

Frequently Asked Questions

Legal Time Capture Pro · by With Certitude, LLC
legaltimecapture.com/faq

1. Does Legal Time Capture Pro replace my billing software?

No, and it isn't meant to. Legal Time Capture Pro is a tool for capturing your time: a digital yellow pad. You record each piece of work as you finish it, by typing or dictating. When you're ready to bill, you export your time and use it in whatever billing software or process you already have.

2. How does it work with my billing software?

It should work with most of them. Your time exports as a CSV file, the standard format almost every spreadsheet and billing program can import. There are two versions:

- Export Simple CSV: date, client, matter, hours and description, for your billable time only. These are the columns most billing programs and spreadsheets need.
- Export CSV: everything, including exact minutes and whether each entry is billable.

Whether your billing software imports it as-is depends on how many columns it allows or requires. The file opens directly in Excel, so you can rearrange columns if needed. The app doesn't connect directly to any billing software.

3. How are my hours counted?

In tenths of an hour, the standard for legal billing. Each entry rounds up to the next 6 minutes, so 5 minutes is 0.1, 45 minutes is 0.8 and an hour is 1.0. You enter minutes; the app shows and exports tenths and keeps your exact minutes too.

4. How long is my data kept?

For as long as your account is active. Exporting a CSV doesn't delete anything; it gives you a copy. If you cancel, you can still sign in and export your time for 30 days after your access ends, and your data is deleted within 90 days of that date. You can also ask us to delete your account and data at any time.

5. How is my data secured?

- Every connection to the app is encrypted (HTTPS).

- Passwords are stored only as one-way hashes, never in readable form.
- Each account can see only its own records, and every data request requires you to be signed in.
- The app and its database are hosted in the United States, and our hosting provider encrypts databases and backups at rest.
- Card payments are handled entirely by Stripe; your card number never reaches our servers.
- We don't use third-party analytics or advertising trackers.

6. Who can see my client information, including anything I dictate?

You. We don't view your time entries or descriptions except to provide support you ask for, keep the service secure, or comply with the law. Our administrative tools show account details (name, email, subscription status), not your entries. We never sell your data or use it to train AI.

When you dictate, your web browser's built-in speech service turns your voice into text: Google in Chrome, Apple in Safari. That provider may process the audio, including any client names you say. We never receive or store audio. If you'd rather keep spoken details away from those providers, type your entries instead.

7. What does it cost, and how do the trial and cancellation work?

\$19 a month. New subscribers get a 30-day free trial. A card is required to start, but you aren't charged until the trial ends, and we email you a reminder before then. Cancel anytime in Settings > Manage Billing: cancel during the trial and you're never charged; cancel later and you keep access until the end of the month you've paid for. Fees are non-refundable except where required by law.

8. Can I export my records, and what happens to them if I cancel?

Yes, anytime. Use Export CSV or Export Simple CSV from the dashboard, or from any saved Time Report, which you can also print or save as a PDF. After you cancel, you have 30 days to sign in and export; your data is then deleted within 90 days.

9. What devices does it work on?

Any device with a modern web browser: computer, iPhone, iPad or Android. Your entries are the same on every device, because they're stored with your account, not on the device. On a phone or tablet, you can add it to your home screen. Dictation works in Chrome, Edge and Safari; in Firefox, you type your entries instead.

Still have questions? Email Michael at michael@withcertitudenow.com.

