Top Questions

Most frequently asked questions and best practices for getting started with Mana

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Announcements

2023-09-25

Welcome to our interim Knowledge Base & Help Center! Please pardon the appearance.

Goals

Set goals and track your progress against them.

How do I set goals?

The easiest way to set a goal is to navigate to the Goals tab and choose one of our popular goals -- simply tap the panel and the weekly goal will be created for one month.

To create a goal on any Element with any timeframe:
1. Tap the button on the Goals tab that says "Create a goal with a custom timeframe" or tap Mari and choose "New Goal."
2. Choose the Element you want to track time against
3. Enter the amount of time and choose the appropriate kind of goal with the switcher to the left if you want to spend less than, exactly, or more than a certain amount of time per period on the Element you chose in step 2
4. Choose the period for the goal - do you want to track against a certain amount of time per day, week, month, quarter, or year?
5. Choose the days of the week you want to count towards your goal - this is important to understand what pace will be needed to achieve it
6. Choose the goal start and end date
7. Write notes about why the goal is important and what steps you will take to ensure you give yourself the best opportunity for success. These two sections are essential to your motivation and ability to actually achieve the goal, so consider them carefully!
8. Choose how important the goal is to you
9. Tap "Create Goal" - you're done!

Now you can view your newly created goal on the Goals tab.

How do I review progress towards goals?

Navigate to the Goals tab to view any active or upcoming goals. For active goals, you will see your progress towards achieving the goal, color-coded related to how you are doing compared to the pace needed to achieve the goal:

1. Red means you are far from the pace needed to achieve the goal and should dedicate more time per day to be able to achieve your target

2. Yellow means you are doing OK but should dedicate a little more time per day to be able to achieve the goal
3. Green means you are on pace to achieve the goal

You'll also notice some cards about your progress toward goals in the home feed with the same color-coded meanings.

How do I edit or update goals?

To edit or update a goal, navigate to the Goals tab and tap on that goal's card. Then you will be able to change any of the parameters you set when creating the goal.

How do I view past goals?

Tap the medal icon in the upper right corner of the Goals tab to see a list of all previous goals in reverse chronological order.

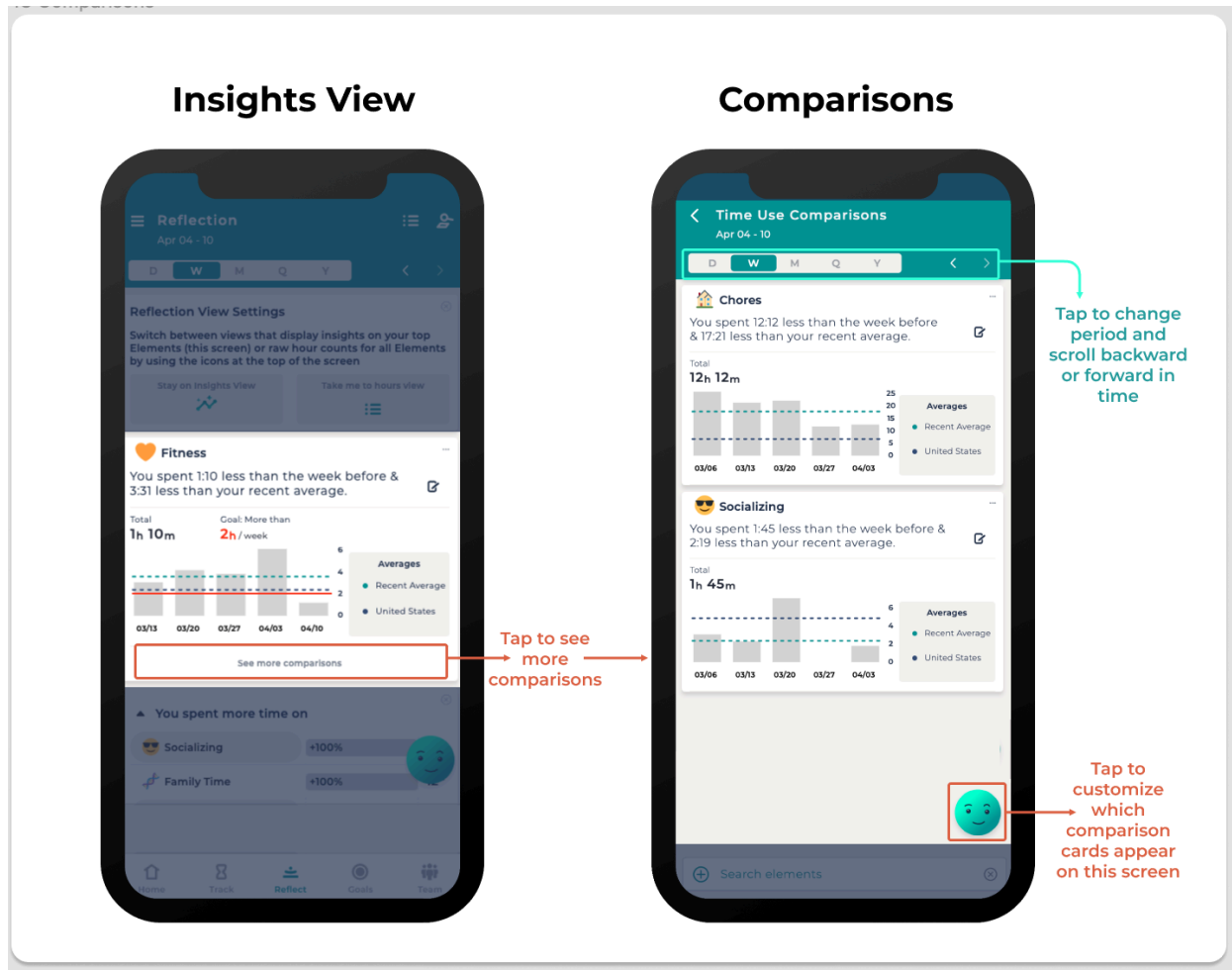# Reflection

View insights and data related to how you spend time, and add journal entries on what is most important to you.

How do I see comparisons about my time?

Make sure you are on the Insights version of the reflect tab, scroll down to a comparison, and tap "See more comparisons."

By default, you'll see a selection of comparisons the app thinks are valuable to you, and you can also compare certain Elements to average data from the US.

Insights View

Comparisons

Reflection
Apr 04 - 10

D W M Q Y

Reflection View Settings

Switch between views that display insights on your top Elements (this screen) or raw hour counts for all Elements by using the icons at the top of the screen.

Stay on Insights View

Take me to hours view

❤️ **Fitness**

You spent 1:10 less than the week before & 3:31 less than your recent average.

Total
1h 10m

Goal: More than
2h / week

Averages
● Recent Average
● United States

03/13 03/20 03/27 04/03 04/10

See more comparisons

▲ You spent more time on

😎 Socializing +100%

🧹 Family Time +100%

Home Track Reflect Goals Team

Time Use Comparisons
Apr 04 - 10

D W M Q Y

🏠 **Chores**

You spent 12:12 less than the week before & 17:21 less than your recent average.

Total
12h 12m

Averages
● Recent Average
● United States

03/06 03/13 03/20 03/27 04/03

😎 **Socializing**

You spent 1:45 less than the week before & 2:19 less than your recent average.

Total
1h 45m

Averages
● Recent Average
● United States

03/06 03/13 03/20 03/27 04/03

⊕ Search elements

Tap to change period and scroll backward or forward in time

Tap to see more comparisons

Tap to customize which comparison cards appear on this screen

To change the period of time to view different comparisons, scroll back and forward in time using the arrows on the upper right side of the screen, and/or use the selector to toggle between viewing data related to days, weeks, months, quarters, or years (D, W, M, Q, Y).

You can tap Mari to "customize comparisons" and see data about any Elements!

How do I understand insights about my time?

Tap Reflect to get to the "Insights" view of your time. You will know you are on insights view because you will see a series of cards. If you do not see these cards, you are on "Hours View" and will need to tap the "Insights" icon in the upper right corner or tap Mari to switch to Insights View. Use hours view to review details about the exact amount of time you are spending on Elements and for journaling.

On Reflect, you'll see insights on your data for the period of time displayed in the header. To change the period of time to view different insights, scroll back and forward in time using the arrows on the upper right side of the screen, and/or use the

selector to toggle between viewing data related to days, weeks, months, quarters, or years (D, W, M, Q, Y).
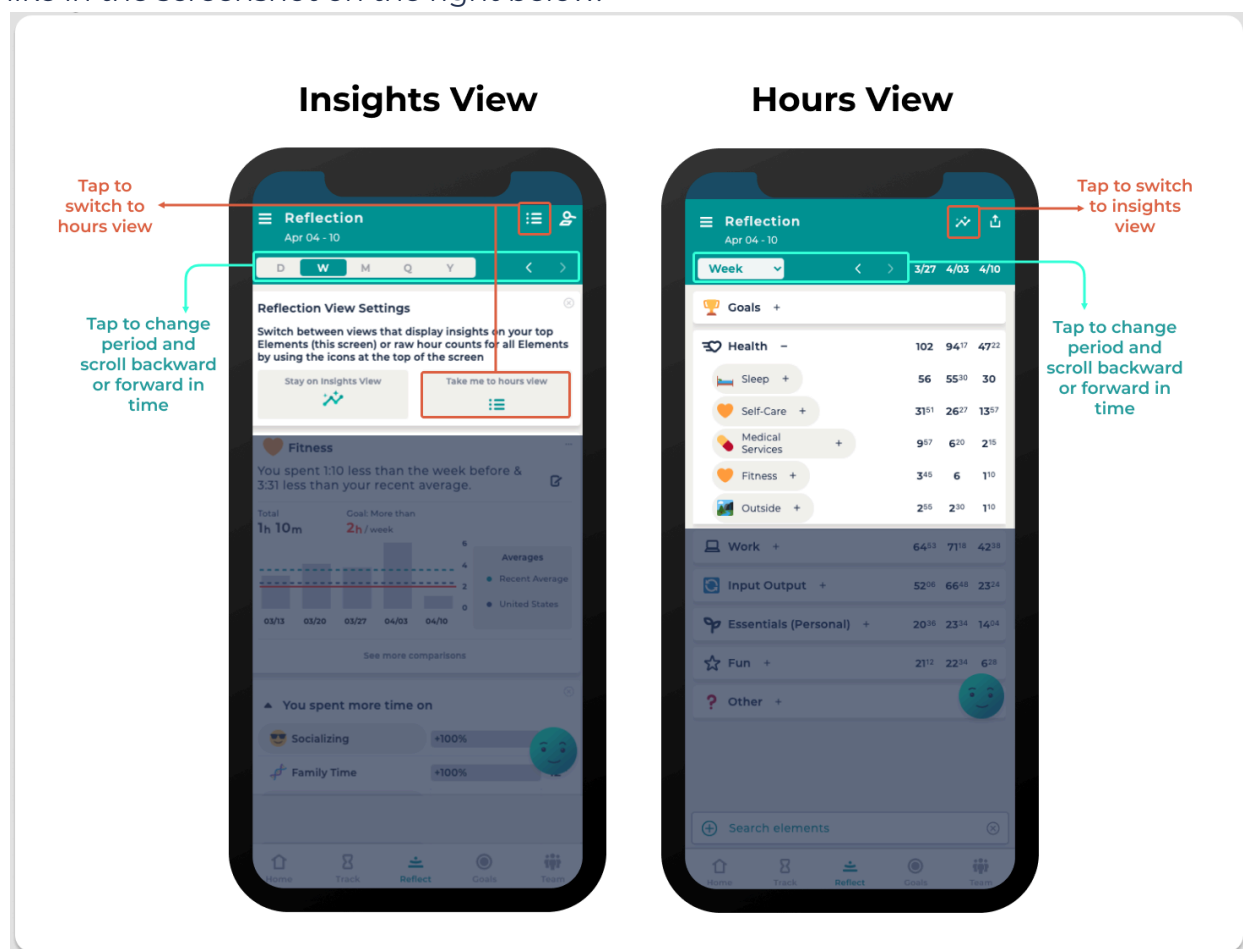
There three kinds of cards are:
1. Comparisons - a comparison of how much time you spent during the period in the header compared to your past. Journal with the icon, or tap on the bottom to see more comparisons, which are fully customizable. You can read more here on customizing comparisons.

2. A chart of your biggest changes from the period before, ranked by percentages. The right column shows the raw number of hours for the row's Element for that period of time. Tap the percentages to see how many raw hours more or less you spent on the given activity.

3. An overall breakdown of your time into our four main categories of Health, Fun, Work, and Growth. This card includes the percent change from the period before and the raw hours next to the graph. You can journal on this card for the period you are reviewing.

How do I review how much time I am spending on Elements?

Tap Reflect and make sure you are on "Hours View." You will know you are on hours view if you see a large table with numbers or trends related to all of your elements,

like in the screenshot on the right below.

Insights View

Hours View

Tap to switch to hours view

Tap to switch to insights view

Tap to change period and scroll backward or forward in time

Tap to change period and scroll backward or forward in time

This table shows all the time you have spent on Elements in a given day, week, month, quarter, or year. Use the arrows to navigate backward and forward through time, and review the most recent hour counts in the right column.

For a chart view that includes one column of data and a small graph showing change over time, tap Mari and choose "Switch to Chart View." To change back, tap on Mari again and choose "Switch to Table View."

To view more details about a specific Element, including trends and averages over time, largest changes over time of its child elements, and journal entries, tap the hour count next to that Element for the reflection detail page, which looks like this:

How do I customize which categories appear on the Reflect tab?

The default categories are Health, Work, Fun, and your job (renamed to your workplace name during onboarding). Work includes your job as well as personal essentials like chores and home administration. To add more top-level categories to your reflection page, tap Mari and choose "Customize Elements." Then choose the categories you would like to appear at the top-level on their own cards in "Reflection."

How do I view details about hours on specific Elements over time?

For a graph of activity over time and more details related to the Element's history, tap the hour count next to it.

How do I write journal entries about specific Elements?

To write a quick journal on an Element from the Reflect tab, tap and hold the hour count next to it, and a modal will appear, allowing you to choose an emotion and write a note.

How do I view details and journals about periods of time?

For a pie chart of the main categories (Health, Work, and Fun) over time, journal entries, and more details related to the breakdown, tap the dates at the top of the columns on table view or the journal icon in the header on chart view. The week date always displays the date that the week **ends**.

How do I write journal entries about periods of time?

To write about a period of time from the default table view, first tap the date you want to write about above the data columns to go to that time period's detailed reflection page. From chart view, tap the journal icon in the header.

Tap an emotion to start your journal entry, and the text box for notes will appear.

How do I see and edit past journal entries?

After you write a journal entry on an Element for a particular time period, a colored square will appear under the hour count on the Reflect tab. If there is a journal entry on a child, an outline of a rectangle in the same color will appear around the parent hour count to indicate that a journal entry exists for one of the children.

To see past journal entries on Elements, tap an Element's hour count to go to the detailed view including journal history.

To see past journal entries on time periods, tap the date on table view or the journal icon on chart view to go to the detailed view including journal history.

Edit any journal entry by tapping and holding the journal text and choosing "Edit Journal Entry"

How do I export my data?

From the Reflect tab, use the drowpdown or switcher at the top to select the day, week, month, quarter, or year you want to export data for. Once the desired period is active, tap Mari and choose "Download CSV." This will create a .csv file of the active period. If you need a different kind of export, please contact us, and we'll do our best to help you!

Integrations & Tracking

Optimize your account for the most accurate automatic time tracking

How do I ensure all of my time is automatically tracked?

The best way to make sure your time is automatically tracked is to connect integrations by navigating to the More Menu, choosing Integrations, and tapping on them to connect. We recommend connecting at least one calendar and Desktop Sync to start.

How do I make my automatic tracking more accurate?

You'll see cards in your home feed asking you to choose which Element fits integration data best. Choosing the right Element trains our AI to understand your time better.

You'll also see cards that show you when we have used a data point to autotrack a timeslot - you can easily adjust the Element from these cards, and we will use this information to make better predictions in the future.

Finally, you can manually associate integration data points with Elements by tapping and holding integration data from the timeslot detail page (accessible from the Track tab) and choosing "Associate Data with an Element." Then choose the specific data point you want to associate, choose your parameters for the rule, and choose an
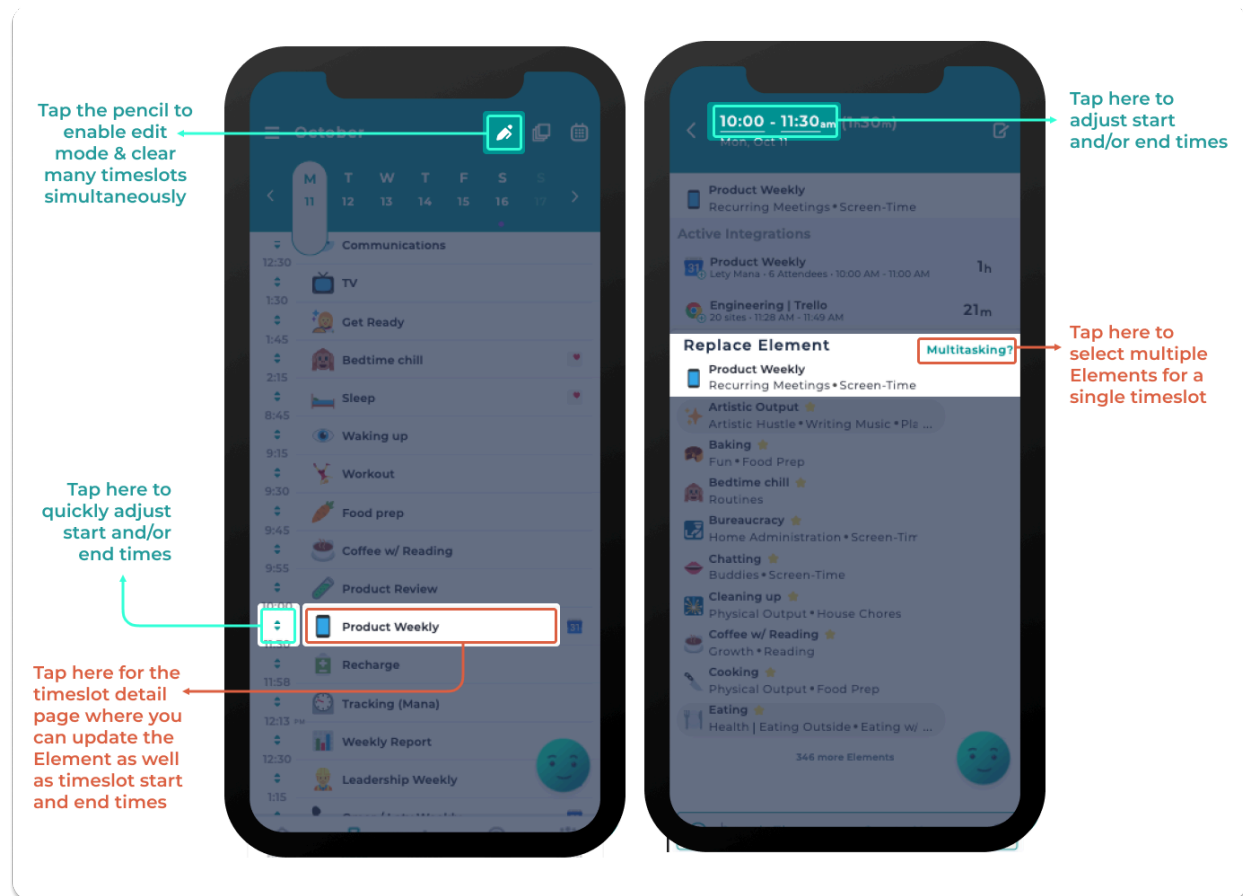
Element from the list below:

1. Tap and hold to bring up the menu and choose "Associate Data with an Element"
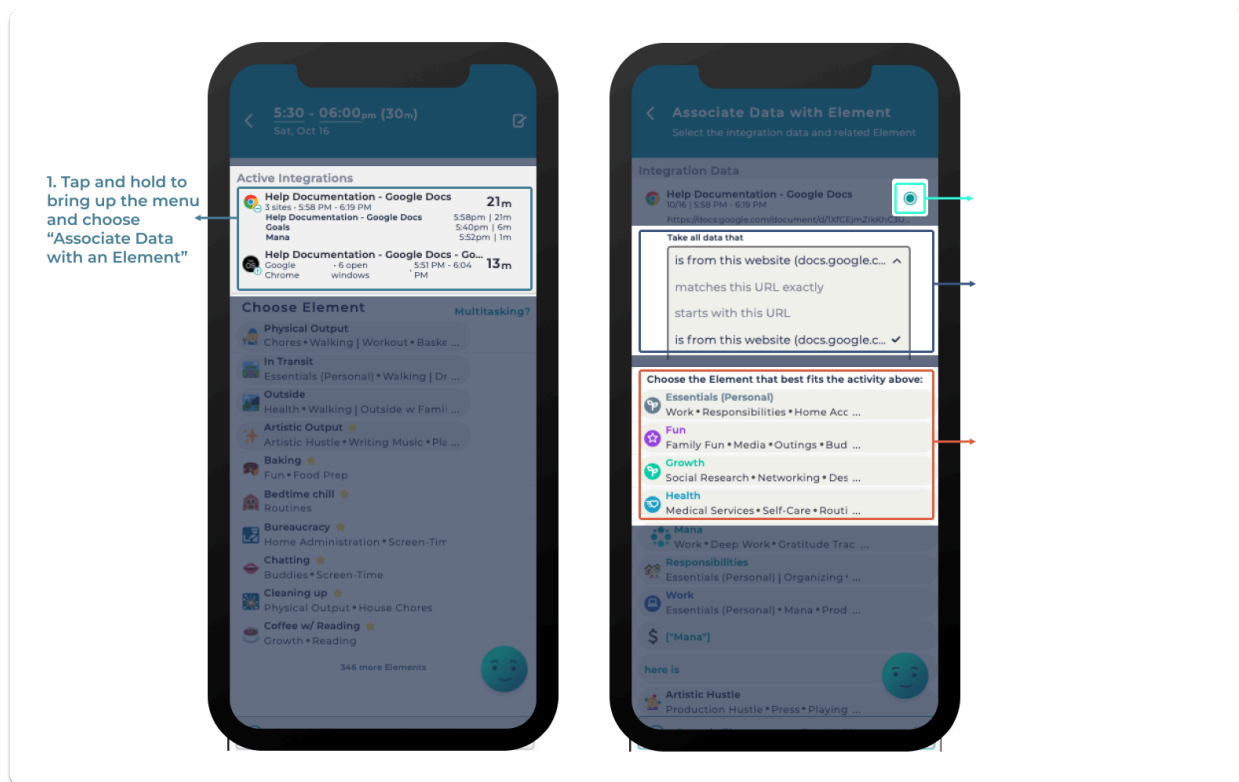
How do I adjust autotracked time?

To change the start or end time, simply tap the arrows on the left of the autotracked timeslot on the Track tab, and a modal will pop up where you can change the times.

To change the Element (as well as start or end times) tap anywhere on the timeslot to open the timeslot detail page

To clear multiple timeslots at the same time, tap the pencil on the top right part of the header to enter edit mode.

Tap the pencil to enable edit mode & clear many timeslots simultaneously

Tap here to quickly adjust start and/or end times

Tap here for the timeslot detail page where you can update the Element as well as timeslot start and end times

Tap here to adjust start and/or end times

Tap here to select multiple Elements for a single timeslot

How do I associate specific integration data with an Element?

You can manually associate integration data points with Elements by tapping and holding integration data from the timeslot detail page (from the Track tab) and choosing "Associate Data with an Element." Then choose the specific data point you want to associate, choose your parameters for the rule, and choose an Element from the list below:

1. Tap and hold to bring up the menu and choose "Associate Data with an Element"
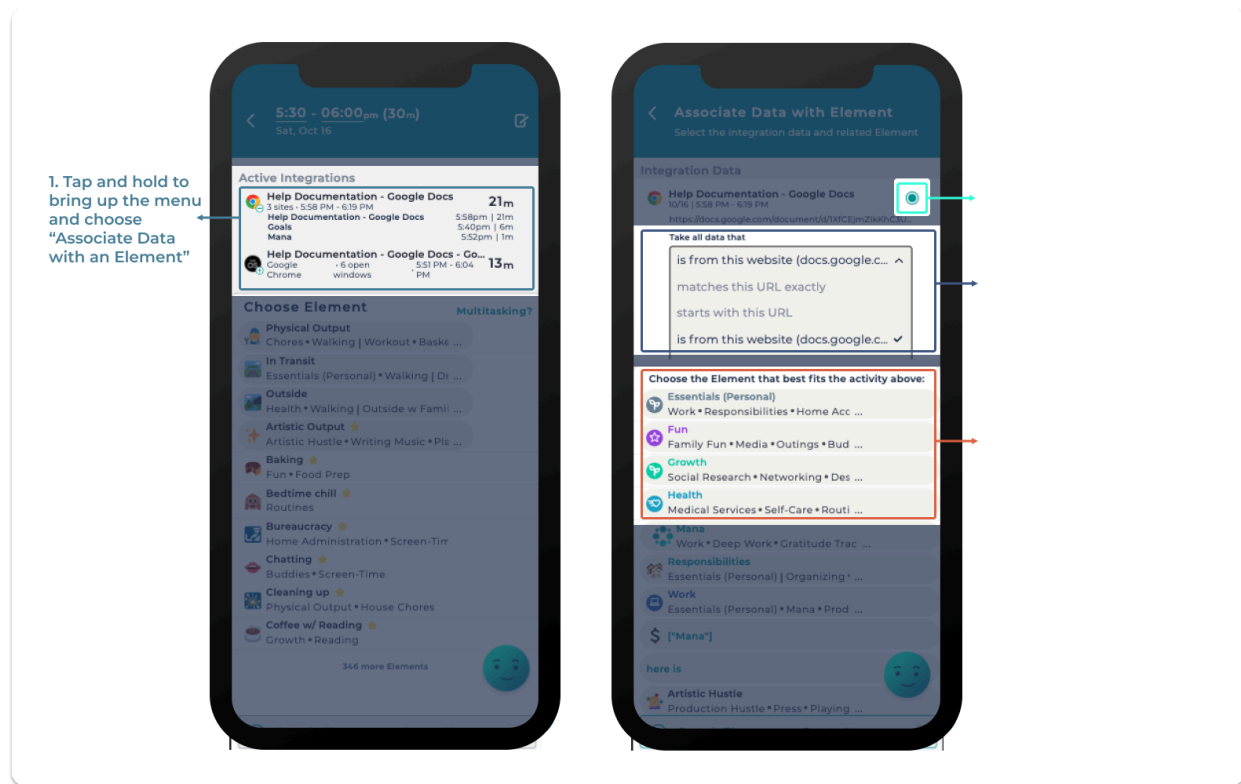
How do I stop specific Elements from being autotracked?

Navigate to the More Menu>Preferences and tap on the text link to "Blacklist Elements from Autotrack." This will bring up a list of Elements, and you can choose any Elements that you do not want to be autotracked.

Please note that blacklisting a Element from autotrack will also blacklist all of that Element's children, so use caution when blacklisting Elements to enusre that you still have sufficient data autotracked

How do I track time manually?

To track time manually, choose from the suggested predictions on the Track tab or tap the 3 dots to the left of a timeslot for the timeslot detail page. Then you can edit the timeslot start and end times and choose an Element for that slot.

Tap here for the timeslot detail page

Tap any of the suggestions to track. Swipe right for more predictions.
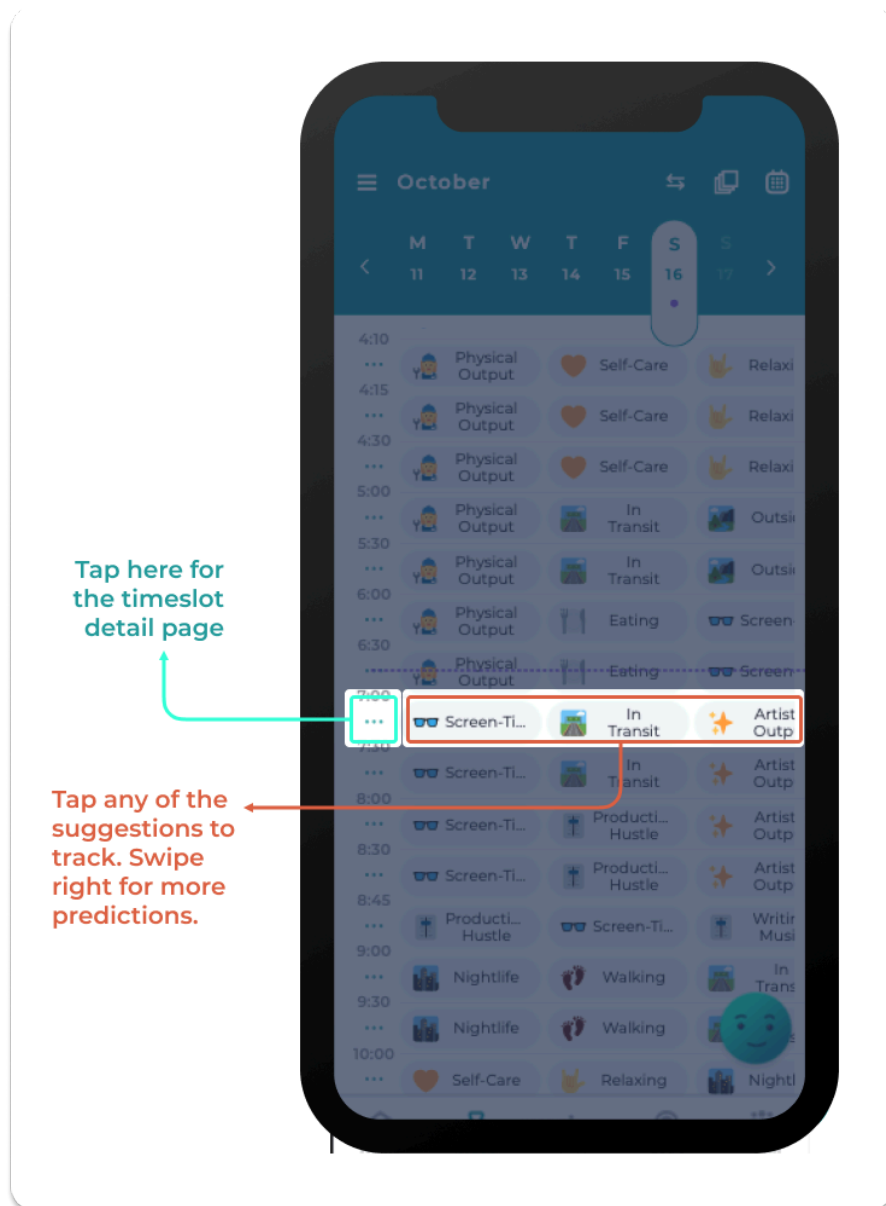
How do I create and apply routines to more quickly track repetitive activities?

You can create routines from time that has already been tracked and then "stamp" those routines on days or weeks that are similar.

To create a routine from a **day** (or part of a day):

1. Tap the Routines icon on the Track Tab to get the popup to create a routine from the Track tab (alternatively, tap Mari and choose "Create or Apply Routine)
2. Choose "Make Routine from Day"

3. Name your routine, choose an emoji, and edit the hour counts by tapping on them and changing
4. Tap Create Routine

1. Tap the Routines Icon to get the popup to create a routine from track home

2. Choose "Make Routine from Day"

3. Edit the hour counts by tapping on them and changing.

See the total hours in the routine here (can be less than 24)

4. Tap "Create Routine" to save this to your routines

To create a routine from a **week** (or part of a week):
1. While viewing the week you want to make a routine, tap Mari to expose menu
2. Choose "Create Week Routine"
3. Edit the hour counts (week or day) by tapping on them and changing.
4. Tap "Create Routine" to save this to your routine

3. Edit the hour counts (week or day) by tapping on them and changing.

1. While viewing the week you want to make a routine, tap Mari to expose menu

2. Choose "Create Week Routine"

4. Tap "Create Routine" to save this to your routines
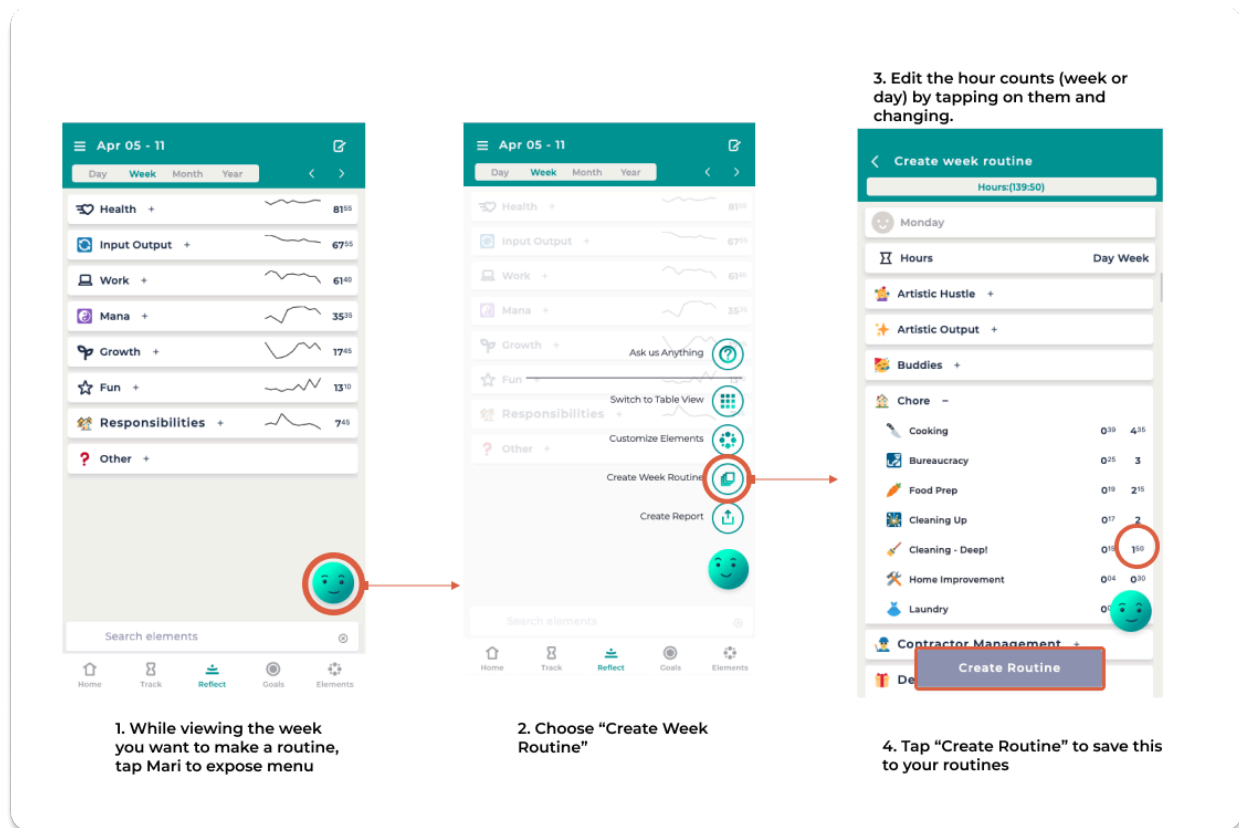
To apply routines:
1. Tap the Routines icon on the [Track Tab] to get the popup to create a routine from the Track tab (alternatively, tap Mari and choose "Create or Apply Routine)
2. Select the day or week routine you want to apply from the drop down menu
3. Tap "Apply to [Date or Date Range]"
4. The routine will be applied to the ay or week without overwriting any tracked data by default. Mari will offer an option to overwrite tracked data if you wish.
5. Tap and hold any timeslot to edit the activity, change times, add a journal, track as a multitask with multiple Elements, or remove the Element from timeslot (bringing back predictions)

Please note that if you apply a day routine, the timeslots will be in the same place as the day the routine was created from. If you apply a week routine, the schedule will not be recreated exactly, but the hour counts will match. This is temporary

1. Use Routine icon or Mari option to open Routines Modal
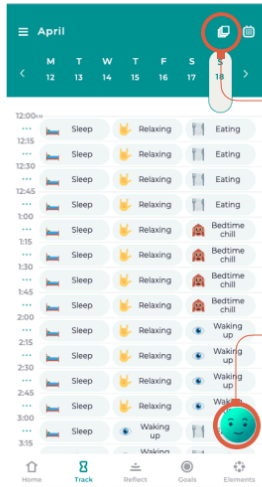
2. Select the Day or Week routine you want to apply from the drop down menu
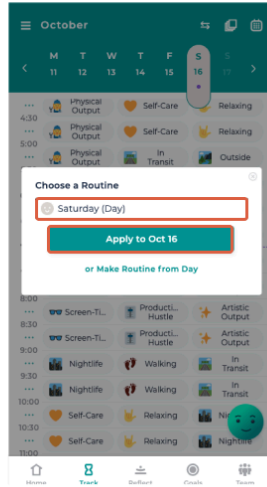
3. Tap "Apply to [Date or Date Range]"

4. The routine will be applied to the day or week without overwriting any tracked data
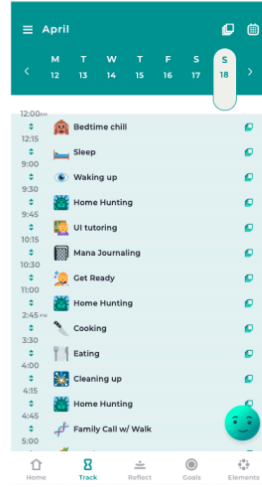
Note, if this is a day routine, the timeslots will be in the same place as the day the routine was created from. If this is a week routine, the schedule will not be recreated exactly. This is temporary
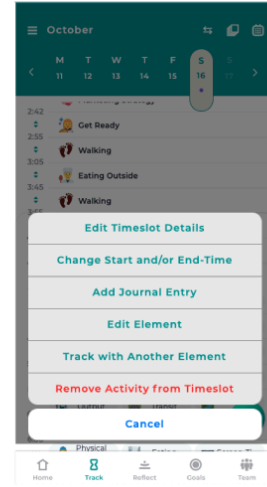
5. Tap and hold any timeslot to edit the activity, change times, add a journal, track as a multitask with multiple Elements, or remove the Element from timeslot (bringing back predictions)
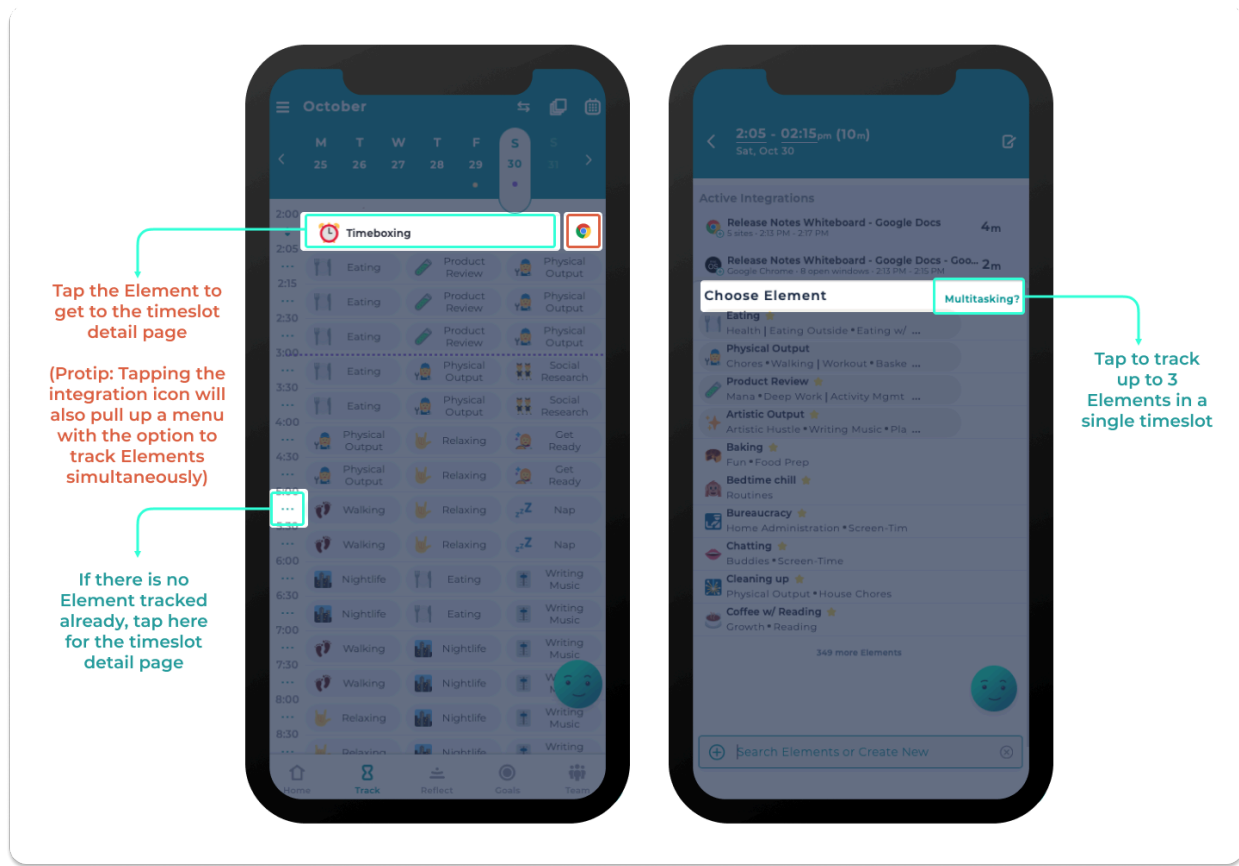
How do I turn off, snooze or disconnect an integration?

1. To turn off an integration, tap into the specific integration from More Menu>Integrations and then turn the toggle to the left for the account you want to turn off. Choose an option for when you want it to turn back on or choose "Turn off until I turn it back on" to turn off indefinitely.
2. To disconnect an integration entirely, tap and hold the account you want to disconnect, choose "Disconnect Account" and follow the steps provided for that specific integration

How do I track more than one Element at a time?

Navigate to the detail page for the timeslot you want to add more elements to by tapping on the existing Element in that timeslot (if there is no Element in the timeslot you're interested in, tap the 3 dots to the left of the Element prediction pills).

Then tap "Multitasking," and you will able to select up to 3 Elements for any timeslot.

Tap the Element to get to the timeslot detail page

(Protip: Tapping the integration icon will also pull up a menu with the option to track Elements simultaneously)

If there is no Element tracked already, tap here for the timeslot detail page

Tap to track up to 3 Elements in a single timeslot

Collaboration & Coaching

How to use Mana with your coach and others on your teams or in your personal life.

How can I send a report to my coach or someone on my team?

1. Navigate to the time period you want to report on in the Reflection view by choosing day, week, month, quarter, or year and scrolling to the desired date range (If you are in table view, you will have an option of which of the 3 columns to move forward with)
2. Tap the "share" icon at the top of the Reflect tab, or tap Mari and choose "Create Report"
3. Choose the recipient(s)
4. Deselect any Elements that you do not want to appear in the report by tapping once
5. To share a Parent Element without revealing detailed hour counts for Children, tap the checkbox twice

6. To add Elements that you have not tracked time on (so that you can manually add hours and/or journal entries), tap Mari and choose "Customize Elements," and then tap the checkbox for any Elements you want to add
7. To manually edit hours for any Element, tap on the hour count number
8. To add a journal entry to an Element, tap and hold the hour count number
9. When you are satisfied with the selected elements, tap "Continue"
10. Choose an overall emotion and write an overall comment for the period being reported on
11. Review the journal entries associated with the report and deselect any you do not want to appear in the report
12. Tap preview report to see exactly what the recipient will see - navigate back to make any changes before submitting, and tap submit!

You can view a history of all your submitted reports if you tap [Team](#) on the bottom navigation bar and switch to the "Submitted" tab on top.

How do I set up coaching sessions?

You can [order coaching packages here](#)
Then book time on [your coach's calendar](#)

What is a coaching session like?

Coaching sessions center around your unique needs and goals. Mana coaches review any reports sent through the app at least 24 hours before the coaching session and prepare talking points to work through obstacles and provide guidance based on your report.

The more you share about your ambitions and circumstances, the better our coaches can provide time mindfulness methods to help you reach your full potential. If you don't have time to submit a report, that's OK too, and you will spend the first part of the session chatting through your goals, habits, and challenges.

Our coaches also provide additional resources and optional worksheets that can help you work through challenges and discover opportunities for growth.

Do I have to use Mana to join one of the courses or programs?

You do not need to use Mana to join courses or programs. However, using the app will help to get more out of these services. Tracking, reflecting, and communicating about how you currently spend time will greatly help your own progress toward your goals as well as help your coach or program director understand how they can best help.

What is a Mana Score, and how can I improve mine?

Mana scores are weekly scores out of 100 along with a comment from Mana about how you spend time and how you are proceeding toward your goals. To improve your score, use the full spectrum of app features: set goals, review and adjust your tracked time, reflect on your weeks, and share details with your coach when appropriate.

Elements

Customize, update, and create new Elements to track your time.

What are Elements?

Elements are the building blocks of your life. They represent everything that you do, which can be a lot to keep organized, which is why we have different types of Elements, as you can see in the example below.

Minor Elements

These are the smallest Elements that represent a specific activity you do and do not have any Elements nested beneath them.

Minor elements are visually represented by list rows without any pills around them. Minor Elements are always "children" and never parents. When you add a child to a minor Element, you make it a Major Element.

Major Elements

These are collections of Minor Elements so you can understand your time in larger buckets. We consider both Email and Messenger to be "Essentials" of your job, so the Element "Essentials (Job)" is a Major Element containing the two Minor Elements "Email (Job)" and "Chatting (Job)." You can have many levels deep of Major Elements so categorizing time is fully flexible to how you prefer to see it broken down.

Major Elements are visually represented with pills around the Element title text. Major Elements are usually children of Categories or of other Major Elements. Major Elements are always "Parents" of other Major Elements, Minor Elements, or a combination of both.

Children & Parents

Children are all of the Elements that are included in a Major Element. Children can be Major or Minor, depending on how deep the hierarchies are. In the example below, "Email (Job)" and "Chatting (Job)" are both children of "Essentials (Job)." "Essentials (Job)" is both a parent and child, since it is a child of "Job."

Parents of an Element are all of the Major Elements that include it. For example, in the example below, "Essentials (Job)" is the parent of both "Email (Job)" and "Chatting (Job)," so all of the time tracked on both "Email (Job)" and "Chatting (Job)" would be included in the parent "Essentials (Job)."

Categories

Finally, these are the largest Major Elements that do not have Parents and each has its own card in Reflection. Our default categories are **Work, Health,** & **Fun.** You can also add your own: see "customizing categories" for more details.
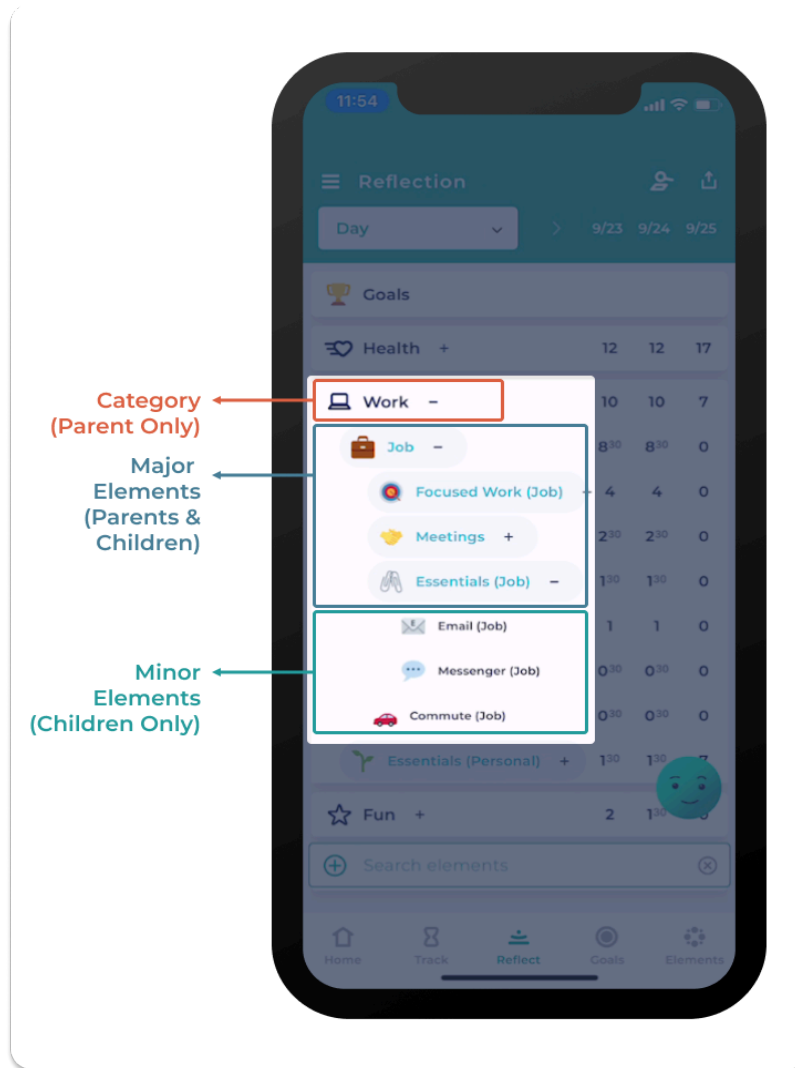
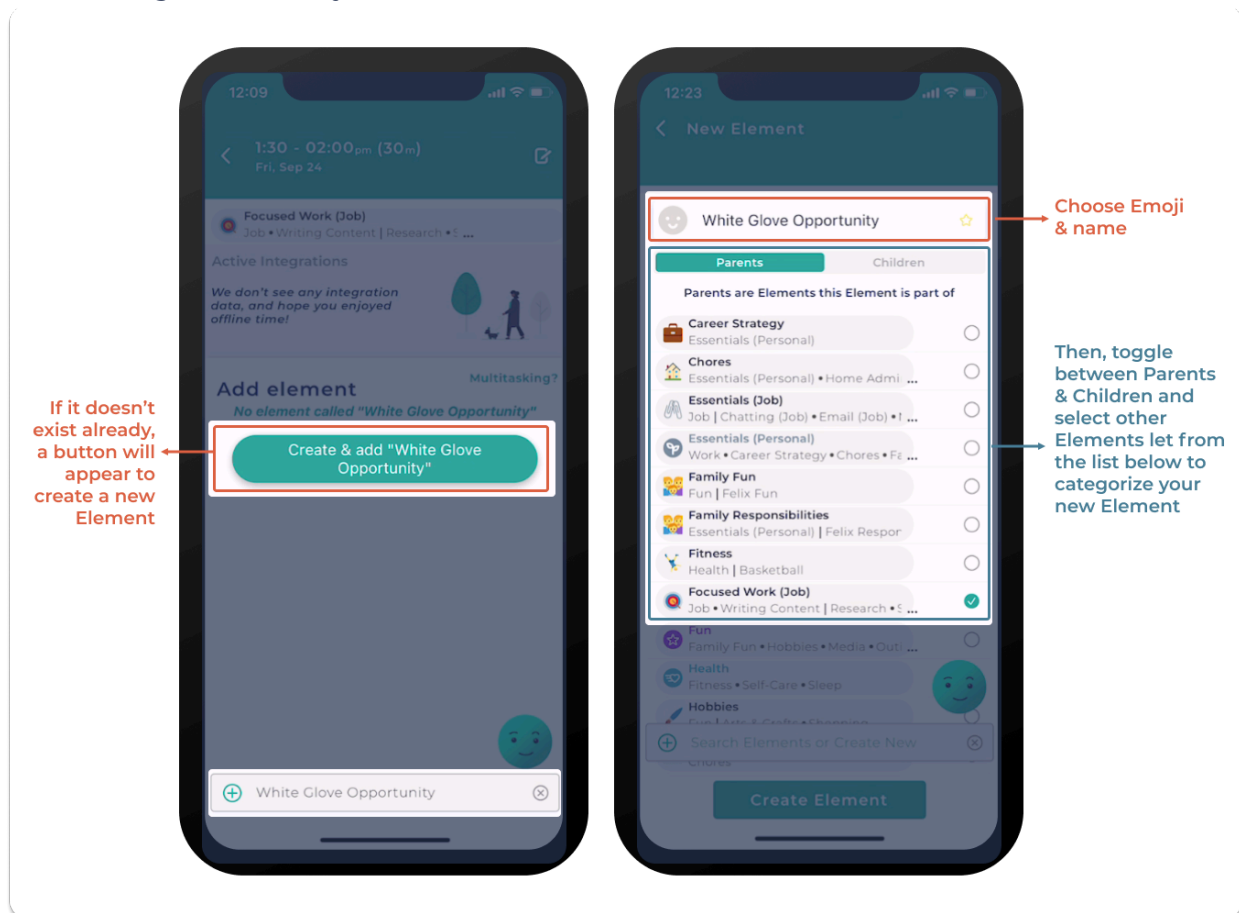## How can I make my list of Elements more relevant to me?

The easiest way to customize your Elements is to use our guided customization process at onboarding or by navigating to the more menu and choosing "Repeat

Onboarding. You will start with Work and continue to Life Elements. We've already categorized many popular Elements into standard categories, so you don't have to worry about the hierarchies.

How do I create new Elements?

The best time to create a new Element is when you want to indicate that you were doing the activity at a certain time, usually when you want to be more specific about time that was already automatically tracked on the Track tab.

1. Tap into the timeslot that has a more general Element listed, like "Focused Work."
2. Search for the more specific Element - we might already have an Element for what you are searching for!
3. If the Element you are looking for doesn't exist, tap the button that appears to create it
4. Choose an Emoji and edit name if desired
5. Toggle between parents and children, and select from the Elements below to categorize your new Element.
6. Tap "Create Element" at the bottom of the page to create the Element and assign the time you have chosen to it.

If it doesn't exist already, a button will appear to create a new Element

Choose Emoji & name

Then, toggle between Parents & Children and select other Elements let from the list below to categorize your new Element

What other ways can I create new Elements?

You can also create new Elements from Timeslot detail (accessible from the [Track Tab](#)) or [All Elements](#), tapping Mari in the bottom right corner, and selecting "Create New Element."

How do I edit Elements' names, emojis, how they are categorized, or remove them?

Edit Elements by going to the More Menu, [All Elements](#), and tapping on them or tapping and holding them and choosing "Edit Element" from the menu. You can also tap and hold an Element from [Reflect](#) to edit an Element. See What are Parents & Children of Elements for more details on editing Elements.

Remove Elements by going to the More Menu to [All Elements](#), tapping Mari, and choosing "Archive Elements."

How do I merge Elements?

Merging an Element into another one will delete the first Element and assign all previously tracked time to a second Element of your choice. **Be careful**, since merging an Element into another means the first Element will **no longer be accessible or distinguishable from the second.**
If you would like to merge one Element into another:
1. Navigate from the More Menu to [All Elements](#)
2. Tap and hold the Element you want to get rid of
3. Choose "Merge into another Element" from the menu
4. Select the second Element you want to merge into
5. Confirm your selection.

How do I copy an Element to create a new Element with similar properties?

Sometimes you may want to duplicate an Element to quickly create a new Element starting with the same parents, children, and Emoji.
If you would like to create a new Element starting with the properties from an existing one:
1. Navigate from the More Menu to [All Elements](#)
2. Tap and hold the Element whose properties you want to start from
3. Choose "Copy Element" from the menu
4. Input at least a name for your new Element. Exact duplicates are not permitted to avoid confusion
5. Tap "Create Element"

Account

Update personal details or close your account

How do I change my nickname and/or email address?

Navigate to the more menu and tap on your avatar as shown below. Then you can edit your nickname and/or email address. We'll be adding more fields and a way to change your avatar image soon, so stay tuned!
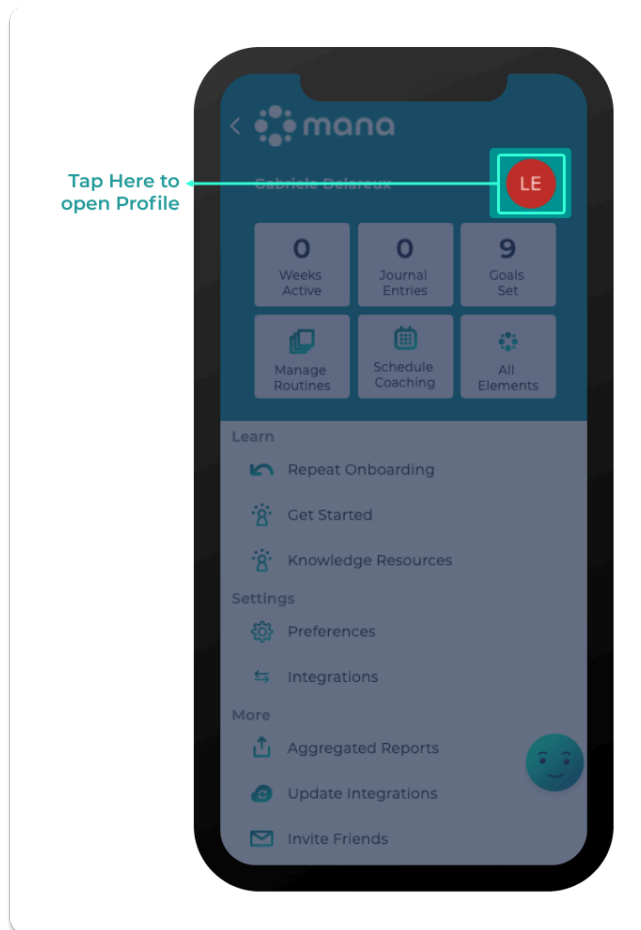
How do I close my account?

We're sorry to see you go! Please email us and we will close your account.

Privacy

Understand exactly what data is processed to help you track your time and spend it better & learn how to ignore or delete specific data points

What does Mana do with my Data?

Mana uses your data to track your time in categories that make sense to you to help you reflect on your time and spend it better.
We secure your data with the same standards as a bank secures your money with only a select few members of our team having technical access to your data for debugging purposes.
**We do not and will not, under any circumstances, sell your data.**

How can I see what Mana processes from my integrations?

To view integration data from a certain timeslot, tap on that timeslot and you will see Integration data under "Active Integrations" at the top of the screen (below the date and time, but above the list of Elements).
To view integration data that was used to autotrack a timeslot, tap on the integration's icon from the Track tab to display a panel below that contains the data that was used to predict that slot.
To see all data per integration, navigate to the more menu and choose "Integrations" (or tap here). There are two options for seeing integration data:
1. View of the data per integration by tapping on any integration in the "Connected Integrations" section
2. View a reverse-chronological list of all data points from all connected integrations by tapping the "History" icon on the top right of the integrations page

2. Tap Here to see all integration data together

1. Tap here for data from a specific integration
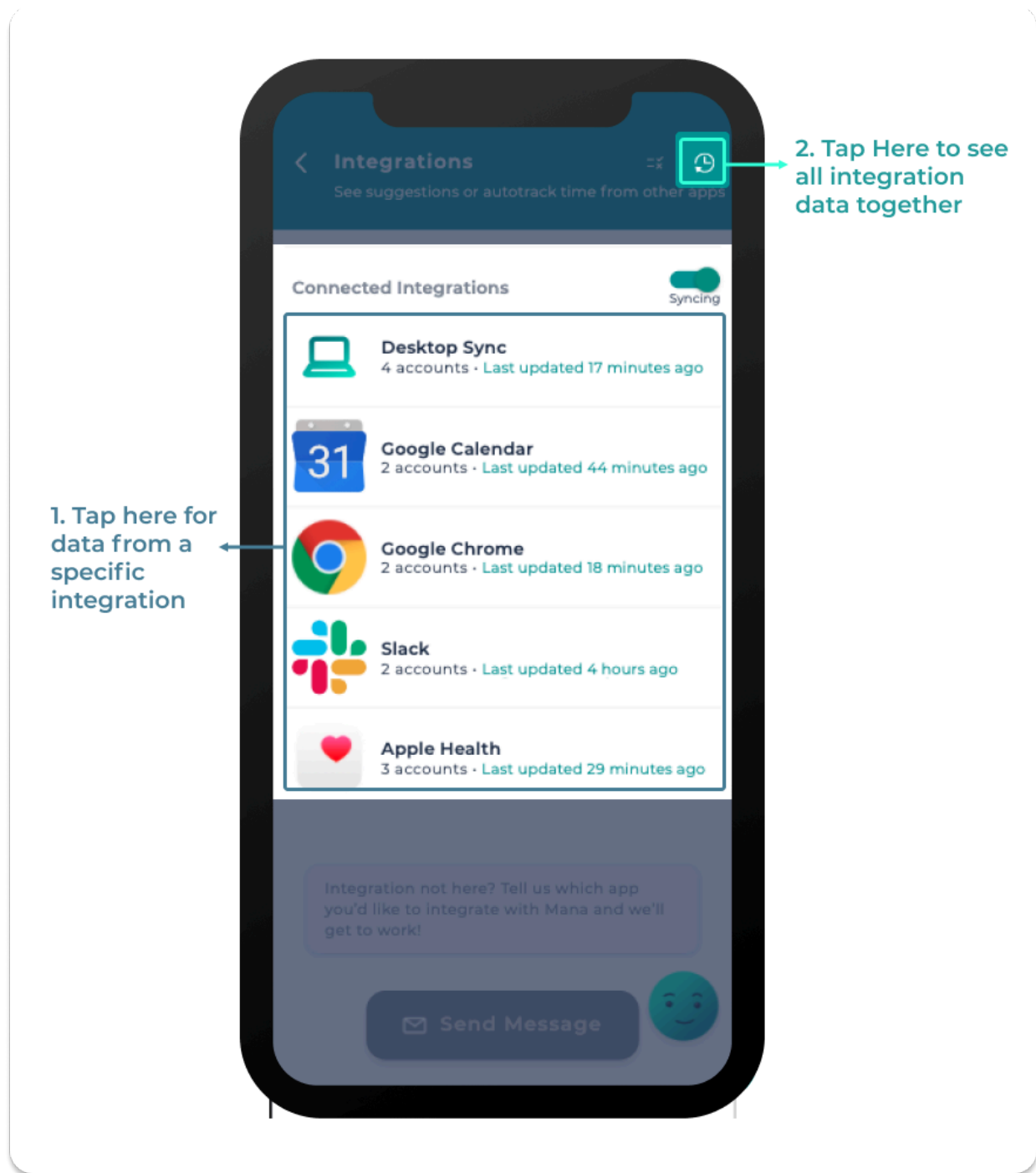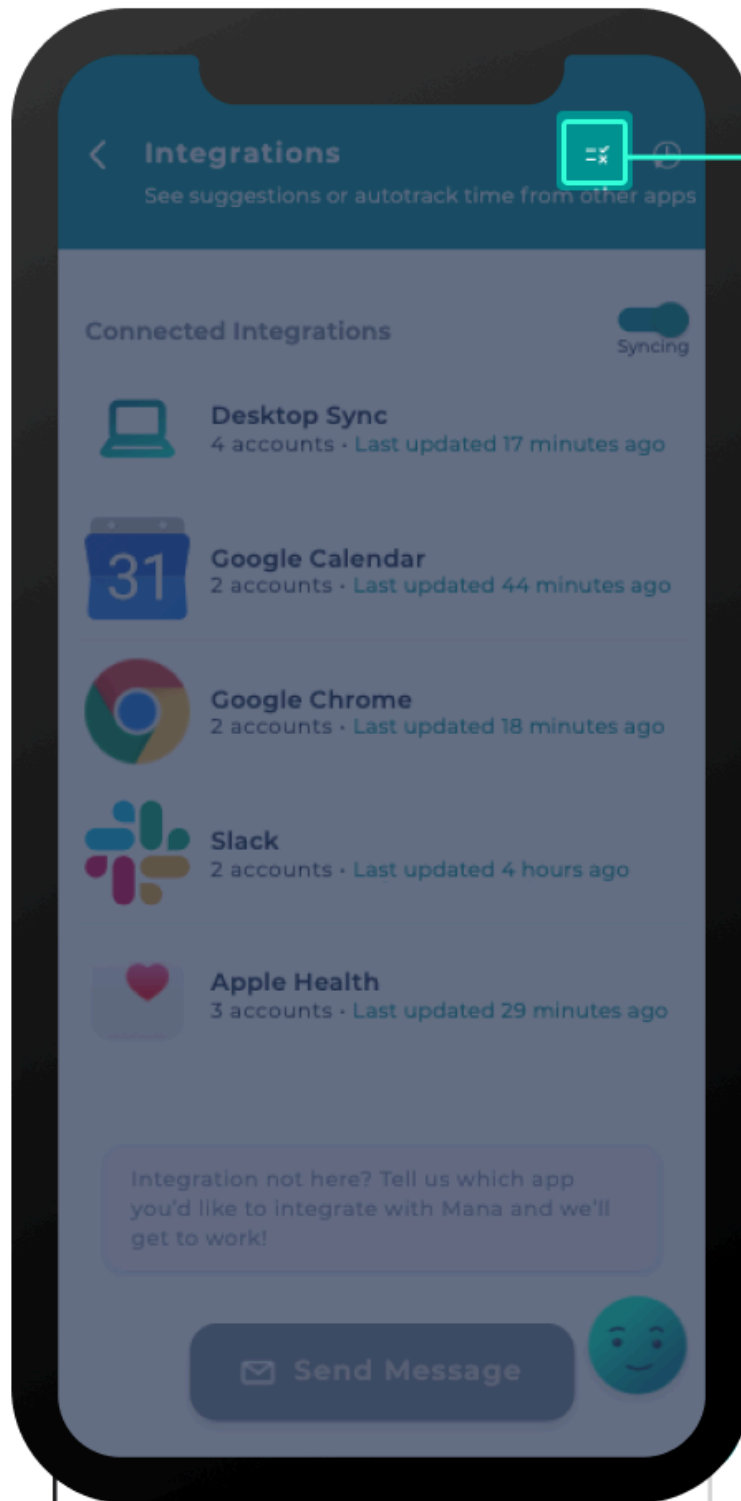
How do I delete integration data?

To delete any integration data point, tap and hold on the data, either from the timeslot detail page or integrations page, and choose "Delete this Entry"

How do I stop Mana from seeing specific integration data points or using them to make predictions?

To stop Mana from pulling any integration data similar to a specific data point, tap and hold on the data, either from the timeslot detail page or integrations pages and choose "Ignore this Data." Mana will stop collecting this data or using it to make predictions.

You can view a list of your data "rules" that include both ignored data and **associations** (how data is used to track Elements) by navigating to Integrations from

the More Menu and tapping the rules icon:

Tap Here to see all integration data rules for associations and data to ignore

How do I export my data?

Link to other article here

How do snooze, turn off, or disconnect an integration?

Link to other article here

Community

Please submit feature requests here

Please email us to let us know what would help you get more out of Mana. We can't wait to hear from you!

How do I get in touch with the Mana team?

Please send us an email or submit a request to support@mana.ai
We'll do our best to get back to you as soon as possible