



Track4GVA

Honest hours. Total transparency. Zero spying.

User Guide

Everything you can do in Track4GVA, and how the timer keeps your hours safe. Written for virtual assistants and freelancers using the beta.

1. Getting started

Sign in at track4gva.com. Tick **Keep me signed in for 30 days** if it is your own device, otherwise you will be asked to sign in again after 12 hours.

Set up your profile first

Open **Profile** in the sidebar and add your name and email address. Your email is what makes password resets and sign-in alerts possible, so it is worth doing on day one. Changing your email later asks for your current password, which stops anyone else from quietly redirecting your account recovery.

2. Add your clients

Go to **Clients** and press **+ Add Client**. Each client holds the details every other part of the app reads from.

Field	Why it matters
Hourly rate	Every logged hour is costed automatically, and invoices fill themselves in.
Timezone	All times for this client are recorded and shown in this timezone, no matter where you are working from.
Monthly hours cap	Optional. You and the client are both warned at 80% and 100%.
Contract link	Paste a Google Drive or Dropbox link. It becomes a View Contract button on the card.

Drag client cards between **Active**, **Paused** and **Completed** to keep your pipeline tidy.

3. Track your time

Open **Time Tracker**, choose a client, describe the task, and press **Start**. Use **Manual Entry** for work you did away from the app.

How to tell your timer is running

Three signals, so you never have to guess:

- The badge on the timer card reads **Running...**
- A green dot pulses on the Time Tracker item in the sidebar, from any page
- Your browser tab itself shows the live count, for example **01:24:07 · Track4GVA**

If it is ever paused, an orange banner appears on the timer with **Resume** and **Stop & Log** buttons, the tab reads **PAUSED**, and a reminder repeats every ten minutes until you deal with it.

4. What happens if something goes wrong

Browsers close tabs, laptops sleep, connections drop. None of that should cost you hours, so the timer behaves like this:

What happens	What the timer does
You refresh the page	Keeps running
You open a second tab	Shows the same live clock, does not start a second one
You close the tab and reopen within 30 minutes	Keeps running, from where it left off
You close one tab while another is open	The other tab picks it up instantly
You reopen after 30+ minutes, or the next day	Held and paused, it asks you first
You pressed Pause yourself	Stays paused, always

Time you did not work is never added

When a tab is closed, the clock is frozen at the last moment it was open. Reopening continues from that number, it does not backfill the gap. This is deliberate: your hours have to survive a client checking them line by line.

5. Saving, VPNs and bad connections

The small text under the sidebar tells you the sync state: **Saving...**, **Saved**, or **Not synced** with a **retry now** link.

Seeing **Not synced** does not mean your work is lost. Every entry is written to your own device before it is sent anywhere, retried automatically, and pushed again the moment you come back to the tab. If you use a VPN and it stays stuck, switching the VPN off for a few seconds pushes it through, and the app also falls back to a much smaller request that gets past strict VPNs.

6. Payments and invoices

In **Time Logs**, mark each entry **Unpaid**, **Pending** or **Paid**, filter by status, or use **Mark visible as Paid** to update a whole filtered set at once. Totals for earned, paid and unpaid sit at the bottom.

In **Invoice**, pick a client to fill in their details, add line items, tax, discount and shipping, then **Print / Save PDF** or **Save to Client Portal**. Saved invoices carry a status of Pending, Partial, Paid, Overdue or Cancelled, and marking one Paid offers to mark its hours Paid too.

7. What your client sees

Create a login for each client under **Client Logins** and they get their own read-only portal.

They can see

- Every hour logged for them, with the task
- A live indicator while you are working
- Reports, invoices and their change log
- Tasks they have sent you and the status

They can never see

- Your other clients or your total income
- Your private notes on their record
- Your screen, webcam or keystrokes
- Anything editable, the portal is read-only

The change log, and why corrections need a reason

If you edit or delete a logged hour, Track4GVA asks for a short reason and shows it to the client permanently. It is not there to catch you out. It is what lets a client trust the number without watching you work, and it protects you just as much: every correction is on the record, in your words.

8. Your account and getting help

Forgot your password? Use the link on the sign-in page. A reset link goes to your account email, works once and expires in one hour. You choose the new password yourself, it is never emailed to you.

Sign-in alerts. Every successful sign-in emails you the time and IP address, so an unexpected one is easy to spot.

Found a bug or have an idea? Use the **Feedback** button in the app, you can attach a screenshot, or email support@track4gva.com. Reports from beta testers are the reason this product keeps improving.

Quick habits that keep your hours clean

- Glance at the browser tab now and then, the live count is right there
- Stop and log at the end of each work block instead of leaving one long timer overnight
- Add your email in Profile so you can always recover your account
- If a client questions an entry, open the change log together, that is what it is for

Beta note: everyone has full Pro access free while the beta runs. When pricing goes live, beta testers get 30 days of Pro at no charge before anything is charged.