PART 4:

ClickTime Company Settings

Finish Customizing Your ClickTime Company Preferences

282 Second Street. Fourth Floor, San Francisco, CA 94105
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ClickTime Basics

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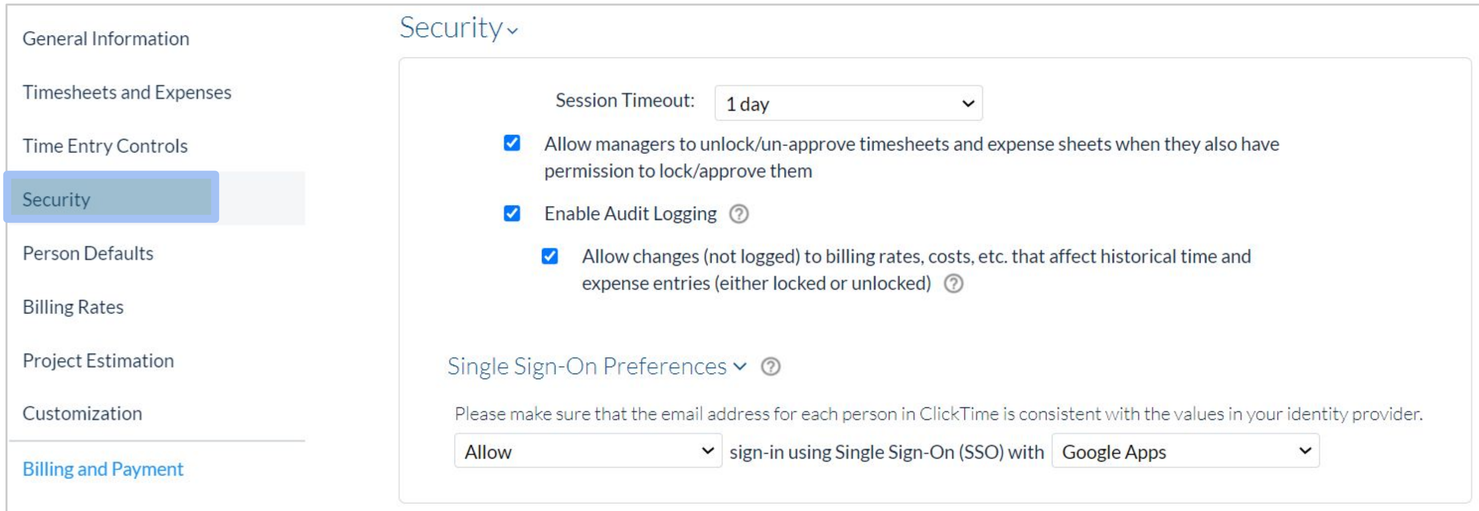
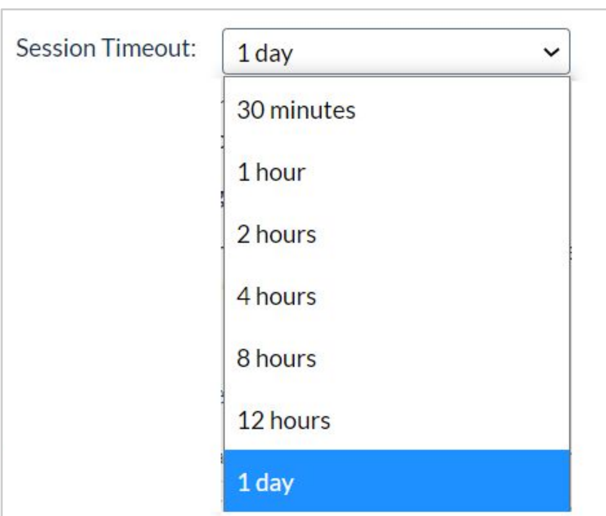
Security Settings

Control How Your Users Access ClickTime

Now that you've set up your Project, Task, and Leave Type settings, it's time to customize the Security Settings for your account.





Session timeout period

This is the amount of time that one your staff can stay logged into ClickTime without taking action.

ClickTime users who leave ClickTime open for longer than this time period without creating a time entry or going to a new page will be logged out.

We recommend keeping this box checked unless there are concerns with Managers being able to unlock or un-approve timesheets.

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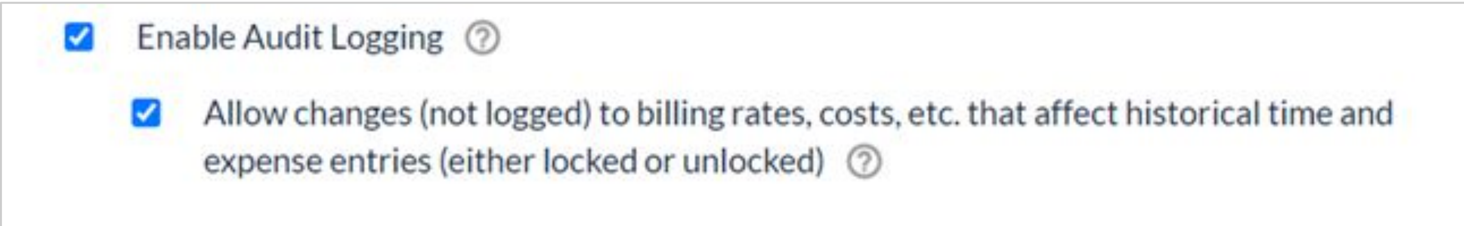
Security Settings



Audit Logging (which is required for DCAA Compliance) is a feature that keeps a log of the activity in your account. This includes when employees logged in, when time was entered/edited, or when new time entry options were added to the system.

By default, the “Allow changes” box is not checked, but we recommend changing that if you need to use Audit Logging as well as the ability to change billing rates for entries that have already been entered ([more details about changing Billing Rates for existing entries can be found here]).

Security Settings

Next you can set your Single Sign-On (also referred to as “SSO” options. SSO can expedite the login process as well as make it more secure.

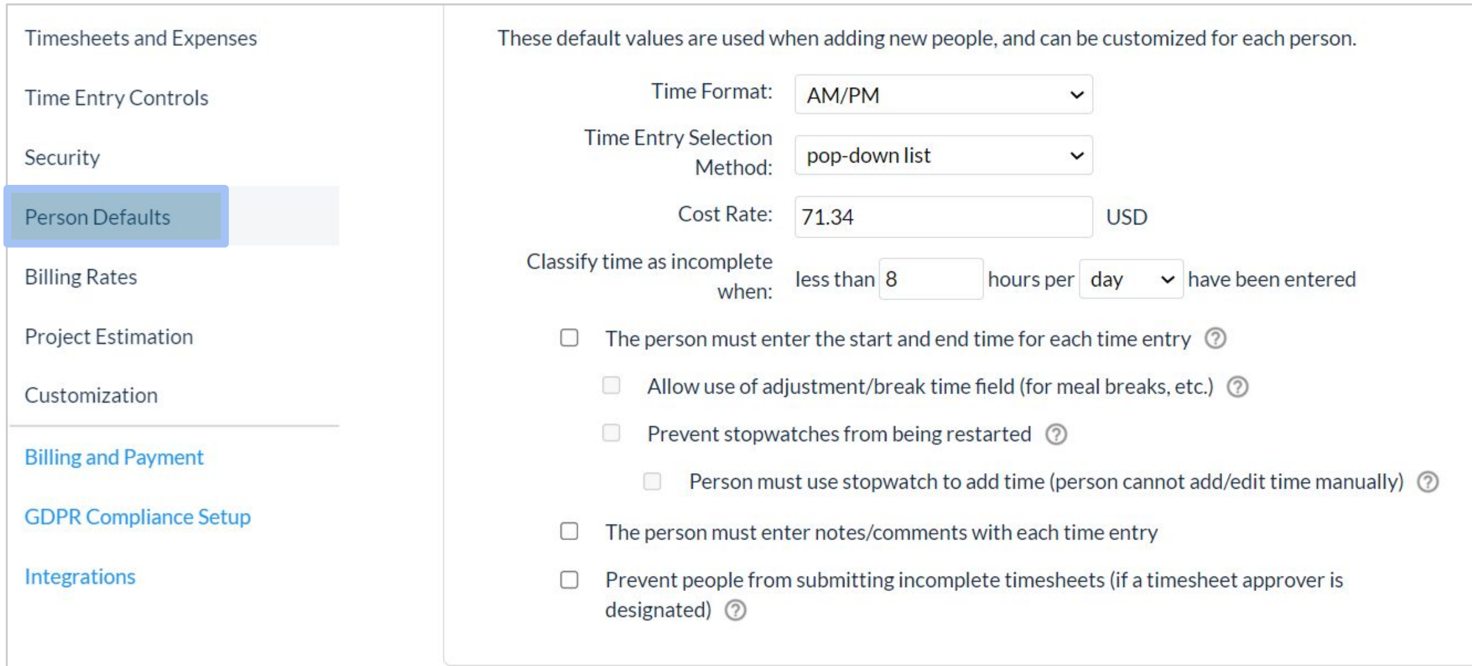
Any organization can integrate with Google Apps and link their Google account to their ClickTime login, . You can “Allow”, “Require”, or “Disable” any of our SSO options.

Additional SSO options (such as Okta, SAML, etc.) should be discussed with your Account Executive (during the demo period) or by emailing our Support Team.

Person Defaults

Set defaults to streamline creating new users

If you'd like to save certain settings to apply to all new users that you create, you can do so in Person Defaults. When a new employee is added to the system, these options will be remembered and applied to that new user.



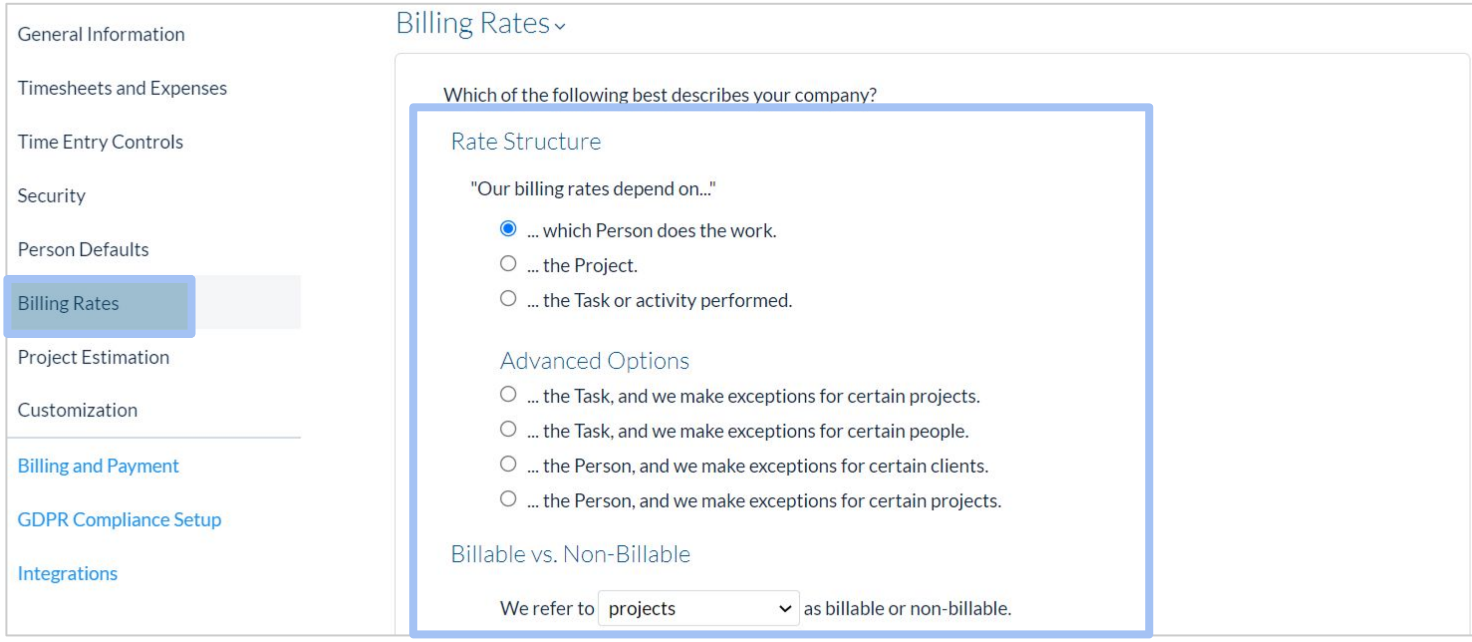
You have the option to specify their default time format, Cost Rate, incomplete timesheet rules, and whether start/end times or comments are required when tracking hours.

You will have the option to change any of these default settings when you create new employees as needed.

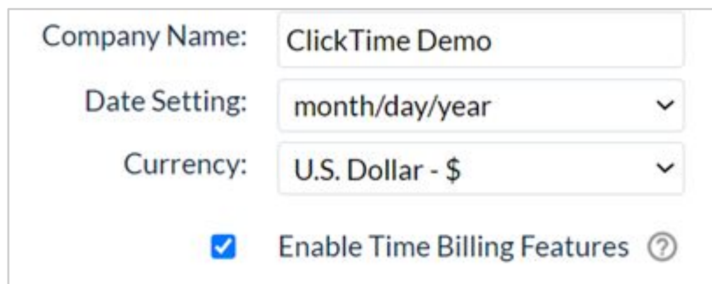
Billing Rates

ClickTime supports Billing Rates and Estimation Models to fit your organization's needs

ClickTime can support 7 different Billing Rate models to meet a variety of needs.

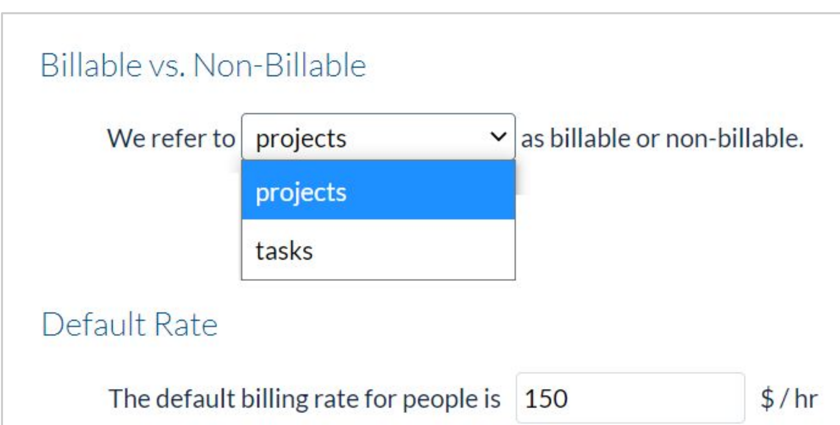


This section of the page will only appear if you have checked the "Enable Time Billing Features" option in the General Information section of the page.



Billing Rates and Estimation best practices can vary based on your organization's needs, so additional details/training videos on the different options [can be found in our Help Center here](#).

Please note that the "Advanced Options" are only available to Team (or above) plans, so if you need to use variable Billing Rates, you will want to make sure you activate a Team Plan subscription.



Below is an option to also indicate whether the Project or Task used determines whether the time entry should be considered Billable or not.

You can also set a Default Rate for all new Projects/Tasks created, and update existing time entries in bulk from this section.

More details about the Default Billing Rate [can be found in our Help Center.](#)

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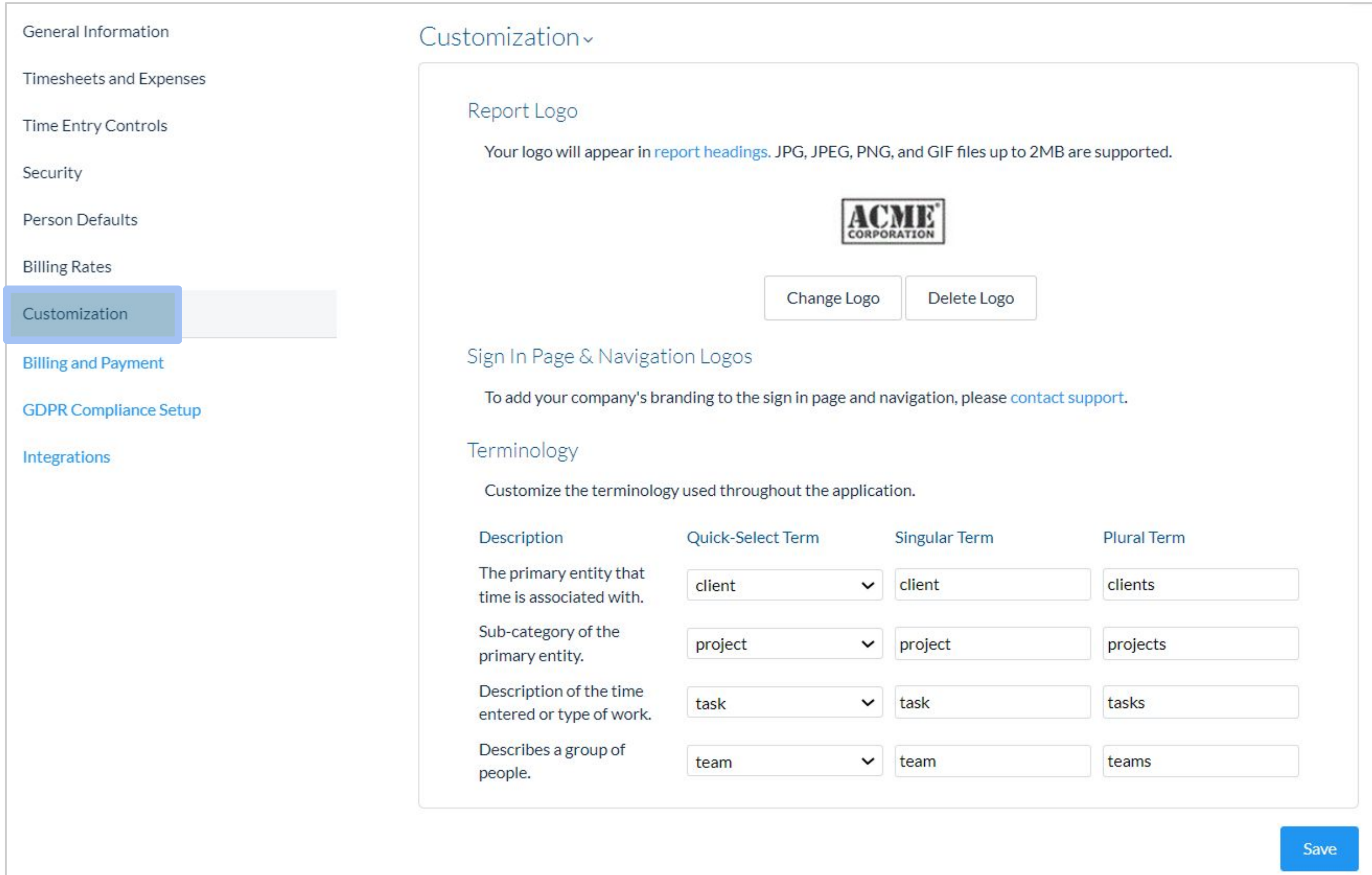
Customization

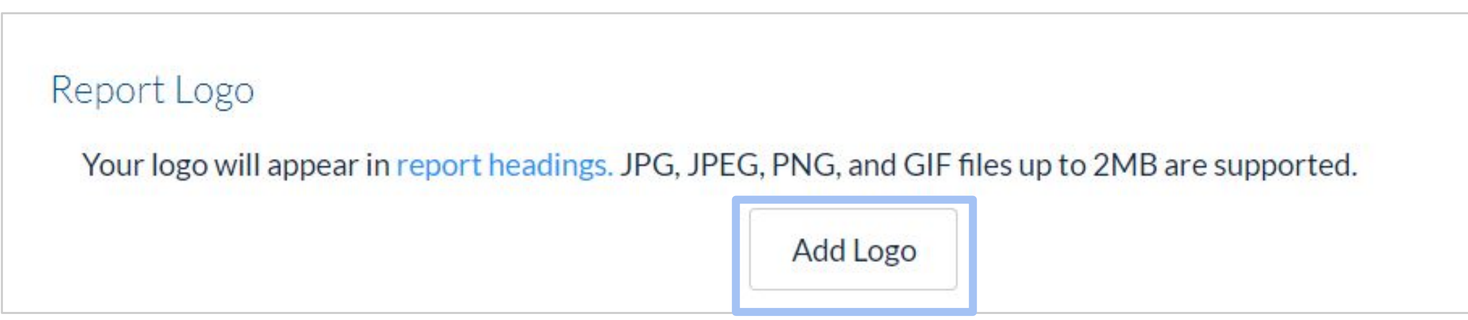
ClickTime is highly customizable

The last section allows you to further customize your ClickTime experience:



Custom Logo

If you'd like your company logo to appear in all of your ClickTime reports, you can upload it here:

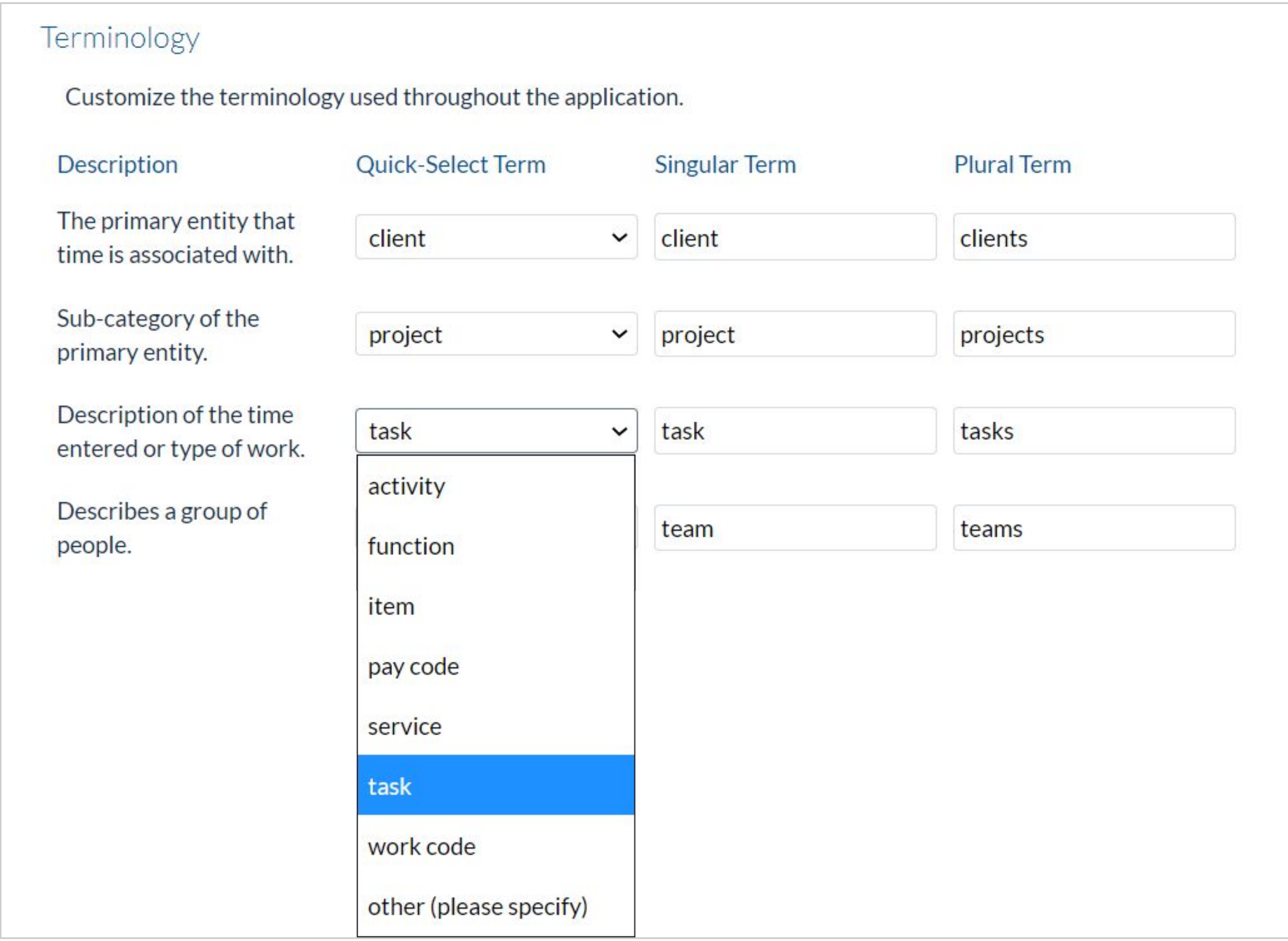


Enterprise accounts can also use their own logo on a custom sign-in page as well as within ClickTime. Please contact your Account Executive to discuss activating an Enterprise account.

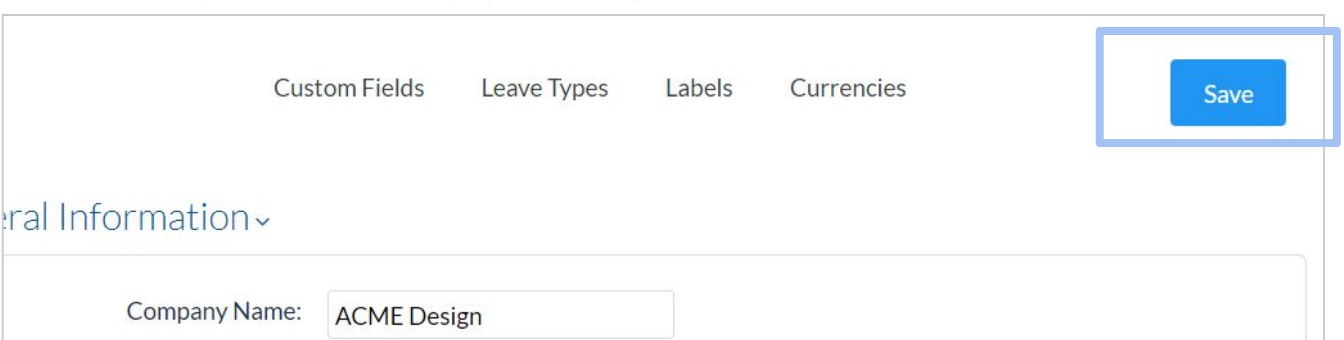
Customization

Terminology

As mentioned in the first Get Started document, the ClickTime terminology can be customized to meet your needs. If you'd like to change the Client / Project / Task / Division terminology, you can do so here. Either select one of our options from the drop-down, or choose the "other" option and type your own term in.



Make sure to “Save” any changes you make to this page in order for them to take effect. The “Save” option is available at the top or bottom of the page on the right-hand side.



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Thank you!

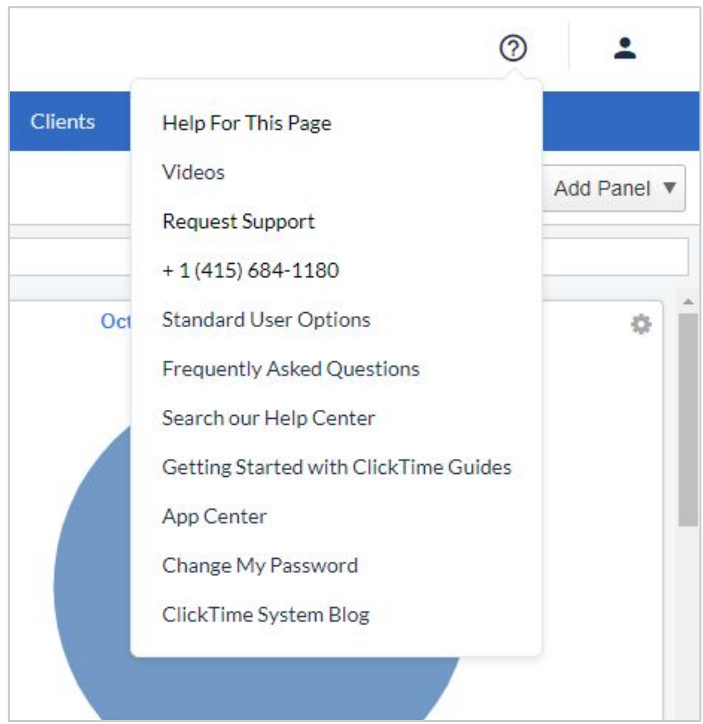
We hope the ClickTime Basics documentation has been helpful for you while you get started. We pride ourselves on our exemplary Customer Service and are here to help you get the most out of ClickTime!

If you are currently using ClickTime for a trial evaluation, or are interested in a demo, please reach out to our Sales Team for assistance. If you've already signed up for a trial, you should have also received an email from your personal Account Executive, who you can contact directly during the trial with any questions or feedback.

If you are a current ClickTime Customer, you can email our Support team or call +1 (415) 684-1180 (choose option #3 for Support) Monday-Friday, 7am-5pm (Pacific Time) to speak to a Support Representative. Emails are generally answered within a few business hours. Voicemails will be returned as soon as possible during business hours.

Additionally, ClickTime has extensive help documentation that can be accessed whenever you need it by clicking the Help link in the top right corner. This includes:

- Links to the relevant help documentation in your browser
- A direct link to all the ClickTime videos
- A Support form
- Our office number
- Several links to the different sections of our help documentation (including these "Getting Started" Guides)
- Link to change your password
- Link to our System Blog (for scheduled maintenance and technical announcements)



We'd love to hear from you so please be in touch if there's anything we can do to assist!

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Congratulations! You're ready to ClickTime.

Contact us at 415-684-1180 or email
sales@clicktime.com (demo accounts)
support@clicktime.com (current customers)

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