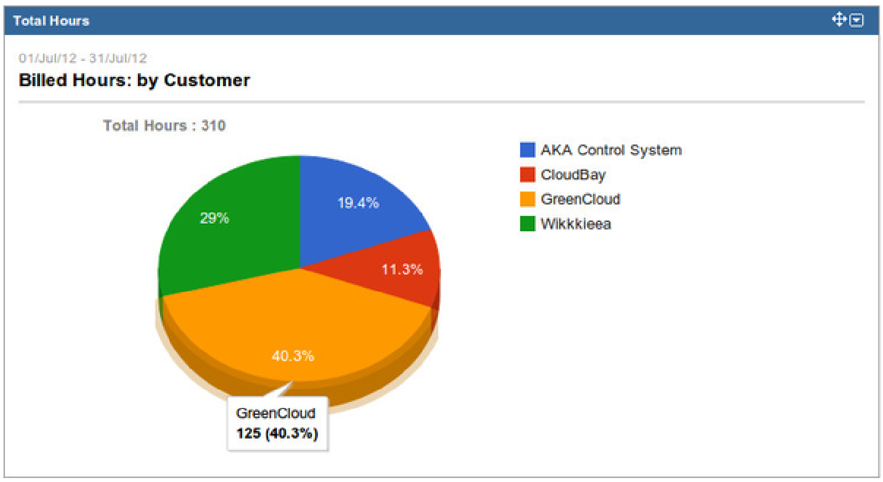
Examples of data displayed in this gadget are given below. Hover over the columns or slices displayed to set more details. The Accounts**,** Customer or Categories have an active link to the appropriate details page.

Column Chart for Total Worked by Accounts

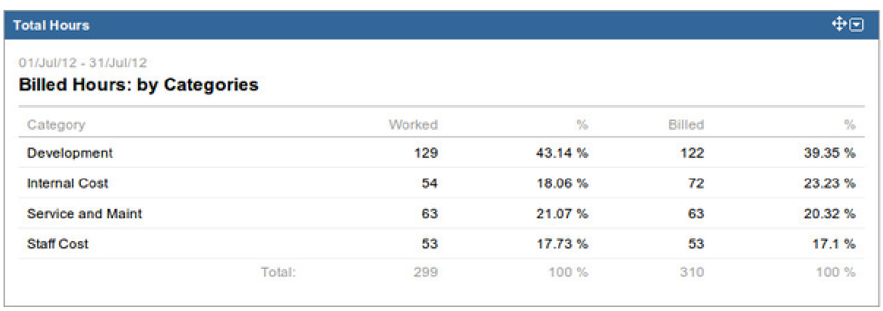


The Pie Chart with Numbers is not shown, but the Pie Chart with Percentages is shown below.

Pie Chart with Percentages for Billed Hours by Customer



The data displayed in a Table, for Billed Hours by Categories


Total Hours

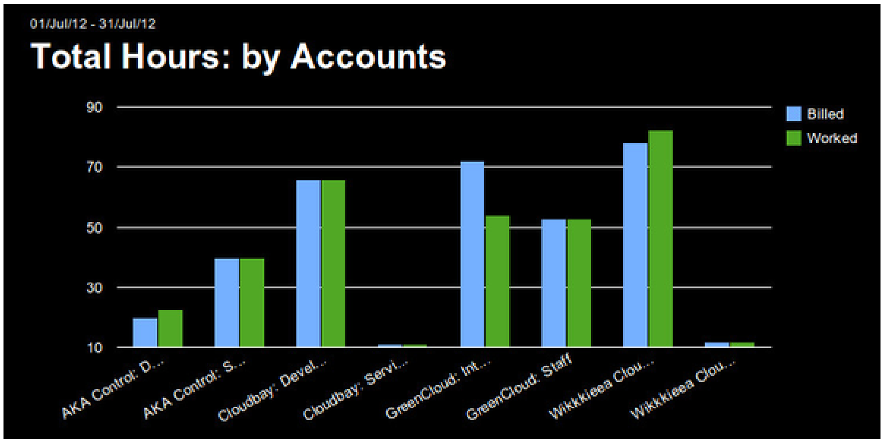
01/Jul/12 - 31/Jul/12

Billed Hours: by Categories

Category	Worked	%	Billed	%
Development	129	43.14 %	122	39.35 %
Internal Cost	54	18.06 %	72	23.23 %
Service and Maint	63	21.07 %	63	20.32 %
Staff Cost	53	17.73 %	53	17.1 %
Total:	299	100 %	310	100 %

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Total Hours by Accounts, on a JIRA Wallboard



Tempo teams gadgets

Gadgets for a Team Lead

In this chapter

These gadgets display worklog and planned data for team members. These gadgets are available only for users with View All Worklogs permission for a team's projects.

Team Hours
Display planned, worked, and required hours for each team member to track overall planned and worked time.

Team Timesheet
Display a team's timesheet for a designated period to track overall planned and worked time.

Planned Time by Team
Plan team time for a designated period by displaying planned and unplanned time, viewable in area chart, pie chart, bar chart or table format.

People in Version
This gadget displays worked and planned hours for each user in the selected version.

People in Version

In this chapter

This is a child page of Tempo Gadgets, explaining the **People in Version** gadget. This gadget displays worked and planned hours for each user in the selected version.

For planned hours to be displayed, the following check box must be selected in Global Configuration:
'**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

Required permission

- Approve Timesheet permission
- View All Worklogs permission for the team's projects.

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the People in Version gadget

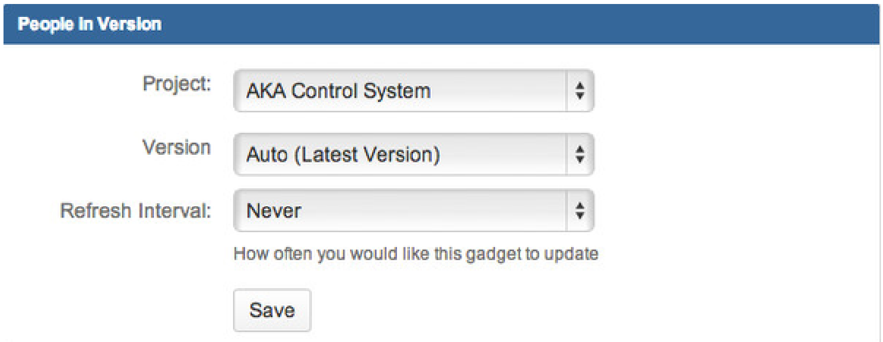


Table: Configuration options for each entry or field

Configuration Entry	Available Options
Project	All available projects for the current user.
Version	List of all versions available for the chosen JIRA Project.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

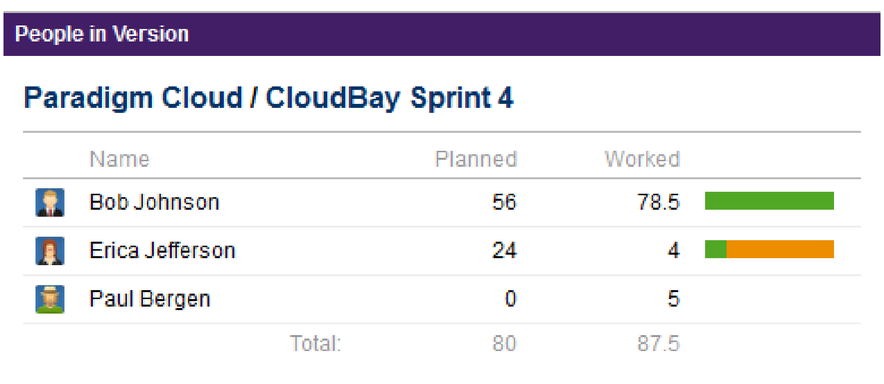
When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

Examples of data displayed in this gadget are given below. A *Status Bar* is displayed if the user has been planned on the selected version. The status bar is showing the worked/planned ratio.

The planned colour is **orange** and the worked colour is **green**. You can see below that Erica has worked 4 hours of the 24 hours planned for the CloudBay Sprint (version) 4.

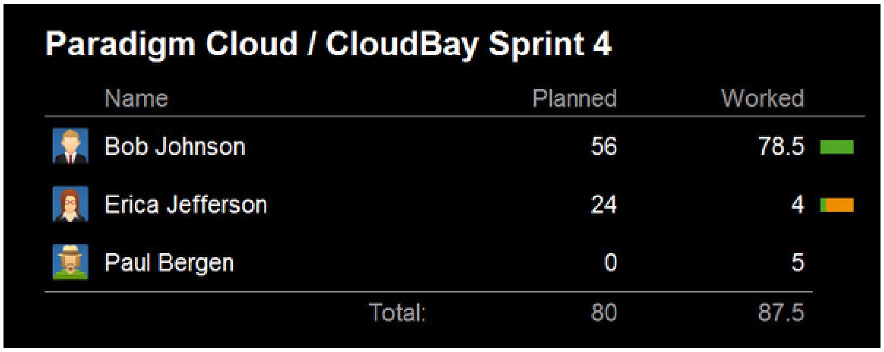
Results for the People in Version gadget



The JIRA Project and Version links are active in the gadget and open the People page for the selected option.

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Planned Time by Team

This is a child page of Tempo Gadgets, explaining the **Planned Time by Team** gadget. This gadget displays planned and unplanned time in the future for a given team.

In this chapter

For this gadget to be available, the following check box must be selected in Global Configuration: '**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets**'

This gadget is great for *Team Leads* and *Executives* to track overall planned time from a current date.

Required permission

Approve Timesheet permission

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the Team Time by Team gadget

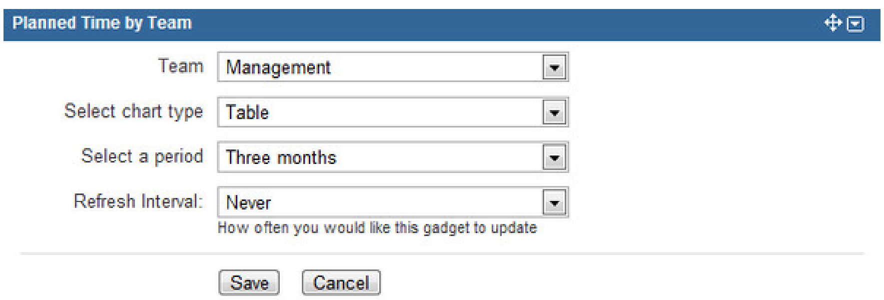


Table: Configuration options for each entry or field

Configuration Entry	Available Options
Team	All teams that the current user has Approve Timesheet permission for.
Select chart type	The available types are: *Area Chart*, *Column Chart*, *Pie Chart with Numbers*, *Pie Chart with Percentages* or *Table*.
Select a period	All the options start with the *current date* for each period. The options are *One week*, *Two weeks*, *Three weeks*, *One month*, *Two months* or *Three months*.

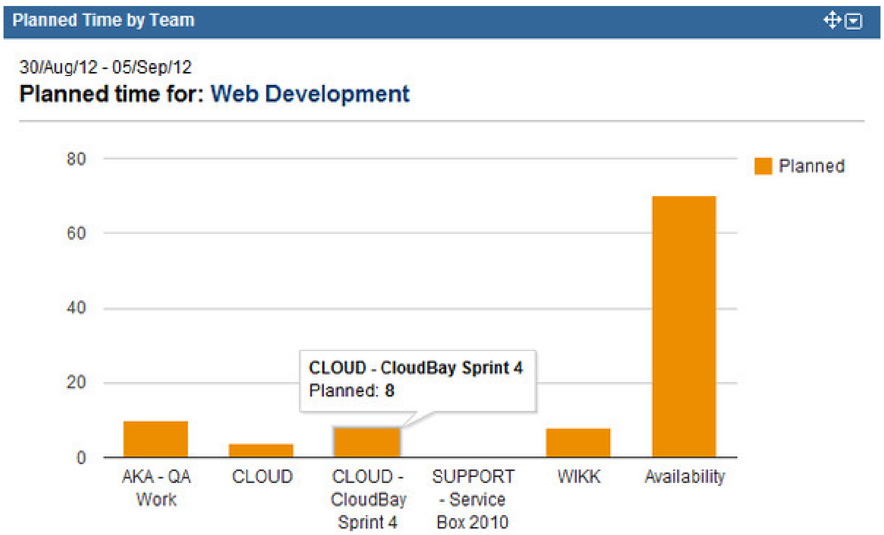
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

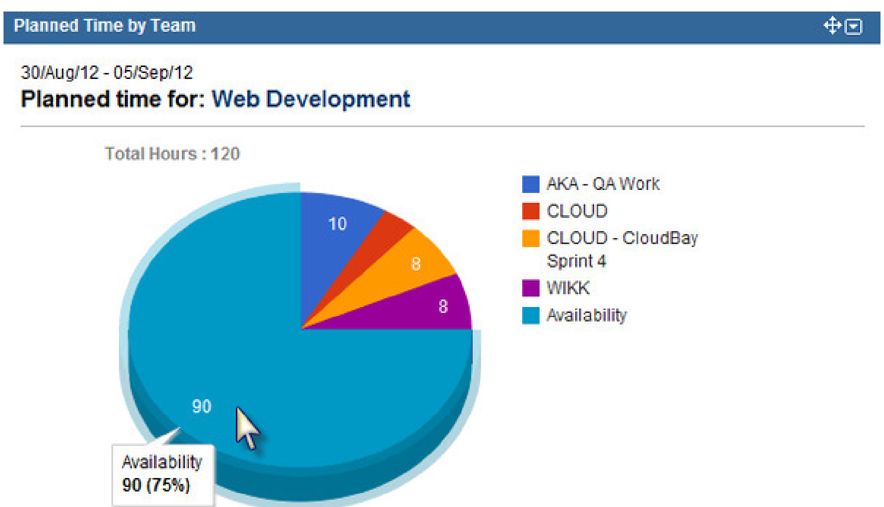
Examples of data displayed in this gadget are given below. Hover over the items on the charts to see more detail.

Column Chart with Planned time for the Web Development team

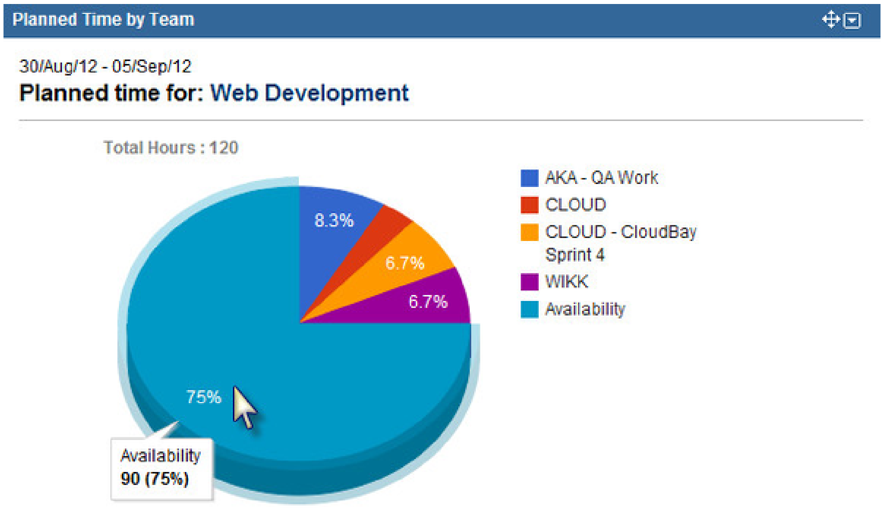


The team name is an active link to the Team Timesheet for the selected team.

Pie Chart with Numbers for the Web Development team and its planned time



Pie Chart with Percentages for the Web Development team and its planned time



Same data as above in a Table, for the Web Development team and its planned time

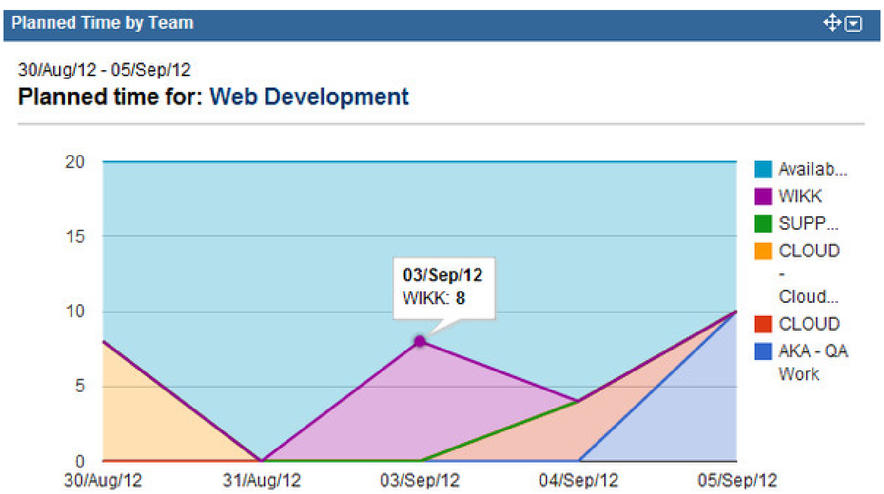
Planned Time by Team

30/Aug/12 - 05/Sep/12

Planned time for: Web Development

Activity		Planned	%
AKA - QA Work		10.00	8.33 %
CLOUD		4.00	3.33 %
CLOUD - CloudBay Sprint 4		8.00	6.67 %
SUPPORT - Service Box 2010		0.00	0 %
WIKK		8.00	6.67 %
Availability		90.00	75 %
	Total:	120	100 %

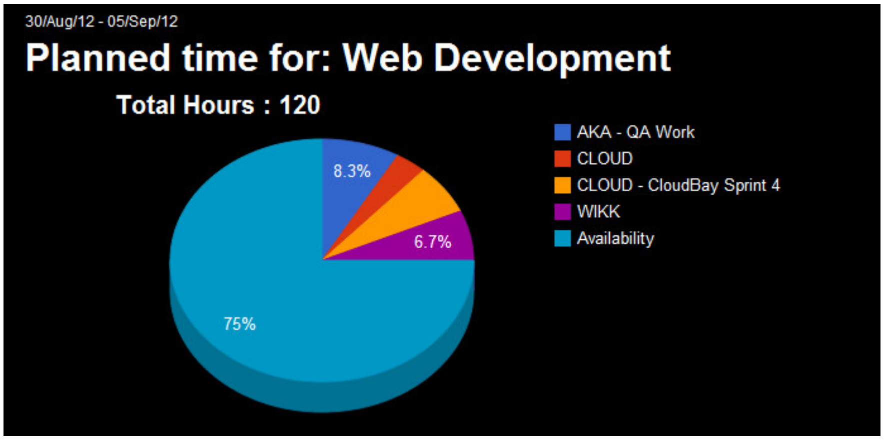
Same data shown on Area Chart, for the Web Development team and its planned time



Note that the Area Chart is a great view for the Lead of the team, to see when the team's resources are available for new projects.

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Team Hours

This is a child page of Tempo Gadgets, explaining the **Team Hours** gadget. This gadget displays planned, worked, and required hours for each team member.

For planned hours to be displayed, the following check box must be selected in Global Configuration:
'**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

This gadget is great for *Team Leads* and *Executives* to track overall planned and worked time.

In this chapter

Required permission

- Approve Timesheet permission
- View All Worklogs permission for the team's projects.

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the Team Hours gadget

Table: Configuration options for each entry or field

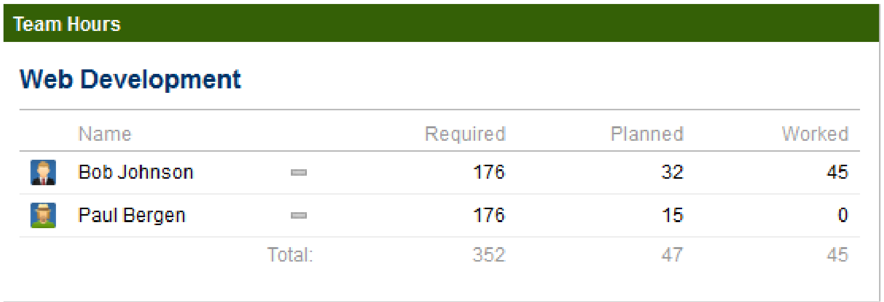
Configuration Entry	Available Options
Team	All teams that the current user has Approve Timesheet permission for.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

Examples of data displayed in this gadget are given below.

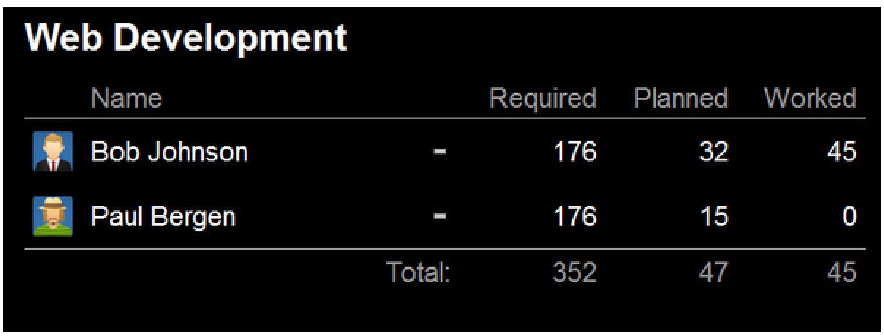
Team Hours for the Web Development team displaying the team members with logged and/or planned time.



The team name is an active link to the Team Timesheet for the selected team.

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Team Timesheet Gadget

This is a child page of Tempo Gadgets, explaining the **Team Timesheet** gadget. This gadget displays a team's timesheet for a selected period. This gadget is a great for *Team Leads* and *Exec utives* to track overall worked time for a given team.

In this chapter

Required permission

- Approve Timesheet permission
- View All Worklogs permission for the team's projects.

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the Team Timesheet gadget

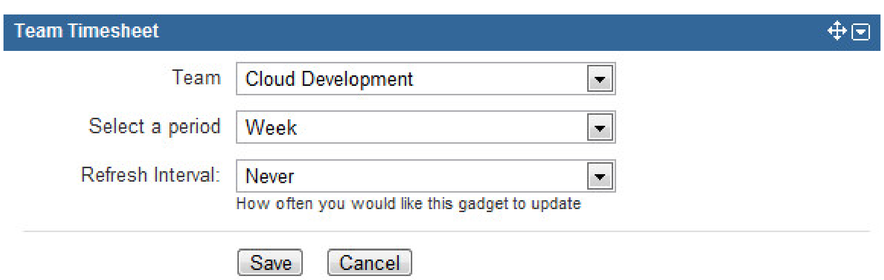


Table: Configuration options for each entry or field

Configuration Entry	Available Options
Team	All teams that the current user has Approve Timesheet permission for.
Select a period	The *Current period* or *Previous period* as configured in Period Configuration, *Week* (curr ent week) or *Two weeks* (current and previous week).
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

Examples of data displayed in this gadget are given below.

Team Timesheet for the Web Development team

Team Timesheet

26/Aug/12 - 01/Sep/12

Web Development

	Name		Σ	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug	01 Sep
	Bob Johnson	✓	25		8	9	8			
	Lars Petersen	–	21		7	7	7			
	Paul Bergen	–	25.5		12	4	2.5	7		
	Total:		71.5		27	20	17.5	7		

The team name and each user name, are active links to the respective Team Timesheet and U ser timesheet.

If the Timesheet Approval Process is enabled and its set period matches the one selected in the gadget, the workflow status is also displayed.

In the screenshot above, the **Week** period was selected and it is the same as in the **Timesheet Approval Process** configuration.

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard

26/Aug/12 - 01/Sep/12

Web Development

	Name		Σ	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug	01 Sep
	Bob Johnson	25	25		8	9	8			
	Lars Petersen	21	21		7	7	7			
	Paul Bergen	25.5	25.5		12	4	2.5	7		
	Total:		71.5		27	20	17.5	7		

Tempo user gadgets

Gadgets for All Users

These gadgets are available for all Tempo users. To see data for other users, you must have View All Worklogs permission for your team's projects.

In this chapter

[Worklog Distribution Gadget](#)
Offers a variety of parameters to display worklog distribution in a column, pie or donut chart.

User Timesheet Progress
Display the progress of a user's logged hours within a current period to monitor planned and worked time.

People in Version
Monitor the status of planned and worked time for each user in a selected version.

User Timesheet
Monitor logged time by issues for each user during a designated period.

User Timesheet Charts
Display a user's logged hours within a current period viewable in area chart, bar chart, pie chart or table format.

User Timesheet Charts

This is a child page of Tempo Gadgets, explaining the **User Timesheet Charts** gadget. This gadget displays the current user's logged hours within the current period.

In this chapter

The **User Name** is an active link to the User timesheet.

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the User Timesheet Charts gadget

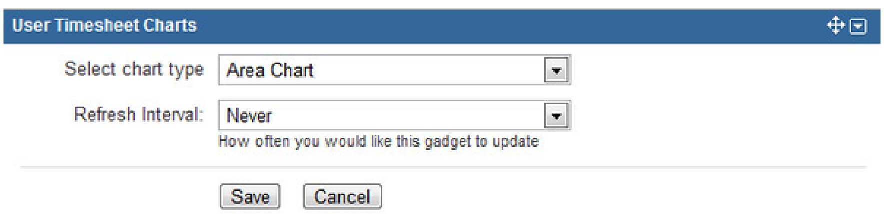


Table: Configuration options for each entry or field

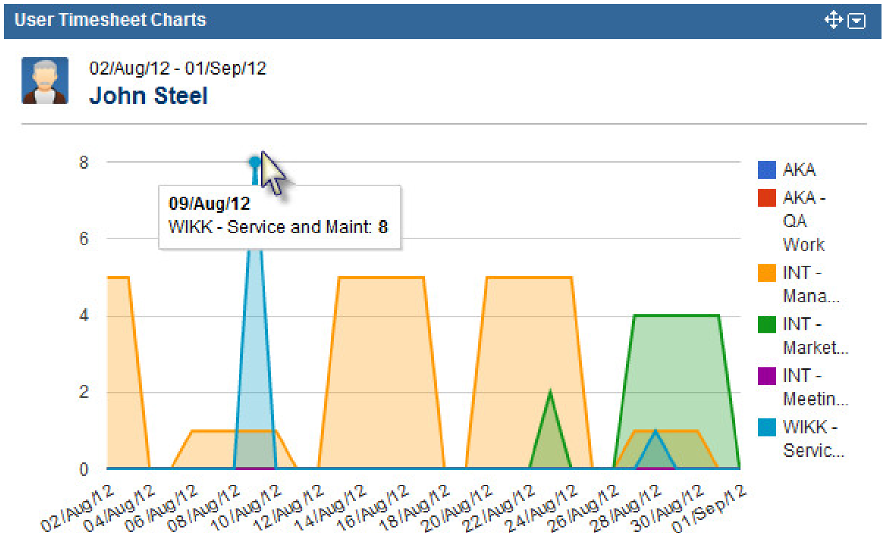
Configuration Entry	Available Options
Select chart type	Available charts are *Area Chart*, *Column Chart* , *Pie Chart with Numbers* or *Pie Chart with Percentages*.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

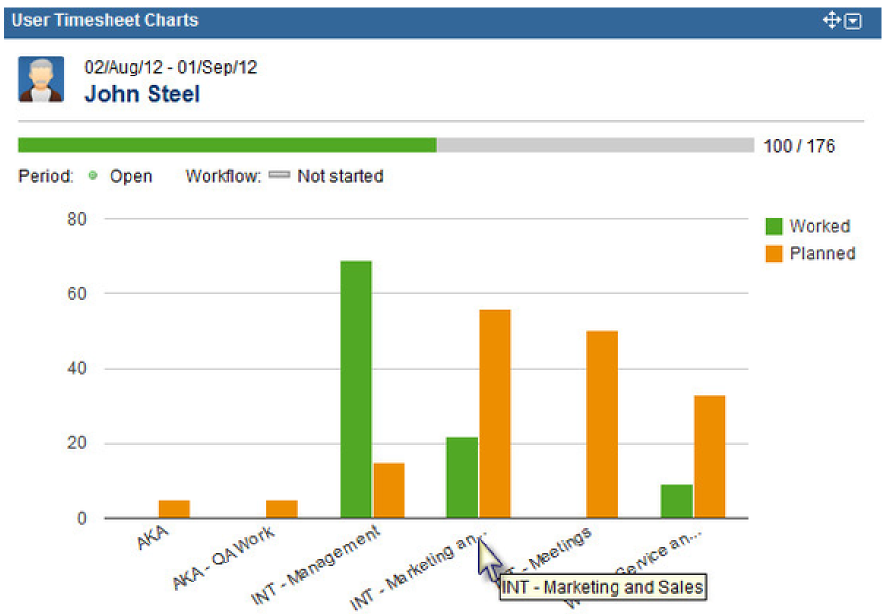
Gadget display

Examples of data displayed in this gadget are given below. Hover over the items on the charts to see more detail.

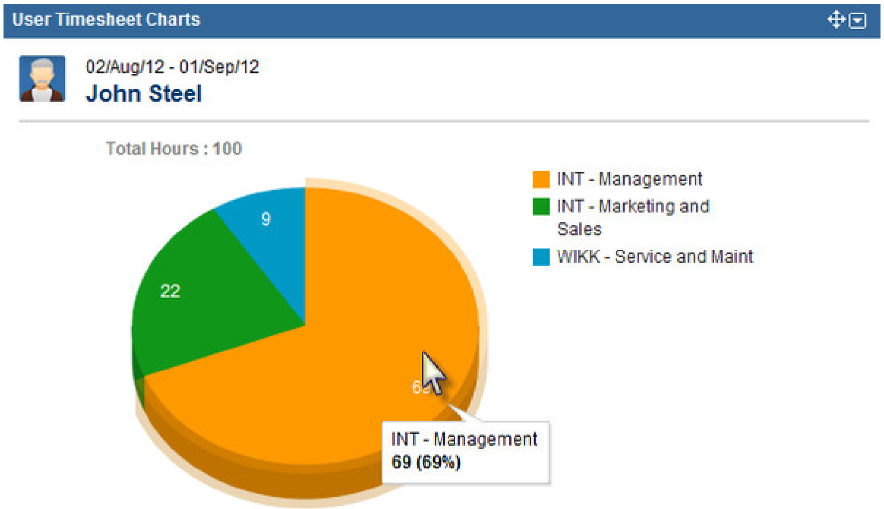
Area Chart for John Steel



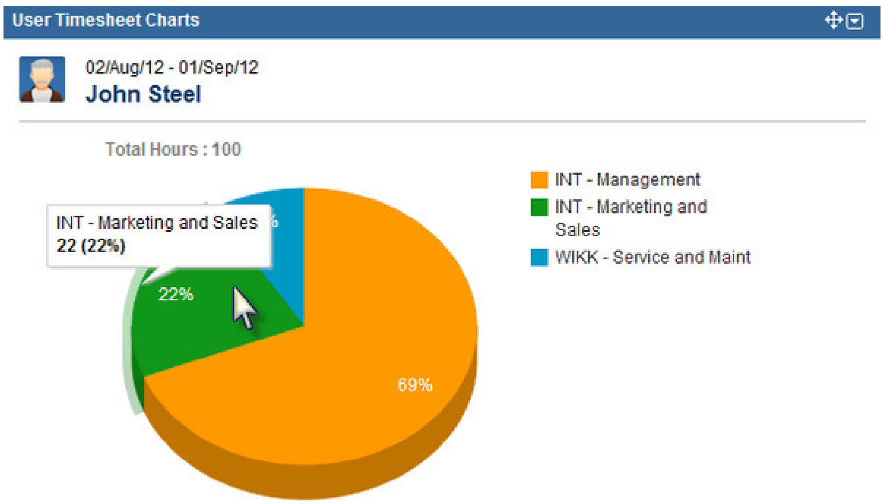
Column Chart for John Steel



Pie Chart with Numbers for John Steel

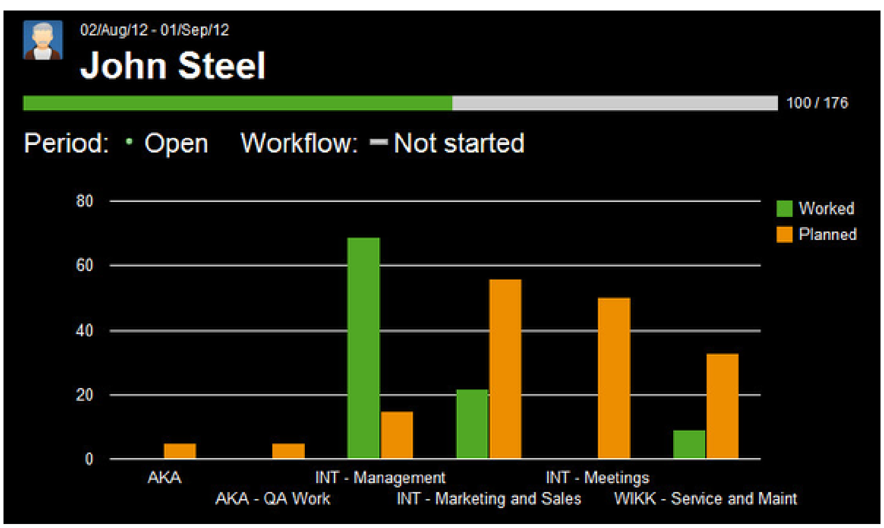


Pie Chart with Percentages for John Steel



The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



User Timesheet Gadget

This is a child page of Tempo Gadgets, explaining the **User Timesheet** gadget. This gadget displays a User timesheet for a selected period.

In this chapter

> **Note:** The images used in Tempo gadgets are generated by using the **Chart API** from **G oogle**. This means that in order for the Tempo gadgets to work, your computer needs to be **online**.

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for each field or drop-down list in the gadget.

Default Configuration for the User Timesheet gadget

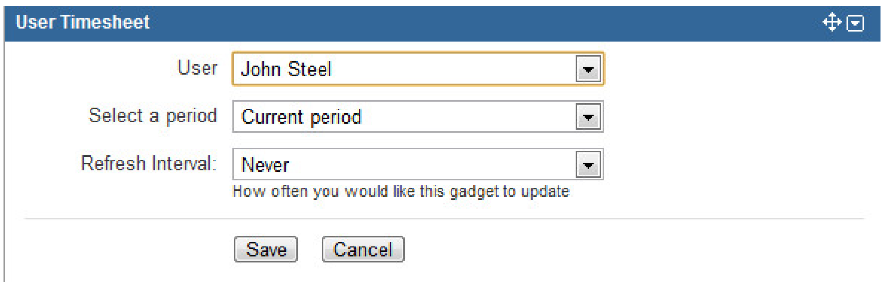


Table: Configuration options for each entry or field

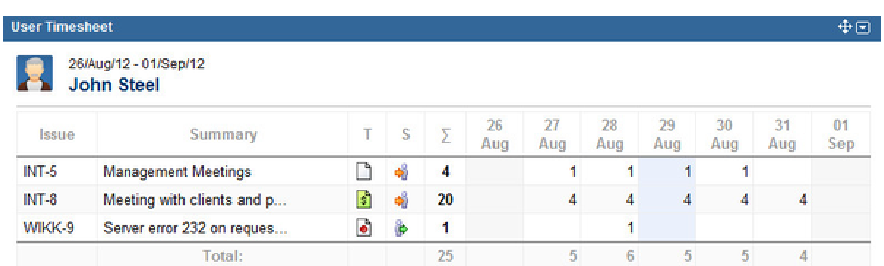
Configuration Entry	Available Options
User	Use the *Current User* option or if you have the Approve Timesheet permission (most often the Lead of the team), you can select one of your team members. The Current User option can be used, if sharing the dashboard with this gadget on.
Select a period	Available periods are *Current period*, *Previous period*, *Week* or *Two weeks*.
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Ever y 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When all the configuration options have been set, click the **Save** button to display the results in a graph - see screenshots below.

Gadget display

Examples of data displayed in this gadget are given below.

The User Timesheet for John Steel


User Timesheet

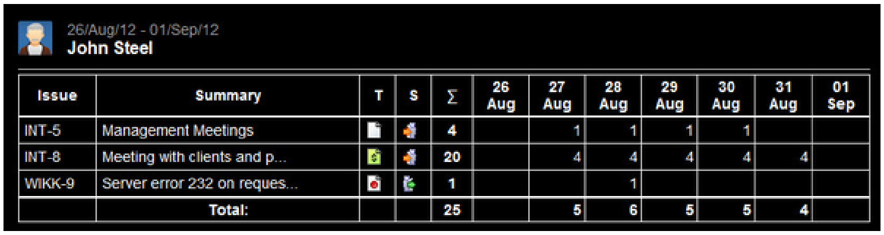
26/Aug/12 - 01/Sep/12
John Steel

Issue	Summary	T	S	∑	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug	01 Sep
INT-5	Management Meetings			4		1	1	1	1		
INT-8	Meeting with clients and p...			20		4	4	4	4	4	
WIKK-9	Server error 232 on reques...			1			1				
	Total:			25		5	6	5	5	4	

The **User Name** is an active link to the User timesheet for the selected user. The **Issue** and **Summary** are both active links to the Issue View in JIRA.

The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard


26/Aug/12 - 01/Sep/12
John Steel

Issue	Summary	T	S	Σ	26 Aug	27 Aug	28 Aug	29 Aug	30 Aug	31 Aug	01 Sep
INT-5	Management Meetings			4		1	1	1	1		
INT-8	Meeting with clients and p...			20		4	4	4	4	4	
WIKK-9	Server error 232 on reques...			1			1				
	Total:			25		5	6	5	5	4	

User Timesheet Progress

This is a child page of Tempo Gadgets, explaining the **User Timesheet Progress** gadget. This gadget displays the progress of logged hours for the current user on the current period.

The data is grouped by **Activity:** JIRA Project, Version or Component.

In this chapter

Configuration

Use a Dashboards' **Add Gadget** button to add this gadget, but it is both explained on the parent page and in the JIRA documentation. The table below lists the configuration options, for the drop-down list in the gadget.

Default Configuration for the User Timesheet Progress gadget

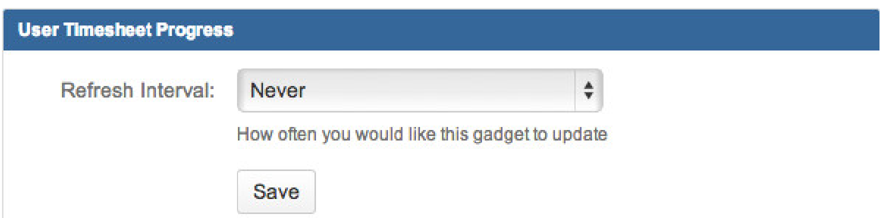


Table: Configuration options

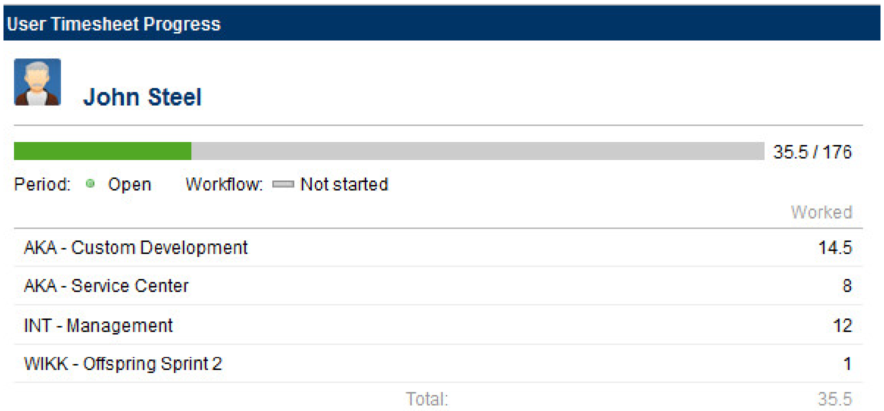
Configuration Entry	Available Options
Refresh Interval	The values are *Never*, *Every 15 Minutes*, *Every 30 Minutes*, *Every 1 hour* or *Every 2 hours*. The value says how often you would like the gadget to update the list of associated issues.

When the configuration has been set, click the **Save** button to display the results - see screenshots below.

Gadget display

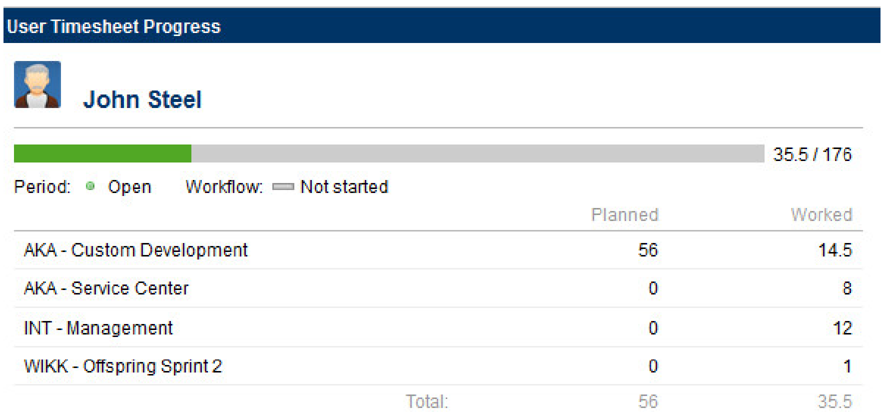
Examples of data displayed in this gadget are given below.

The current User Timesheet Progress



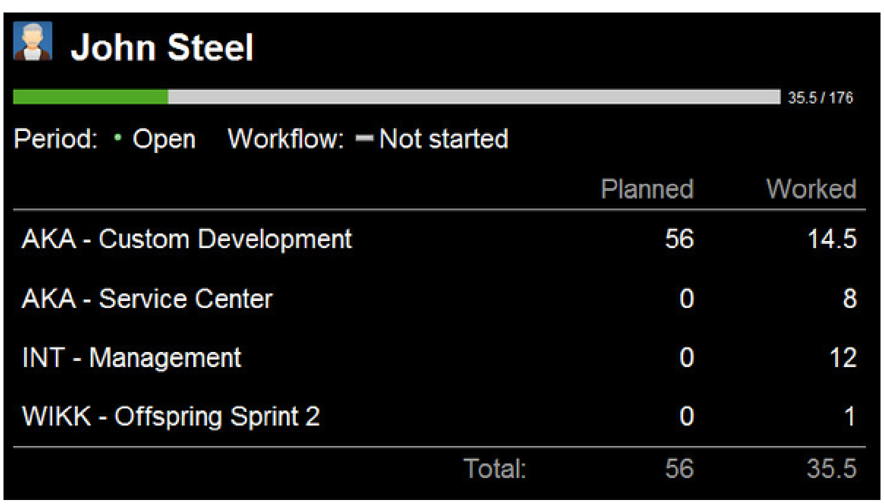
The planned hours are also displayed if the following check box is selected in Tempo Global Configuration:
'**Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.**'

The current User Timesheet Progress with Planned hours



The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard



Worklog Distribution Gadget

This page explains the Worklog Distribution Gadget. It is as the name indicates, good to analyse or get an overview for worklog distribution.

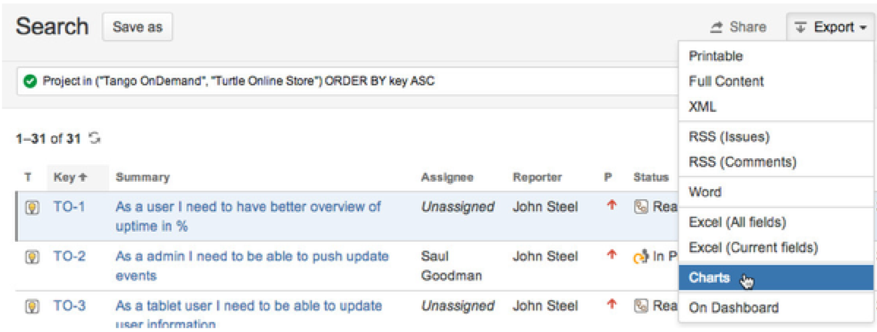
In this chapter

To view other users' contributions to the gadget results, you must have View All Worklogs permission for the JIRA Projects in the filter that is used.

Add Gadget to Dashboard

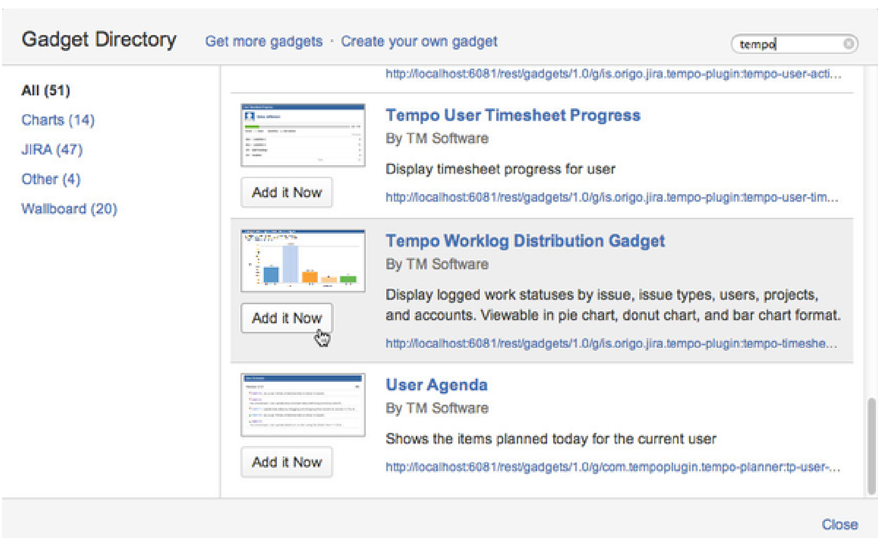
This gadget can be added in a few different ways to a dashboard. The **Add Gadget** button is both explained on the parent page and in the JIRA documentation. The gadget can also be added from the search JIRA Issue result screen, with an existing filter and by creating one on the fly through the process.

Exporting a search result to Charts (Gadget; click to enlarge)



This opens the Gadget Directory, where you can choose the Worklog Distribution Gadget by using tempo keyword.

Adding the Tempo Worklog Distribution Gadget (click to enlarge)



Gadget Configuration

The screenshot below shows the default configuration for the Worklog Distribution Gadget, when it has just been added to a dashboard and a Filter has not been chosen. The table below lists the configuration options, for each drop-down list in the gadget.

Default Configuration for the Worklog Distribution Gadget

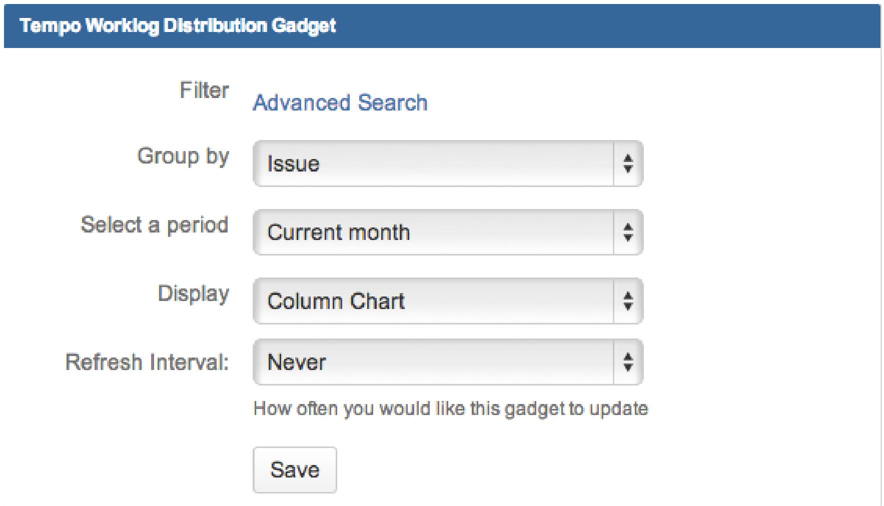


Table: Configuration options for each entry or field

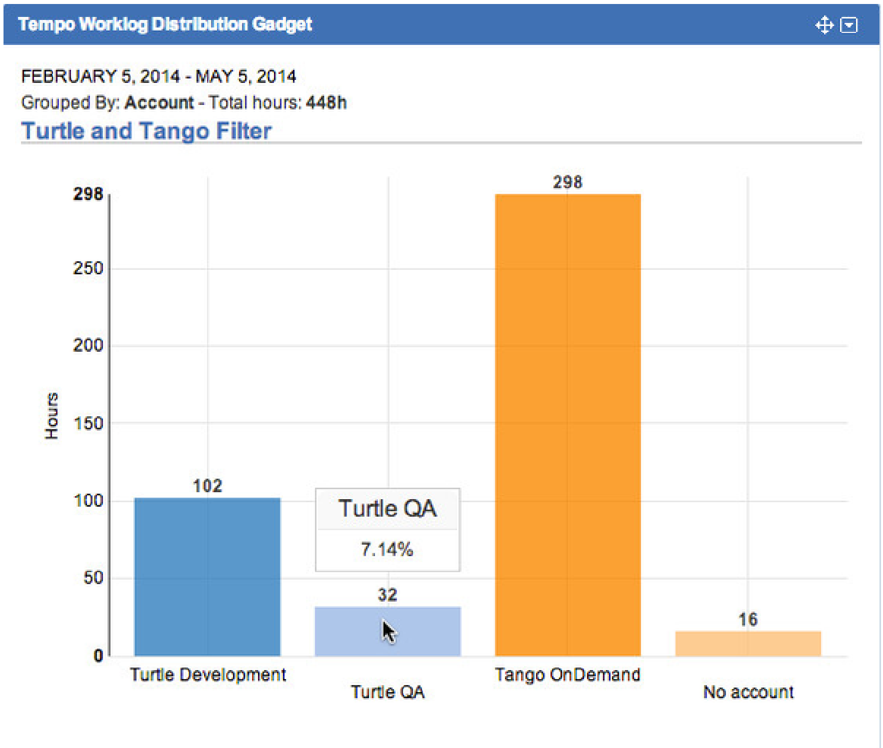
Configuration Entry	Available Options
Group by	*Issue*, *Issue Type*, *User*, *Project*, *Account*, *Epic* or *Sprint*
Select a period	*Current month*, *Last month*, *Current week*, *Last week*, *Last 30 days* or *Last 90 days*
Display	*Column*, *Pie* or *Donut Chart*
Refresh Interval	*Never*, *Every 15 Minutes*, *Every 30 Minutes*, *Every 1 Hour* or *Every 2 Hours*

When all the configuration options have been set, click the **Save** button to display the results in a **Column**, **Pie** or **Donut Chart** - see screenshots below.

Gadget Display

Several examples are given below, all with Group by Account, the period as the Last 90 days and displayed as one of the three charts available.

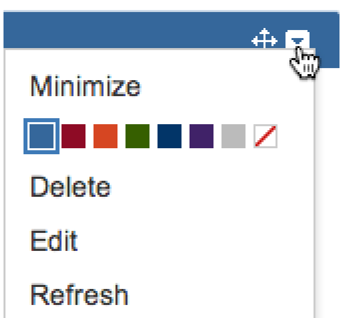
Configured as Group by Account, Last 90 days and displayed as Column Chart



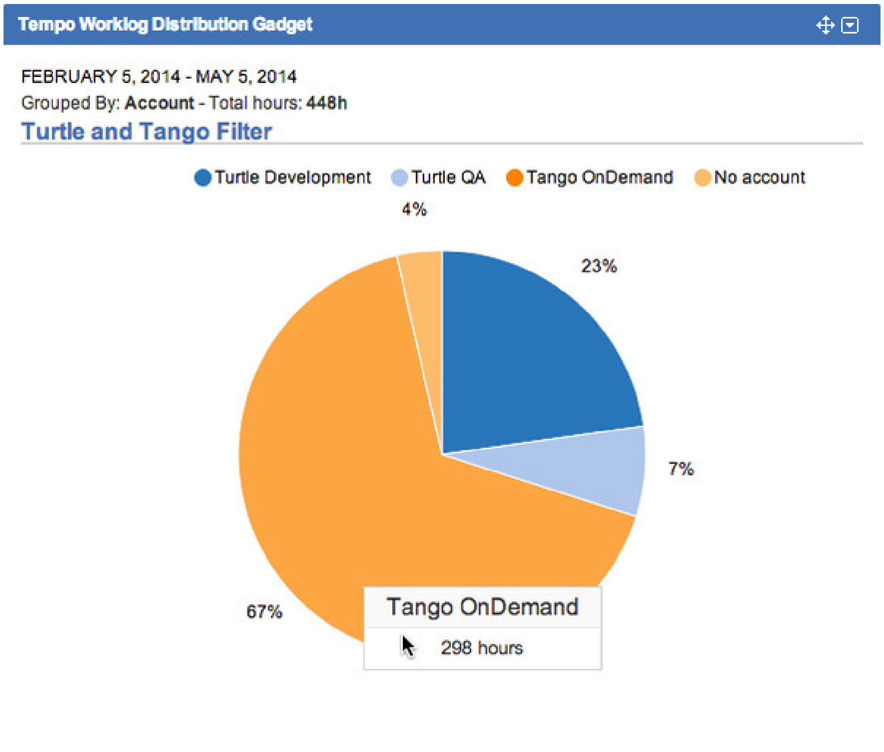
The filter name is an active link, which opens the Advanced Timesheet for the filter displayed.

To edit any of the configuration options, open the gadget menu in the top right corner and click the **Edit** option. This opens the configuration screen as above, where the options can be edited as needed and then saved for a new display.

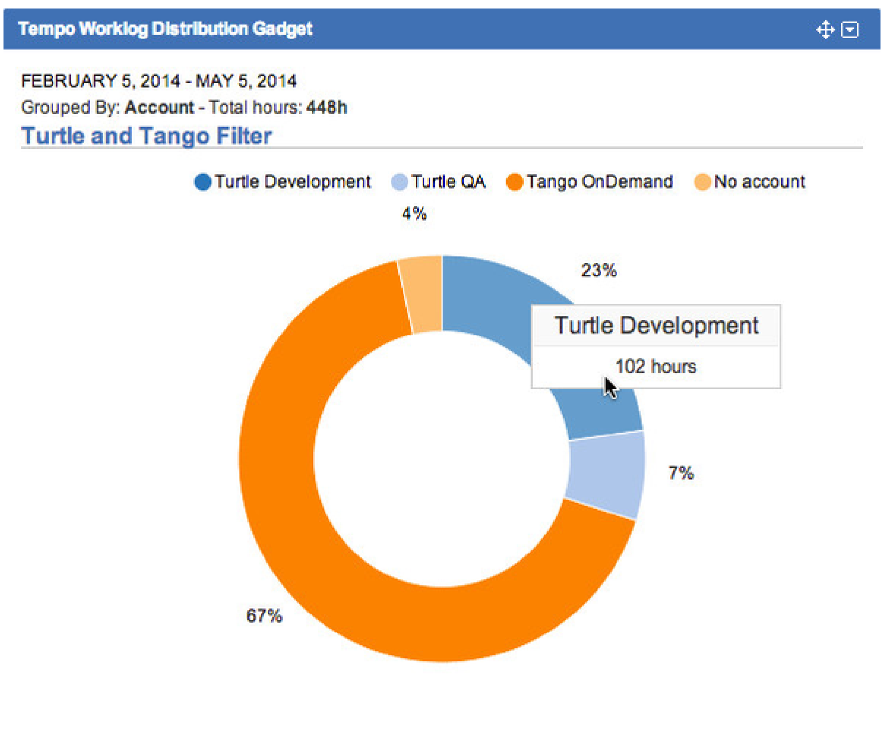
Edit option in the gadget menu



Same data as above, but in a Pie Chart

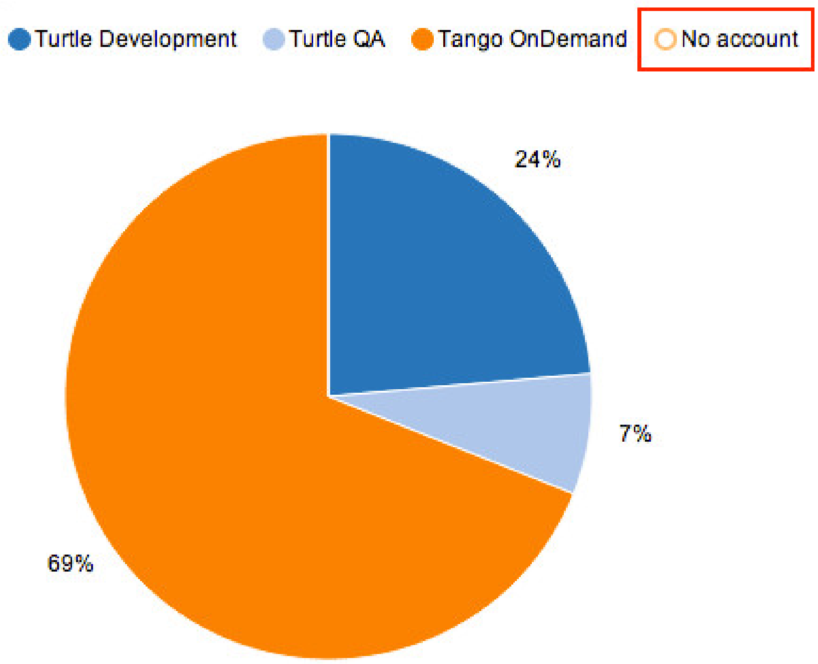


Same data as above, but now in a Donut Chart



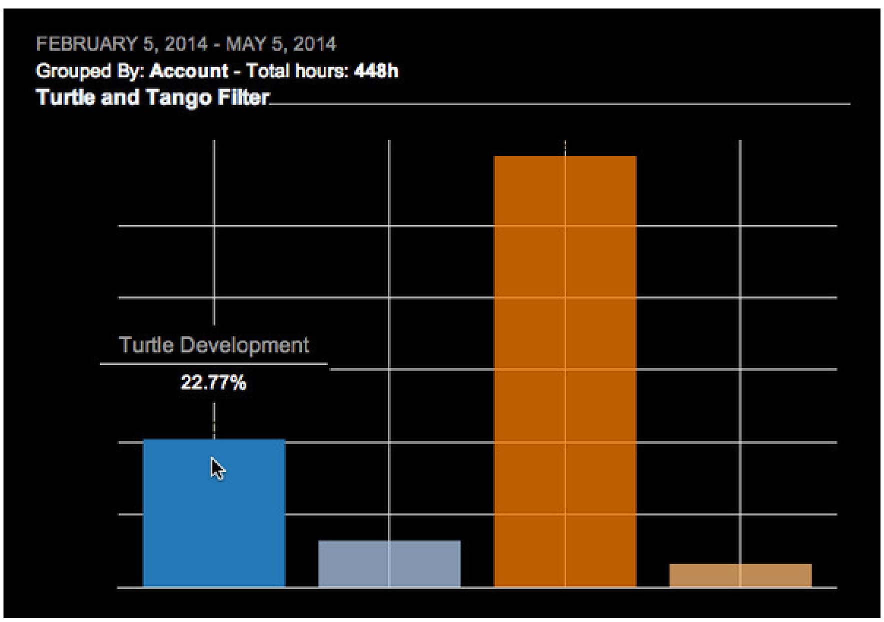
Values can be knocked out, both for the Pie and Donut Chart. To knock a value out, click on it's coloured circle and it is no longer included in the displayed image. To include it again, simply click on the dot again. The percentage displayed for each value, is always based on the total number of values included.

Pie Chart with the 'No account' option not displayed



The gadget can also be displayed on a JIRA Wallboard, given the plugin is installed.

Same data as above, but on a JIRA Wallboard

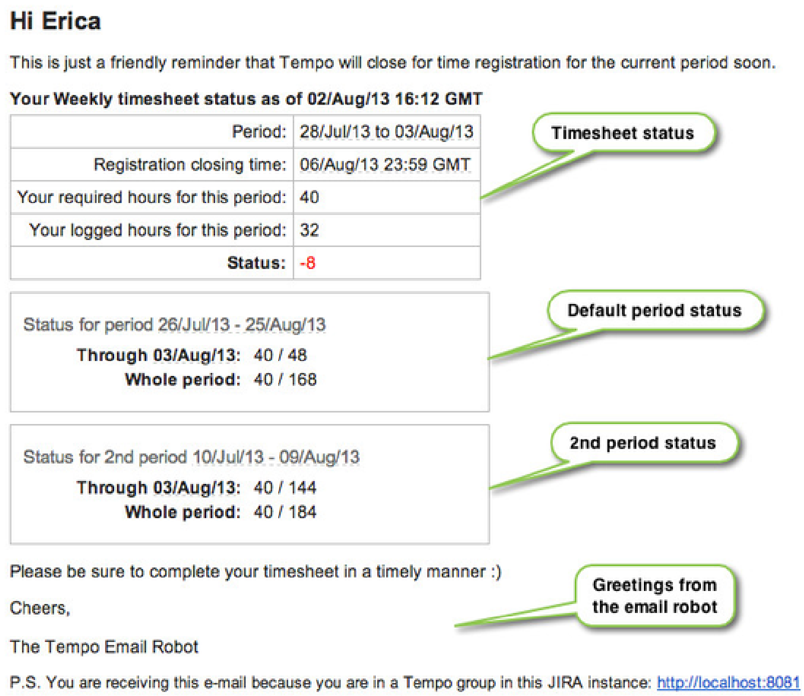


Tempo Scheduler

JIRA Administrators can use the Tempo Scheduler both to schedule *closure* and *reminders* for adding and editing worklogs within an open period. If the Scheduler is configured with Email settings, all team members will receive an email according to the configuration.

In this chapter

A sample email from the Tempo Email Robot



The table below explains the different sections of the email as in the screenshot above.

Table: Tempo Email Robot sections explained

Email Section	Description
Timesheet status	This is the timesheet status taken on the minute that the email was sent. In this example the user Erica needs to log 8 hours of work before the closure on 6th of August 2013 at 23:59 GMT
Default period status	Shows the **total logged hours** vs. **total required hours** from the first day of the period until the schedulers closing day. The next line shows similar information for the whole period.
2nd period status	Similar information as for the default period above, given the 2nd period has been configured.
Greetings from the email robot	Greetings from the Tempo Email Robot and the reason for the email being sent.

Grace Period

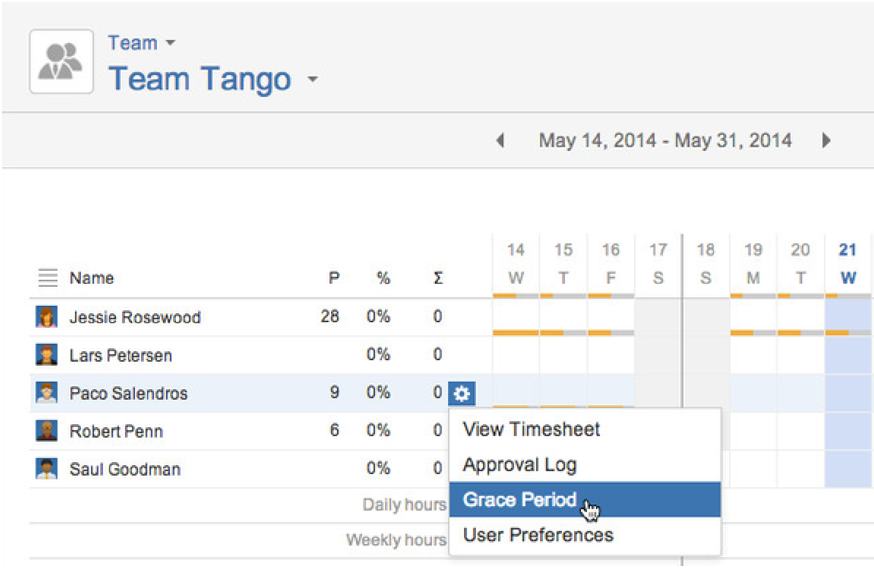
When the scheduler closes a period or part of a period, users are blocked from adding or editing their own worklogs that are on the closed days. However, a user who has Approve Timesheet permission for the team and 'Log Work for Others' permission for the team's projects is still able to edit the worklogs of all team members. For users to be able to add and edit their own worklogs after the closing date, they must ask a user with Approve Timesheet permission in the team to grant them a short **Grace Period**, during which access is granted again.

To grant users a **Grace Period** of any length, a user with Approve Timesheet permission for the team can do so from the **Actions** list in the Team Timesheet and Project Timesheet.

The Grace Period feature is part of the Tempo activity stream provider, which means the activity will be shown on a Dashboard, if the gadget has been added.

Granting a Grace Period in the Team Timesheet for Paco Salendros

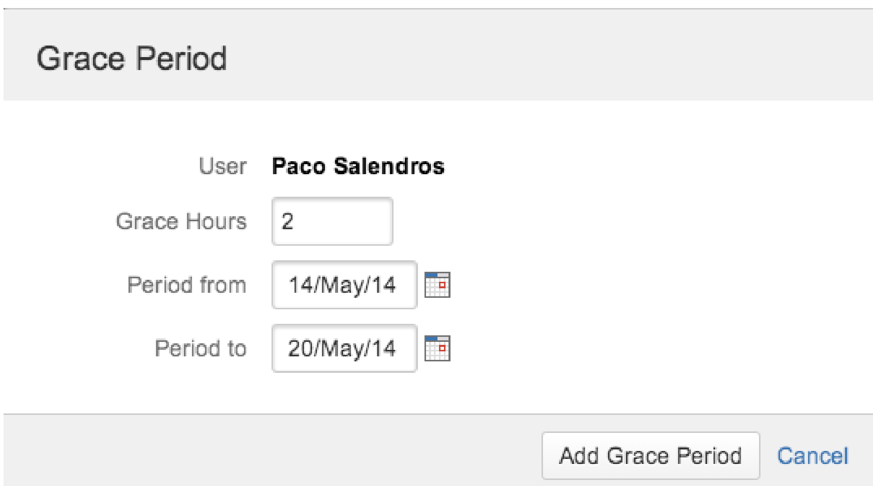
In this chapter



This opens the Grace Period window, where you fill in the following:

1. **Grace Hours** - The number of hours the user has to complete the timesheet period.
2. Select **Period from** and **Period to** dates for the Grace Period that needs to be opened.
3. Click the **Add Grace Period** button if you are done or the **Cancel** link to close without saving.

The Grace Period window



The window above shows that Paco Salendros will be granted 2 hours to complete his timesheet (add or edit worklogs), for the Grace Period 14/May/14 - 20/May/14.

Keyboard Shortcuts

This page lists the shortcuts available in Tempo Timesheets.

Table: Tempo Timesheets shortcut list

Function	Mac	PC
Open a Log Work window in either in a timesheet and JIRA Issue view.	**w**	**w**
Go to the next screen in a Project Timesheet.	**j**	**j**
Go to the previous screen in a Project Timesheet	**k**	**k**

Go to Tempo Timesheets from any JIRA screen.	**g** then **t**	**g** then **t**

Tempo JQL Functions

This page explains JQL functions for Tempo Timesheets, which make it possible to include Tempo data in the JIRA advanced search.

The functions can accept one or more argument(s)/value(s), given the accept an argument or a value.

internalIssues

This function returns all internal issues, that the user has JIRA permissions to browse.

It doesn't take any arguments, simply returns all issues that fall under the category of being internal.

```
issuekey in internalIssues()
```

team

The *team* function allows you to search for team members, that are for example either the JIRA issue assignee or reporter.

It takes the team name as argument.

```
assignee in team("Team Tango")
reporter in team("Team Wikkieea")
```

tempoEpicIssues

Finally the function *tempoEpicIssues*, makes it possible to search for issues that are of type Epic and return all stories that are assigned to the Epic.

It takes the issue key of the Epic as an argument and returns all of it's stories and sub-tasks.

```
issue in tempoEpicIssues("WIKK-19","WDP-1")
```

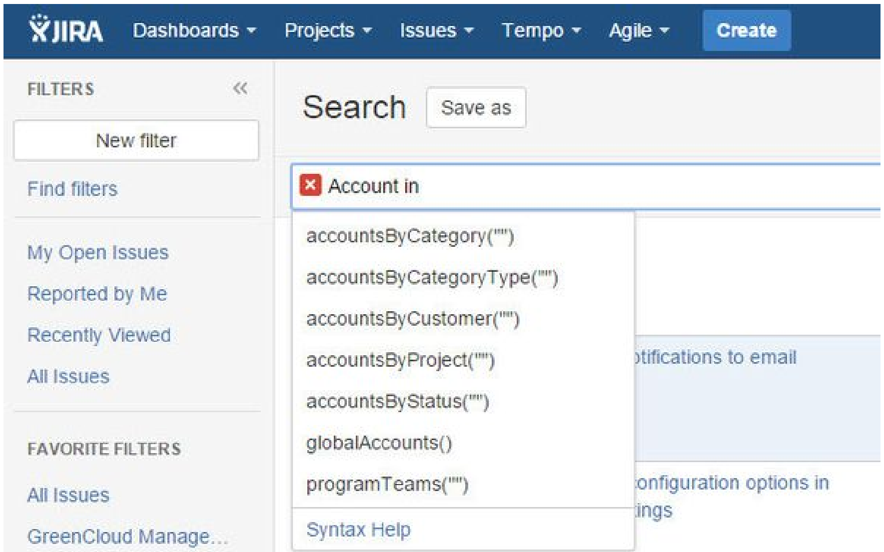
Searching for accounts

For information about Tempo JQL functions for searching for accounts in a JIRA advanced search, see Searching for accounts.

Searching for accounts

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

This page explains JQL functions for accounts, which make it possible to include Tempo data in the JIRA advanced search.



These functions are also available in the basic search.

The accounts JQL functions are based on the Accounts Custom Field name or **Account** and return data used on the JIRA issue level.

This means that even if the custom field has been added as a worklog attribute through Tempo Timesheets, the data extracted is still from the issue level.

Account = "Key"

This returns all JIRA issues that have been set to the account that matches the key used.

```
Account = "201409"
```

accountsByCustomer

The accountsByCustomer() returns all JIRA issues set to accounts for a specific customer. With this function you can find all open issues for a specific customer or create a custom filter based on several customers that can be used to generate custom reports.

The value input(s) to the function, is the configured *key* or *name* (not case sensitive) for the custom er. Insert one or many, separated by a comma ",".

```
Account IN accountsByCustomer("Parliament of
Utopia")
```

accountsByCategory

Likewise the accountsByCategory(), enables you to group JIRA issues on account categories, that exist for your accounts. Examples are: *Development*, *Internal Cost* or *Billable*.

The value input(s) to the function, is the configured *key* or *name* (not case sensitive) for the categor y. Insert one or many, separated by a comma ",".

```
Account in accountsByCategory("BILLABLE")
```

EXAMPLE

Account in accountsByCategory("")* - Returns all issues that have an Account in customfield that

On this page

Related pages

- Accounts Custom Field
- Creating an account
- Configuring an account
- Import Custom CSV
- Blog on Accounts JQL Functions

has an assigned Category

accountsByCategoryType

The accountsByCategoryType(), enables you to group JIRA issues on account category types. The account category types are: *Billable, Capitalize, Internal* and *Operational*.

The value input(s) to the function, is the *name* (not case sensitive) for the category type. Insert one or many, separated by a comma ",".

```
Account in accountsByCategoryType("INTERNAL")
```

EXAMPLES

Account in accountsByCategoryType(Capitalized) - Returns all issues with Accounts belonging to the Category Type "Capitalized"

Account in accountsByCategoryType("")* - Returns all issues that have an Account in customfield that has an assigned Category with a Category Type

accountsByProject

For accounts that have many linked projects, it is useful to get all issues set to accounts for specific projects. This is possible with the accountsByProject() function. The value input(s) to the function, is the JIRA project *key*.

```
Account IN accountsByProject("CLOUD", "WIKK",
"WDP")
```

accountsByStatus

AVAILABLE FROM ACCOUNTS 1.7

The accountsByStatus(), enables you to group JIRA issues on account status. Account can have one of three statuses: *Open, Closed* and *Archived.*

The value input(s) to the function, is the *name* (not case sensitive) for the status. Insert one or many, separated by a comma ",".

```
Account IN accountsByStatus("OPEN", "CLOSED",
"ARCHIVED")
```

globalAccounts

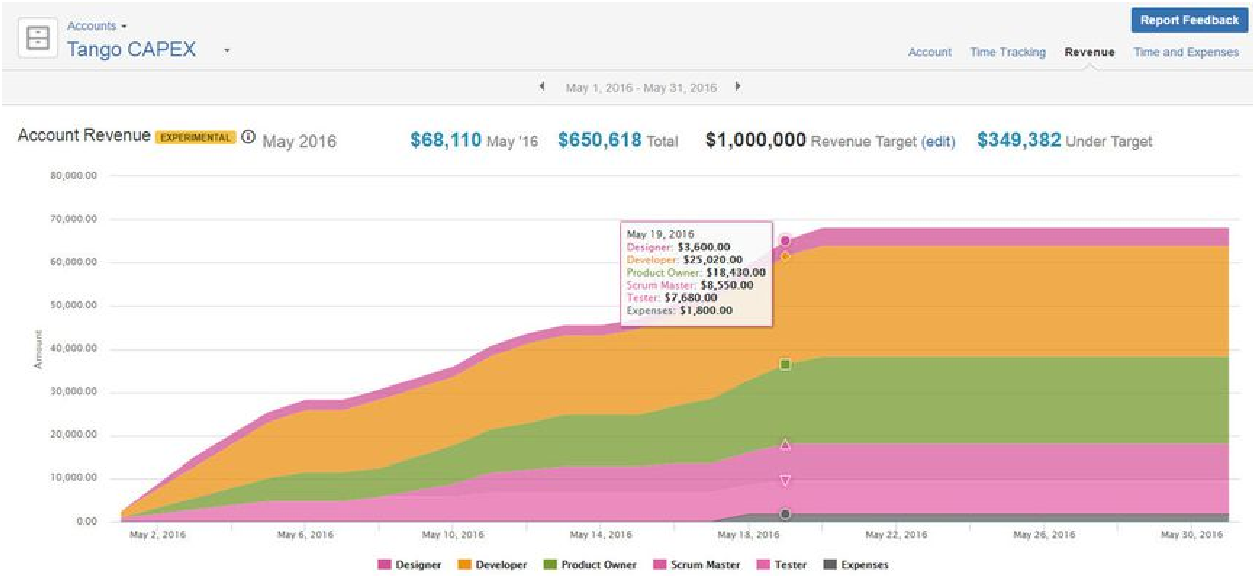
The last JQL function for accounts, is for the global accounts. Global accounts, are accounts that are not related to specific projects and can be associated with any issue in JIRA. This function returns a list of issues set to global account(s).

```
Account IN globalAccounts()
```

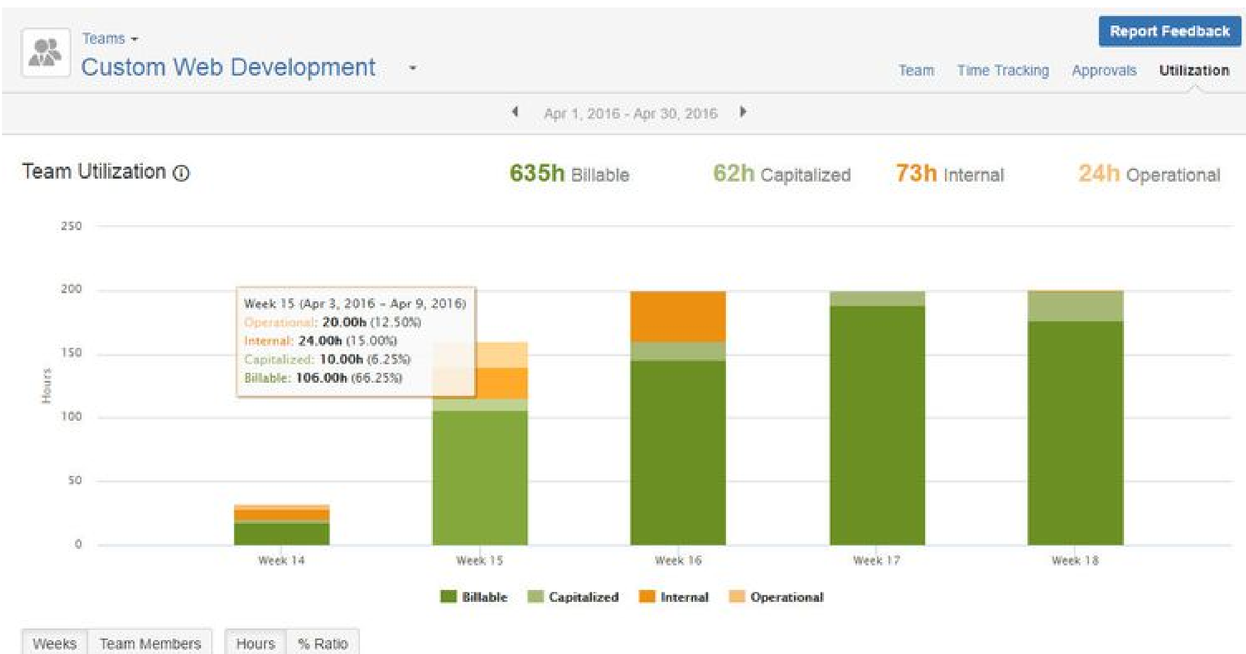
Managing revenue and billing

You can manage work for customers and accounts with Tempo Timesheets. For example, you can do the following tasks:

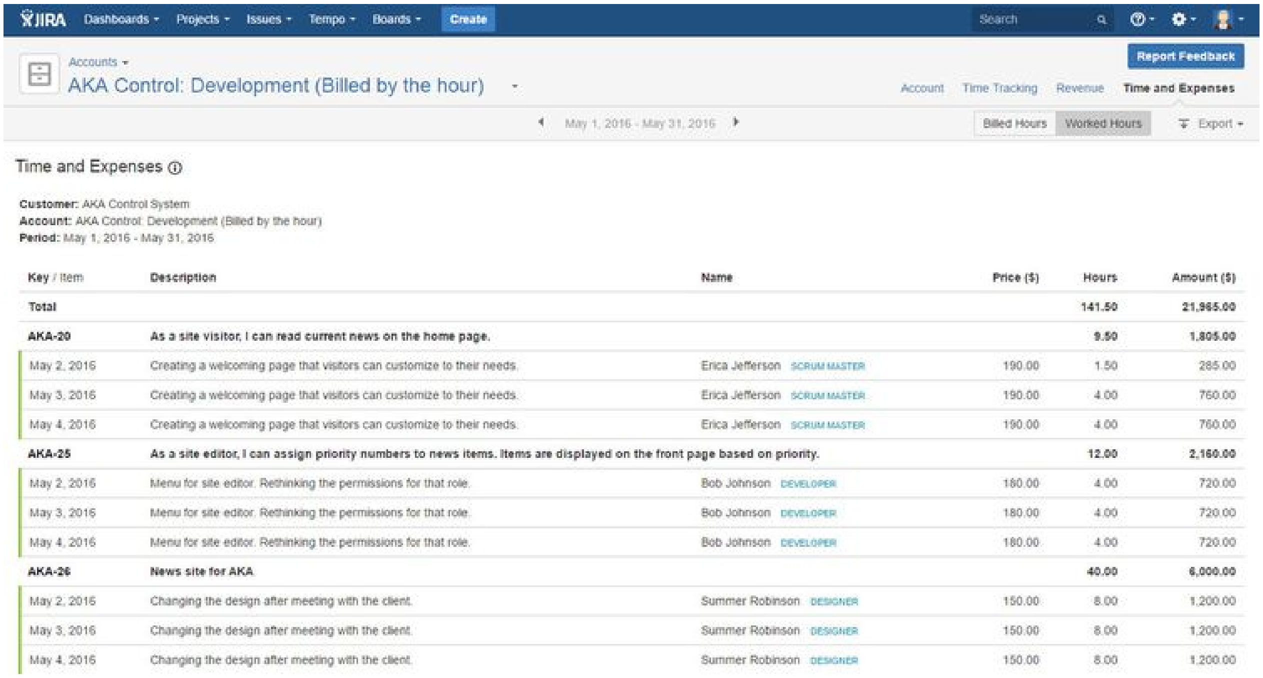
- Get an overview of the calculated revenue that your company makes, based on the hours that team members in different roles work on each account.



- Set a revenue target for each account and monitor how close the calculated revenue is to the target.
- View a graph of logged hours by account type (billable, capitalized, internal, operational).



- Add expenses to JIRA issues, and view a Time and Expenses report.



Customer: AKA Control System
Account: AKA Control: Development (Billed by the hour)
Period: May 1, 2016 - May 31, 2016

Key / Item	Description	Name	Price ($)	Hours	Amount ($)
Total				**141.50**	**21,965.00**
AKA-20	**As a site visitor, I can read current news on the home page.**			**9.50**	**1,805.00**
May 2, 2016	Creating a welcoming page that visitors can customize to their needs.	Erica Jefferson SCRUM MASTER	190.00	1.50	285.00
May 3, 2016	Creating a welcoming page that visitors can customize to their needs.	Erica Jefferson SCRUM MASTER	190.00	4.00	760.00
May 4, 2016	Creating a welcoming page that visitors can customize to their needs.	Erica Jefferson SCRUM MASTER	190.00	4.00	760.00
AKA-25	**As a site editor, I can assign priority numbers to news items. Items are displayed on the front page based on priority.**			**12.00**	**2,160.00**
May 2, 2016	Menu for site editor. Rethinking the permissions for that role.	Bob Johnson DEVELOPER	180.00	4.00	720.00
May 3, 2016	Menu for site editor. Rethinking the permissions for that role.	Bob Johnson DEVELOPER	180.00	4.00	720.00
May 4, 2016	Menu for site editor. Rethinking the permissions for that role.	Bob Johnson DEVELOPER	180.00	4.00	720.00
AKA-26	**News site for AKA**			**40.00**	**6,000.00**
May 2, 2016	Changing the design after meeting with the client.	Summer Robinson DESIGNER	150.00	8.00	1,200.00
May 3, 2016	Changing the design after meeting with the client.	Summer Robinson DESIGNER	150.00	8.00	1,200.00
May 4, 2016	Changing the design after meeting with the client.	Summer Robinson DESIGNER	150.00	8.00	1,200.00

In this chapter

Related pages

- Configuring and managing accounts
- Tempo accounts navigator
- Tempo team navigator
- Browsing a team
- Tempo accounts gadgets

Viewing accounts and teams

A Tempo account might represent, for example, a customer project, a cost center, or a contract. On the Accounts page, you can view a list of all accounts that you have access to.

A Tempo team might consist of, for example, the people in one department of your company, or it might be a scrum team if you work in an agile software development environment. On the Teams page, you can view a list of all teams that you have access to.

Accessing the Accounts page

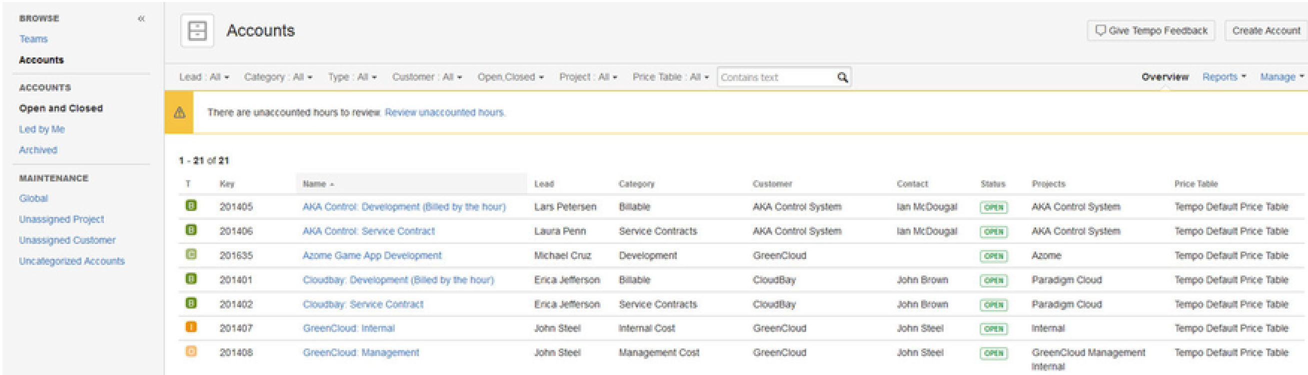
Required permission

All users can access the Accounts page. However, the page lists only accounts that are linked to projects for which you have Browse Projects permission in JIRA.

Procedure

On the main menu bar, click **Tempo** > ACCOUNTS **more**.

Accounts page (click to enlarge)



Accessing the Teams page

Required permission

All users can access the Teams page. However, the page lists only teams for which you have Browse Team permission in Tempo.

Procedure

On the main menu bar, click **Tempo** > TEAMS **more**.

Related topics

- Configuring and managing accounts
- Configuring and managing teams

Viewing account revenue and target

You can view an account revenue report, which consists of a table and graph that show the calculated account revenue for a month. You can set the total revenue target for the account, independent of time period, and monitor how much more revenue must be earned to reach the target.

On this page

Tutorial

Revenue reporting

Viewing the account revenue report

Required permission

One of the following permission types:

- Account Lead
- Tempo Account Administrators
- Tempo Rate Administrators
- Browse Customer Revenue

Procedure

To view the revenue report for an account, complete the following steps:

1. On the top menu bar, click **Tempo** > ACCOUNTS **more**.
2. On the Accounts page, select the account.
3. On the individual account page, in the upper-right corner, click **Revenue**.

Automatic calculation of revenue

Account revenue is automatically calculated based on the following parameters:

- The number of hours that are logged by team members on issues.
- The role of the team members.
- The price rates that correspond to the roles.
- The expenses that are logged by team members on issues.

The issues must be in projects that are linked to the account.

Overview of the account revenue table

The account revenue table is below the graph on the Account Revenue page and lists revenue by team role, issue type, and expense category.

(Click to enlarge image.)

Team Role / Issue Types	Rate ($)	Hours	Amount ($)
	-	386.00	68,110.00
Designer	150.00	28.00	4,200.00
Story	150.00	28.00	4,200.00
Developer	180.00	143.00	25,740.00
Bug	180.00	2.00	360.00
Story	180.00	141.00	25,380.00
Product Owner	190.00	106.00	20,140.00
Internal Task	190.00	53.00	10,070.00
Story	190.00	53.00	10,070.00
Scrum Master	190.00	45.00	8,550.00
Internal Task	190.00	25.00	4,750.00
Story	190.00	20.00	3,800.00
Tester	120.00	64.00	7,680.00
Story	120.00	64.00	7,680.00
Expenses	-	-	1,800.00
Travel	-	-	1,800.00

The four columns have the following meanings:

Column	**Team Role**	**Rate ($/hour)**	**Hours**	**Amount ($)**
Explanation	The team role of users who logged work. Logged expenses are included at the bottom of the table.	The hourly price rate that corresponds to the team role. The price rates are defined for each role in a price table that is associated with the account.	The number of logged hours	**For logged hours** The calculated revenue, which is the rate multiplied by the number of logged hours **For expenses** The amount of the expense
Tip		A user who is in two teams might have different roles in each team and therefore two hourly rates. By default, work on an issue is charged at the user's highest rate. You can set work to be charged at the user's rate for a particular team by selecting that team in the **Team** field of the issue.		

Displaying revenue by issue type and expense category

In the account revenue table, to display a breakdown of revenue by issue type and by expense category, complete the following steps:

1. In the first column, click the header, **Team Role**.
2. Select **Team Role / Issue Types** from the displayed list.

Overview of the account revenue graph

The account revenue graph displays revenue for different roles in different colors for one month.

The example above shows calculated revenue for an account that is called 'Tango CAPEX' for the month of May 2016. Above the graph, the four figures have the following meanings:

Figure	**$68,110** May '16	**$650,618** Total	**$1,000,000** Revenue Target	**$349,382** Under Target
Explanation	The revenue for the displayed month.	The accumulated revenue from the date that the account was created until the end of the displayed month.	The revenue target for the account, independent of time period.	The difference between the previous two figures. This figure turns green if the revenue is over target.

Changing the revenue target

Required permission

One on the following permission types:

- Tempo Account Administrators
- Tempo Rate Administrators

Procedure

To change the revenue target for the account, complete the following steps:

1. Above the graph, beside **Revenue Target**, click **edit**.
2. Type the value of the new target.
3. Click the check mark .

Related topics

- Setting price rates
- Adding expenses to JIRA issues

Viewing logged time by account type

For each team, you can view a *team utilization report*, which consists of a bar chart and table that show the number of logged hours by account type (billable, capitalized, internal, operational).

Required permission

- Browse Team permission for the team
- One of the following roles or permission types:

Role or permission type	Included in the report
View All Worklogs permission for the team's projects	Logged hours of each team member
Team member	Your logged hours

No report is displayed for periods in which there are no logged hours to be displayed.

Tutorial

Team utilization reporting

Viewing the team utilization report

Procedure

To view the utilization report for a team, complete the following steps:

1. On the main menu bar, click **Tempo** > TEAMS **more**.
2. On the Teams page, click the name of the team.
3. On the individual team page, in the upper-right corner, click **Utilization**.

Example of a team utilization table

The team utilization table is displayed below the bar chart on the Team Utilization page.

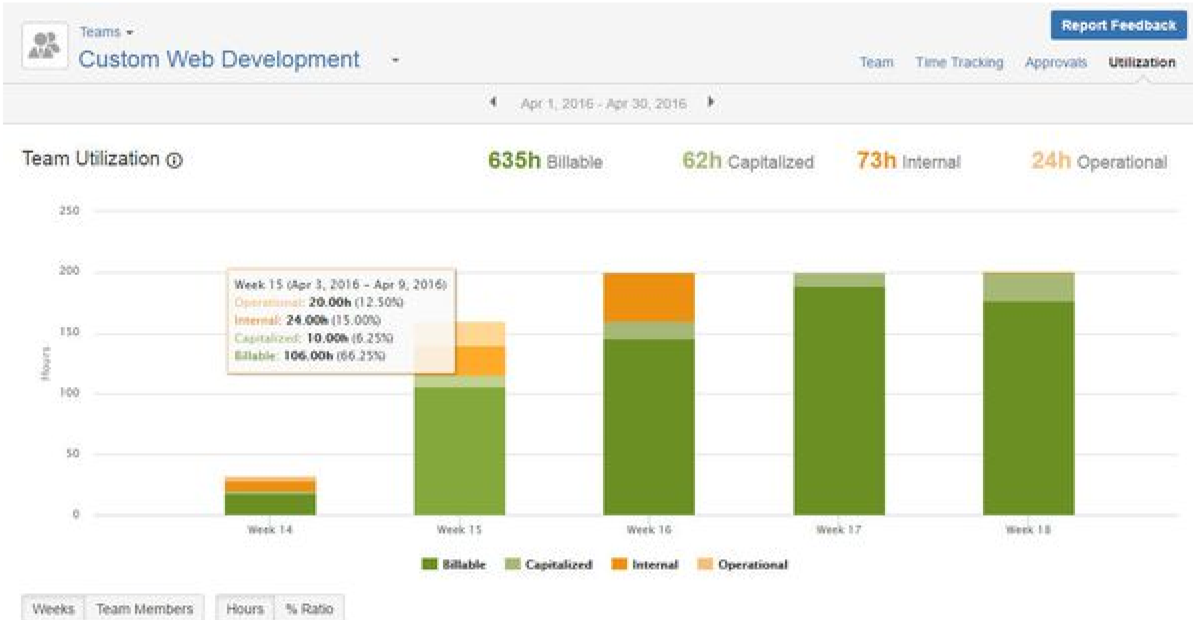
Click to enlarge

Weeks | Team Members | Hours | % Ratio

Category Type / Account	**Account Category**	**Customer**	**% Ratio**	**Hours**
Total - Mar 1, 2015 - Mar 31, 2015 ▾			**100.00**	**676.00**
Billable			**5.33**	**36.00**
GreenCloud: Management	Management Cost	GreenCloud	5.33	36.00
Capitalized			**66.72**	**451.00**
AKA Control: Development	Development	AKA Control System	5.62	38.00
Cloudbay: Development	Development	CloudBay	33.43	226.00
GreenCloud: Staff	Staff Cost	GreenCloud	4.73	32.00
Tango CAPEX	Development	GreenCloud	14.20	96.00
Wikkkieea Cloud CAPEX	Development	GreenCloud	8.73	59.00
Internal			**27.96**	**189.00**
AKA Control: Service and Maint	Service and Maint	AKA Control System	5.62	38.00
Cloudbay: Service and Maint	Service and Maint	CloudBay	5.18	35.00
GreenCloud: Internal	Internal Cost	GreenCloud	4.14	28.00
Tango OPEX	Service and Maint	GreenCloud	6.80	46.00
Wikkkieea Cloud OPEX	Service and Maint	GreenCloud	6.21	42.00

Example of a team utilization bar chart

Click to enlarge



The totals at the top of the chart are rounded for readability.

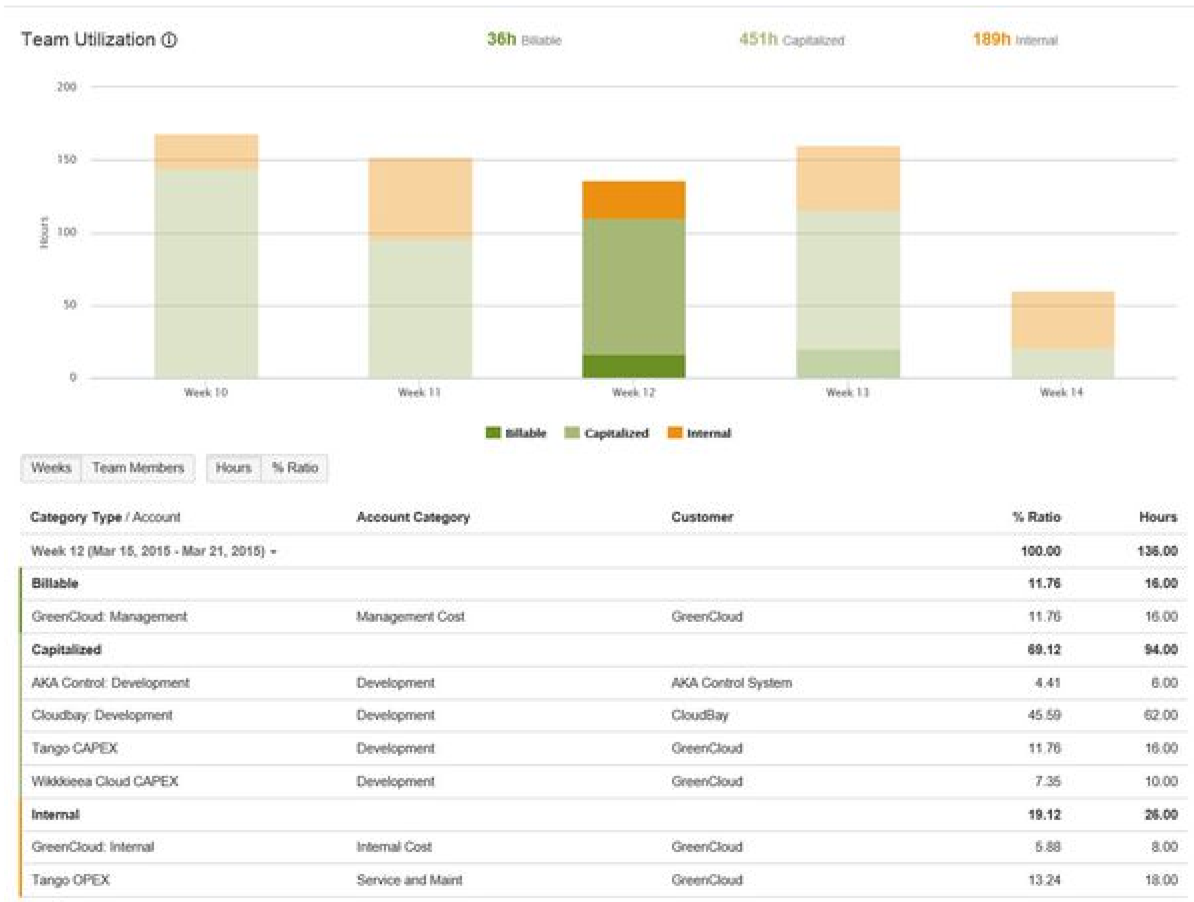
Tips

- You can switch between weeks and team members on the horizontal axis by clicking the buttons under the chart.
- You can switch between hours and percentage of time on the vertical axis by clicking the buttons under the chart.
- You can view more detailed information about each bar by hovering over the chart, as shown on the example above.

Displaying information for one bar

In the team utilization table, you can display information for a single bar of the chart by clicking the bar. You can reset the table to show all data from the chart by clicking the bar again.

Showing one week in table by clicking on bar in chart

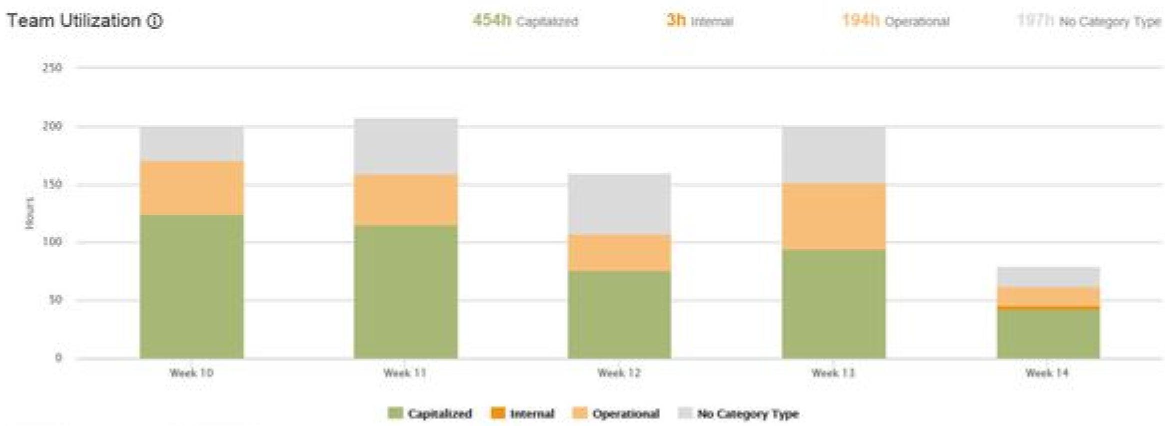


Category Type / Account	Account Category	Customer	% Ratio	Hours
Week 12 (Mar 15, 2015 - Mar 21, 2015)			100.00	136.00
Billable			**11.76**	**16.00**
GreenCloud: Management	Management Cost	GreenCloud	11.76	16.00
Capitalized			**69.12**	**94.00**
AKA Control: Development	Development	AKA Control System	4.41	6.00
Cloudbay: Development	Development	CloudBay	45.59	62.00
Tango CAPEX	Development	GreenCloud	11.76	16.00
Wikkkieea Cloud CAPEX	Development	GreenCloud	7.35	10.00
Internal			**19.12**	**26.00**
GreenCloud: Internal	Internal Cost	GreenCloud	5.88	8.00
Tango OPEX	Service and Maint	GreenCloud	13.24	18.00

Missing data

If the account, account category, customer, or account category type is not defined for issues, logged time is displayed in gray in the chart and table. You can add the missing information by resolving unaccounted hours.

Missing data is indicated in gray



Weeks | Team Members | Hours | % Ratio

Category Type / Account	Account Category	Customer	% Ratio	Hours
Total - Mar 1, 2015 - Mar 31, 2015			100.00	848.00
Capitalized			**53.54**	**454.00**
Cloudbay: Development	Development	CloudBay	10.38	88.00
GreenCloud: Staff	Staff Cost	GreenCloud	6.72	57.00
Tango CAPEX	Development	GreenCloud	33.49	284.00
Wikkkieea Cloud CAPEX	Development	GreenCloud	2.95	25.00
Internal			**0.35**	**3.00**
Cloudbay: Service and Maint	Service and Maint	CloudBay	0.35	3.00
Operational			**22.88**	**194.00**
GreenCloud: Sales and Marketing	Sales and Marketing	GreenCloud	22.88	194.00
No Category Type			**23.23**	**197.00**
GreenCloud: Management	Management Cost	GreenCloud	22.29	189.00
No Account	No Category	No Customer	0.94	8.00

Related pages

- Categorizing accounts
- Configuring basic team information
- Resolving unaccounted hours

Viewing the time and expenses report

The time-and-expenses report shows hours and expenses that are logged to the account for any month, sorted by issue. The report includes calculated revenue, based on logged hours and on the rates that are defined in the price table that is used by the account.

On this page

Tutorial

Reporting on work performed and expenses

Viewing the time and expenses report

Required permission

One of the following permission types:

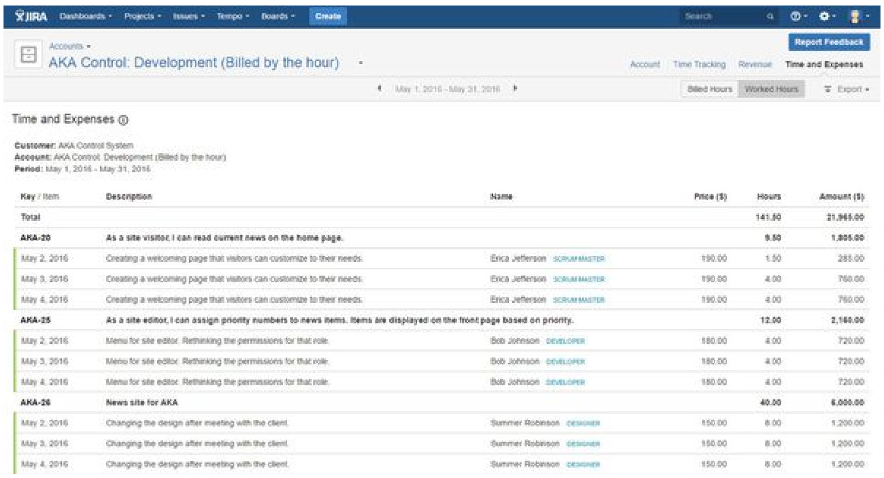
- Account Lead
- Tempo Account Administrators

Procedure

1. On the top menu bar, click **Tempo** > ACCOUNTS **more**.
2. On the Accounts page, select the account.
3. On the individual account page, in the upper-right corner, click **Time and Expenses**.

> **Users with multiple roles**
> A user who is a member of multiple teams might have different roles in each team and therefore different price rates. By default, work on an issue is charged at the user's highest rate. You can set work to be charged at the user's rate for a particular team by selecting that team in the **Team** field of the issue.

Time-and-expenses report - click to enlarge



Displaying billed or worked hours

You can configure Tempo Timesheets so that users can specify billed hours when they log work. Billed hours are hours that are billed to customers. The time-and-expenses report then displays the billed hours by default.

	Price ($)	Hours	Amount ($)
		143.00	**22,250.00**
		11.00	**2,090.00**
	190.00	3.00	570.00

The list of billed hours can be exported and printed. You can display all logged hours by clicking **W orked Hours**.

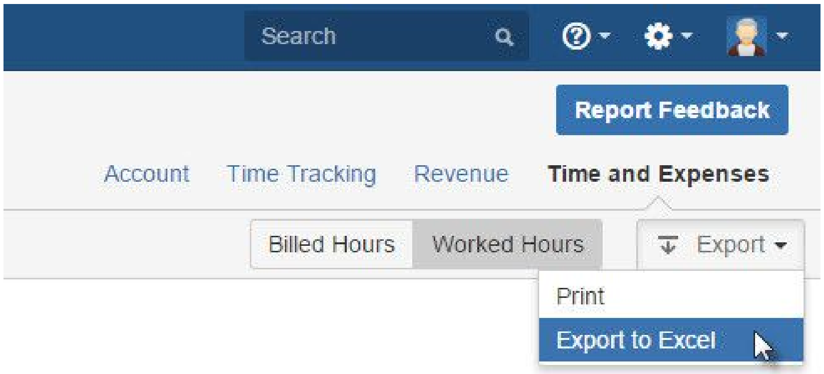
Related topic

- Setting price rates
- Configuring global accounting options

Exporting a report as a .pdf file or .xls file

You can export the time-and-expenses report as a .pdf file or a .xls file by completing the following steps:

1. In the upper-right corner of the report, click **Export**.
2. From the list, select **Print** (for a .pdf file) or **Export to Excel** (for a .xls file).



	Price ($)	Hours	Amount ($)
		141.50	21,965.00

The .pdf file is a printout of the report. The .xls file contains the following sheets:

1. A Time and Expenses spreadsheet, which includes hours and expenses
2. A Time spreadsheet, which includes only logged hours
3. An Expenses spreadsheet, which includes only expenses

The Time spreadsheet contains all logged hours and the following details:

- Customer (key, name)
- Project (key, name)
- Account (key, name)
- Issue key (key)
- Issue summary (summary)
- Date (Atlassian date format, and breakdown into day, month, and year)
- Description
- Username
- Full name
- Role
- Hours
- Rate
- Amount
- Currency

The Expenses spreadsheet contains all logged expenses and the following details:

- Customer (key, name)
- Project (key, name)
- Account (key, name)
- Issue key (key)
- Issue summary (summary)
- Date (Atlassian date format, and breakdown into day, month, and year)
- Description
- Username
- Full name
- Role
- Expense category
- Amount
- Currency

Setting price rates

Required permission

Tempo Rate Administrators permission

Tutorial

Custom price tables

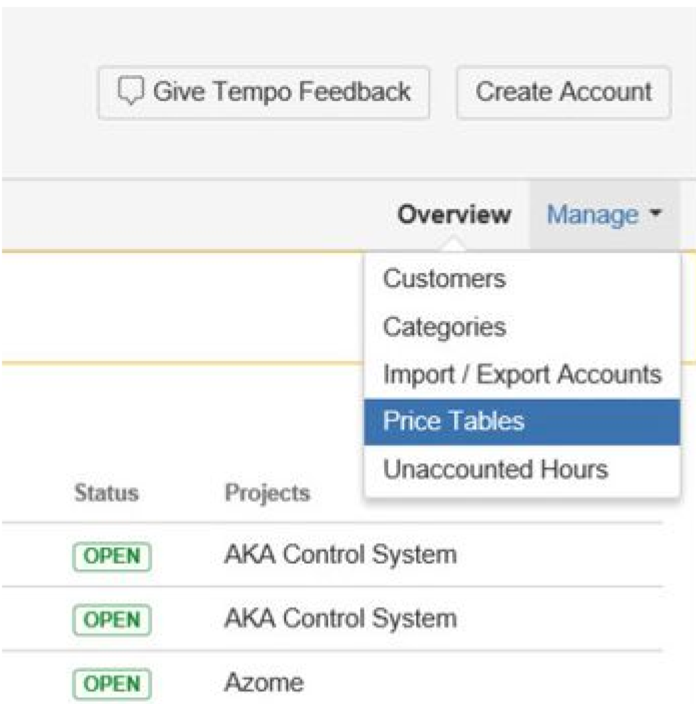
Price Tables

Price Tables are used when an account is associated with JIRA issues. The rates defined in price tables are used to calculate revenue in the account revenue report and the time-and-expenses report, for each account. The time-and-expenses report shows revenue for all hours logged. The calculations for revenue are as follows:

- Calculated Revenue for account = Sum (Logged work on JIRA issue * price rate defined for role).

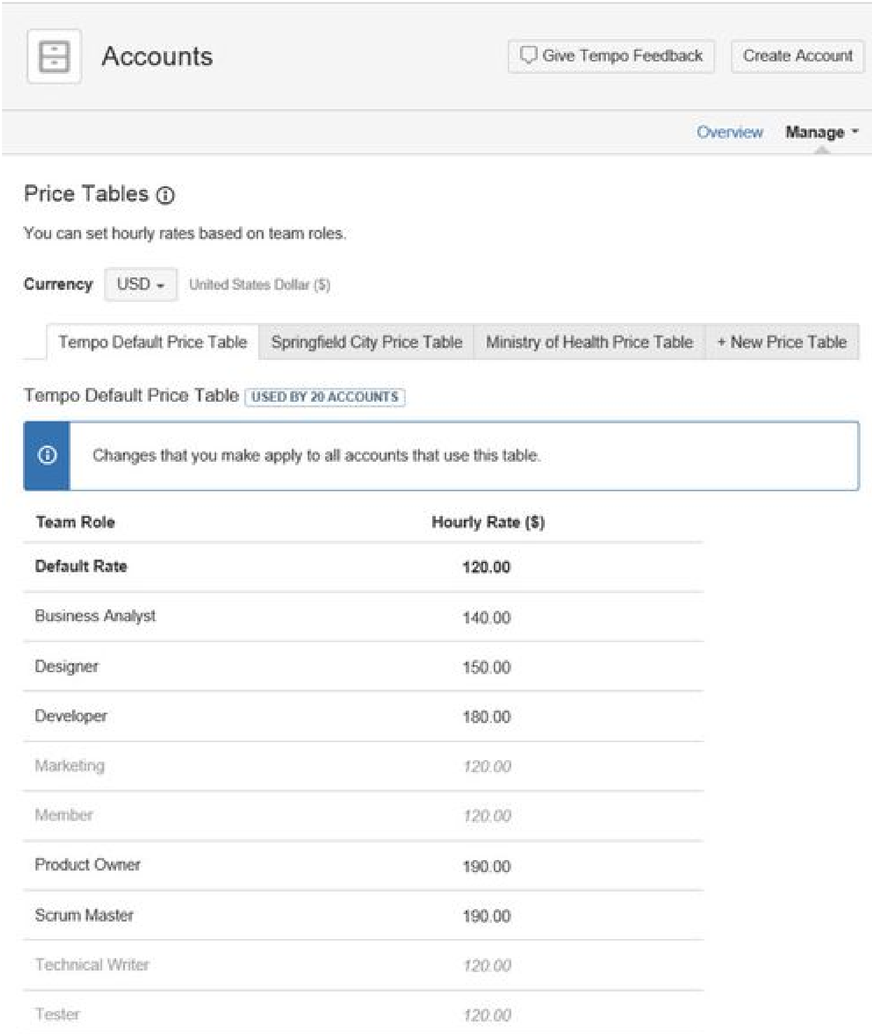
To edit price rates, open the Manage menu in the top right corner of the Accounts Navigator and select Price Tables.

Selecting Price Tables option from the Manage menu



Selecting the Price Tables option opens the **Price Tables** screen as in the screenshot below.

The manage Price Tables main screen



The rate can be changed for each role in the list. The default rate will be used for team members without roles.

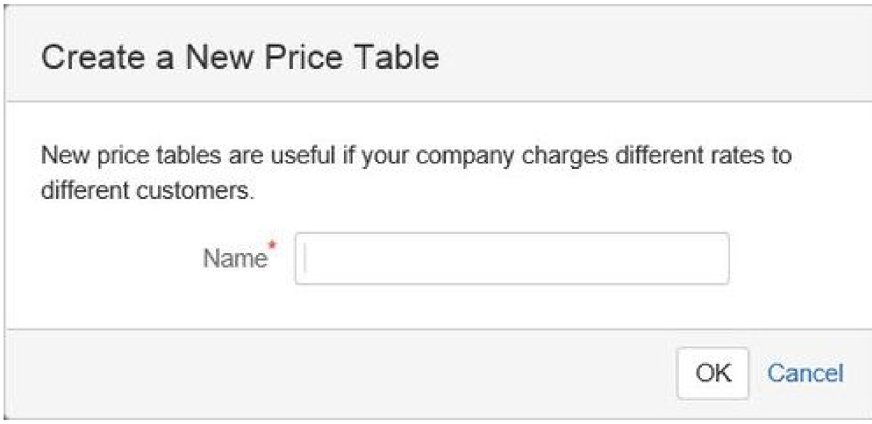
The price currency is chosen from a drop down above the price tables. Changes in currency will apply to all price tables.

> **Users with multiple roles**
> A user who is a member of multiple teams might have different roles in each team and therefore different price rates. By default, work on an issue is charged at the user's highest rate. You can set work to be charged at the user's rate for a particular team by selecting that team in the **Team** field of the issue.

Multiple Price Tables

Multiple price tables enable account managers to use different prices for different accounts. A new price table can be created by clicking on the **+New Price Table** tab. This will open a window prompting for a new name.

Create a New Price Table - click to enlarge



A lozange next to the price table header will show how many accounts are using the table.

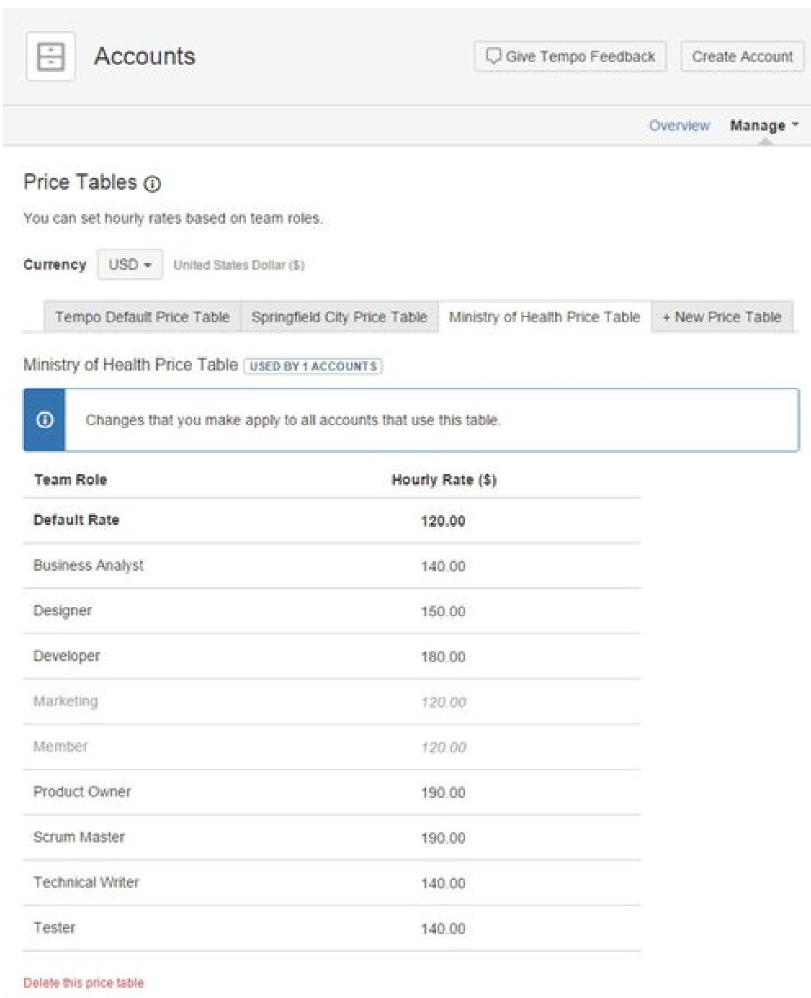
The new table will inherit rates and roles of the *Tempo Default Price Table*. Changes in the new table's rates will apply to the new table only.

The price tables can be connected to an account by selecting them in the Account price table.

Delete Price Table

An option to delete a price table can be found at the bottom of the table.

Delete Price Table - click to enlarge



It is not possible to delete the Tempo Default Price Table

If other accounts are using the price table to be deleted, they will be connected to the default account

Account price table

On this page:

Required permission

One of the following permissions or roles:

- Tempo Account Administrators permission
- Account Lead role

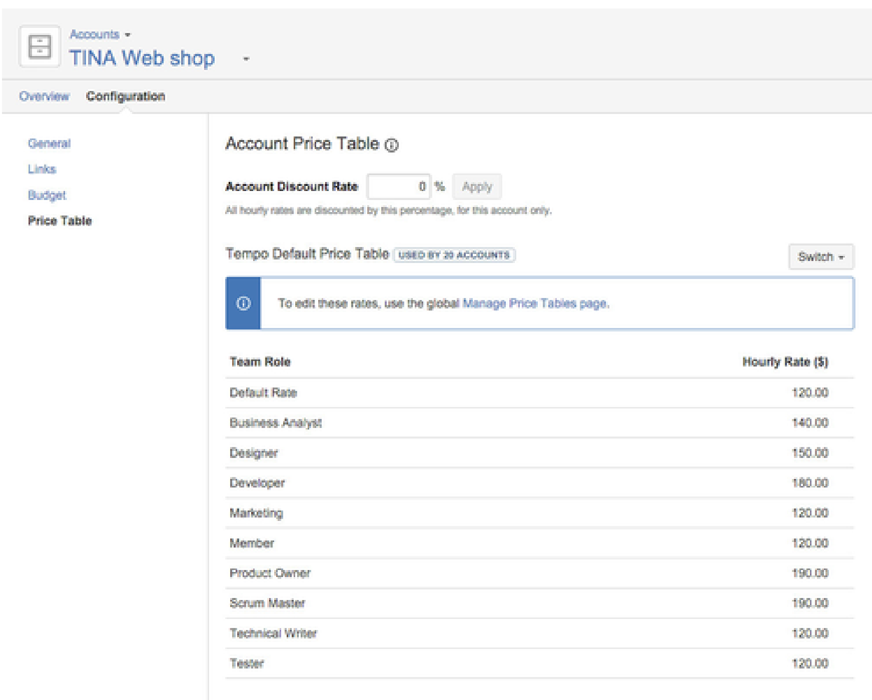
Account Price Table

It is possible to choose a price table for an account and define a discount for the price table in the **Account Price Table**. The Tempo Default Price Table will apply to the account unless otherwise specified.

Access Price Table:

1. From the Tempo drop down choose an account under **ACCOUNTS**
2. Click the **Configuration** tab under the account navigator
3. Press **Price Table** from the list to the left

Account Price Table - click to enlarge



Switching Price Tables

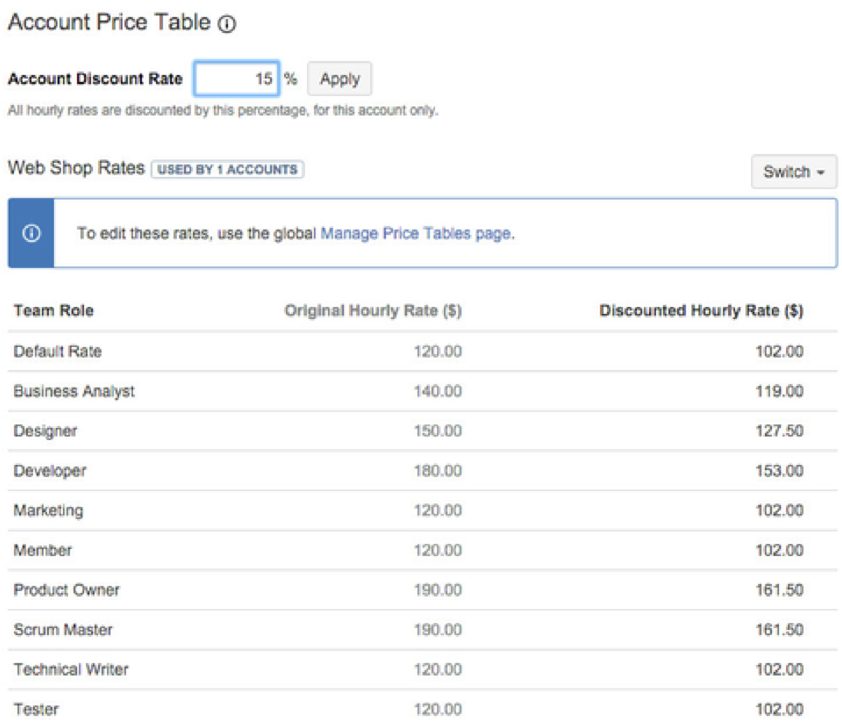
To associate a different price table with the account, do the following task:

Above the current price table, on the right side, in the box that contains the name of the price table, click the small down-arrow, and select a different price table from the list.

Account Discount

To add a discount to the account's price table, define a discount rate and press **Apply.** When a discount has been defined, a new column is displayed in the table with the discounted rates. The discounted rates are used for calculating revenue in the revenue report and the time-and-expenses report.

Discounted Rates - click to enlarge



Team Role	Original Hourly Rate ($)	Discounted Hourly Rate ($)
Default Rate	120.00	102.00
Business Analyst	140.00	119.00
Designer	150.00	127.50
Developer	180.00	153.00
Marketing	120.00	102.00
Member	120.00	102.00
Product Owner	190.00	161.50
Scrum Master	190.00	161.50
Technical Writer	120.00	102.00
Tester	120.00	102.00

Categorizing expenses

Required permission

One of the following permission types:

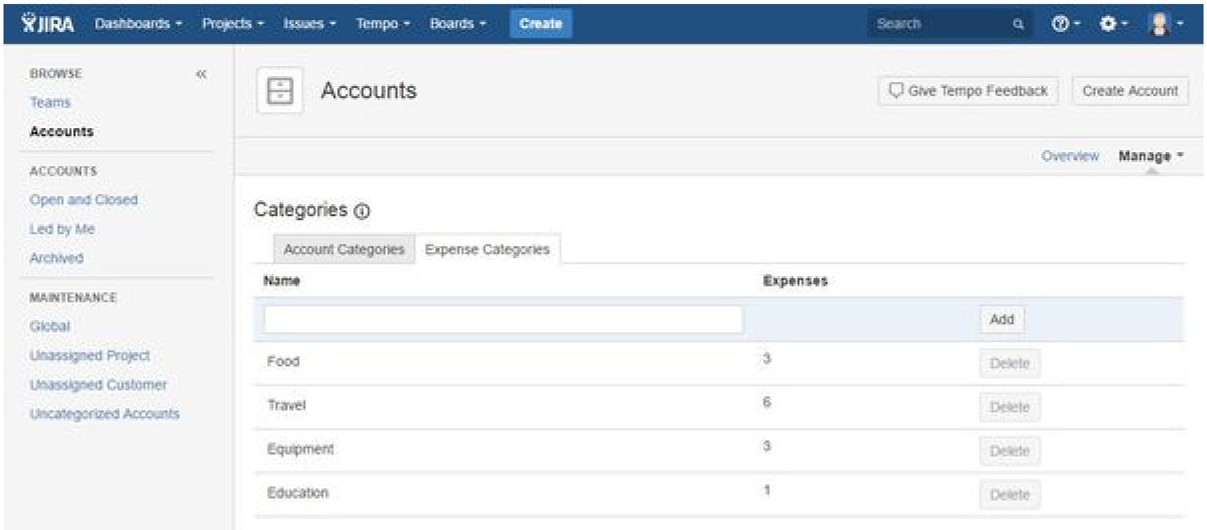
- JIRA Administrators
- Tempo Account Administrators

On this page

Adding an expense category

Expense categories are managed for sorting expenses displayed in the account's revenue report. For a better control of which categories are available for adding expense, Expense categories are configured in the Manage Categories.

Manage Categories - click to enlarge



Procedure

To add an expense category, complete the following steps:

1. On the top menu bar, click **Tempo** > ACCOUNTS **more**.
2. On the Accounts page in the upper-right corner, click **Manage** > **Categories**.
3. On the Categories page, click the **Expense Categories** tab.
4. Enter the name of the new category, and click **Add**.

Changing the name of an expense category

Procedure

To change the name of an expense category, complete the following steps:

1. On the top menu bar, click **Tempo** > ACCOUNTS **more**.
2. On the Accounts page in the upper-right corner, click **Manage** > **Categories**.
3. On the Categories page, click the name that you want to change.
4. Enter the new name, and click **Update**.

Deleting an expense category

If no expense is logged to a category, you can delete the category.

Procedure

To delete an expense category, complete the following steps:

1. On the top menu bar, click **Tempo** > ACCOUNTS **more**.
2. On the Accounts page in the upper-right corner, click **Manage** > **Categories**.
3. On the Categories page, on the line of the category that you want to delete, click **Delete**, and then click **OK**.

Related topics

- Viewing account revenue and target
- Adding expenses to JIRA issues

Adding expenses to JIRA issues

As well as logging time that you worked on an issue, you can log expenses to the issue.

If you log expenses to an issue, the Account Lead (for the account that is associated with the issue) can view the expenses in the Time and Expenses report and on the account revenue graph. Other users with Manage Accounts permission can also view the report and graph.

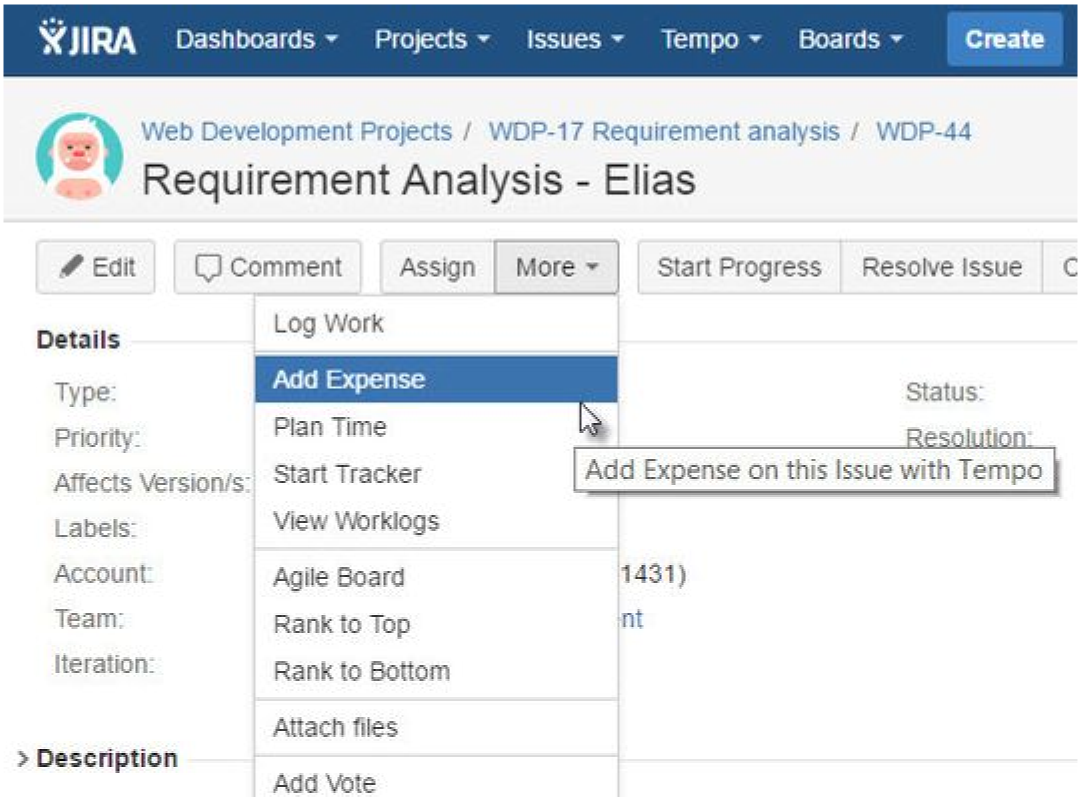
Required permission

Edit Issue permission (in JIRA)

Procedure

To add an expense to a JIRA issue, complete the following steps:

1. On the menu bar of the issue, click **More** > **Add Expense**.



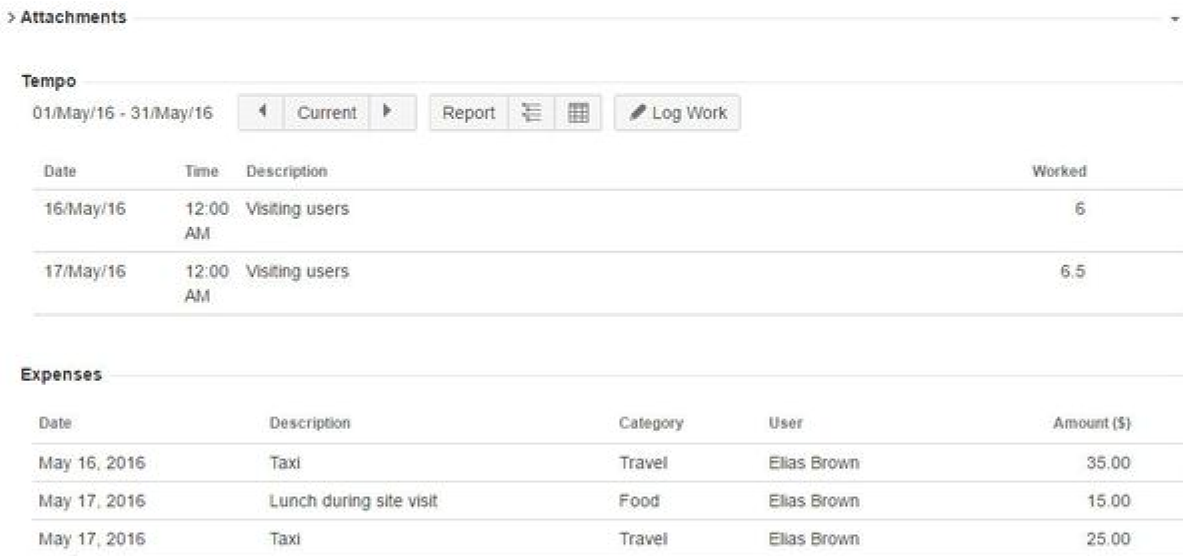
2. In the Add Expense window, fill in the requested information.

> **Tip**
> In the **Category** field, you can select an expense category from the list. Alternatively, you can create a new category, as in the following example to create the category 'Hotels':
>
> a. In the **Category** field, type `Hotels`.
> b. Underneath the field, click **Hotels - (New)**.

3. Click **OK**.

   In the **Expenses** section of the issue, only expenses that you added are displayed.

   Expenses section of a JIRA issue (Click to enlarge)



Tip
If the issue is editable, you can also edit or delete expenses.

Resolving unaccounted hours

Logged hours that cannot be associated with an account category type (for example, the Billable type or the Capitalized type) are said to be unaccounted for. Unaccounted hours are not correctly reported in the Utilization report or in the Revenue report.

On this page

Tutorial

Unaccounted hours

Viewing unaccounted hours

Required permission

One of the following permission types:

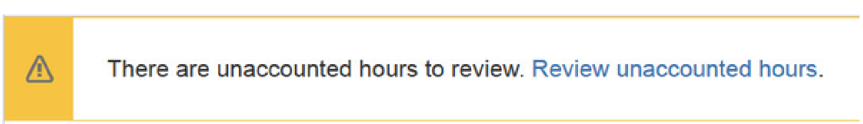
- JIRA Administrators permission
- Tempo Account Manager

Procedure

To view a list of unaccounted hours, complete the following steps:

1. On the top menu bar, click **Tempo** > ACCOUNTS **more**.

   The following message about unaccounted hours might be displayed near the top of the page:



If the above message is *not* displayed, all hours are accounted for.

2. If the above message *is* displayed, click **Review unaccounted hours**.

> **Tip**
> Alternatively, you can access the Unaccounted Hours page as follows: on the Accounts page, in the upper-right corner, click **Manage** > **Unaccounted Hours**.

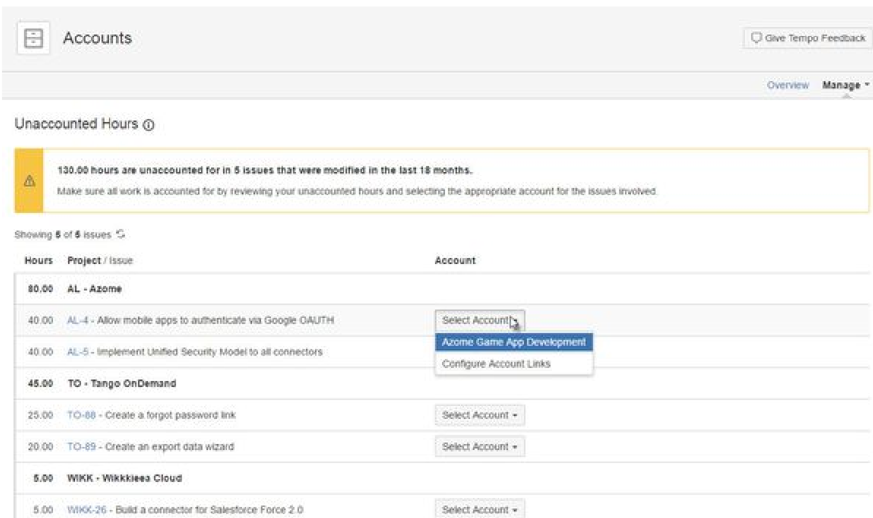
A list of projects and issues is displayed. Work was logged on these issues, but one of the following situations is true for each issue:

- The issue is not associated with an account.
- The issue is associated with an account, but the account is not linked to an account category.
- The issue is associated with an account, and the account is linked to an account category, but the account category is not linked to an account category type.

Accounting for hours

On the Unaccounted Hours page, you can account for hours for each issue by selecting the appropriate account, account category, or account category type.

Unaccounted Hours - click to enlarge



Related topics

- Viewing logged time by account type
- Viewing account revenue and target

Administrator's guide to Tempo Timesheets

Administrator's guide

- Installing and upgrading Tempo Timesheets
- Setting up Tempo Timesheets

Managing Tempo Timesheets

Other useful links

- Release notes
- Administrator and user videos
- Webinars
- Frequently asked questions

Activating JIRA time tracking

For JIRA users to be able to log work in Tempo Timesheets, you must activate JIRA time tracking.

Required permission

JIRA Administrators permission

Procedure

1. On the main menu bar, click the **Administration** cogwheel > **Issues**.
2. On the Administration page, in the left column, in the ISSUE FEATURES section, click **Time Tracking**.
3. On the Time Tracking page, fill in the correct hours and days information for your organization, and activate time tracking.

Tip
You can define different types of working week in Tempo for employees who, for example, work part time or who are in different regions or countries. See the related Tempo topic below.

Related topics

- Configuring time tracking (Atlassian documentation)
- Defining a working week (Tempo documentation)

Global configuration

For users to be able to use Tempo Timesheets, you must activate JIRA time tracking. You can also configure other Tempo global configuration settings, as described in the following topics.

In this chapter

Related topic

Activating JIRA time tracking

Configuring worklog options

In this chapter

To open the Global Configuration:

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your

screen. Then scroll down to **Tempo** administration left tabs and choose the **Global Configuration** option.

Table: Worklog options explained

Option	**Default**	**Description**
Users cannot log work on parent issues	Check box is not selected (users *can* log work)	If the check box is selected, users cannot log work on JIRA issues that have sub-tasks.
Users can specify a start time when they log work	Check box is not selected	If the check box is selected, a **Time** field is added to the form that users fill out every time that they log work. Users can specify a start time for their logged work in this field. If the check box is cleared and users want to specify a start time for logged work, they must log work on the time view of the worklog calendar. See also 'Time difference between JIRA worklogs and Tempo worklogs.'
Remaining estimate is optional	Check box is not selected	If the check box is selected and an issue has no *Original estimate*, the *Remaining estimate* is not calculated in the time-tracking entry. Again if the check box is selected and an issue has Original estimate, the Remaining estimate is reduced by the time spent until the value 0 is reached. The Remaining estimate cannot be a negative number, but if it has reached 0, the user can add a new one.
Worklog description is optional	Check box is not selected	If the check box is selected and no text is written in the Log Work Description field, a default text *Working on Issue $key* is added. As with any text in the Log Work Description, the default text can still be edited.
Users can log work for closed and archived accounts	Check box is selected	If the check box is cleared, it is not possible to log work on an issue that has an account in closed status.

Users can log work on non-editable issues	Check box is selected	If the check box is cleared and the `jira.issue.editable` property is set to **false** in the JIRA workflow status, a Tempo Timesheets user cannot log work. **A few notes:** • This property is false by default in the JIRA workflow for issues in **Closed** status. • If the check box is selected, the workflow status must have a transition to **Reopened** status as in the JIRA default workflow. The user must also have a permission to execute the reopen transition. • The workflow transitions can be hidden, by using the **Hide Transition** option in the JIRA Misc Workflow Extensions plugin, if you don´t want users to reopen issues. • There is also an option to use the *jira.permission.work.denied* property as documented on this page.
Maximum hours per day per user	Unlimited	Unlimited is max 99 hours. If a *limited* value is selected from the drop-down list, the lowest value is set as the *Hours per day* in JIRA Time Tracking settings and the highest value ends in 24 Hours. The values increment by one hour from the lowest to the highest.
Users can log work up to X days into the future	90 Days	Other options, range from 0 Days to 360 Days. *0 Days* means the user cannot log work for Tomorrow. *360 Days* means that the user cannot log work on a date that is over a year from current date.

Related topic

Configuring work attributes

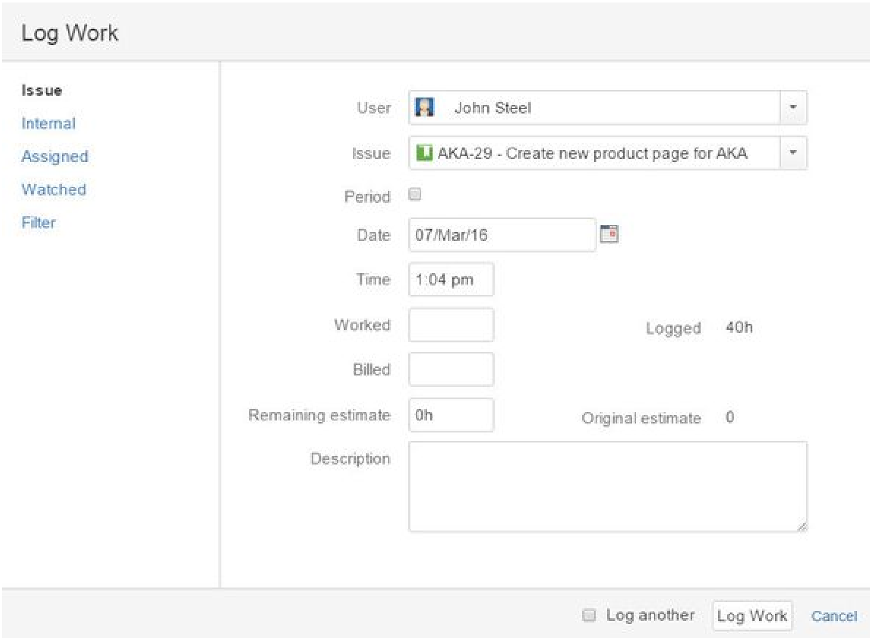
Log work with start time

This option is disabled by default, but if enabled any Tempo Timesheets user can set start time when logging work. This means that the **Date** field in the Log Work window changes to a date/time field in the enabled case. The current time is used as the default time for the current date, before the user logs the start time.

Enabling the option is not valid for the Plan Time window.

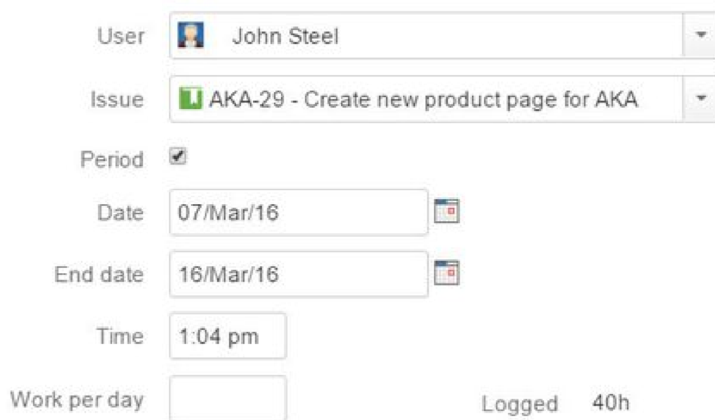
The Log Work window showing the Time field (click to enlarge)

In this chapter



Following are a few facts about this option:

- The time can be changed by writing directly into the field
- The time can also be changed by opening the calendar icon next to the field
- All dates from start date to end date in Period worklog shows the same time as selected in the Time field.



- The default time for dates other than the current date is 00:00

If the option is *enabled*, the time is also displayed in all reports and the inline editing windows.

A useful reading on the difference between my JIRA worklog and my Tempo worklog.

Configuring the timesheet approval process

To open the Global Configuration:

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administratio n left tabs and choose the **Global Configuration** option.

Configure timesheet approval process	Default: *Disabled*

This setting can be enabled as *Monthly (Period)* or *Weekly*, or it can be *Disabled.* When enabled, a workflow status with a button next to it, called **Get Approval**, appears to the left, below the User Timesheet header. If enabled as Weekly, the view has be set on **Week** and the same goes for if enabled as Monthly (Period), the view has to be set on **Period.** Team members can send their timesheets to be approved by their Team Lead (the user(s) with the Approve Timesheet permission), if the workflow status is *Ready to submit*.

Configuring global accounting options

To open the Global Configuration:

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administration left tabs and choose the **Global Configuration** option.

Users with Approve Timesheet permission can set billed hours.	Default: Check box is not selected

If the check box is selected, a field called **Billed hours** is added to the Log Work window, which is visible for users with the Approve Timesheet permission (or a Team Lead). A column called **Billing** is also added to the report view. The default value in the Billed hours field is the same as in Hours, but it can be edited to a different value including 0. Team Leads can select if the Hours and/or Billed hours are displayed in the report.

Other users can set billed hours.	Default: Check box is not selected

If the check box is selected, a field called **Billed hours** is added in the Log Work window, which is visible to team members. A column called **Billing** is also added to the report view The default value in the Billed hours field is the same as in Hours, but it can be edited to a different value including 0. Team members can select if the Hours and/or Billed hours are displayed in the report.

In this chapter

Configuring time-planning options

To open the Global Configuration:

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administration left tabs and choose the **Global Configuration** option.

In this chapter

Time-planning options

Option	Default	Description
Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets	Check box is selected	If the check box is selected, team leads and other users with Plan Time pe for team members to work on specific JIRA projects, project versions, or p
All users can also plan time for themselves in Tempo Timesheets.	Check box is selected	If this check box and the previous check box are both selected, all users c on specific JIRA projects, project versions, or project components. A **Plan**
Enable planned-time approval process.	Check box is not selected	If the check box is selected, users can send an approval request for plann

Enabling agile timesheets

To open the Global Configuration:

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administratio n left tabs and choose the **Global Configuration** option.

Setting	Default	Description
Users who have JIRA Software or JIRA Agile installed can view agile timesheets	Check box is selected	This setting adds a **Time Tracking** option to the **View in Tempo** menu, in the header of each JIRA Software or JIRA Agile board. It allows the user to see all worklogs associated with JIRA Software or JIRA Agile epics and/or sprints in the Agile Timesheet. This feature is currently available only for users with JIRA Software or JIRA Agile installed.

Changing date and time formats

You can change the date and time formats that are used on some pages of Tempo Timesheets; for example, you can change the following formats:

- The time format that is used in the Time view of the worklog calender
- The date format that is used in the Calendar view of user, project, team, and issue timesheets

Required permission

JIRA Administrators permission

Procedure

1. On the top menu bar, click the Administration cogwheel > **System**.
2. On the Administration page, in the left column, in the USER INTERFACE section, click **Look and Feel**.
3. Scroll down to the **Date/Time Formats** section.
4. Click the field that you want to edit.
5. Type the format that you want (see the examples below), and click **Update**.

Examples

Time Format

Description	Results	Format
24-hour clock, with times from 00:00 to 23:59	00:24 05:45 12:36 17:19	HH:mm
12-hour clock, with 'am' and 'pm' **Note**: 12 midnight is written as 12:00 am, and 12:00 noon is written as 12:00 pm. **Troubleshooting**: If the 'am' and 'pm' are not displayed on your times, the 'a' might be missing after 'h:mm'.	12:24 am 5:45 am 12:36 pm 5:19 pm	h:mm a

Day/Month/Year Format

Example used: 1 September 2016

Starting with the day

Result	Format
01/09/2016	dd/MM/yyyy
01.09.2016	dd.MM.yyyy
1/9/2016	d/M/yyyy
01/09/16	dd/MM/yy
1/9/16	d/M/yy
01 Sep 2016	dd MMM yyyy
1 Sep 2016	d MMM yyyy
01/Sep/16	dd/MMM/yy
1/Sep/16	d/MMM/yy
01 September 2016	dd MMMM yyyy

1 September 2016	d MMMM yyyy

Starting with the month

Result	Format
09/01/2016	MM/dd/yyyy
09.01.2016	MM.dd.yyyy
9/1/2016	M/d/yyyy
09/01/16	MM/dd/yy
9/1/16	M/d/yy
Sep 01, 2016	MMM dd, yyyy
Sep 1, 2016	MMM d, yyyy
Sep/01/16	MMM/dd/yy
Sep/1/16	MMM/d/yy
September 01, 2016	MMMM dd, yyyy
September 1, 2016	MMMM d, yyyy

Starting with the year

Result	Format
2016-09-01	yyyy-MM-dd
2016.09.01	yyyy.MM.dd
20160901	yyyyMMdd
2016 Sep 01	yyyy MMM dd

Tip
Atlassian's documentation provides more detailed information about date and time formats.

Granting permission to users

The tables below list the following types of permissions and roles:

- Some important JIRA permissions that Tempo Timesheets relies upon
- Tempo administrative and user permissions
- Tempo roles, such as Team Lead and Account Lead, which already include certain permissions

Important

- For JIRA users to be able to access and use Tempo Timesheets, they must have Work On Issues permission for at least one JIRA project. This permission is listed below, in the '*Project permissions and roles*' table.
- For JIRA users to be able to log work in Tempo Timesheets, Time tracking must be ON in JIRA.

On this page

Global permissions

Permission	What you get by default	Notes	Who can give permission by default	Configuration location

JIRA Administrators permission	• Permission to:
	  ◦ Perform most JIRA administrative tasks
	  ◦ Perform most Tempo administrative tasks
	• Tempo Administrators permission (see below)
	• Tempo Team Administrators permission (see below)
	• Tempo Account Administrators permission (see below)
		By default, JIRA Administrators are not granted Tempo Rate Administrators permission (see below). However, JIRA Administrators can grant themselves any type of Tempo administrative or user permission that they do not already have.	JIRA Administrators	**Administration** cogwheel > **System** > SECURITY **Global Permissions**

Browse Users permission	Permission to view lists of JIRA user names and group names and to select users or groups from the lists.	Many users might require this permission. **Examples** • Tempo Team Administrators (see below) require Browse Users permission so that they can add members to teams. • Many users might require Browse Users permission so that they can reassign issues to other users.		
Tempo Administrators permission	Permission to: • Manage internal Issues • Open and close worklog periods • Test who can edit worklogs • Define the working week • Specify public holidays	• By default, JIRA Administrators receive Tempo Administrators permission. • Only JIRA Administrators can do some other Tempo Timesheets administrative tasks.		
Tempo Team Administrators permission	• Permission to create, configure, browse, and delete teams and to manage team permissions • Browse Team permission (see below) for all teams	• Tempo Team Administrators can grant themselves Approve Timesheet permission and Plan Time permission (see below). • Tempo Team Administrators permission is *not* sufficient for moving employees between different types of working week or sets of public holidays. • By default, JIRA Administrators receive Tempo Team Administrators permission		

Tempo Account Administrators permission	Permission to:
	• Create, configure, import, export, and delete accounts
	• Change the target revenue in account revenue reports
		• Only users with Approve Timesheet permission (see below) can approve accounts.
		• Only JIRA Administrators can configure the following account settings:
		  ◦ Whether the account value is cleared when issues are moved between projects
		  ◦ An alternative name for the account field
		  ◦ Whether an account value is required or optional in a field configuration
		• By default, JIRA Administrators receive Tempo Account Administrators permission		

Tempo Rate Administrators permission	Permission to: • Set price rates for team roles in different teams • Change the target revenue on account revenue reports	Price rates are used for revenue reports and billing.		

Project permissions and roles

Permission or role	What you get by default	Notes	Who can give permission or role by default	Configuration location
Administer Projects permission	Within the context of a project, permission to edit: • Project role membership • Project components • Project versions • Some project details		JIRA Administrators	**Projects** > **View All Projects** > *project name* > **Project Administration** > **Permissions**
Browse Projects permission	Within the context of a project, permission to: • Browse the project • Use the issue navigator • View individual issues			
Work On Issues permission	• Permission to access and use Tempo Timesheets • Within the context of a project, permission to log work on issues	**Troubleshooting tips** • JIRA users cannot access or use Tempo Timesheets if they do not have Work On Issues permission for at least one JIRA project. • JIRA users cannot log work if Time tracking is turned OFF in JIRA.		
View All Worklogs permission	Within the context of a project, permission to view all worklogs	**Troubleshooting tip** A possible reason why worklogs are not viewable is that users do not also have Browse Projects permission (see above).		
Log Work for Others permission	Within the context of a project, permission to log work on behalf of other JIRA users who have permission to log work for the project			
Tempo Project Managers role	See notes >	• This is a legacy role and might not be available in your Tempo Timesheets. • If this role is available, users in this role no longer automatically have permission to view all worklogs of a project. However, you might have granted users in this role other permissions, which are still valid.	• Project Administrators • JIRA Administrators	**Projects** > **View All Projects** > *project name* > **Project Administration** > **Roles**

Team permissions and roles

Permission or role	What you get by default	Notes	Who can give permission or role by default	Configuration location
Tempo Team Administrators permission	See the '*Global permissions*' table above.			

Team Lead role	• Browse Team permission (see below) for the team that you lead • Approve Timesheet permission (see below) for the team that you lead • Plan Time permission (see below) for the team that you lead • Permission to configure your team • Team Member role	The Team Lead role is *not* sufficient for moving employees between workload or holiday schemes or for changing the Team Lead.	Tempo Team Administrators	You can specify a Team Lead when you create a team: **Tempo** > TEAMS **more** > **Create New Team** or by configuring basic team information: **Tempo** > TEAMS **more** > *team name* > **Configuration** > **Configure** > Team Lead
Team Member role	• Browse Team permission for your team (see below) • Permission to plan time for yourself to work on projects, versions, components, and issues	• For you to be able to plan time for yourself to work on an issue, you must also have Browse Projects and 'Work on Issues' permission (see above) for the issue's project. • Team Leads (see above) are also Team Members.	• Team Leads • Tempo Team Administrators	**Tempo** > TEAMS **more** > *team name* > **Configuration** > **Members**
Customized roles, such as Developer, Tester, or Scrum Master	See notes >	By default, Team Members are given the role name *Member*. However, you can give customized role names, such as *Developer*, *Tester*, or *Scrum Master*, to Team Members. When you customize role names, the permission that the Team Members have does not change.		• JIRA Administrators can create customized role names: **Administration** cogwheel > **Add-ons** > TEMPO TEAMS **Tempo Roles** • Team Leads and Tempo Team Administrators can assign role names to Team Members when they add or configure Team Members: **Tempo** > TEAMS **more** > *team name* > **Configuration** > **Members**
Browse Team permission	Permission to: • See the team's information, including the team utilization report • Select this team on forms that contain a **Team** field (for example, the **Team** field in an issue)	All Team Members automatically receive Browse Team permission for their own teams.		**Tempo** > TEAMS **more** > *team name* > **Configuration** > **Permissions**

Approve Timesheet permission	• Permission to:
	  ◦ Review timesheets of Team Members.
	  ◦ Grant grace periods to Team Members to complete their timesheets after a scheduled closing date.
	  ◦ View the team timesheet and reports.
	  ◦ View Tempo team and account gadgets.
	  ◦ Approve accounts.
	• If the setting 'Configure timesheet approval process' is set to *Monthly (Period)* or *Weekly*, permission to:
	  ◦ Approve and reject timesheets of Team Members
	  ◦ View the approval logs of Team Members
	• Permission to set billed hours if the following check box is selected in Tempo Global Configuration: Users with Approve Timesheet Permission can set billed hours
		• Team Leads (see above) automatically receive Approve Timesheet permission for their own teams.
		• Tempo Team Administrators (see above) can grant themselves Approve Timesheet permission
		• To view other team members' worklogs on a timesheet, you must have View All Worklogs permission (see above) for the team's projects		

Plan Time permission	Permission to plan time for team members to work on projects, versions, components, and issues.	• Team Members can plan time for themselves *without* the Plan Time permission.
		• Team Leads (see above) automatically receive Plan Time permission for their own teams.
		• Tempo Team Administrators (see above) can grant themselves Plan Time permission
		• Plan Time permission works in Tempo Timesheets only if the following check box is selected in Tempo Global Configuration: 'Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.'
		• For you to be able to plan time on an issue, the following permissions must also be granted:
		  ◦ You and the user that you are planning time for must have Browse Projects permission (see above) for the issue's project
		  ◦ The user that you are planning time for must have 'Work on Issues' permission (see above) for the issue's project		

Customer and account permissions and roles

Permission or role	What you get by default	Notes	Who can give permission or role by default	Configuration location

Tempo Account Administrators permission	See the '*Global permissions*' table above.			
Tempo Rate Administrators permission	See the '*Global permissions*' table above.			
Account Lead role	• Responsibility for the account • Browse Customer Revenue permission (see below) if you are a user of JIRA and Tempo Timesheets	Account Leads are not required to be users of JIRA and Tempo Timesheets.	• Tempo Account Administrators • JIRA Administrators	You can specify an Account Lead when you create an account: **Tempo** > ACCOUNTS **more** > **Create Account** or by configuring basic account information: **Tempo** > ACCOUNTS **more** > *account name* > **Configuration** > **General** > Lead
Browse Customer Revenue permission	Permission to view the account revenue report and the time and expenses report for accounts that are associated with a customer.	Account Leads automatically receive Browse Customer Revenue permission for all customers.		**Tempo** > ACCOUNTS **more** > **Manage** > **Customers** > **View Customer** > **Configuration**

Related topics

- Global configuration (Settings that affect the permissions of general users and of users with Approve Timesheet permission)
- Troubleshooting a No Access message
- Troubleshooting worklog editing

Troubleshooting a No Access message

When users get the *No Access* notification in Tempo Timesheets it means the current user doesn't have JIRA *Browse Projects* permission for the particular project in question. Users without this permission can't view any project issues or worklogs.

In this chapter

Why is No Access displayed

No Access is displayed in Team Timesheet if the user who is viewing has Approve Timesheet permission. The reason for this is to inform this user that members in the team have logged work on issues that you can not browse in JIRA. The users who are Approving User Timesheets for the members need to know that there are more hours logged by the selected user so you need to keep that in mind before approving the timesheet.

This is also displayed in the User Timesheet for the selected user if viewed by the *Timesheet Reviewer*.

More information on how to Manage Project Permissions in JIRA can be found here:

- Managing Project Permissions

Troubleshooting worklog editing

Below you find the reasons for the fact if you can´t edit own or all worklogs in Tempo Timesheets

In this chapter

Issue not Editable

JIRA allows administrators to define workflow states where issues can not be edited. All Issues and associated worklogs in this state can not be edited. In order to edit worklogs not editable for this reason:

- As a JIRA user
  - Try transitioning the issue to an editable status in the workflow (e.g. from Closed to Reopened).
- As a JIRA Administrator
  - Edit the JIRA workflow status and set the 'Issue.editable' property as true.
  - See information about the **Users can log work on non-editable issues** setting.

You lack permission to "Work On Issues"

If you have this permission for at least one project, you can access Tempo Timesheets. However, you cannot create worklogs for issues in other projects for which you do not have this permission.

- To grant this permission to users, as a JIRA Administrator, open the Project Permission Scheme for the project.
  - Grant the users permission to "Work On Issues" by following the steps under the title 'Adding Users, Groups or Roles to a Permission Scheme' on the following page: Managing JIRA Project Permissions.

You lack permission to "Edit Own Worklogs"

JIRA defines this project permission in order to allow JIRA administrators to manage if users can edit their own worklogs or not. In order to allow users to edit their own worklogs:

- As a JIRA Administrator open the Project Permission Scheme for the project in question
  - Grant the user in question permission to "Edit Own Worklogs" by following the steps under the title 'Adding Users, Groups or Roles to a Permission Scheme' on the following page
  - Managing JIRA Project Permissions

You lack permission to "Edit All Worklogs"

JIRA defines this project permission in order to allow JIRA administrators to manage which users can edit all worklogs within a particular project. In order to allow users to edit all worklogs within a project:

- As a JIRA Administrator open the Project Permission Scheme for the project in question
  - Grant the user in question permission to "Edit All Worklogs" by following the steps under the title 'Adding Users, Groups or Roles to a Permission Scheme' on the following page
  - Managing JIRA Project Permissions

You lack permission to "Log Work for Others"

JIRA defines this project permission in order to allow JIRA administrators to manage which users can log work for other users within a particular project. You might be able to edit your own worklogs, but you need this permission to edit worklogs from other users. In order to allow users to edit all worklogs within a project:

- As a JIRA Administrator open the Project Permission Scheme for the project in question
  - Grant the user in question permission to "Log Work for Others" by following the steps under the title 'Adding Users, Groups or Roles to a Permission Scheme' on the following page
  - Managing JIRA Project Permissions

Week is closed

Tempo enables Tempo administrators to automatically schedule week closure within an Open Period using the Tempo Scheduler. In order to edit worklogs currently not editable for this reason:

- As an user with Approve Timesheet permission
  - Give the user in question a Grace Period

User Timesheet is not Open

In the Timesheet Approval process if the Timesheet has already been approved or is pending approval underlying worklogs can not be edited. In order to edit worklogs currently not editable for this reason:

- As an user with the Approve Timesheet permission
  - In case of Approved Timesheets - Reopen the timesheet
  - In case of Timesheets Pending Approval - Reject the Timesheet

Period is closed

Tempo enables Tempo Administrators to control when users can Log Work on issues, e.g. is the period still open. This is configured using Period management. In order to edit worklogs currently not editable for this reason:

- As a Tempo Administrator
  - Open the period in question from the Period management page

Account has been closed

Tempo account administrators might close accounts that users may no longer log work to. To edit worklogs that are associated with closed accounts, do one of the following tasks:

- As a Tempo account administrator, re-open the account
- As a JIRA administrator, select the check box for the following setting on the Tempo Global configuration page: **Users can log work for closed and archived accounts**

Approve Timesheet permission

Permission or role	What you get by default	Notes	Who can give permission or role by default	Configuration location

Approve Timesheet permission	• Permission to:
	  ◦ Review timesheets of Team Members
	  ◦ Grant grace periods to Team Members to complete their timesheets after a scheduled closing date
	  ◦ View the team timesheet and reports
	  ◦ View Tempo team and account gadgets
	  ◦ Approve accounts
	• If the setting 'Configure timesheet approval process' is set to *Monthly (Period)* or *Weekly*, permission to:
	  ◦ Approve and reject timesheets of Team Members
	  ◦ View the approval logs of Team Members
	• Permission to set billed hours if the following check box is selected in Tempo Global Configuration: Users with Approve Timesheet Permission can set billed hours
		• Team Leads automatically receive Approve Timesheet permission for their own teams.
		• Tempo Team Administrators can grant themselves Approve Timesheet permission
		• To view other team members' worklogs on a timesheet, you must have View All Worklogs permission for the team's projects
			• Team Leads
			• Tempo Team Administrators
				Tempo > TEAMS **more** > *team name* > **Configuration** > **Permissions**
				
				For more information, see Team permissions.

Defining a working week

Extract from **Tempo Core** (plug-in) version: 4.x.x

Employee work requirements depend on the definition of a working week. Employees that are geographically dispersed might have different working weeks. Also, some employees in your organization might work part-time. You can change the days and number of hours that comprise a working week.

Each type of working week is defined in a *workload scheme*.

Related topic

Specifying public holidays

Creating types of working weeks

Extract from **Tempo Core** (plug-in) version: 4.x.x

You might want to create multiple workload schemes (that is, types of working weeks) if different employees have different weekend days or work different numbers of hours.

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

The tutorial covers two topics:

- **Creating a workload scheme** (video time point 0:00)
- Moving an employee to a workload scheme (video time point 2:01)

Procedure

To create a workload scheme, complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Workload Schemes**.

    > **Tip**
    > Workload schemes contain information about the days and hours in different types of working weeks. The Tempo Default Workload Scheme is created when the Tempo Core system plugin is first installed. This scheme is initially set to contain five 8-hour working days, from Monday to Friday, with the weekend on Saturday and Sunday. If you change this scheme, your changes are not lost whenever you update the Tempo Core system plugin.

3. Click **Add Scheme**.
4. In the **Add Scheme** window, fill in the information that is requested, and click **Save**. The new workload scheme, with information about the new type of working week, is added to the list.

    > **Tip**
    > You can set any scheme as the default scheme by clicking **Set Default** in the scheme row. New users of Tempo products are associated with the default scheme.

What to do next

Move employees to the new workload scheme.

Related topic

Creating sets of public holidays

Editing types of working weeks

Extract from **Tempo Core** (plug-in) version: 4.x.x

Required permission

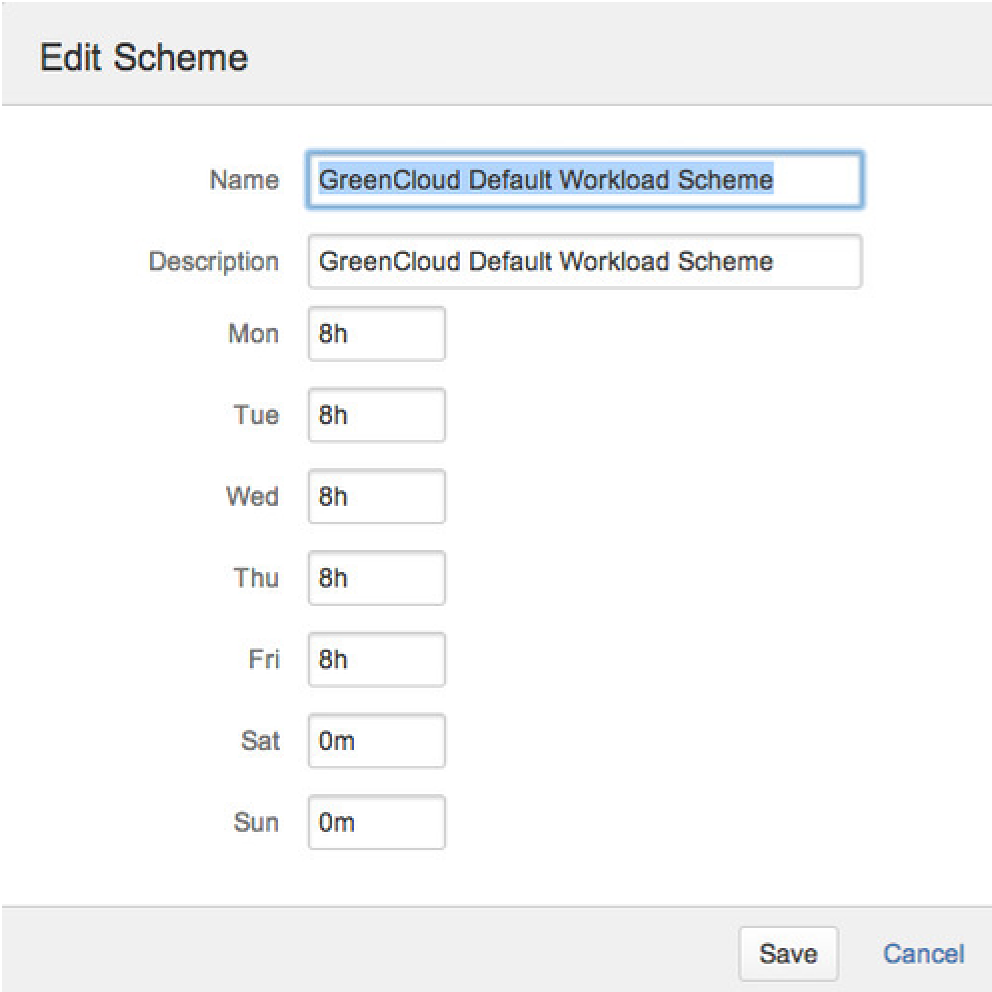
One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To edit a workload scheme (that is, type of working week), complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Workload Schemes**.
3. In the row of the workload scheme, click **Edit**.
4. In the Edit Scheme window, fill in the information about the working week, and click **Save**.



Related topics

- Switching types of working weeks
- Setting the default type of working week

Switching types of working weeks

Extract from **Tempo Core** (plug-in) version: 4.x.x

If employees move to a different country, with different weekend days, or if employees change between part-time work and full-time work, you can move the employees to a different workload scheme (that is, type of working week).

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

The tutorial covers two topics:

- Creating a workload scheme (video time point 0:00)
- **Moving an employee to a workload scheme** (video time point 2:01)

Procedure

To move an employee to a workload scheme, complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Workload Schemes**.
3. In the row of the employee's current scheme, in the **Operations** column, click **Members**.
4. In the employee row, click **Move**.
5. Select the new scheme, and click **Move**.
6. Click **View Schemes**.
7. In the new-scheme row, click **Members**. Here you see that the employee is now associated with the new scheme.

Related topics

- Switching sets of public holidays
- Switching type of working week (alternative method)

Setting the default type of working week

Extract from **Tempo Core** (plug-in) version: 4.x.x

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To set the default workload scheme (that is, type of working week) for new Tempo users, complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Workload Schemes**.
3. In the row of the workload scheme that you want to set as the default scheme, click **Set Default**, and then click **Save**. The default scheme moves to the top of the list.

    Tips
    - The scheme that has the name "Tempo Default Workload Scheme" is created when the Tempo Core system plugin is installed *for the first time*. This scheme is initially set to contain five 8-hour working days, from Monday to Friday, with the weekend on Saturday and Sunday. Although this scheme might keep the name "Tempo Default Workload Scheme," it is no longer the default scheme if it is not at the top of the list.
    - If you change the "Tempo Default Workload Scheme", your changes are *not* lost whenever you *update* the Tempo Core

system plugin.

Related Topic

Setting the default set of public holidays

Deleting types of working weeks

Extract from **Tempo Core** (plug-in) version: 4.x.x

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To delete a workload scheme (that is, type of working week), complete the following steps:

1. Do one of the following tasks:
   - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
   - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Workload Schemes**.
3. If the workload scheme has members, move the members to another scheme.
4. If the workload scheme is the first scheme in the list, set a different scheme as the default scheme for new Tempo users.
5. In the row of the workload scheme, click **Delete**.

Related topics

- Switching types of working weeks
- Setting the default type of working week
- Deleting sets of public holidays

Specifying public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

Employee work requirements depend on which days are public holidays. You can create different sets of public holidays for your company's employees who are based, for example, in different countries, states, or regions.

A *holiday scheme* is a set of public holidays. Holiday schemes do *not* contain information about personal vacation days.

Related topic

Defining a working week

Creating sets of public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

You might want to create multiple holiday schemes (that is, sets of public holidays) if your company's employees are based in, for example, different countries, states, or regions, each with its own public holidays.

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To create a holiday scheme, complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Holiday Schemes**.
3. On the first line of the table, fill in the fields for a new holiday scheme.

    Example
    The name of the scheme might be "Kuala Lumpur Office," and the description might be "Malaysian national holidays."

4. Click **Add**. The new holiday scheme is added to the list.

What to do next

- Add public holidays to the scheme
- Move employees to the scheme

Related topic

Creating types of working weeks

Adding days to sets of public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

Holiday schemes are sets of public holidays. You can add new public holidays to holiday schemes.

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

The tutorial covers two topics:

- Adding a public holiday to a holiday scheme (video time point 0:00)
- Moving an employee to a holiday scheme (video time point 1:33)

Procedure

To add a public holiday to a holiday scheme, complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Holiday Schemes**.
3. In the row of the holiday scheme, click **Configure**.
4. On the first line of the table, fill in the fields for a new public holiday.

    Tips
    - You can specify a one-day holiday by entering "1d" in the duration field. You can specify a half-day holiday by entering, for example, "4h" (that is, 4 hours) in the duration field.
    - You can create *fixed* and *floating* public holidays. Fixed holidays occur on the same date every year, while floating holidays can change date from one year to the next. For fixed holidays, you must specify the date and month. For floating holidays, you must also specify the year and create a separate entry for each year.
5. Click **Add**. The new public holiday is added to the list.

Switching sets of public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

If employees move to a different country, state, or region, you might be required to move them to a different holiday scheme (that is, set of public holidays).

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

The tutorial covers two topics:

- Adding a public holiday to a holiday scheme (video time point 0:00)
- Moving an employee to a holiday scheme (video time point 1:33)

Procedure

To move an employee to a holiday scheme, complete the following steps:

1. Do one of the following tasks:

- If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
- If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.

2. In the left column, in the **Tempo** section, click **Holiday Schemes**.

3. In the row of the holiday scheme that the employee is a member of, click **Members**.

   > **Tip**
   > If you are moving this employee for the first time, you are likely to find the employee's name among the members of the first scheme in the list, which is the default scheme.

4. In the employee's row, click **Move**.

5. Select the destination holiday scheme for the employee, and click **Move**.

Related topics

- Adding days to sets of public holidays
- Setting the default set of public holidays
- Switching types of working weeks

- Switching set of public holidays (alternative method)

Setting the default set of public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To set the default holiday scheme (that is, set of public holidays) for new Tempo users, complete the following steps:

1. Do one of the following tasks:

   - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
   - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.

2. In the left column, in the **Tempo** section, click **Holiday Schemes**.

3. In the row of the holiday scheme that you want to set as the default scheme, click **Set Default**. The default scheme moves to the top of the list.

   > **Tips**
   > - The scheme that has the name "Default Holiday Scheme" is created when the Tempo Core system plugin is installed *for the first time*. This scheme initially contains no public holidays. Although this scheme might keep the name "Default Holiday Scheme," it is no longer the default scheme if it is not at the top of the list.
   > - If you add public holidays and members to the "Default Holiday Scheme" or to other schemes, your changes are *not* deleted whenever you *update* the Tempo Core system plugin.

Related topic

Setting the default type of working week

Deleting days from sets of public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To delete a public holiday from a holiday scheme (that is, set of public holidays), complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Holiday Schemes**.
3. In the row of the holiday scheme, click **Configure**.
4. In the row of the public holiday that you want to delete, click **Delete**.
5. In the Delete Holiday window, click **Delete**.

Deleting sets of public holidays

Extract from **Tempo Core** (plug-in) version: 4.x.x

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

Procedure

To delete a holiday scheme (that is, set of public holidays), complete the following steps:

1. Do one of the following tasks:
    - If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
    - If you are a Tempo Administrator, and Tempo Timesheets is installed, on the top menu bar, click **Tempo** > **Administration**.
2. In the left column, in the **Tempo** section, click **Holiday Schemes**.
3. If the holiday scheme has members, move the members to another scheme.
4. If the holiday scheme is the first scheme in the list, set a different scheme as the default scheme for new Tempo users.
5. In the row of the holiday scheme, click **Delete**.

Related topics

- Switching sets of public holidays
- Setting the default set of public holidays
- Deleting types of working weeks

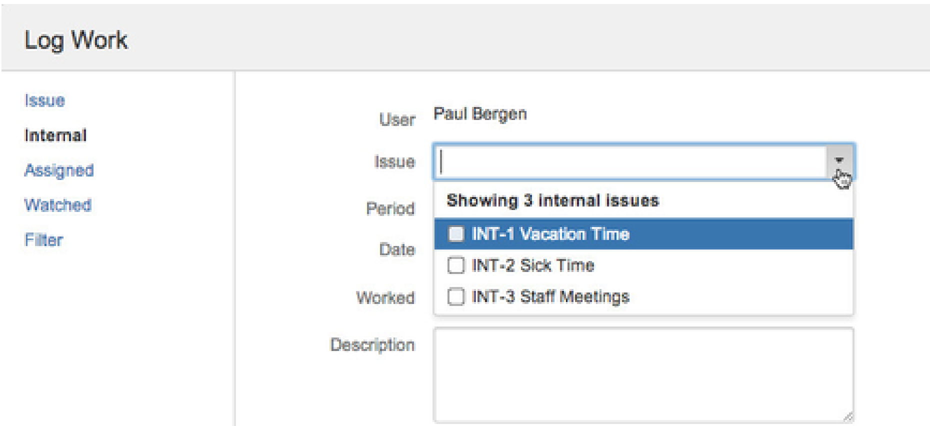
Configuring internal issues and activities

Internal Issues

In this chapter

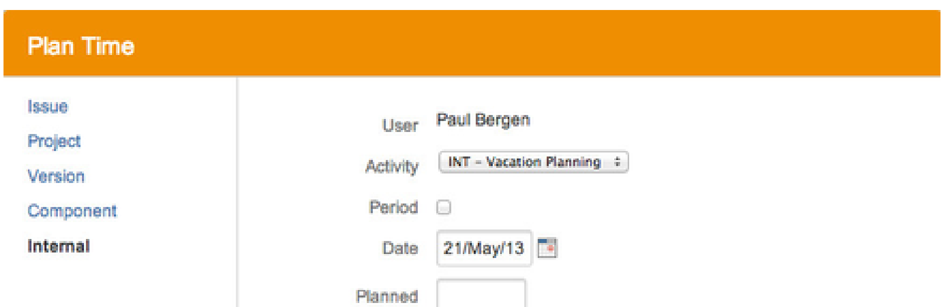
Video

Internal Issues are used to log work on common issues like vacations, sickness and staff meetings. Remaining estimate is not required for issues that are configured as Internal Issues.



Internal Activities

Internal Activities are only used in Planning and if configured an option is displayed in the Tempo Pl an Time window.



Configure internal issues

In this chapter

To access **Internal Issues** take the following steps:

1. Log in as a user with Tempo Administrators permission.
2. Select **Administration** from the **Tempo drop-down menu** in the top navigation bar, choose **Internal Issues**.

Internal Issues

Internal issues is intended for **logging work** against issues that are common to users like vacation and sickness hours.

An issue can be selected from existing JIRA issues and modified into an **Internal Issue**.
An internal issue has the following properties:

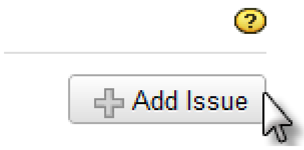
- No remaining estimate is required.
- The issue can be selected from a list in the **Log Work window**.
- Depending on where users log work on an internal issue, they require different permission for the JIRA project that the issue belongs to:
  - On any timesheet, they require Work On Issues permission
  - On the worklog calendar, they require Browse Projects permission and Work On

Issues permission

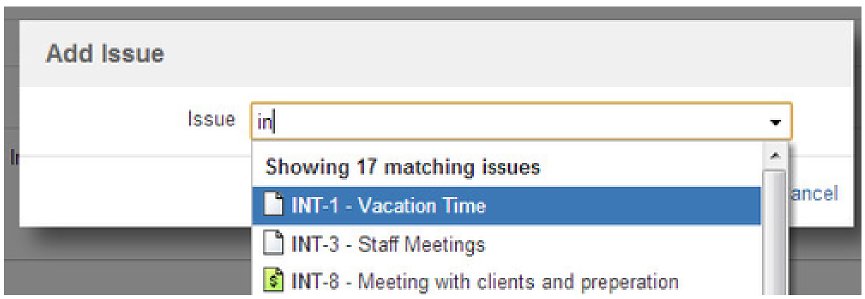
Users that don't have Work On Issues permission in a JIRA project that has issues selected as internal will not see those issues in their list.

To add an issue to the **Internal Issue** list, do the following:

1. Click on the **Add Issue** button.



2. The **Internal Issue window** will display.



3. Select the issue from the **Issue key** field
4. Click the **Save** button.

Order	Issue key	Issue description	Operations
	INT-1	Vacation Time	Delete
	INT-2	Sick Time	Delete
	INT-3	Staff Meetings	Delete
	SUPPORT-5	General customer support	Delete
	CLOUD-24	Planning and Retrospective meetings	Delete
	CLOUD-25	Customer Relations	Delete

You can change the list order by using the **Up** and **Down** icons. This is the display Issue drop-down order in the Log Work window on the Internal tab.

Configure internal activities

To access **Internal Issues** take the following steps:

1. Log in as a user with the Tempo Administrators permission.
2. Select **Administration** from the **Tempo drop-down menu** in the top navigation bar, choose **Internal Issues**.

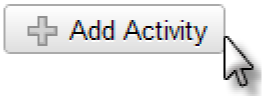
In this chapter

Internal Activity

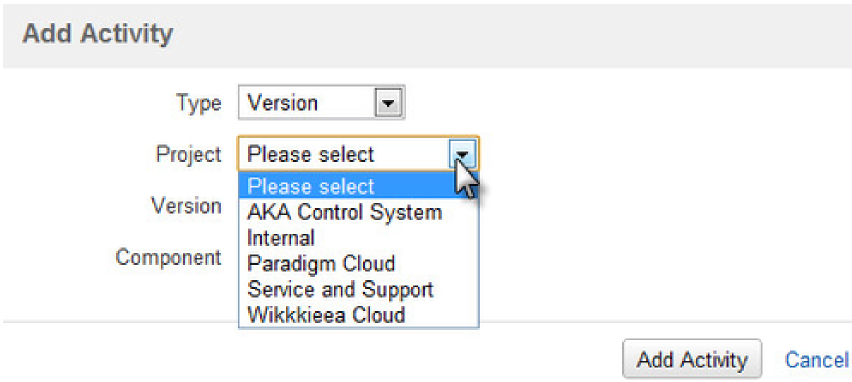
Activity is a **Project**, **Version** or a **Component**.
Internal activity is intended for vacation **planning** and other 'out of office' time allocation.

To add an **Internal Activity** , do the following:

1. Click on the **Add Activity** button.



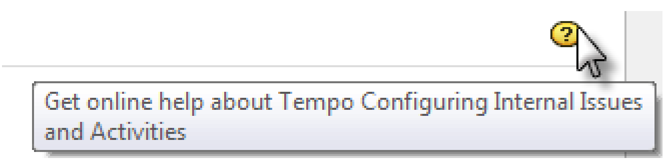
2. The **Add Activity** window is displayed;



3. Select **Type** - **Unscheduled**, **Version** or **Component**
   Select **Unscheduled** of you want to plan on a **Project** level.
4. Select **Project** from a list of JIRA projects.
5. Select **Version** or **Component** according to your select in the **Type** field.
6. Click the **Add Activity** to save your select or **Cancel** to close without saving.

In the user timesheet the internal activities are displayed with a **different color** than other time allocations for the user.

Click the **Help** icon on the top right of the page to open the online documentation

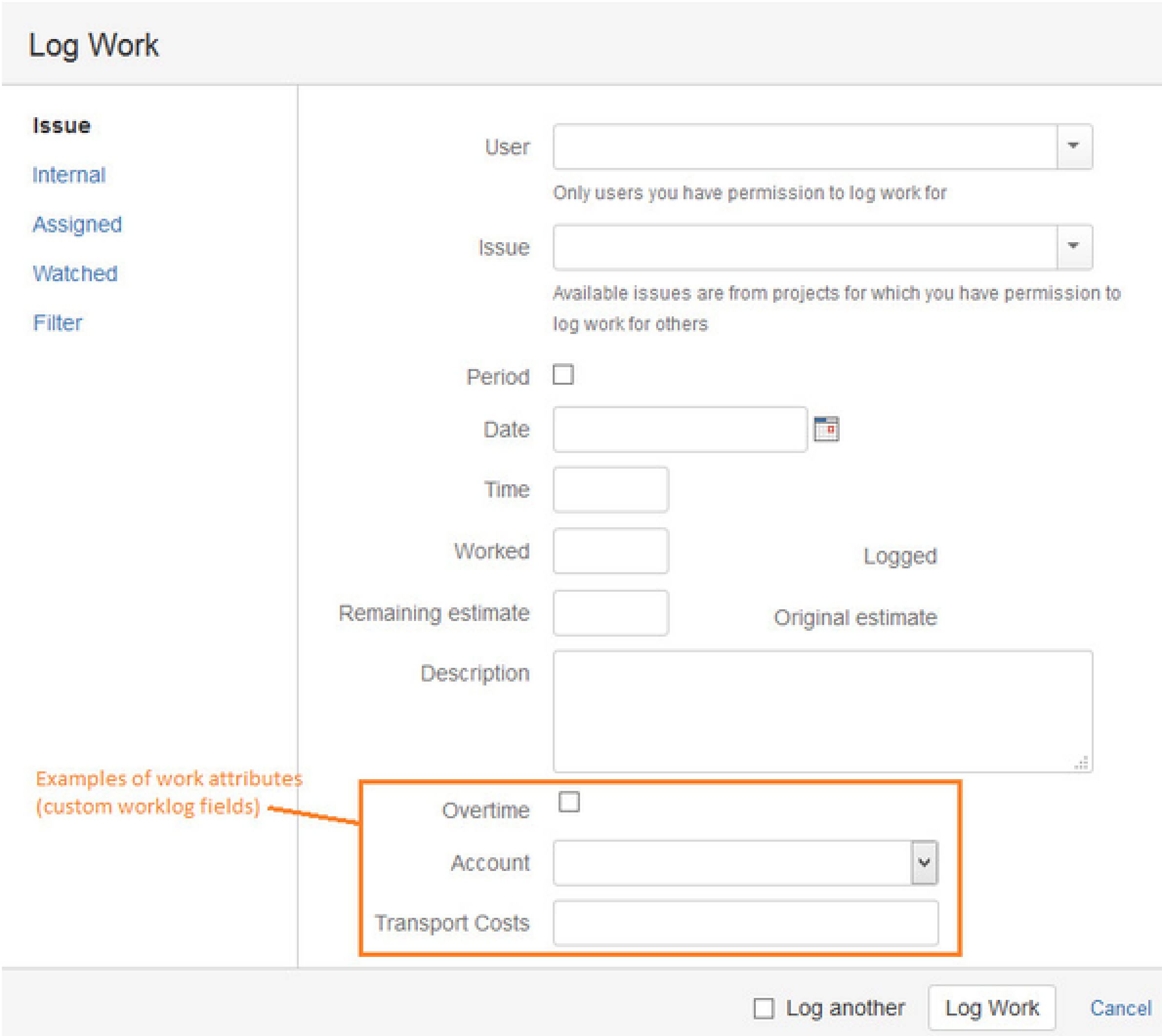


Configuring work attributes

Extract from **Tempo Core** (plug-in) version: 4.x.x

Product: Tempo Timesheets 8.2

Just as you can add custom issue fields to JIRA issues, you can add custom work-log fields (for example, an **Account** field or an **Overtime** field) to Tempo Timesheets work logs. Custom work-log fields are called *work attributes* and can be of various types (text fields, numeric fields, drop-down lists, or checkboxes). Users can also display the content of the fields in timesheet reports and lists.



Types of work attributes

Type	Name	Notes
Input fields	Numeric input field	
	Input field	A text field.
Drop-down lists	Static list	A simple drop-down list. You define the list items in Tempo Timesheets when you add or edit the list.
	Account	A drop-down list of accounts that users can choose from. You can create only one **Account** drop-down list for work logs. **Tip** *JIRA issues* can also include an **Account** drop-down list, which is a JIRA custom field, not a work attribute. If users select an account on a work log, the hours are logged to that account and not to any account that is selected on the JIRA issue.
	Dynamic dropdown	An externally sourced drop-down list. You define the list items in an external service that connects to Tempo Timesheets.
Checkbox	Checkbox	

Procedures

- Adding custom fields to worklogs
- Configuring external drop-down lists for worklogs
- Changing the order of custom fields on worklogs
- Editing custom fields on worklogs
- Deleting custom fields from worklogs

Related topics

- Configuring and managing accounts
- Including an **Account** drop-down list on JIRA issues: See 'Accounts custom field.'
- Displaying work attributes in timesheet reports and lists: See 'Additional rows and columns.'

Adding custom fields to worklogs

Extract from **Tempo Core** (plug-in) version: 4.x.x

You can add custom fields to the form that users fill out when they log work. Custom fields on work logs are called *work attributes*.

Product

Tempo Timesheets 8.2

Required permission

JIRA Administrators

Before you begin

- If the type of custom field that you want to add to work logs is a *dynamic dropdown* (that is, a drop-down list for which list items are fetched from an external service), complete the steps on the page Configuring external drop-down lists for worklogs.
- If the type of custom field that you want to add is an *account* drop-down list, ensure that one or more accounts are linked to projects.

Procedure

To add a custom field to work logs, complete the following steps:

1. On the top menu bar, click the **Administration** cogwheel > **Add-ons**.
2. In the left column, in the TEMPO section, click **Work Attributes**.
3. On the first line of the table, fill in the requested information.

    - In the **Type** field, if you select **Static List** (that is, a simple drop-down list), add items to the list by completing the following steps:

        a. In the **URL or list items** column, click **Configure list values**.
        b. Add list items and click **Save**.

    - In the **Type** field, if you select **Dynamic Dropdown** (that is, an externally sourced drop-down list), complete the following steps:

        a. In the **URL or list items** column, click the link.
        b. In the **API URL** field, enter the URL for fetching drop-down list items from an external service. For example, you might want to create a custom field called **Operations** on the Log Work form and have users choose an operation from a drop-down list. The URL is used to fetch the list of operations.

        URL Example:

        ```
        http(s)://www.acme.com/jsonp/operations
        ```

        where you have configured the external service (at www.acme.com) to recognize the URL and return a list of operations in a standard format (see the 'Before you begin' section above).

Tips

- Do *not* add **`?callback=?`** to the URL. Tempo Timesheets automatically appends **`?callback=?`** to the URL when the request is sent to the external service.
- You can set up the external service to return different items for the drop-down list depending on the following parameters:
  - The JIRA username of the user for whom work is logged. In this case, add **`/{author}`** to the end of the URL. For example:

    ```
    http(s)://www.acme.com/jsonp/operations/{author}
    ```
  - The issue that users log work to. In this case, add **`/{IssueKey}`** to the end of the URL. For example:

    ```
    http(s)://www.acme.com/jsonp/operations/{IssueKey}
    ```
  - The item that is selected in a custom field *on the issue*. In this case, add the name of the custom field between curly brackets to the end of the URL. For example, for the **Account** custom field, add **`/{Account}`** to the end of the URL. For example:

    ```
    http(s)://www.acme.com/jsonp/operations/{Account}
    ```
    - The name of the custom field can contain spaces; for example **`{Epic Name}`**.
    - The name of the custom field is case sensitive. You must type the name of the custom field with the same capitalization that the custom field has on issues.
  - The account that the user selects in the **Account** custom field (work attribute) *on the Log Work form*. In this case, add **`/{_Account_}`** to the end of the URL. There is one underscore on either side of the word *Account*. For example:

    ```
    http(s)://www.acme.com/jsonp/operations/{_Account_}
    ```

c. Click **Save**.

4. Click **Add**.

Configuring external drop-down lists for worklogs

Extract from **Tempo Core** (plug-in) version: 4.x.x

When users log work, they fill out a Log Work form. You can add custom work-log fields (*work attributes*) to the form. One type of custom work-log field is a drop-down list that retrieves list items from an external service. These externally sourced drop-down lists are called *dynamic dropdowns*. You define the list items in the external service, which connects to Tempo Timesheets.

Product

Tempo Timesheets 8.2

Required permission

JIRA Administrators

Before you begin

Learn about how JSONP works on the following IBM page: http://www.ibm.com/developerworks/library/wa-aj-jsonp1/

About this task

In the procedure below, the following example is used:

> You want to add a custom work-log field called **Operations** to Log Work forms so that users can choose an operation from a drop-down list. Tempo Timesheets sends a request to an external service to fetch the list of operations. A URL is included in the request. In Tempo Timesheets, in the Administration section, on the Work Attributes page, the URL that is specified for the external service is in the following form:
>
> `http(s)://www.acme.com/jsonp/operations`
>
> Tempo Timesheets automatically appends **`?callback=?`** to the URL when the request is sent to the external service. For example:
>
> `http(s)://www.acme.com/jsonp/operations?callback=?`
>
> At run-time, a callback parameter is generated (for example, **`fn`**), and the JSONP library replaces the second question mark in the URL with the callback parameter.

Procedure

To configure an externally sourced drop-down list, set up the external service so that, when Tempo Timesheets sends the request, the external service returns a list of operations as a simple key-value list in the following JSONP (not JSON) code format:

Example: JSONP JavaScript with callback named "fn"

```
fn(
  {"values":
   [
     {
       "key":"",
       "value":"Please select..."
     },
     {
       "key":"0100",
       "value":"This is option ONE"
     },
     {
       "key":"0200",
       "value":"And here is option TWO"
     }
   ]
 }
)
```

Function and variables

`fn`	In this example, the callback function name is 'fn'. The external service must use the callback parameter (see 'About this task' above) as the callback function name.
`values`	Variables that Tempo Timesheets understands. An array that is called '*values*' must be returned and must contain objects with '*key*'-'*value*' pairs.
`key`	
`value`	

Making the returned values depend on another selected value

You can set up the external service to return different items for the drop-down list depending on the following parameters:

- The JIRA username of the user for whom work is logged. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the JIRA username. For example:

  `http(s)://www.acme.com/jsonp/operations/taylor?callback=?`

  where **`taylor`** is the JIRA username of the person for whom work is logged.

- The issue that users log work to. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the issue *key*. For example:

  `http(s)://www.acme.com/jsonp/operations/TO-21?callback=?`

  where **`TO-21`** is the key of the issue that the user logs work to.

- The item that is selected in a custom field on the *issue*. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the *key* of the item that is selected in the custom field on the issue. For example, for the **Account** custom field on the issue, the URL contains the key of the selected account. For example:

  `http(s)://www.acme.com/jsonp/operations/201500?callback=?`

  where **`201500`** is the key of the selected account.

- The account that the user selects in the **Account** custom field (work attribute) on the *Log Work form*. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the *key* of the selected account. For example:

  `http(s)://www.acme.com/jsonp/operations/201501?callback=?`

  where **`201501`** is the key of the selected account.

What to do next

Add the custom field (work attribute) to worklogs.

Changing the order of custom fields on worklogs

Extract from **Tempo Core** (plug-in) version: 4.x.x

Product

Tempo Timesheets 8.2

Required permission

JIRA Administrators

Procedure

To change the order of custom work-log fields (*work attributes*), complete the following steps:

1. On the top menu bar, click the **Administration** cogwheel > **Add-ons**.
2. In the left column, in the **Tempo** section, click **Work Attributes**.
3. Re-order the fields by dragging and droping rows in the table.

Editing custom fields on worklogs

Extract from **Tempo Core** (plug-in) version: 4.x.x

Product

Tempo Timesheets 8.2

Required permission

JIRA Administrators

Procedure

To edit a custom work-log field (*work attribute*), complete the following steps:

1. On the top menu bar, click the **Administration** cogwheel > **Add-ons**.
2. In the left column, in the **Tempo** section, click **Work Attributes**.
3. In the table of work attributes, click an item, and edit the item.

> **Restriction**
> You cannot edit the *type* of a work attribute.

Deleting custom fields from worklogs

Extract from **Tempo Core** (plug-in) version: 4.x.x

Product

Tempo Timesheets 8.2

Required permission

JIRA Administrators

Procedure

To delete a custom work-log field (*work attribute*), complete the following steps:

1. On the top menu bar, click the **Administration** cogwheel > **Add-ons**.
2. In the left column, in the **Tempo** section, click **Work Attributes**.
3. In the row of the field that you want to delete, click **Delete**.

Periods in Tempo Timesheets

Periods are used in Tempo Timesheets to display data in all the available Timesheet views except

Agile Timesheet.

The Date navigation defaults on current period and users can navigate to other periods that defaults to a calendar month. This can be configured in Tempo Administration if preferred.

You can prevent new worklogs in older periods by closing periods in Period management. The Account Approval Process is also depending on the period statuses in Period Management.

In addition Timesheet Approval Process and Tempo Scheduler can be configured to use Tempo Periods along with other options.

In this chapter

Configuring periods and week start day

In order to select the dates for the two periods that are used, access Tempo Period with the following steps:

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administration left tabs and choose the **Period** option.

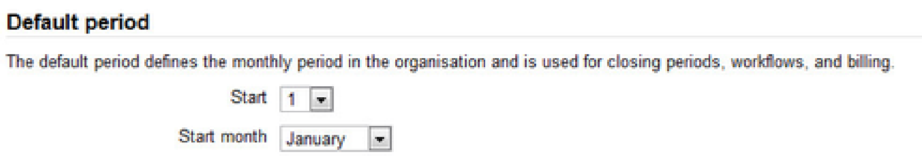
In this chapter

Period

The default selection for period is **1. January** and can be changed by taking the following steps:

1. Select the **Start** date.
   The **End date** is equal to (Start date – 1).
2. Select the **Start month**: December or January.

The selected period is now period number 0111, (**First period of 2011**). The period is displayed in the **Timesheet** period view by default.



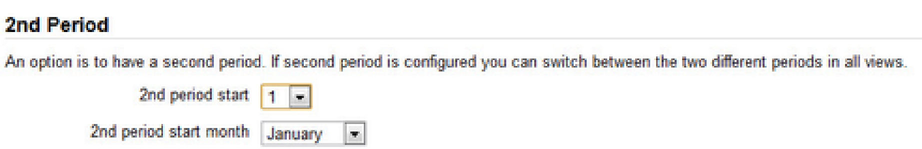
2nd period

The default selection for period is **1. January** and if the selection is the same as for **Period** the **2nd Period** is not activated

To activate the **2nd Period** do the following:

1. Select the **2nd period start** date that is different from the **Period** start date.
   The end date is equal to (Start date – 1).
2. Select the **2nd period start month**: December or January.

The reason for the **2nd period** option is that some users choose to have pay period different than a period used for billing customers.



If both periods are used, **Tempo Users** can select what period is rendered on **Timesheets, Reports** and **Worklog** pages in Tempo.

Week Start Day

The first day of week in the date picker and Timesheets week display is either Sunday or Monday according to your settings in JIRA Look and Feel - - > Date/Time formats.

Use ISO8601 standard in Date Picker — **No**

Turning it on will cause Monday to be the first day of week in the Date Picker, as specified by the ISO8601 standard

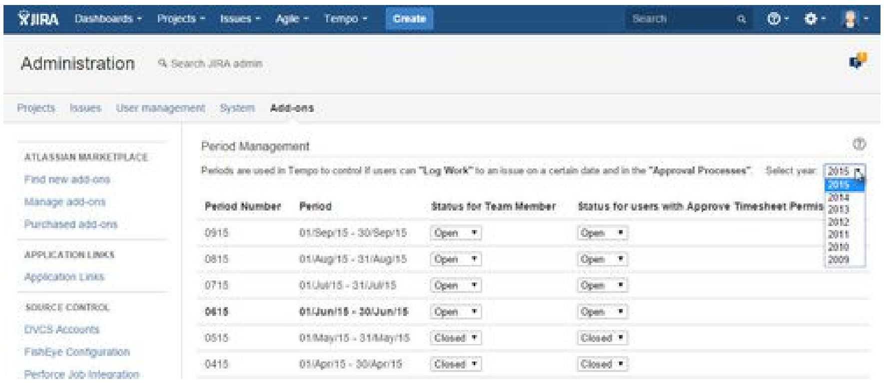
Period management

Period Management in Tempo is used to control when users can **Log Work** on issues, e.g. is the period still open.

To **Open** or **Close** a period, you will need to access the **Period Management**:

1. Log in as JIRA or Tempo Administrator.
2. Select **Administration** from the **Tempo drop-down menu** in the top navigation bar, choose **Period Management**.

The Period Management page in Tempo Administration (click to enlarge)



The current period is displayed in **bold** text and periods in the past are **Closed** by default. You can change the **Status** for each **Tempo Role** according to your needs.

Closed for Tempo Team members:

Users as **team members** can *not add or edit work-logs* within the specific period. Users with the A pprove Timesheet permission can edit, split, and move work-logs in this ***Closed – Open*** state if they have the corresponding project permissions. If the *Timesheet Approval Process* is enabled, users with the Approve Timesheet permission can **Approve** or **Reject** timesheets for team members.

Closed for Tempo users with Approve Timesheet permisson:

The period is usually closed for users with the Approve Timesheet permission, a *few days later* tha n for **team members**. This allows the users with the Approve Timesheet permission to **review** their team members' timesheets. When all timesheets have been approved, the period is closed. The **Ti mesheets Status** is changed to **Closed** and work-logs cannot be changed in the ***Closed – Closed*** state.

⚠ The period management does not affect the 2^{nd} period if one has been selected in the Period Configuration.

Click the ***Help*** *icon on the top right of the page to open the online documentation:*

Configuring Tempo scheduler

The **Tempo Scheduler** can both be used to schedule closure and reminders to add and edit workl ogs within an Open Period.

To access the Tempo Scheduler do the following:

1. Log in as a user with the **JIRA Administrators** Global Permission.

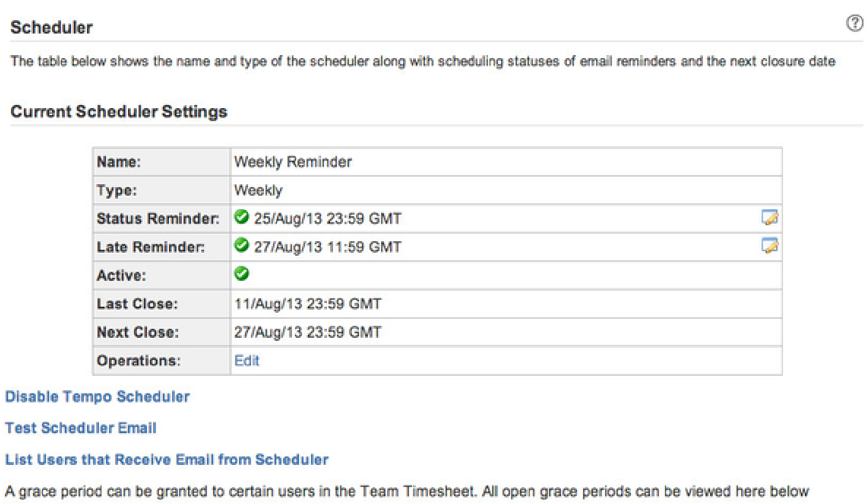
In this chapter

2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo Timesheets** administration left tabs and choose the **S cheduler** option.
   Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Scheduler**.

Scheduled closing dates

The scheduler can be used to schedule intermediate closing dates within an Open Period. After a scheduled closing date, users who do not have Approve Timesheet permission for their team are blocked from adding and editing worklogs for dates that are before the closing date. To add or edit such worklogs, users must ask a user with Approve Timesheet permission for their team to grant a short Grace Period, during which the worklogs are accessible. An overview of a scheduler configured with weekly closing dates is shown in the image below.

Example of a scheduler configured with weekly closing dates (click to enlarge)



The green ticked icon shows active items, but inactive items would be shown with a red minus icon.

In the **Operations** line, click the **Edit** link to adjust settings for the Scheduler. The edit mode for the Scheduler is opened and looks like in the screenshot below. The items from both screenshots are explained in the table below.

The Edit Scheduler screen (click to enlarge)

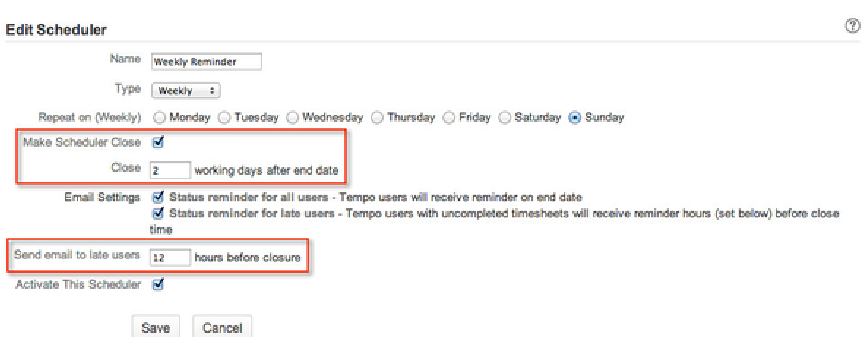


Table: Items from the screenshots above explained

Scheduler Item	Description
Name	The name of the scheduled closure configuration.
Type	Three types can be chosen from a drop-down, e.g. **Weekly**, **Biweekly** or **Period**.

On this page

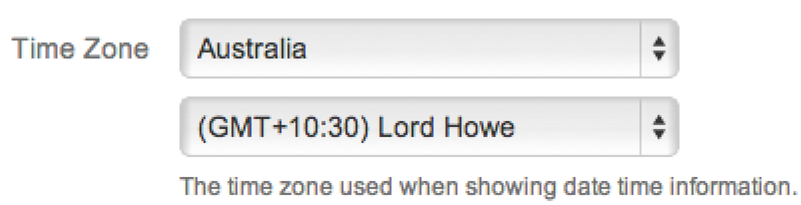
In this chapter

Video

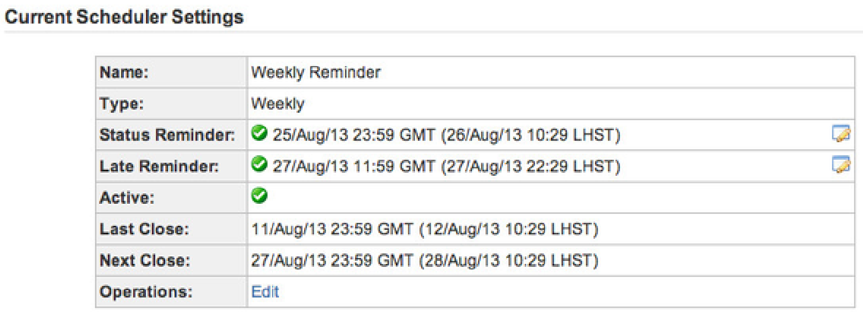
Status Reminder	In the edit mode you choose which day of the week to repeat the scheduled closure on. The Status Reminder will show the next scheduled **end date**, given the type and repeat date chosen. This becomes the date when an email is sent about **Status reminder for all** users. The reminder emails can be **edited** by clicking the icon at the end of the line, that opens the Configuring the email template in Tempo scheduler screen.
Late Reminder	The Late Reminder is calculated from two items in the edit mode, **Close [ ] working days after end date** and **Send email to late users [ ] hours before closure**. The box for sending **Status reminder for later users** need s to be ticked to activate the Late Reminder. If the closing should happen **2** days after end date, but the email is sent **12** hours before closure, the Later Reminder happens **1.5** days after the end date (as in the screenshots above). If the closing and end dates are the same (**0** working days after end date) and the email will be sent 12 hours before closure, e.g. it will be sent 12 hours before the closing/end date.
Active	If a green ticked icon is shown in the Scheduler Settings overview, the **Activate This Scheduler** box has been ticked in the edit mode.
Last Close	Gives the **last** closing date, based on the number given in **Close [ ] working days after end date** and the **Type** chosen.
Next Close	Gives the **next** closing date, based on the number given in **Close [ ] working days after end date** and the **Type** chosen.
Operations	**Edit** link to open the edit mode.

A different Time Zone setting for the current user in her/his JIRA User Profile, will be displayed additionally in the Scheduler Settings.

A different Time Zone in the JIRA User Profile

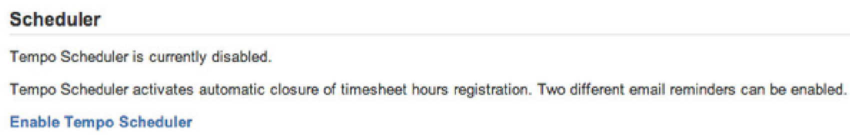


Current Scheduler Settings, displaying also the different Time Zone in the brackets



In the first screenshot above, three links are shown:

1. **Disable Tempo Scheduler** - displays the following screen:

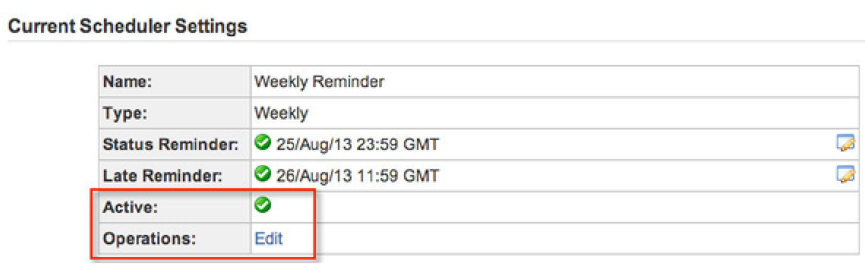


2. Sending test email from Tempo scheduler
3. **List Users that Receive Email from Scheduler** - displays a list of users receiving emails from the scheduler. The users listed must have 'Work on Issues' permission for at least one project, and in order to receive email, they need to either have logged some time or be in a workload scheme with required workload.

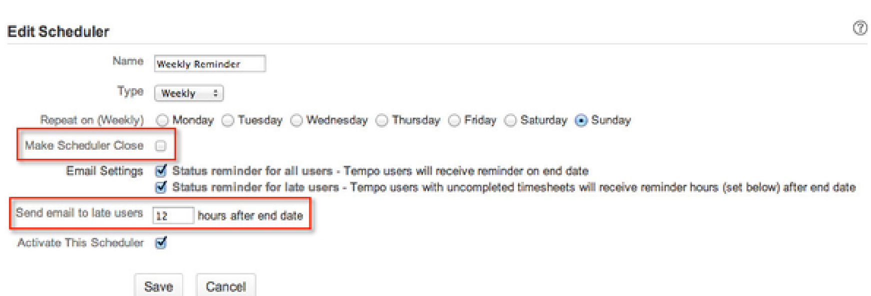
Scheduled reminders

Scheduled Reminders differ from Scheduled Closures, in that they are just reminders and there is no closing date. This means that when editing the Scheduler, the box **Make Scheduler Close** stay s unchecked - see screenshots below.

Current Scheduler Settings for Scheduled Reminders - Last and Next Close are not listed



Edit Scheduler page with Make Scheduler Close is unchecked (click to enlarge)



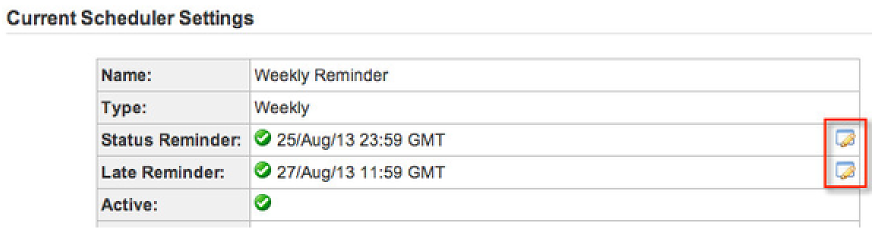
Note that **Send email to late users [ ]**, changes from **hours before closure** to **hours after end date**.

Configuring the email template in Tempo scheduler

This is a child page of Configuring Tempo scheduler, explaining the Reminder email templates. They can be edited according to your needs and an edit icon is displayed for active Reminders to the end of each line.

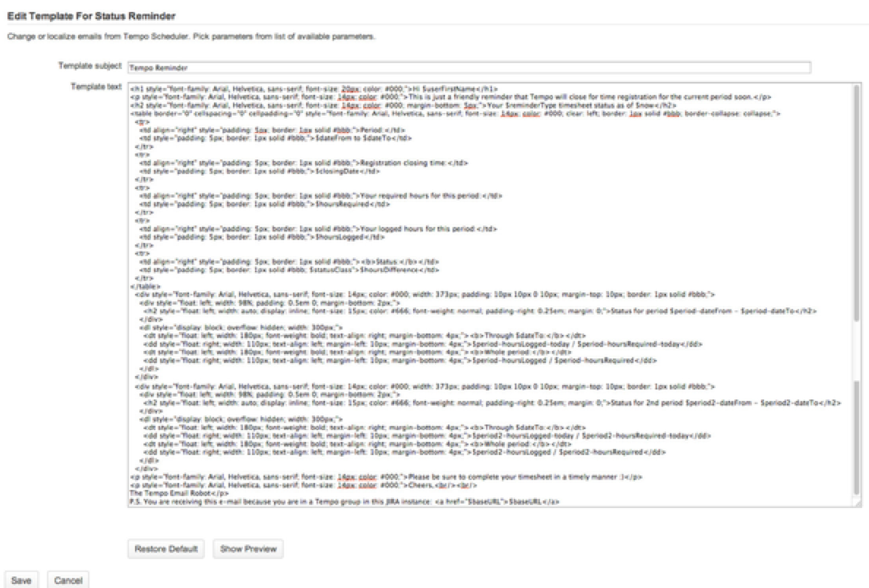
In this chapter

The edit icons for active Reminders - Status and Late Reminder



The snapshots below focus on **Status Reminder**, but the **Late Reminder** functions similar. To edit a Reminder, start by clicking the edit icon as in the screenshot above - this opens the **Edit Template For Status Reminder** page.

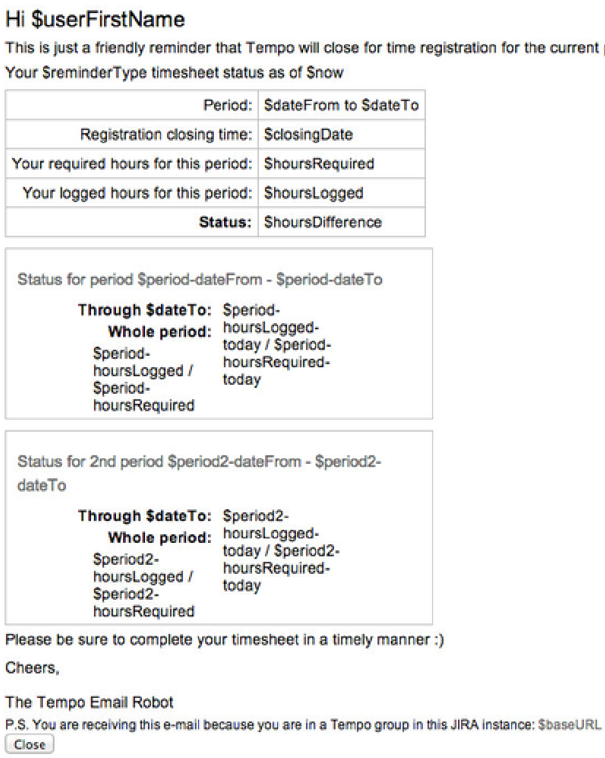
The Edit Template For Status Reminder page (click to enlarge)



Note that in order to show the whole **Template text**, the lower part has been fused into the screenshot - the strange scrollbars short of show this.

To the right of the Template text window is a list of **Available parameters**, to use in changing the HTML. Use the **Show Preview** button at the bottom to view the changes you have done. Once done click the **Save** button or the **Cancel** button to close without saving.

An example of the Template text above shown by clicking the Show Preview button


Hi $userFirstName

This is just a friendly reminder that Tempo will close for time registration for the current period soon.

Your $reminderType timesheet status as of $now

Period:	$dateFrom to $dateTo
Registration closing time:	$closingDate
Your required hours for this period:	$hoursRequired
Your logged hours for this period:	$hoursLogged
Status:	$hoursDifference

Status for period $period-dateFrom - $period-dateTo

Through $dateTo:	$period-hoursLogged-today / $period-hoursRequired-today
Whole period: $period-hoursLogged / $period-hoursRequired	

Status for 2nd period $period2-dateFrom - $period2-dateTo

Through $dateTo:	$period2-hoursLogged-today / $period2-hoursRequired-today
Whole period: $period2-hoursLogged / $period2-hoursRequired	

Please be sure to complete your timesheet in a timely manner :)

Cheers,

The Tempo Email Robot

P.S. You are receiving this e-mail because you are in a Tempo group in this JIRA instance: $baseURL

Close

Below are a few tables listing the Available parameters and what they all mean.

All changes can be tested by sending a Sending test email from Tempo scheduler from the scheduler.

Table: General Available parameters

Parameter Name	Description
userFirstName	User first name used in the greeting
userFullName	User full name used in the greeting
reminderType	The types can be Period, Weekly or Biweekly
dateFrom	Start date of the period being closed
dateTo	End date of the period being closed
closingDate	Closing date/time of the period being closed, e.g. when the close scheduler runs
hoursRequired	Users required hours for the period being closed
hoursLogged	Users logged hours for the period being closed
hoursDifference	The difference between required and logged hours for the period being closed
now	Date and time of the user timesheet status, e.g. when the status is sent
baseURL	The JIRA URL used in the P.S. section info
statusClass	Used to highlight hour difference with red if hours are missing

The following parameters are only available in for the Weekly or Biweekly status emails. These parameters add information about the status of current Tempo period.

Table: Available parameters for the Period

Parameter Name	Description
period-dateFrom	Start date of the period
period-dateTo	End date of the period
period-hoursRequired	Users required hours for the period
period-hoursLogged	Users logged hours for the period
period-hoursRequired-today	Users required hours for the period from period start through scheduler close date
period-hoursLogged-today	Users logged hours for the period from period start through scheduler close date
period-hoursDifference	Difference between required and logged hours in the period
period-statusClass	Used to highlight hour difference with red if hours are missing

> The following parameters are only available in for the Weekly or Biweekly status emails when the 2nd period is enabled in Tempo. These parameters add information about the status of current Tempo 2nd period.

Table: Available parameters for the 2nd Period

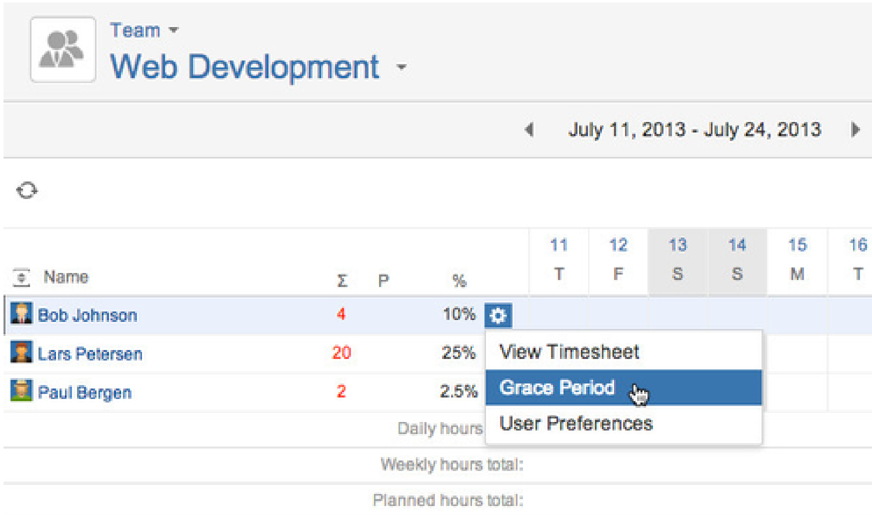
Parameter Name	Description
period2-dateFrom	Start date of the period
period2-dateTo	End date of the period
period2-hoursRequired	Users required hours for the period
period2-hoursLogged	Users logged hours for the period
period2-hoursRequired-today	Users required hours for the period from period start through scheduler close date
period2-hoursLogged-today	Users logged hours for the period from period start through scheduler close date
period2-hoursDifference	Difference between required and logged hours in the period
period2-statusClass	Used to highlight hour difference with red if hours are missing.

Granting a grace period

This is a child page of Configuring Tempo scheduler, explaining what a **Grace Period** is. When the Scheduler is used to schedule a **closure**, users are blocked to add and edit worklogs within an Open Period after the closing date. In order to be able to add and edit to those worklogs after the closing date, they will have to ask the user with the Approve Timesheet permission to grant them a short **Grace Period** to reopen the access. Users with the Approve Timesheet permission can grant users a **Grace Period** of any length from the **Actions** list in the Team Timesheet and Project Timesheet.

In this chapter

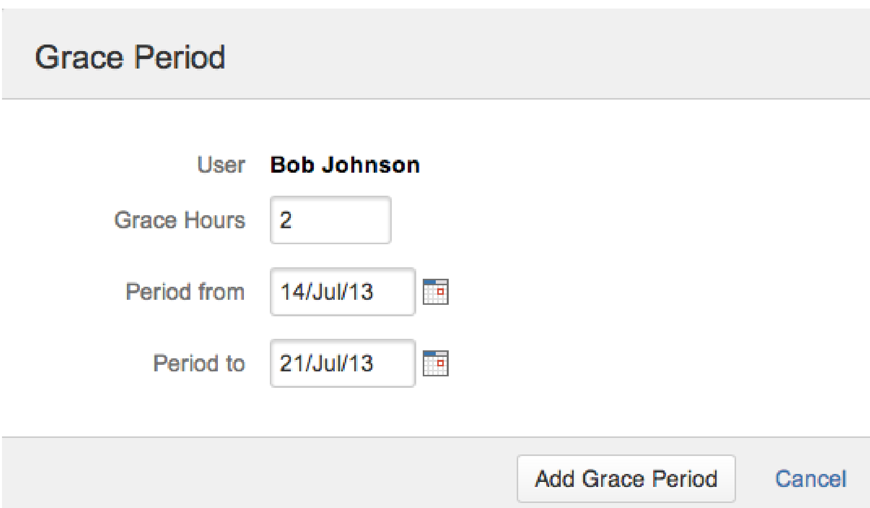
Granting a Grace Period in the Team Timesheet for Bob Johnson



This opens the Grace Period window, where you fill in the following:

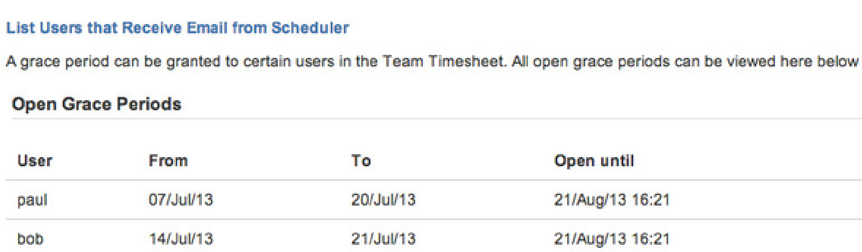
1. **Grace Hours** - The number of hours the user has to complete the timesheet.
2. Select **Period from** and **Period to** dates for the Grace Period that needs to be opened.
3. Click the **Add Grace Period** button if you are done or the **Cancel** link to close without saving.

The Grace Period window



Open Grace Periods are listed at the bottom of the Scheduler page, in the Tempo Timesheets Administration - see screenshot on the parent page and below.

A list of Open Grace Periods in the Scheduler (click to enlarge)


List Users that Receive Email from Scheduler

A grace period can be granted to certain users in the Team Timesheet. All open grace periods can be viewed here below

Open Grace Periods

User	From	To	Open until
paul	07/Jul/13	20/Jul/13	21/Aug/13 16:21
bob	14/Jul/13	21/Jul/13	21/Aug/13 16:21

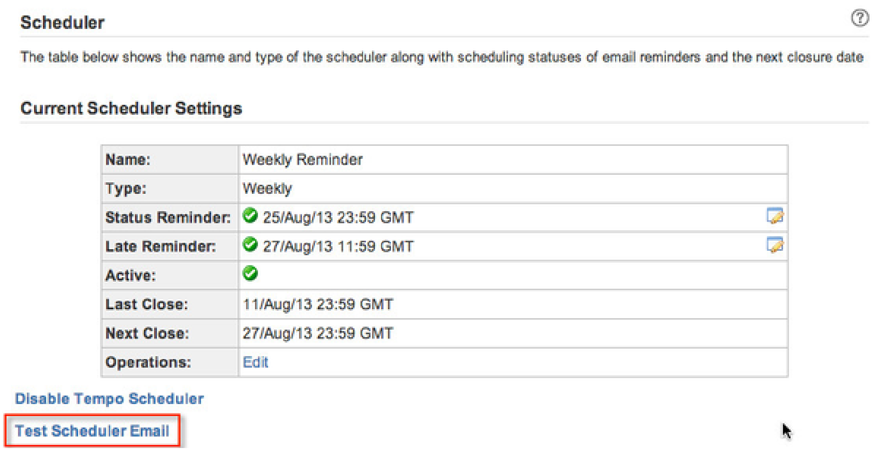
The list shows that Bob Johnson has an open grace period until July 30th 2013 at 17:52 and can add or edit worklogs from July 14th to 21st.

Sending test email from Tempo scheduler

This is a child page of the Configuring Tempo scheduler, explaining the **Test Scheduler Email** feature. The JIRA Administrator can send an email for testing from the Scheduler, by clicking the Test Scheduler Email link on the Scheduler screen.

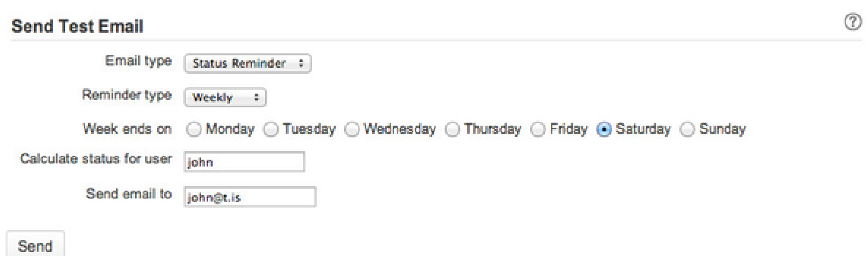
In this chapter

The Test Scheduler Email link on the Scheduler screen (click to enlarge)



The **Send Test Email** screen is opened, as in the screenshot below.

The Send Test Email screen



To send an email do the following:

1. Select an **Email type**, either **Status Reminder** or **Late Reminder**.
2. Then select a **Reminder type**, one of three - **Period**, **Weekly** or **Biweekly**.
3. Choose the day the **Week ends on**.
4. Select a user in the user picker field - **Calculate status for user**. If the field is left empty the current user will be used, which is also the default value.
   The test email message will include the calculated period status for the selected user.
5. Write the email address you want to use for the test in the **Send email to** field.
   The default email address is for the current user.
6. Click the **Send** button to finish and you check the users inbox for an email.

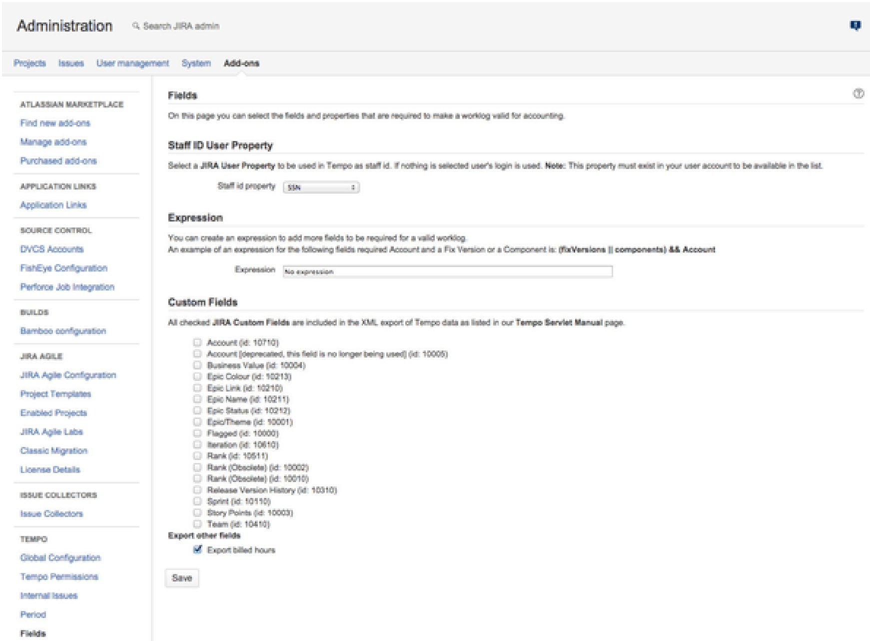
Configuring fields and properties

The **Fields** screen in the Tempo administrative section gives options to configure certain fields and properties to make a worklog valid for Account Reports. This is also the screen to select JIRA custom fields to include in a Tempo XML export. Take the following steps to open the Fields screen:

In this chapter

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administration left tabs and choose the **Fields** option.
   Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Fields**.

The Fields screen in the Tempo administrative section (click to enlarge)

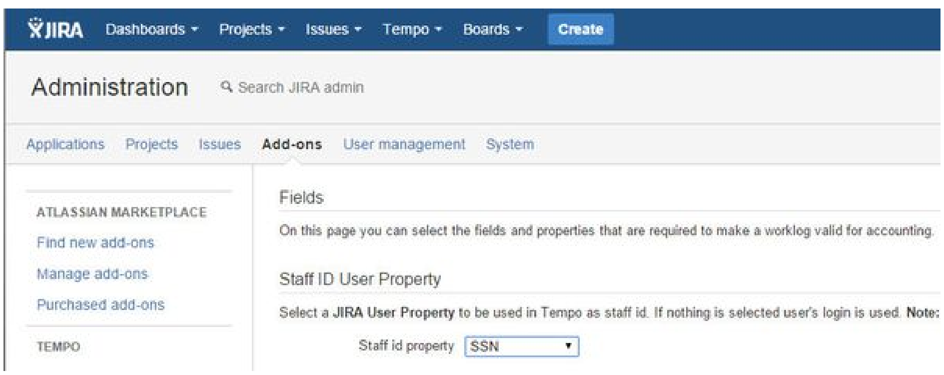


Configuring staff ID property

In this chapter

Staff ID user property

If Tempo Accounts is being used and connected to an external accounting system, a unique Staff ID is often required. A User Property can be created for this purpose and set here.



The user property to be used for all users, needs to be set on the JIRA Administrator performing this action, in order to be displayed in the list.

Worklogs created by users that don't have the set property, are shown as Invalid worklogs in timesheets.

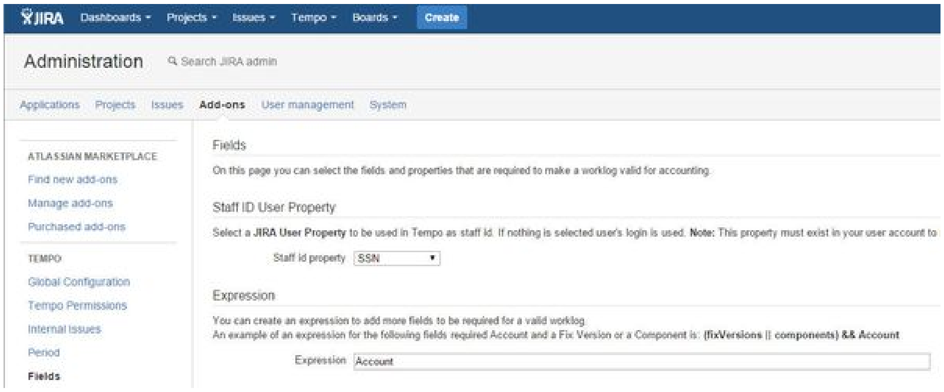
All user properties are included in the XML export as documented in the Tempo servlet manual. If no Staff ID User Property is selected the user's login name is used in the XML export.

Configuring expression for valid worklogs validation

In this chapter

Tempo Expression

Setting an Expression enforces validation of the work attributes used in it. An example for the required field **Account** along with a **Fix Version** or a **Component** would be: *"(fixVersions || components) && Account".*



JIRA Issues that are not valid according to the expression, are shown with red Invalid worklogs lab el in timesheets.

This means that the expression is used exclusively for validation and the Tempo Accounts custom field is ignored if it is not in the expression. All JIRA Projects that do not have Accounts Linked, are not included in the validation for Invalid worklogs.

For best results when using custom fields in the expression, copy and paste the field name to avoid problems resulting from case sensitivity.

Including custom fields in API export

Custom Fields in Tempo export

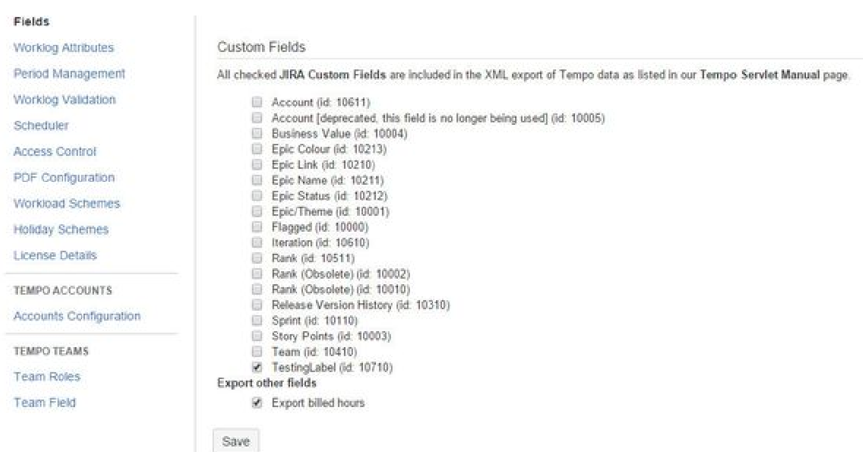
In this chapter

Check the fields in this section to be included in the XML, which can be generated with Tempo servlet manual. Several JIRA custom fields types have been tested for exports:

- Free Text Fields
- Select List
- Cascading Select
- Multi Checkboxes
- Radio Buttons
- Number Field

Other fields to export as shown in the screenshot are **Export billed hours**.

Custom fields section on Fields page - click to enlarge



The **Export billed hours** option is selected by default. However, for billed hours to be exported, the first or both of the following options in Global Configuration must also be checked:

- User with Approve Timesheet Permission can set billed hours
- Other users can set billed hours

Configuring and managing teams

Extract from **Tempo Teams** (plug-in) versio n: 3.x.x

This page and its child pages explain what a user with Tempo Team Administrators permission can do, consisting of managing programs and teams, along with configuring each team.

In this chapter

Related pages

- Granting permission to users
- Team Roles

Manage teams overview

- A user needs to be configured through JIRA Global Permissions section, to get the Tempo Team Administrators permission.
- This permission gives access to manage/browse all teams, e.g. to create and configure teams, along with managing team programs.
- Having this permission, does not automatically include Approve Timesheets and Plan Time permissions - this user can though give her/himself these permissions.
- When creating or configuring a team, a **Team Lead** can be added, which is not really a permission, but rather a role that automatically gains permissions for each team.

Adding a Team field to JIRA screens

Extract from **Tempo Teams** (plug-in) version: 3.x.x

In this chapter

The Tempo Team Custom Field is installed automatically with Tempo Teams, but needs to be associated to screens. The custom field makes it possible to give JIRA Issues to a Tempo team, and the team can then be used in the JIRA Issue search, like when creating filters for JIRA Agile boards.

Giving Epics to a team will also give all the associated JIRA Issues to the team. Same goes for sub-tasks of an Issue that is given to a team.

In Tempo Planner, this custom field is also used behind the scenes in Program Planning, when giving backlog items to teams.

Required permission

JIRA Administrators permission

Procedure

1. The Custom Field is Automatically Installed

- Log in as a user with the **JIRA Administrators** Global Permission.
- Choose the **cog icon** at top right of the screen, then choose **Issues**, and select **Fields > Custom Fields** (left tabs).
  Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Custom Fields**.
- Scroll down to the **Team** Custom Field, which by default it is not associated to any screens.
- The field is automatically installed with Tempo Teams and locked.
  In case the field needs to be renamed it can be done in Tempo's administrative section.
- It is available globally for all issue types.

2. Associating to Screens

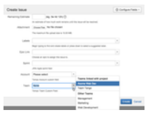
- To associate the field to screens, click on the cog-wheel menu to the right and select the **Screens** option.
- The *Associate field Team to screens* page is displayed.
- Select how you want to associate the field to screen(s) (Default Screen, Resolve Issue Screen or Workflow Screen) and click the **Update** button.

Tutorial

Adding the Team field to JIRA screens

The following Tempo Planner video tutorial is valid also for other Tempo products.

3. Giving an issue to a team



- Edit an Issue, and give it to a team.
  Note, the team list displayed in the drop-down, is associated with having the Browse Team permission for each team.
- When creating an issue, the teams linked with the project, are suggested at the top of teams in the drop-down list.
- In Tempo Planner, the custom field is also used behind the scenes in Program Planning, when giving backlog items to teams.
  Note, this doesn't require any configuration of the field out of the box.

Changing the name of the Team field

Extract from **Tempo Teams** (plug-in) version: 3.x.x

In this chapter

If the default name for the Teams Custom Field needs to be changed, due to having a previous custom field with the same name, it can be done in the administrative section of Tempo. This page explains how to edit the field name:

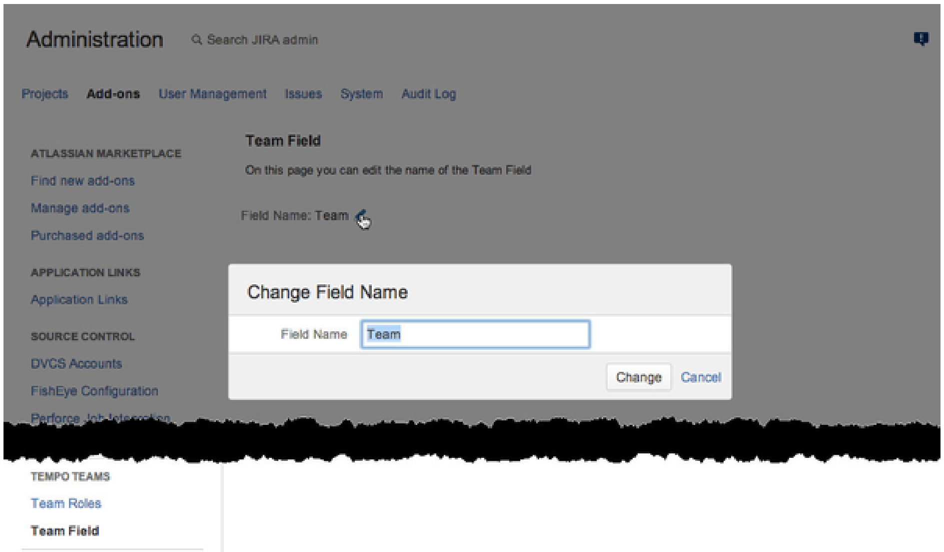
Required permission

JIRA Administrators permission

Procedure

1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo Teams** administration left tabs and choose the **Team Field** option.
   Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Team Field**.
3. This opens the **Team Field** screen, where you click on the *pencil icon* next to the *Field Name* to open the **Change Field Name** dialog - see screenshot below.
4. Edit the name and click the **Change** button to finish or the **Cancel** link to opt out.

The Team Field administrative screen (click to enlarge)



Naming team roles

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Tutorial

How to create teams and to name team roles

When adding/editing a new team member, a new role may sometimes be needed. This page explains how to add/edit a role:

On this page
• Add Team Role • Edit Team Role

In this chapter

Required permission

JIRA Administrators permission

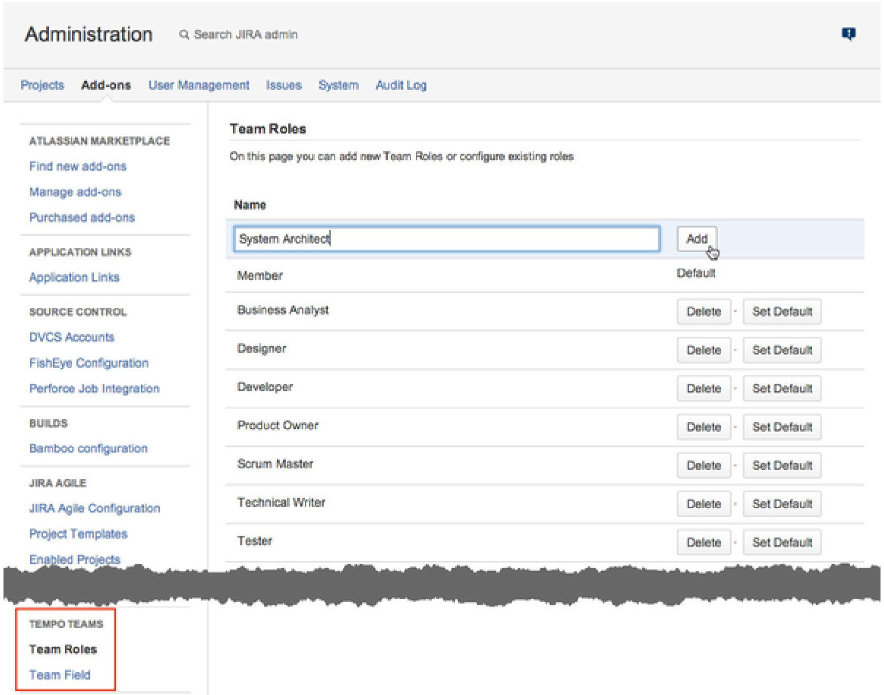
Add Team Role

Procedure

To add a new Team Role do the following:

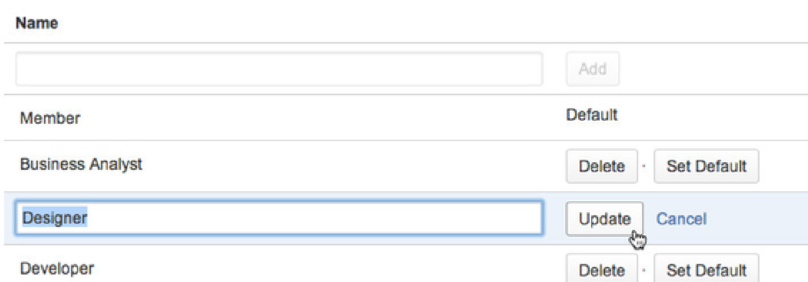
1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo Teams** administration left tabs and choose the **Team Roles** option.
   Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Team Roles**.
3. Type a **Name** for the new role into the field as shown in the screenshot below and click the **Add** button next to it.

The Team Roles administrative screen (click to enlarge)



Edit Team Role

- Click in the Name field to **Update** an existing role.



- Click the **Delete** button next to role you want to delete and a confirmation window is displayed.
- Click the **Set Default** button at the end of it's line to set a default role and a confirmation window is displayed.

Related topic

Changing the roles of team members

Tempo team navigator

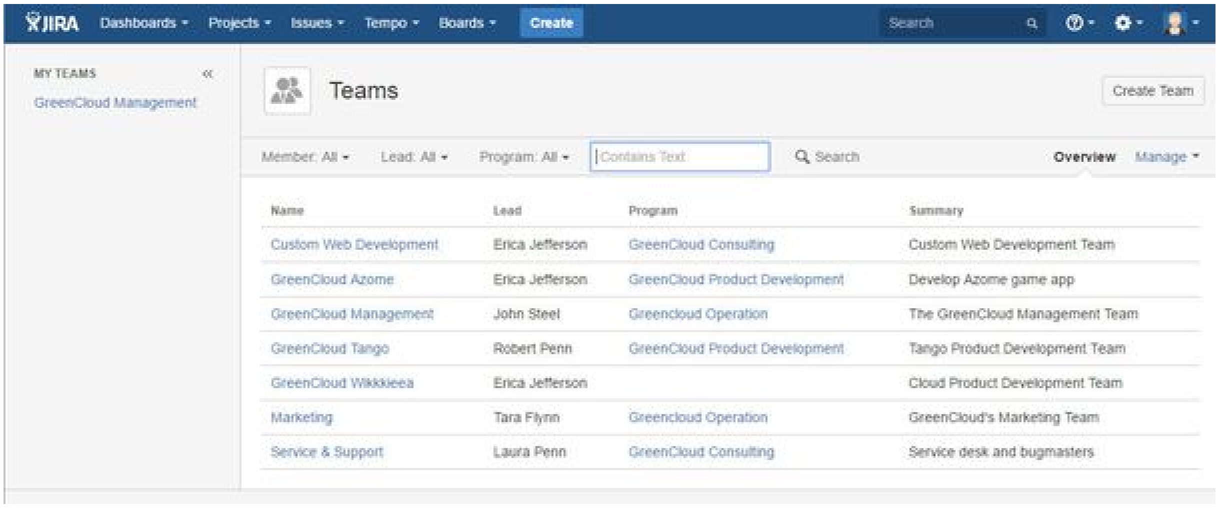
Extract from **Tempo Teams** (plug-in) version: 3.x.x

In the teams navigator, you can search and filter all Tempo Teams that you have permission to view.

Accessing the teams navigator

Click **Tempo** > TEAMS **more**.

The teams navigator (click to enlarge)



Filtering the list of teams

Above the list of teams, the filter menu bar contains filter attributes, such as **Member**, **Lead**, and (for Tempo Planner) **Program**.

Filtering by searching

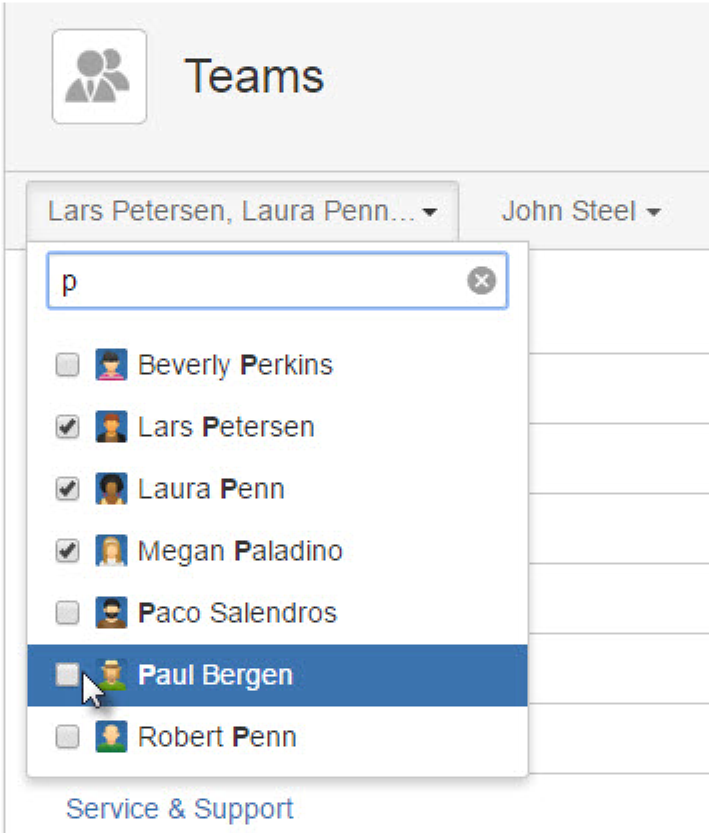
On the filter menu bar, in the search field, type text that you want to search for, and press Enter. Teams that contain the text in one or more of the fields of the team are listed.

Filtering by selecting attribute values

Complete the following steps:

1. On the filter menu bar, click a filter attribute.
2. From the list that is displayed, select one or more values of the attribute.
3. On the filter menu bar, click **Search**.

Filter example - by Member



Related topic

Creating teams

Browsing a team

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Required permission

Browse Team permission for the team

Procedure

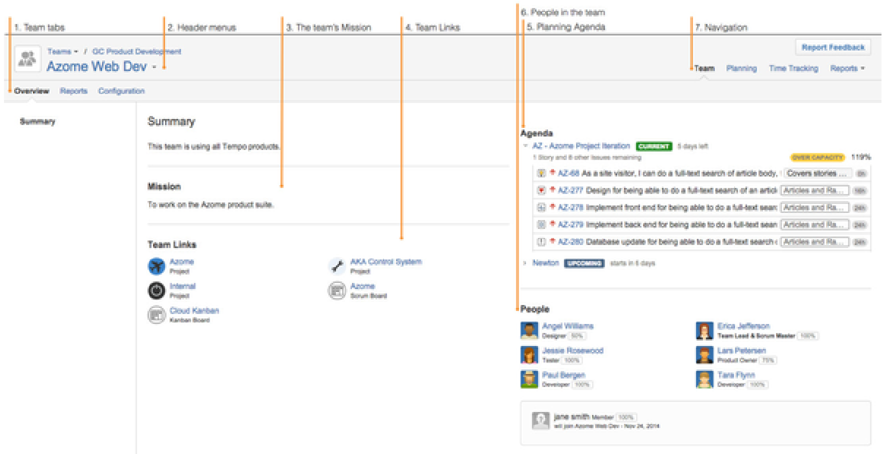
To open the overview page for a team, click on the team link in the Tempo teams navigator.

The overview page for the Azome Web Dev team (click to enlarge)

On this page

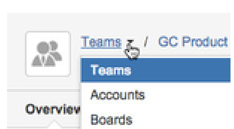
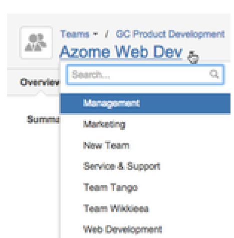
Related pages

- Granting permission to users
- Team Reports

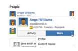


The numbers on the screenshot, are explained in the table below.

Table: Explaining the numbered items from the screenshot above

Item Number	Description
1.	Overview, Reports and Configuration tabs for the team. The Configuration tab is displayed in all teams for users with Tempo Team Administrators permission. The tab is displayed for **Team Leads** in their own teams.
2.	There are two header menus. The first menu has three options; To go back to the Teams Browser, to open the Accounts Browser and to open JIRA Agile Boards browser (given JIRA Agile is installed). **Note** that JIRA Agile needs to be set-up for the Boards option to be available. The second menu shows all the teams that the current user has access to and by selecting a new team the page below the header displays the new team. *Select a browser*  *Select a new team*  **Note** the *GC Product Devlopment* link next to those menus, which opens the program the team belongs to.

3.	The Overview page displays a few items for the team. The first item is the **Mission** for the team, which is defined afterwards on the Confi gure screen in the Configuration.
4.	This item gives an overview of the **Team Links** (Projects or Scrum Boards) linked to the team. The linking is done on the Links page. By clicking on either a Project or the linked Scrum Board, the respective JIRA Project and JIRA Agile Scrum Board pages are displayed.
5.	The **Agenda** section is only shown if Tempo Planner is installed and if it has active/upcoming iterations or sprints planned on the team. Some statistics are also shown for these Agenda items.

<table>
<tr><td>6.</td><td>
The People section displays all the members of the team, e.g. their name, Roles and Availability. The names are sorted alphabetically from left to right and then down the page. The lead of the team is displayed, either just as Team Lead or Team Lead & other role + xx%, with her/his title shown in bold letters.
Member pop-up


By hovering over the name of a member, her/his pop-up profile is displayed, as in the left screenshot.
Clicking on the Activity link in the member pop-up, opens the activity stream in the user's Profile.
More -> Profile, opens the user's Profile.
More -> Current Issues, opens the JIRA Issue Search with the user's current issues.
More -> Administer User, opens the JIRA User Management - Users - the selected user. (This is only available for users that are JIRA Administrators).

Future members are shown in a box below the current members, and are either existing JIRA users (or current employees) or new hires (jane smith will join Azome Web Dev - Nov 24, 2014).
When a JIRA user has been created for the new hire, the names can be mapped together.
The Tempo Team Timesheet does only show active memberships at any given date range. This means for example that user Bob Johnson, who is joining Team Tango during April, will only be displayed in the Team Timesheet during that month.
</td></tr>
<tr><td>7.</td><td>

The Team tab/button refreshes the current page.
If Tempo Planner is installed a Planning tab/button is displayed. Click on the button to open the Planner Timeline.
If Tempo Timesheets is installed, a Time Tracking tab/button is displayed to open the Team Timesheet for the team.
The Reports drop-down has the same options, as detailed on the Team Reports page.

</td></tr>
</table>

Creating teams

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Tutorial

How to create teams and team roles

A team might consist of, for example, the people in one department of your company, or it might be a scrum team if you work in an agile software development environment.

Required permission

JIRA Administrators or **Tempo Team Administrators**

Procedure

To create a team, complete the following steps:

1. On the main menu bar, click **Tempo** > TEAMS **more**.
2. On the Teams page, in the upper-right corner, click **Create New Team**.
3. In the Create Team window, fill in the information, and click **Create Team**.

The new team is automatically added to the list on the Teams page.

What to do next

Configure basic team information.

Configuring basic team information

Extract from **Tempo Teams** (plug-in) version: 3.x.x

You can edit the following basic information about a team: team name, summary description, team lead, the program (or group of teams) to which the team belongs in Tempo Planner, and the team's mission.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

Procedure

To configure basic team information, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).
2. In the **Configure Team** area, you can edit the team name, summary description, team lead, associated program, and mission.

Tips

- Only users with **Tempo Team Administrators** or **JIRA Administrators** permission can change the team lead.
- For Tempo Planner only: For information about programs, see the related topic below.

3. Click **Update**.

What to do next

Configure team membership

Related topic

For Tempo Planner: Grouping teams together, as a program

Configuring team membership

Extract from **Tempo Teams** (plug-in) version: 3.x.x

You can configure team membership by, for example, adding or removing members, planning for new members to join at a later date, giving a team member different roles for different time periods, or changing the amount of time that a team member dedicates to the team.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedures

Adding team members

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

Procedure

To add members to a team, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).

2. In the left column, click **Members**.

3. On the **Team Members** page, do one or both of the following tasks:

   - Add individual team members by filling in the fields in the top row of the **Users** table and clicking **Add**.

     Users

     The name of the team member. If the team member is a JIRA user, start typing the user's name and select the name from the list. If the team member is not yet a JIRA user, type the user's name.

     Status

     Status is assigned automatically and depends on the joining and leaving dates (see below).

     Active: Current team member
     Inactive: Past or deactivated team member
     Upcoming: Future team member

     Roles

     You can click the field and select a role (for example, designer, developer, or marketing) from the list. The default role is 'Member,' unless a JIRA Administrator changed the default. Only users with **JIRA Administrators** permission can add new roles to the list. (For information about adding roles, see Team roles.)

     Availability

     The percentage of the team member’s work time that will be dedicated to this team. For example, a team member that works on two teams might have availability of 50% for this team. The default is 100%.

     Joining

     If the team member plans to join the team at a later date, choose the date on the **Joining** calendar.

     Leaving

     If the team member plans to leave the team on a known date, choose the date on the **Leaving** calendar.

     > **Tip**
     > You can add a member to the team more than once but for different dates. For example a team member can have one role one month and a different role the following month. The team member is listed only once in the list of all team members. You can view information about the team member for other dates by clicking **Edit** on the team member's row.

   - Add multiple team members simultaneously by selecting a JIRA group in the top row of the **Groups** table and clicking **Add**.

     > **Tip**
     > With this method, you cannot set roles, availability, joining dates, or leaving dates for individual team members. You can only add or remove the group as a whole.

What to do next

See where team members are displayed by clicking **Overview**. In the **People** section, the active team members are first displayed, with their roles and availability for the team. Upcoming team members are displayed in an information box, with the date on which they plan to join.

Related topic

Team roles

Changing the roles of team members

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Team roles (for example, designer, developer, or marketing) were set when users were individually added to the team. You can change the roles of these team members. You cannot set roles for members that were added to the team as part of a JIRA group.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedure

To change the role of a team member, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).
2. In the left column, click **Members**.
3. On the Team Members page, in the row of the team member whose role you want to change, click **Edit**.
4. On the individual team member's page, do *not* click the top **Roles** field. Instead, in a row beneath that field, double click the role that you want to change, and select a new role from the list.
5. Click **Update**.

Tip
Only users with **JIRA Administrators** permission can add new roles to the list of roles. For information about adding roles, see the related topic below.

What to do next

You can return to the list of all team members by clicking **Members** in the left column.

Related topic

Team roles

Changing the availability of team members

Extract from **Tempo Teams** (plug-in) version: 3.x.x

A team member might be available to work for the team for 100% of the working hours. Another team member might be available to work 60% for one team and 40% for another team. The availability percentage of a team member to work on a team was initially set when the team member was added to the team. You can change the availability percentage.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedure

To change the availability of a team member to work on a team, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).
2. In the left column, click **Members**.
3. On the Team Members page, in the row of the team member whose availability you want to change, click **Edit**.
4. On the individual team member's page, do *not* click the top **Availability** field. Instead, in a row beneath that field, click the availability percentage that you want to change, and use the small arrows to increase or decrease the percentage.

5. Click **Update**.

> **Tip**
> Only users with **JIRA Administrators** permission can add new roles to the list of roles. For information about adding roles, see the related topic below.

What to do next

You can return to the list of all team members by clicking **Members** in the left column.

Related topic

Team roles

Changing the dates of team membership

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Team membership dates might have been set when users were added to the team. You can change the dates on which users plan to join and leave a team.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedure

To change dates of team membership, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).
2. In the left column, click **Members**.
3. On the Team Members page, in the row of the user whose membership dates you want to change, click **Edit**.
4. On the individual team member's page, do *not* click the top **Joining** or **Leaving** fields. Instead, in a row beneath those fields, click the Joining or Leaving date (or the blank space, if there is no date).
5. Click the calendar icon beside the field, and select a date.
6. Click **Update**.

What to do next

You can return to the list of all team members by clicking **Members** in the left column.

Deactivating membership of a team

Extract from **Tempo Teams** (plug-in) version: 3.x.x

You can temporarily deactivate a user's team membership without deleting the member's name from the Team Members page. In this way, you can easily reactivate membership at a later date.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedure

To deactivate a user's team membership, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).

2. In the left column, click **Members**.

3. On the Team Members page, hover over the row of the user whose membership you want to deactivate. A cogwheel icon is displayed at the end of the row.

4. Click the cogwheel icon, and then click **Deactivate**.

5. In the Deactivate Member window, click **Deactivate**.

   Users whose membership is deactivated are listed at the bottom of the Team Members page, with a status of INACTIVE.

Reactivating membership of a team

Extract from **Tempo Teams** (plug-in) version: 3.x.x

If a user's team membership status is INACTIVE, you can reactivate the membership.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedure

To reactivate a user's team membership, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).

2. In the left column, click **Members**.

3. On the Team Members page, in the row of the user whose membership you want to reactivate, click **Edit**.

4. On the individual team member's page, the Leaving column displays the date on which the user's membership was deactivated. Click that date.

5. Delete the leaving date, or replace it with a future leaving date.

6. Click **Update**. The user's team membership status changes to ACTIVE.

What to do next

You can return to the list of all team members by clicking **Members** in the left column.

Removing members from a team

Extract from **Tempo Teams** (plug-in) version: 3.x.x

You can remove members from a team and delete their names from the Team Members page.

Tip
If a user is likely to rejoin the team at a later date, you can instead deactivate the users' team membership; the user's name remains on the Team Members page, with a status of INACTIVE. However, if you want to completely remove the user from the Team Members page, complete the procedure below.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Procedure

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).

2. In the left column, click **Members**.

3. On the Team Members page, in the row of the team member whom you want to remove, check whether the right end of the row contains an **Edit** button, or the word '**via**' followed by the name of a JIRA group.

    - If the row contains an **Edit** button, the member was added individually to the team. To remove the member from the team, complete the following steps:

        a. Click **Edit**.

        b. On the individual team member's page, in the rightmost column, click **Delete**, and in the Delete Membership window, click **Delete** again.
        If the team member was added multiple times to the team (for example, for different periods or with different roles), repeat this step for every membership row on the page.

        c. You can return to the list of all team members by clicking **Members** in the left column.

    - If the row contains the word '**via**' followed by the name of a JIRA group, the member was added to the team as part of the JIRA group. To remove the member from the team, complete one of the following tasks:

        - Remove the user from the JIRA group (see Atlassian's documentation)

          or

        - Remove the JIRA group from the team, by completing the following steps:

            a. On the Team Members page, in the **Groups** section, in the row of the JIRA group that you want to delete, click **Delete**.

            b. In the Delete Member window, click **Delete**.

Related topic

Deactivating membership of a team

Switching type of working week

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Each type of working week is defined in a *workload scheme*. If team members move to a different country, with different weekend days, or if team members change between part-time work and full-time work, you can move the team members to different workload schemes.

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

> **Note**
> The Team Lead role is not sufficient because any change in a team member's workload scheme is applied across all Tempo products and across all of the teams that the team member is a member of.

Procedure

To move a team member to a workload scheme, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).
2. In the left column, click **Working Days**.
3. In the team member's row, click inside the **Workload Scheme** field.
4. Click again inside the **Workload Scheme** field, and select a workload scheme from the list.
5. Click **Update**.

Related topics

- Switching sets of public holidays

- Switching types of working weeks (alternative method)
- Defining a working week

Switching set of public holidays

Extract from **Tempo Teams** (plug-in) version: 3.x.x

A *holiday scheme* is a set of public holidays. If team members move to a different country, state, or region, you might be required to move them to a different holiday scheme.

Required permission

One of the following permission types:

- JIRA Administrators (if Tempo Timesheets, Tempo Planner, or Tempo Budgets is installed)
- Tempo Administrators (if Tempo Timesheets is installed)

> **Note**
> The Team Lead role is not sufficient because any change in a team member's holiday scheme is applied across all Tempo products and across all of the teams that the team member is a member of.

Procedure

To move a team member to a holiday scheme, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).
2. In the left column, click **Working Days**.
3. In the team member's row, click inside the **Holiday Scheme** field.
4. Click again inside the **Holiday Scheme** field, and select a holiday scheme from the list.
5. Click **Update**.

Related topics

- Switching types of working weeks

- Switching sets of public holidays (alternative method)
- Specifying public holidays

Granting team permissions to users

Extract from **Tempo Teams** (plug-in) version: 3.x.x

In this chapter

For each team, you can grant the following permissions to specific users:

Permission	What you get by default	Notes
Browse Team permission	Permission to: • See the team's information, including the team utilization report • Select this team on forms that contain a **Team** field (for example, the **Team** field in an issue)	All Team Members automatically receive Browse Team permission for their own teams.

Approve Timesheet permission	In Tempo Timesheets:
	• Permission to:
	  ◦ Review timesheets of Team Members.
	  ◦ Grant grace periods to Team Members to complete their timesheets after a scheduled closing date.
	  ◦ View the team timesheet and reports.
	  ◦ View Tempo team and account gadgets.
	  ◦ Approve accounts.
	• If the setting 'Enable timesheet approval process' is set to *Monthly (Period)* or *Weekly* in Tempo Global Configuration, permission to:
	  ◦ Approve and reject timesheets of Team Members
	  ◦ View the approval logs of Team Members
	• Other permissions if the following check boxes are selected in Tempo Global Configuration:
	  ◦ 'Users with Approve Timesheet Permission can set billed hours'
	  ◦ 'Users with Approve Timesheet permission can export lists of account worklogs as PDF files'
		• Team Leads automatically receive Approve Timesheet permission for their own teams.
		• Tempo Team Administrators can grant themselves Approve Timesheet permission
		• To view other team members' worklogs on a timesheet, you must have View All Worklogs permission for the team's projects

Plan Time permission	• In Tempo Timesheets:
	
	Permission to plan time for team members to work on projects, project versions, and project components.
	
	• In Tempo Planner:
	  ◦ Permission to plan time for team members to work on projects, project versions, project components, and issues
	  ◦ If JIRA software or JIRA Agile is installed, permission to plan time for team members to work on sprints
	  ◦ Permission to plan work on the team backlog
	  ◦ Permission to plan time on projects
		• Team Leads automatically receive Plan Time permission for their own teams.
		• Tempo Team Administrators can grant themselves Plan Time permission
		• Plan Time permission works in Tempo Timesheets only if the following check box is selected in Tempo Global Configuration: 'Users with Plan Time permission for a team can plan time for team members in Tempo Timesheets.'

Who can edit team permissions

Users with one of the following permission types or roles:

- Team Lead role
- Tempo Team Administrators permission
- JIRA Administrators permission

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

Procedure

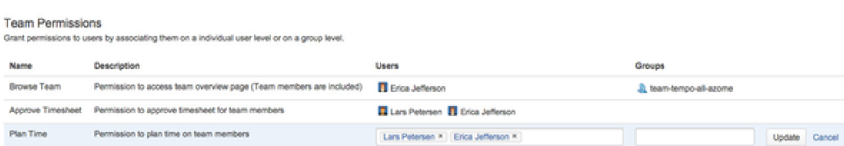
To edit team permissions, complete the following steps:

1. Go to the team configuration page (**Tempo** > TEAMS **more** > name of team > **Configuration**).

2. In the left column, click **Permissions**.

3. In the row of the permission that you want to edit, click inside the **Users** or **Groups** column.

   Editing team permissions (click to enlarge)

4. Add or delete users or JIRA groups, and click **Update**.

Linking teams to projects and boards

Extract from **Tempo Teams** (plug-in) version: 3.x.x

To be able to plan time for team members to work on issues, versions, or components, you must link one or more JIRA projects to the team. To be able to plan time for the team to work in JIRA Software or JIRA Agile sprints, you must link the corresponding JIRA Software or JIRA Agile board to the team.

Required permission

One of the following permissions or roles:

- JIRA Administrators permission
- Tempo Team Administrators permission
- Team Lead role

Tutorial

The following Tempo Planner video tutorial is valid also for other Tempo products.

Procedure

To link a team to a project or a JIRA Software or JIRA Agile board, complete the following steps:

1. Go to the team configuration page by completing the following steps:
    a. On the main menu bar, click **Tempo**.
    b. On the **Tempo** menu, go to the **Teams** section, and click **more**.
    c. On the Teams page, click the team that you want to link to a project or board.
    d. On the individual team page, click **Configuration**.
2. In the left column, click **Links**.
3. On the Team Links page, select the board or project that you want to link to the team, and click **+Link**.

Tip
You can link a team to multiple projects and boards. You can also link different teams to the same projects or boards.

Configuring and managing accounts

Tutorial

Account management with Tempo Accounts

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

This page and its child pages, explain creation and management of accounts. The following is an overview, explaining how manually created accounts and imported accounts are handled simultaneously and how update affects existing accounts.

All account attributes can be updated, except the account Key. If the project link in an import file is **not** found on your JIRA instance, the account is not imported. This is reported in the message given at the final step of the import.

This entry in an import file can be corrected if appropriate and then imported again.

The possible account statuses are: **Open**, **Closed** or **Archived**. The table below describes how these statues are acquired and when the status is not affected by import.

Table: Explaining account statues and when it is not affected by import

In this chapter

Status	Description
OPEN	This is the default status for newly created or imported accounts. The status can also be set by manual configuration, given the account has previously had another status.
CLOSED	Accounts can only get this status by manual configuration.
ARCHIVED	This status is used for the following import cases: • An existing account (created manually or by import) is **not** in an import file and has **no** project link (and is not global). • Existing imported accounts, that are **not** in the next version of the import file. Accounts can also be *Archived* manually.
Unaffected	For existing accounts, the status is unaffected in the following import cases: • An existing account (created manually or by import) that **is** in an import file, but has **no** project link (and is not global). • For the case of imported and then manually edited accounts, where linked projects are affected, the status stays the same as before. If the first import has project links A and B, then project link C is added manually and in a new import the only project links are D and E. This means that after the import, the project links are going to be C, D and E, or only the imported links are updated, not the manually added ones.

A few notes:

- Only **Open** accounts will show up in JIRA issues and/or the Log Work dialog, depending on configuration.
- Tempo Timesheets reports can be created including **Closed** accounts, but not **Archived** accounts.
- The only way to look up **Archived** accounts, is by searching for them in the Accounts Navigator or select the Archived option in it's sidebar.

Administering accounts

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

The table below gives an overview of the Tempo Accounts administrative functions, that the JIRA Administrators needs to manage.

Table: Explaining the Tempo Accounts functions, configured by JIRA Administrators

Function	Description
Accounts Custom Field	The field is installed automatically with Tempo Accounts and is mandatory for activating accounts. Accounts add different dimension or business intelligence to Tempo data.
Granting permission to users	You can grant Tempo Account Administrators permission and Tempo Rate Administrators permission to users.
Accounts configuration	Allows you to configure properties for accounts. The property currently available is: *Clear Account value when issue is moved between projects*. Select the property if you do not want accounts to be included in the target project when moving an issue between JIRA projects.

Accounts custom field

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

Related pages

- Creating an account
- Import and Export
- Configuring an account
- Accounts JQL Functions

The **Tempo Account** custom field is installed automatically with Tempo Accounts. To make use of the field in relation to the Tempo Products it needs to be associated in one of the following two ways:

- On a JIRA Issue level, which requires adding association with issue screens (see below).
- To Tempo Timesheets worklogs, which requires to add Account as a Worklog Attribute and the field will appear in the Log Work dialog.

The field is in both cases a drop-down showing accounts linked to the project, which the JIRA issue belongs to. JIRA project(s) are linked to an account, when it is created, imported or when it is being configured.

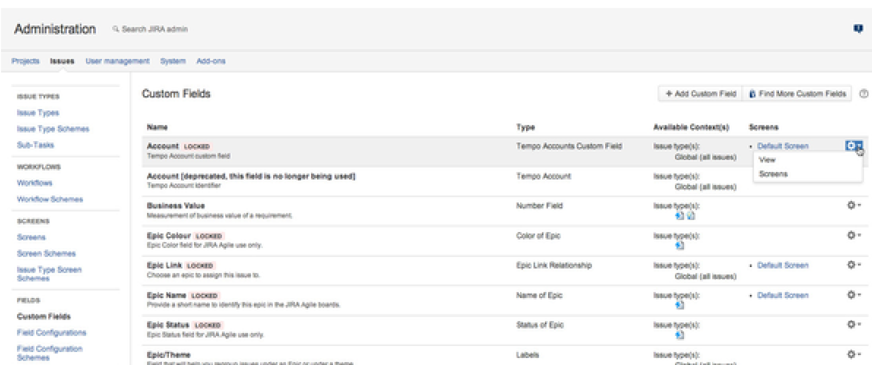
By activating accounts, Accounts JQL Functions become available.

The Account Custom Field is locked as it is required in Tempo. If you are not using the Tempo Accounts feature, remove this field from all your screens

The field is also used in Tempo Timesheets to produce revenue calculations for hours and expenses logged on an account.

Associating to Screens

Screenshot: JIRA Custom Fields page - click to enlarge



- Log in as a user with the **JIRA Administrators** Global Permission.
- Choose the **cog icon** at top right of the screen, then choose **Issues**, and select **Fields > Custom Fields** (left tabs).
  Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Custom Fields**.
- Find the **Tempo Account** field in the Custom Fields list.
- To associate it with to screens, click on the cog-wheel menu to the right in it's line and select the **Screens** option.
- The *Associate field Account to screens* page is displayed.
- Select how you want to associate the field to screen(s) (Default Screen, Resolve Issue Screen or Workflow Screen) and click the **Update** button.

Granting account permissions to users

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

As a JIRA administrator, you can do all Tempo administrative tasks and grant yourself any Tempo user permission. The following table lists Tempo permissions that can be granted to users or to groups of users and which are defined in the Tempo Accounts system plug-in.

Note
Other Tempo permission types are defined in other Tempo system plug-ins or in Tempo products.

Permission or role	What you get	Notes	Who can give permission or role	Configuration location

Tempo Account Administrators permission	Permission to:
	• Create, configure, import, export, and delete accounts
	• Change the target revenue in account revenue reports
		• Only users with Approve Timesheet permission can approve accounts.
		• Only JIRA Administrators can configure the following account settings:
		  • Whether the account value is cleared when issues are moved between projects
		  • An alternative name for the account field
		  • Whether an account value is required or optional in a field configuration
		• By default, JIRA Administrators receive Tempo Account Administrators permission
			JIRA Administrators	**Administration** cogwheel > **System** > SECURITY **Global Permissions**

Tempo Rate Administrators permission	Permission to: • Set price rates for team roles in different teams • Change the target revenue on account revenue reports	Price rates are used for revenue reports and billing.		

Accounts configuration

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

This page explains the Tempo Accounts administrative section, which is only available for JIRA Administrators. It does currently only have one item called **Accounts Configuration**, where properties for accounts are configured.

To configure a property, open the Accounts Configuration by:

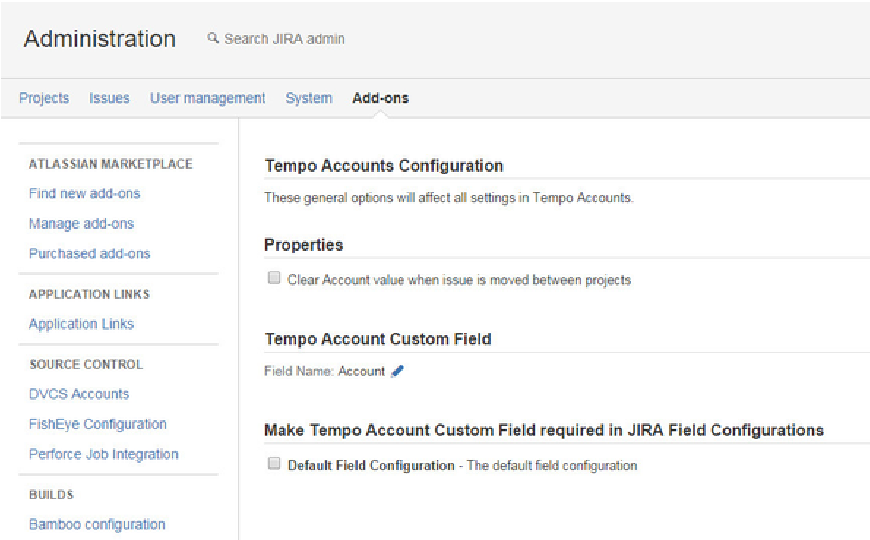
1. Logging in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Scroll down the left sidebar until you see the **Tempo Accounts** configuration group and select **Accounts Configuration**.
   Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing Accounts Configuration.

The Tempo Accounts Configuration screen (click to enlarge)

On this page

Related pages

- Administer Accounts
- Accounts Custom Field



Clear Accounts from JIRA Issues

Clear Account value when issue is moved between projects is not selected by default. Select this property if you do not want accounts to be included in the target project when moving an issue between JIRA projects. This is explained further in the table below.

Table: How Clear Account value when issue is moved between projects works in relation to account settings

Propety setting	Account setting	Results in
Disabled	N/A	Assigned accounts **are moved** with the JIRA issue.
Enabled	Accounts are assigned to JIRA Projects	Assigned accounts are **not moved** with the JIRA issue.
Enabled	Accounts are used as Worklog Attributes	Selected accounts as a worklog attribute **remain** on each worklog. The account can be viewed in the Issue Timesheet and the Advanced Timesheet, with the status: "*Warning: Account not in project"* in list view

Tempo Account Custom Field Name

The default name of the Tempo Account Custom field is Account but you can rename this field in this section.

Make Account Required

All Filed Configurations on your instance is displayed in this section. The Tempo Account field is not required by default but you can click the box displayed in front of each Field Configuration to make it required in all project using the selected Field Configuration

Tempo accounts navigator

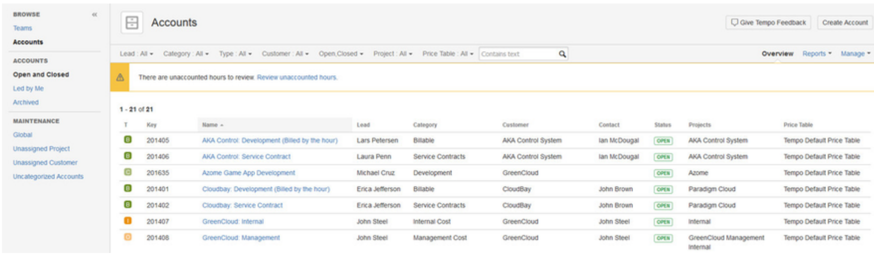
Extract from **Tempo Accounts** (plug-in) version: 3.x.x

A Tempo account can represent a customer project, a cost center, or a contract. You can link JIRA issues to accounts and categorize work by, for example, type of work, customer, or project. In the accounts navigator, you can view a list of all accounts that you have access to. You can search and filter accounts that are linked to JIRA projects. You must have permission to view the projects.

Accessing the accounts navigator

Click **Tempo** > ACCOUNTS **more**.

The accounts navigator (click to enlarge)



Creating an account

Required permission

Tempo Account Administrators permission

Procedure

1. In the accounts navigator, in the upper-right corner, click **Create Account**.
2. In the Create Account window, fill in the requested information, and click **Create**.

Related topic

Creating an account

Filtering the list of accounts

Above the list of accounts, the filter menu bar contains filter attributes, such as **Lead**, **Category**, and **Type**.

Filtering by searching

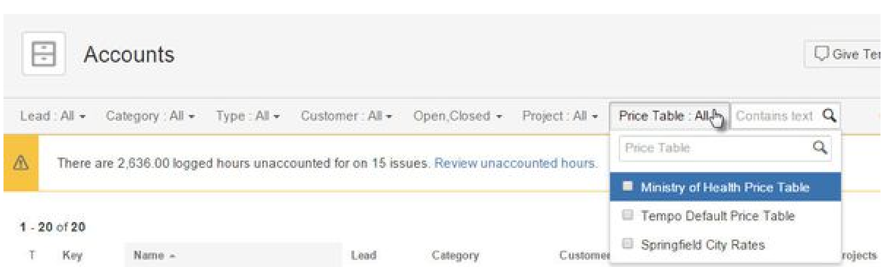
On the filter menu bar, in the search field, type text that you want to search for, and press Enter. Accounts that contain the text in one or more of the fields of the account are listed. The Status and Projects (Links) fields are not searched.

Filtering by selecting attribute values

Complete the following steps:

1. On the filter menu bar, click a filter attribute.
2. From the list that is displayed, select one or more values of the attribute.

Filter example - by Price Table



Listing accounts that have no category, no customer, or no linked project

On this page

To list accounts that have no category, complete the following steps:

1. On the filter menu bar, click **Category**.
2. On the list of menu options that is displayed, at the bottom, select **No Category**.

Similarly, you can list accounts that have no customer or no linked project.

Selecting predefined filters

To display...	On the left sidebar...
All active accounts that are linked to projects that you have permission to view	Click **Open and Closed**.
All accounts that you lead	Click **Led by Me**.

If you have Tempo Account Administrators permission, you can filter the list of accounts to display all archived accounts, global accounts, or accounts that are not associated with a project, customer, or account category, by clicking the corresponding options on the left sidebar.

Related topics

- Granting permission to users
- Configuring an account

Sorting the list of accounts

By default, the account list is sorted alphabetically by account name. You can sort the list by type (T), key, lead, category, customer, contact, or status by clicking the corresponding column heading.

Reviewing a list of unaccounted hours

If Tempo Timesheets is installed and if hours are unaccounted for because, for example, an issue is not linked to an account, you can review the Unaccounted Hours page and account for all hours on that page.

Related topic

In the Tempo Timesheets documentation: Unaccounted hours

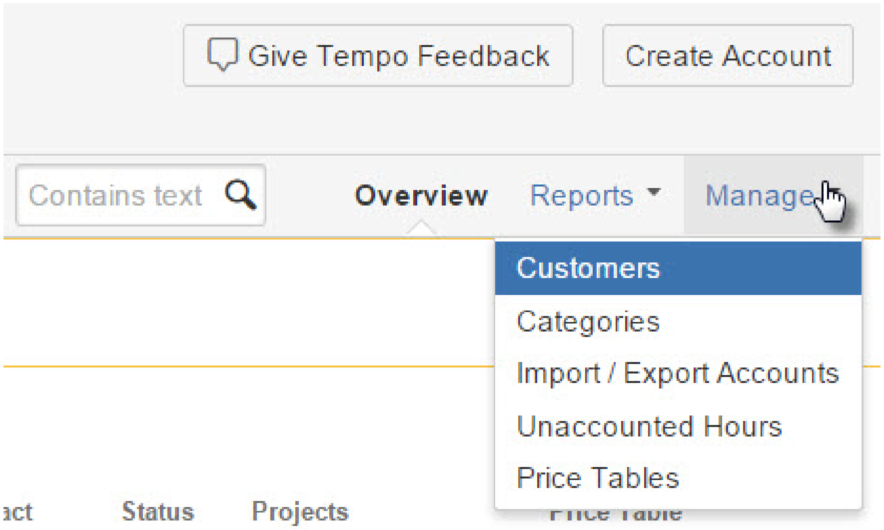
Viewing the list of customers

Required permission

Tempo Account Administrators permission

Procedure

In the accounts navigator, in the upper-right corner, click **Manage** > **Customers**.



Related topics

- Granting permission to users
- Managing customers

Viewing lists of account and expense categories

- Account categories group accounts by type of logged hour, together with, for example, service provided: 'Billable hours - Website improvements'; or department: 'Internal hours - Marketing.'
- Expense categories could be, for example, "Travel," "Accommodation," and "Meals".

Required permission

Tempo Account Administrators permission

Procedure

On the Accounts page, in the upper-right corner, click **Manage** > **Categories**.

Related topic

Categorizing accounts

Viewing hourly rates

If Tempo Timesheets is installed, you can view the hourly rates at which your company charges customers, based on team roles. Hourly rates are defined in price tables.

Required permission

Tempo Account Administrators permission

Procedure

On the Accounts page, in the upper-right corner, click **Manage** > **Price Tables**.

Importing and exporting account data

You can move account data between Tempo Timesheets and external systems or applications.

Required permission

Tempo Account Administrators permission

Procedure

On the Accounts page, in the upper-right corner, click **Manage** > **Import / Export Accounts**, and follow the instructions on the screen.

Related topic

Import and Export

Exporting worklogs as a PDF file

If Tempo Timesheets is installed, you can export a list of all worklogs for an account over a selected period as a PDF file.

Required permission

- Approve Timesheet permission
- The following setting must be enabled in Tempo global configuration: 'Users with Approve Timesheet permission can export lists of account worklogs as PDF files.'

Procedure

See the Tempo Timesheets documentation: Exporting worklogs as a PDF file.

Creating accounts

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

In this chapter

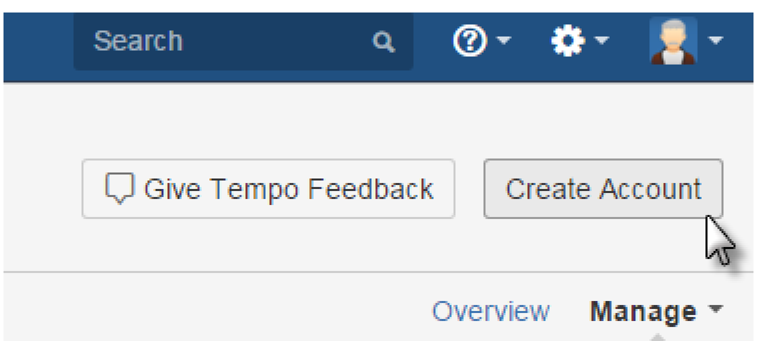
Related pages
• Accounts Custom Field • Accounts JQL Functions

This page explains how to create accounts manually, but it is also possible to import them in a pre-made *.csv or *.xml file.

The Accounts Custom Field is installed automatically with Tempo Accounts, but may need to be configured further, depending on how you want to associate the account information.

To start the process of creating an account, click on the **Create Account** button in the top right corner of the Accounts Navigator.

The Create Account button in the Accounts Navigator



This opens the Create Account dialog as in the screenshot below. The dialog options are explained in a table below.

The Create Account dialog (click to enlarge)

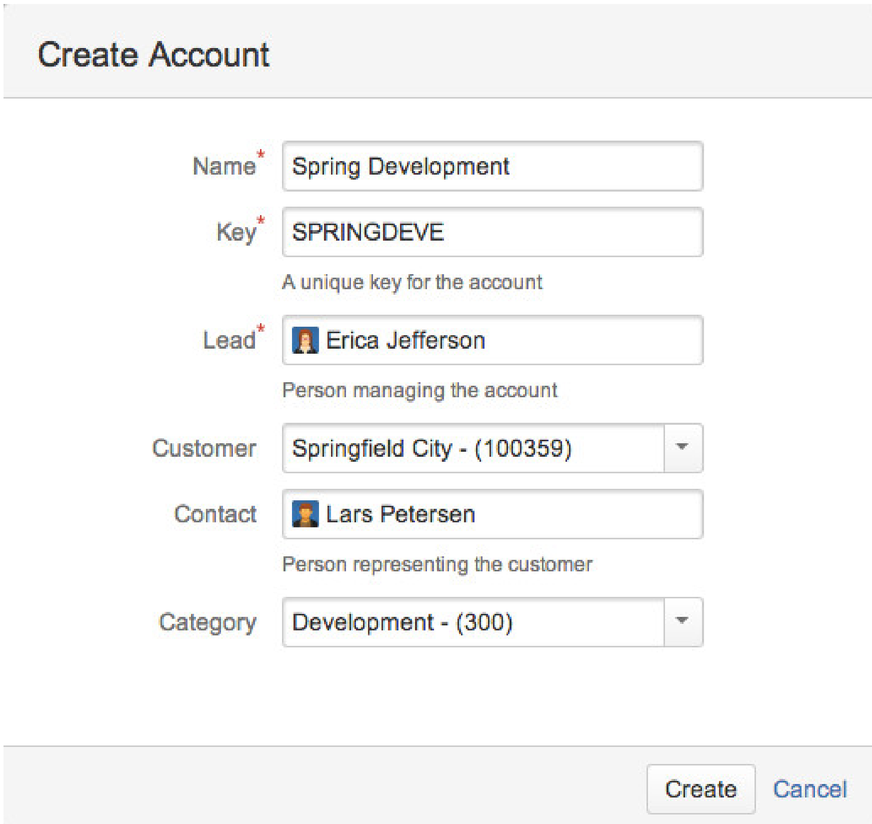


Table: The Create Account dialog options explained

Field	Description
Account Name	Descriptive name for the account. The combination of the Account Key and Name is used to display the account in a JIRA Issue or in the Log Work dialog in Tempo Timesheets, depending on configuration.
Account Key	The Account Key needs to be **unique** for the account. The dialog gives a suggestion for it based on the Account Name when it is added. The key can be a combination of any letter (a-z, A-Z), digit (0-9), underscore ("_"), dash ("-") or a dot (".").
Account Lead	The **Account Lead** is responsible for the account. The value provided for the Account Lead can either be a *JIRA username* or simply a typed *name*: • If this value is a JIRA username and matches an existing username, this user is stored as the Account Lead. • If the value provided is simply a typed name, it is used as it stands.
Customer	Select a customer from the drop-down menu to associate with the account. The customer doesn't need to be an outside customer, it may simply be a way to group together a common entity (JIRA projects or cost centres) of your definition for the projects linked to the account.

Contact	This is someone who represents the customer. Depending on the purpose of the account, for internal or external use, this person may of may not be a JIRA user.
Category	Select a category from the drop-down menu to associate with the account. The category is a way to create a division for an Account/Customer like *Development* or *Marketing*.

It is not mandatory to add a customer, a contact or category initially, as it can be configured later. Adding Account Attributes (customers and categories) is explained in this chapter on separate pages

Click the **Create** button at the bottom of the dialog to save the account or the **Cancel** link to opt out of the process.

Configuring accounts

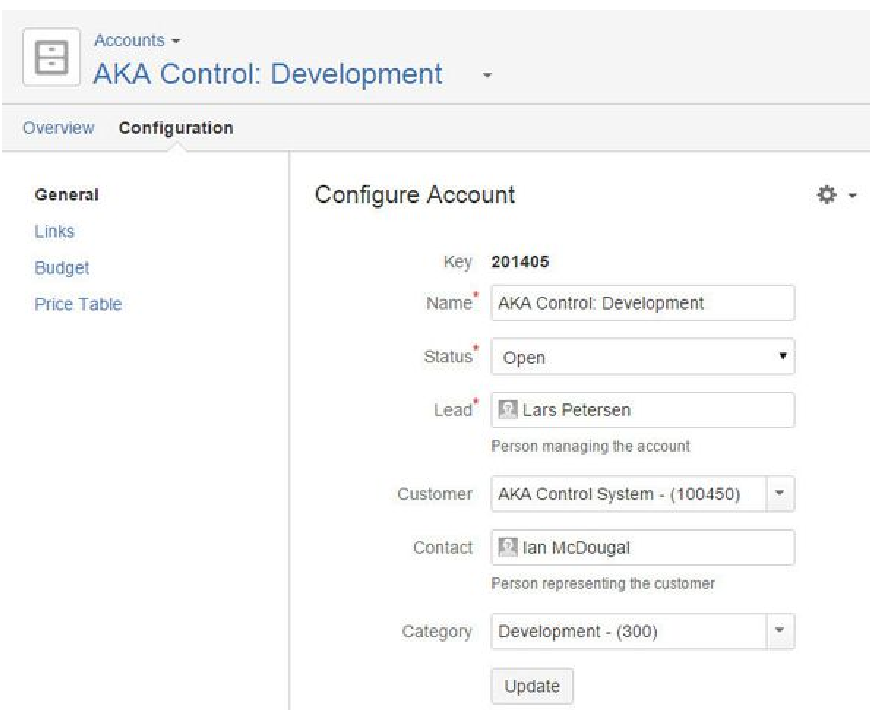
Extract from **Tempo Accounts** (plug-in) version: 3.x.x

This page explains how previously created accounts, either manually or imported, can be configured afterwards. The configurations that are available for each account, are **Configure** and **Links**. Given that the user has already chosen an account, click on the **Configuration** tab for the account, to access these functions - see the first screenshot below.

Configuring an account

Click on the *Configure* link in the left sidebar, to open the screen to configure the account.

The Configure Account screen (click to enlarge)



The attributes available to configure an account, are the same as when Creating an account, except the Account Status can be updated additionally.

The available values for the Account Status are, *Open*, *Closed* or *Archived*. The default value for a newly created account is *Open*.

On this page

In this chapter

Related pages

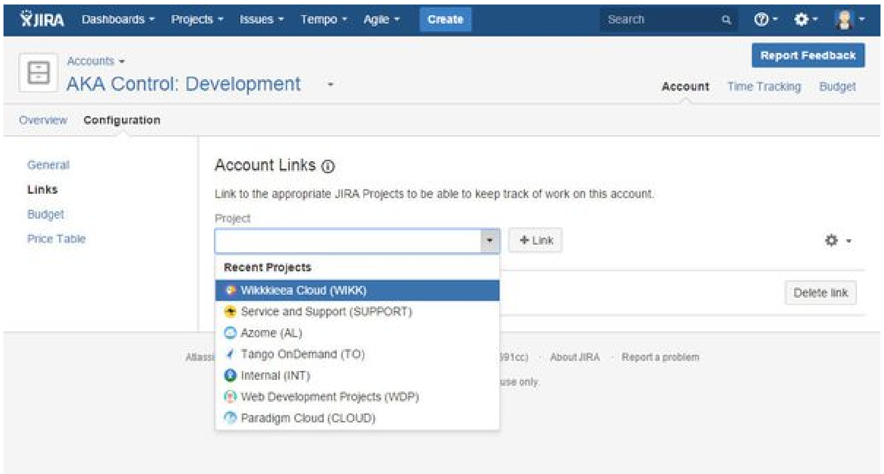
- Accounts Custom Field
- Accounts JQL Functions

Click the **Save** button when finished editing the account or the **Cancel** link to opt out.

Linking account to JIRA projects

JIRA Projects can be linked to the account. This needs to be done for accounts, so they become useful entities in other Tempo products. In other words, by linking projects to the account and with the Accounts Custom Field set for your needs, the account becomes a select option, either in JIRA issues or the Log Work dialog. Click on the *Links* link in the left sidebar, to open the screen to link projects to the account.

Configuring Account Links (click to enlarge)



Click on the *Add projects to account* field to open a drop-down to link a project to the account. By selecting a project, it is added to a list of project(s) below the field.

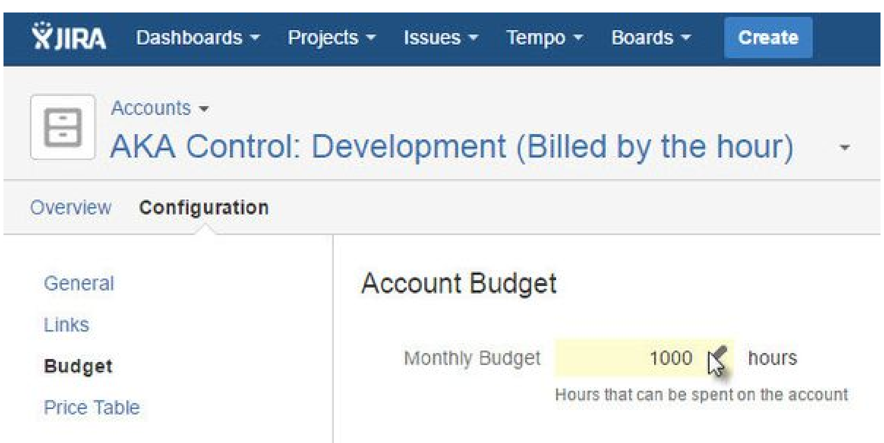
Related topic

Linking accounts to projects

Adding a monthly budget to an account

Monthly Budget is used in Tempo Timesheets and displayed in the in Tempo Monthly Budget Burn-up Chart gadget.

Tempo Accounts Budget configuration page

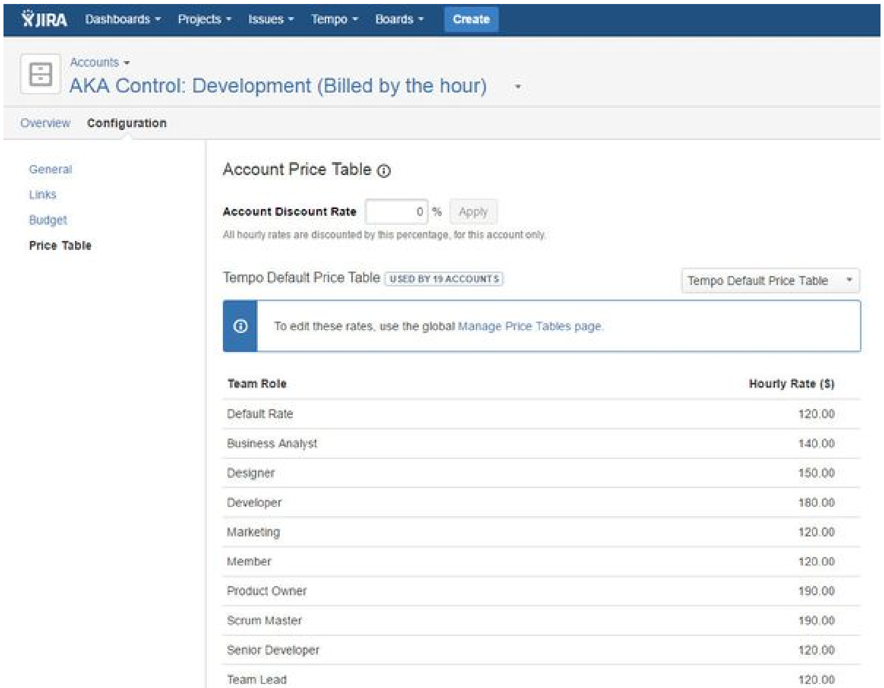


Configuring price table

In Tempo Timesheets 8, a discount on the Price Table can be defined for an account in the **Accou**

nt Price Table for each account.

Tempo Account Price Table



Linking accounts to projects

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

This page explains how to link a Tempo Account to JIRA projects.

On this page

In this chapter

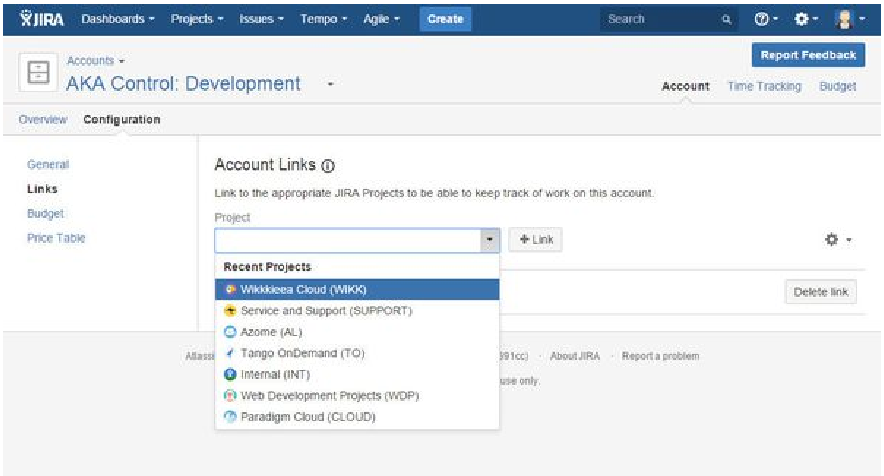
Link on Create

Accounts can be linked to one or many JIRA projects. The projects can be included in the imported file if the accounts are created with any of the Accounts Import features.

In Accounts Configuration

Users with Tempo Account Administrators permission can link accounts to projects in the *Links* page displayed in Account Configuration for the selected account.

The Links page in Accounts Configuration



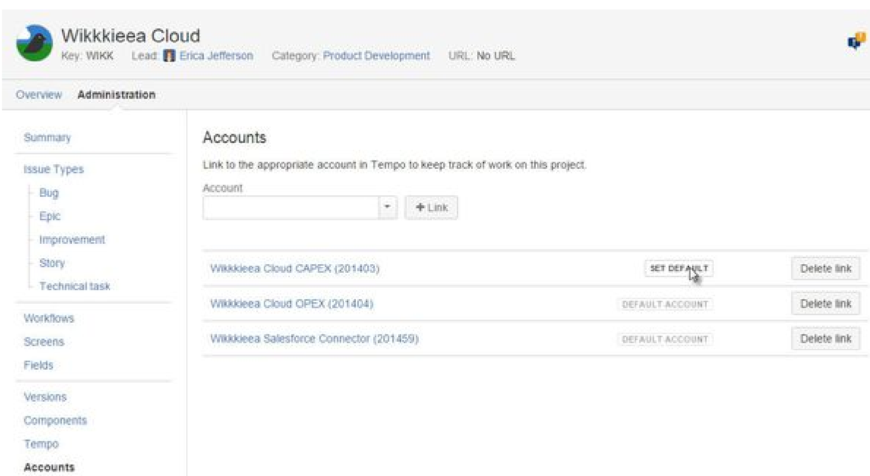
Related topics

- Linking accounts to all projects
- Unlinking global accounts from all projects

In Project Administration

Users with Tempo Account Administrators permission and who are in the Administration Role for the selected project can open the Accounts page in project administration.

Accounts section in Project Administration



On this page you have the option to select an account as default for the project.

JIRA Issues created before linking their project to an account do not automatically become set to the account value. The value needs to be set afterwards and it is possible to bulk edit the JIRA issues.

Linking accounts to all projects

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

Accounts that are linked to all projects are called *global accounts*.

> Keep the number of global accounts to a minimum because global accounts have a negative impact on Tempo Timesheets speed performance.

Required permission

You require one of the following permission types:

- Tempo Account Administrators
- JIRA Administrators

Procedure

To link an account to all projects, complete the following steps:

1. Go to the account configuration page (**Tempo** > ACCOUNTS **more** > *name of account* > **Configuration**).
2. In the left column, click **Links**.
3. On the Account Links page, on the right side, click the cogwheel icon > **Link account to all projects (global)**.

Unlinking global accounts from all projects

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

Accounts that are linked to all projects are called *global accounts*.

> Keep the number of global accounts to a minimum because global accounts have a negative impact on Tempo Timesheets speed performance.

Required permission

You require one of the following permission types:

- Tempo Account Administrators
- JIRA Administrators

Procedure

To unlink a global account from all projects, complete the following steps:

1. Go to the account configuration page (**Tempo** > ACCOUNTS **more** > *name of account* > **Configuration**).
2. In the left column, click **Links**.
3. On the Account Links page, click **Disable to Improve Performance**.

   The account is no longer a global account. The account is linked to no projects.

Managing customers

Tutorial

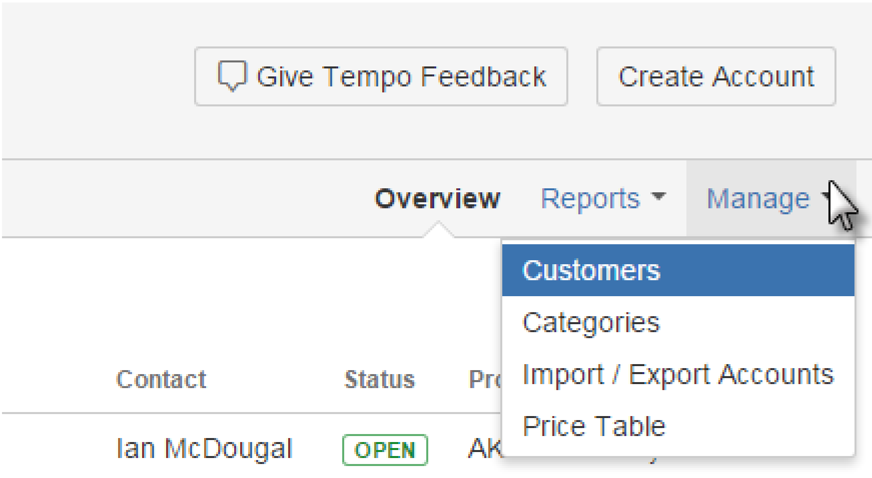
Customer overview

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

Customers can be selected or created when the account is created or managed from the Tempo Accounts Navigator.

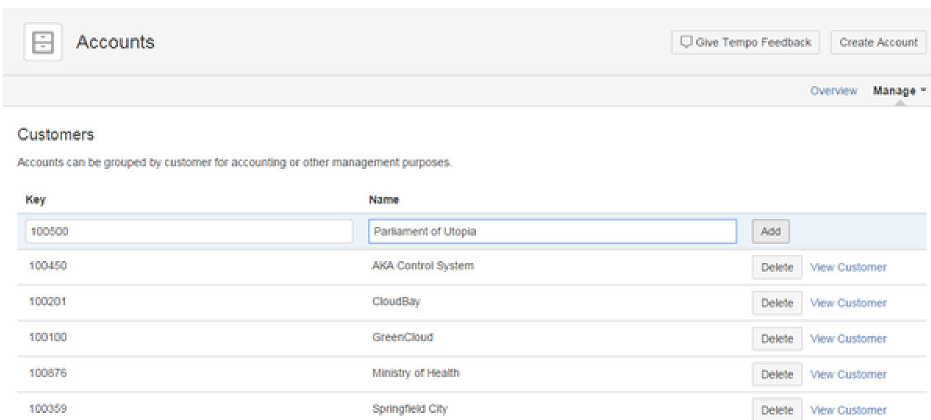
Accessing Customers in Tempo Accounts Navigator

In this chapter



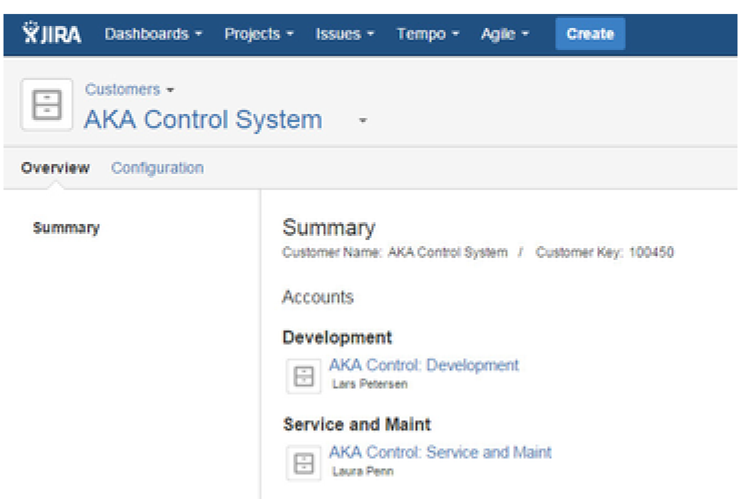
This opens the Customer screen as in the screenshots below. To add a Customer, type in a unique *Key* and *Name* for it and click the *Add* button at the end of the line.

Adding a new customer for accounts (click to enlarge)



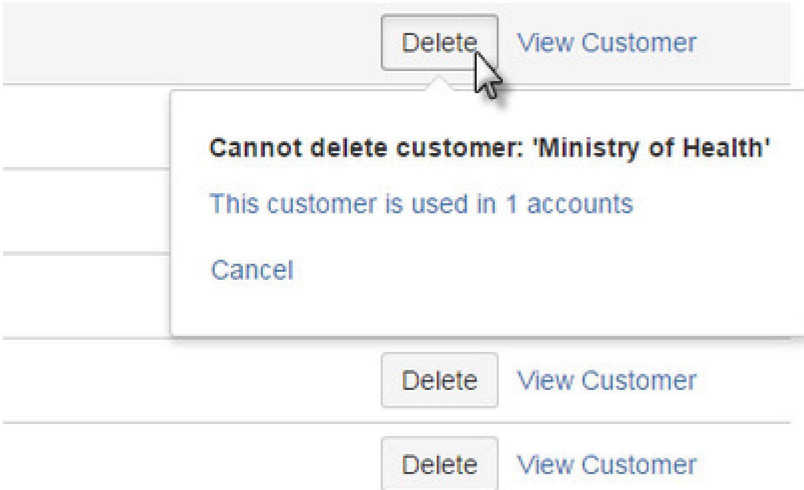
All Customers in the system are listed alphabetically by *Name*. You can view the Customer Overview page by clicking the *View Customer* link.

Overview page for the AKA Control System customer

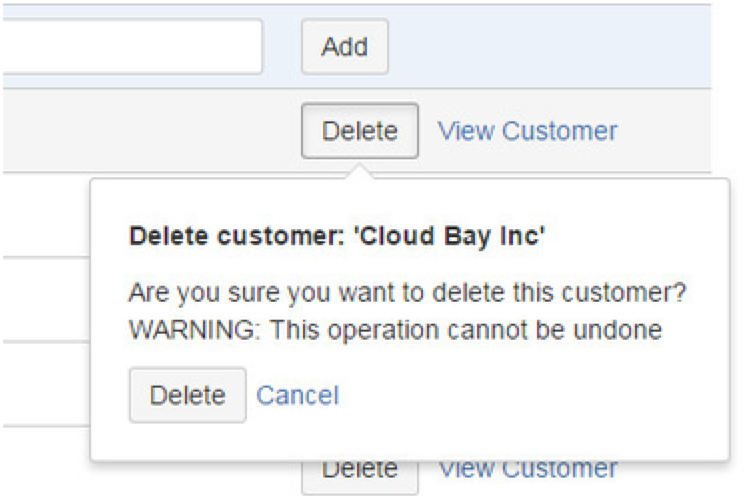


To delete a Customer, click on the **Delete** button for the selected customer to open the Delete Customer dialog. If the customer is linked to an account a message is displayed and you can´t delete until the customer has been removed from the account.

Confirmation dialog for an active customer



To confirm the deletion, click on the **Delete** button in the message window or the **Cancel** link to opt out.



Categorizing accounts

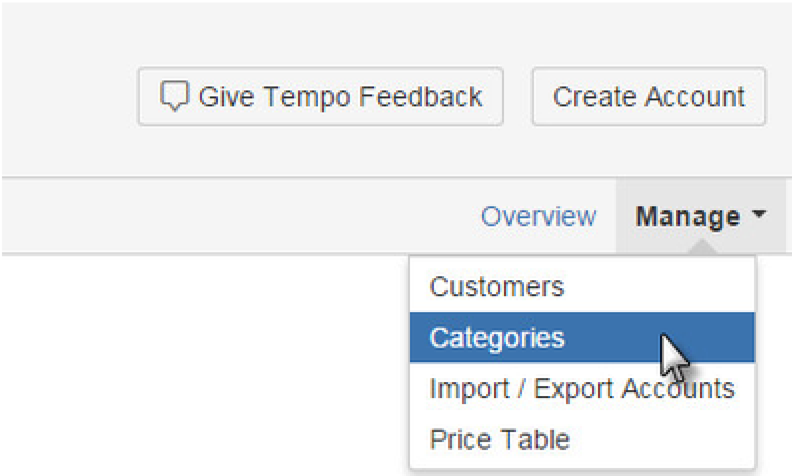
Extract from **Tempo Accounts** (plug-in) version: 3.x.x

You can create categories to group accounts by type of logged hour, together with, for example, service provided: "Billable hours - Website improvements"; or department: "Internal hours - Marketing."

You can select or create a category when you create an account, or you can manage categories from the Tempo Accounts Navigator.

In this chapter

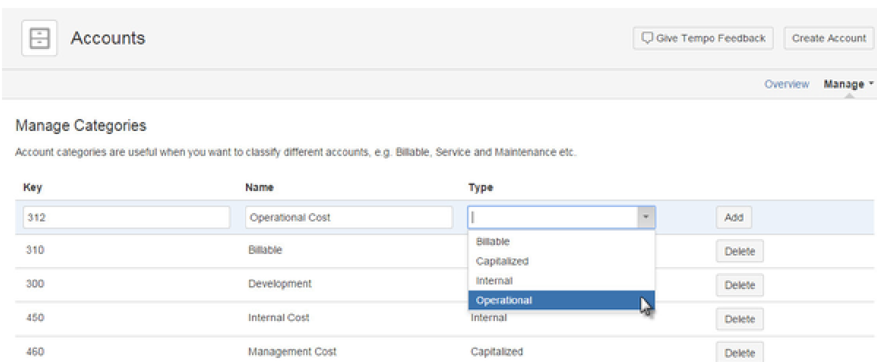
Accessing categories in the Tempo Accounts Navigator



Adding categories

To add a category, on the Manage Categories page, type in a unique key, name, and type, and click **Add**. (See the field descriptions below.)

Adding a new customer for accounts (click to enlarge)



Fields

Key

You can assign keys to categories, to match, for example, the codes of external billing systems.

Name

All categories in the system are listed alphabetically by name.

Type

The information in the **Type** field is used in the Team Utilization report. Select one type of logged hour (billable, capitalized, internal, or operational) for each category. The type is applied to all logged hours in all accounts of the category. The following table shows some typical uses of the different types:

Type	Description

Billable	• Logged hours that are billed to a customer; for example, for consultancy work for a customer • Logged hours that are billed internally; for example, an internal service department might bill other departments
Capitalized	Logged hours that add capital to the business and are not billed; for example, hours that are invested in product development.
Internal	Hours that are logged to ongoing tasks within the company that are not billed and do not directly add value to the business; for example, time spent attending staff meetings, going on vacation, or being on sick leave.
Operations	Logged hours related to day-to-day operation of the business; for example, time spent on marketing activities, internal systems, or customer support (other than billable support).

Deleting categories

You cannot delete categories that are linked to accounts; first, you must remove the category from the accounts.

Importing and exporting accounts

Extract from **Tempo Accounts** (plug-in) ver sion: 3.x.x

This page and it's child pages, explain how accounts can be imported and exported with Tempo Accounts.

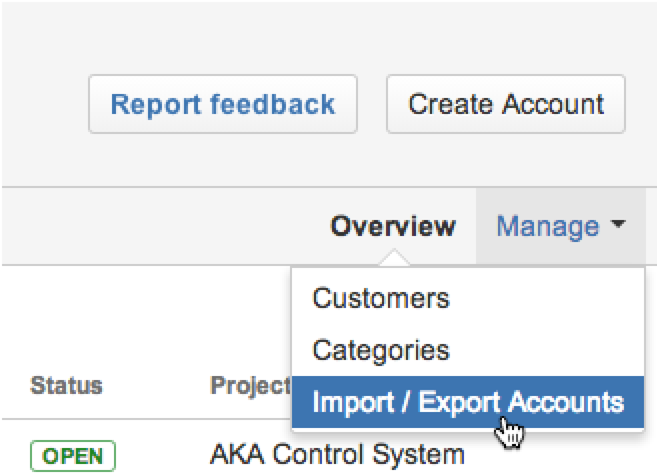
In this chapter

The Accounts Custom Field is installed automatically with Tempo Accounts, but may need to be configured further, depending on how you want to associate the account information.

The import can be done by setting the data up in either CSV or XML file format. The CSV file can either be in a custom format or imported from template. The third option is to wrap the data into an XML file to import them from service. Previously imported or manually created accounts, can also be exported in the Tempo Accounts Template CSV format.

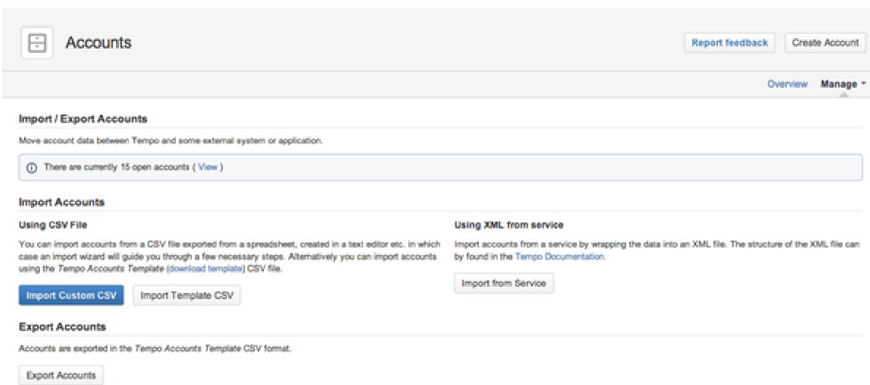
The import and export is available only for users with the Tempo Account Administrators permissio n, which gives access to the **Manage** menu in the top right corner of the Accounts Browser. Select the **Import / Export Accounts** option from the Manage drop-down menu.

The Import / Export Accounts option in the Manage drop-down menu



This opens the **Import / Export Accounts** screen, as shown in the screenshot below, with the options discussed above. To Export Accounts, simply click on the **Export accounts** button and a *.CSV file will be downloaded.

The Import / Export Accounts screen (click to enlarge)



The delimiter between attributes in the file is a semicolon (";") as in the imported file.

The exported file includes an additional column for informational purpose. This column is showing the account Status and is not imported in the Import Template CSV.

Account status

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

Account Statuses

The table below show all statuses for Tempo Accounts and the usage for each status

Status	Usage
OPEN	Active Account • Displayed in issue view • Displayed in Account field in linked project issues • Search-able in Tempo Timesheets Account Search • All worklogs displayed in Tempo Timesheets reports • All worklogs included in the API export file

In this chapter

CLOSED	Active Account • Displayed in issue view if selected while in Open status • ***Not search-able*** in Tempo Timesheets Account Search • ***Not displayed*** in Account field in linked project issues • All worklogs displayed in Tempo Timesheets reports • Account displayed in *Select All Accounts* in Account Timesheet • All worklogs included in the API export file
ARCHIVED	Not Active Account • Displayed in issue view if selected while in Open status • ***Not search-able*** in Tempo Timesheets Account Search • ***Not displayed*** in Account field in linked project issues • All worklogs displayed in Tempo User Timesheets and reports • Account ***not displayed*** in *Select All Accounts* in Account Timesheet • ***No worklogs*** displayed in Tempo Account Timesheets and reports • All worklogs included in the API export file

Statuses can be changed on the Account Configuration page and with importing csv or xml files

Change Account Status in Importing

The following table shows the Account status change if imported with CSV Template or import XML from Service

Status Before Import	Project Link	Included in csv/xml	Status After Import
OPEN	Yes	Yes	OPEN
OPEN	No	Yes	OPEN
OPEN	Yes	No	ARCHIVED
OPEN	No	No	ARCHIVED
CLOSED	Yes	Yes	CLOSED
CLOSED	No	Yes	CLOSED
CLOSED	Yes	No	ARCHIVED
CLOSED	No	No	ARCHIVED
ARCHIVED	Yes	Yes	OPEN
ARCHIVED	No	Yes	OPEN
ARCHIVED	Yes	No	ARCHIVED
ARCHIVED	No	No	ARCHIVED

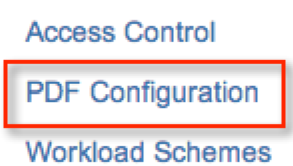
Change Account Status in Importing

The following table shows the Account status change if imported with Custom CSV

Status Before Import	Project Link	Included in csv	Status After Import
OPEN	Yes	Yes	OPEN
OPEN	No	Yes	OPEN
OPEN	Yes	No	OPEN
OPEN	No	No	OPEN
CLOSED	Yes	Yes	CLOSED
CLOSED	No	Yes	CLOSED
CLOSED	Yes	No	CLOSED
CLOSED	No	No	CLOSED
ARCHIVED	Yes	Yes	OPEN
ARCHIVED	No	Yes	OPEN
ARCHIVED	Yes	No	ARCHIVED
ARCHIVED	No	No	ARCHIVED

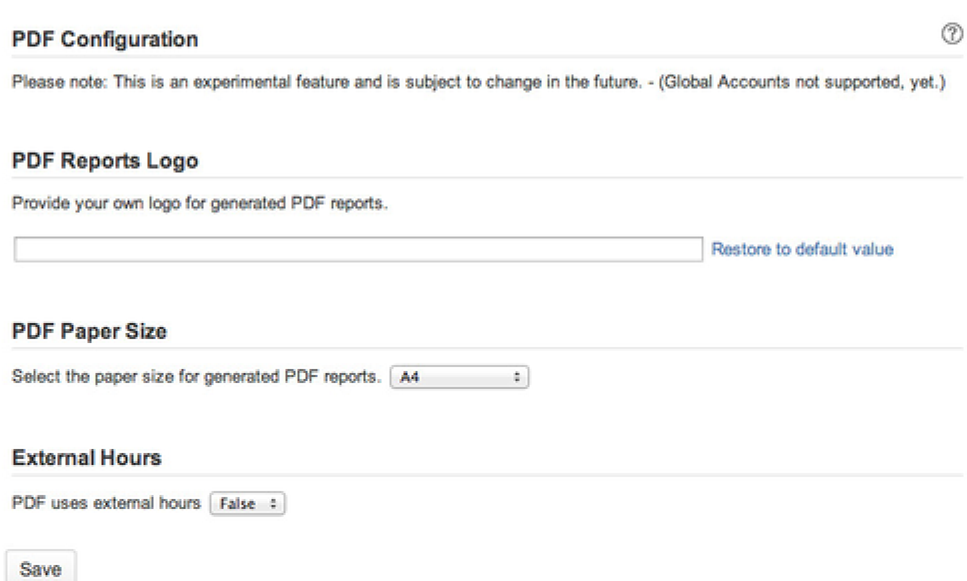
Configuring PDF worklog reports

The PDF Configuration option is displayed in the Tempo Timesheets administration menu.



Click this option to open the **PDF Configuration** page, where you configure global settings for the generated reports.

The PDF Configuration page overview (click to enlarge)



The PDF Configuration page is explained below:

- You can include a **logo** in every report, by copying its url into the **PDF Reports Logo** field.
  Click the *Restore to default value* link if the logo has been uploaded through JIRA's Look and Feel configuration.
    - The max size for the logo is: *max height = 46 px* and *max width = 200 px*.
    - If the size is bigger, the logo is scaled to the max size.
- The **PDF Paper Size** can be adjusted to: A4 (default), Letter, Legal or A4 Landscape.
- Choose if **External Hours** are used or not, e.g. True or False. If the value is set as **True**, it means that the hours from an externally integrated system are used.

Once the options have been adjusted as needed, click the **Save** button at the bottom.

The option Export to PDF is displayed in the Export menu for the Report view of the Account Timesheet and in Tempo accounts navigator.

Related topic

Exporting worklogs as an Excel file

Worklog date validation

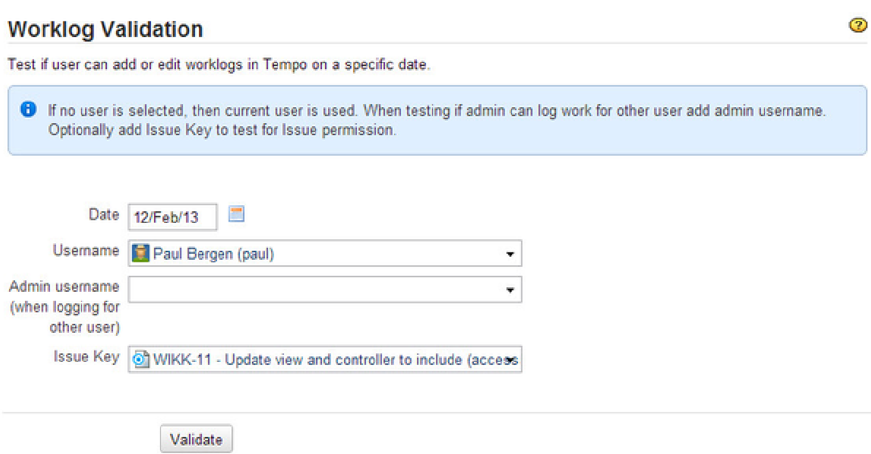
To access **Worklog Validation** take the following steps:

1. Log in as a user with Tempo Administrators permission.
2. Select **Administration** from the **Tempo drop-down menu** in the top navigation bar, choose **Worklog Validation** (left tabs).

This function helps administrators to find out why a user can't Log Work or Edit Worklogs on a specific date. The reason why a user can or can not add or edit a work-log depends on a combination of the following:

- The Tempo period status
- The Timesheet Workflow status
- The Tempo Scheduler settings
- The User status
- The Issue Type and Issue Permission
- If the date is too far into the future

The Worklog Validation page:



Fill in the fields on the Worklog Validation page and click the **Validate** button to get the result.

The validation result for a user:

Result for 12/Feb/13	Editable
Username	Paul Bergen (paul)
User is Admin	No
Period status for 0213	Open
Date too far into future (360 Days)	No
Tempo Scheduler	Disabled
Timesheet Workflow	Weekly
Workflow status	Open
User timesheet status	Open
Issue	WIKK-11: Valid
Internal Issue	No
Allow logging on not editable issues	Yes
Issue editable	Editable
User can edit Issue	Yes

Access control

An **IP addresses** can be selected for those, that are allowed to access **Tempo Services** to download account information from Tempo Accounts.

To open **Access Control**, do the following:

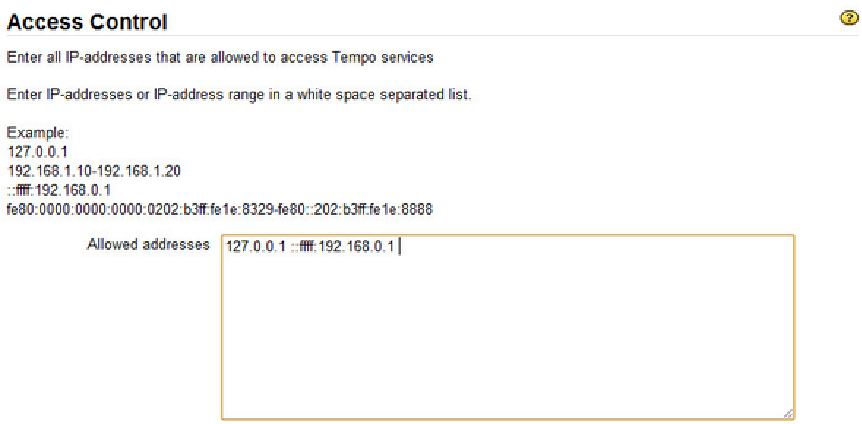
1. Log in as a user with the **JIRA Administrators** Global Permission.
2. Select **Add-ons** from the **Administration** menu (cog icon:) at the top right of your screen. Then scroll down to **Tempo** administration left tabs and choose the **Access Control** option.
   Tip: Use Keyboard Shortcut instead: **g** then **g** and start typing **Access Control**.

The Tempo services are:

- **GetWorklogs**: Gets all worklogs for a given period, returns data in specified format (XML, Excel or test data).
- **UpdateWorklogs**: Updates worklogs with external information (external ID & external hours).
- **WorklogReport**: Returns a worklog report in XML that can be used as input for a reporting tool.
- **BillingKeyList**: Returns a list of available billing keys and is used when creating reports.
- **HolidayList**: Returns a list of registered holidays to be used when calculating required hours in an external system.

Related pages

- Tempo Servlets Manual



Enter the IP addresses as a white space separated list or as a range of IP addresses
In the example above there are two allowed adresses: 127.0.0.1 and one IPv6 address

Please note that the **Allowed addresses** field is 254 characters

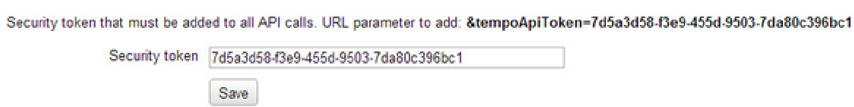
Tempo API Security Token

A **security token** is required and needs to be added to all Tempo API calls if used.

The **tempoApiToken** should of course be distributed on a "need-to-know" basis and changing the token will revoke the API access from all users until they update their token.

The **tempoApiToken** adds an extra level of security in Tempo Access Control. Usage example:

- The security token (**tempoApiToken**) is set to "my-token"
- **GetWorklogs** URL would then be something like this: http(s)://yourserver.yourdomain/plugins/servlet/tempo-getWorklog/?format=xml&tempoApiToken=my-token



The security token was **optional until Tempo 7.3.3** and is generated for users that did not have one configured before updating Tempo.

Viewing Tempo license and version details

All Tempo licenses are managed by Atlassian.
Please contact Atlassian if you are experiencing problems with your license.

You can get an overview of the status of your Tempo Timesheets license and version details of all installed Tempo products.

Required permission

One of the following permission types:

- JIRA Administrators
- Tempo Administrators

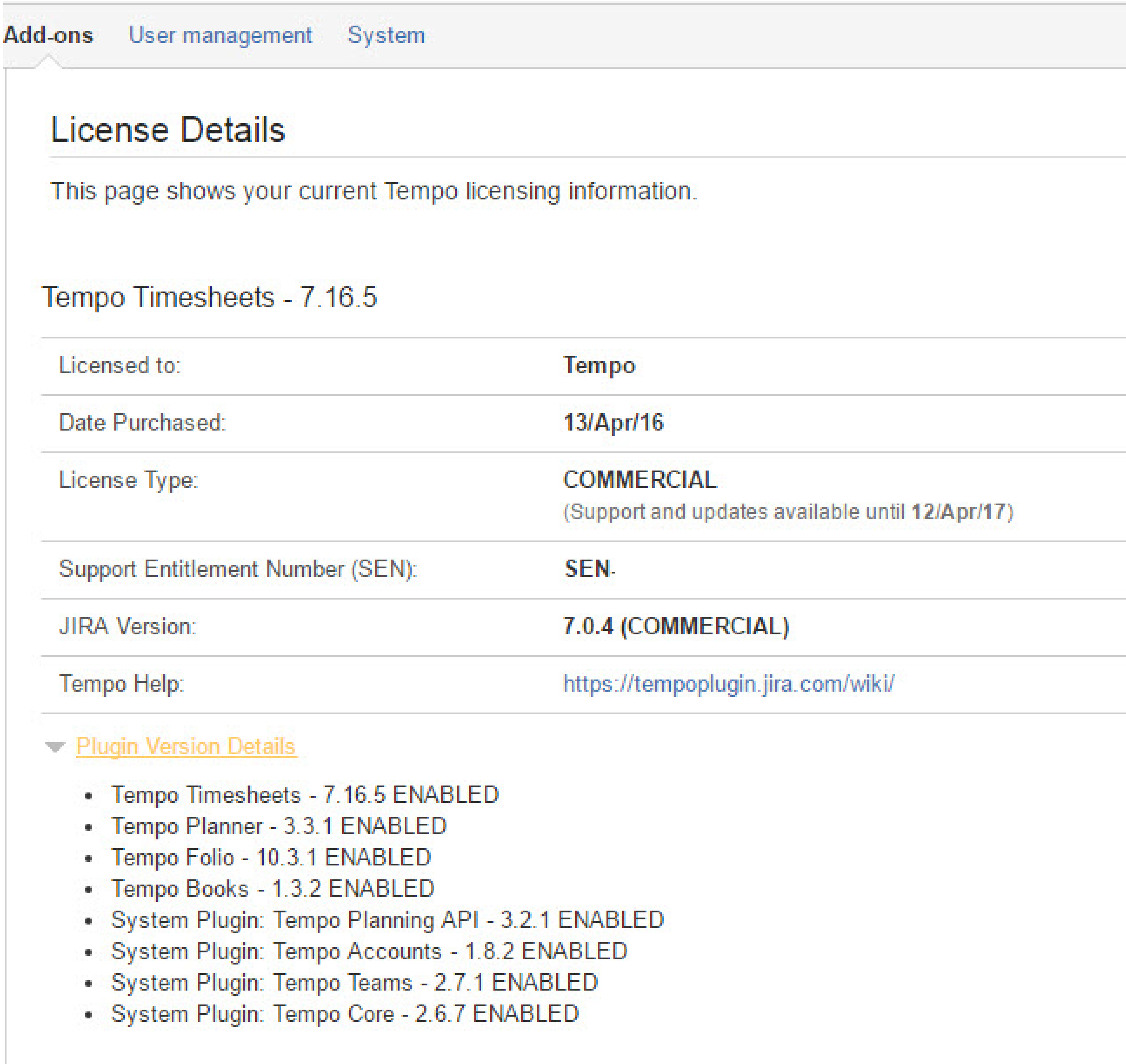
Procedure

To view Tempo license and version details, complete the following steps:

1. Do one of the following tasks:

- If you are a JIRA Administrator, on the top menu bar, click the **Administration** cogwheel > **Add-ons**.
- If you are a Tempo Administrator, on the top menu bar, click **Tempo** > **Administration**.

2. In the left column, in the **Tempo** section, click **License Details**.



JIRA Administrators can also enter or view a license key. For instructions, see the following Atlassian topic: Viewing installed add-ons.

Helping Tempo to improve products and services

Please read our privacy policy because your use of our product means that you agree to the policy. To help us improve Tempo products and services, we do limited analytics tracking of usage of the products. Examples of data that we collect are the number of Tempo teams that are created and which JIRA version is installed. JIRA administrators can opt your organization out of Tempo analytics tracking (**Administration** cogwheel > **Add-ons** > TEMPO **Tempo Analytics**).

You can also report bugs and request new features in the products by clicking the buttons below. Thank you.

Tempo system plugins

The following Tempo system plugins are bundled with every version of Tempo Timesheets and must be enabled for Timesheets to work. Improvements and fixes within the scope of each system plugin are released on a regular basis. You are not required to wait for a Tempo Timesheets release to upgrade a system plugin. All bundled system plugins can be upgraded by using the Atlassian Universal Plugin Manager (UPM).

In this chapter

Tempo Core

The following permissions are managed in the Tempo Core system plugin:

- Tempo Administrators
- View All Worklogs
- Log Work for Others

Also managed are settings for defining the working week and specifying public holidays.

Tempo Teams

The following permissions are managed in the Tempo Teams system plugin:

- Tempo Team Administrators
- Browse Team

The **Team** custom field is automatically created when Tempo Teams is installed, and it is used to give issues to a team.

As a team lead you can perform the following tasks:

- Associate projects and agile boards that your team is currently working on so that team members can access all team information in the common team space
- View all hours that are logged by your team members in Team Timesheets. (You must also have View All Worklogs permission for the team's projects.)
- View a graph of the amount of time that the team has logged to different account types.
- Define team roles for all members of the team and set a price rate for each role

Tempo Accounts

The following permissions are managed in the Tempo Accounts system plugin:

- Tempo Account Administrators
- Tempo Rate Administrators

The **Accounts** custom field is created when the Tempo Accounts system plugin is installed, and it is used to display data in Tempo Timesheets. Tempo Accounts is used for worklog classification. There are many valuable Tempo Gadgets for Tempo Accounts where you can view the current status of logged time. Price Tables are configured in Tempo Accounts and are used to display valuable revenue and billing data. The Category Type selected for each account is used for the data displayed in the Team utilization report.

Tempo Planning API

The following permission is managed in the Tempo Planning API system plugin: Plan Time permission

The Planning API system plugin is used for managing all plan items that are created in Tempo products. Users with different Tempo products installed can view a plan item regardless of where it is created. Plan items that are exclusive to Tempo Planner (for example, work planned for a sprint) cannot be viewed in Tempo Timesheets.

Tempo Core system plug-in

Extract from **Tempo Core** (plug-in) version: 4.x.x

Tempo Core is a system plugin and a required module for all other Tempo products, such as Tempo Timesheets, Tempo Planner, and Tempo Budgets.

Tempo products are disabled if Tempo Core is disabled in JIRA UPM. Tempo's Workload, Holiday Schemes and some Tempo permissions are handled through Tempo Core.

Hot fixes within the scope of the Tempo System plugins are released on a regular basis so our customers don´t need to wait for a Tempo product release for a fix. An overview of all Tempo system plugins are included in our Getting Help and Support page.

You can update Tempo Core to get the new features, improvements and fixes without updating your Tempo product if your JIRA and Tempo versions are compatible to the new version of Tempo Core.

In this chapter

Tempo Teams system plug-in

Extract from **Tempo Teams** (plug-in) version: 3.x.x

Getting Started

Tempo Teams 101

The following pages explain how to manage teams, but these are also actions that are needed to get started with Tempo Teams.

Manage teams

Creating teams

Team Configuration

Editing team permissions

Program of teams

Other Resources

Glossary

Administer Teams

The JIRA Administrators permission is needed for the following actions, which also need to be configured when getting started.

Granting permission to users

Teams Custom Field

Team roles

Using Tempo Teams

Tempo teams navigator

Browsing a team

Team Reports

Teams JQL Functions

Tempo Accounts system plug-in

Extract from **Tempo Accounts** (plug-in) version: 3.x.x

Getting Started

Tempo Accounts 101

Using Tempo Accounts

Tempo Accounts Navigator

Browsing an Account

Accounts JQL Functions

Displaying Account in JIRA issue

Administer Accounts

Accounts Custom Field

Granting permission to users

Accounts configuration

Other Resources

Tempo Accounts FAQ

Glossary

Tempo Planning API system plug-in

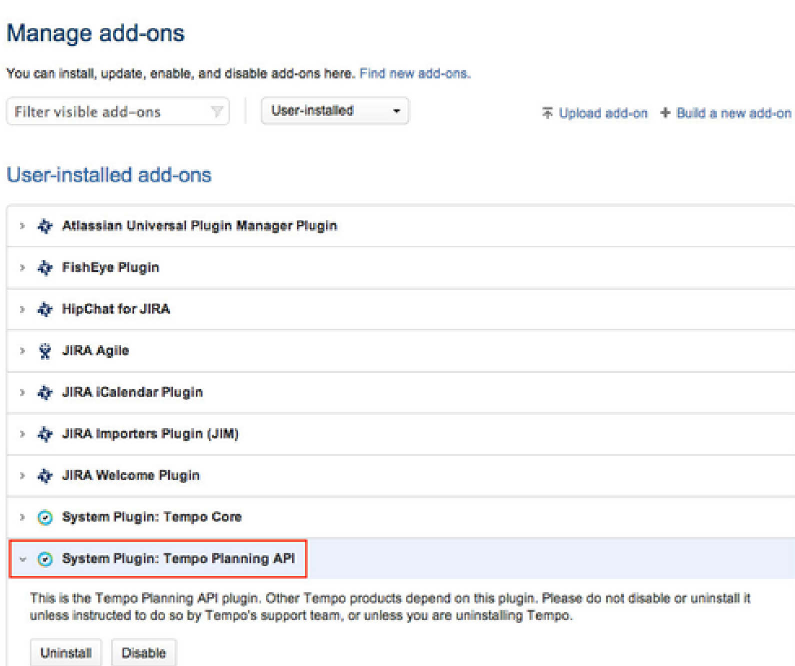
Key items

- Release notes for the Tempo Planning API
- Upgrading the Tempo Planning API
- Shared Planning Data
- Granting permission to users
- REST API guide for the Tempo Planning API

The perspective role: JIRA Administrators

This is the Tempo Planning API plugin. It handles creating, reading, updating and deleting plan items made through other Tempo Products. Tempo Planning API is thus a shared point for Tempo Products to manipulate and share planning data. Disabling or removing it will have consequential effects and should not be done unless instructed to do so by Tempo's support team, or unless you are uninstalling Tempo.

Manage add-ons screen with the Tempo Planning API system plugin (click to enlarge)



API for Tempo Timesheets

Tempo REST API

Tempo REST API is for developers who want to integrate with Tempo add-ons. The REST API is a standard interface for interacting with the Tempo modules. Use the REST API browser built into JIRA to browse the services provided by the Tempo REST API.

Links to API documentation pages available in Tempo Timesheets is listed in Timesheets REST API page and all Tempo API is listed on the Tempo REST API´s page.

For more detailed information on REST see JIRA REST APIs documentation.

In this chapter

Related pages
• Tempo REST API´s • Timesheets REST API

Tempo servlets API

Integrating two systems is a fairly complex process; change in one system must be reflected in the other. Tempo, however, allows users to easily change worklogs, whether for something as simple as a spelling correction or the modification of a date, or for more involved tasks, such as deleting a worklog.

The blog Integrating Atlassian JIRA using Tempo Plugin explains how worklogs entered in JIRA can be integrated with an external system.

The Tempo services are designed as a **Machine-to-Machine** communication and are usually not used by normal users. The services provide **ALL** worklogs regardless of permissions. The services should therefore be used with care and should only be open to a limited number of people/computers. JIRA administrators control access to the Tempo services with IP address filtering

This page explains in details the available functions in Tempo services API and how they can be used in your company.

For more information and examples check out the Tempo Servlets Manual page.

Please comment on that page if something is not clear enough or you have some questions on this subject.

Tempo API guide

Tempo Servlets API

In this chapter

Related pages
Tempo REST API´s

Integrating two systems is a fairly complex process; change in one system must be reflected in the other. Tempo, however, allows users to easily change worklogs, whether for something as simple as a spelling correction or the modification of a date, or for more involved tasks, such as deleting a worklog.

The blog Integrating Atlassian JIRA using Tempo Plugin explains how worklogs entered in JIRA can be integrated with an external system.

The Tempo services are designed as a **Machine-to-Machine** communication and are usually not used by normal users. The services provide **ALL** worklogs regardless of permissions. The services should therefore be used with care and should only be open to a limited number of people/computers. JIRA administrators control access to the Tempo services with IP address filtering

This page explains in details the available functions in Tempo services API and how they can be used in your company.

For more information and examples check out the Tempo Servlets Manual page.

Please comment on that page if something is not clear enough or you have some questions on this subject.

Tempo dynamic drop-downs

Extract from **Tempo Core** (plug-in) version: 4.x.x

When users log work, they fill out a Log Work form. You can add custom work-log fields (*work attributes*) to the form. One type of custom work-log field is a drop-down list that retrieves list items from an external service. These externally sourced drop-down lists are called *dynamic dropdowns*. You define the list items in the external service, which connects to Tempo Timesheets.

Product

Tempo Timesheets 8.2

Required permission

JIRA Administrators

Before you begin

Learn about how JSONP works on the following IBM page: http://www.ibm.com/developerworks/library/wa-aj-jsonp1/

About this task

In the procedure below, the following example is used:

> You want to add a custom work-log field called **Operations** to Log Work forms so that users can choose an operation from a drop-down list. Tempo Timesheets sends a request to an external service to fetch the list of operations. A URL is included in the request. In Tempo Timesheets, in the Administration section, on the Work Attributes page, the URL that is specified for the external service is in the following form:
>
> `http(s)://www.acme.com/jsonp/operations`
>
> Tempo Timesheets automatically appends **`?callback=?`** to the URL when the request is sent to the external service. For example:
>
> `http(s)://www.acme.com/jsonp/operations?callback=?`
>
> At run-time, a callback parameter is generated (for example, **`fn`**), and the JSONP library replaces the second question mark in the URL with the callback parameter.

Procedure

To configure an externally sourced drop-down list, set up the external service so that, when Tempo Timesheets sends the request, the external service returns a list of operations as a simple key-value list in the following JSONP (not JSON) code format:

Example: JSONP JavaScript with callback named "fn"

```
fn(
  {"values":
   [
     {
       "key":"",
       "value":"Please select..."
     },
     {
       "key":"0100",
       "value":"This is option ONE"
     },
     {
       "key":"0200",
       "value":"And here is option TWO"
     }
   ]
 }
)
```

Function and variables

`fn`	In this example, the callback function name is 'fn'. The external service must use the callback parameter (see 'About this task' above) as the callback function name.
`values`	Variables that Tempo Timesheets understands. An array that is called '*values*' must be returned and must contain objects with '*key*'-'*value*' pairs.
`key`	
`value`	

Making the returned values depend on another selected value

You can set up the external service to return different items for the drop-down list depending on the following parameters:

- The JIRA username of the user for whom work is logged. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the JIRA username. For example:

  `http(s)://www.acme.com/jsonp/operations/taylor?callback=?`

  where **`taylor`** is the JIRA username of the person for whom work is logged.

- The issue that users log work to. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the issue *key*. For example:

  `http(s)://www.acme.com/jsonp/operations/TO-21?callback=?`

  where **`TO-21`** is the key of the issue that the user logs work to.

- The item that is selected in a custom field on the *issue*. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the *key* of the item that is selected in the custom field on the issue. For example, for the **Account** custom field on the issue, the URL contains the key of the selected account. For example:

  `http(s)://www.acme.com/jsonp/operations/201500?callback=?`

  where **`201500`** is the key of the selected account.

- The account that the user selects in the **Account** custom field (work attribute) on the *Log Work form*. In this case, the URL in the request that Tempo Timesheets sends to the external service contains the *key* of the selected account. For example:

```
http(s)://www.acme.com/jsonp/operations/201501?callback=?
```

where **`201501`** is the key of the selected account.

What to do next

Add the custom field (work attribute) to worklogs.

Tempo servlet manual

Tempo servlets manual

Integrating two systems is a fairly complex process; change in one system must be reflected in the other. Tempo, however, allows users to easily change worklogs, whether for something as simple as a spelling correction or the modification of a date, or for more involved tasks, such as deleting a worklog.

The blog Integrating Atlassian JIRA using Tempo Plugin explains how worklogs entered in JIRA can be integrated with an external system.

The Tempo services are designed as a **Machine-to-Machine** communication and are usually not used by normal users. The services provide **ALL** worklogs regardless of permissions. The services should therefore be used with care and should only be open to a limited number of people/computers. JIRA administrators control access to the Tempo services with IP address filtering.

This page explains in details the available functions in Tempo services API and how they can be used in your company. Please comment on this page if something is not clear enough or you have some questions on this subject.

On this page

In this chapter

Related pages

Tempo REST API´s

GetWorklogs

Gets all worklogs for a given period, returns data on specified format (XML, Excel or test data)

1. **URL**: http(s)://yourserver.yourdomain/plugins/servlet/tempo-getWorklog/?dateFrom=2011-01-01&dateTo=2011-01-31&format=xml&diffOnly=false&tempoApiToken=my-token
    a. NB. **This is an HTTP GET method**
    b. The Tempo API Security Token is explained in the Access control page.
2. **Parameters**:
    a. dateFrom=yyyy-mm-dd
    b. dateTo=yyyy-mm-dd
        i. Note that skipping both dates returns the current "open period" which is controlled in JIRA Admin.
    c. format=xml|excel|testData
        i. External applications use the XML format
        ii. See this page if you want to include JIRA custom fields to the XML export
        iii. testData creates an XML that can be used as input to update
    d. diffOnly=true|**false**(default)
        i. External applications use diffOnly=true to get only changed records since last **GetWorklogs**
        ii. diffOnly returns only records that have changed since last update (**UpdateWorklogs**) or are marked as external error (**external_result** is not OK)
    e. errorsOnly=true|**false**(default)
        i. Returns a list of worklogs that the external system marked as error or are not valid for export (missing **billingKey** or **staffId** or expression is invalid)
    f. validOnly=true|**false**(default)
        i. Returns a list of worklogs that are valid for import, i.e. have both **billingK**

ey and **activity**

g. addBillingInfo=true|**false**(default)
    i. Adds billing info to each worklog
h. addIssueSummary=true|**false**(default)
    i. Adds issue summary field to each worklog
i. addIssueDetails=true|**false**(default)
    i. Adds issue details such as issue type, original estimate, remaining estimate, version, component, project key, project category, project name and issue priority.
j. addWorklogDetails=true|**false**(default)
    i. Adds worklog details such as creation date and updated date
k. addUserDetails=true|**false**(default)
    i. Adds user details such as user full name and all JIRA user properties. User properties displayed in **XML format only**
l. headerOnly=true|**false**(default)
    i. Returns only header information (no data). Used to see the current "open period".
m. userName=userName
    i. Filters by dates and userName only
n. billingKey=billingKeyId
    i. Filters by dates and billing key (Account, Expenditure Item) only
    Global Accounts are not supported
o. addIssueDescription=true|**false**(default)
    i. Adds issue description field to each worklog in **XML format only**
p. addParentIssue=true|**false**(default)
    i. Adds parent issue details to each worklog in a sub-task. Valid in **XML format only**
q. projectKey=projectKey
    i. Filters by dates and project key only
r. issueKey=issueKey
    i. Filters by dates and issue key only
s. addApprovalStatus=true|**false**(default)
    i. Adds Timesheets approval status, reviewer, time-stamp and comment for a user timesheet
    approvalStatus is not part of diffOnly=true

1. **Result example**:

Example results from GetWorklogs


```
<?xml version="1.0" encoding="UTF-8"?>
<worklogs>
  <worklog>
    <worklog_id>46445</worklog_id>
    <issue_id>13189</issue_id>
    <issue_key>CLOUD-18</issue_key>
    <hours>8.0</hours>
    <work_date>2011-10-11</work_date>
    <username>erica</username>
    <staff_id>2410724289</staff_id>
    <billing_key>6</billing_key>

<billing_attributes>Account=201405,Billable=3600,Box=true,Input=abc,long
Select=11,Number=123,Type=3<billing_attributes/>
    <activity_id>v10444</activity_id>
    <activity_name>CloudBay Sprint 4</activity_name>
    <work_description>Review</work_description>
    <parent_key/>
    <reporter>john</reporter>
    <external_id/>
    <external_tstamp/>
    <hash_value>dc11dffc091fcc72e7358067a9488fa1e31ce314</hash_value>
  </worklog>
</worklogs>
```


Activity information: The activity for the worklog is one of the following:

- The **Version** on the issue. If there are more than one versions on the issue the version selected as the activity is the top one in the Schedule order. Activity id has v as a prefix
- The **Component** on the issue. If there are more than one component on the issue the component selected is the latest (the one with the highest id). Activity id has c as a prefix
- If the issue has both a **Component** and a **Version** the version is selected as the activity

UpdateWorklogs

Updates worklogs with external information (external id & external hours).
Note: The *hash_value* field from *getWorklog* must be used with the update to verify the integrity of the update.

1. **URL**: http(s)://yourserver.yourdomain/plugins/servlet/tempo-updateWorklog/?tempoApiToken=my-token
   The Tempo API Security Token is explained in the Access control page.
   a. HTTP GET opens a simple form to paste XML input (used for testing)
   b. HTTP POST accepts XML input and updates worklogs in JIRA
      i. The input XML must be sent as parameter: **worklogs**
2. **Input example**:

Example input to UpdateWorklogs - POST-ed with the worklogs parameter

```
<?xml version="1.0" encoding="UTF-8"?>
<worklog_updates>
  <worklog_update>
    <worklog_id>46445</worklog_id>
    <external_id>SAP-ID-12345</external_id>
    <external_hours>8.0</external_hours>
    <external_result>OK</external_result>

<hash_value>dc11dffc091fcc72e7358067a9488fa1e31ce314</hash_value>
  </worklog_update>
</worklog_updates>
```

3. **Output example**:

Example output from UpdateWorklogs

```
<?xml version="1.0" encoding="UTF-8"?>
<worklog_results>
  <worklog_result>
    <worklog_id>46445</worklog_id>
    <external_id>SAP-ID-12345</external_id>
    <result_tstamp>2011-10-12 11:13:48</result_tstamp>
    <external_hours>8.0</external_hours>
    <external_result>OK</external_result>
    <update_result>OK</update_result>
    <ms>125</ms>
  </worklog_result>
</worklog_results>
```

WorklogReport

Returns a worklog report as XML that can be used as input to a reporting tool (iReport).

1. **URL**: http(s)://yourserver.yourdomain/plugins/servlet/tempo-getWorklogReport/?dateFrom=2011-01-01&dateTo=2011-02-01&billingKey=6&useExternalHours=true|false&tempoApiToken=my-token
   The Tempo API Security Token is explained in the Access control page.
2. **Parameters**:
   a. dateFrom=yyyy-mm-dd
   b. dateTo=yyyy-mm-dd
   c. billingKey=**billing key** to be used in the query
   d. useExternalHours=false|**true** (default). External hours are hours registered in external system with *updateWorklog*.

BillingKeyList

Returns a list of available accounts (billing keys), to be used when creating reports.

1. **URL**: http(s)://yourserver.yourdomain/plugins/servlet/tempo-billingKeyList/?tempoApiToken=my-token

The Tempo API Security Token is explained in the Access control page.

2. Note that the **enabled** attribute can have the following values:
    a. "2" - Closed: The account was closed manually in Tempo Accounts.
    b. "3" - Open: The account is open

HolidayList

Returns a list of registered non-working days (holidays), to be used when calculating required hours in an external system

1. **URL**: http(s)://yourserver.yourdomain/plugins/servlet/tempo-holidayList/?tempoApiToken=my-token

If you are adding a parameter like the security token in the url above you need to add ? before the first parameter.

Getting help and support

Tempo Product and System Plugins Support Pages

Every Tempo product and all system plugin have their own support space on this wiki including all Release Notes pages, recently created issues and other useful information about using the product.

Tempo Products	Tempo System Plugins
Tempo Timesheets	Tempo Teams
Tempo Planner	Tempo Accounts
Tempo Budgets	Tempo Core
	Tempo Planning API

Questions

If you cannot find your answer in our documentation, you may want to consider submitting your question to Atlassian's user-based question and answer community, Atlassian Answers (you can search the Tempo tags).

FAQ

We also have an FAQ section on our support desk.

Tempo Support

At Tempo, we aim to deliver world class support. As such we now have a dedicated support desk that will help our customers solve their daily needs.

You can now submit your queries via our new support desk and whilst you are there, please feel free to browse our knowledge base or join in our Tempo Community discussions.

+

Request a Feature and Report a Bug

We value feedback and comments on how we can make Tempo Products better. If you want to request a new feature, or report a bug in a Tempo product please contact our Help Center.

Third-party trademarks

Microsoft and Excel are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Glossary

Account

An account is a new dimension on JIRA Projects, since it is linked to one or more projects. It has attributes like category and customer. Accounts make it possible to link JIRA Issues to an external accounting system and to group issues from many projects under a common entity.

Account Approval Process

Accounts can be approved by users with the Approve Timesheet permission, depending on period management. The period for users with the Approve Timesheet permission needs to be open but closed for team members. This means that the process works only for the month date range. The status for the account is either *Approved* or *Not approved*.

Tempo Accounts

Tempo Accounts is a system add-on shipped with Tempo Timesheets. It is used to connect multiple JIRA Projects, customers and responsible parties.

Account Report

Account Reports are generated from the Account Timesheet data. The reports can be based on different account attributes, e.g. accounts, customers, categories and account lead.

Gives the best report overview (All Accounts option), if Accounts are set as a Work Attribute an d the current user has the Browse Projects Project Permission for all the JIRA Projects.

Account Timesheet

The Account Timesheet displays logged work on accounts for a designated period. Statuses for the Account Approval Process are also displayed.

Activities

Activities used in 'Tempo Timesheets' and 'Planning' include: JIRA Project, version, and component.

Advanced Timesheet

The Advanced Timesheet displays worked and planned (if enabled) time for a designated period and gives users the option to customise their timesheet view, through pre-defined filters. Invalid worklogs is the standard filter, that is only available in this timesheet. The timesheet is also available in report and list view.

Atlassian Marketplace

Atlassian provides the Atlassian Marketplace to connect add-on developers to customers with a unified purchasing experience. The Marketplace experience makes it easy for users to manage, upgrade, and renew their licenses. Tempo licenses for JIRA download have been migrated to the Atlassian Marketplace. Tempo OnDemand is not yet available on the Atlassian Marketplace.

Internal Activities

Internal Activities used in Tempo time sheets and Planning include: JIRA Project, version, and component. The Internal Activities feature is intended for vacation planning and other out-of-office time (i.e., meetings, sick time, etc.).

License Details

License Details refer to your current Tempo licensing information, and include the type of license, the party to whom the license is issued, the issue date, expiration date, Tempo and JIRA user limits, and license versions.

Project Timesheet

The Project Timesheet shows the progress for a selected project and date range. It is also possible to view a breakdown of versions or components. The timesheet is also available in report and list view.

Reports

The Reports feature allows users to generate an overview of projects, Activities, JIRA issues, and planned and logged work (Worklogs). User Reports, Project Reports, and Advanced Reports are available.

Team Timesheet

The Team Timesheet displays worked and planned (if enabled) time for a designated period and a Tempo team. It is also possible to view a breakdown of versions or components. The timesheet is also available in report and list view.

Tempo Administrators

JIRA Administrators can give **Tempo Administrators** permission to selected JIRA groups to handle administrative options that might change frequently. The permission gives access to a **subset** of the administrative tabs in Tempo Timesheets: Internal Issues, Non Working Days, Period Management, Worklog Validation and Workload Schemes.

Tempo Services

The Tempo services are designed as a **Machine-to-Machine** communication and are usually not used by normal users. The services provide **ALL** worklogs, regardless of permissions. The services should therefore be used with care and should only be open to a limited number of people/computers. JIRA administrators control access to the Tempo services with IP address filtering.

Tempo Gadgets

Tempo Gadgets are special optional features that may be added to a user's JIRA dashboard or on a page in Confluence.

Tempo License Key

On this page

A Tempo License Key is the unique identifying code issued for Tempo license that is purchased, renewed, or upgraded, and must be entered into either the Universal Plugin Manager (if the license is purchased through the Atlassian Marketplace) or in the Tempo license key field (if the license is purchased through Tempo) to activate Tempo.

Tempo Scheduler

The Tempo Scheduler can be used by JIRA admins to limit users to adding and editing worklogs within an designated period by selecting 'Weekly' or 'Biweekly' as a period type.

If the Tempo Scheduler is configured with some email settings, all members in the designated Tempo groups will receive an email according to the configuration.

Time Planning

Users in Tempo can designate the amount of time expected for an Activity (designated by Issue, Project, Component, Version, or Internal Activity) for a designated date or period.

Timesheet

A 'Timesheet' provides an overview of total Time Tracking registered for 'Activities' and 'Internal Activities' within a designated period, and is viewable by User, Project, Team, and Account. An Advanced Timesheet is also viewable.

Timesheet Approval Process

Users may submit their Timesheets monthly or weekly for approval, and users with the Approve Timesheet permission are provided with an overview of each user's workflow status. This feature must be enabled using the 'Global Configuration'.

Time Tracker

Tempo's Time Tracker is a real-time time tracking mechanism that works as a stopwatch and allows users to track time spent on working on a particular JIRA issue as they complete it.

Time Tracking

Time Tracking is the process by which Tempo enables its users to track planned and allocated time on Activities in JIRA.

Universal Plugin Manager (UPM)

The UPM is a feature offered by Atlassian that allows JIRA admins to manage installed JIRA add-ons, check for upgrade compatibility, search for other add-ons, and install licenses immediately.

User Timesheet

The 'User Timesheet' gives the user an overview of the total 'Time Tracking' for the selected period, and an option to log work and edit worklogs.

Worklog

An individual record of the time that is worked by a user on a specific issue for a specific length of time.

Workflow Approval Process

Activities used in 'Tempo Timesheets' and 'Planning' include: JIRA Project, version, and component.

Work Attributes

Attributes can be created and added to worklogs. An example of a work attribute is a simple true/false value such as "Overtime," "Not Billable," or "Driving Cost," or more complex Dynamic Drop-downs that are populated by a JSONP script. These attributes are stored as a key-value pair within the worklogs.
By using the expenditure item as a work attribute, the user has the option to select from all expenditure items mapped to the project to link the item with the worklog instead of the JIRA issue.

Tempo Timesheets PDF Documentation

If you want to view Tempo Timsheets documentation in the form of a PDF, you can download an archive of current and previous versions below:

- Tempo Timesheets 8.0 PDF Documentation
- Tempo Timesheets 8.1 PDF Documentation
- Tempo Timesheets 8.2 Documentation

Tempo Timesheets 8.0 PDF Documentation

File	Modified
Tempo Timesheets 8.0 - Archive and Release Notes.pdf	May 03, 2017 by Jeffery Shaughnessy
Tempo Timesheets 8.0 - Administrators Guide.pdf	May 03, 2017 by Jeffery Shaughnessy
Tempo Timesheets 8.0 - Users Guide.pdf	May 03, 2017 by Jeffery Shaughnessy

Drag and drop to upload or browse for files

Download All

Tempo Timesheets 8.1 PDF Documentation

File	Modified
Tempo Timesheets 8.1 - Archive and Release Notes.pdf	May 03, 2017 by Jeffery Shaughnessy
Tempo Timesheets 8.1 - Administrators Guide.pdf	May 03, 2017 by Jeffery Shaughnessy
Tempo Timesheets 8.1 - Users Guide.pdf	May 03, 2017 by Jeffery Shaughnessy

Drag and drop to upload or browse for files

Download All

Tempo Timesheets 8.2 Documentation

File	Modified

No files shared here yet.

Drag and drop to upload or browse for files