

# **Time Tagger Help**

Matterform Media

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# Time Tagger™ Help

Time Tagger is a program for keeping track of the time you spend on your computer. You can use Time Tagger to track billable time for invoicing your clients.

Be sure to **take the Nickel Tour** before you read this manual. The first time you launch Time Tagger, the Nickel Tour window appears to give you a video tour of Time Tagger's unique features. You can also show the Nickel Tour any time by choosing **Nickel Tour** from the **Help** menu.

See [Getting Started with Time Tagger](#). Or use the controls on the left to browse the help pages.

Time Tagger is helpful for:

- Creative professionals like graphic or Web designers.
- Attorneys, accountants and other professionals.
- Anyone who bills by the hour.
- Anyone who wants to see how much time they spend at various tasks on their computer.

You can try Time Tagger for free in [Demo Mode](#) for up to 15 days. All Time Tagger features are enabled during Demo Mode but printing and exporting are limited to 10 time slices. If you like the way Time Tagger works, please [purchase a license](#) to remove all limitations. If you need assistance with Time Tagger, please [contact technical support](#).





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# Try Time Tagger / Buy Time Tagger

## Free demo mode

You can try Time Tagger in free demo mode up to 15 days. All Time Tagger features are enabled during Demo Mode but printing and exporting are limited to 10 time slices. If you like the way Time Tagger works, please purchase a license code to continue using Time Tagger and lift all restrictions.

## Get license codes instantly online

Order your license code with our [secure online purchase form](#). Your order is secure and you will receive your license code instantly. We accept **Visa, MasterCard, American Express, or Discover**. Current pricing is available on the order form.

We do not sell boxed products. You can always re-download your software and retrieve your license code from our Web site at no extra charge.

## Enter your license code

We will email your license code to you. When you receive your license code, you can open Time Tagger. The Licenses Window will appear automatically. Click **Add License Code...** and paste your license code and user name into the new window that appears. You must enter your license code (and user name, if we send you one) exactly as they appear in the email message we send you.

## If you lose your license code

If you lose your license code, we can resend it to you. Just fill out our [license code lookup form](#) on our Web site. If you purchased our software in a box, we may not be able to retrieve your license code. It is your responsibility to keep it safe.

## Installing on another computer

You can install our software on another computer and it will revert to demo mode. This allows you to share our software with your friends without committing software piracy. Our software license does allow you to install your license code on one additional computer, provided :

You are the primary user of that computer, and

The two computers are not used simultaneously.

If you or your company need to use Time Tagger on multiple computers simultaneously, please purchase an additional license. Volume discounts are available. See our Web site for more information.



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## Getting Started: The Time Tagger main window

When you launch Time Tagger, the Time Tagger main window appears. You can also show the main window any time by choosing **Main Window** from the **Window** menu at the top of the screen.

**I'm a tag**

The blue rectangles you see are tags that you can turn on and off to monitor your time. You can:

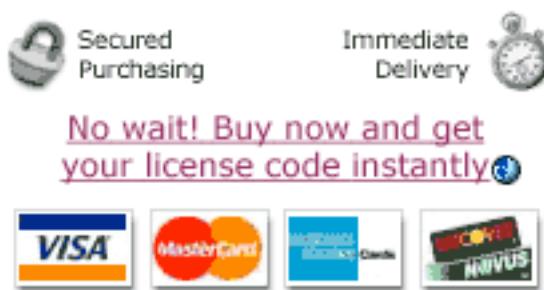
Move tags around just by **dragging** them.

Create new tags by clicking the **New Tag** button, or by typing **⌘N**, or by right-clicking anywhere in the tag space.

You can edit or remove a tag by **right-clicking** it.

You will track your time by turning on tags to describe the work you are doing. Time Tagger comes with a few tags already set up, but you will probably need to create more tags to adequately describe your work.

Next: [Turning tags on and off](#)



## Turning tags on and off

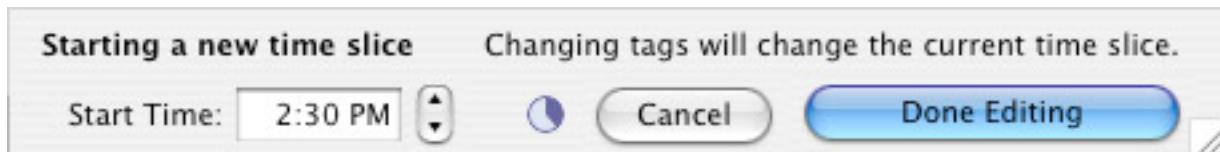
To track your time, just turn some tags on. You turn tags on just by clicking them. Turn them off by clicking them again. When you turn a tag on, it changes color. (You can set the color in the [Preferences Window](#).)

As soon as you turn a tag on, Time Tagger creates a new **Time Slice**. The new Time Slice appears in the list on the left side of the window. It shows when the slice started and what tags are turned on.



As you turn other tags on and off, you will see the Time Slice display update itself accordingly.

When you change tags, the **Editing Bar** appears at the bottom of the window:



You can change the start time of the current slice here.

The Editing Bar shows for 30 seconds. A little pseudo-clock icon shows you how long the Editing Bar will be visible. As long as the Editing Bar is visible, turning tags on and off will change the tags for the current slice.

When the pseudo-clock runs out, the Editing Bar will disappear and you will see the status bar:



When the status bar is displayed, changes made to any tags will create a new **Time Slice**. Then the Editor Bar will reappear and you will have 30 seconds to turn on all the tags you need for the new Time Slice.

Every time you turn a tag on or off, the pseudo-clock resets. So the Editor Bar actually stays visible for 30 seconds *after your last change*. If you want to hide the Editor Bar immediately, click **Done Editing**. If you don't need to start a new Time Slice after all, click **Cancel**.

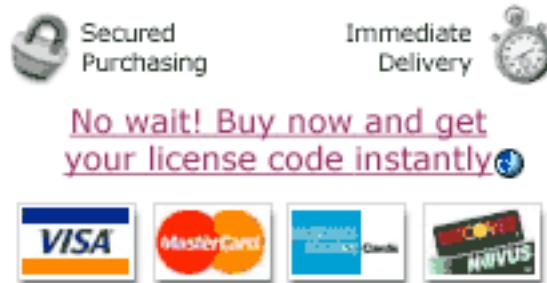


You can turn off all tags by clicking the **All Off** button in the toolbar.



You can choose a recently used set of tags by clicking the **Recent** button in the toolbar.

Next: [Editing Time Slices.](#)

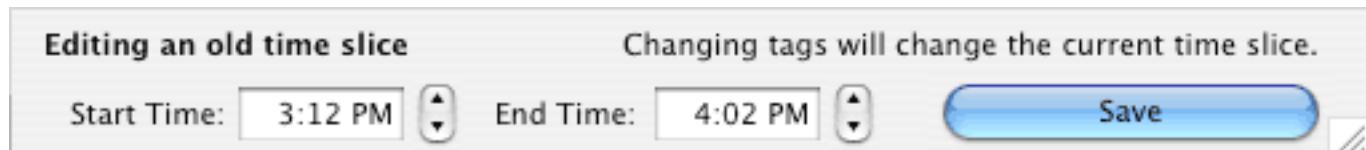


## Editing Time Slices

The list on the left side of the Main Window shows all the Time Slices for today. You can easily edit any Time Slice just by double-clicking it in the list. Or click it once and click the pencil icon  under the list.



When you edit an old Time Slice, the Editor Bar reappears:



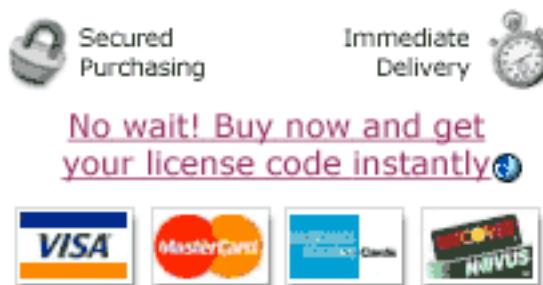
You can use the little arrow icons to change the **Start Time** or **End Time** for the Time Slice.

Any changes you make in the Tag Space will alter the Time Slice you are editing.

When you are done, click **Save**.

To **delete** a Time Slice, click it once and then click the minus button  under the list, or press the Backspace key on your keyboard.

Next: [Interruptions](#).



# Interruption

It happens all the time. You're concentrating on a billable task for a client when the phone rings or someone walks into your office. You have to stop what you're doing and do something else. Time Tagger has a feature called **Interruption** for just this kind of thing.

 As soon as you get interrupted in your work, switch into Time Tagger and click the **Start Interruption** button in the toolbar at the top of the window. You can also press **⌘I**.



The Time Slice you are working on gets suspended and a new Time Slice is created, with the "Interruption" tag already turned on. You can turn on other tags to indicate what you are doing during the interruption. For example, you might turn on the tags "Personal" and "Phone Call" if you're taking a call from your spouse.

When you're ready to get back to work, bring Time Tagger to the front and click **Finish Interruption**. Time Tagger will record the time you spent on the interruption and then will take you right back to what you were working on before. The Time Slice list will look something like this:

3:42 PM - 4:02 PM	0:30
Working - Client Work	
4:09 PM - 4:23 PM	0:14
Working - Client Work - Billable	
4:23 PM - 4:35 PM	0:12
Interruption - Phone Call - Personal	
4:35 PM -	
Working - Client Work - Billable	

### Original Time Slice

### Clicked Start Interruption



### Clicked Finish Interruption

You can open the [Preferences Window](#) to set Time Tagger to start an interruption any time your screensaver is activated.

Next: [Reports](#).



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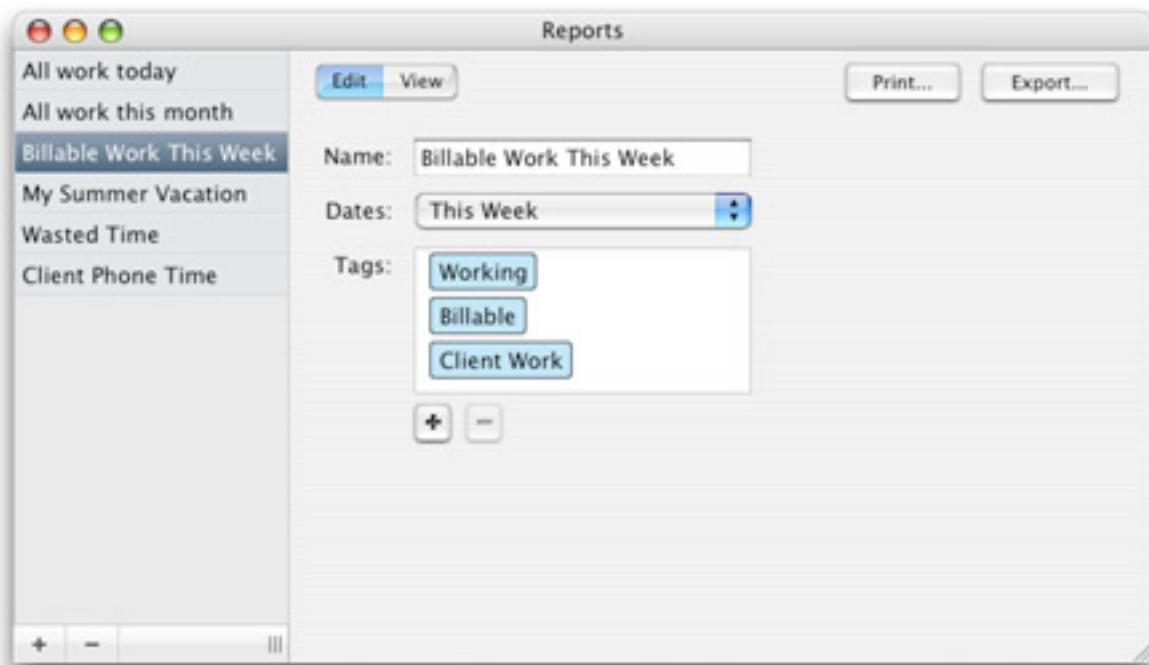


# Printing and Exporting Reports



You can open the Reports window by choosing **Reports** from the **Window** menu or by clicking the **Reports** icon in the [Main Window](#).

Several reports are already created for you. You can add and remove reports with the plus + and minus - buttons under the reports list.



Reports are easy to create. You just need to supply:

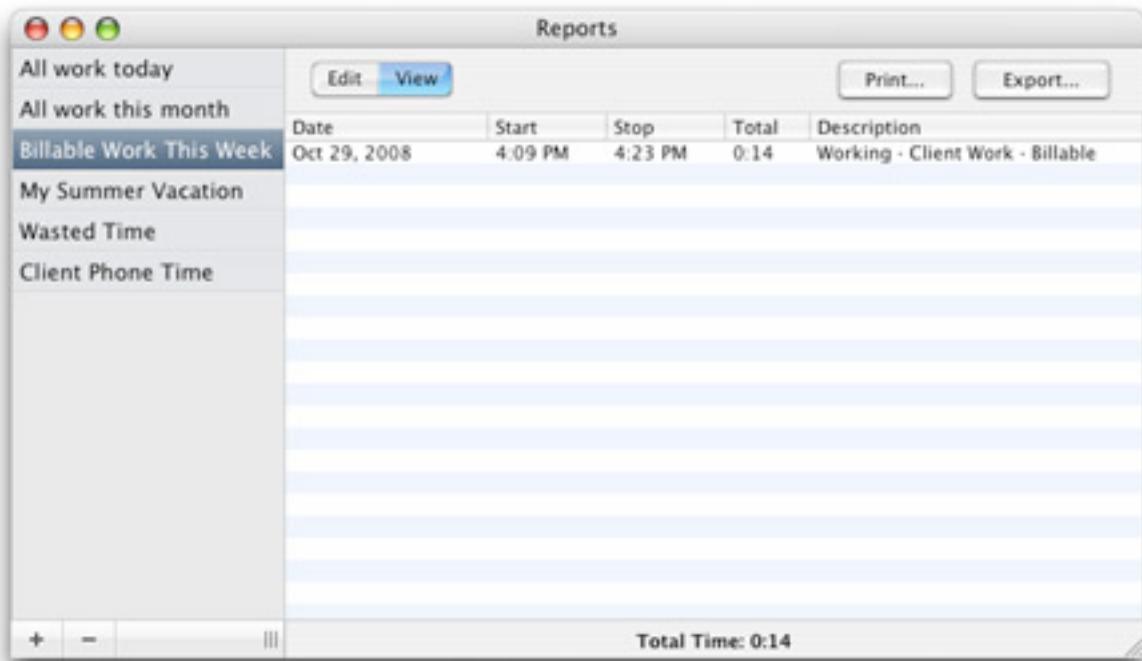
**Name** · This can be anything you want to call the report

**Dates** · Choose a pre-set range from the popup menu or choose **Custom Range** to choose custom dates.

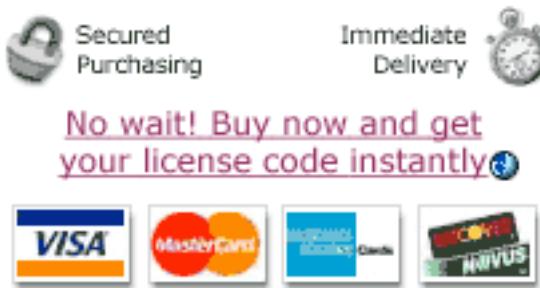
**Tags** · Click the the plus + and minus - buttons under the tag list to add and remove tags.

Your report will find all Time Slices within the dates you specify which are tagged with *all* the tags you have specified.

Click the **View** tab to view your Report:



Click **Print...** to print a simple time sheet. If you need more complex formatting, you can click **Export...** to create a tab-delimited text file of your report. You can import this text file into programs like Microsoft Excel or Apple Numbers to create just the kind of report you need.



# Preferences

 You can open the Preferences window by choosing **Preferences** from the **Sonar** menu or by clicking the **Preferences** icon in the [Main Window](#). You can change the following settings in this window:

## Start Interruption When Screensaver starts

If you turn this on, Time Tagger will start an [Interruption](#) when your screensaver turns on. This is a great way to avoid running a meter when you are called away from your computer. When you return to your computer and deactivate the screensaver, Time Tagger will pop to the front so you can tag your interruption slice.

## Turn off All Tags When Sleeping

Turns off tags when your computer goes to sleep.

**Tag Text Size** · Control how big the tags appear.

**Tag Colors** · Choose your preferred colors for the on and off states.

**Error Window Settings** · Control how Time Tagger reports errors and warnings.



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# How To Take a Screenshot

If you need to [contact technical support](#) about a problem, it is often very helpful to us if you can send us a screenshot of the window you are having trouble with.

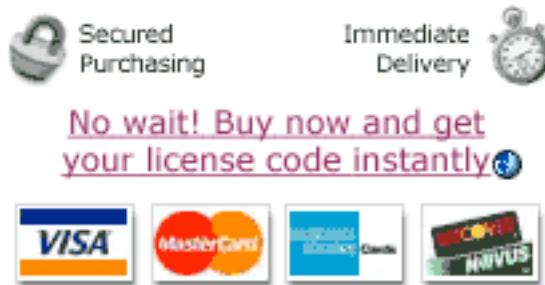
## On a Macintosh

Click the **Window** menu at the top of the screen and then click **Take Picture** or press ⌘⌘5. This will save an image of the front-most window. The image file will appear on your desktop. You can include this screenshot with your Help Request.

You can also take a picture of the entire screen by pressing ⌘⌘3. This works in any program and saves a file to your desktop called **Picture 1**. However, pictures taken with the **Window** menu have smaller file sizes and transmit faster.

## On other Platforms

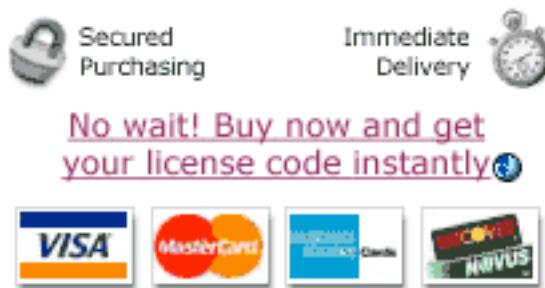
Instructions coming soon.



## Uninstalling Time Tagger

If you don't want to use Time Tagger you can uninstall it easily. Simply choose **Uninstall Time Tagger** from the Time Tagger menu. Or click the **Uninstall** button in the demo window that appears when you launch Time Tagger.

If you decide to uninstall Time Tagger, we would appreciate it if you could take a moment to [write to us](#) and tell us why you decided not to use Time Tagger.



## Trouble entering your license code

Please check the following common troubles. If you still cannot enter your license code, please [take a screenshot](#) of the "Add License" window and send it to [Tech Support](#). Include a description of the trouble you are having, the license code you are trying to enter, the invoice number of your order (if you still have it) and any other information you have that will help us troubleshoot your problem.

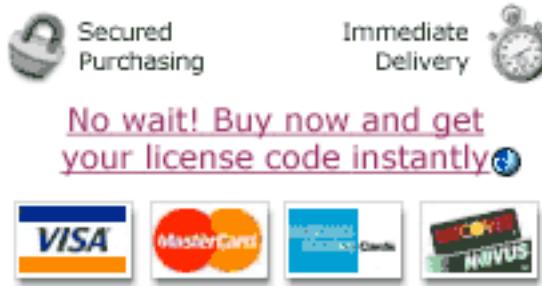
Make sure you have the correct license code. Our license codes contain four groups of characters, separated by hyphens. The first two characters are letters. The others are numbers. So a license code might look like this: XQ12 – 3456 – 7890 – 1234.

Make sure you are entering the license code in the correct field (not the user name field).

Neither the license code nor the user name is case-sensitive.

Make sure you are entering the correct user name. Usually, your user name is whatever name you entered when you purchased your license. Check the email we sent you for the exact spelling, middle initials, etc.

If you have purchased an upgrade from a previous version of this product, you must enter your *old* license code first, *then* enter your upgrade license code. Your upgrade license code will not be accepted if you have not already entered your old license code.



# What the heck is that icon supposed to be?

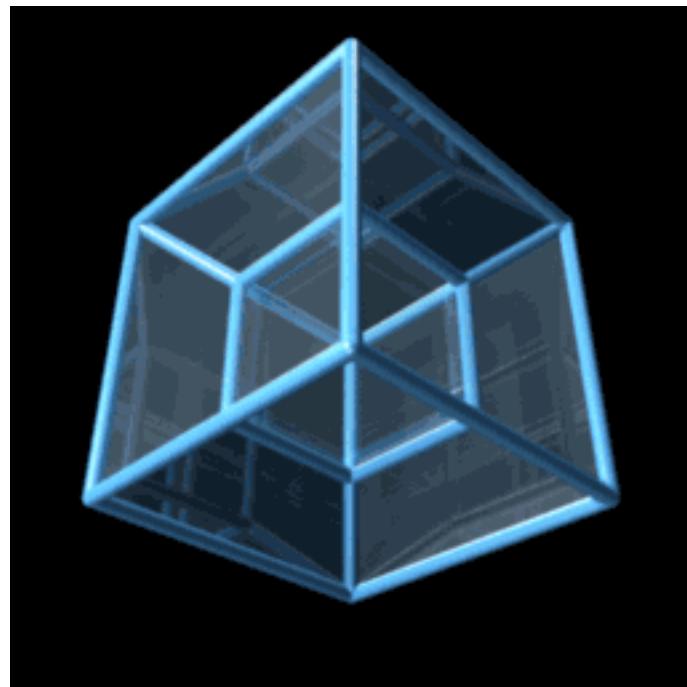
What is it not? It's *not* a clock. That's the important thing.

When we began work on Time Tagger, the one rule we set for ourselves was that there would be no clocks. Every other time tracking program in existence uses a tired click-the-clock metaphor. Hate it. So no clocks.

So what is this icon? Ever read *A Wrinkle in Time*? There *is* such a thing as a [tesseract](#) my dear. Our icon is a two-dimensional representation of a three-dimensional projection of a four-dimensional hypercube, also known as a tesseract. The tesseract represents the fourth dimension. And what's the fourth dimension?

Time of course.

Yeah, it's every bit as cheesy as a clock, but animated tesseracts look cooler than animated clocks. Here's what happens to a tesseract when you rotate it in the fourth dimension. We have no idea what that means.





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# Technical Support / Customer Service

We strive for prompt response to tech support inquiries. Your cooperation with the following tech support process will help ensure the best possible service:

## Try our self-help methods first

[Read the Time Tagger manual](#) · Better than most, we think

[Read the Tips and FAQs](#)  · Your answer may be here already

## If you still can't solve the problem, we're happy to help

[Request Technical Support](#)  · Expect reply within 1 business day. All purchases include one free technical support incident. You can also purchase tech support credits if you need additional help. More details on our Web site.

It is often helpful to include a [screenshot](#) with your Help Request.

## Other Contact Methods

**Web site:** [www.matterform.com](http://www.matterform.com) 

**Secure online orders:** <https://www.matterform.com/purchase>  

**Other info:** [info@matterform.com](mailto:info@matterform.com)  
Expect reply within 2 business days.  
For tech support, [Request Tech Support](#)  through our Web site, not by email.

**Fax:** +1 707 202 0119  
For orders. Yes, it's a different area code.

**Snail mail:** Matterform Media  
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Albuquerque, New Mexico 87102  
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