Log Work

You can log work as you are used from JIRA. *ictime* enhances the existing log work screen and adds some convenience features for logging work faster and more efficiently, like

- resuming an existing work log
- accessing the last work log from the "My Last Work Log" panel on the issue screen
- accessing your last work logs from the "Recent Work Log" list in the *ictime* navigation.

This chapter describes how to create, edit, resume and delete work logs. Please also refer to Manage Work Logs.

> ⓘ You can also create, edit, resume and delete work logs directly from your timesheet without having to navigate to an issue in JIRA (see Timesheet), or you can create new work logs directly from the JIRA navigation bar.
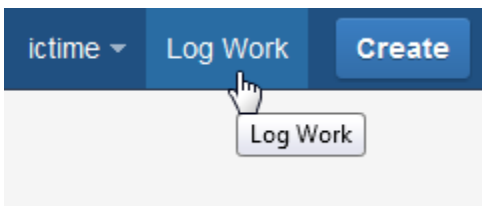
- Where You Can Log Work
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- Known Issue: Time Not Calculated When Using Start/End Time

Where You Can Log Work

ictime adds the option to log work in a couple of new places, and in addition you'll find the "Log Work" options in all places where you are alreayd used to from JIRA.
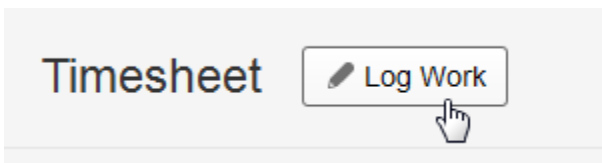
- **JIRA Navigation Bar**
  If you have the respective permission, you can user the "Log Work" item in the **JIRA navigation bar**, next to the "ictime" navigation element (note that in case of very low screen resolutions, JIRA will move the option into a "More" dropdown).
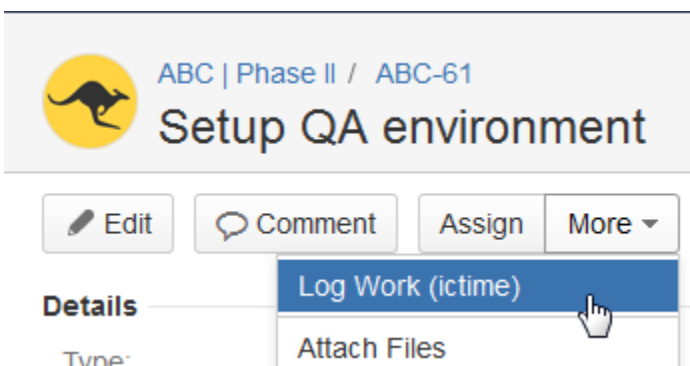

- **Timesheet**
  If you have access to timesheets, you can log work with the respective button on the timesheet.

- **Issue Screen: More Actions/Log Work**
  This is the standard way of logging work from the issue screen.

- **Issue Screen: JIRA "Time Tracking" panel**
  If you have already logged work on an issue (or have defined an estimate of work required for the issue), the JIRA "Time Tracking" panel will be available on the screen and you can also log work here using the "+" icon.

Time Tracking

Estimated:

Not Specified

Remaining:

0h

Logged:

3.02h

Log Work for this issue

- **Issue Screen: "My Last Work Log" panel**
  This panel is added by **ictime** and is always present, even if you did not log work yet and have no work estimate. You can log work using the "+" icon.

My Last Work Log

My Last Work Log

Date:	10.09.2014 11:31
Description:	check back some open...
Time:	0h 16m

- **JIRA Issue Navigator (Actions/Log Work dropdown)**
  The "Actions" dropdown in the JIRA Issue Navigator also offers the possibility to log work.

John Doe	22.11.2012	22.11.2012	RESOLVED	☼ ▾

View Issue

John Doe   19.11.2012   01

Reopen Issue

Close Issue

John Doe   06.11.2012   06

John Doe   02.11.2012   05

Edit

John Doe   02.11.2012   06

Assign

John Doe   22.10.2012   22

Assign to me

John Doe   15.10.2012   05

Comment

John Doe   08.10.2012   08

Log Work (ictime)

Attach Files

There might be other places, like e.g. Dashboard gadgets that display issues and also provide an issue operations (actions) dropdown.

ⓘ

As it is not possible that *ictime* overrides existing JIRA "log work" actions, *ictime* has to add own actions. This means that in some places, you will see two "Log Work" options after installation of *ictime*. There is some configuration work required to solve this issue, please refer here for more details: Hide/Disable JIRA's "Log Work" Dialogue and "Edit Work Log" Option.

Please note that *ictime* automatically redirects the option to log work from the JIRA "Time Tracking" panel to the *ictime* screen (this is the only place where this can be done automatically).

Apart from the places mentioned above (where you can open the **"Log Work" dialogue**), the log work option might also appear **as part of other screens during workflow transitions**. By default, this is the case e.g. for the "Resolve Issue" screen. See Custom Log Work Field for ictime for more information.

Log Work (ictime) Screen

If you enable all *ictime* features, the "Log Work" screen will look like this:

Log Work

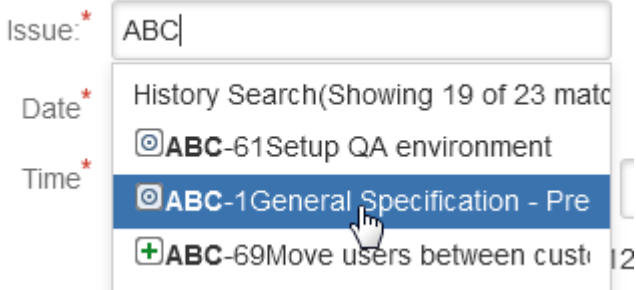|	
User:*	john
Issue:*	ABC-61
Date:*	11.08.2014 06:11 📅
Time:*	⦿ From [ ] 🕐 To [ ] 🕐 [ ]
	○ Time spent [ ] (e.g. 3w 4d 12h)
Corrected Result	[ ]
Remaining Estimate	⦿ Automatically
	○ Leave blank
	○ Set to [ ] (e.g. 3w 4d 12h)
	○ Reduce by [ ] (e.g. 3w 4d 12h)
No charge	☐ Info [ ]
Activity*	- Please select - ▾
Description*	[ ]

Add   Cancel

From **ictime** version 4.2 on, this dialogue will also offer the option to tick a checkbox to directly create another work log.

In this case, the dialogue won't close after saving and you can add the next work log.

ⓘ Which options/fields are available in your specific case depend on

- your **ictime** configuration (see table below and General Configuration)
- your project configuration, specifically as regards teams & price lists and activity types (see table below and Project Configuration)
- your Work Log Attribute (WLA) configuration (see Work Log Attributes (WLA), available since **ictime** version 4.2)

The following table describes all fields, including the ones that you already know from the JIRA default "Log Work" screen:

Field	Description	Configurable	Remarks
User	Current user or user picker (if you respective permissions).		If you have the **ictime** permission "Log work for other /change the user here and this way, can create work
Issue	Issue picker. If you are calling the "Log Work" screen from an issue (JIRA issue screen or JIRA Issue Navigator), the issue will be pre-populated. If you call the "Log Work" screen from the JIRA navigation, your timesheet etc., you will be required to select an issue first. To select/change an issue, start to type part of the issue description or key in the "Issue" field. The JIRA issue picker will return suggestions: *Issue:** ABC|* Date:* Time:* History Search(Showing 19 of 23 mat ◎**ABC**-61Setup QA environment ◎**ABC**-1General Specification - Pre ➕**ABC**-69Move users between cust 12		ⓘ Please note that the issue is required for oth determines the project and this way determi and activity types (if applicable).
Date	Date, shows today's date (and current time) for new work logs.		You can change the date into the past or future, too. default in JIRA, JIRA writes a complete timestamp fo ⓘ **ictime** provides separate fields for start and time component of this field is not used by **i** **component**. However, there might be use using this data from the JIRA work log ⓘ If using the calendar, the date you have cho will take the current time. To define a differe In this case, make sure that you enter date your JIRA date & time settings (see Time & error when saving.
Time	Log work/time as a time span/period "from-to" (start-end time). Use the icon 🕐 to enter your current system time for "from" and "to".	Available yes /no, see General Configuration. Force time tracking without overlapping work logs, see General Configuration.	You log e.g. from 12:34 to 14:56, and **ictime** calculat (displayed as read-only field behind the time fields). Time* ⦿ From 18:12 🕐 To ✓ The resulting time spent of from/to has to be logs with a resulting time spent of 0. If you time in from/to, they will automatically create won't be 0. ✓ If you (only) use this way to log work, you ca overlapping start/end times (see General C configurationen, users will just get a warning /or end time of one work log overlaps with th of the same user. ⓘ Possible time format is taken from your indi (see Time & Date Settings); that means tha can define in JIRA. However, the defined fo enter time/date (**we can't support multiple**
Time Spent	Log work/time as a result. This is the default way you log work in JIRA.	Available yes /no, see General Configuration.	e.g. as 12 or 12h, according to your JIRA time trackin configuration in JIRA under: **Administration - Syste** estimates & default unit for time tracking)

Correct ed Time Spent (Correct ed Result)	You can enter a time value that is different from the "time spent" value or the calculated time spent of logging work with a start and end time.	Available yes /no, see General Configuration.	Used to charge more or less time than the time that h In the summary of a report, the corrected time spent calculated time spent of logging work with a start and Analysis). Rounding rules (see Project Rounding Rul taken exactly like entered by the user.
Remain ing Estimate	Various (JIRA) options to set or calculate the remaining estimate, if a work estimate has been done for the issue.	Available yes /no, see General Configuration. If "no", *ictime* wi ll always calculate the remaining estimate automatically. If there is no original estimate, nothing will be done.	See Work Estimates, Remaining Estimate.
No Charge	Mark a work log as not to be charged and enter an optional comment/reason.	Available yes /no, see General Configuration.	In the summary of a report, the work log would be co report (see Reports: Summary & Analysis). An administrative user can change this setting when charing work logs in the Reporting section. See Repo
Activity	Choose an activity type to categorise your work. If activity types are activated in *ictime* (see Activity Types), this interface will offer the activity type dropdown. This dropdown will be empty as long as you did not select an issue, as the activity types available for this issue might depend on your project configuration in *ictime* (see Project Activity Types).	Available yes /no, see Activity Types and Proje ct Activity Types	ⓘ This is only available and mandatory if you types (see Activity Types) or have deactivat (see Project Activity Types). If your current project has exactly one activi pre-populated with this activity type.
Work Descrip tion	Description of your work.		Mandatory.

> ✓ It is up to you whether you log work as a result ("time spent") or a time span ("from-to"). You can use both methods for the same issue and can also change this for a work log when editing or resuming a work log. If you switch from "span/period" to "Time Spent" and save, of course you will loose start and end time for this work log. If you switch from "Time Spent" to "span/period", of course you will need to set a suitable start and end time.
>
> Logging work as time span has the following advantages:
>
> - If it is about being exact, and about strictly avoiding that people start to make notes on time spent on paper or in files and register the (rough) result later on in JIRA, the proper way is to register time "from" and "to".
> - This also includes the option to register exactly, but to apply a rounding rule for invoicing purposes (you won't charge 6 minutes for support, but probably 15 or 30 minutes as minimum - but it is still nice that you can see that only 6 minutes had been required to solve the issue).
> - Finally logging work as time span gives you the oportunity to force time tracking without overlapping work logs (see General Configuration).

Resume a Work Log

Resuming a work log means to **create a new work log with data of an existing one**, but pre-populating date field and time fields (if applicable) according to the current date and time. This is basically like "copying" some data of an existing work log.

> ✓ This feature is useful if you e.g. are making a break and after your break, resume your work. This is why we call it "resume" and not simply "copy". You save time as data is already pre-populated. Do not get confused with the opreation of editing an existing work log, resuming really **cr eates a new work log**.

On issue level, the feature is available either

- in the "My Last Work Log" panel

My Last Work Log ─────────────────── ✛

Date:	05.08.2014 00:27
Description:	description of my wo...
Time:	0h 1m

🖉 🗑 ⟲

Resume Work Log

Σ My Time ▮▮▮▮▮▮▮ 0h 4m

Σ Others ▮▮▮▮▮▮▮ 0h 14m

- or in the "Work Log (ictime)" tab.

All	Comments	**Work Log (ictime)**	History	Activity									⟩ My Last W
05.08.2014	Another One	description of my wo...	Thomas Time	12:22	12:23	0h 1m	(0.0)	--	⑤	⊘🖉🗑⟲			
										Resume Work Log			
14.02.2014	None	test updated 17.02.	Thomas Time	10:06	10:09	0h 3m	--	--	⑤	⊘			

Click the icon

⟲

to resume the respective work log. The interface is the same like for creating a new work log from the scratch (see above). Date and time fields are pre-populated according to the current date (and time, if you have logged work as time span). You can modify all fields.

Resume Work Log

User:*	john
Issue:*	DEF-673
Date*	12.08.2014 08:08 🗓
Time*	◉ From 20:02 🕐 To ☐ 🕐 ☐
	○ Time spent ☐ (e.g. 3w 4d 12h)
Corrected Result	☐
Remaining Estimate	◉ Automatically
	○ Leave blank
	○ Set to ☐ (e.g. 3w 4d 12h)
	○ Reduce by ☐ (e.g. 3w 4d 12h)
No charge	☐ Info ☐
Activity*	Consulting ▾
Description*	description of my work

Add   Cancel

ⓘ If you can resume a work log (= create a new work log) depends on

- the **ictime** project status (you can't create new work logs any longer if the project status is "inactive" or "closed")
- and the JIRA issue status (you can't create new work logs for closed issues).

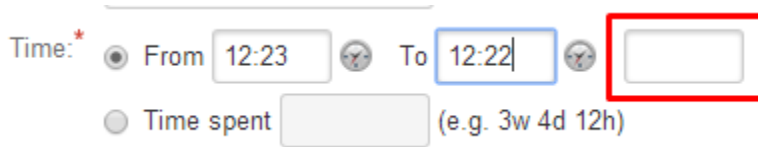⚠ Work Log Attributes (Work Log Attributes (WLA)) are currently not properly supported when resuming work logs.

Manage Work Logs (Edit & Delete)

Once you have created a work log, there are a couple of places where you can access/view your work log and can edit or delete it. Please refer to Manage Work Logs.

Known Issue: Time Not Calculated When Using Start/End Time

If you are entering a start and end time for a work log ("from/to") and the resulting time spent is not calculated, this can have two reasons.

First possible reason is that - like in the screenshot above - you have (accidentally) entered an end time which is before the start time. In this case, of course there is no result. You will get an error when trying to save.

The second, more complex reason - that might result in the same error message, but without getting obvious why the message is displayed - is that you have a specific non-consistent date & time setting configured in JIRA. This will happen if you have configured time settings in JIRA (**Administration /System/Look and Feel/Date-Time Formats**) as 12 hour clock, but without defining the AM/PM parameter.

- That means that you have defined "Time Format" as "hh:mm" or "h:mm". This is 12 hour clock without AM/Pm information and unfortunately, JIRA accepts this time format, even if it can't work. In this specific case, *ictime* won't be able to calculate correctly only for the case your work log starts before 12:00 and ends after 12:00 (the end time, without AM/PM information is correctly interpreted as starting from 0 again, so 12:03 would be 00:03 from a technical point of view, and this means that your end time is before the start time).
- Correct setting in JIRA would be "h:mm a" or "hh:mm a" (this is 12 hour clock plus AM/PM information) or just as 24 hour format (H:mm or HH: mm).

For more information on date & time settings in JIRA, please refer to Time & Date Settings.