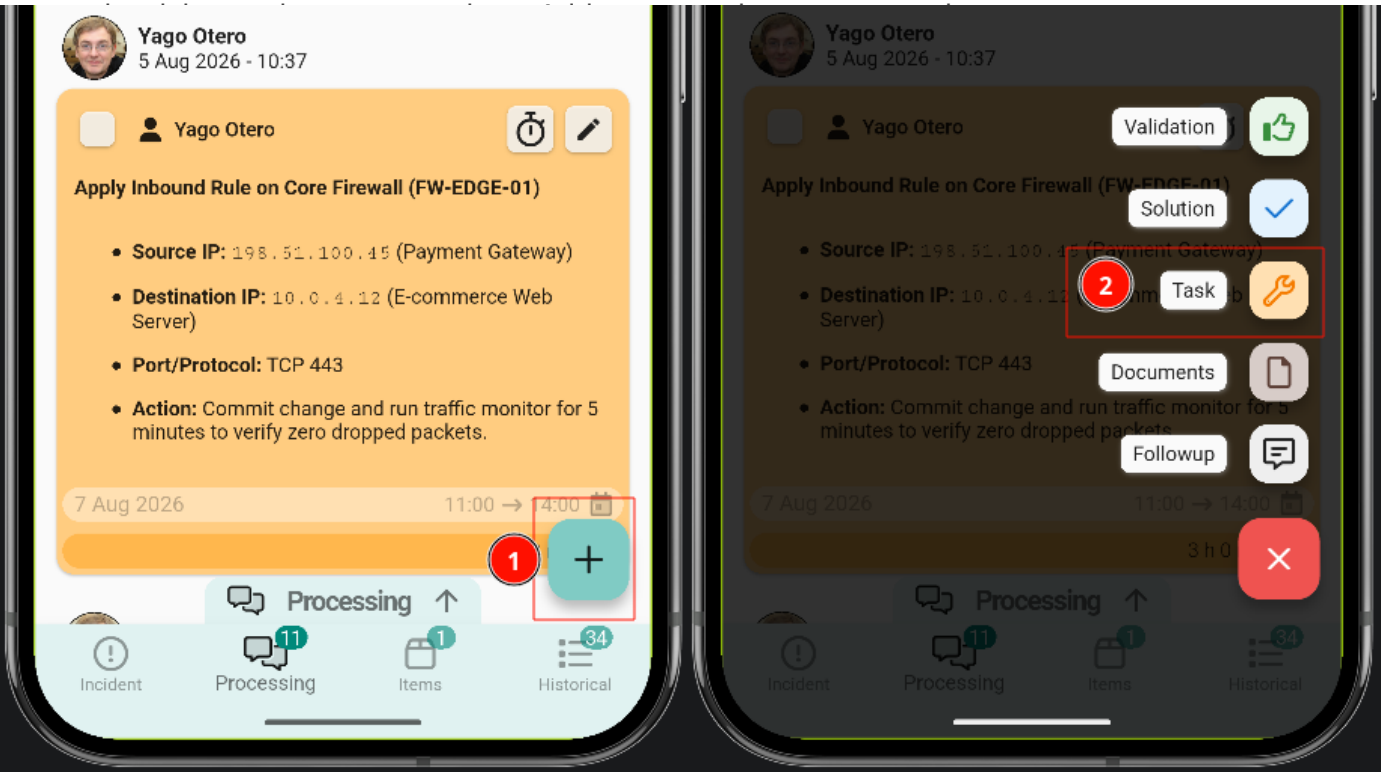




Create a Task

To create a task, open a ticket. A (+) button sits in the bottom-right corner of the screen; tapping it

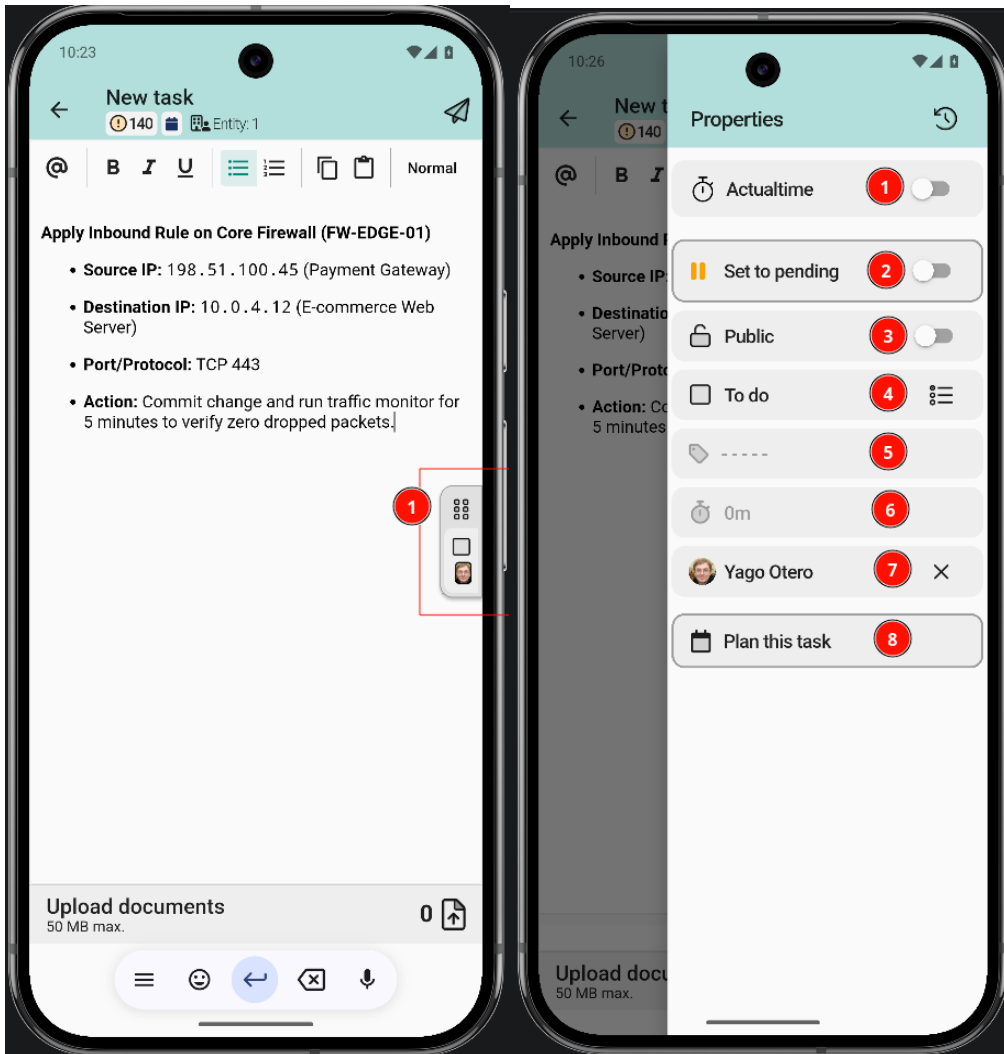


Create a task

The task shares most of the follow-up structure, with additional status, category and planning options.

1. ActualTime. It is covered in detail below.
2. Put the task on hold.
3. Public or private task. The client does not always need to see this information.
4. Mark the task as done.

5. Task category.

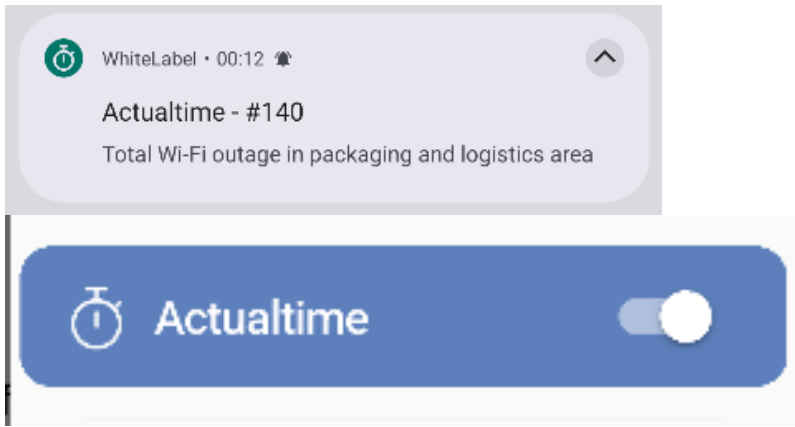


Work with an ActualTime

The first option of the menu is the timer: it counts the time from when the task is started until it is paused.

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.

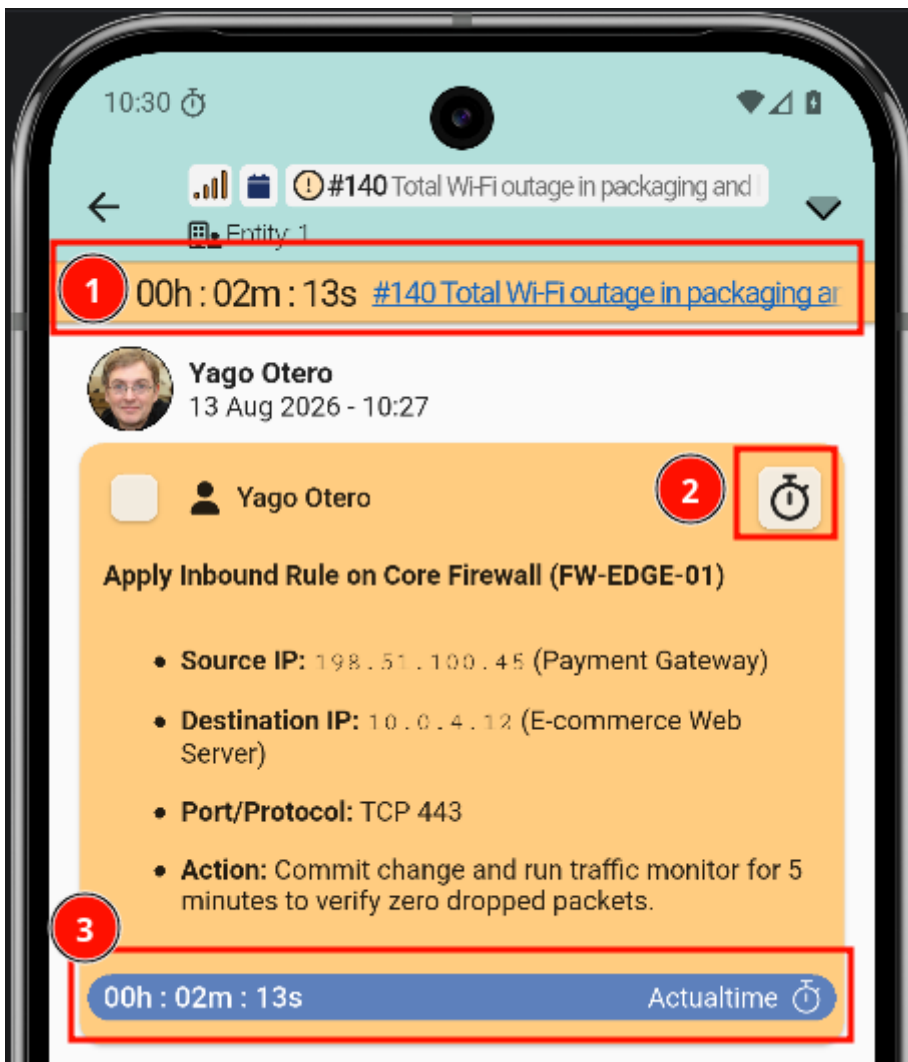
The ActualTime timer starts with this option. Once active, it looks like this:



There are three ways to check how long the task has been running.

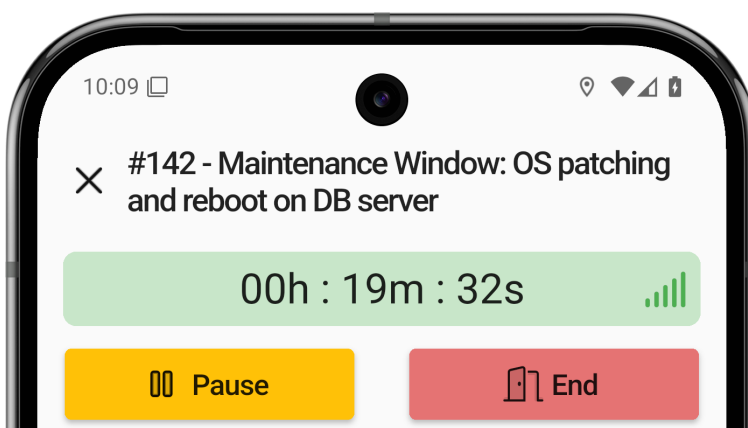
1. **Main banner:** the app always shows a banner from which the task can be accessed, even from another screen.
2. **Ticket ActualTime:** tapping the clock icon opens the ActualTime options, which show several actions besides the elapsed time.
3. **Task message:** when a task starts, pauses or finishes its ActualTime, the ticket message reflects it with the elapsed or total time.

Tapping the running task from another screen moves the view to it automatically.

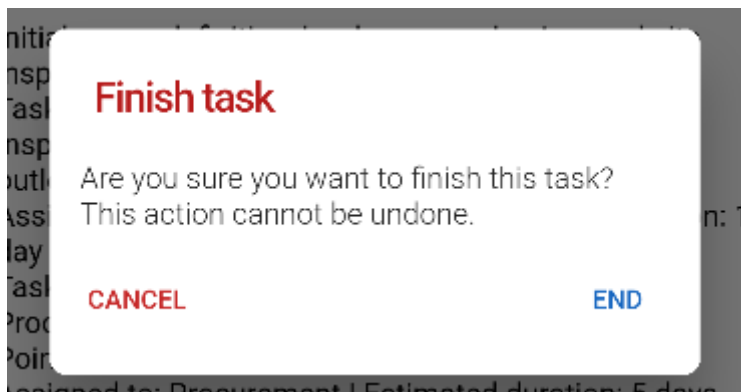


With the counter running, the task can be opened to pause it or mark it as done from the clock icon described in point 2 above.

The task can be started and paused as many times as needed.

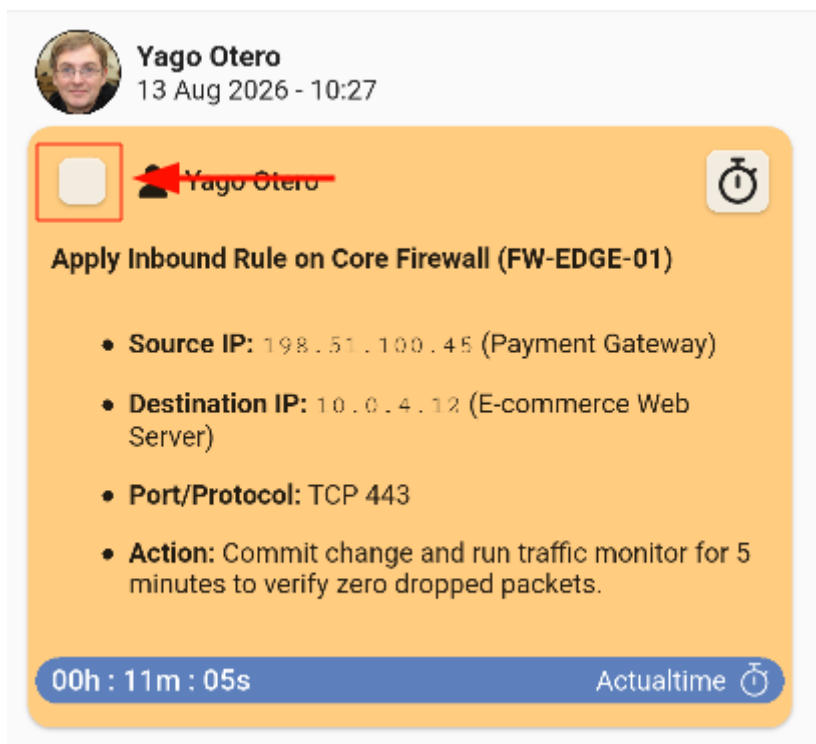


Finishing a task shows an alert asking for confirmation.

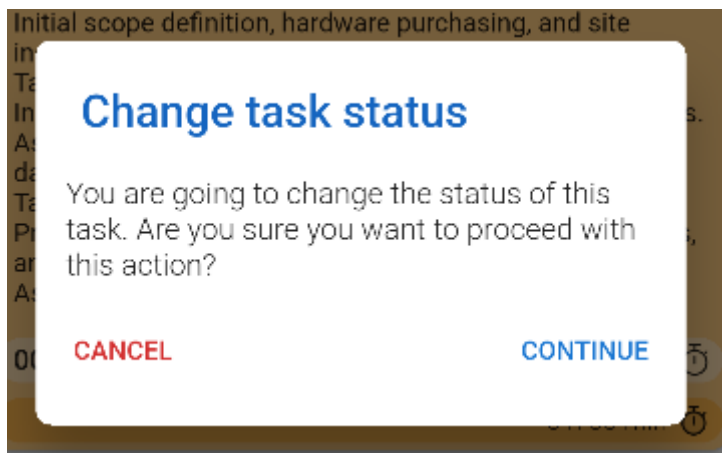


Change task status

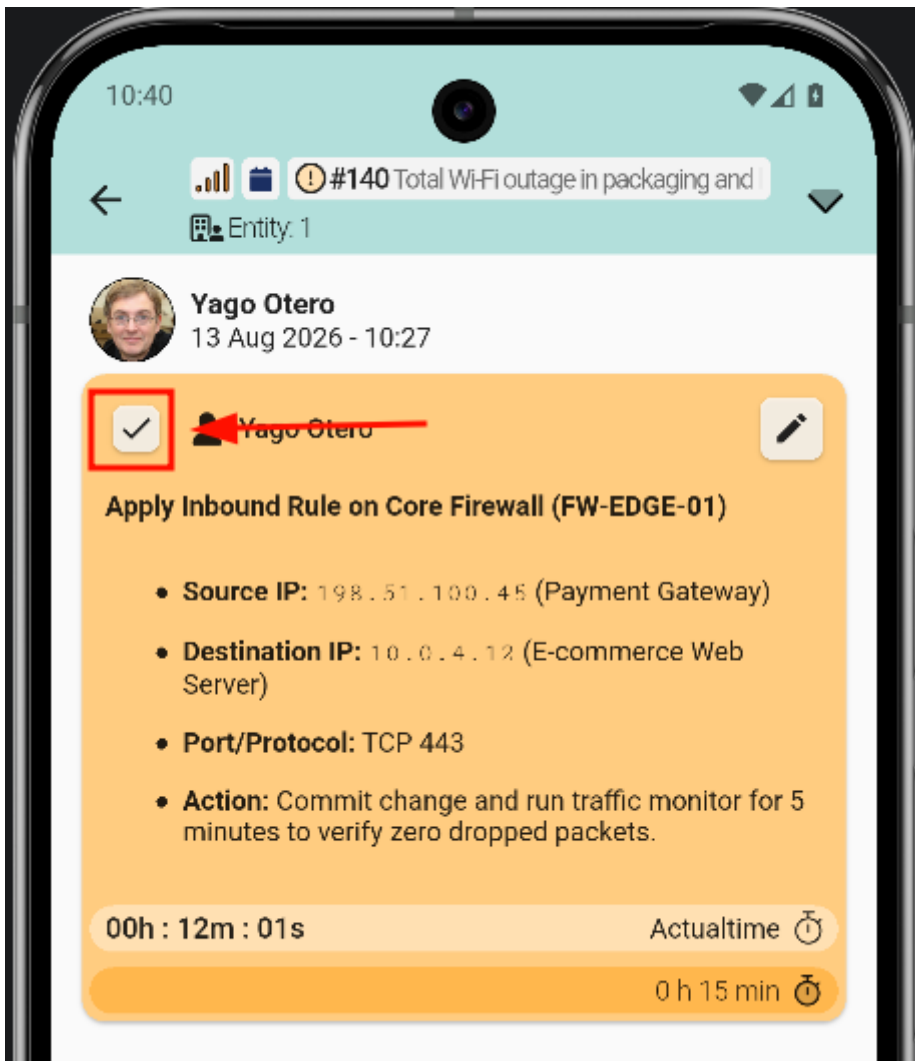
There is another way to mark the task as done: a checkbox in the top-left corner of the ticket view.



Tapping the checkbox asks for confirmation.



After confirming, an arrow shows whether the task is finished.



Edit task

Tasks can always be edited again: even after a task has been sent, it can be reopened and modified. Two options are available:

1. **Clock:** edit the ActualTime.
2. **Pencil:** edit the task fields.

Updated 2026-08-14 12:32:25 UTC by Yago Otero