FlowThou Tasks – Staff guide

How to use My tasks, Timesheet and Chat · 28 October 2026

> FlowThou Tasks is where your work is assigned, updated, timed and discussed: keep your status current, fill in your timesheet every day, and use Chat instead of WhatsApp for work.

1. Getting started

Signing in

1. Open **flowthou.com/flowthou.html**.
2. Enter the **login ID** and **password** your company owner gave you, and click **Sign in**.
3. Change your password the first time: click your name at the bottom of the menu (on a phone, **Account** at the top), then **Change password**.

Forgot your password? Ask your owner to set a new one. Only they can reset it.

Your menu

Menu	What it is for
My tasks	Your open, overdue and waiting work. Opens first when you sign in.
Chat	Messages with colleagues, your department group and task discussions.
My projects	Projects you have a task in: all their tasks, who is doing what, and the timeline. Shown once you have a project task.
My timesheet	The hours you worked on each task, day by day.
My calendar	Week offs, office holidays and your tasks due each day.
Compliance	Statutory due dates. Shown only if your owner has turned it on for you.
My performance	Your completion, on-time record, ratings and score.

Managers see more items, explained in section 6.

On your phone

- FlowThou Tasks works in any phone browser.
- To add it to your home screen: open **flowthou.com/app.html**. On Android (Chrome), tap **Install**. On iPhone, open it in **Safari**, tap Share, then **Add to Home Screen**.
- The screen refreshes by itself about every 20 seconds, so there is no need to reload.

Notifications on your computer and phone

Click **Turn on notifications** in the bar at the top (or under your name › Account), then **Allow** when the browser asks. From then on you get a notification, with a sound, for every new chat message and every new task, even when FlowThou is closed.

- Do this once on each computer and phone you use.

- On iPhone, first add FlowThou to your home screen (see above), open it from there, then turn notifications on.
- Under your name › Account you can choose chat messages, new tasks or both, switch the sound off, send a test, or turn notifications off on that device.
- Blocked by mistake? Click the lock icon next to the web address, set Notifications to **Allow**, and reload.

New-task emails

If your owner has saved your email address, you get a one-time email with a confirm link. Click it, and from then on you get an email whenever a task is assigned to you. You can switch these emails off under your name › Account.

2. My tasks

My tasks lists your open work grouped by due date (overdue first), then tasks waiting for approval and what you finished in the last 7 days. A coloured dot shows priority: red High, amber Medium, grey Low.

Update the status as you go

1. Click the task.
2. Choose the **Status** and **Detail**, for example On Hold › On hold - insufficient documents.
3. If it happened on an earlier day, set the **Date of this status update**.
4. Write any blocker in **Remarks**, add a note if useful, and click **Save update**.

Your manager sees every update on their Follow-ups page. A task with no update for 2 days (or the days your owner set) is flagged as "no update".

Status	Use it when
Not Started	Assigned, work not begun.
In Progress	You are working on it.
On Hold	Stopped, or waiting for someone outside the team.
Completed	Done. For employees this sends it for approval.

Your company may have added its own statuses, such as Client Pending or Dept Pending. Use them the same way.

Finishing a task

1. Click **Ask to close** on the task row, or choose **Completed** inside the task.
2. Time spent: if you have already logged time in your timesheet, add only any time not yet logged. If you logged nothing, enter the total (at least 15 minutes).
3. Check the date completed, add a note if needed, and click **Send for approval**.

The task shows **Awaiting approval** until your reporting manager approves it. If they **return** it, their note says what is still needed, and the task is open again on your list.

Rework

If completed work comes back for changes, your manager reopens it for rework. Free rework comes back as the **same task**, open again with a **REWORK** flag, the reason and a new due date. Chargeable

rework comes as a **new task** named "Rework: ...", flagged **REWORK · CHARGEABLE**. Work on either like any other task.

Tasks in a project

Some work is a **project**: an audit or an annual return that several people share over days or weeks. Each piece of it is an ordinary task given to one person, with a purple project tag in your list. Update and close it exactly like any other task. Click the tag, or **My projects**, to see the whole project: every task, who has it, and when each is due.

Adding your own task

Click **+ Add a task**, fill in what needs doing and the **estimated time**, and save. It is assigned to you, and your manager sees it like any other task.

3. Timesheet

Fill in your timesheet every day before you leave: the hours you worked on each task. It shows your manager where the day went, and how much of each task's estimate is used.

Filling the weekly grid

1. Open **My timesheet**. You see this week, Monday to Sunday, with your tasks down the side.
2. In today's column, type the hours for each task you worked on: **2:30** or **2.5** both mean two and a half hours. **3h15m** also works.
3. Changed cells turn amber. Click **Save timesheet**.

The totals for each day and the week update as you type. A task you worked on but can't see? Pick it from **+ Add another task to this week** under the grid.

Log time on a task, with a note

Click **Log time** on a task row in My tasks, or **+ Log time** inside a task. Choose the date, the hours and minutes, add a short note (for example "Reconciled March bank entries"), and click **Log time**. It goes into the same timesheet.

The rules

- You can fill in **today and the 7 days before**. Use ‹ and › at the top to go to last week.
- You log and change **only your own time**.
- An entry older than 7 days can be corrected only by the owner.
- At most 16 hours on one task in a day.
- Time you enter when closing a task is added to your timesheet automatically.

Inside each task, **Time logged** shows the total against the estimate, each person's share, and every entry. You can remove your own recent entry there with ✕.

4. Chat

Use Chat for work conversations instead of WhatsApp: questions about a task go in that task's discussion, so the answer stays with the work. The number next to **Chat** in the menu is your unread messages.

Kinds of chat and who can read them

Chat	How to start it	Who can read it
Direct message	**+ New chat**, then pick a colleague, or search their name	Only you and that person. The owner can't read it in the app.
Department group	Made automatically, e.g. "Accounts"	Everyone in that department and the owner.
Group	Made by a manager or the owner	Its members only.
Task discussion	Open a task and click **Discussion**	People on the task, managers and the owner.

On a written request from your company, FlowThou can provide direct messages for compliance or an investigation. Every such request is logged. Chat is a work tool: write as you would in an office email.

Sending and reading

- Type in the box and press **Enter** to send. **Shift + Enter** starts a new line.
- Type **@** and the first letters of a colleague's name, then pick them from the list (or use the arrow keys and Enter). The mention is highlighted for them.
- In a direct message, ✓ means sent and ✓✓ means they have read it.
- Use the tabs **All**, **Direct**, **Groups** and **Tasks**, or the search box, to find a chat.

Editing and deleting

For **15 minutes** after sending, point at (or tap) your message to see **Edit** and **Delete**. An edited message shows "edited". A deleted one shows "Message deleted" to everyone. After 15 minutes it can't be changed.

Leaving a group

Open the group, click **Members** and then **Leave group**. You can't leave your department group.

5. Alerts, calendar and your performance

New-task alerts and the bell

- When a task is assigned to you, a pop-up shows the task, client, priority, due date and who assigned it. Click **Open** to see it, or **Dismiss**.
- The **bell** at the bottom right lists your recent new tasks; its number is how many you haven't seen.

My calendar

Shows your week offs, office holidays and the number of your tasks due on each date: red for overdue, blue for open, green for completed. Click a date to see the tasks due that day. If your company tracks working hours, it also shows the hours planned on each working day, and **My day allocation** appears in the menu.

Compliance

If your owner has turned it on for you, **Compliance** lists GST, TDS/TCS, income tax, PF/ESI and ROC due dates, plus your firm's own dates. A bar at the top of every page shows the next due date; it turns red 2 days before.

My performance and ratings

When your manager approves a completed task, they may rate it from 0 (Worst) to 5 (Excellent). A rating of 3 or below always comes with a comment. You see the rating and comment inside the task and under **My performance**.

My performance shows, for the period you choose: tasks assigned and completed, completion and on-time %, days to close, open and overdue tasks, and your average rating. Your score is 45% completion + 30% on time + 25% average rating, minus 5 for each overdue task (up to 20).

6. For managers

Managers also see **Follow-ups**, **All tasks**, **Projects**, **Repeating tasks**, **Team performance**, the team **Timesheet** and **Reports**. Follow-ups opens first: work through it every morning.

Whose tasks you see. A manager sees the work of their own team: everyone who reports to them, directly or through someone else (for example, an executive who reports to a team leader who reports to you). You also see your own tasks, tasks you assigned to anyone, and every task in a project you lead. People with no reporting manager set are seen and approved by the owner only. Follow-ups, All tasks, Team performance, Timesheet, Day allocation, Calendar and Reports all cover the same people. The owner sees everyone. If someone is missing, ask the owner to set their **Reports to** in Settings › Team.

Repeating tasks

Repeating tasks › **+ Repeating task** sets up work that comes back on a schedule: **every working day**, week, month, 3 months, 6 months or year. Each time, a normal task is created with its own due date and the period in its title, for example "Daily cash report · 30 Oct" or "File GSTR-3B · Oct 2026".

- **Every working day** skips the days when everyone on the task has a week off or a Saturday off, and office holidays. Each day's task is created that morning (or up to 6 days ahead, if you choose). A missed day isn't created later.
- Other frequencies are created a set number of days before they're due (7 by default).

Assigning a task

1. Click **+ Assign task**.
2. Fill in what needs doing, the client and a reference (case or file no.), and tick the people to assign it to. To put the task in a project, choose it under **Project**: the client then comes from the project, and you tick one person.
3. Set the priority and due date, and the **estimated time** for the whole task (required).
4. Choose Billable or Non-billable, pick a category, and click **Assign task**.

Projects

Use a project for work several people share over days or weeks. Simple one-person tasks stay as they are.

1. Open **Projects** › **+ New project**. Enter the name, client, project lead, start and due date.
2. Choose the billing: each task billed on its own, or **one fixed fee** for the project (the tasks then carry no amount, so Billing never counts twice).
3. Under **Start from**, pick a template (statutory audit, tax audit, GST annual return, incorporation, income tax return) or copy the tasks of an earlier project. Choose a person for each task, adjust the due dates and hours, untick what you don't need, and click **Create project**.

4. Add more work with **+ Add task** on the project page. Each task goes to one person; if a step needs two people, make two tasks.

The project page shows progress by estimated hours, a timeline of who is doing what each day, and each person's workload including their simple tasks. A project is **At risk** when a task is overdue or due after the project's due date. When every task is done, it says **Ready to close**; click **Close the project**. Projects at risk or ready to close also appear at the top of Follow-ups. **Reports** › *Project-wise* gives one row per project for Excel.

Statuses (owner)

Not Started, **In Progress**, **On Hold** and **Completed** are always there. Under **Settings › Statuses** the owner adds the firm's own, such as Client Pending or Dept Pending, with their detail options, and ticks **Waiting on others** for the ones that mean the work is with someone outside the team (they then show under Waiting on Follow-ups, like On Hold). A status can be removed once no open task uses it.

Reopening for rework

Open the completed task and click **Reopen for rework**. Write what needs to be redone, and choose:

- **No, free**: the same task opens again (In Progress) with a **REWORK** flag, the reason and a new due date. It goes through approval again as usual.
- **Yes, chargeable**: a new billable task "Rework: ..." is opened for the same people, linked to the original, with its own estimate and amount. The original stays completed.

Both show in **All tasks** under the status filter **Rework**, and the Employee-wise report counts free and chargeable reworks for each person.

Follow-ups

Lists, in order: closures awaiting your approval, overdue tasks, due today and tomorrow, tasks waiting on a client or department, tasks with no update, and completed work not yet rated. Click **Log follow-up** to record what the person said and, if needed, a new due date.

Approving, returning and rating

- Open the task from **Awaiting your approval**. The bar at the top shows who asked, when, the time logged and their note.
- **Approve & close** completes it on the date they gave. The rating box then opens: choose 0–5, and write a comment for 0–3.
- **Return** asks what is still needed (required) and, optionally, a new due date. The task goes back to the person.
- You approve and rate the people who report to you. The owner can approve and rate anyone.
- **Your own tasks:** if the owner has ticked *Managers' own tasks need approval* (Settings), a task assigned to you shows **Ask to close** instead of **Mark done**, and goes to the person you report to for approval and rating, just like an employee's. If it's not ticked, or you report to no one, you close your own tasks yourself.

Team timesheet

Open **Timesheet** › **Team** to see each person's hours for each day of the week. Red cells are working days with nothing logged. Click any day to see the tasks, hours and notes behind it, and whether it was entered late. For Excel, use **Reports** › *Timesheet: day-wise hours* or *Timesheet: all entries*.

Groups in Chat

Click **+ New group** in Chat, name it (for example "GST team"), tick the members and click **Create group**. Only the person who made a group, or the owner, can rename it or change its members.

When a group's work is done, open it, click **Edit group** › **Archive group**. Everyone in it can still read every message under the **Archived** tab, but nobody can write in it. **Unarchive** brings it back. Only the person who made the group, or the owner, can archive it.

7. Daily routine and questions

Every working day

1. **Morning:** open My tasks, start with Overdue and Due today, and check Chat for unread messages.
2. **During the day:** update the status as soon as something changes, and write blockers in Remarks. Ask questions about a task in its Discussion.
3. **Before you leave:** fill in today's hours in My timesheet and click Save.
4. **When work is done:** Ask to close, with any time not yet logged.

Questions

Question	Answer
I forgot to fill yesterday's timesheet.	Fill it now: you can go back 7 days. Older than that, ask the owner.
I entered the wrong hours.	Change the cell and click Save timesheet, or remove the entry with × inside the task.
I can't see a task a colleague mentioned.	You see only tasks assigned to you. Ask your manager to add you.
Can my manager read my direct messages?	No. Only you and the other person can. The owner can't either.
A message I sent has a mistake.	Edit it within 15 minutes. After that, send a correction.
I can't see the Compliance menu.	The owner turns it on for each person.
Who approves and rates my work?	Your reporting manager, or the owner.
"Not saved: connection problem"	Check your internet and try again. Nothing was changed.
"Please sign in again"	Your session ended, or the owner reset your password. Sign in again.
I forgot my password.	Ask your company owner to set a new one.

Latest version: flowthou.com/help/tasks (Help in the app menu). Questions about your login: ask your company owner.