

Updated on April/2016

Welcome
Collaborator

Runrun.it



Why use it?

Summary

The basis of any business's operations are its tasks. Runrun.it is a tool that helps companies **coordinate the flow of tasks**, setting priorities and organizing them by clients and projects.

Each task has its own "Timeline" which is where communication with other colleagues happens. In Runrun.it, each comment has a time limit of 15 minutes to be deleted, after that, it gets "saved forever" in the task. The same happens with attached files.

This mechanic makes Runrun.it an ideal tool for people to make decisions in a responsible and transparent fashion. It puts an end to the age old excuse that "the email didn't arrive" or that "it was not exactly what was demanded or decided". It's written easy to find, and made crystal clear.

Tasks always have an **Owner** - who opened the task, a **Responsible** - who has to evaluate and transfer the task or perform it, and **Followers** - people who are just keeping up with the task's progress.

The Runrun.it Admin in your company will set which individuals can open tasks, **and will set who can give tasks to who as well**. This rule gives clarity to workflow. Meaning, if someone wants you to work on something, they will need to be formally allowed to do so previously by an Admin.

To indicate that you are working on something, click the **Work** button. The system **will automatically log your timesheet** - according to the work shifts that are registered to on your profile. When you are done, click **Complete**, and you are finished.

Why use it?

Summary

Everyone involved will then be alerted that the **task has been delivered**.

To give predictability to team leaders and managers of the company, you can **estimate the effort** that you think is needed to finish each task.

This estimate must be made in working hours and can be redone as many times as you feel is necessary. Runrun.it will use this estimate **to calculate an Estimated Delivery Date**, taking into consideration your work schedule and other tasks that are on your to-do list.

Now it's easy: if someone wants to re- prioritize your work, **they will have to choose what will lose priority**. And the system will recalculate all Estimated Delivery Dates.

Here's the **magic** of Runrun.it. It's great for a team leader to stay in the loop with what task everyone is doing and when they will be delivered. Team members will also be clear on what needs to be done, with zero ambiguity on the priority of tasks.

Moreover, **you will no longer be pressured to perform "miracles"** within your work time, which is a limited resource.

Runrun.it has many other features that you will discover with time, but its foundations are helping companies produce more, **with far less stress**.

Types of user

Runrun.it has four types of users

Administrator, or admin

Whoever creates the company account on Runrun.it is automatically defined as the Administrator (Admin). The Admin will be able to create more users and define new admins. They are **responsible for creating clients and projects, teams, task types, status, etc.** They have access to all system features.

Manager

Some users may be defined as Managers. This means that they **have access to all** the teams, tasks, and reports - **even if they are not part of any team.**

This is an ideal user type for senior managers within the company, who need to monitor the performance of tasks and teams, but are **not involved operationally** in the day-to-day tasks.

Team leader

Each team created in Runrun.it has a leader, which is set up by the admin. The team leader has some privileges: he **can edit some of the preferences, such as work schedule, holidays, etc.**

He will also have access to the reports and to the creation of: Clients, Projects, Task Types, and most importantly, **defining task prioritization.**

Types of user

Runrun.it has four types of users

Collaborator

This is a user who is part of one of the teams created in the company.

It's necessary for the admin to define from whom a collaborator receives tasks. Also defining for whom the collaborator can open tasks. This includes himself. Meaning, you may or may not, be able to open tasks for yourself depending on how the Admin set your profile.

At this point, the collaborator has the ability to open tasks for those he is authorized. Said collaborator will only be able to receive tasks from those who have been given permission. They should **estimate the time they believe is necessary to perform each task**, in working hours, and click on the **"Work"** button in the task they will be working on at that given moment.

While performing a task, the Collaborators may add other users as Followers. They will be given updates on the task's progress. The followers will also be able to add comments to the task and attach documents to it.

If the Collaborator is going to **work** on another task, they only need click on the "Work" button within the selected task. **The system automatically pauses the previous task and prioritizes the current one** as the most important.

This information **will be logged** on the task Timeline for the sake of transparency.

When the Collaborator finishes a task, he only needs to click **Complete**, and the task will be considered delivered.

Tasks

We work in a priority list methodology

I.e., you have a list of tasks, which may vary in clients and projects. The highest priority task will be shown first. Priority decreases as you move down the list.

- Task 01 (Work on this one before any other)

- Task 02

- Task 03

- New task...

Tasks

We work in a priority list methodology

After you estimate the effort you believe is adequate for accomplishing each task (in working hours), Runrun.it will add them together and calculate the estimated delivery date.

Task 01

● 3 hours/ Estimated delivery date: Today 11:00

Task 02

● 1 hour/ Est delivery date: Today 12:00

Task 03

● 4 hours/ Est delivery date: Today 18:00

Task 03

● 1 hour/ Est delivery date: Tomorrow 9:00

Skips lunch-time

Skips non-working periods

Tasks

We work in a priority list methodology

When a team leader, a manager or an administrator **re-prioritizes** a task, all **delivery estimates are recalculated** and the individuals involved in this specific task are immediately alerted by e-mail about the priority change.

Task 02

- 1 hour/ Estimated Delivery Date: Today 9:00

Task 01

- 3 hour/ Estimated Delivery Date: Today 12:00



Tasks

Every task has a/an

Owner, i.e., is the person who opened the task.

Someone who is **Responsible** for the task. This is the person to whom a task is assigned. Runrun.it only accepts **one Responsible individual per task** in order to avoid jobs becoming doubled. If two people are working on the same thing, they must have two different tasks. This also helps in measuring productivity in the reports. The Responsible individual **may transfer the task** to people that they have been authorized to open tasks for.

A **Task Type**. Which is a category that has been created by the Runrun.it admin. They allow the reports to show where time is being spent according those specific categories.

A **Client > Project**. Each client can have multiple projects connected to them. These projects are created by the Admin or the Team Leader.

A **Description**, which is a detailed text about the purpose of the given task.

Attachments, in which can be any size as long as they are within the limit contracted by the company. Please note that files can only be deleted within the first 15 minutes after being uploaded, or by an Admin when managing the overall storage consumption by the company. This encourages responsibility in sharing information.

Comments. After the task is created, the users involved can add comments or respond to comments made by others. Like files, they can only be deleted 15 minutes after being created. **Runrun.it itself makes automatic comments to log some events** such as time being manually added, transferences and so on.

RR-Ratings

And few tips for you

Individual productivity monitoring system

Some companies choose to enable RR- Ratings, a system that quantitatively measures productivity. Despite being a quantitative index, it has a few particularities. The rating is the sum of several indicators that make up **an average of the last 30 days of deliveries.**

Learn more about each part of it

Delivered tasks

This index measures how many tasks you have delivered. Project management software is not suitable tool for very granular tasks (tasks that only take a few minutes to complete) it is not either a good idea to assign very large tasks. This makes it difficult to follow a tasks actual progress. That being said, one tip would be for you to break tasks into steps that will lead to a realistic delivery time. **Tasks that take between 2 and 16 working hours are a good reference range** to base your time lengths on.

Reopened tasks

This counts negatively for RR-Ratings. It means that you handed in a task and its owner reopened it for some reason. The tip here is for you use the task discussion area to **talk over all the points before finalizing the submission.**

RR-Ratings

And few tips for you

Tasks delivered within the estimated time

Another item of interest for those who are performing tasks is correctly estimating the effort required to accomplish them. This brings predictability to company management and improves your RR- Rating.

Tasks delivered with no more than two estimates

It's just as important to estimate the effort required for a task as it is to estimate it correctly. In Runrun.it, if you think it will take more or less time for a task, you can re-estimate the effort required as many times as needed. However, **changing your estimate more than twice will negatively affect your RR-Rating.** This encourages predictability: an important point in managing projects and tasks.

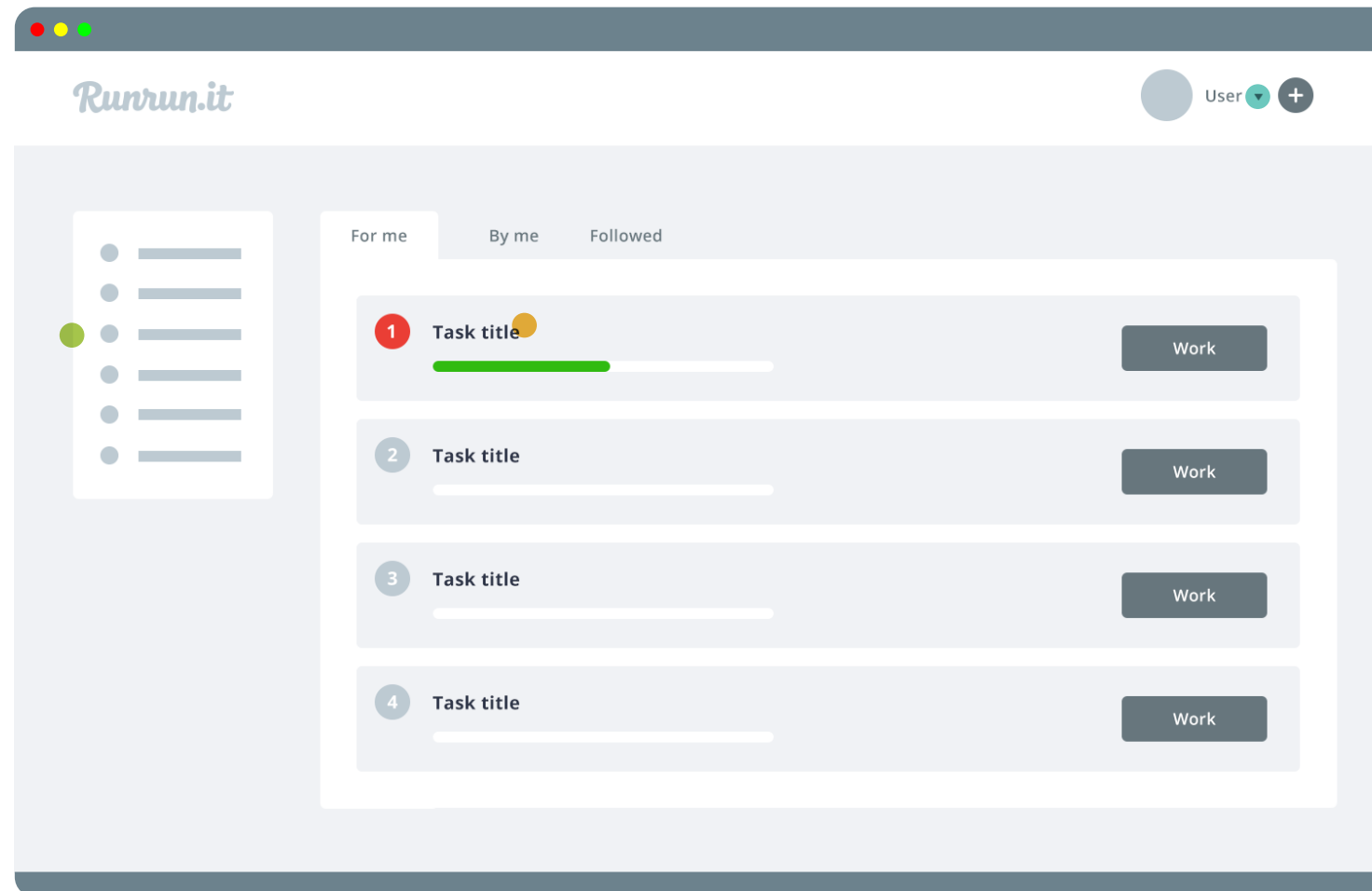
Tasks delivered within the desired timeframe

Not all open tasks in RR have a desired delivery date. Nevertheless, those that do have that date are good opportunities to increase your index. Just deliver them right on the desired date. They are usually important tasks for certain customers or projects. Keep an eye on them.

The weights of each index

Each company can configure which indexes are most important. In doing so, every night, Runrun.it calculates the RR- Rating based on the weights the company has defined.

Over time, the RR-Rating will be improved, including new indexes and revising the calculation formats, in order to become an increasingly useful tool to help business managers to recognize their most productive collaborators.



● Here you can manage both your own profile and that of your company. You can also set which notifications you receive, upgrade your plan, or check your RR-Rating.

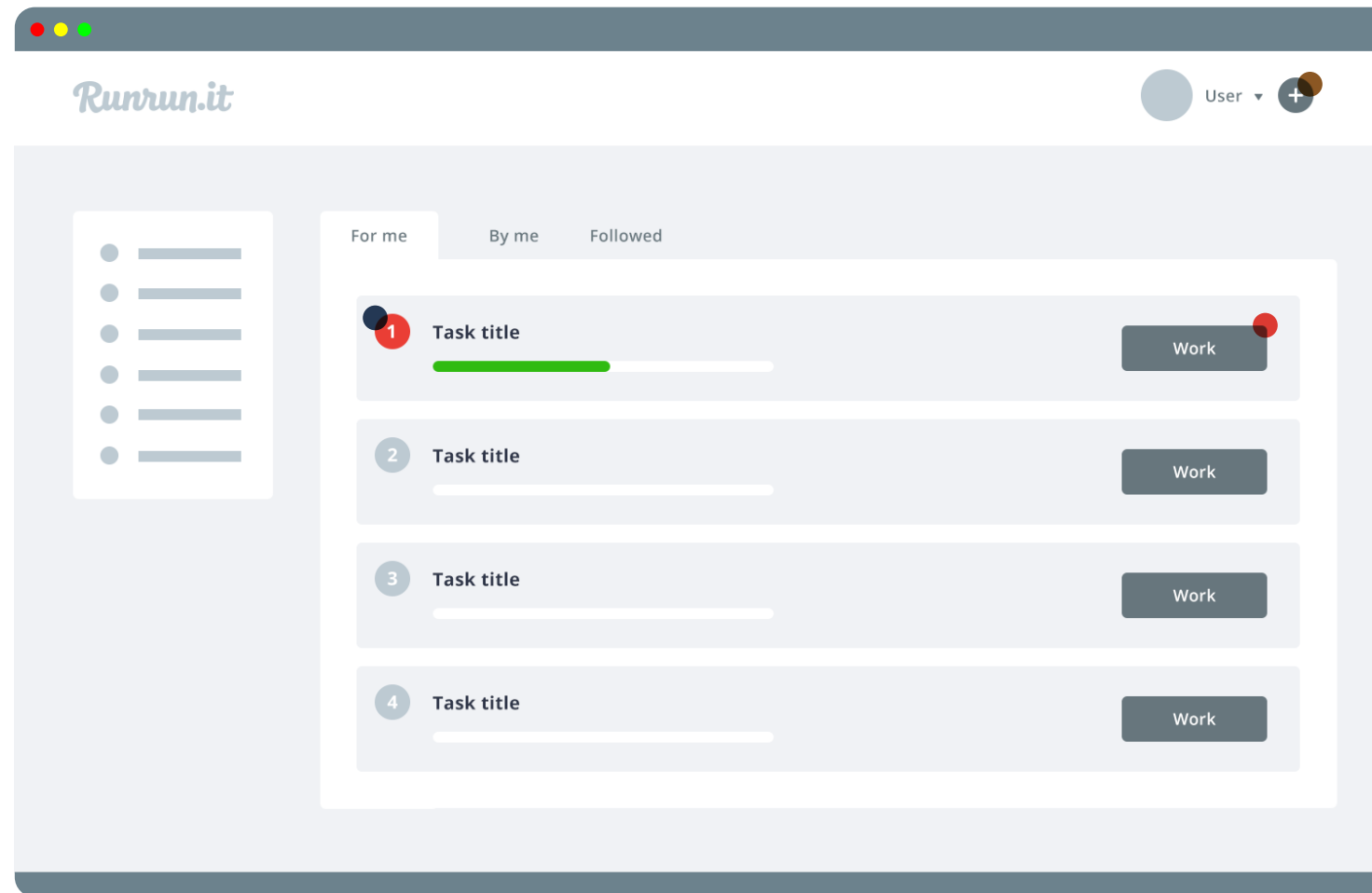
● Here you can navigate the various windows inside of Runrun.it.

● By clicking on a task's title, you will have access to its details, including comments and archives.

02/05

Interface

Tasklist



● The tasks are shown in order of importance. The red dot represents the first task to be worked on.

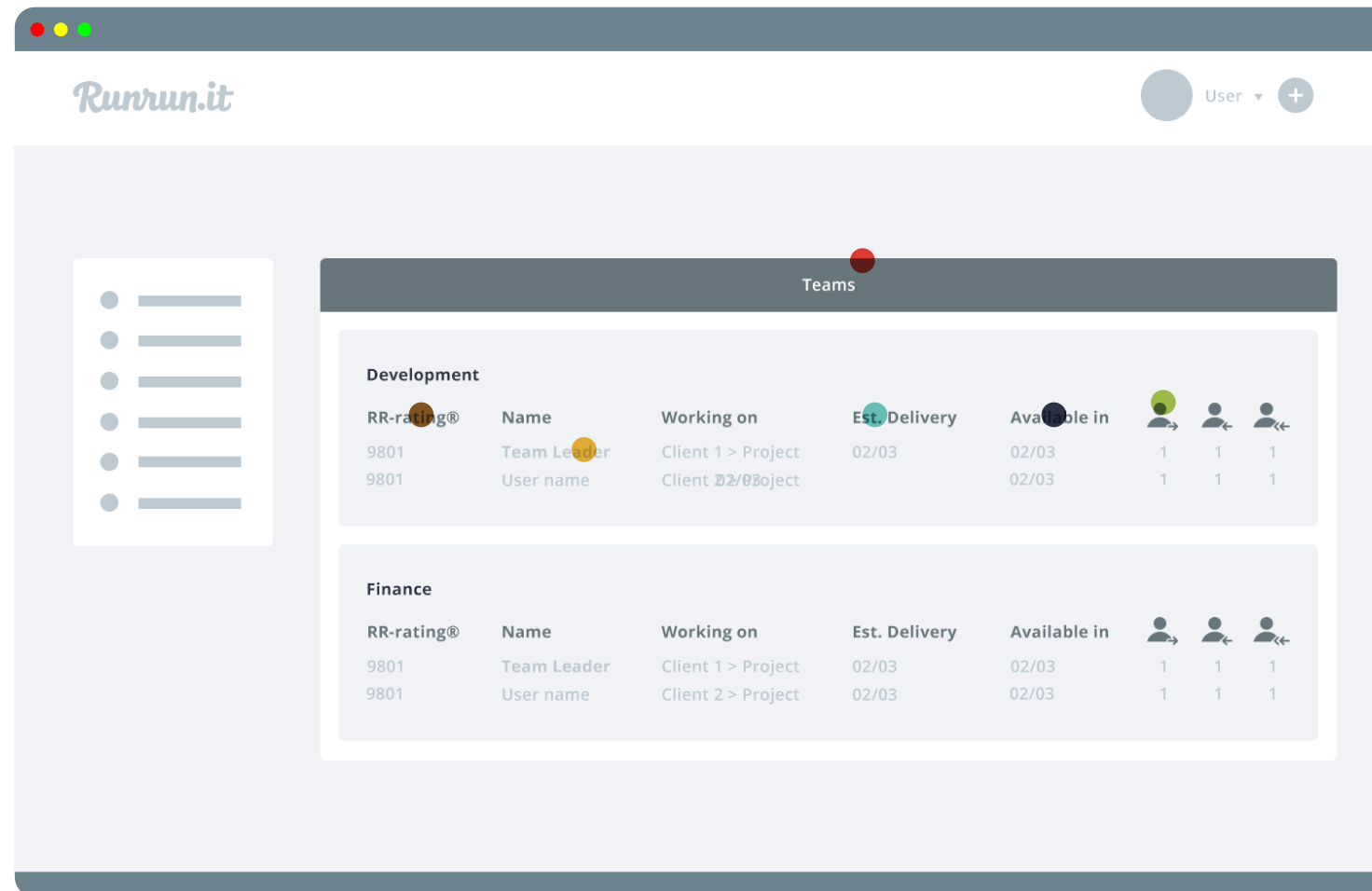
● Click on “Work” to start counting time. Keep the estimated effort updated to keep the estimated delivery date right.

● Click here to create a new task. Please note that you will only be able to create tasks for people you are authorized to open tasks for.

03/05

Interface

Teams



● Here you will find a list of all the teams you are a part of.

● The first person on each Team list is the team leader, indicated by a small red box.

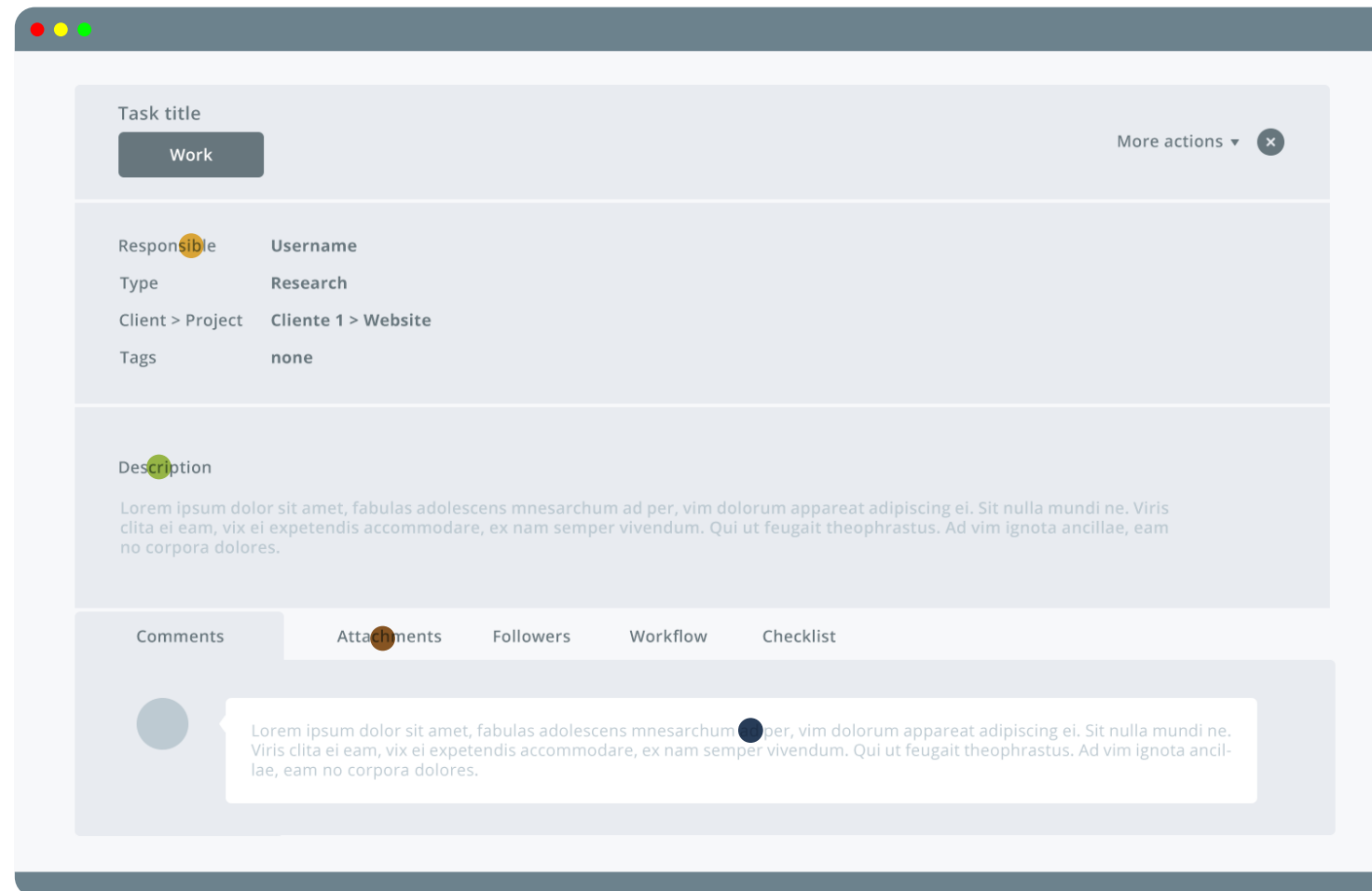
● When the current task will be delivered.

● The next time this person will be free.

● How many tasks there are on this person's list, how many tasks he/she has opened for others, and how many they are following.

● The level given by RR- Rating, the Runrun.it individual productivity monitoring system

Task details



● Click here to change the responsible and transfer the task to another user.

● In order to edit the task description, the estimated delivery time must also be reviewed.

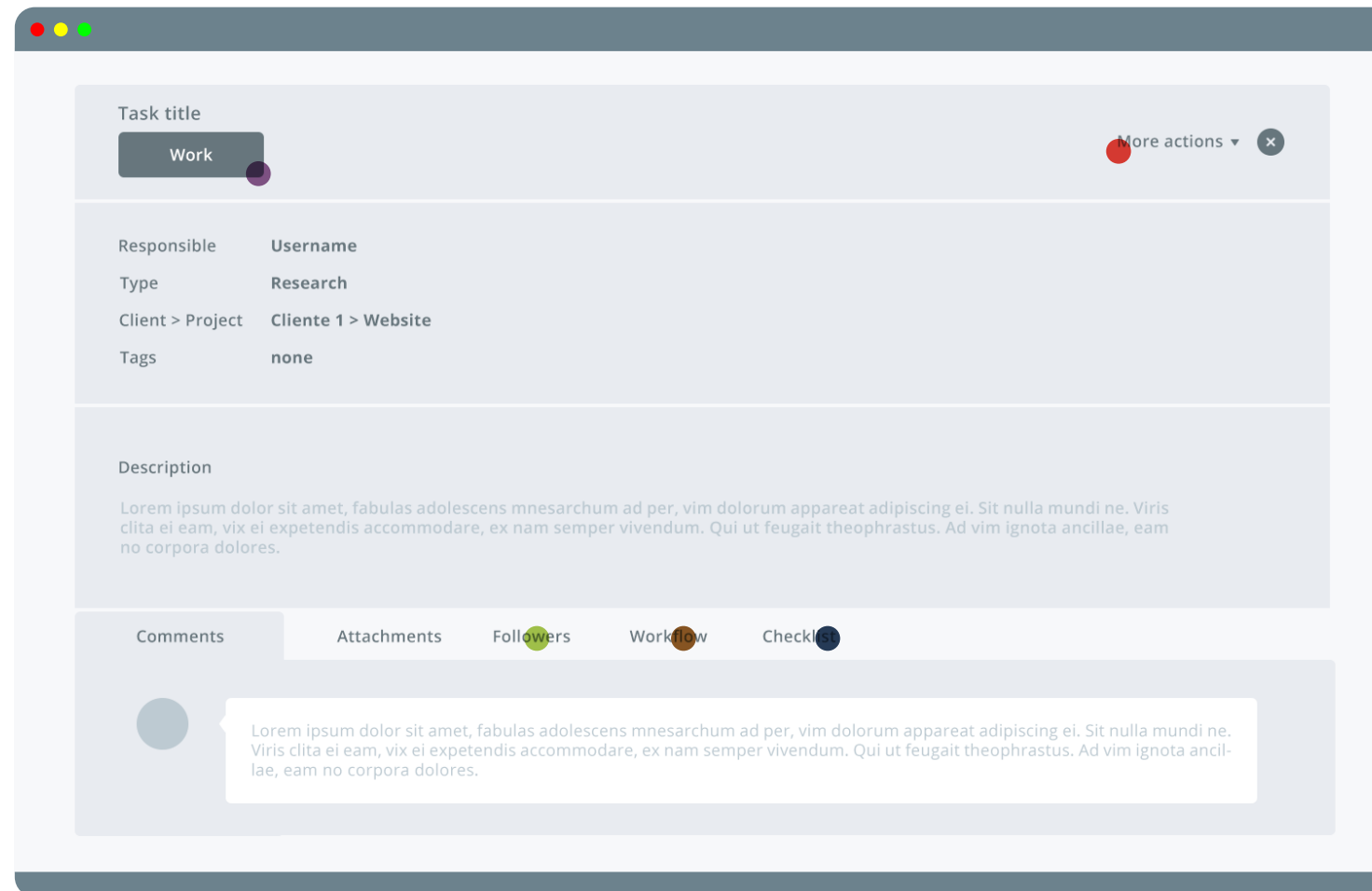
● Attachments can be deleted up to 15 minutes after their upload.

● Likewise, the comments. After posting a comment, you have up to 15 minutes to delete it, if you want.

05/05

Interface

Task details



● Task followers list.

● Other useful task commands are shown in the More Actions button.

● Task checklist. This is where you can detail exactly what needs to be done on a task before completion.

● Sequence of Responsibles and Prerequisite Tasks

● Here you can Press play or pause to start or suspend the current task

Faq

And few tips for you

Do I need to leave the site open to count time?

No, You only need to click on the Work button in the task you are currently performing. If you want to work on another task before finishing the first one, just click on the "Work" button in the new task. The system will Pause the current task automatically. If you want manually add or subtract hours, click on More Actions >>> Adjust Manually.

Can I delete tasks?

Yes. You can, "Delete" tasks when you want. If you open one by mistake, delete it in More Actions.

What is an Ongoing task?

The Ongoing Task option is for those tasks that have no deadline for closure, and can be started and paused as many times as necessary. They are usually created to log hours and comments on routine work done in the company.

Can I configure the alerts I receive by email?

Yes. Click your name at the top right of the screen. Then click "My Alerts." There you'll be able to configure which emails you receive.

I need a new project to open a task.

Who do I talk to?

You may talk to the leader of your team or to a Runrun.it admin within your company.

I need to open a task for someone who is not on the list of people responsible. What do I do?

Talk to the leader of your team or a Runrun.it administrator. They will need to authorize you to open a task for this person.

Thank you.

If you need help, or watch our tutorials, access our support
website: <https://support.runrun.it/hc/en-us>
or click on “Help” button on the Runrun.it’s menu.

Runrun.it