

# 14 Extranet – Customer access

**Access:** created customer.

**Learn** How TimeLog Extranet is used for external access to TimeLog Project. It shows only the customer's own projects and support cases. After login the selected language is applied.

## Extranet Login

Figure 1: Extranet Login

- Login using the stated internet address (URL) incl. the parameter /extranet. E.g.: https://tl.timelog.dk/<your company name>/extranet
- Enter the allocated *Username:* and *Password:* 1, and click on Login 2. User name and password are allocated by the owner of the installation.

## Extranet overviews

Figure 2: Extranet -> Overview

Clicking on [Help] in the top right corner gives access to user guides while [Log Out] disconnects the Extranet access.

- The tab *OVERVIEW* 3 shows an overview of projects and active support cases.
- Select the wanted project viewing in the drop down menu *Status:* 4. These contain:  
*Active projects, Inactive projects (finished projects) or All Projects.*
- Click on **Show** to create the new overview.
- Click on a *Project name* 5 or the link [Show] 6 next to a project name to see the Task plan, allocated employees, time registrations (accruals concept) and Milestones. The project is opened in the tab *PROJECT OVERVIEW* 7
- Use the drop down menus under *View* and *Viewing options* to build a new report viewing and click on **Show** to create the report.
- The tab *TIME REGISTRATIONS* 8 lists a detailed listing of the selected project's time registrations.
- The tab *INVOICES* 9 shows a list of all related invoices. By clicking on a specific invoice or on [Show], the user is able to view it in PDF format.
- The tab *STATUS REPORTS* 10 shows the selected project's status reports.
- The tab *HELP DESK* lists created support cases. Use the filter *Status:* to list the selected support cases.
- See user guide → M1 – Create a support case using Extranet access.

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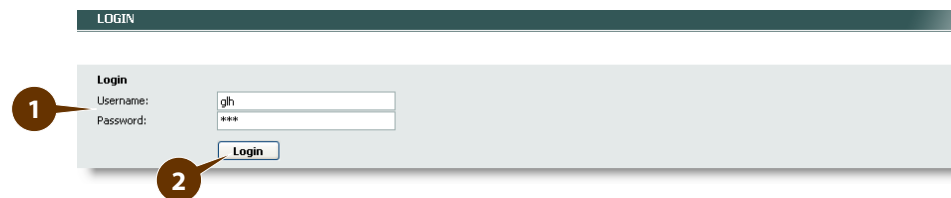
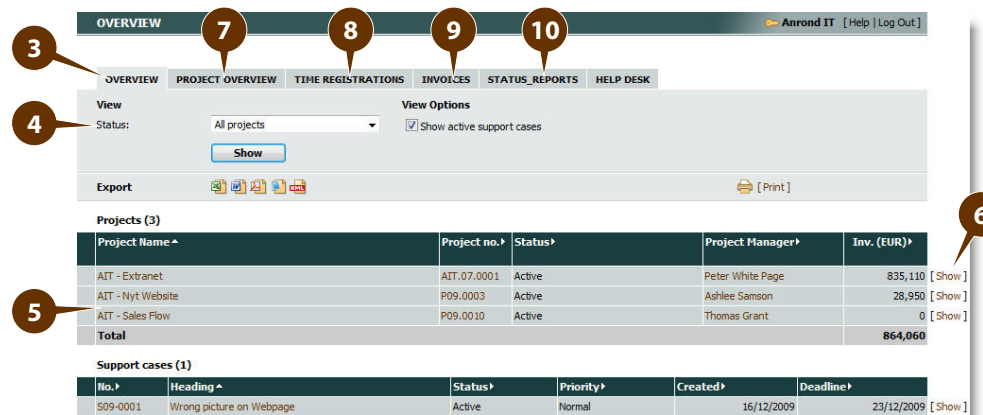


Figure 2: Extranet -> Overview



**Tip:** Clicking on column headers with a little arrow ► after them re-arranges the sorting of the data in the table.

**Tip:** Depending on the configuration of the report it can be exported in various formats using the icons.

**NB!** The access rights of the logged in employee determine which tabs are active, and the level of detail for each of the tabs.

**NB!** If no activity has been registered for 30 min the connection is automatically disconnected, and a new login is required.