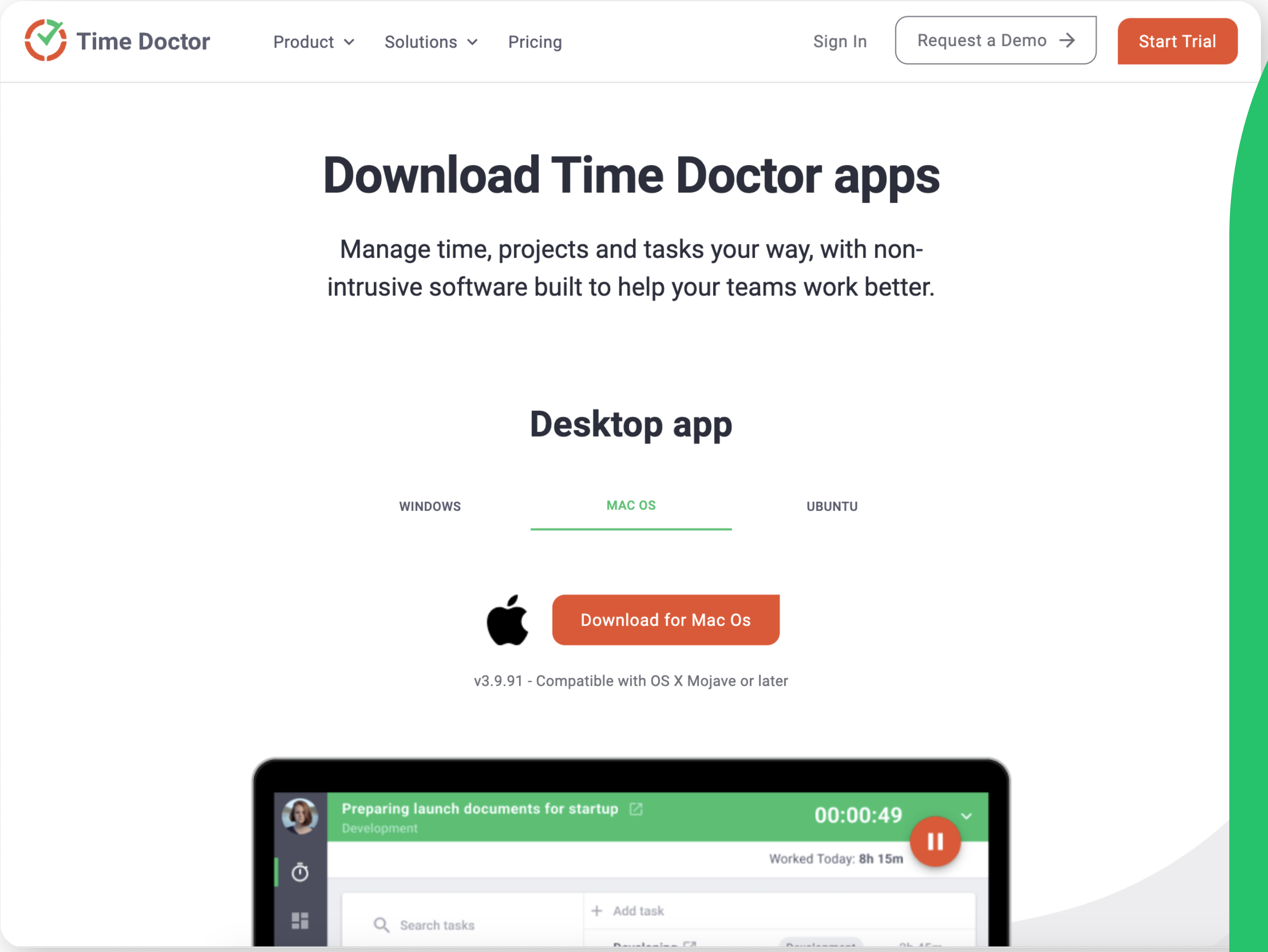
Time Doctor

Quick Start Guide

Make your team more effective today with Time Doctor

Uncover workforce insights such as people's work habits and technology use to optimize operations.



Step 1

Download Time Doctor Desktop App to get tracking quickly.

DOWNLOAD TIME DOCTOR

Once you have the app downloaded, press play to start tracking your own work patterns and tech usage.

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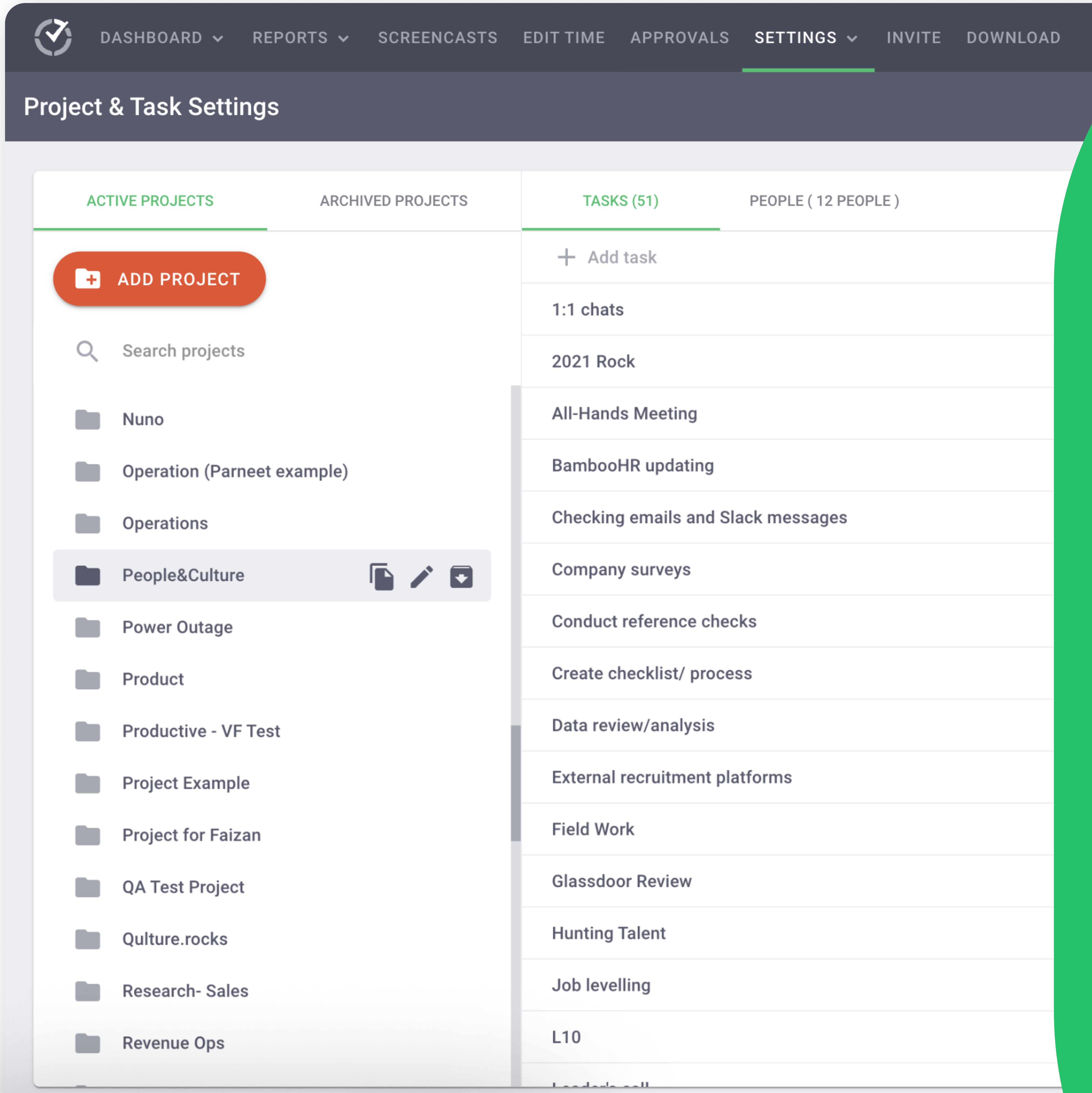

Step 2

Create Groups for your team/ projects and tasks to track activity towards

In Settings, under Projects & Task Settings, create group projects or teams you want to monitor.

Add a basic "working" task, Time Doctor captures the rest. You can choose to add more specific tasks later if you wish.

GO TO PROJECT & TASK SETTINGS

KEEP IN MIND

All invited users (including you) count towards your user count.

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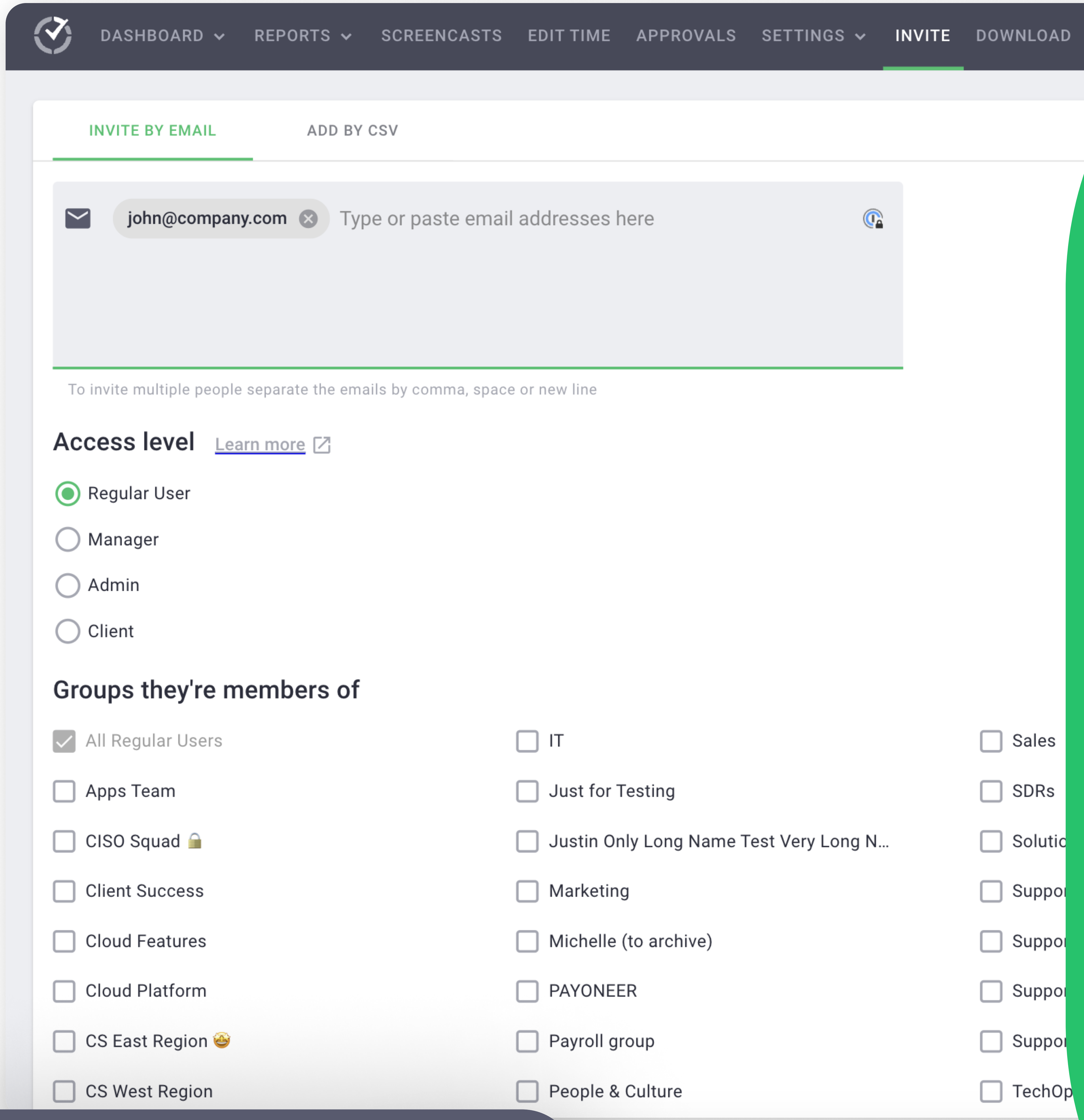

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Step 3

Invite teams/users

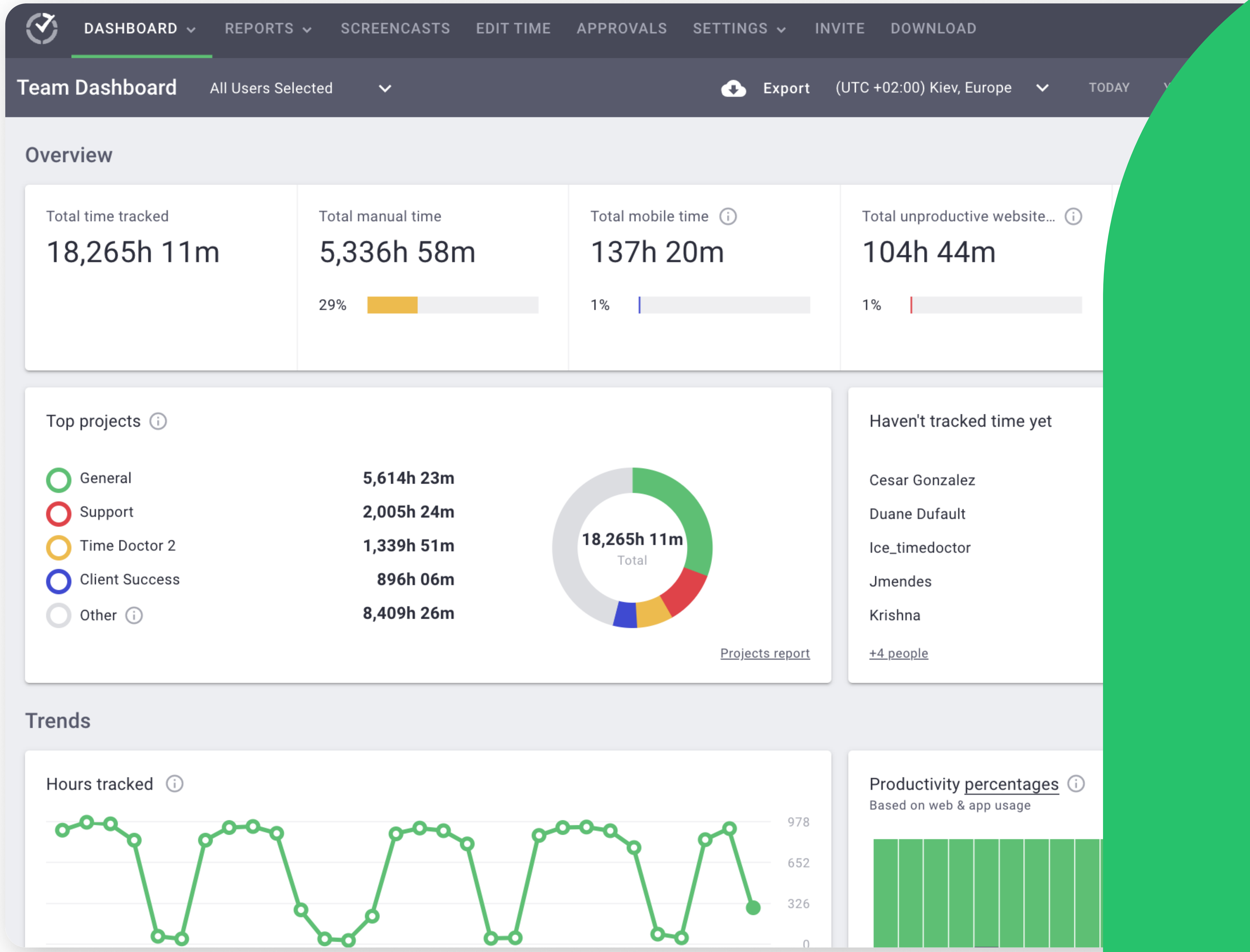
From the Time Doctor's top nav bar, click Invite.

Enter the email addresses of people that need to track work activities. Ensure it is a good mix of managers and end users.

INVITE USERS

NOTE

it is important to communicate with the people you want to invite beforehand, providing context, a clear plan, and expectations to not negatively affect team morale.



Step 4

Get Insights on the Dashboard

Explore Reports: Check overviews for missed projects or teams to add.

Set up Productivity Ratings: Label websites/apps as Productive, Unproductive, or Neutral.

Gain deeper context: Analyze team productivity based on your business needs.

GO TO YOUR DASHBOARD

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FAQ

Account/Trial Setup

1. I did not start a trial yet. Do I already have an account?
If you haven't signed up for a trial, you don't have an account with us. To start your trial, please sign up on our website.

2. How do I add users to my account?
You can add both silent and interactive users directly from your dashboard. Navigate to the 'Users' section and click on 'Add User'.

3. How do I install the silent app?
The silent app can be downloaded from the dashboard. Once downloaded, follow the installation guide to set it up on your devices.

4. I've invited users, but why is there no data?
Ensure that users have installed Time Doctor on their devices. Without the desktop app, no data will be recorded.

5. Where can I find geo-tracking?
Time Doctor does not offer geo-tracking services. Our focus is on productivity and time management.

6. How can I see if a task is completed?
Check the 'Tasks' section in your dashboard to monitor the progress and completion status of tasks.

7. As the owner, do I need to add myself as a user again?
No, as the account owner, you're automatically set up as a user.

8. My employee says they've been tracking time, but I can't see their data.
Ensure that the employee accepts the invite and is using the correct email. Also, check that you're viewing the right user on the dashboard.

FAQ

Working Account

1. Why can’t I see screenshots on my Mac?
For Mac users, please ensure you've granted the necessary permissions to Time Doctor to capture screenshots.

2. I can't find the screencasts.
Ensure you've selected 'Today' on your dashboard. 'Screencasts' is our term for screenshots.

3. What are the best practices for using screenshots, idle time, etc.?
We recommend regular checks of screenshots for accountability. Remember, idle time is not necessarily unproductive—it indicates attention and engagement levels.

4. What is 'idle time' and can I turn it off?
Idle time, which cannot be turned off, indicates when there is no activity detected. It helps in understanding engagement during work hours.

5. How do I add work schedules?
Navigate to the 'Settings' and then to 'Work Schedules' to add or modify work schedules.

6. Can I change idle time settings?
No, idle time settings are fixed to ensure consistent monitoring.

7. What is the time-out feature for?
The time-out feature is designed to automatically stop tracking time after a period of inactivity.

8. How do I see how many hours an employee has worked?
This information is available in the dashboard under the 'Reports' section.

Pro Tips

1. Adding a Credit Card
Adding a credit card before the 14th day of your trial is crucial to continue uninterrupted service.

2. Understanding Idle Time
Idle time is different from unproductive time. It’s an indicator of engagement.

3. User and App Management
Learn how to delete or uninstall silent users.

4. Trial Expiration
Without a card added, access will be lost after the trial period.

5. Clocking In
Employees need to clock in to start tracking hours and monitoring.

6. Productivity Ratings
Regularly check productivity ratings for insights.

7. Choosing a Plan
Remember, trials are set up on the premium plan. Select the right plan for your needs.

8. User Invites
Users must accept the invite before downloading the app.

9. Billing for Admins
Admins, owners, and managers are included in the billing.

10. Regular Checks
Perform weekly checks on user settings and productivity ratings.

11. Upgrading Your Plan
If upgrading, remember to enable web and app tracking in 'Company Settings'.

12. Onboarding
Share the onboarding manual or simplified instructions with your team.

13. Privacy Assurance
We do not monitor webcams; your privacy is our priority

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