

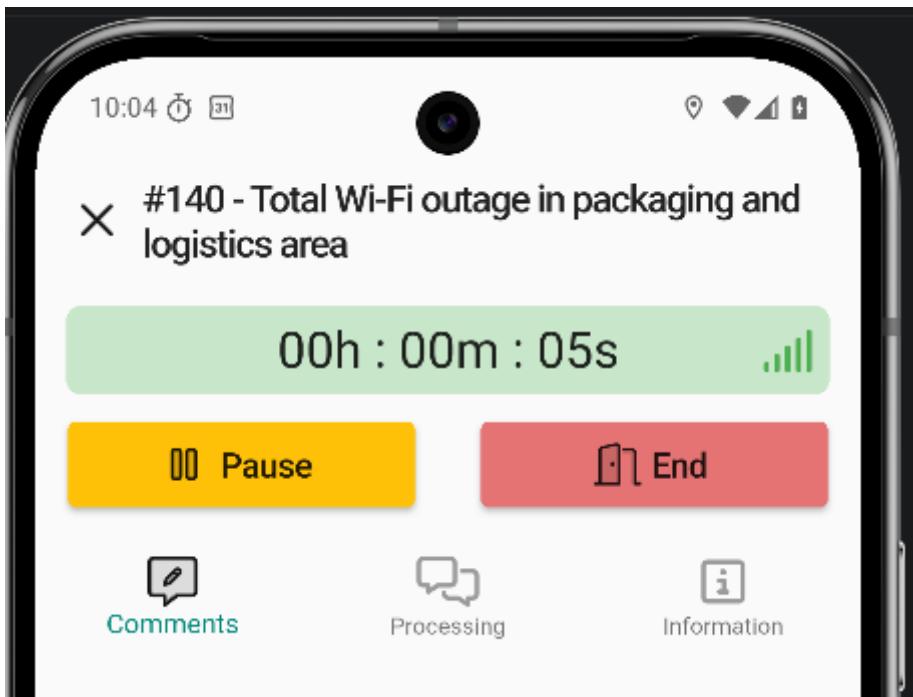


ActualTime

ActualTime is the plugin that times the work on a task. The timer counts the time from when the task is started until it is paused.

1. Start the timer

The first option of the ticket actions menu is the timer. The ActualTime timer starts with this option. Once active, it looks like this:



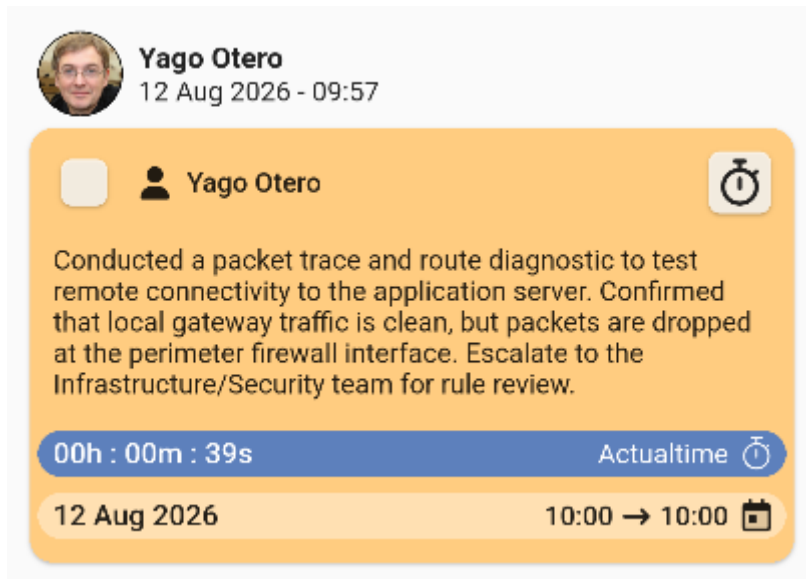
2. Notifications

Notification permissions must be enabled on the device. ActualTime relies on them to track time in the background and to alert when a task is running.

3. Running task in the ticket view

The ticket view shows which task is running and for how long.

- **Tapping the running task from another screen** moves the view to it automatically.
- **With the counter running** the task can be opened to pause it or mark it as done.
- **Start and pause** the task can be started and paused as many times as needed.



The screenshot shows a task card for 'Yago Otero' on '12 Aug 2026 - 09:57'. The card has an orange header with a toggle switch, a user icon, and a stopwatch icon. The main text describes a packet trace and route diagnostic. At the bottom, there is a blue bar showing '00h : 00m : 39s' and 'Actualtime' with a stopwatch icon, and a yellow bar showing '12 Aug 2026' and '10:00 → 10:00' with a calendar icon.

Yago Otero
12 Aug 2026 - 09:57

☐ **Yago Otero** 

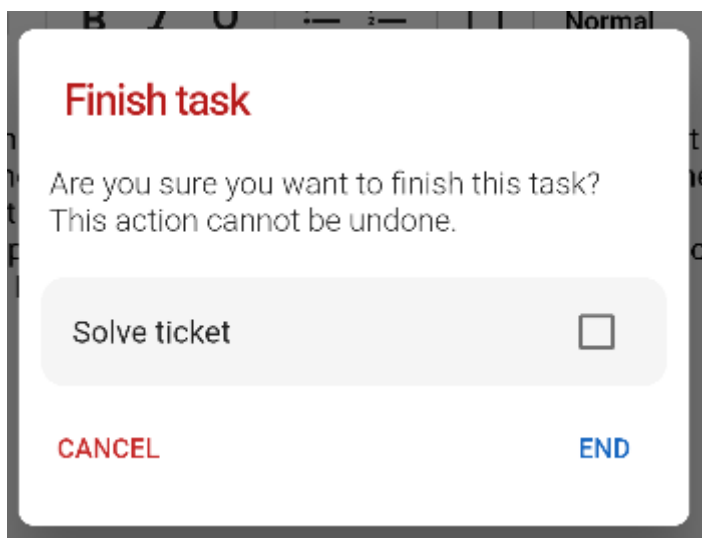
Conducted a packet trace and route diagnostic to test remote connectivity to the application server. Confirmed that local gateway traffic is clean, but packets are dropped at the perimeter firewall interface. Escalate to the Infrastructure/Security team for rule review.

00h : 00m : 39s Actualtime 

12 Aug 2026 10:00 → 10:00 

4. Finish a task

Finishing a task shows an alert asking for confirmation.



The screenshot shows a 'Finish task' dialog box. It asks 'Are you sure you want to finish this task?' and 'This action cannot be undone.' There is a 'Solve ticket' button with a checkbox. At the bottom, there are 'CANCEL' and 'END' buttons.

Finish task

Are you sure you want to finish this task?
This action cannot be undone.

Solve ticket ☐

CANCEL **END**

5. Edit the time

ActualTime has a wide range of customization options; the most important ones related to the app:

- **Clock** edits the ActualTime.
- **Pencil** edits the task fields.



Yago Otero
12 Aug 2026 - 09:57

☐  Yago Otero



Conducted a packet trace and route diagnostic to test remote connectivity to the application server. Confirmed that local gateway traffic is clean, but packets are dropped at the perimeter firewall interface. Escalate to the Infrastructure/Security team for rule review.

00h : 02m : 22s

Actualtime 

12 Aug 2026

10:00 → 10:00 

0 h 5 min 

Revision #2

Created 2026-08-12 07:28:00 UTC by Yago Otero

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