

ActivityTimeline Admin Guide

<https://activitytimeline.com>

The screenshot displays the Jira Software ActivityTimeline interface. The top navigation bar includes 'Jira Software', 'Dashboards', 'Projects', 'Issues', 'Boards', 'ActivityTimeline', and 'Create'. A search bar and navigation icons are also present. The main content area is divided into three sections:

- Filters (Left):** Includes 'QUICK FILTERS' for Assignee (Demo Account), Schedule, Project (TDES | Design, TDW | Demo Website, TRP | Reperi Product), Resolution (Unresolved), and Status. It also has 'JIRA AGILE' filters for Board and Sprint, and 'JIRA SAVED FILTERS' for Jira Filter.
- Worklogs & Workload (Center):** A grid view for the team 'Sample Team' from Monday 15 to Sunday 19, 2019. Tasks are color-coded by assignee: Amy Kartel (red), Bob Robinson (blue), Demo Account (green), Janny Miller (purple), and John Dallas (orange). Tasks include 'Demo task B', 'Placeholder', 'Summer Vacation', 'Second bug', 'Setup hosting plan', 'Potential Work', and 'Sick Leave'.
- User Details (Right):** A summary table for each team member showing their workload by day and a total for the week.

User	Monday 15	Tuesday 16	Wednesday 17	Thursday 18	Friday 19	Sat	Sun	Total
Amy Kartel	18h			8h				26
Bob Robinson				3h				3
Demo Account	40h							40
Janny Miller	12h		8h/day					36
John Dallas	10h	8h						18

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1. Introduction

Activity Timeline for Jira Server provides a visual resource planning and project tracking dashboard to schedule Jira tasks along with custom events; calculate workload, availability and utilization; generate timesheets and reports.

The installation process is identical to most Atlassian Marketplace application and consists of 2 simple phases.

Activity Timeline has four different modules for a full workflow: **Plan. Work. Track. Report**

Plan. This module of ActivityTimeline add-on allows to do resource/project and capacity planning. Plan and manage teamwork, schedule events, vacations, bookings and tasks, calculate workload and availability.

Work. This module provides an all-inclusive personal workspace for everyday work: personal tasks and schedule, logging worked hours, see overall progress of own timesheet and display required utilization on the worklog charts.

Track. Timesheets module on Track view provides managers with a quick and easy overview of logged time and ability to approve/export the timesheets.

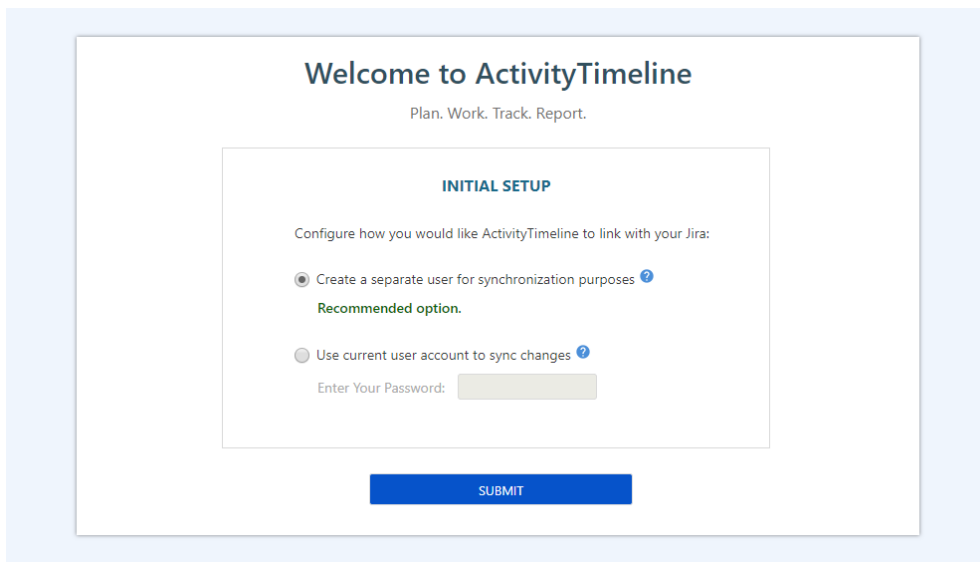
Report. ActivityTimeline add-on allows generating various Web and Excel reports based on workload, skills, availability, logged work hours and utilization.

ActivityTimeline is intended to help managing service, consultancy and creative teams with a dynamic working schedule, frequent changes requests and people shared between projects.

2. Installation

1. Log into your Jira Server instance as an admin.
2. Click on the Administration dropdown and choose **Manage apps**. The *Find new apps* or *Find new add-ons* screen loads.
3. Locate **Activity Timeline Resource Planning**.
4. Click **Free trial** to download and install the app.
5. Click “Configure” button on the *Manage apps* page:

Select how you would like ActivityTimeline to link with your Jira, click “SUBMIT” button:



Welcome to ActivityTimeline

Plan. Work. Track. Report.

INITIAL SETUP

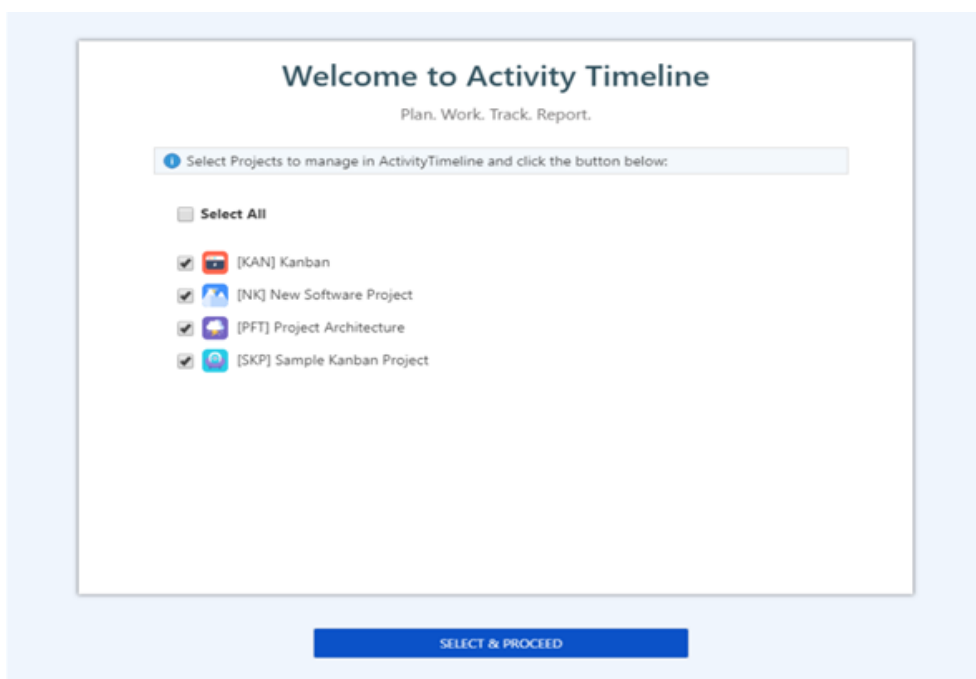
Configure how you would like ActivityTimeline to link with your Jira:

- Create a separate user for synchronization purposes [?]
Recommended option.
- Use current user account to sync changes [?]

Enter Your Password:

SUBMIT

6. Select Projects to manage in ActivityTimeline and click “SELECT & PROCEED” button below:



Welcome to Activity Timeline

Plan. Work. Track. Report.

Select Projects to manage in ActivityTimeline and click the button below:

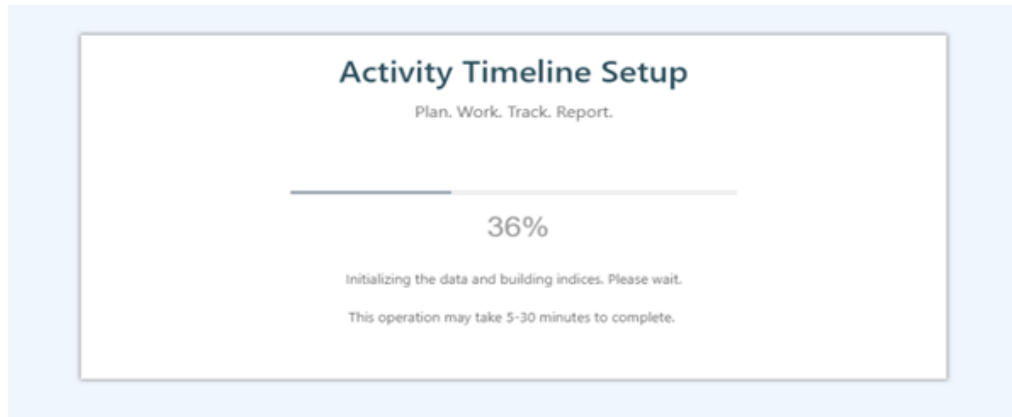
Select All

- [KAN] Kanban
- [NK] New Software Project
- [PFT] Project Architecture
- [SKP] Sample Kanban Project

SELECT & PROCEED

7. Wait a couple of minutes until system initialized all the necessary data.

Click "FINISH" button when the operation is complete:



8. Congratulations! You should be redirected to the main planning dashboard now.

3. User Management

Important Note: Adding/deleting or updating users here will NOT affect Jira system.

By default, every user that is enabled in Jira can access ActivityTimeline and see his/her personal schedule and worklogs. If you would like to restrict an access to the Dashboard for someone, you can do that by changing user roles on "Edit Person page".

To navigate to users management page click go to *Configuration* tab on Context Navigation toolbar on the left and switch to *Users* tab.

You should see a page like this:

The screenshot shows the Jira Users management page. The navigation bar includes "My Account", "Configuration", "Synchronization", "Projects", "Teams", "Users" (selected), "Issues", and "Events". The left sidebar has "Users" selected, with other options like "Users Skills", "Users Positions", "Users Knowledge Levels", and "Vacation Management". The main content area is titled "Users" and includes a "REFRESH USERS" button, a "Quick search:" field, an "Advanced Search" link, and a "Default person involvement:" dropdown set to "8" hours/day. Below this is a table of users with columns for "Enabled", "User Roles", "Full Name", "Involvement", "Teams", "Position", and "Skills".

	Enabled	User Roles	Full Name	Involvement	Teams	Position	Skills
Edit	✓	👤	Amy Kartel	8 hours/day	0		
Edit	✓	👤	Bob Robinson	8 hours/day	1		PHOTOSHOP LI INTERFACES
Edit	✓	👤	Demo Account	8 hours/day	1		PM
Edit	✓	👤	Instructor	8 hours/day	2		JAVA JAVASCRIPT
Edit	✓	👤	Janny Miller	8 hours/day	0		
Edit	✓	👤	John Dallas	8 hours/day	1		DEV
Edit	✓	👤	Luke Ouken	8 hours/day	1		
Edit	✓	👤	Tom Harvald	8 hours/day	0		QA

The list of all available users is represented on this page. Here you can change default person involvement for all active users, edit existing users, add position and skills, check the teams list of a user, delete users from ActivityTimeline.

On Vacation Management page possible to define how many approved vacation days each user can have in every calendar year.

Detailed documentation: [User Management](#) and [Vacation Management](#)

Add position and skills possible directly on the **Users page** by clicking on the field next to the user's name.

Click on **Edit** link to edit user's details and roles/permissions. You should see the page like below:

The screenshot shows a web application interface with a navigation bar at the top containing links for My Account, Configuration, Synchronization, Projects, Teams, Users, Issues, and Events. The 'Users' link is highlighted. On the left side, there is a sidebar menu with options: Users, Users Skills, Users Positions, Users Knowledge Levels, and Vacation Management. The main content area is titled 'Edit Person' and contains the following fields and options:

- Enabled:** A checked checkbox.
- Full Name:** A text input field containing 'Amy Kartel'.
- Position:** A text input field containing 'Designer'.
- Skills:** A dropdown menu showing 'PHOTOSHOP', 'UI', and 'INTERFACES'.
- User Employment:** Two radio buttons: 'Standard Involvement' (selected) and 'Custom Involvement per Day'.
- Start Working Date:** A text input field with the label 'Date when the person will have the first working day'.
- Approved Vacation Days Limit:** A text input field containing '14' with the label 'Amount of allowed approved vacation days per the calendar year for this person.'

You may edit User's full name, define person's involvement in hours per day either the same for all days or custom one for each week day. For example, user can work 8 hours on Mondays and Fridays and 4 hours/day during Tuesdays, Wednesdays and Thursdays.

Uncheck **Enabled** checkbox to restrict an access for that user to the Dashboard. Also, you may restrict an access by unselecting all roles.

A click on **Update** button will save your changes. A click on **Delete from ActivityTimeline** button will delete this user from ActivityTimeline but **NOT** from Jira.

To refresh the list of ActivityTimeline users from Jira switch to **Synchronization** -> **Refresh Users** page. The system will synchronize the list of Jira users, automatically assigns the default *Limited Employee* user role to new users.

My Account Configuration **Synchronization** Projects Teams Users Issues Events

Refresh Projects

Refresh Issues

Refresh Users

Refresh Worklogs

Refresh Boards & Sprints

Synchronize All

Users Synchronization

NO CHANGES WILL BE MADE TO JIRA DURING SYNCHRONIZATION OPERATION

Synchronizes the list of Jira users, automatically assigns **Limited Employee** user role to new users.

REFRESH USERS

Users Settings

Default role for new users
Defines default access level for new users.
Detailed description of each role is available in the [Admin Guide](#)

Possible values:
Administrator,
Manager,
Power Employee,
Employee,
Limited Employee,
Semi Read Only,
Read Only

Default Value: Limited Employee

Automatically refresh user list
Select how often the system should automatically refresh the list of Jira users.
Default option: Daily

UPDATE **CANCEL**

Important Note: Deleting a user in ActivityTimeline will NOT restrict his/her access to ActivityTimeline Dashboard, as the user may open ActivityTimeline page one more time and the system will automatically create the default account for him/her. Use “Enabled” checkbox and roles to restrict an access.

As alternative, you may set **Default role for new users** property in *Synchronization* -> *Refresh Users* -> *User Settings* to **No Access** so that newly added Jira users will not have an access to ActivityTimeline’s Dashboard by default.

4. User Roles

There are five user roles and two different restrictions available in ActivityTimeline application. Those roles and restrictions may not match the roles in Jira.

4.1 Administrator Role

User with this role has full access to all ActivityTimeline configuration settings including *Plan*, *Work*, *Track*, *Report* pages. This user may delete other users and change permissions of other users.

Only a user with an Administrator role may access Setup Wizard, perform a refresh of users or projects from Jira, see and manage teams' and users' data. Administrator Role has full access to all ActivityTimeline configuration settings including the Dashboard.

4.2 Manager Role

User with this role has full access to *Plan*, *Work*, *Track*, *Report* pages and can manage users and teams. He/she can edit members of existing teams and create new teams. User can create/edit and approve custom events like Bookings, Placeholders or Vacations.

4.3 Power Employee Role

User with this role can access *Plan*, *Work* and *Report* pages, view Jira tickets and perform a drag'n'drop, move or resize of Jira tickets. User can create/edit custom events. The system will not update Jira ticket of Jira project 'A' if user does not have permission to view/edit issues in Jira project 'A'. The changes will disappear from the Dashboard after page refresh.

4.4 Employee Role

User with this role has an access to *Plan*, *Work* and *Report* pages and to the data of the teams he/she belongs to. This user can see just the issues that were assigned to him/her and their teammates. User can create/edit custom events for teams he/she belongs to.

4.5 Limited Employee Role

User with this role can see his/her own data only on *Plan*, *Work* and *Report* pages. This user will see just the issues that were assigned to him/her. User can create/edit custom events on his/her timeline only.

This role is set as default role for newly added users.

This can be changed by **Default role for newly added users** setting in Synchronization -> Refresh Users page.

4.6 Read Only Restriction

This restriction is not a separate user role, but an additional property to other roles. Users with this restriction will not be able to perform any changes in Plan and Work module and simply will see the planned items.

This restriction is recommended for Employee roles only.

4.7 Semi Read Only Restriction

This restriction should be applied in addition to other employee user roles. User with this role will have a read-only access to the planning dashboard except his/her own timeline and assigned tasks.

5. Workload Calculation modes

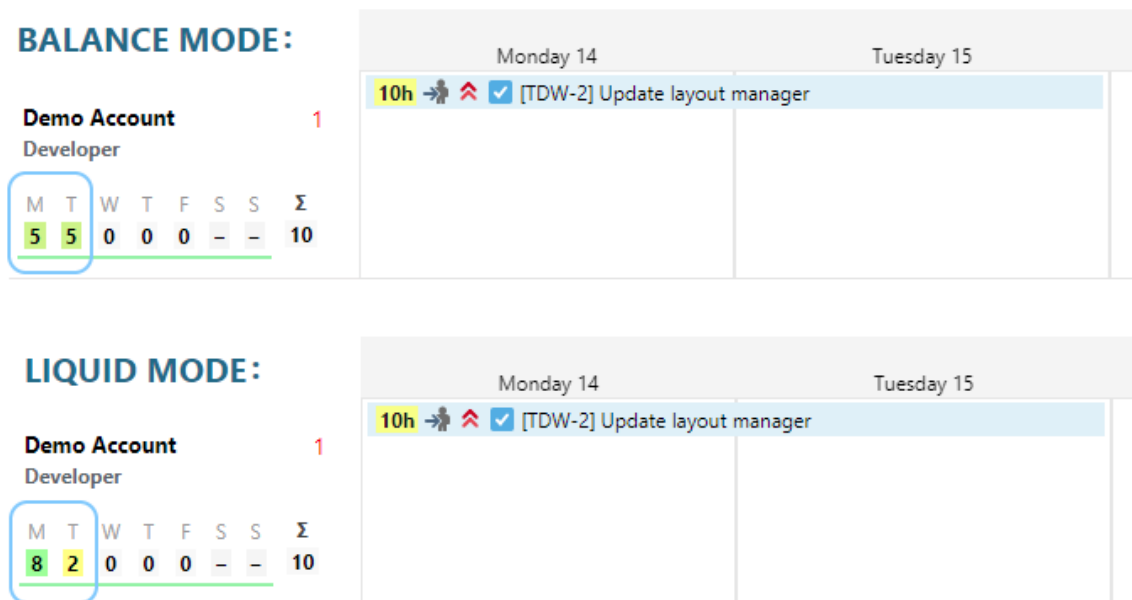
Workload Indicator displays how many hours are used per each work day by each person based on remaining estimate of scheduled Jira issues. The system respects weekends, days off, sick leaves, holidays and vacations during workload calculation.

It calculates all Jira tasks across all projects assigned and scheduled to every person. In addition, Workload Indicator displays total amount of person's work hours for the week.

There are two workload calculation modes:

- **BALANCE** - number of remaining hours are split equally across scheduled days. *Examples:*
 - 12 hours task scheduled for two days would take 6 hours each day;
 - 12 hours task scheduled for three days would take 4 hours each day;
 - 3 hours task scheduled for three days would take 1 hour each day.
- **LIQUID** - workload is calculated based on the remaining estimate and 8 hours work day. Work hours will transfer to the next day if the issue is scheduled for more than one day and the previous days are fully booked. *Examples:*
 - 10 hours task scheduled for two days will get 8 hours scheduled for the first day and 2 hours moved to the second day;
 - 1 hour task scheduled for two days would be completely moved to the second day if there are already 8 hours of tasks scheduled for the first day;
 - 4 hours task scheduled for two days would take 4 hours of the first day and 0 hours of the second day.

By default, BALANCE mode is turned on.



Detailed documentation: [Workload indicator](#)

You may change Workload calculation mode in *Configuration* > **Workload Indicator** page.

In *Time Tracking* section change **Workload Calculation Algorithm** property.

Different color indicates person's workload of any particular day:

- grey (0 hours - nothing scheduled)
- yellow (less than 50% h/day)
- olive (between 50-88% h/day)
- green (between 88-100% h/day)
- light red (between 100-125% h/day)
- red (more than 125% h/day)
- purple (issue is assigned on Logged time, Day Off, Vacation, Sick Leave or Holiday)
- blue (Day Off, Vacation, Sick Leave or Holiday is scheduled on a user)

Workload ranges are automatically adjusted in accordance to person’s involvement.

Worklogs & Workload mode displays both past and future: work logs for past, workload for future (based on remaining estimate of scheduled issues):

Worklogs & Workload

Demo Account
Developer

M	T	W	T	F	S	S	Σ
-	2	-	8	8	-	-	18

Past (work logs) | Today | Future (workload)

Show Worklogs and Workload
Indicators will display people's actual workload based on tasks remaining estimates in the future and logged hours in the past

Show Workload Only
Indicators will display people's workload based on remaining time estimates of tasks

Show Availability
Indicators will display people's availability based on involvements and remaining estimates of scheduled tasks

[Configure](#)

Availability mode displays how many hours the person is still available to do in future (capacity):

Availability

Demo Account
Developer

M	T	W	T	F	S	S	Σ
0	0	0	0	0	-	-	0

Past (nothing) | Today | Future (availability)

Show Worklogs and Workload
Indicators will display people's actual workload based on tasks remaining estimates in the future and logged hours in the past

Show Workload Only
Indicators will display people's workload based on remaining time estimates of tasks

Show Availability
Indicators will display people's availability based on involvements and remaining estimates of scheduled tasks

[Configure](#)

7. General Settings


ActivityTimeline administrator can change general settings, Jira integration settings, the settings for timeline panel, workload indicator, Advanced settings etc.

In General tab admin user can see general settings such as:

- Last Issues and Last Worklog Sync Dates
- Automatic Synchronization (Yes/No)
- Total amount of indexed Jira Issues and custom events
- Language
- Current Version of ActivityTimeline

My Account [Configuration](#) Synchronization Projects Teams Users Issues Events

General

Jira Integration	Last Issues Sync Date	2019-07-17 17:37:12 UTC
Tempo Integration	Last Worklog Sync Date	2019-07-17 17:36:03 UTC
Timeline Panel	Automatic Synchronization	Yes (every 10 minutes)
Workload Indicator	Total amount of indexed Jira issues	2607
Timesheets Config	Total amount of indexed custom events	4
Advanced Settings	Language	
Setup Wizard	Current Version	v7.2.0-cloud
Admin Guide	Powered by ActivityTimeline	
User Guide		

8. Jira Integration Configuration Settings

To change Jira Integration configuration, log into ActivityTimeline as an administrator, click *Configuration* button on Context navigation toolbar and switch to Jira Integration page:

My Account [Configuration](#) Synchronization Projects Teams Users Issues Events

General

Jira Integration Configuration

Jira Integration

Tempo Integration

Timeline Panel

Workload Indicator

Timesheets Config

Advanced Settings

Setup Wizard

Admin Guide

User Guide

Last Issues Sync Date 2019-07-17 17:37

Last Worklog Sync Date 2019-07-17 17:36

Automatic Synchronization
Automatic synchronization period is 10 minutes

Advanced Configuration

Planned Issue Start Date (Jira Custom Field ID)
Instruction: How to setup custom fields in Jira and ActivityTimeline

Planned Start Date

Planned Issue End Date (Jira Custom Field ID)
Instruction: How to setup custom fields in Jira and ActivityTimeline

Planned End Date

Timeline Assignee (Jira Default or Custom Field)
A change to this field requires a full Synchronization from the Setup Wizard afterwards.
Supported types: Assignee, User Picker and Multi-User Picker custom fields.
Default value: Assignee (default Jira Assignee field will be used)

Assignee [Advanced](#)

Rank Field Name (Jira Agile Field)

Rank

Sprint Field Name (Jira Agile Field)

Sprint

Epic Link Field Name (Jira Agile Field)
Optional field.

Epic Link

UPDATE CANCEL

Here you can specify access to Jira and set of custom things:

1. Change the dates for 'Last issues sync date' and 'Last worklog sync date', that define the last date ActivityTimeline synchronized these items from.
2. Switch *Automatic Synchronization* by checking the box
 - a. by default, the system automatically synchronizes the changes every 10 minutes.
3. In the *Advanced Configuration* section map Jira custom fields of date, namely, *Planned Issue Start Date* and *Planned Issue End Date*.
 - a. Due date can be set as Planned Issue End Date: click on *Advanced* link to set custom option.
4. Map *Assignee* (default value = Assignee, supported types: Assignee, User Picker, Multi-User Picker fields)
5. Map *Rank Field Name*, *Sprint Field Name* and *Epic Link Field Name*
 - a. Those are Jira Agile fields

9. Timeline Panel Settings

In Configuration tab administrator can define the settings of Timeline Panel. The page has two sections: Timeline View and Events where you can change different options.

Reuse Agile Sprint period for start/end dates of its issues

If task does not have planned start/end dates, then the system will use Agile sprint's start/end dates as start/end dates of a task. This will be applied to all tickets that belong to a sprint.

- Possible values: checked = turned on, unchecked = turned off
- Default value = *checked*
- **Required:** perform Refresh of Agile Boards/Sprints and Full Issues Synchronization after turning this feature on.

Default color for issues

Allows user to select default color for Jira issue bars on the dashboard.

- Possible values: Blue, Red, Orange, Yellow, Green, Purple, Violet, Livid, Teal, Olive, Silver, Gray
- Default Value: *Blue*

Default color for events

Allows user to select default color for custom event bars like Notes, Holidays etc. on the dashboard.

- Possible values: Green, Red, Orange, Yellow, Blue, Purple, Violet, Livid, Teal, Olive, Silver, Gray
- Default Value: *Green*

First Day of week

Defines the first day of the week on the calendar

- Possible values = Sunday, Monday, Tuesday, Wednesday, Thursday, Friday, Saturday
- Default value = *Monday*
- Workload Indicator works properly with Monday as a first day of the week only.

First Week of year

Defines the first week numbering scheme.

- Possible values:
 - Starts on Jan 1 (first week starts on Jan 1 if a year starts on Monday otherwise first week starts on the last Monday of the previous year)
 - First 4-day week (first week starts on the first week of the year that contains 4 days in this year)
 - First full week (first week starts on the first full week of the year)
- Default value: *Starts on Jan 1*

Weekend displaying mode

Show thin or full-sized weekend columns (Saturday and Sunday) on the calendar.

- Possible values:
 - Thin weekend columns.
 - Full sized weekend columns.
- Default Value: *Thin weekend columns*

Planned Start/End Dates format

Defines whether Planned Start/Planned End date custom fields has Date Picker type or Date/Time Picker type.

- Possible value:
 - Date Only (for Date Picker type)
 - Date/Time (for Date/Time Picker type)
- Default Value: *Date Only*
- Time zone shift/fix setting in Advanced Settings section must be set to 0 in case of Date/Time mode.

Time format

Defines time format for Date/Time fields.

- Possible values:
 - 12h am/pm clock
 - 24h clock
- Default value: *12h am/pm clock*

Confirmation on Event removal

Specifies if ActivityTimeline should show a confirmation box when user clicked on an icon of custom event to remove it.

- Possible values:
 - unchecked - remove custom events without a confirmation dialog
 - checked - show confirmation dialog.
- Default Value: *checked*

Displaying of Resolved Tickets

Controls whether to show resolved issues on timelines and whether to count their remaining time estimate for the workload.

- Possible values:
 - display resolved tickets and count their remaining time estimate for the workload
 - display resolved tickets but do not count their remaining time estimate for the workload
 - hide resolved tickets and do not count their remaining time estimate for the workload
- Default value: *Show on timelines with remaining estimates*

Deadline Warning Period

Defines the amount of days from current date till the due date of the task.

- Default Value: *7 (days)*

If the due date is shorter, then the task will appear emphasized (in bold black color by default).

11. Workload Indicator Settings

ActivityTimeline administrator can define and change the settings of Workload indicator in timeline panel.

Workload Indicator Settings page has 3 sections: Time Tracking, Work Time, Past Days.

Show Workload Indicator

Defines whether ActivityTimeline should show or hide workload/availability indicators.

- Possible values:
 - checked - Workload Indicator is shown
 - unchecked - Workload Indicator is hidden
- Default value: *checked*

Workload Calculation Algorithm

Defines calculation algorithm for Workload Indicator.

- Possible values (refer to the section above for the details):
 - BALANCE
 - LIQUID.
- Default Value: *BALANCE*

BALANCE MODE:		Monday	Tuesday	LIQUID MODE:		Monday	Tuesday
Demo User		10h + [BT-8] Sample Task	↑ TO DO	Demo User		10h + [BT-8] Sample Task	↑ TO DO
M	T	W	T	F	S	S	Σ
5	5	0	0	0	-	-	10

Time Estimate Format

Defines 'Original Time Estimate' and 'Remaining Time Estimate' values displaying format.

- Possible values:
 - Auto - estimate is grouped by periods e.g. 10 hours estimate will show up as '1d 2h';
 - Hours - estimate is displayed in hours only e.g. '10h'
 - Days - estimate is displayed in days only e.g. '1.25d'
 - Weeks - estimate is displayed in weeks only e.g. '0.2w'
- Default Value: *Hours*

Work hours in day

Defines the number of working hours in a day (default person's involvement in hours per a working day). It has an influence on the workload/availability indicator.

Also, this setting is used to convert long time estimates from days to hours. E.g. 2 days = 16 work hours by default.

- Default Value: *8*

Work days

Defines the list of work days. 'sat' and 'sun' are treated as weekend and workload indicator will ignore them during workload calculation as well as vacations, holidays, sick leaves and days off.

- Default Value: *Mon, Tue, Wed, Thu, Fri*

Past Days

Determines how worklogs are calculated in the past days.

- Possible values:
 - Include past days in workload calculation
 - Exclude days from workload calculation
 - Exclude past days and current day from workload calculation
 - Exclude past weeks from workload calculation
- Default Value: *Include past days in workload calculation*

Workload & Availability Modes

Choose how the task estimate is split across days if a task is scheduled from the past to the future and has remaining time estimate.

- Possible values:
 - Distribute remaining estimate into past days (not recommended)
 - Exclude past (days/weeks/ days and today) from distributing remaining estimate

Detailed documentation: [***Workload indicator***](#)

12. Advanced Settings

Default Date Format

Specifies Date format. Should be the same as for Jira Date Picker field.

- Default Value: *d/MMM/y*

Default Date/Time Format

Specifies DateTime format. Should be the same as for Jira DateTime Picker field.

- Default Value: *dd/MMM/yy h:mm a*

Timezone shift/fix

Defines Time Zone shift in hours. Please change this value if tasks appear shifted by one day on the dashboard.

- Possible values:
 - negative value - move tasks few hours back;
 - positive value - move tasks few hours forward;
 - 0 value - no time zone shift.
- Default Value: *11.5*

Custom Functionality

Turn On or Off features that are currently not turned on by default.

- Set value to a specific keyword or a combination of them to enable custom ActivityTimeline features.
Default Value: *0*

Reuse Jira permissions per Project

Defines whether ActivityTimeline should reuse Jira Project Permissions in addition to built-in ActivityTimeline User roles. The system will reuse Jira Project Permissions for each logged in user if enabled.

Possible values:

- checked - Jira Project Permissions and ActivityTimeline User Roles are enabled to filter issues and projects
- unchecked - Default ActivityTimeline User Roles are used to filter issues/teams

Default value: *checked*

Reuse Jira permissions per Issue (slow)

Defines whether ActivityTimeline should reuse Jira Issue Permissions in addition to built-in ActivityTimeline User roles. The system will reuse Jira Issue Permissions for each logged in user if enabled.

Turning on this feature will decrease performance of the dashboard.

Possible values:

- unchecked - Default ActivityTimeline User Roles are used to filter issues/teams
- checked - Jira Project Permissions and ActivityTimeline User Roles are enabled to filter issues/projects/teams

Default value: *unchecked*

Number of Issues to Load from Jira

Defines the maximum amount of tasks that ActivityTimeline should retrieve from Jira during Setup Wizard Synchronization

- Recommended maximum: 100000
- Default Value: *30000*

Ignore issues older than (NN months)

Do not synchronize issues, which were last modified more than NN months ago.

- Default Value: *12*

Amount of Issues to load per request

Defines the amount of issues to load per each request to the server.

- Default Value: *150*

Issue ID in Jira

System property. Should not be changed manually.

- Default Value: *10011*

Unresolved Resolution ID

Defines an extra resolution status id. Jira tasks with this ID will appear in left issues panel in addition to all unresolved tasks.

- Default Value: [EMPTY]

System Notification Message

Specify a message that will be shown for all users when they open ActivityTimeline.

- Default Value: [EMPTY]

14. Help Portal

You can access the latest version of the Administrator and User Guides, FAQ and other documentation at our online portal at:

<https://activitytimeline.atlassian.net/wiki/spaces/AC>

You can request an assistance from our support team via email (support@reliex.com), live chat or from your personal Customer Success Manager depending on support package you're currently on.