USER GUIDE

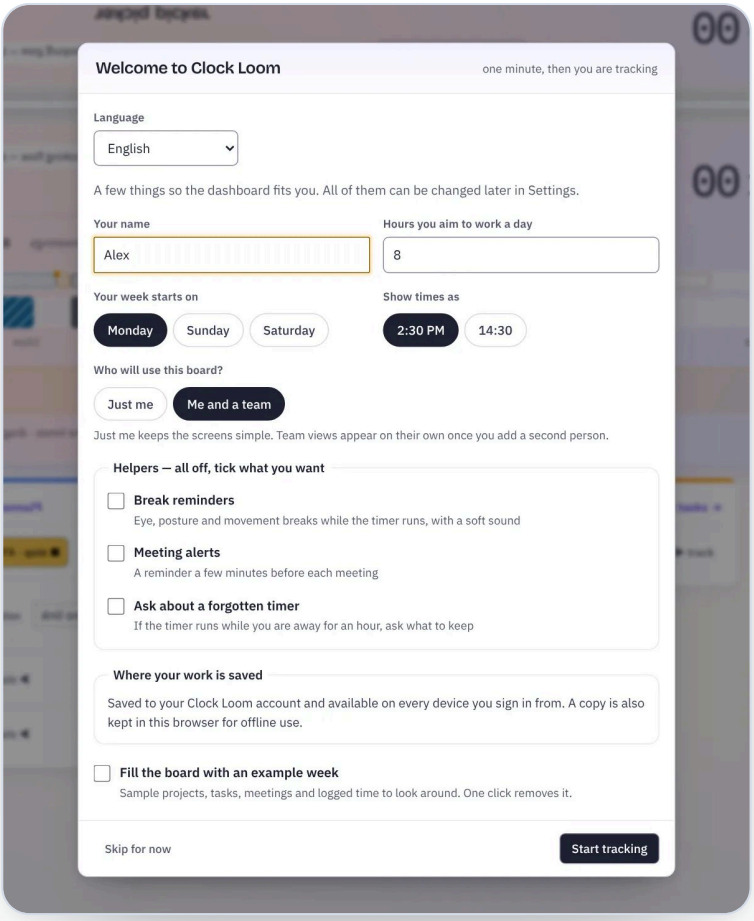
Everything you can do with Clock Loom.

A picture-by-picture walkthrough — from the welcome screen and your first timer to the Planner, reports, languages and backups. About 15 minutes to read.

1. Getting started

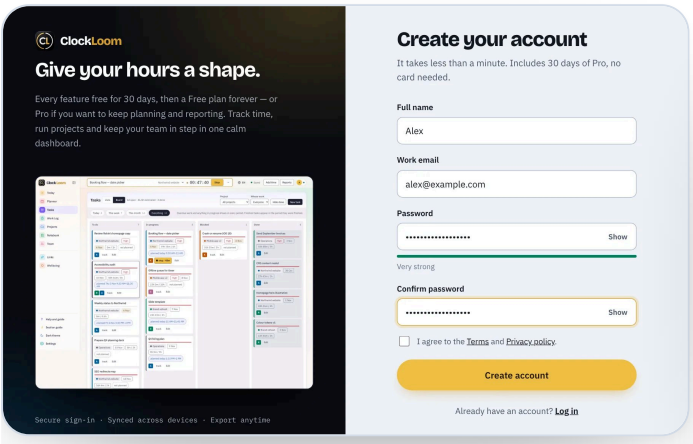
Clock Loom runs in your browser — there's nothing to install. Your account keeps your board and brings it to every device you sign in from.

1. **Create your account.** Go to Sign up, enter your name, email and a password (8+ characters with letters and a number), accept the terms and press **Create account**. If the page shows **Continue with Google**, you can use that instead of a password.
2. **Answer the welcome screen.** The first time you open the dashboard it asks a few things, all of which you can change later in Settings: your language, your name, the hours you aim to work a day, the day your week starts, 12- or 24-hour times, and whether the board is **just for you** or **you and a team**.
3. **Pick your helpers.** Break reminders, meeting alerts and the question about a forgotten timer all start **off**. Tick the ones you want. (One reminder is on from the start: a quiet note when nothing has been tracked for an hour during your work hours — see Reminders while you work.)
4. **Look around with an example week** (optional). Tick **Fill the board with an example week** to get sample projects, tasks, meetings and logged time. Everything in it is marked "(example)", and **Remove the example** in the banner takes it all away again, keeping anything you added yourself.

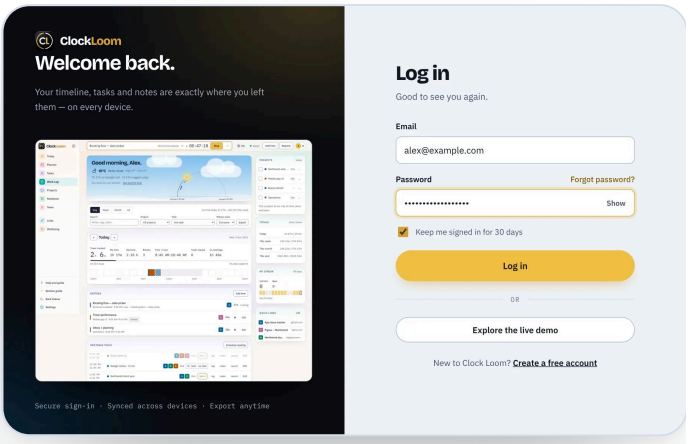


The welcome screen: language, name, hours, week start, clock, just me or a team, and optional helpers.

Next time, use Log in. Leave *Keep me signed in* ticked on your own computer and untick it on a shared one. Forgot your password? Reset it; the emailed link works for one hour.



The sign-up page — three fields and you're in.



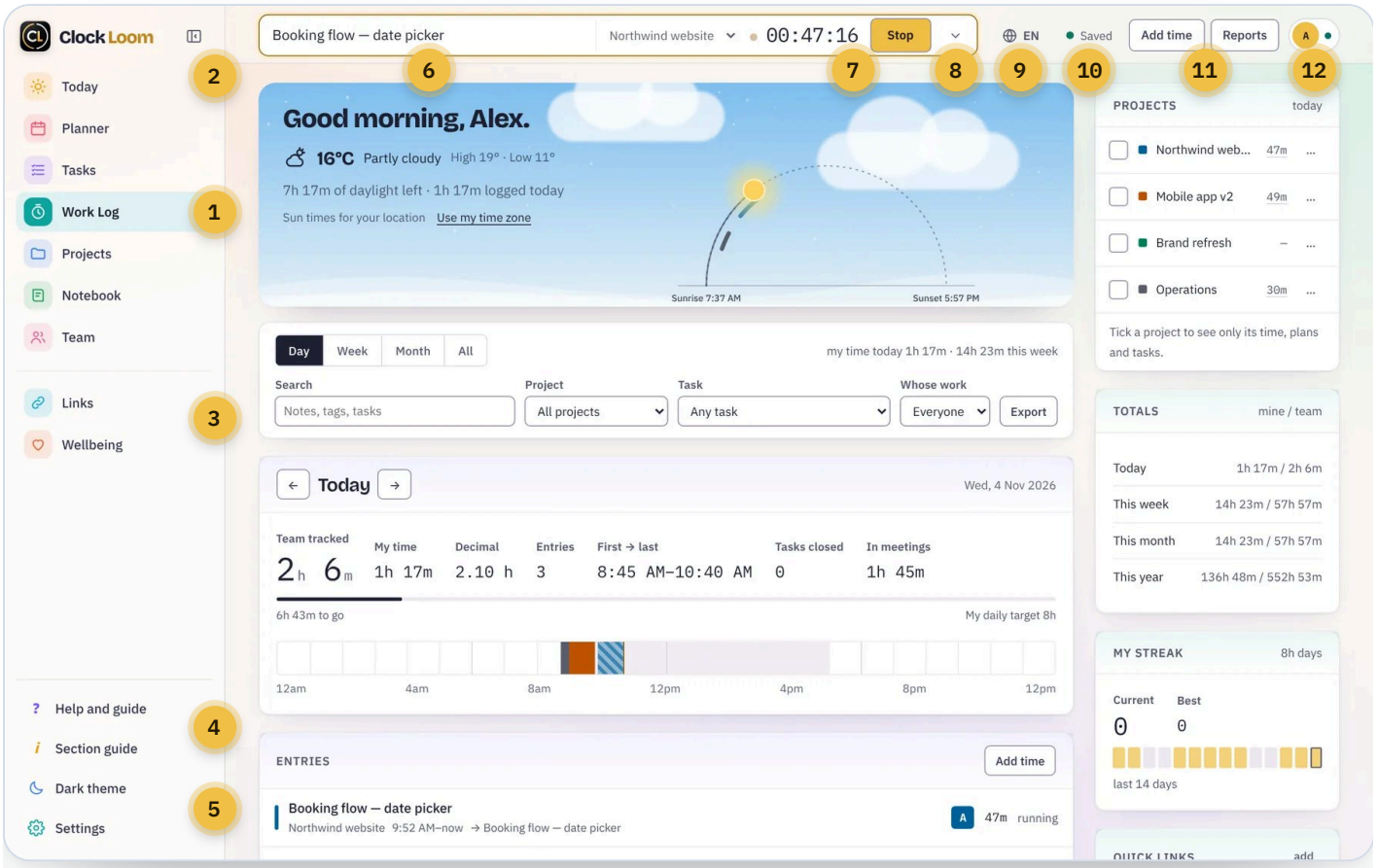
Log in from any device to pick up where you left off.

TIP

Not ready to sign up? Open the live demo — a sample team with a month of data. Nothing there is saved to a server.

2. The dashboard at a glance

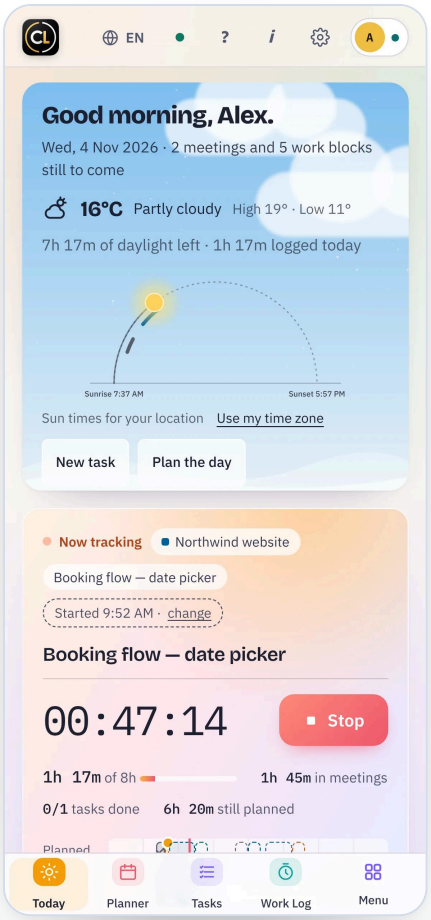
Everything lives on one page. The **side menu** on the left takes you between sections; the **bar at the top** holds the timer and stays put while you scroll.



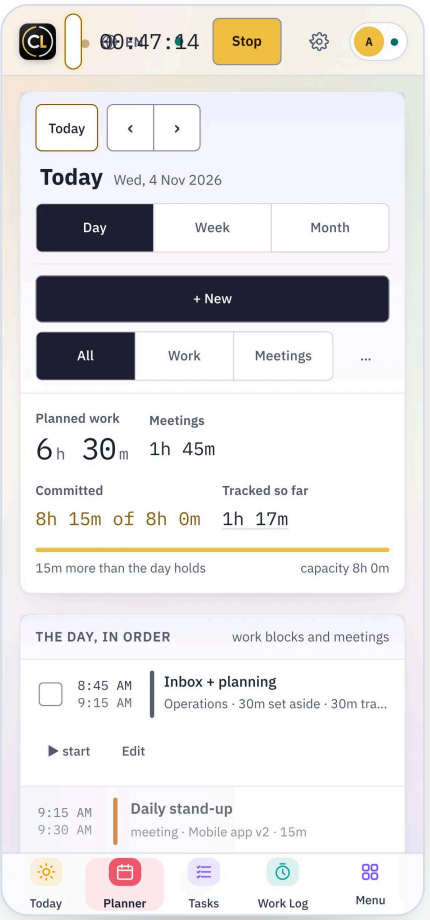
The Clock Loom dashboard, here on the Work Log.

1. **Sections**: Today, Planner, Tasks, Work Log, Projects, Notebook, and Team once your board has two or more people.
2. **Fold the side menu** to symbols only, for more room; press it again to bring the names back.
3. Below the line: **Links** and **Wellbeing**.
4. **Help and guide**, and **Section guide** to show or hide the short guide for the section you're in.
5. **Dark/light theme** and **Settings**: Tracking, Appearance, Data, Keyboard shortcuts, Saving and backups, **Close the dashboard**, Account & security and **Sign out**.
6. **What are you working on?** and the **project** the time is for.
7. **The clock and Start/Stop** — one click to start, one to stop and save.
8. ⌄ opens the rest of the timer: the **task**, **whose time** it is, a **Focus** session and today's timeline.
9. **Language** — switch the dashboard to any of its 14 languages.
10. **Saved** — shows that your work is saved; click it for saving and backups.
11. **Add time** and **Reports**.
12. **Your account button** — sync status, your account, the guide and **Sign out** (see Account, sync and signing out).

On a tablet the side menu shows symbols only. On a phone the sections move to a bar along the bottom (Today, Planner, Tasks, Work Log and Menu), and the language button, Help, Settings and your account button sit in the top bar; Add time and Reports move into the Settings menu.



Today on a phone, with the sections along the bottom.



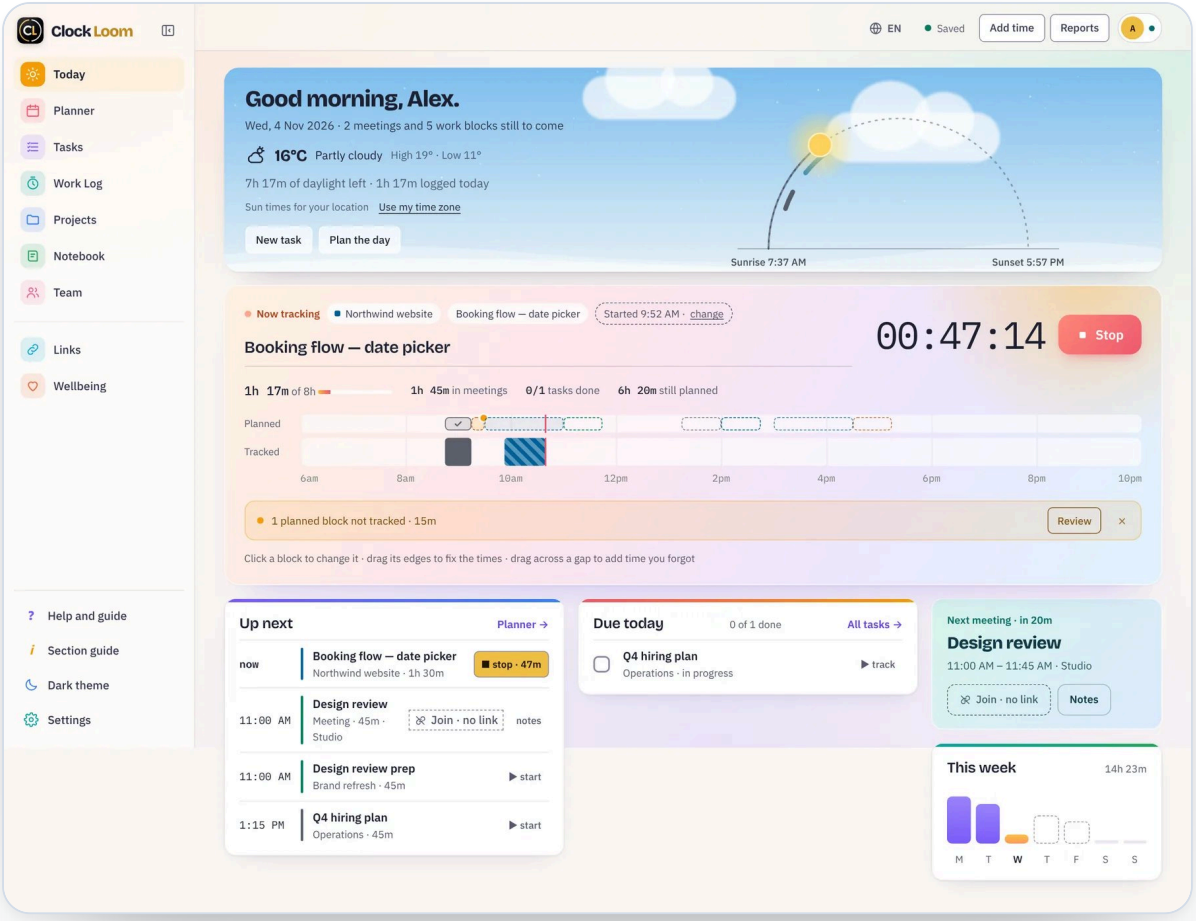
The Planner on a phone, with the timer in the top bar.

GOOD TO KNOW

A small lock or “Pro” on a section or a button means that part is in the Pro plan on your account. Nothing in it is deleted; see Pricing for what each plan includes.

3. Today

Today is where the dashboard opens. It answers two questions at a glance: what am I doing now, and what's next?



> Today: the day's sky, the timer panel, planned against tracked, what's next, what's due and the next meeting.

- **The sky** at the top greets you and follows the day: the sun crosses its arc from sunrise to sunset (after dark, the moon), with the daylight left and the time you've logged. Sun times use your time zone's city; **Use my exact location** makes them exact (your browser asks first).
- **The weather** for the same place sits under the greeting — the temperature, the sky, today's high and low and any rain or snow coming in the next few hours — and the clouds, rain or snow drift across the sky. It comes from Open-Meteo, a free weather service, and refreshes every half hour. Turn it off, or choose °C or °F, in Settings → Appearance.
- **The timer panel**: type what you're on, pick a project and press **Start**. While it runs, the panel shows the project, the task and the time; press **Stop** to save it to the Work Log. (On Today the timer in the top bar steps aside — both are the same timer.)
- **Planned and Tracked**: the strip shows your work blocks and meetings (dashed) above the time you actually tracked (solid), from 6am to 10pm, with a line for now. Each planned

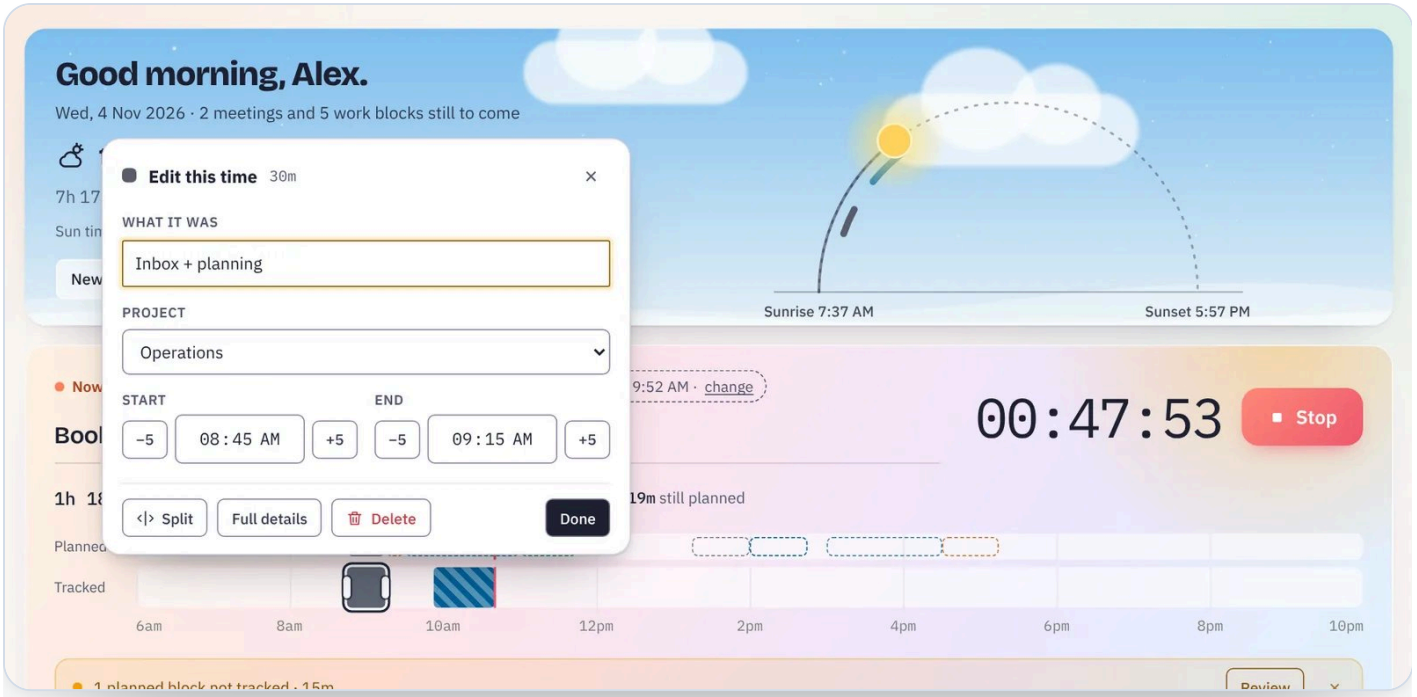
block shows whether you tracked it: a tick when it's tracked, an amber dot when it was missed or only partly tracked. You can change the tracked time right there — see Fixing time on Today and Logging what you planned below.
- The line above it adds up today: tracked time against your daily target, time in meetings, tasks done, and planned time still to come.
- **Up next** lists what's planned for the rest of the day; press ▶ **start** on a work block to begin it, or **Join** on a meeting.
- **Due today** lists tasks due today. Tick them off here, or press ▶ **track**.
- The gold card is your **next meeting**, with **Join** and **Notes**. **This week** shows tracked hours for each day.

Fixing time on Today

The **Tracked** strip isn't just a picture — you can change your time on it directly:

- **Click a block** (or its piece of the sky's arc) to open a small editor: what it was, the project, and the start and end, which move in 5-minute steps with **−5** and **+5**. **Split** cuts it in two, **Full details** opens the whole entry, and **Delete** removes it.
- **Drag a block's edges** to fix when it started or ended, or drag the whole block to move it.
- **Drag across an empty stretch** to add time you forgot to track, then say what it was and press **Add to the log**.
- While the timer runs, **Started 9:52 · change** next to it lets you move the start if you began earlier.

Times snap to 5 minutes, blocks never overlap, and you can't add time that hasn't happened yet. Every change can be undone from the message that appears. When you press **Stop**, the message offers **Edit** and **Undo** as well.



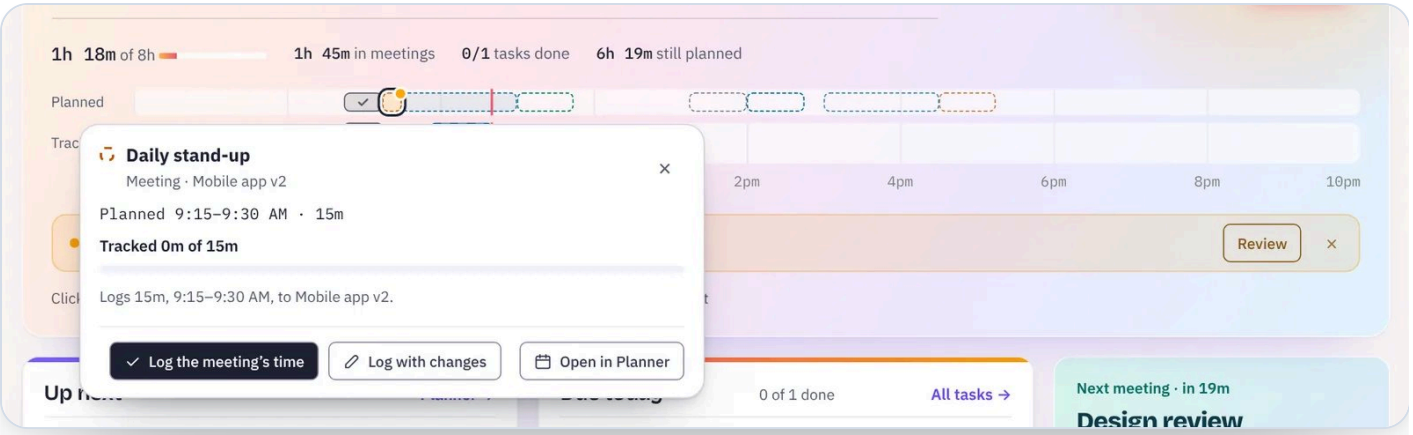
Changing a tracked block right on Today's strip.

Logging what you planned

Forgot to start the timer for a work block or a meeting? The **Planned** row on Today shows it: tracked blocks get a tick, and blocks that were missed or only partly tracked get an **amber dot**. Click a planned block to see how much of it you tracked, then:

- **Log it as planned** (for a meeting, **Log the meeting's time**), or **Log the missing 25m** when part of it is already tracked. Only the missing part is logged, never twice.
- **Log with changes** to adjust what it was or the times first.
- For something on now or still to come: **Start the timer**, or **Join** for a meeting with a link.
- **Open in Planner** to see it in your plan.

When anything planned earlier in the day wasn't tracked, a note under the strip says so (for example "1 planned block not tracked · 15m"). **Review** lists them all with a tick box each: untick anything you didn't do, then log the rest at once. **×** hides the note for the rest of the day.



A planned meeting that wasn't tracked, ready to log from Today.

New boards show three **Start here** steps inside the panel (type, press Start, press Stop) that tick themselves off as you go. Press `0` to come back to Today from anywhere. To open the dashboard somewhere else, see Settings → Appearance → **Open the dashboard on**.

4. Tracking time

With the timer

1. Type what you're doing in **What are you working on?** (on Today, or in the top bar in any other section).
2. Pick the **project**. Open ⌄ to choose a **task** and **whose time** it is (yours, by default).
3. Press **Start** (or `S`). The clock runs and the time grows on today's strip.
4. Press **Stop** when you're done. The entry is saved to the Work Log, and the message that appears offers **Edit** and **Undo**. Anything under 15 seconds is ignored.

Every task, work block and meeting has its own ▶ **track** / ▶ **start** button. Press it to start the timer for that item; while it runs, the same button reads ■ **stop** with the minutes so far. Starting something else saves the first one and starts the second.

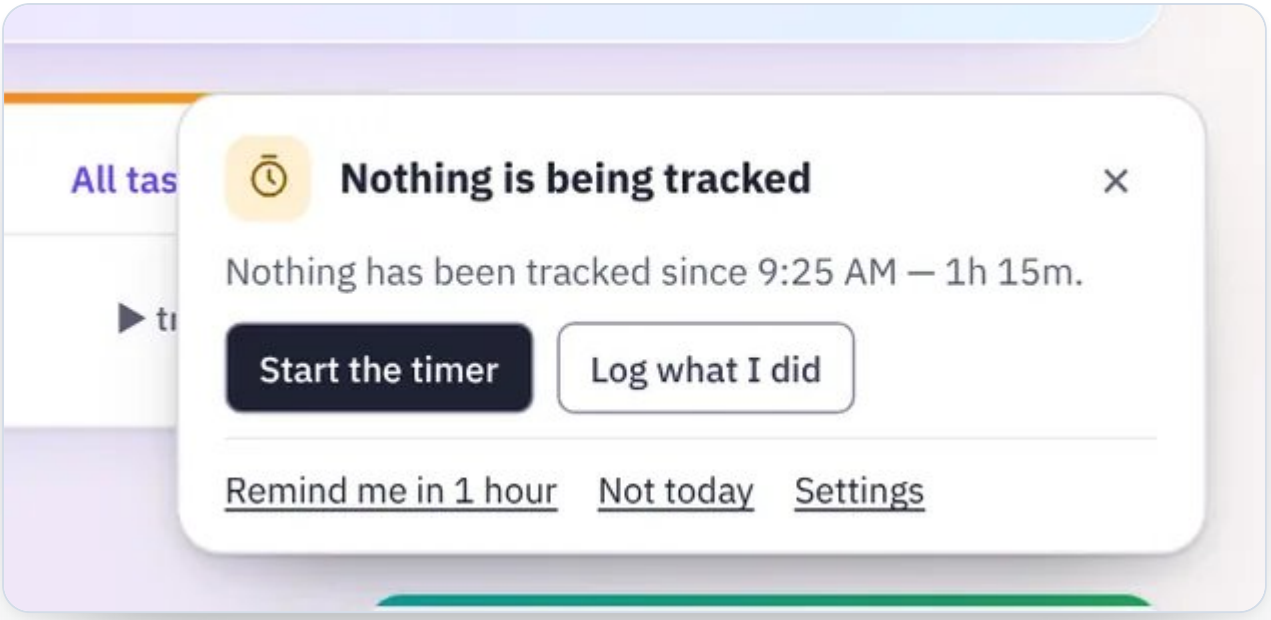
> GOOD TO KNOW
> Forgot to stop the timer before closing the tab? Next time you open Clock Loom it notices and offers to trim the entry to when you were last active.

Reminders while you work

"Still working?" If you switch on **Ask about a forgotten timer** (on the welcome screen, or Settings → Tracking → **Still working? Ask after**, one hour by default), Clock Loom notices when the timer runs but nothing has happened in the app for that long, and asks what to do with the gap instead of quietly counting it as work:

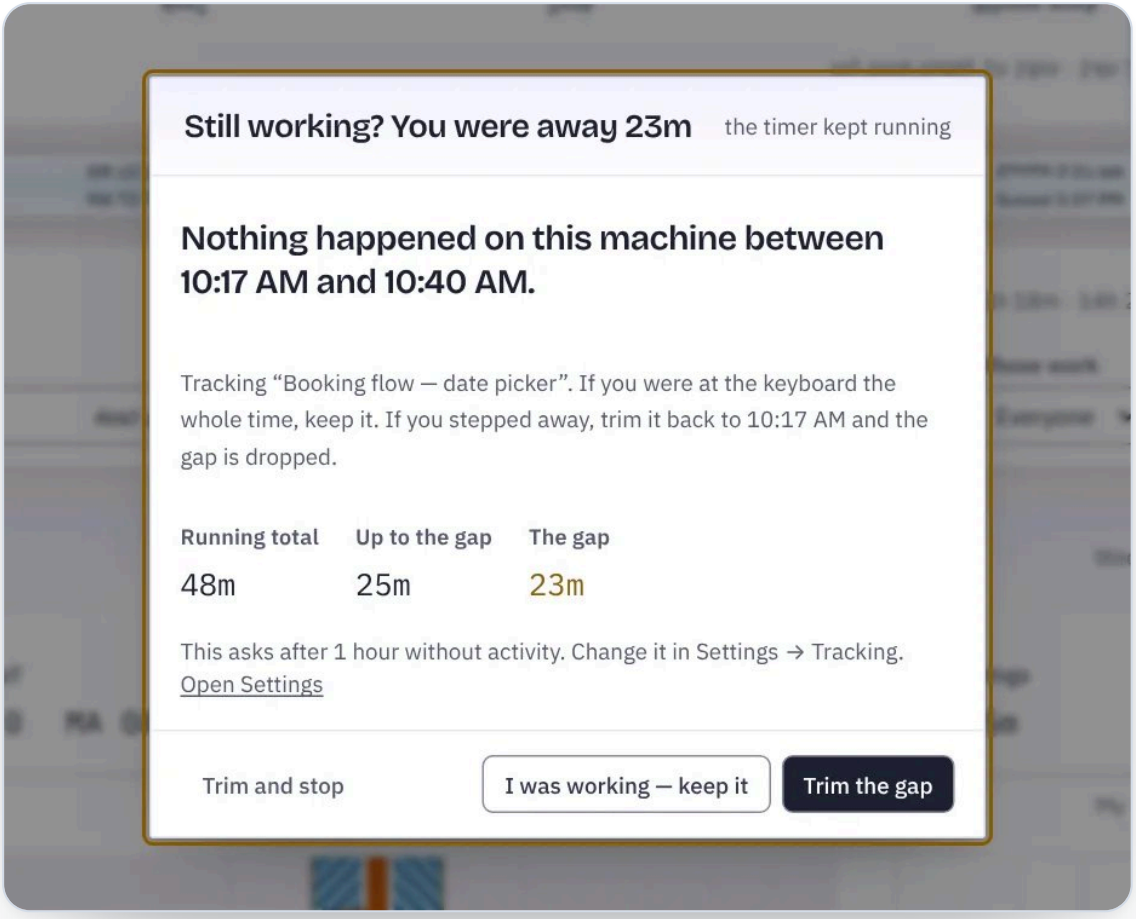
- **I was working — keep it** leaves the timer exactly as it is.
- **Trim the gap** saves the time up to when you left and carries on timing from now.
- **Trim and stop** saves the time up to when you left and stops the timer.

"Nothing is being tracked." When the timer has been off for an hour during your work hours, and you're not in a meeting, a small card says since when nothing has been tracked. **Start the timer**, **Log what I did** (opens the editor for that gap, so you can add what you were doing), **Remind me in 1 hour**, or **Not today**. If you allow notifications, it also reminds you when Clock Loom is in the background.



> The reminder when nothing is being tracked.

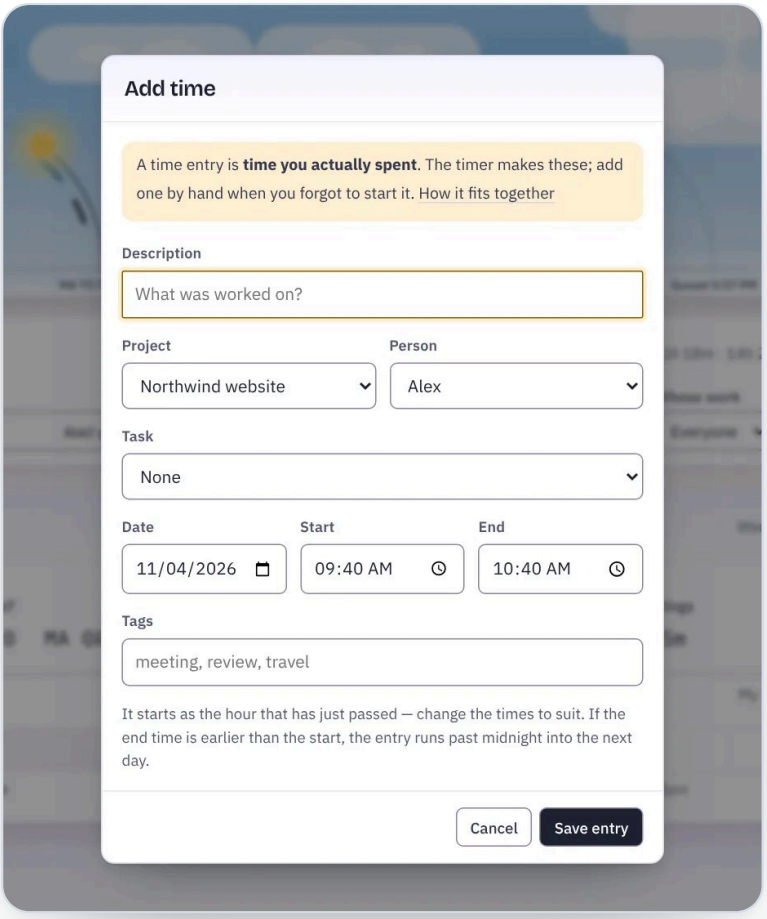
Set both in Settings → Tracking: **Still working? Ask after** and **Nothing tracked? Remind me after** (never, 15 minutes up to 3 hours), **My work hours** (9:00–18:00 on weekdays to start with, or every day), and **Reminders outside the app** to allow desktop notifications.



> The idle check: keep the time, trim the gap, or trim and stop.

Adding time by hand

Press **Add time** (or A) to record time you didn't track live: a description, project, person, task, date, start, end and optional tags. If the end is earlier than the start, the entry runs past midnight. Click any entry in the Work Log later to edit or delete it — or fix today's time right on Today's strip (see Fixing time on Today).



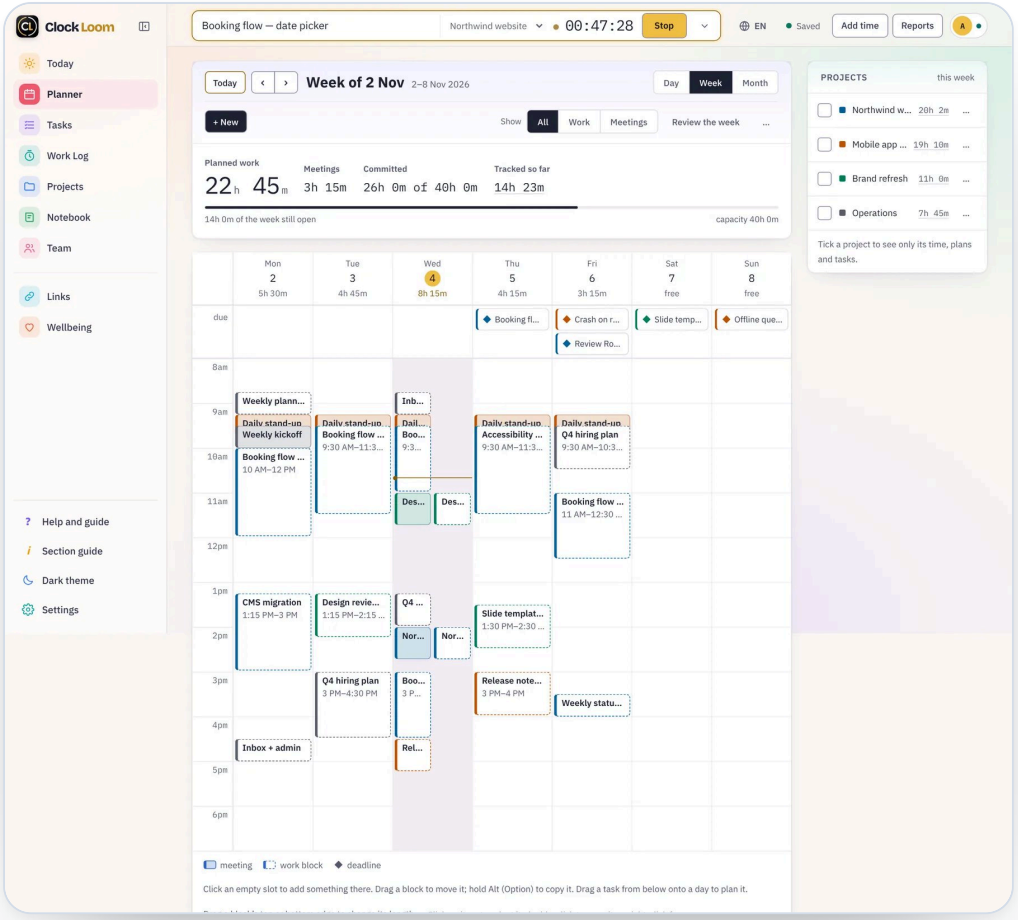
> The Add time dialog.

Focus sessions

Focus (under the timer's ⌄) runs a timed session — 25 minutes by default — followed by a short break. Change the lengths in Settings → Tracking.

5. Planner: plan your day and week

The **Planner** holds your plan: **work blocks** (time you set aside for something) and **meetings**. Blocks are intentions — the timer still records what really happened — so you can compare the plan with reality.



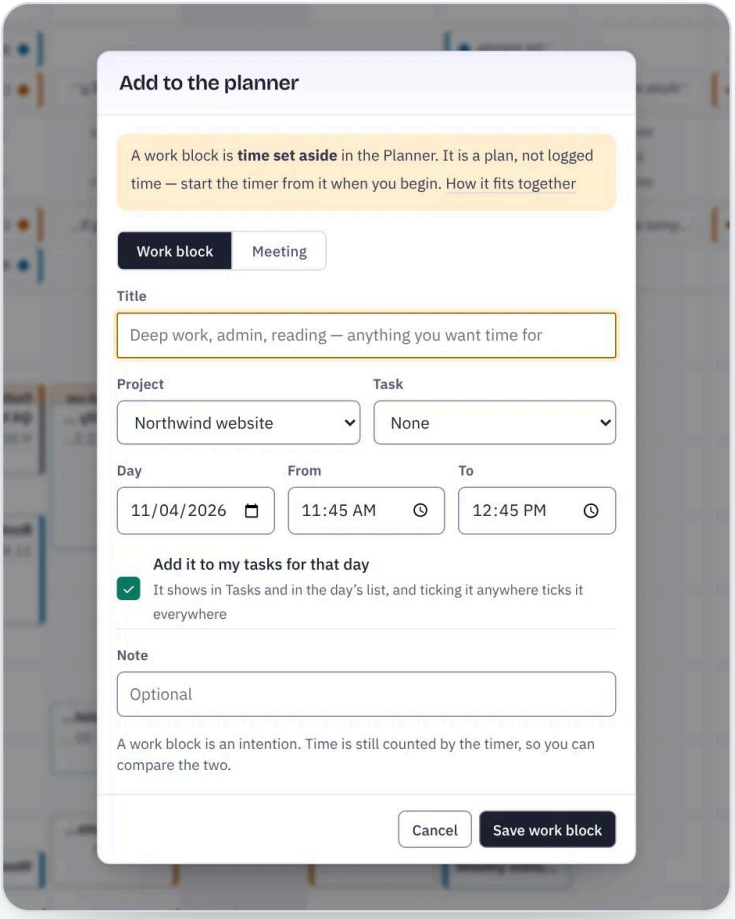
The Planner's Week view: work blocks, meetings and deadlines, with the week's totals against your capacity.

- Switch between **Day**, **Week** and **Month** at the top right; **Today** and the arrows move through time.
- **Show** All, Work or Meetings to see just one kind.
- The totals compare **planned work** and **meetings** with your capacity, and show what you've **tracked so far**.
- Tasks with no time set aside this week wait under **Unscheduled tasks**: drag one onto a day, or pick a day for it.

Adding to the plan

1. Press **+ New** (or `C`), or click an empty slot in the grid.

2. Choose **Work block** or **Meeting** at the top of the form.
3. For a work block: a title, project, optional task, the day and the time. **Add it to my tasks for that day** keeps a matching task in your list — tick either one and both are done.
4. Press ▶ **start** on a block when you begin; the time is recorded against that plan.



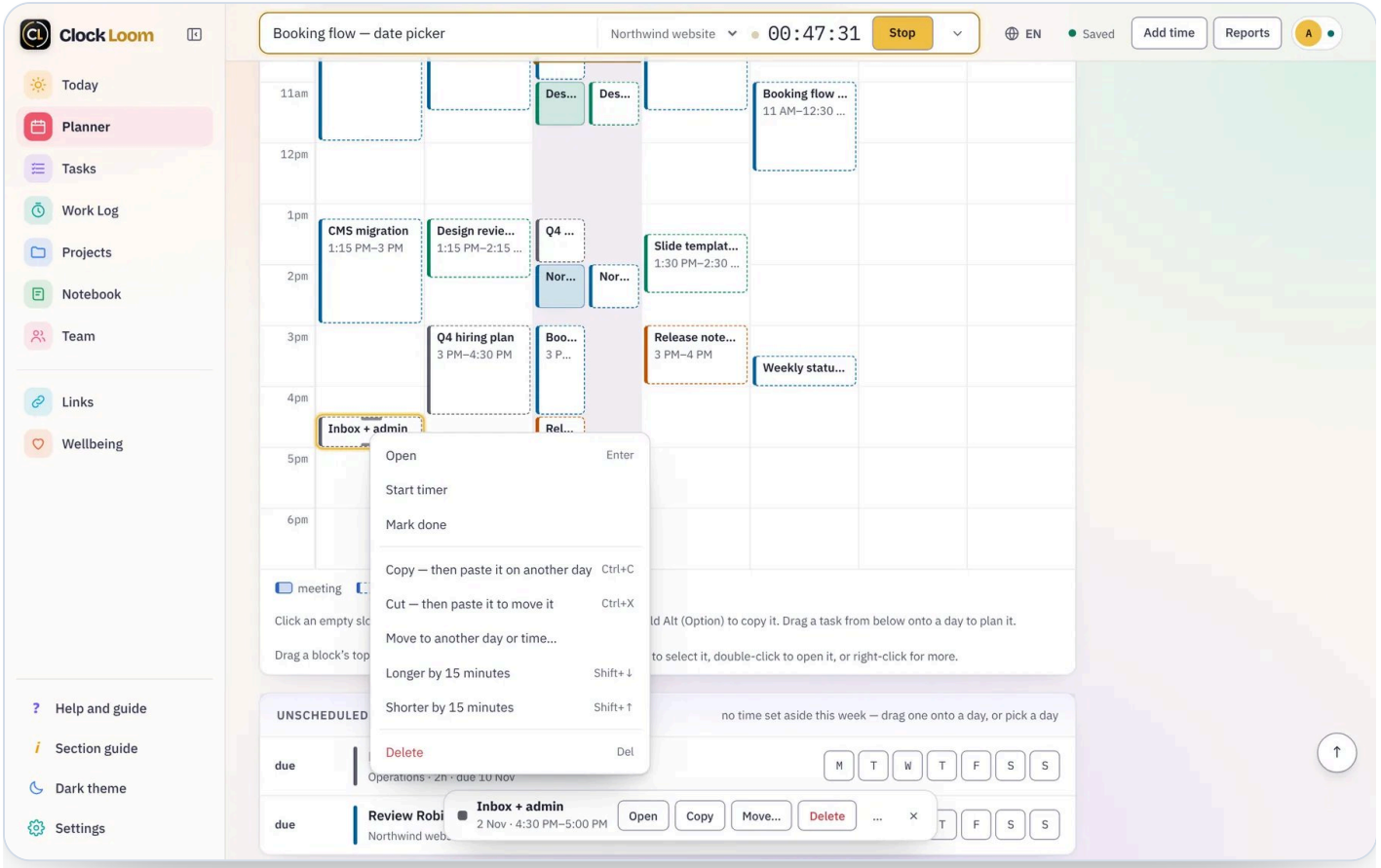
> Adding a work block. The same form switches to a meeting.

Select, then act

One click **selects** a block or a meeting (it gets a gold outline and a bar appears at the bottom of the screen). Then:

- **Double-click** or `Enter` opens it; **right-click** shows everything you can do with it.
- The bar offers **Open**, **Copy**, **Move…** and **Delete**.
- `Ctrl/⌘`+`C` copies, `Ctrl/⌘`+`X` cuts — then click a slot or a day, or press `Ctrl/⌘`+`V`, to place it. `Delete` removes it, with Undo.
- You can also **drag** a block or meeting to another time or day; hold `Alt/Option` while dragging to copy it.

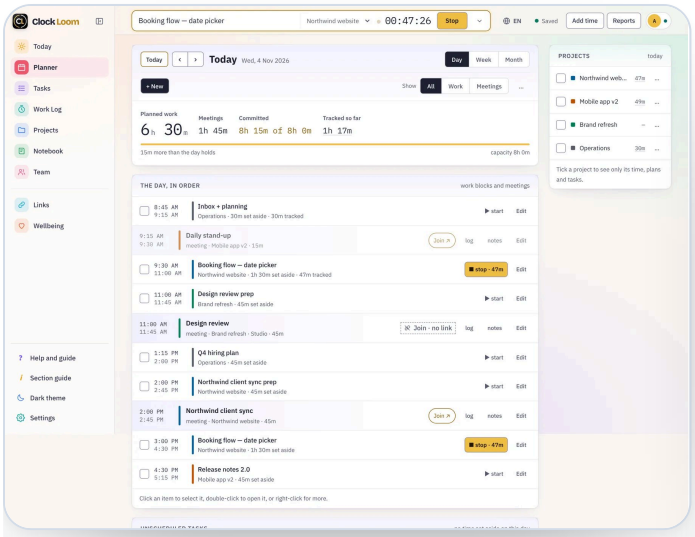
- **Make it longer or shorter:** in the Week view, drag a block's top or bottom edge (in 5-minute steps; a label shows the new end and length). In any view, press `Shift` + `↓` / `↑` on the selected block, or choose **Longer by 15 minutes** / **Shorter by 15 minutes** from its menu.
- On a touch screen, a tap opens an item and press-and-hold selects it.



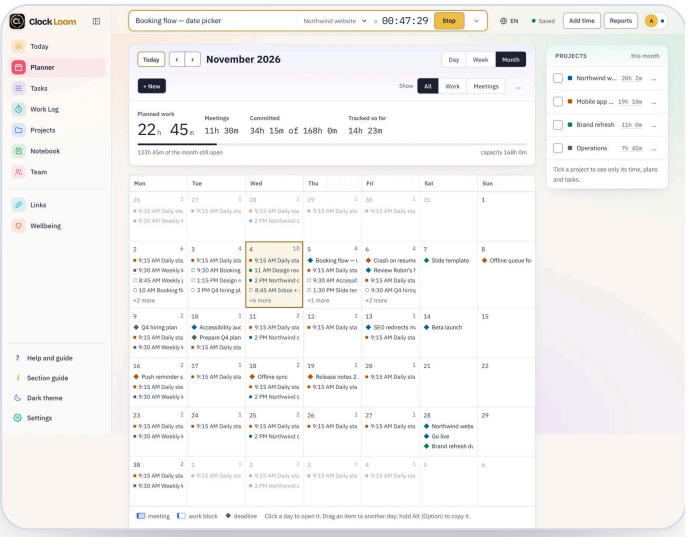
A selected work block, its right-click menu, and the bar at the bottom.

Moving or resizing a repeating meeting asks whether you mean **just this one** or **the whole series**. Overlaps are allowed, and the message names them; every change can be undone.

Day and Month



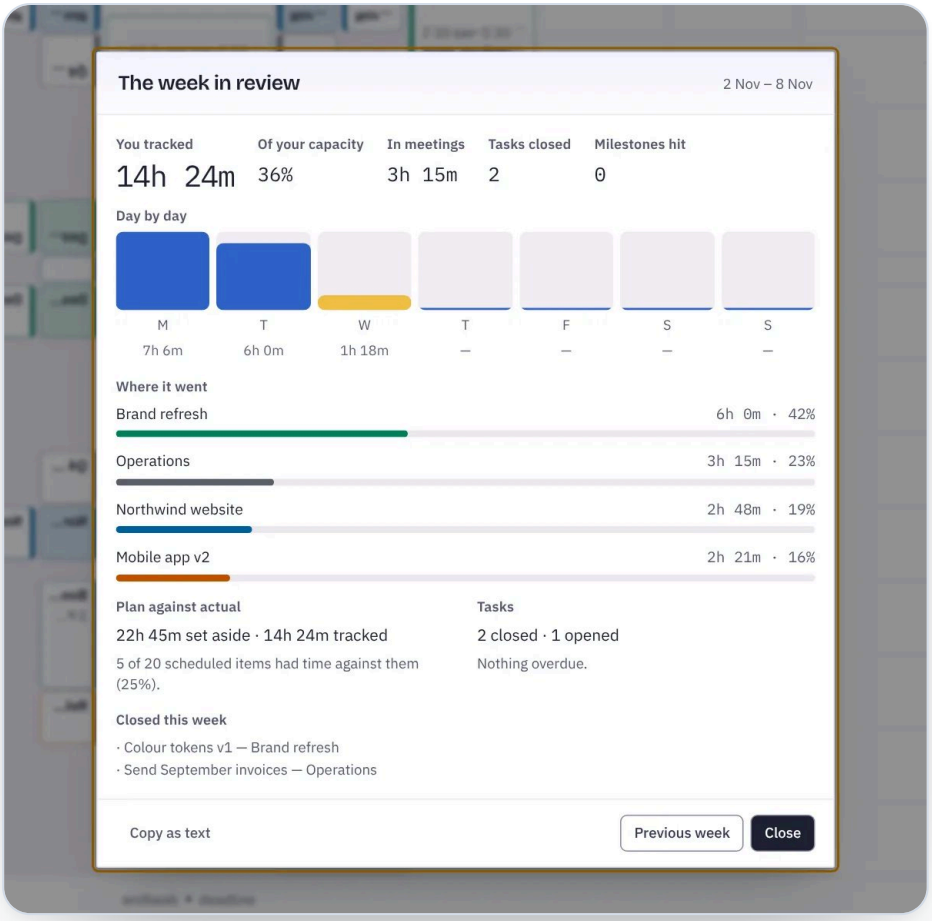
Day: everything planned for the day, in order, with start and Join buttons.



Month: every day's meetings, blocks and deadlines.

Review the week

In Week view press **Review the week** for a one-page look back: hours tracked against your capacity, a bar for each day, where the time went by project, how much of your plan you followed, tasks closed and opened, anything overdue and milestones reached. **Copy as text** puts the summary on your clipboard; **Previous week** steps back.

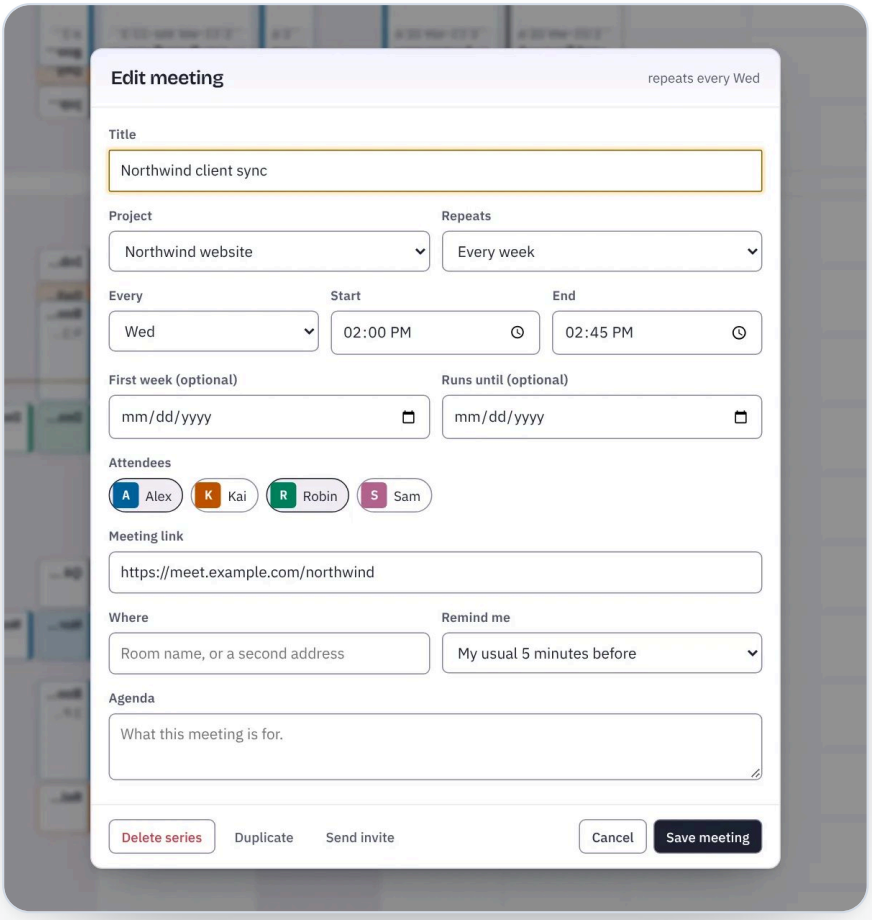


The week in review.

6. Meetings

Meetings live in the Planner. Press **+ New** and choose **Meeting**, or press `M`.

1. Give it a title and a project, and choose how it **repeats**: once, every day, every weekday or every week.
2. Set the day, start and end. For a series you can add the first week and the last day it runs.
3. Tick the **attendees** (in a team board) and paste the **meeting link** — Zoom, Meet or Teams — to get a **Join** button.
4. Choose when to be reminded and add an agenda.

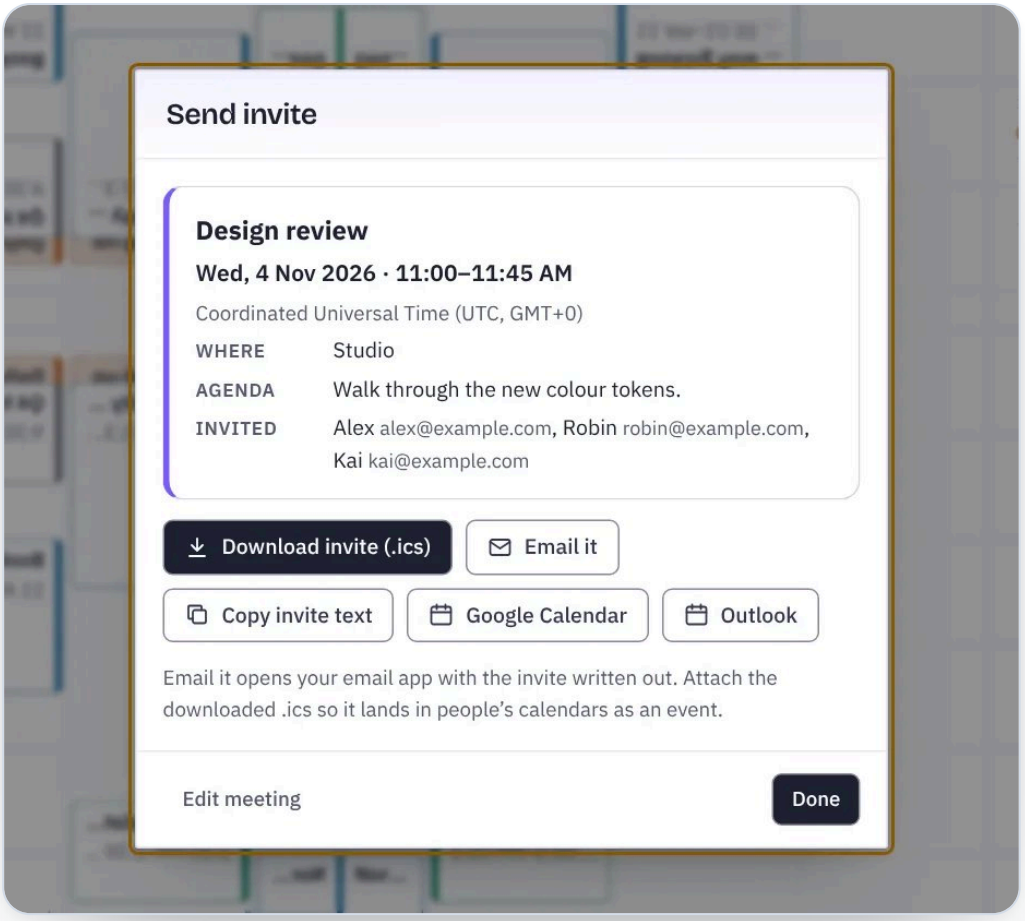


> Editing a weekly meeting: repeats, attendees, link, reminder and agenda.

- **Have an invite?** In the meeting form, choose an `.ics` file or paste the invite and the form fills itself in.
- **Send an invite** from the meeting editor (**Send invite**), a meeting's **…** menu, or right-click in the Planner. A preview shows the title, date, time and time zone, the link, the place, the agenda and who is invited (with a note for anyone without an email address). Then choose

Download invite (.ics), **Share…** (on devices that support it), **Email it** (opens your email app with the invite written out — attach the downloaded .ics so it lands in calendars), **Copy invite text**, **Google Calendar** or **Outlook**. For a repeating meeting, pick **the whole series** or just one date.

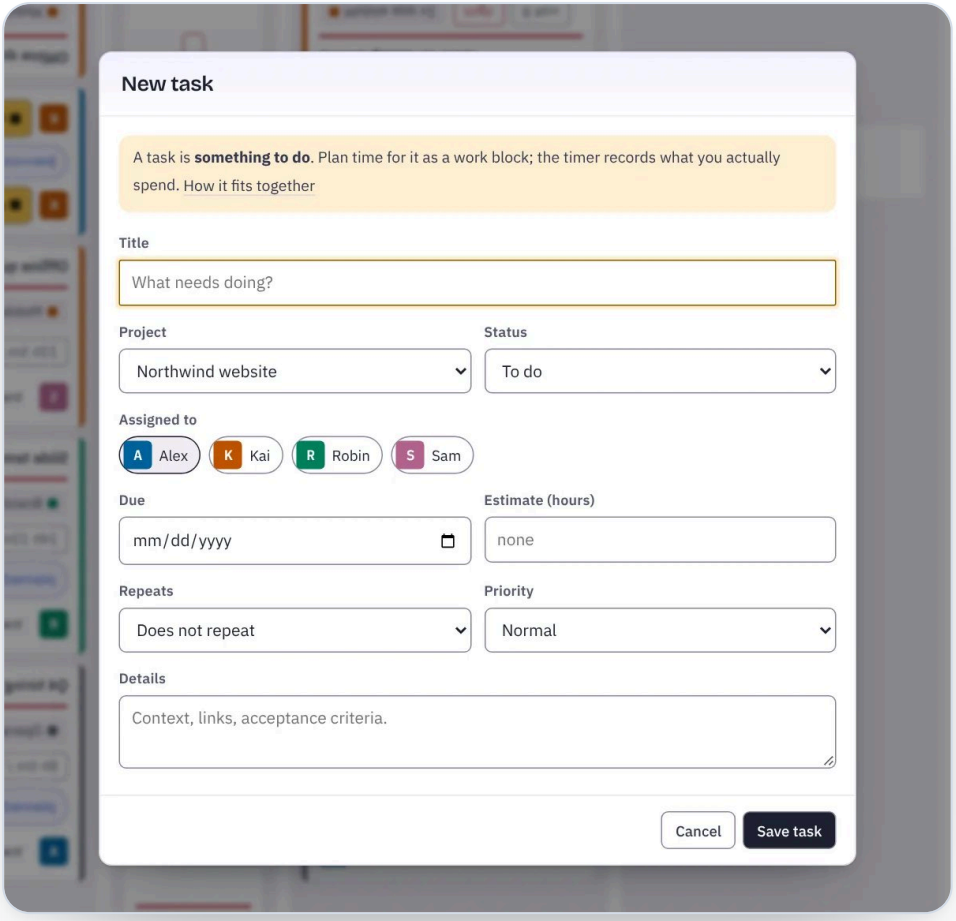
- **Changes and cancellations:** once you've shared an invite, changing the time, place or link offers **Send updated invite**, and cancelling a date offers **Send cancellation**, so people's calendars stay right.
- **Join starts the timer, and the meeting's end stops it.** A strip under the top bar appears shortly before a meeting with **Join** and **Notes**. Joining — from an hour before the start until its scheduled end, or by pressing `J` — opens the link and times the meeting; at the scheduled end the timer stops by itself and the time is logged. A meeting without a link shows **Join · no link**: add the link with Edit meeting. Turn this off in Settings → Tracking → **When I join a meeting**.
- **Meeting time is logged only when you join.** Nothing goes into the Work Log by itself: **Join** times the meeting until its scheduled end or until you press **Stop**. If you were in a meeting without joining it here, choose **Log the meeting's time** from its menu, or click it on Today's Planned row (see Logging what you planned).
- **Notes** on a meeting opens a Notebook page for that date, filed under a "Meetings" section.
- From a meeting's menu you can cancel one date, put it back, move or copy it, or delete the series.



Sending an invite for a meeting.

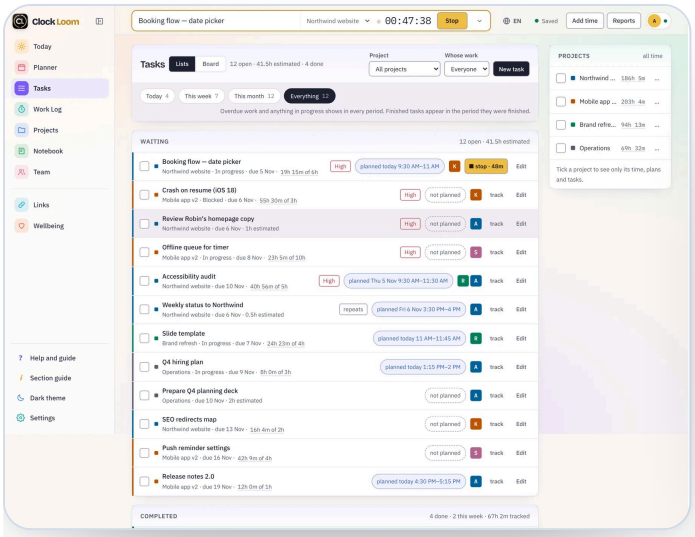
7. Tasks and the board

Add a task with **New task** (or `N`): a title, project, status, who it's assigned to, due date, estimate in hours, whether it repeats, priority and details.

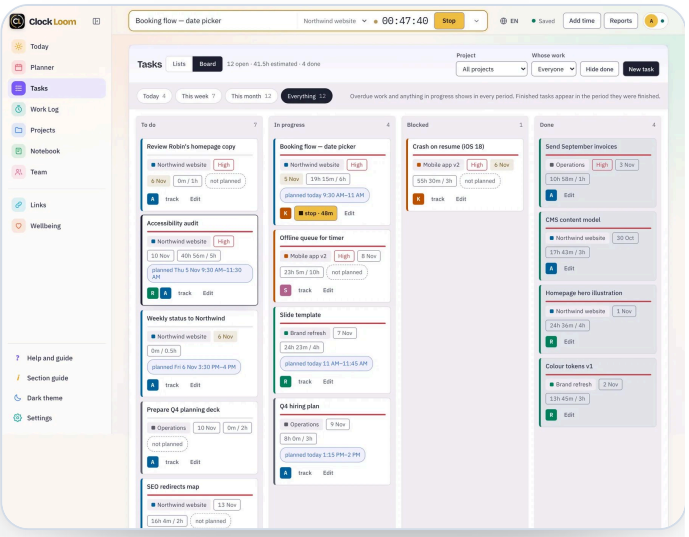


> The New task dialog.

Switch between **Lists** and a **Board** with To do, In progress, Blocked and Done columns. Filter by period (Today, This week, This month, Everything), project or person; drag cards across the board; and press **track** on any task to start its timer. Each task shows when it's planned in the Planner, or “not planned”.



Lists: waiting tasks with due dates, priorities and when they're planned.



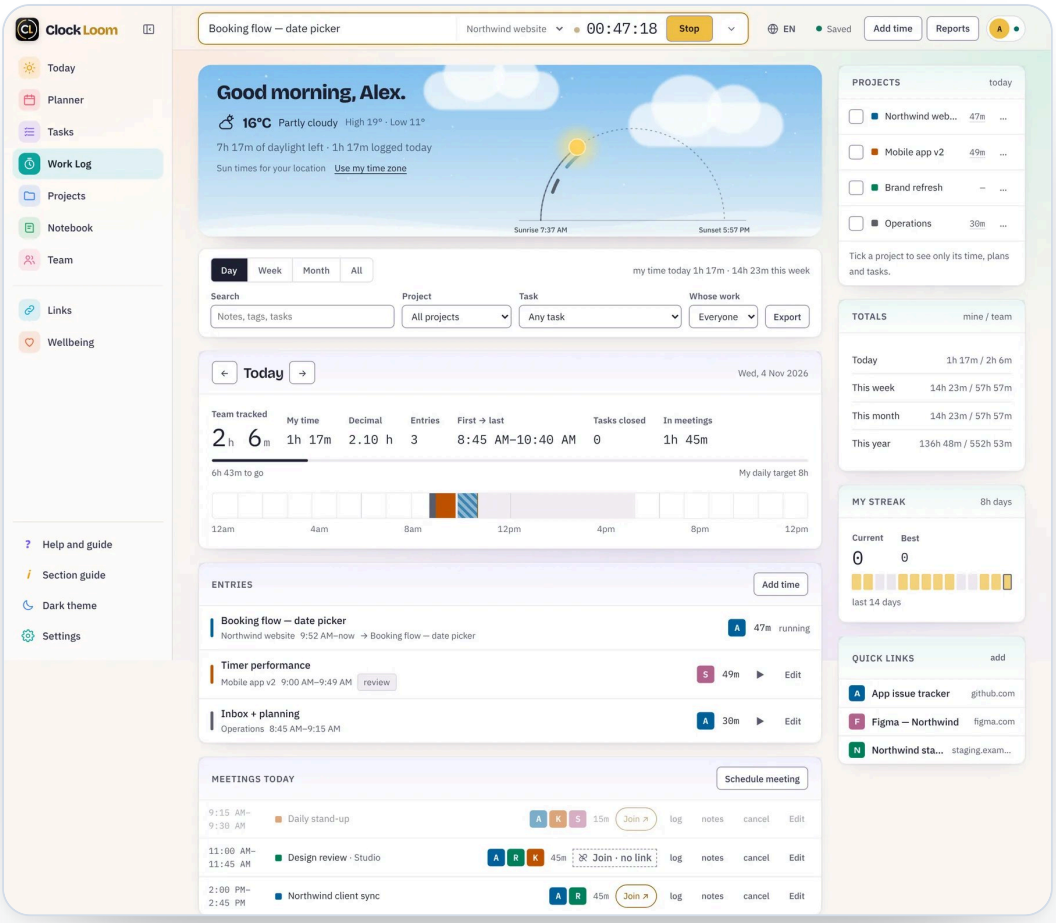
Board: drag cards between columns.

Repeating tasks

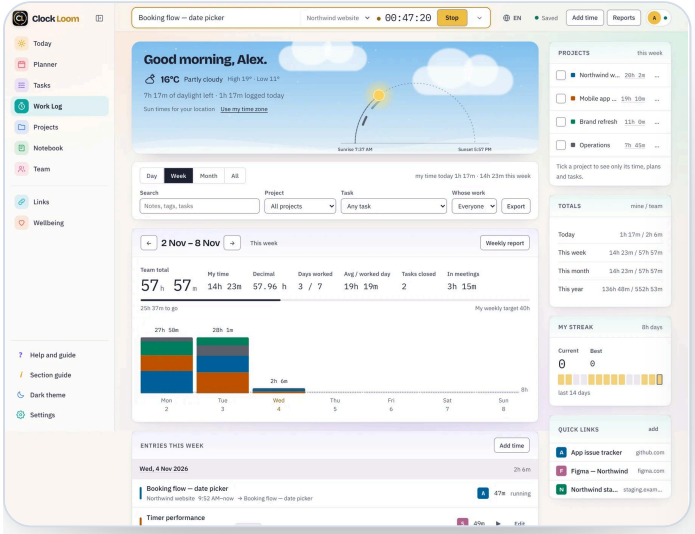
For work that comes round regularly, set **Repeats** to every day, every weekday, every week, every two weeks or every month. When you mark it done, Clock Loom opens the next one with the next due date, the same project, people and estimate.

8. Work Log

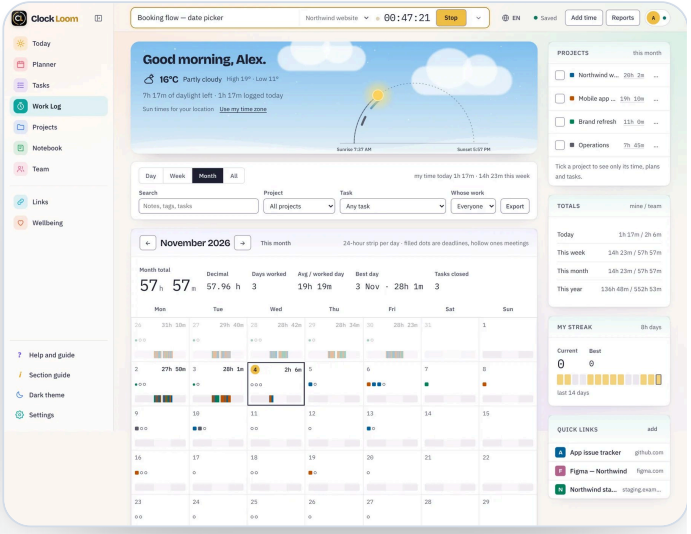
The Work Log answers “where did the time go?” at four zoom levels: **Day · Week · Month · All** (or `Shift` + `1` – `4`). Search, filter by project, task or person, and **Export** what you see.



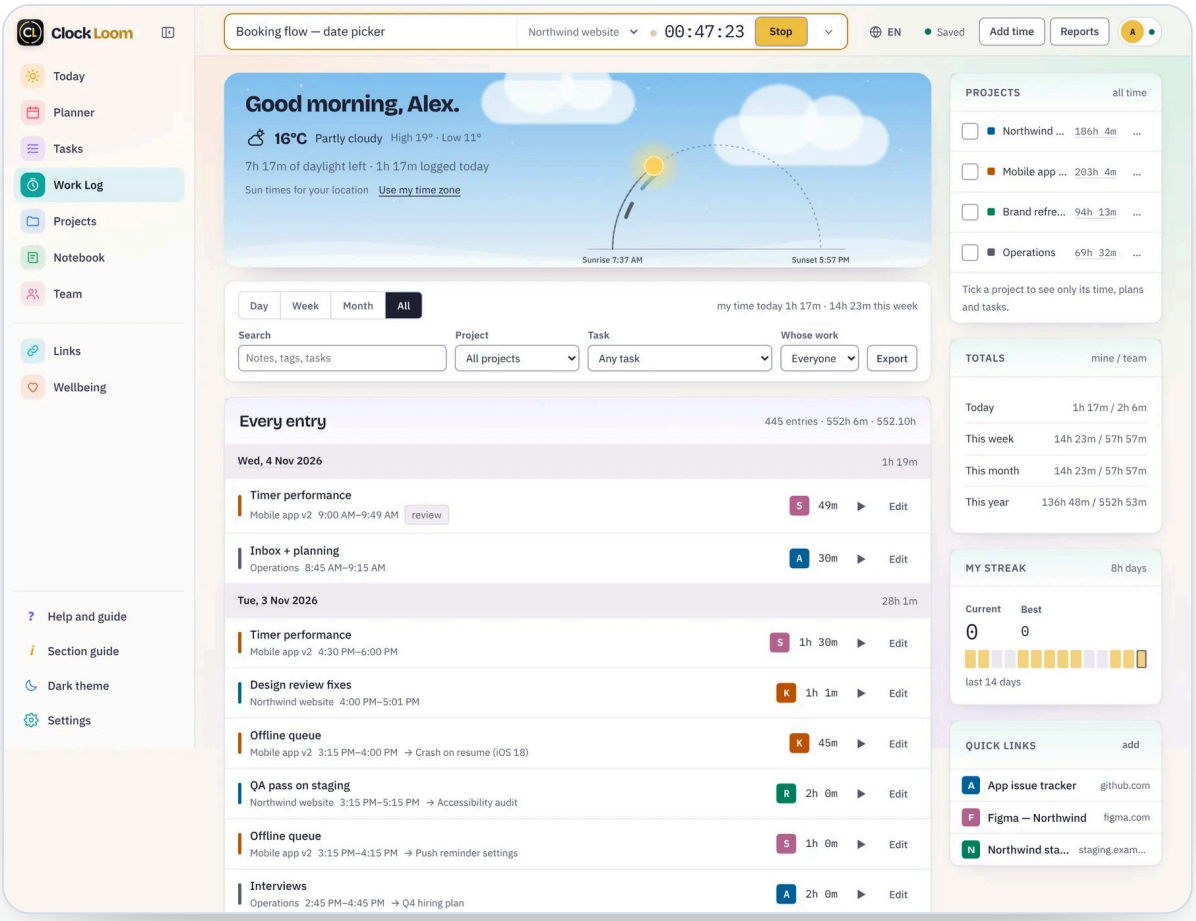
> Day: tracked time, your time, decimal hours, first→last, tasks closed and time in meetings, then today's entries, meetings and tasks.



> Week: stacked hours per day, by project.



> Month: a calendar of every day's hours.

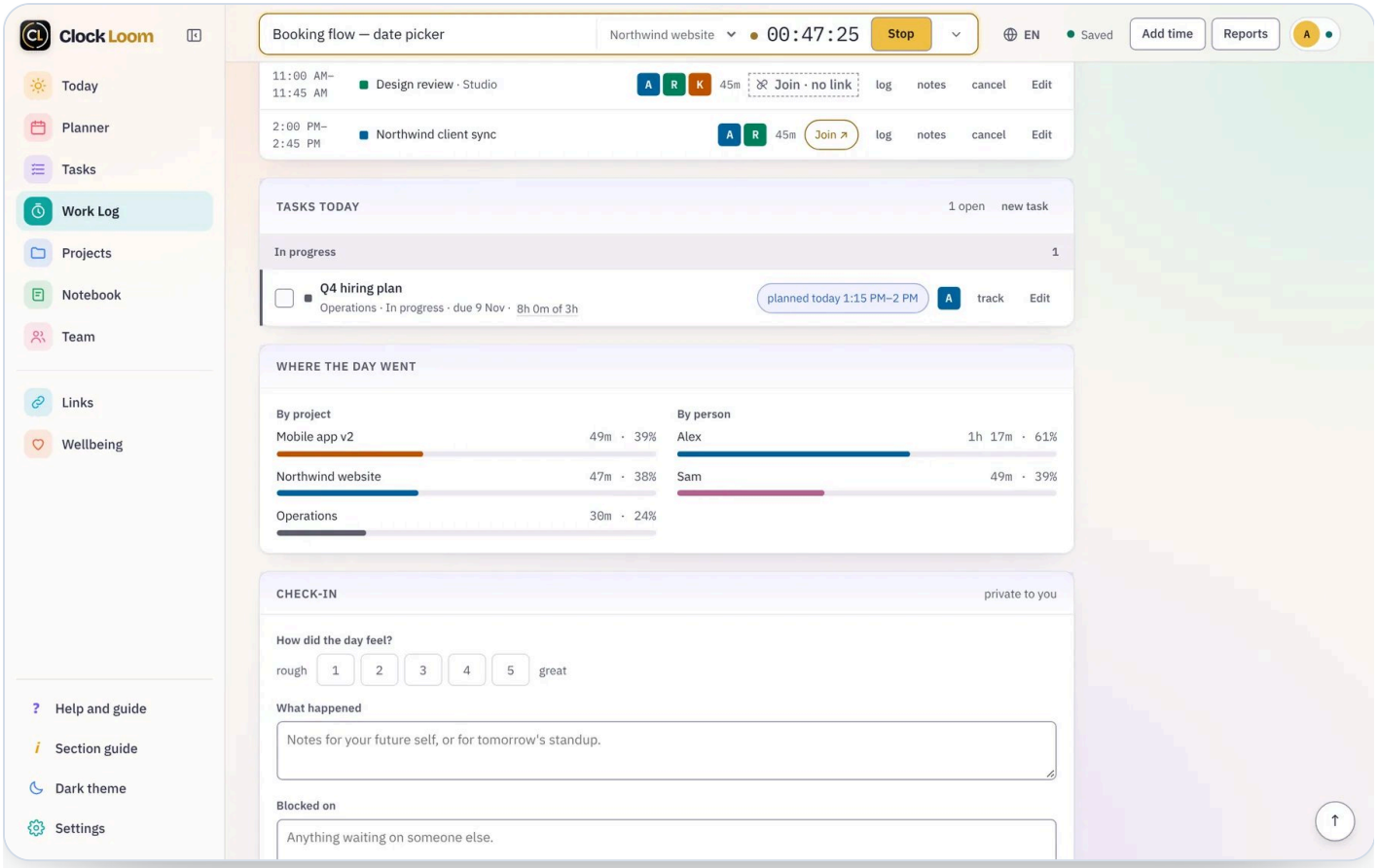


> All: every entry, newest first.

The side panel shows hours per project, running totals, your streak of days that met your target, and your pinned links.

Daily check-in

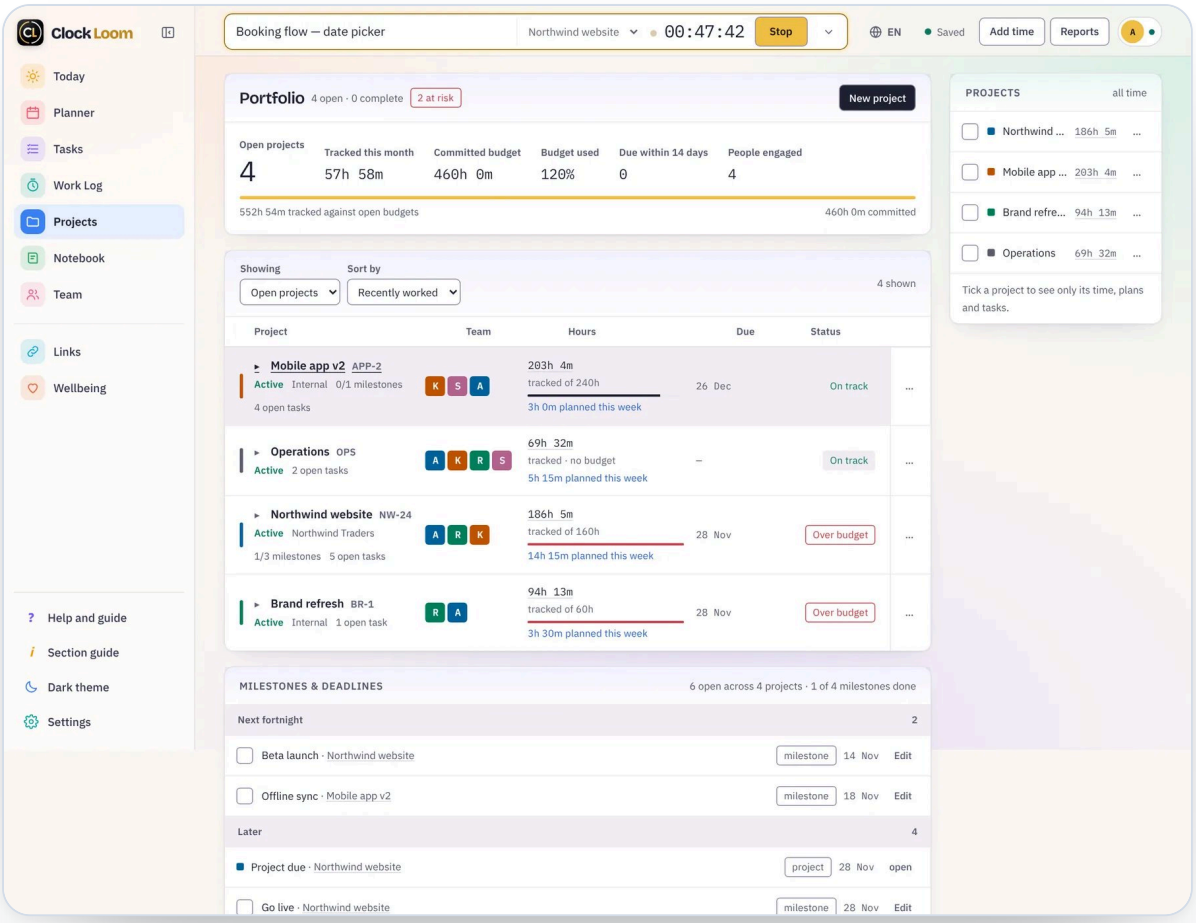
At the end of the Day view there's a private **check-in**: rate how the day felt, and note what happened and anything you're blocked on. Your standup report picks these up.



Where the day went, and the daily check-in.

9. Projects

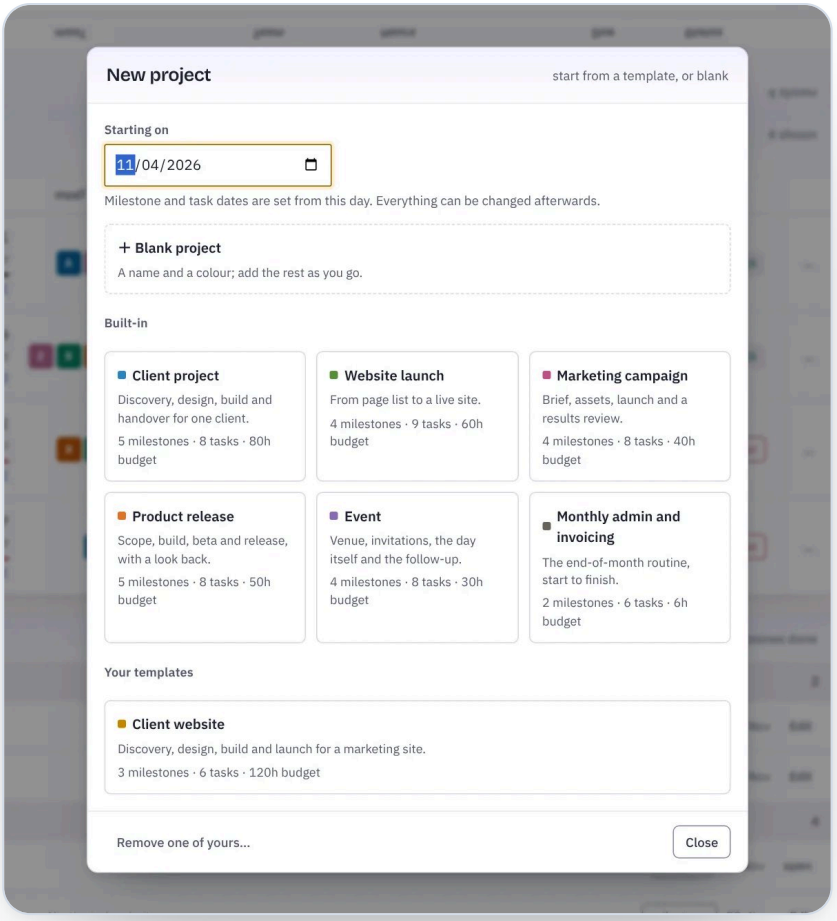
Projects give your time a home. Each has a colour, code, client, lead, team, start and due dates, an hour budget, a brief and milestones.



> The portfolio: open projects, hours against budget, status, and milestones and deadlines.

Starting a project

Press **New project**, choose the day it starts, and then pick **Blank project**, one of the **built-in templates** (Client project, Website launch, Marketing campaign, Product release, Event, Monthly admin and invoicing) or one of **your templates**. A template creates the project with its milestones and tasks already dated from your start day; the project's form then opens so you can rename or adjust it.

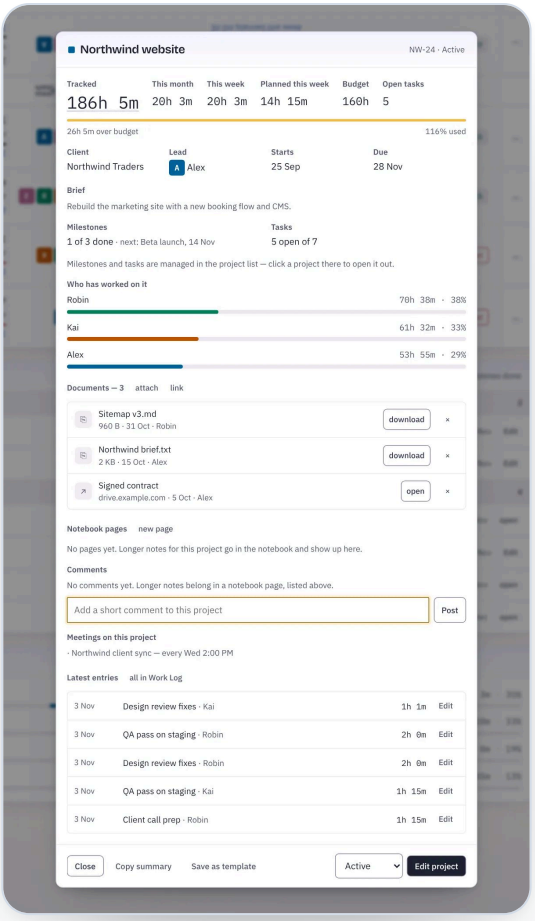


> New project: blank, built-in templates, or your own.

To make your own template, open a project and press **Save as template**. It keeps the tasks, milestones, team, budget and brief.

Inside a project

Click a project's name to open its page: hours tracked against budget, client, lead and dates, the brief, milestones, who has worked on it, documents, notebook pages, comments, its meetings and the latest entries. **Copy summary** gives you a ready-to-paste status update.

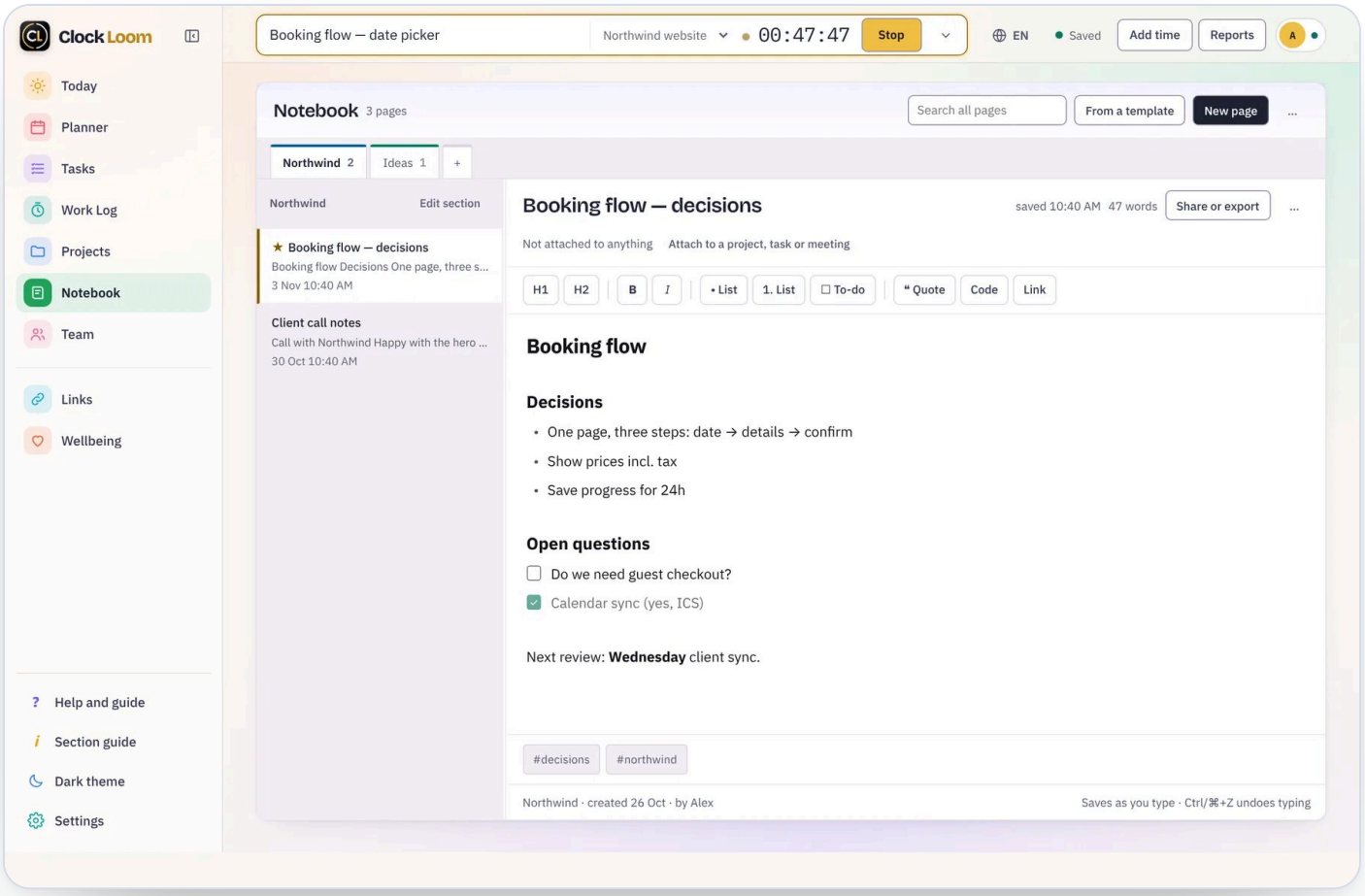


A project page: budget use, milestones, people, documents, pages, comments and meetings.

- **Documents: attach** uploads a file (up to 25 MB) to your Clock Loom account so you can open it on any device; **link** points to a document that lives elsewhere, such as Google Drive or SharePoint.
- **Milestones:** add one with a due date, then open it to rename it, add a note or mark it achieved.
- **Comments** are short dated remarks; longer notes belong in a **notebook page** attached to the project.
- Set the **status** to Planning, Active, On hold or Complete. Completed projects drop out of the timer's list but keep their history.

10. Notebook

Keep notes next to your time, organised into **notebooks → sections → pages**. Your first visit creates a pinned **Start here** page that explains the editor.

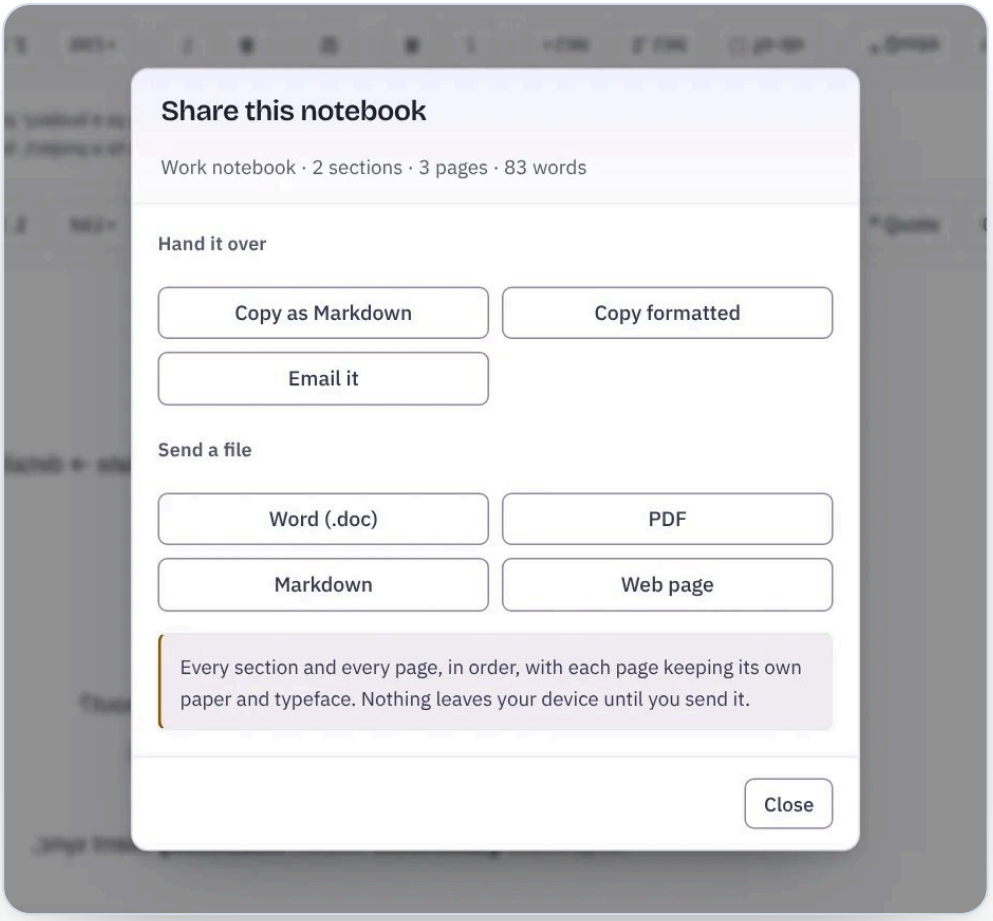


A notebook page with headings, decisions and a checklist.

- Pages are written as you'd expect: headings, bullet and numbered lists, checklists, quotes, bold and italic — use the toolbar or type Markdown such as `# Heading`, `- item` or `- [ ] to do`.
- Link pages with `[[Page name]]`. Attach a page to a project, a task or a meeting date and it shows up there too.
- Tag and pin pages, search across everything, use page templates, and turn a page into a task.
- The Notebook reopens on the page you were last on.

Share or export

Share a page, a section or a whole notebook: copy it as Markdown or formatted text, start an email, or download it as a **Word**, **PDF**, **Markdown** or **web page** file.



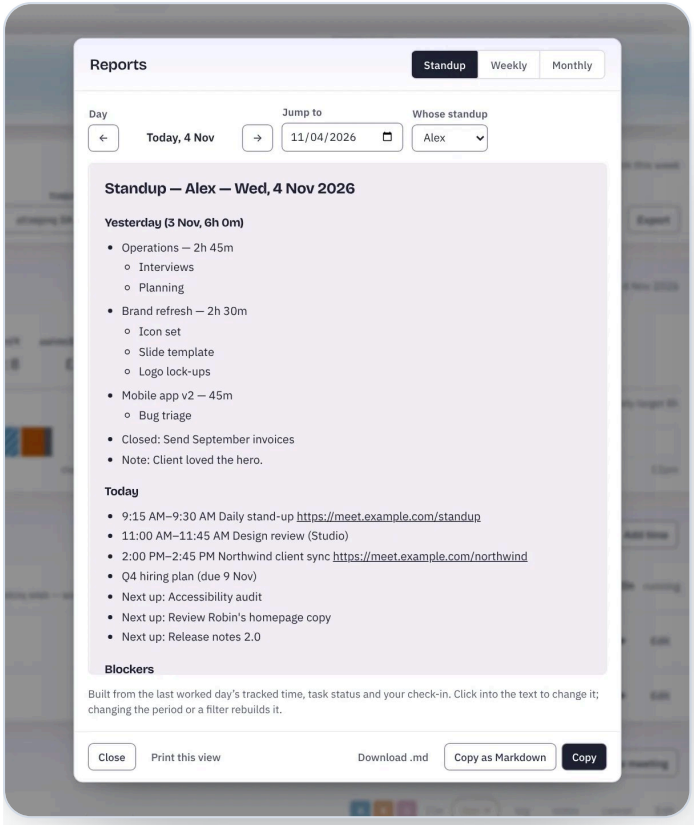
Share this notebook: copy, email, or send it as a file.

11. Reports

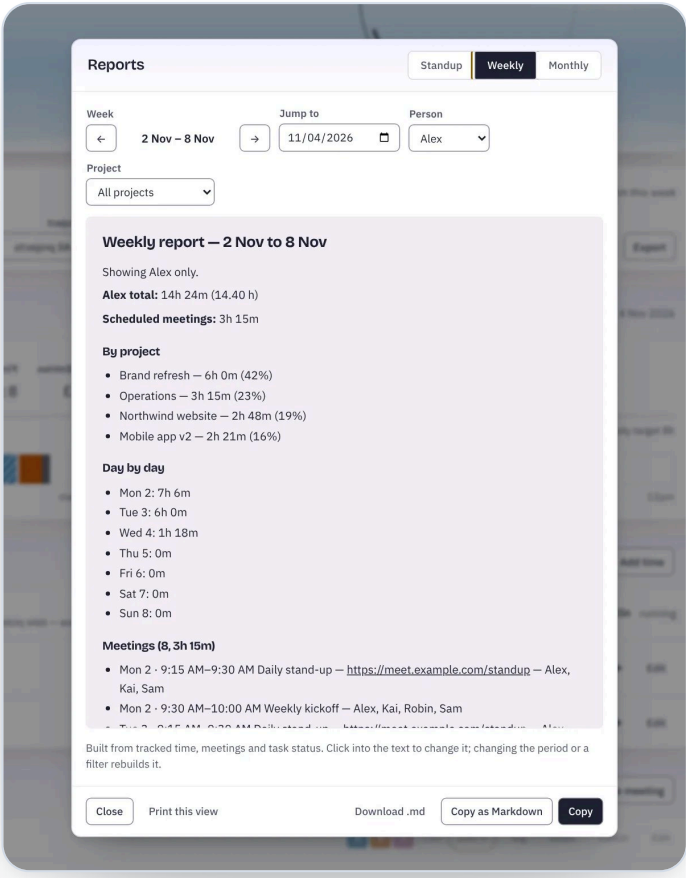
Press **Reports** in the top bar. Three kinds, each drafted from your own data:

- **Standup** — yesterday, today and blockers for one person, from their tracked time, tasks, meetings and check-in.
- **Weekly** and **Monthly** — totals, hours by project and by day, meetings, and tasks, for everyone or one person, and for all projects or one.

Step through days, weeks or months with the arrows. The report is editable: click into the text to change it, then **Copy**, **Copy as Markdown** or **Download .md**. **Print this view** (or P) prints whichever tab is open, or saves it as a PDF.



A standup, written for the chosen person and day.

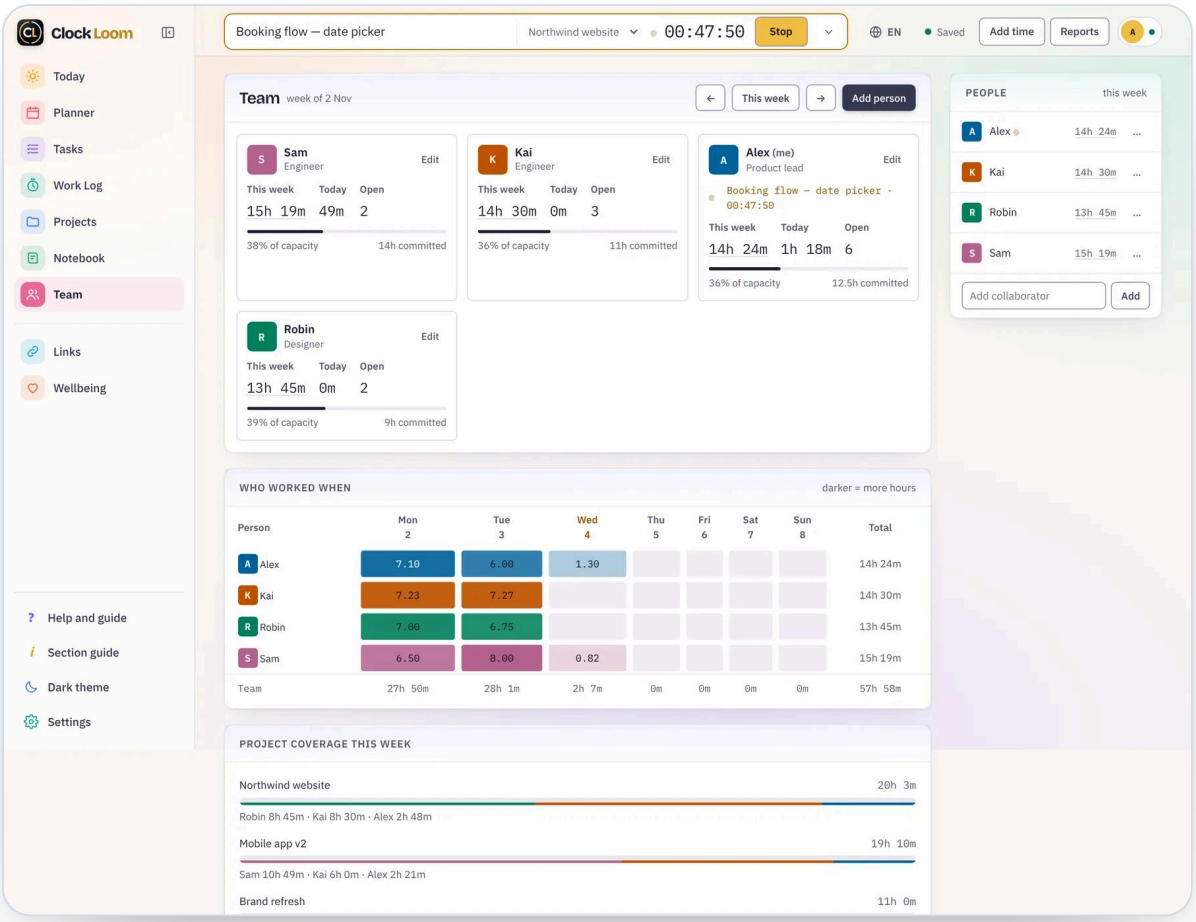


The weekly report.

12. Team and capacity

Boards start as **just me**: the screens stay simple, with one “Tracked” figure and no people pickers. Choose **Me and a team** on the welcome screen or in Settings → Tracking → **Who uses this board**, or simply add a second person, and the team views appear.

Add people from **Team** with **Add person**. (While a board is set to **Just me**, Team is hidden: choose **Me and a team** in Settings → Tracking first.) Each has a role and a daily capacity. Team shows each person's hours this week against capacity, what they're tracking now, who worked when, and how much of each project's time they covered.



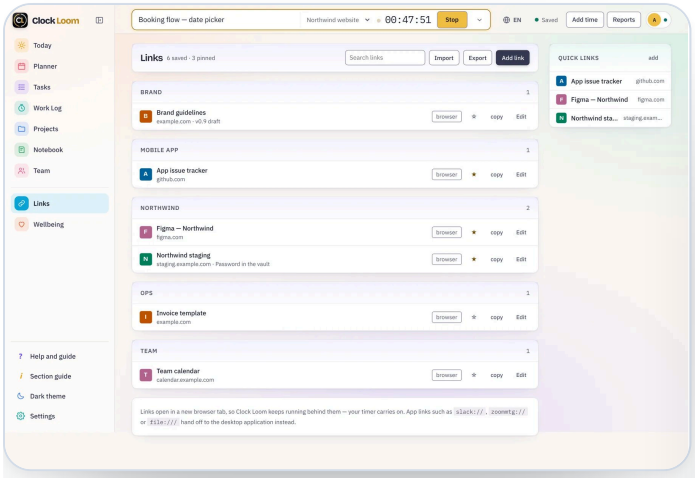
> Team: people cards with weekly hours, a load heatmap and project coverage.

> **NOTE**
> Each person who wants their own board should create their own Clock Loom account. Inside your board, people are those you plan and log time for.

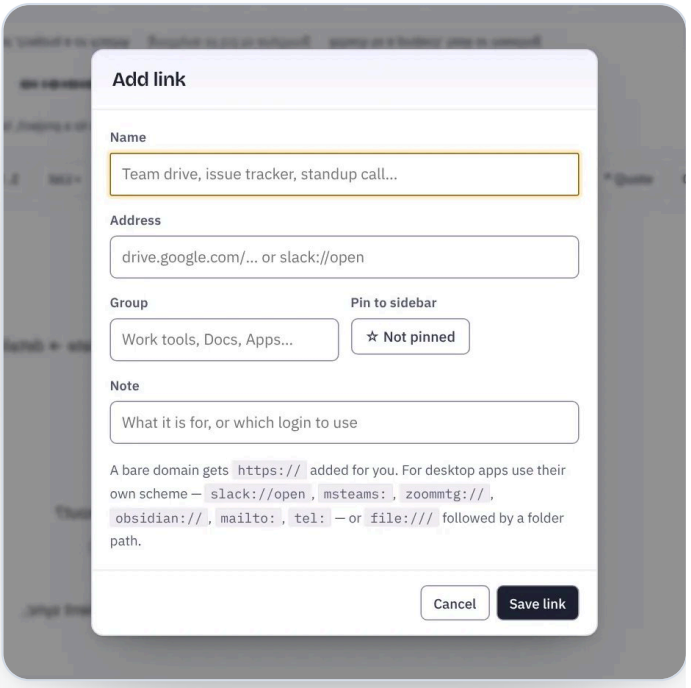
13. Links and Wellbeing

Links

Save the websites and app shortcuts you use every day (**Links** in the side menu, or `L`). Group them, add a note, and **pin** favourites so they appear in the side panel. App links such as `slack://open`, `mailto:` and `file:///` work too.



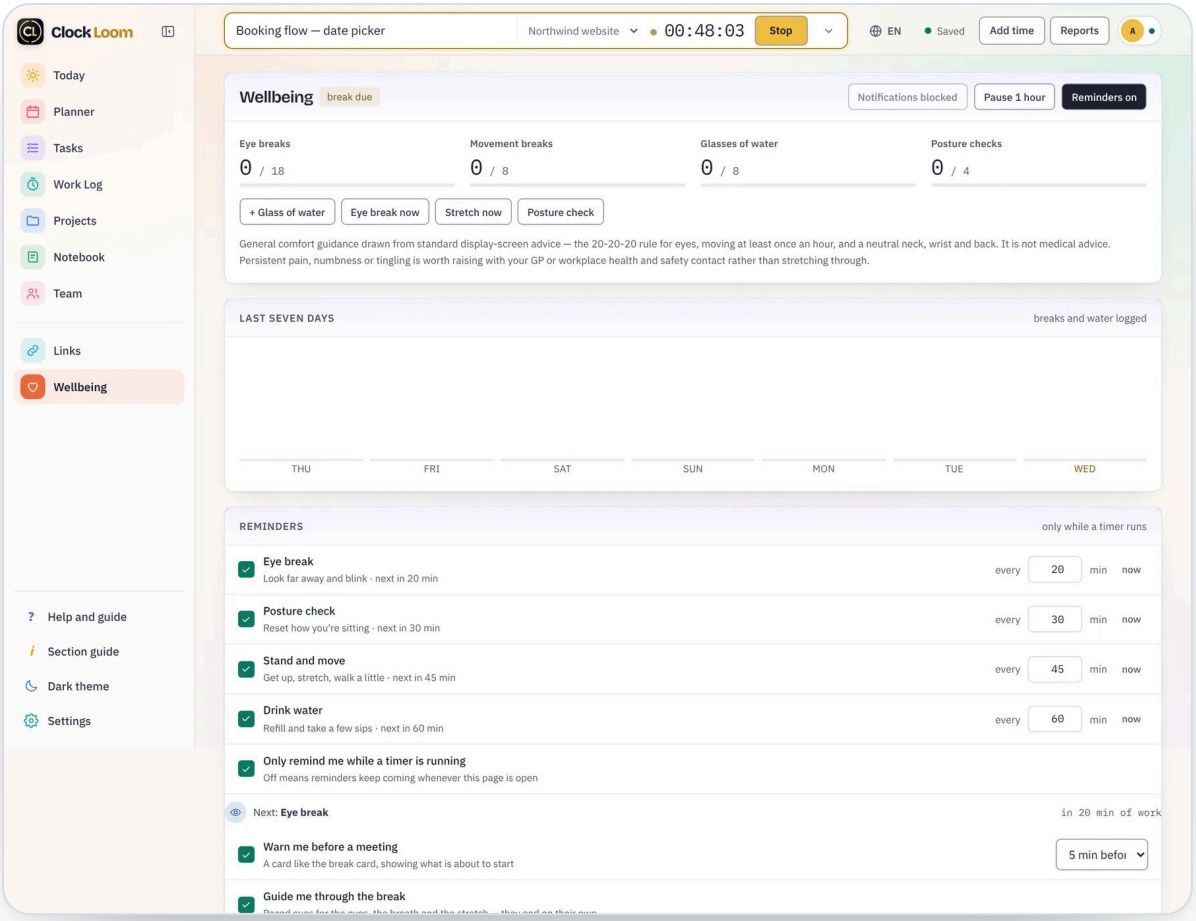
Links grouped by project.



Adding a link.

Wellbeing

Wellbeing (in the side menu, under Links) looks after you while you work: eye breaks (20-20-20), posture checks, movement and water. Reminders are off on new boards; switch on the ones you want here, set how often they fire, and choose whether they only fire while a timer is running. Press `B` for an eye break and `W` to log a glass of water.

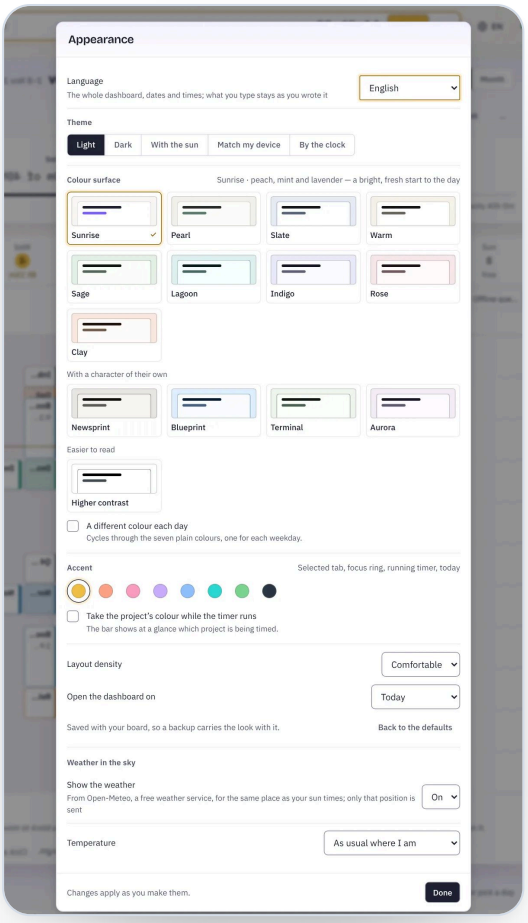


Wellbeing: today's breaks and water, the last seven days, and reminder settings.

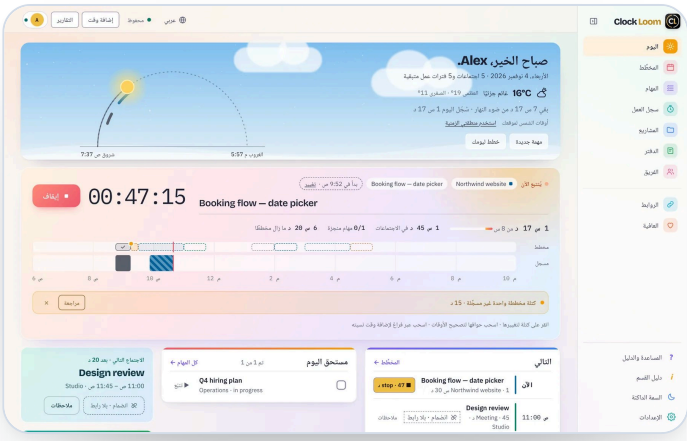
14. Languages, themes and colours

Settings → Appearance changes how the dashboard looks and speaks. Every change applies at once.

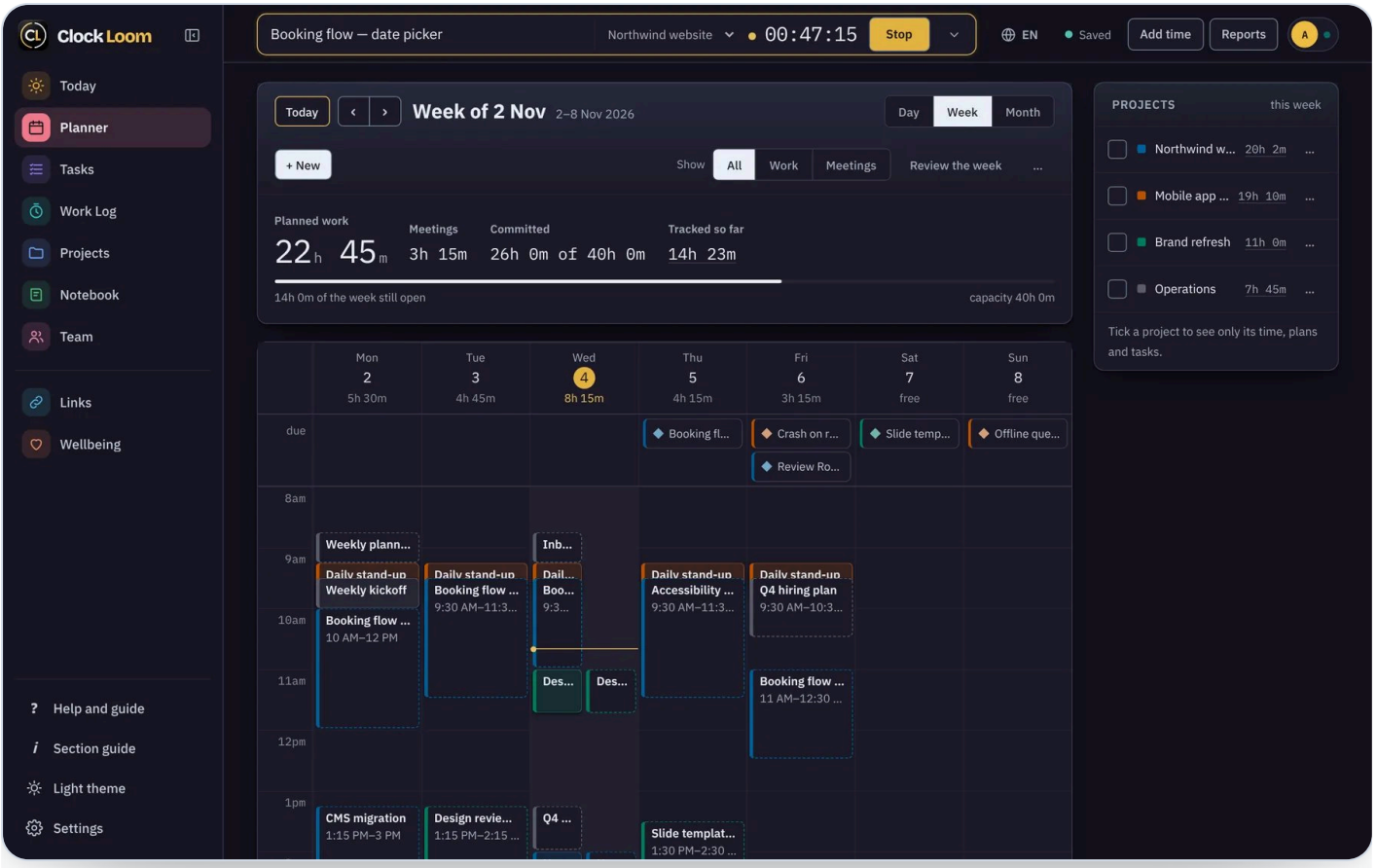
- **Language:** press the language button at the top (it shows the current language, e.g. **EN**) or use Settings → Appearance. English, Chinese (Simplified), Spanish, Hindi, Arabic, French, Bengali, Portuguese (Brazil), Russian, Urdu, Indonesian, German, Japanese or Turkish. Dates and times follow the language; what you type stays exactly as you wrote it. Arabic and Urdu read right to left.
- **Theme: With the sun** (the default: light by day, dark from a little after sunset until a little before sunrise), Light, Dark, Match my device, or By the clock (dark between two times you choose). The theme button at the bottom of the side menu switches by hand; with the sun, it keeps your choice until the next sunrise or sunset.
- **Colour surface:** fourteen looks — Sunrise (the default: peach, mint and lavender), Pearl, Slate, Warm, Sage, Lagoon, Indigo, Rose, Clay, Newsprint, Blueprint, Terminal, Aurora and Higher contrast. **A different colour each day** cycles through the plain colours.
- **Accent:** the colour of the selected section, the running timer and today's markers — or take the running project's colour.
- **Layout density** and where the dashboard **opens**.



Settings → Appearance.



The dashboard in Arabic, right to left.

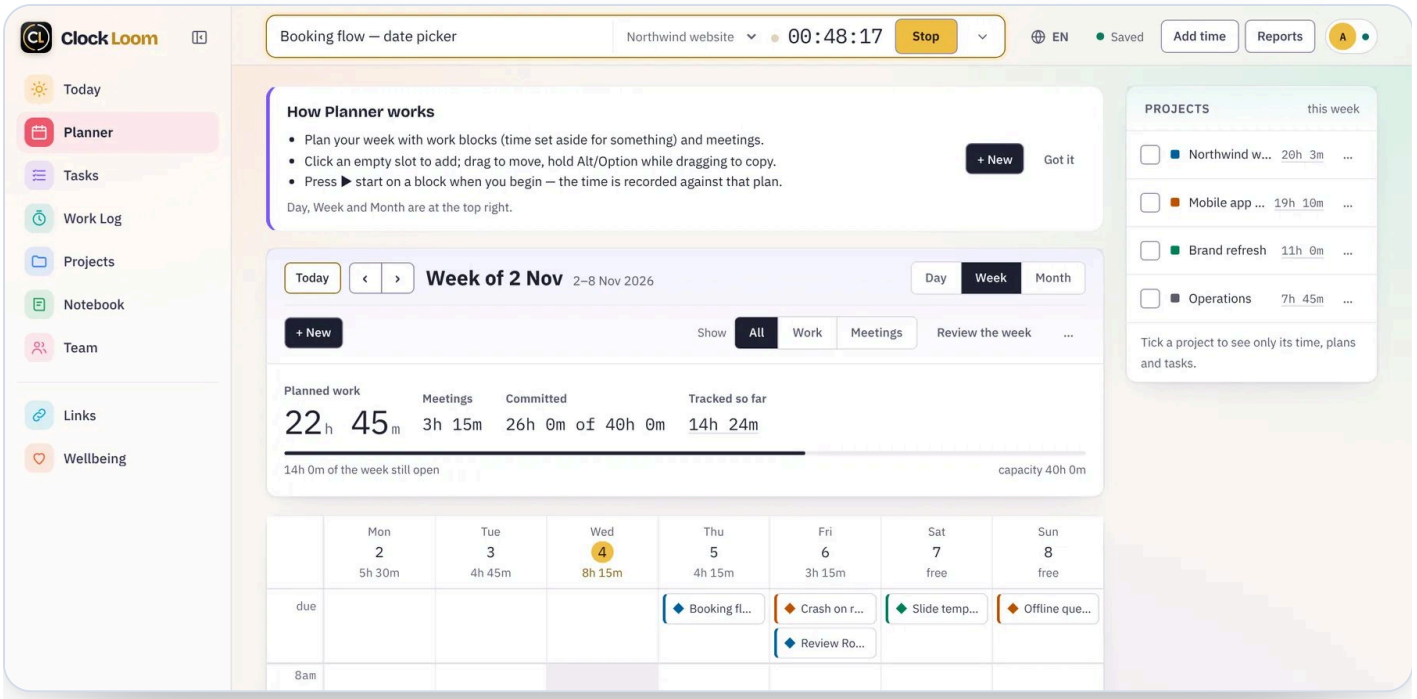


The Planner in the dark theme.

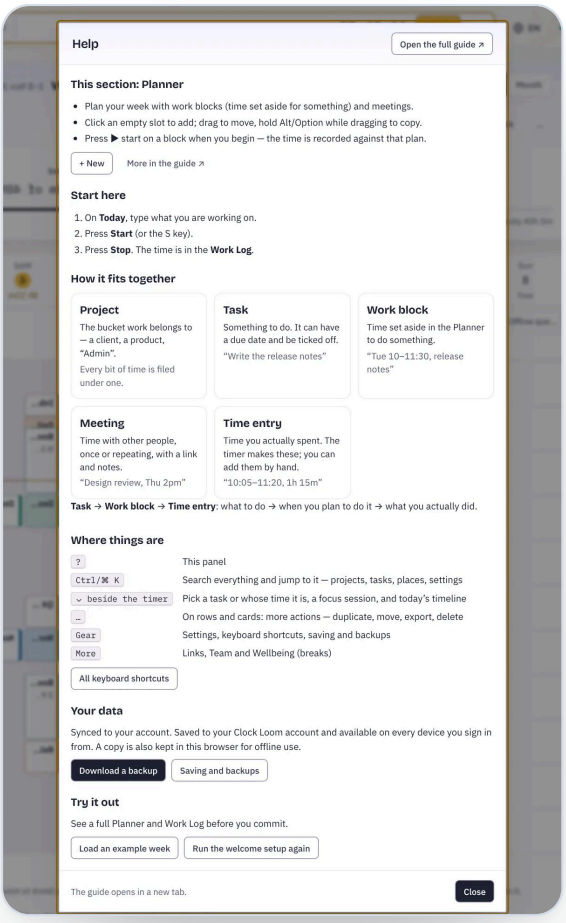
15. Help, guides and shortcuts

Help is built in, so you rarely need to leave the dashboard:

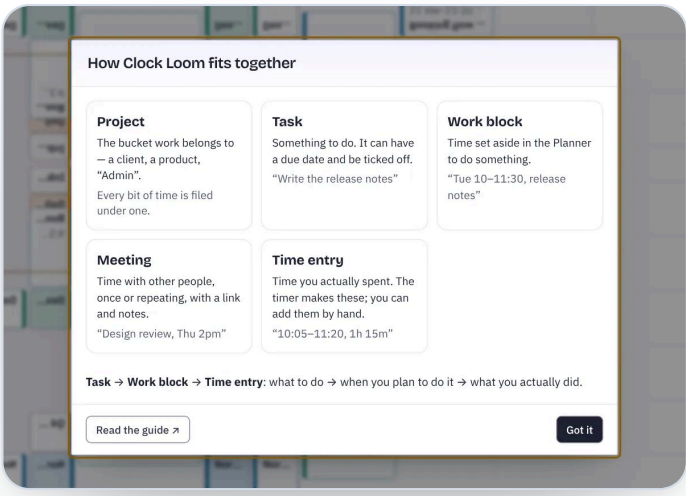
- Each section shows a short **guide card** the first time you visit: three lines, a button to try it, and **Got it**. **Section guide** in the side menu brings it back.
- **Help and guide** in the side menu opens **Help**: the guide for the section you're in, how the pieces fit together, where things are, your data, and buttons to load the example week or run the welcome screen again. **Open the full guide** brings you here.
- **How it fits together**: a project is the bucket; a task is something to do; a work block is time set aside for it; a time entry is the time you actually spent; meetings sit beside them.



The guide card at the top of the Planner.



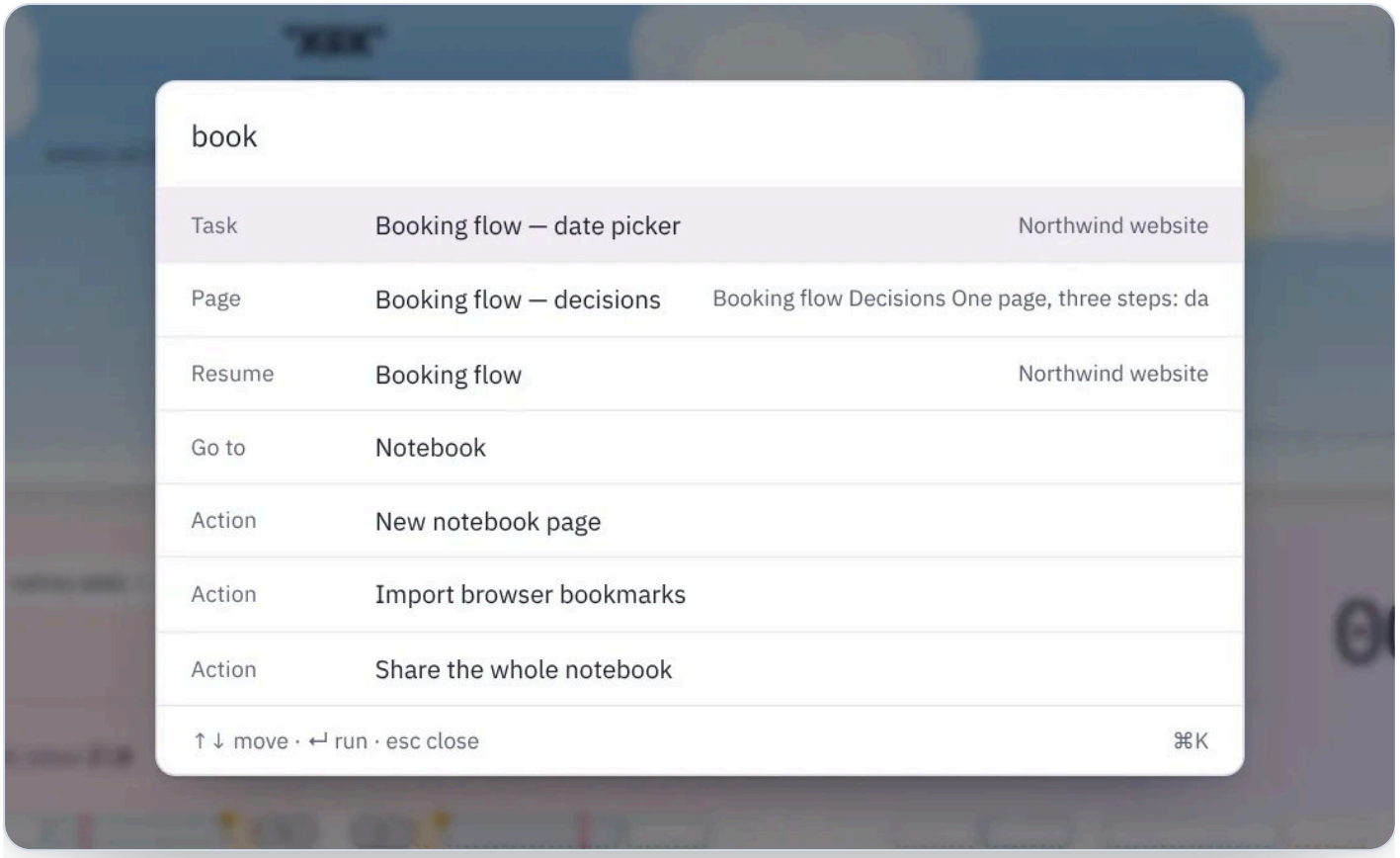
Help for the section you're in.



How it fits together.

Command palette

Press `Ctrl` + `K` (`⌘` + `K` on a Mac) to search tasks, pages, projects, people and commands, then `Enter` to go.



> The command palette, searching for “book”.

Keyboard shortcuts

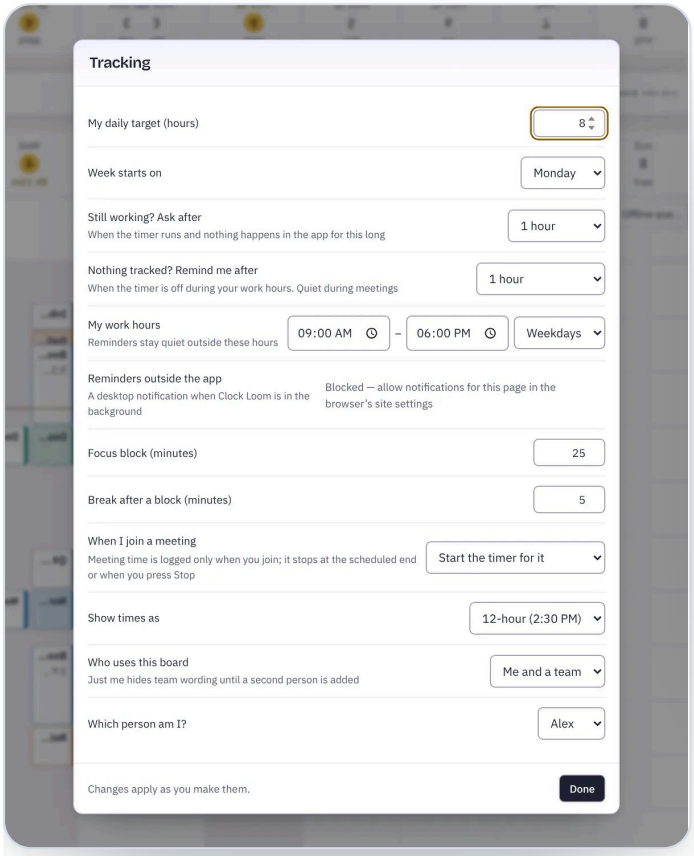
KEY	ACTION	KEY	ACTION
S	Start or stop the timer	0	Today
A	Add time by hand	1 / 2	Planner / Tasks
J	Join the meeting that's on or about to start	3 / 4	Work Log / Projects
C	Add to the planner	5 / 6	Notebook / Team
N	New task	7 / 8	Links / Wellbeing
M	Schedule a meeting	Shift + 1 – 4	Day, Week, Month, All
L	New link	Ctrl/⌘ + K	Command palette
B / W	Eye break / glass of water	Ctrl/⌘ + Z	Undo
P	Print this view	Ctrl/⌘ + S	Save now
?	Show all shortcuts	Esc	Close a dialog or menu

Single keys work whenever you're not typing in a box.

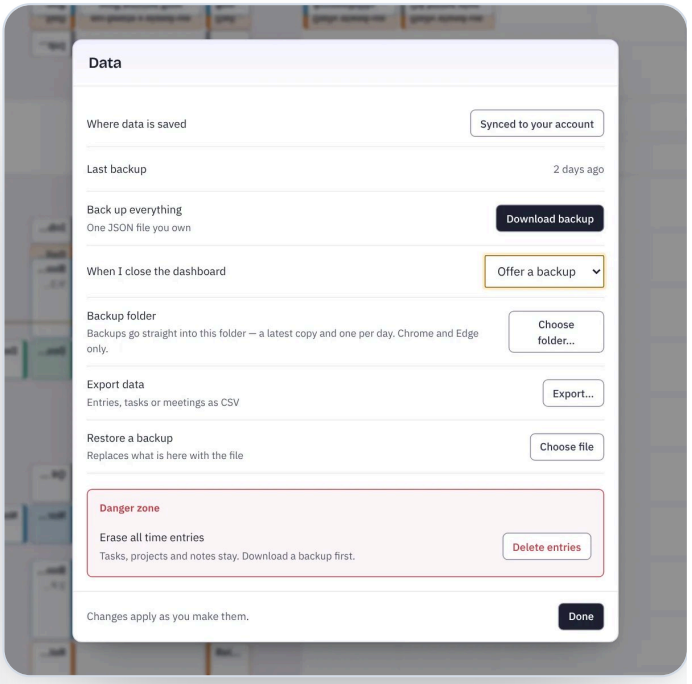
16. Settings

Press **Settings** at the bottom of the side menu and choose **Tracking**, **Appearance**, **Data** or **Keyboard shortcuts**. Each opens that page of Settings on its own, and changes apply as you make them:

- **Tracking:** your daily target, week start, when to ask “Still working?” and when to remind you that nothing is being tracked, your work hours, desktop notifications, focus and break lengths, whether joining a meeting starts the timer, 12- or 24-hour times, who uses the board, and which person is you.
- **Appearance:** language, theme, colour surface, accent, density and where the dashboard opens, and the **weather in the sky** — on or off, and °C or °F (see Languages, themes and colours).
- **Data:** where your data is saved, your last backup, **Download backup**, what to do when you close the dashboard, a backup folder, CSV export, **Restore a backup**, and erasing time entries.
- **Shortcuts:** every keyboard shortcut.



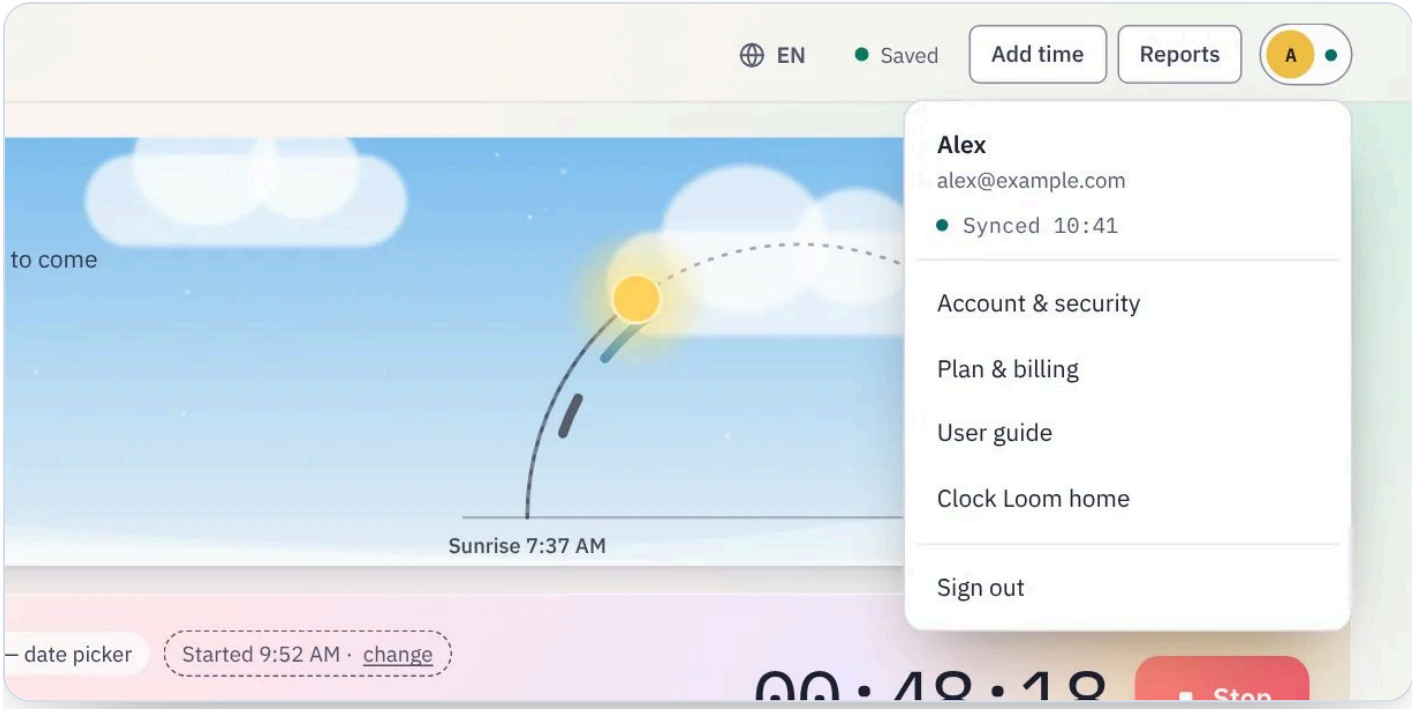
Settings → Tracking.



Settings → Data.

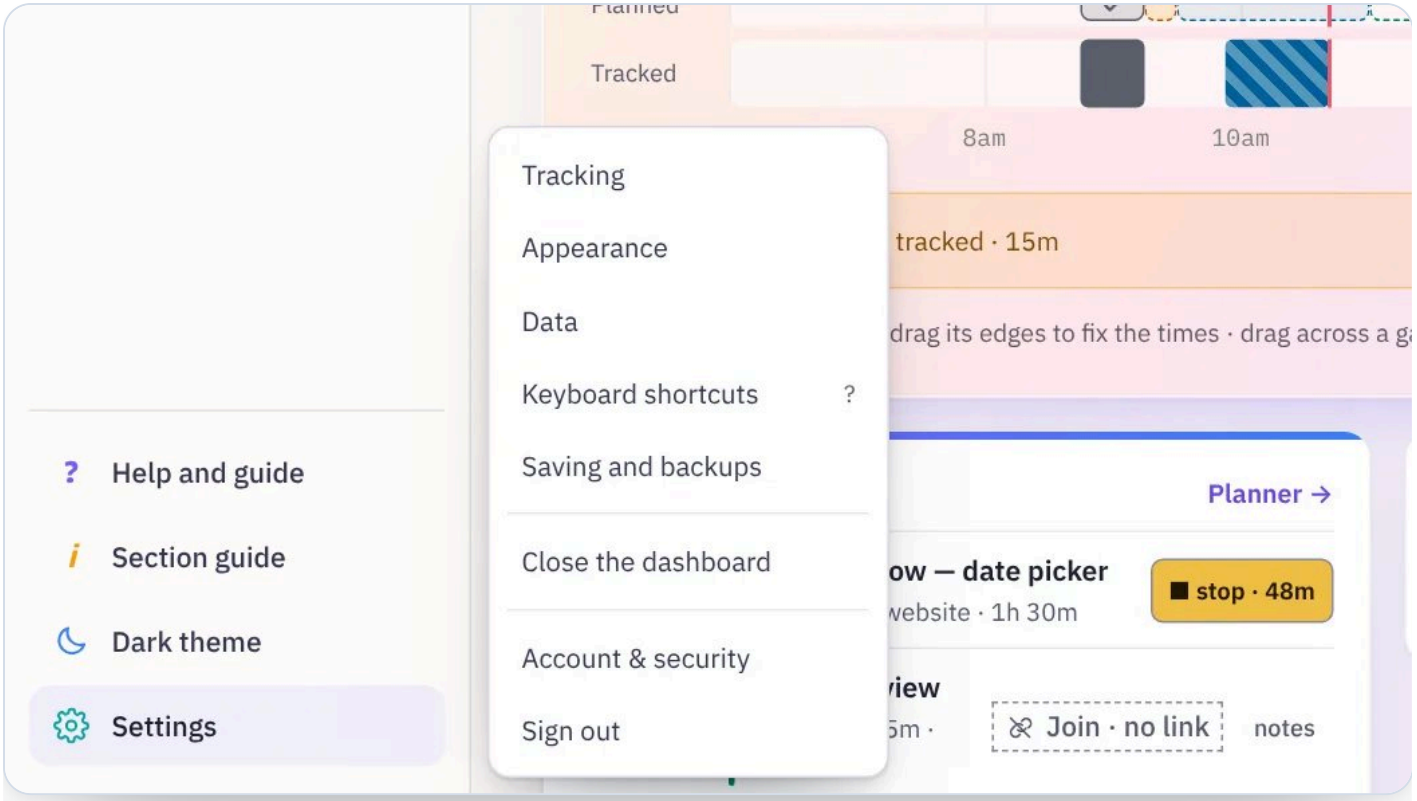
17. Account, sync and signing out

When you're signed in, your **account button** (your initials) sits at the right of the top bar. Its dot shows sync status: **green** synced, **amber** saving, **red** offline or needs attention. The menu has Account & security, Plan & billing, this guide, the Clock Loom home page and **Sign out**.



> The account menu: sync status, your account, the guide and Sign out.

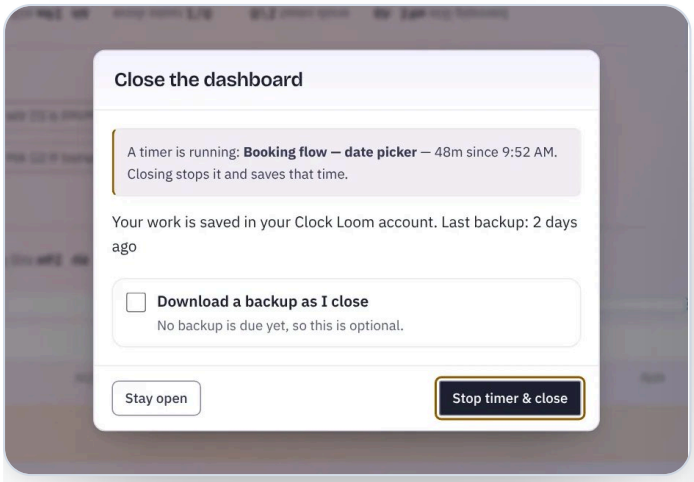
The **Settings** menu (at the bottom of the side menu; in the top bar on a phone) ends with the same essentials — **Close the dashboard**, **Account & security** and **Sign out**.



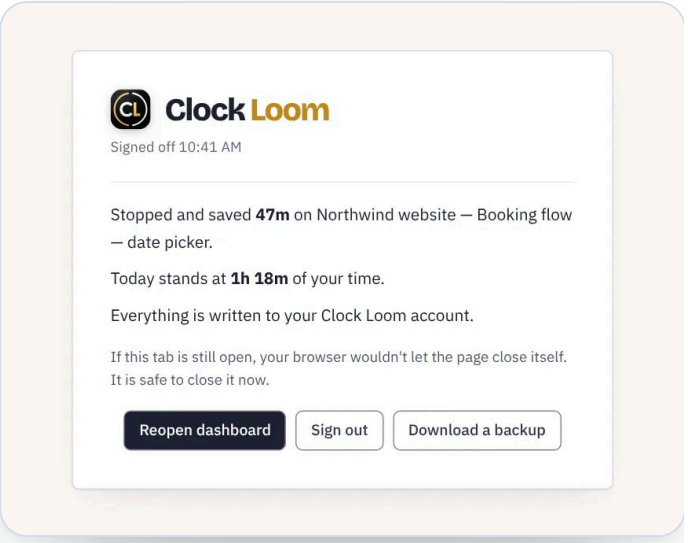
The Settings menu at the bottom of the side menu.

Closing the dashboard

1. Press **Settings** → **Close the dashboard**.
2. If a timer is running, the dialog says so and the button reads **Stop timer & close**: the time is saved as an entry.
3. Tick **Download a backup as I close** if you want a copy of your board as a file (it's ticked for you when a backup is due).
4. The goodbye screen confirms what was saved. From there you can **Reopen dashboard**, **Sign out**, or download a backup.



Close the dashboard: stop the timer, optionally back up, close.



The goodbye screen, with Sign out.

Signing out

Use **Sign out** in the account menu, the Settings menu or the goodbye screen. Your board is saved to your account first, and the copy kept in this browser is removed — the right thing on a shared computer. To end every session at once (a lost laptop, say), use **Sign out everywhere** on your account page.

How syncing works

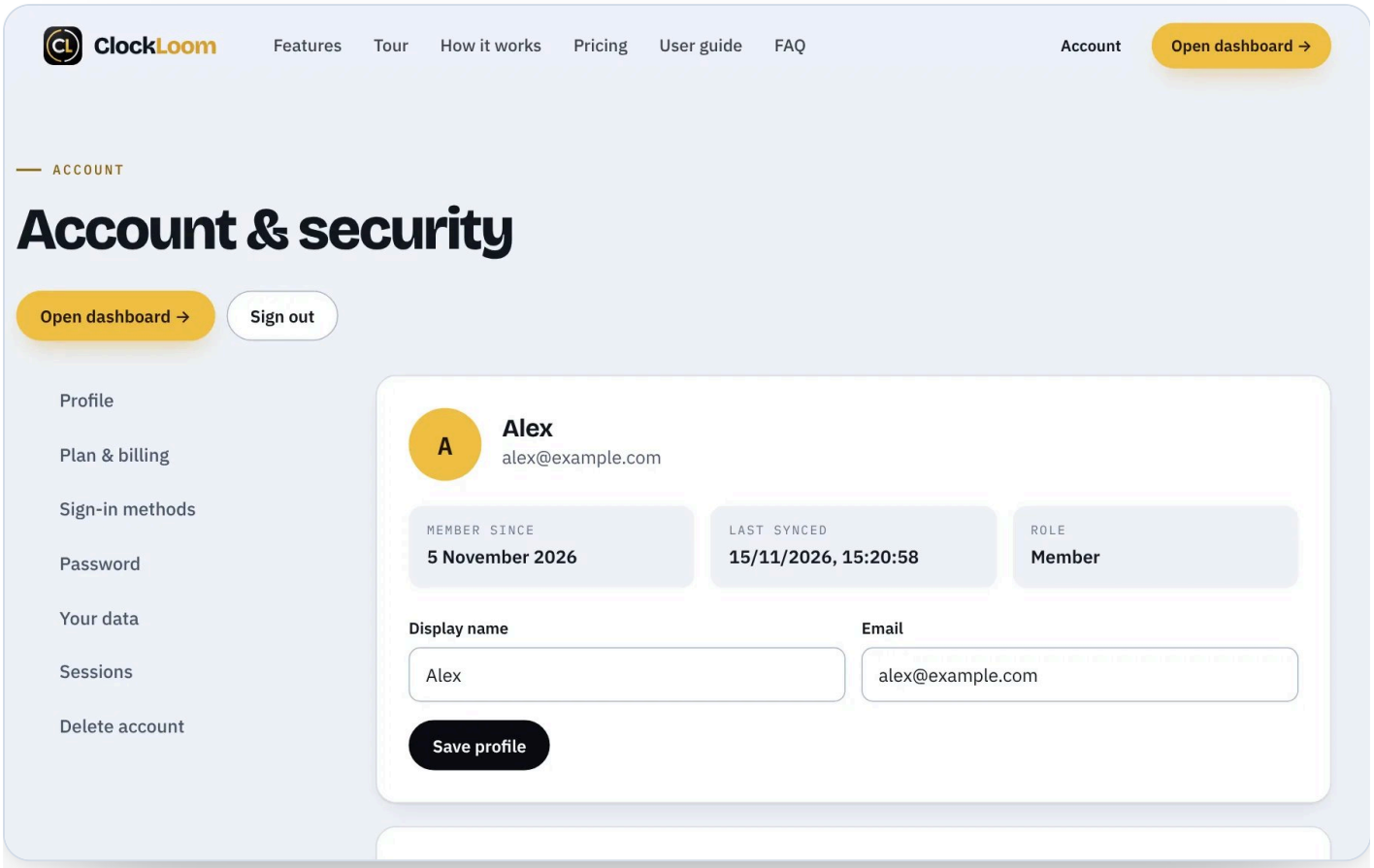
- Every change saves to your account within a second, and a copy is kept in your browser for offline use.
- Project documents you attach are uploaded to your account too (25 MB per file, 250 MB in total per account by default).
- **Offline?** Keep working. Changes stay on the device and upload when you reconnect.
- **Two devices at once?** If another device saved first, Clock Loom asks whether to *Load latest* or *Keep this tab's version* — nothing is overwritten silently.
- Only one tab per browser edits at a time; other tabs open read-only until you choose *Work here instead*.

Backups

Your board is already saved to your account, but a backup is a copy you own. Download one from Settings → Data, the **Saved** button, the close dialog, or your account page. **Restore a**

backup in Settings → Data replaces the board with the file. In Chrome and Edge you can also choose a **backup folder** so backups are written there without a download.

Your account page



The Account page: profile, password, backup download, sign out everywhere and delete account.

- **Change password** signs out your other devices.
- **Delete account** removes your account and all saved data permanently.

If you're an administrator

- Your account menu and the site's top bar also show **Admin**. It opens the admin console, where you can see accounts, invite people, send password links, disable or delete accounts, manage plans, and give or remove the administrator role.
- Everyone else sees none of this; the console is only served to administrators.

18. Troubleshooting

WHAT YOU SEE	WHAT TO DO
“Clock Loom is open in another tab”	Another tab is editing. Close it, or press **Work here instead**.
“Changed on another device”	Pick **Load latest** to get the newest version, or **Keep this tab's version** to replace it.
“Your session has ended”	Log in again. Changes made meanwhile are kept on the device and sync after you log in.
“You were away…”	The timer ran while nothing happened on your computer. Choose **I was working — keep it**, **Trim the gap** or **Trim and stop**. Settings → Tracking → **Ask about idle time after** changes or stops the question.
A lock or “Pro” appears	That part is in the Pro plan on your account. Your data in it is kept. See Pricing.
I can't find Team	The board is set to **Just me**. Add a person, or choose **Me and a team** in Settings → Tracking.
Part of the screen is in the wrong language	Choose your language in Settings → Appearance. A few rarely used messages, exports and reports stay in English.
Reminders don't pop up	Reminders start off on new boards: switch them on in Wellbeing. Allow notifications if you enabled them.
“The file could not be uploaded”	Check your connection. Files must be under 25 MB, and your attachment space must not be full. For big files, add a link instead.
Reset email didn't arrive	Check spam, wait a minute, and request again. Links expire after an hour.