

FOCUS FAMILY

Desktop Handbook

macOS and Windows – explained step by step

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Welcome

Focus Family is not only available on phones and tablets but also as a full **desktop application for macOS and Windows**. It is particularly suited to desk work: longer documentation, reports, activity records and wrapping up a working day.

This handbook explains the desktop application step by step and assumes no technical knowledge.

Important: Focus Family supports you with organisation and documentation. Your organisation's rules and the legal requirements always take precedence. The app makes no diagnoses, takes no legal decisions and assesses no person.

Same data, same rules

The desktop application is not a stripped-down companion. It works with the same data model as the mobile app:

- Your data is stored **encrypted on the computer** (local-first). Without a server connection nothing leaves the device.
- With a server connection you see the same cases as on your phone – changes are reconciled automatically.
- The same protections apply: app lock, encrypted storage, private entries and the permissions set by your organisation.

Installation

macOS

You receive an **installer package (.pkg)** – one for **Apple Silicon** (M chips) and one for **Intel**. If your app is connected to an organisation server, your administration can download the package straight from the admin panel.

1. Double-click the **.pkg** file and follow the installer.
2. Afterwards you find **Focus Family** in the Applications folder and in Launchpad.
3. On first start macOS may ask for permissions (for example file access). Approve what you want to use.

Which variant do I need? Choose **About This Mac** in the Apple menu: if it says "Apple M...", take the Apple Silicon variant, otherwise the Intel one.

Windows

Windows comes with an **MSI installer**.

1. Double-click the file and follow the wizard.
2. Afterwards start Focus Family from the Start menu.

3. If SmartScreen appears, choose **More info** → **Run anyway**, provided the file came from your organisation.

Where do I get the packages?

From your organisation. Administrators find the current installer packages in the admin panel under **Download desktop app**.

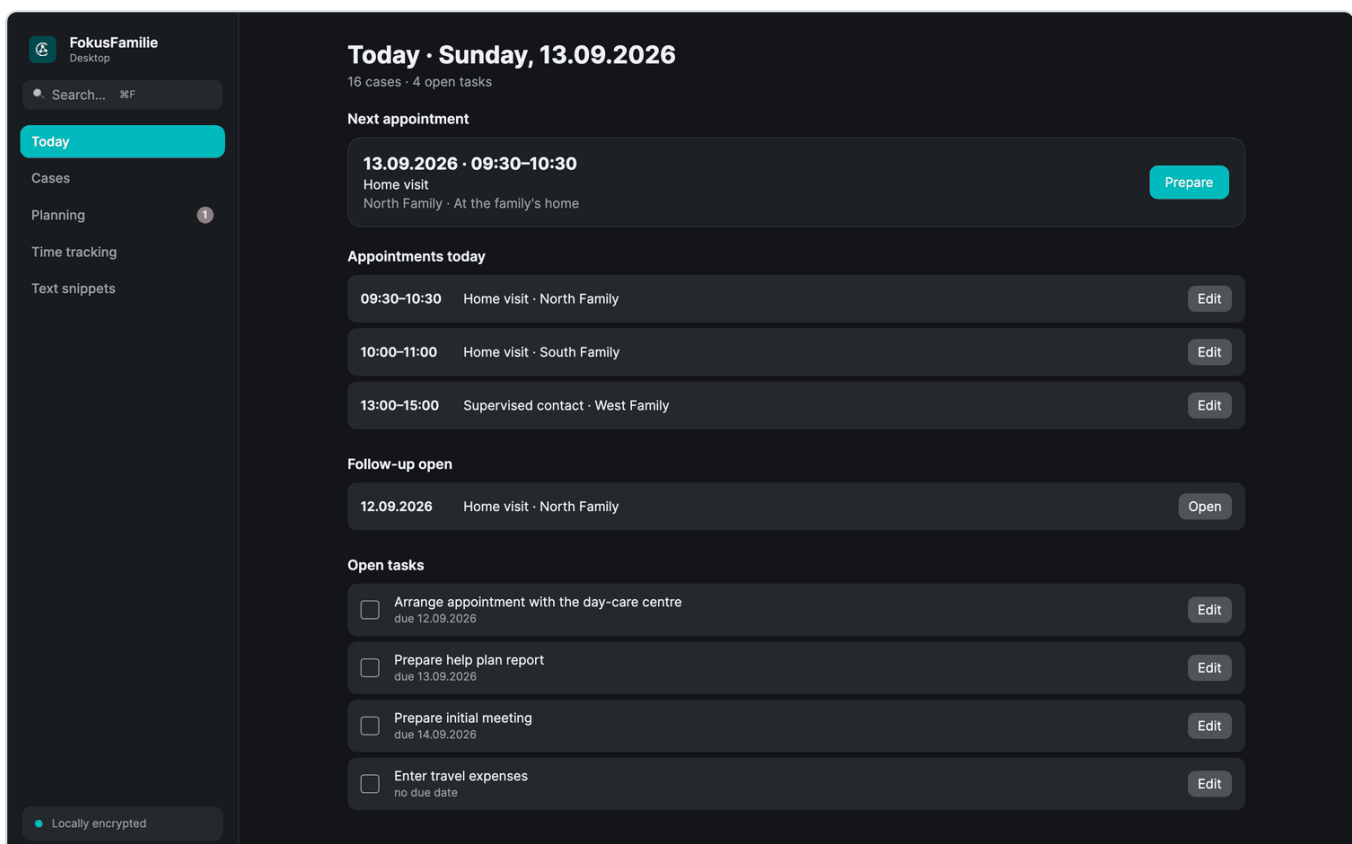
Getting started

The first start guides you through a short setup:

1. Enter the **practitioner name** – it appears as the letterhead in exported documents.
2. Set up the **app lock**: a **PIN with at least 6 digits**; on devices with Touch ID you can also unlock biometrically.
3. **Optional**: connect your organisation's server (see "Server and team").

Everything can be changed later in the **settings** – on macOS via **Focus Familie** → **Settings...** or **Cmd + ,**, on Windows via **File** → **Settings...** or **Ctrl + ,**.

The window



The sidebar on the left, the content on the right. The status line at the bottom left shows protection and connection state.

Area	Content
Today	daily overview with the next appointment, today's appointments, open follow-ups and tasks
Cases	case list and case details
Planning	appointments and tasks
Time tracking	overview, entries and activity records
Text snippets	reusable wording
AI assistant	appears as soon as your licence unlocks the local AI

At the top of the sidebar sits the **search** (**Cmd + F** or **Ctrl + F**). The bottom left shows the state: **locally encrypted** without a server connection, otherwise the sync status with a coloured dot and, if needed, a **Sign in now** button.

Red numbers on an area show open items: overdue tasks in planning, open signatures in time tracking.

Keyboard shortcuts

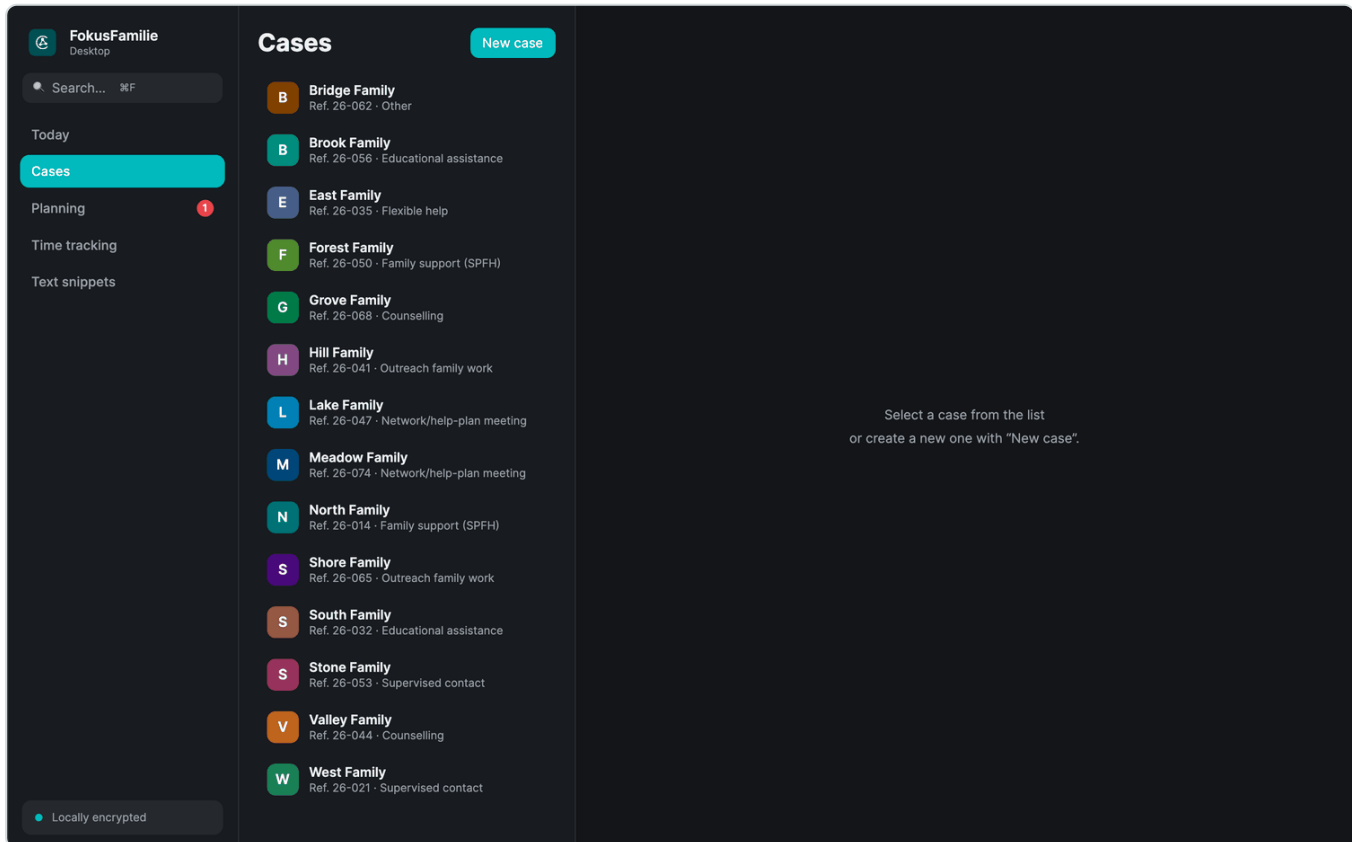
Shortcut (macOS / Windows)	Effect
Cmd + 1 / Ctrl + 1	Today
Cmd + 2 / Ctrl + 2	Cases
Cmd + 3 / Ctrl + 3	Planning
Cmd + 4 / Ctrl + 4	Time tracking
Cmd + 5 / Ctrl + 5	Text snippets
Cmd + F / Ctrl + F	search across all content
Cmd + , / Ctrl + ,	settings
Enter	confirm PIN and dialogs

Today

The **Today** view is your entry into the working day. It shows the date, the number of cases and open tasks, plus:

- **Next appointment** with a **Prepare** button,
- **Today's appointments** – each row can be **edited** directly,
- **Follow-up open** – **Open** takes you into the follow-up,
- **Open tasks** – with due date and case reference.

Cases



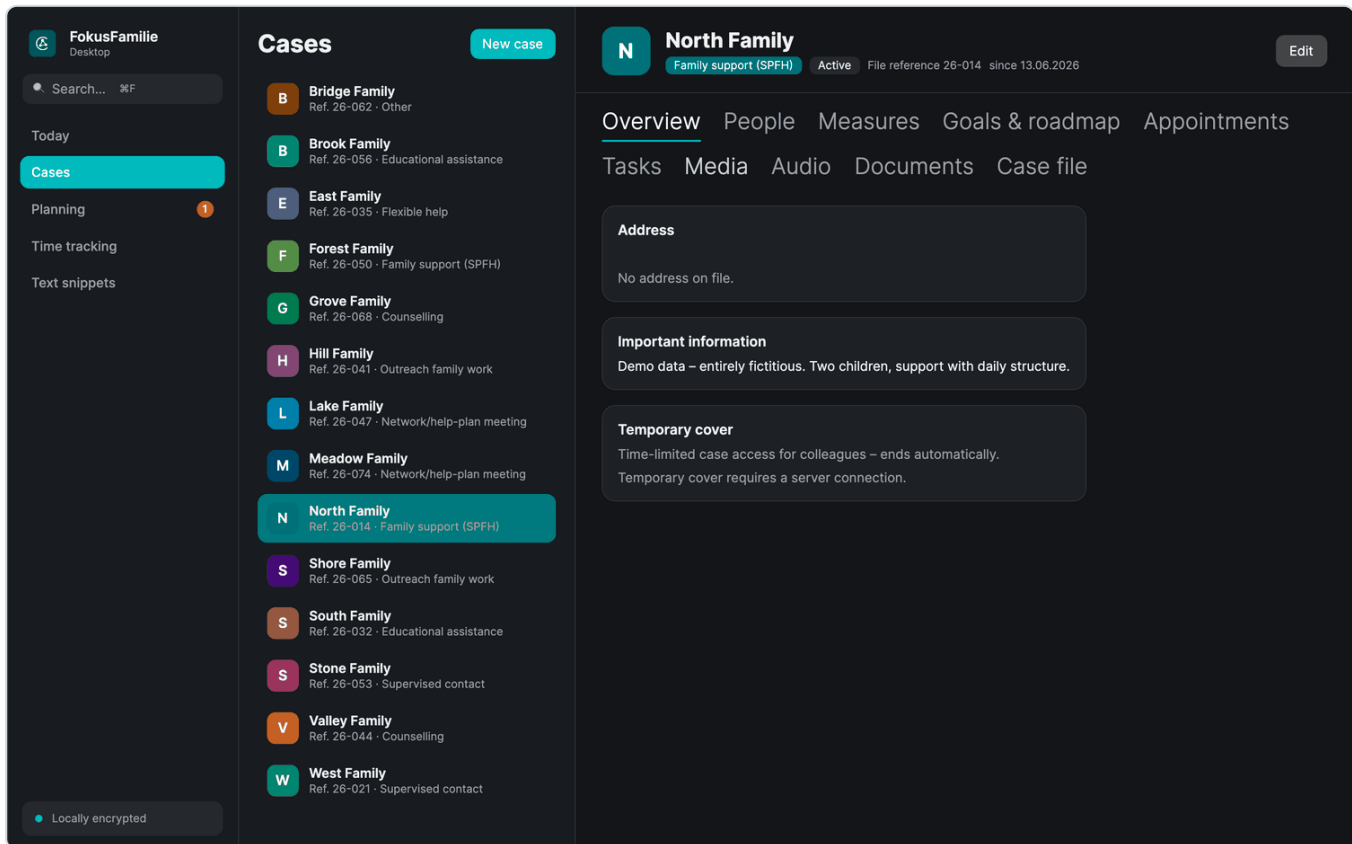
The case list on the left, the selected case on the right. Colour marks help with quick recognition.

The case list sits on the left, the open case on the right. **New case** creates a support case.

Creating and maintaining a case

1. Click **New case**.
2. Enter the **alias**, **file number**, **type of support**, **status**, **start** and optionally **end**.
3. Add the **address** and the **responsible office**; under **youth welfare officer** the name and contact of the responsible person at the youth welfare office.
4. Enter the **hours quota** and the **period** – the case overview then shows consumption.
5. **Save**.

The open case



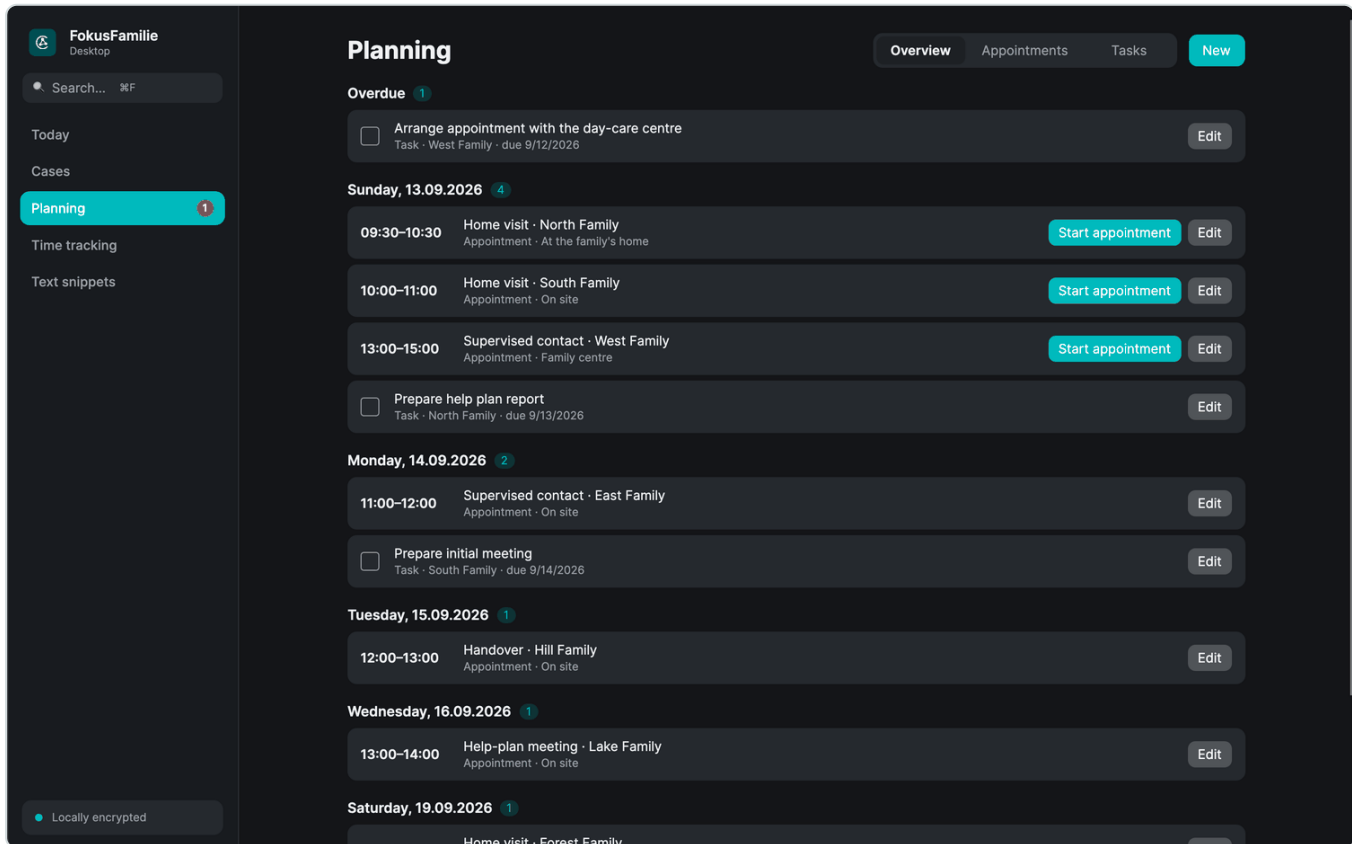
The case with header data, participants, goals and roadmap, documents, media and times – all in one window.

Inside a case you work with the same building blocks as on mobile:

- **participants** with roles, contact details and households,
- **goals, review points and the roadmap** – the timeline draws goal tracks, review points and your recorded time including the quota line,
- **measures, institutions and funding bodies**,
- **documentation** and the **case file** with all documents,
- **media** (photos, video), **voice memos** and **sketches**,
- the **times** of the case.

On the desktop you have more room: lists and detail areas sit side by side, and longer texts are comfortable to type.

Planning



Appointments and tasks together, grouped by day; overdue items come first.

Planning brings appointments and tasks together. Use the view switcher at the top for **Overview**, **Appointments** and **Tasks**.

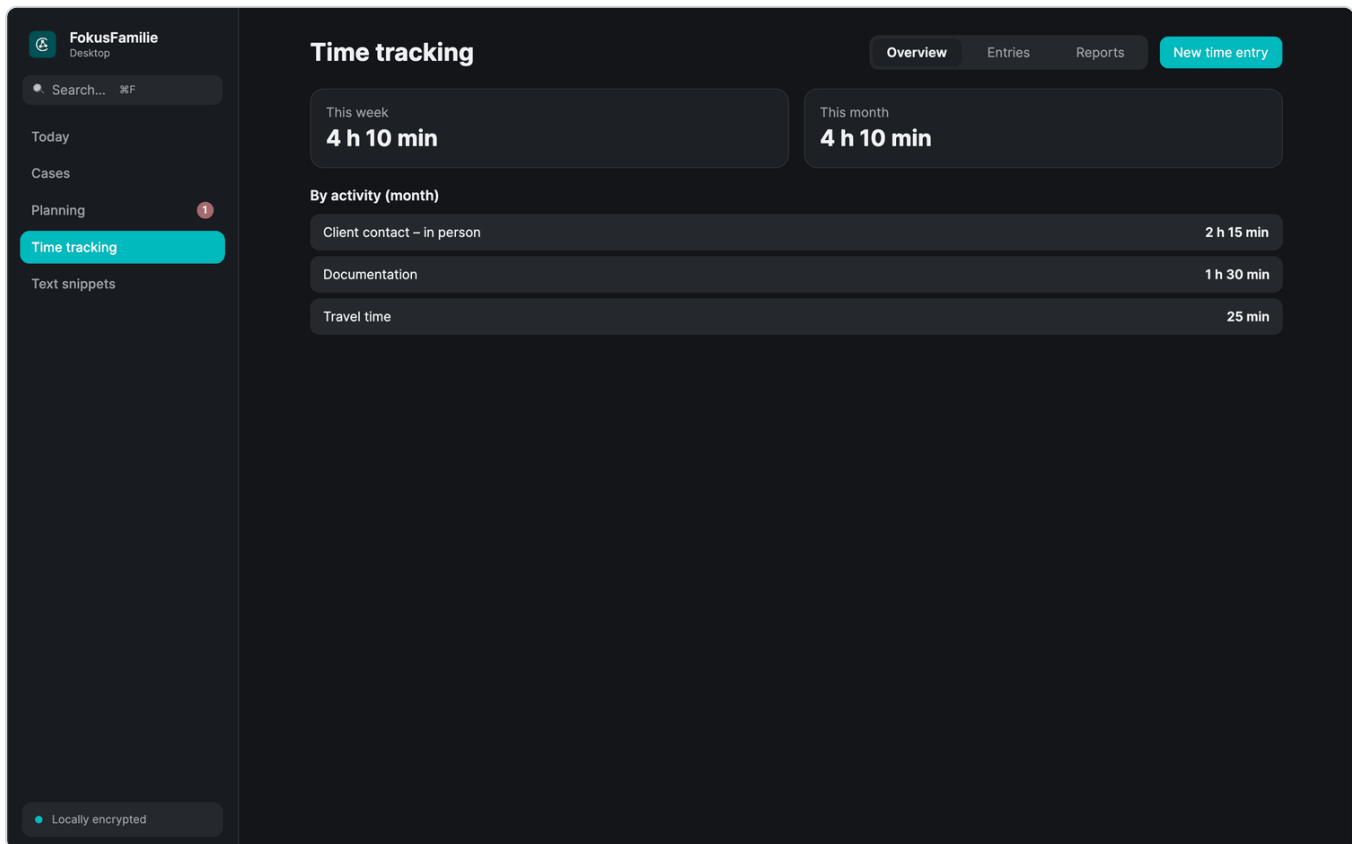
Appointments

- **New appointment** opens the editor with type, date, from/to, location, case and reminder.
- The **Repeat** section creates a **series** (daily, weekly with weekdays and "every N weeks", monthly; ending by date or count).
- When changing or deleting an appointment from a series, the app asks whether you mean this occurrence, this and the following, or the whole series.
- **Prepare**, **Start appointment**, **End appointment** and **Follow up** work just like in the mobile app.
- **Create time entry** turns the appointment into a time entry with one click.

Tasks

New task creates an item with title, description, due date, priority and case reference. Tick completed items off in the list.

Time tracking and activity records



The entries with total, activity, contact type and signature status.

Time tracking offers three views at the top: **Overview**, **Entries** and **Records**.

Recording a time entry

1. Click **New time entry**.
2. Choose the **activity type** (client contact, travel time, documentation, phone call ...).
3. Enter the **date** and **from/to** or **minutes**.
4. Assign a **case** or choose "no case".
5. Check the **contact type** (client contact or indirect).
6. Under **Activity**, pick the wording for the record – from the **phrase catalogue** or as free text.
7. **Save**.

Signatures on the desktop

People concerned can countersign on the computer too: with the **mouse**, the **trackpad** or – on a touch device – with a **pen**. The app freezes **what** was signed and protects it with a checksum. A signature is always voluntary; without it the entry is marked "not signed".

Activity records

Time tracking

Report for: Case | Case: North Family | Period: Total

Activity report - North Family - Total
Checksum 3fb2a6901e6e

Total hours: **26,67 h** | Target / actual: **66,43 / 26,67 h** | Client contact / indirect: **76 % / 24 %** | Signed: **1 / 22** | Closed: **No**

Signatures: No signatures captured yet. | Sign as practitioner | Add guardian

Export PDF | Export XLSX | Export CSV | Invoice draft (JSON)

Date	Activity	From	To	Hours	Contact	Signature
05.07.2026	Encouraging a regular morning and evening routine	10:00	11:30	2,00	Client contact	Not signed
06.07.2026	Documentation and preparation of the next home visit			0,50	Indirect	Not signed
12.07.2026	Reflecting on family rules and working out workable boundaries together	10:00	11:30	1,50	Client contact	Declined
13.07.2026	Documentation and preparation of the next home visit			0,50	Indirect	Not signed
19.07.2026	Encouraging a regular morning and evening routine	10:00	11:30	2,50	Client contact	Not signed
20.07.2026	Documentation and preparation of the next home visit			0,50	Indirect	Not signed
26.07.2026	Reflecting on family rules and working out workable boundaries together	10:00	11:30	2,00	Client contact	Not signed
27.07.2026	Documentation and preparation of the next home visit			0,50	Indirect	Not signed
02.08.2026	Encouraging a regular morning and evening routine	10:00	11:30	1,50	Client contact	Declined
03.08.2026	Documentation and preparation of the next home visit			0,50	Indirect	Not signed
09.08.2026	Reflecting on family rules and working out workable boundaries together	10:00	11:30	2,50	Client contact	Not signed
10.08.2026	Documentation and preparation of the next home visit			0,50	Indirect	Not signed

Key figures, individual lines and exports as PDF, XLSX or CSV – plus the invoice draft.

1. Choose **case** or **practitioner** and the **period** (month, year, total).
2. The key figures appear at the top: total hours, target/actual from the quota, share of client contact and indirect work, signature rate and lock status.
3. Below follow the individual lines with date, activity, times, hours, contact type and signature.
4. **Export** produces **PDF**, **XLSX** or **CSV**; **Invoice draft** prepares billing.

Locked periods: if your management closed a month or a year, the entries of that period are marked with a lock and cannot be changed. You can still read and export them.

Documentation and case file

Writing documentation

Open an entry under **Documentation** in the case or create a new one. Per section the editor offers:

- **Insert text snippet** – from your own, the team or the organisation snippets,
- **Dictate** – speech recognition on the device (if your computer has a microphone),
- **Signatures** – practitioner and legal guardians sign directly in the window.

Complete documentation turns the draft into a finalised version.

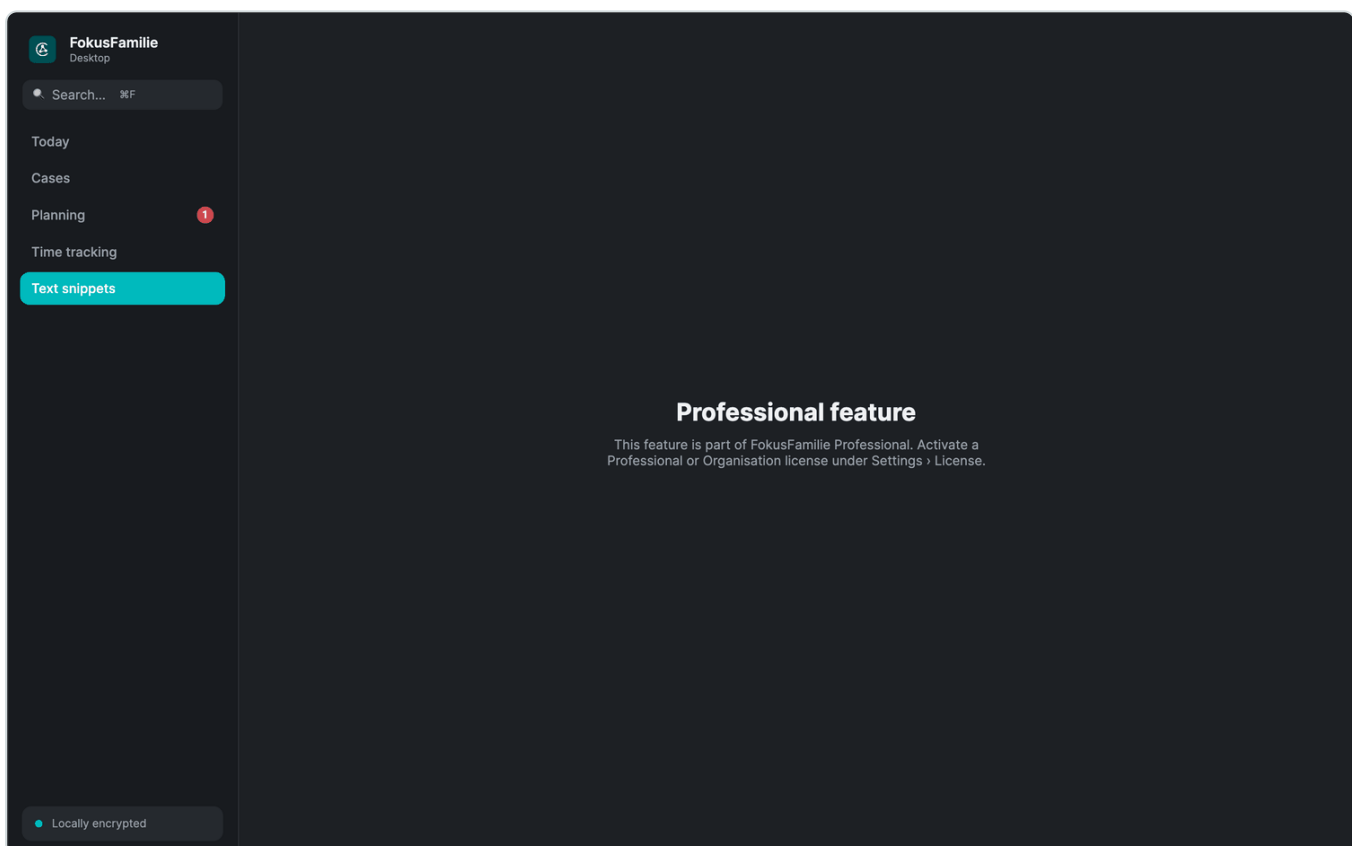
Case file

The case file collects all documents of a case: imports, notes, completed forms and generated reports. On the desktop you can conveniently import files through the file picker and fill in your organisation's **PDF forms**. Every document carries a **record sheet** with version, timestamps and checksum.

Export

Export produces PDF, DOCX, XLSX, CSV, JSON, a ZIP package or an **encrypted package (.ffexport)**. Before exporting you can configure the **privacy clean-up** (remove addresses and contact details, pseudonymise names, exclude internal notes) and change or redact text in the review window.

Text snippets



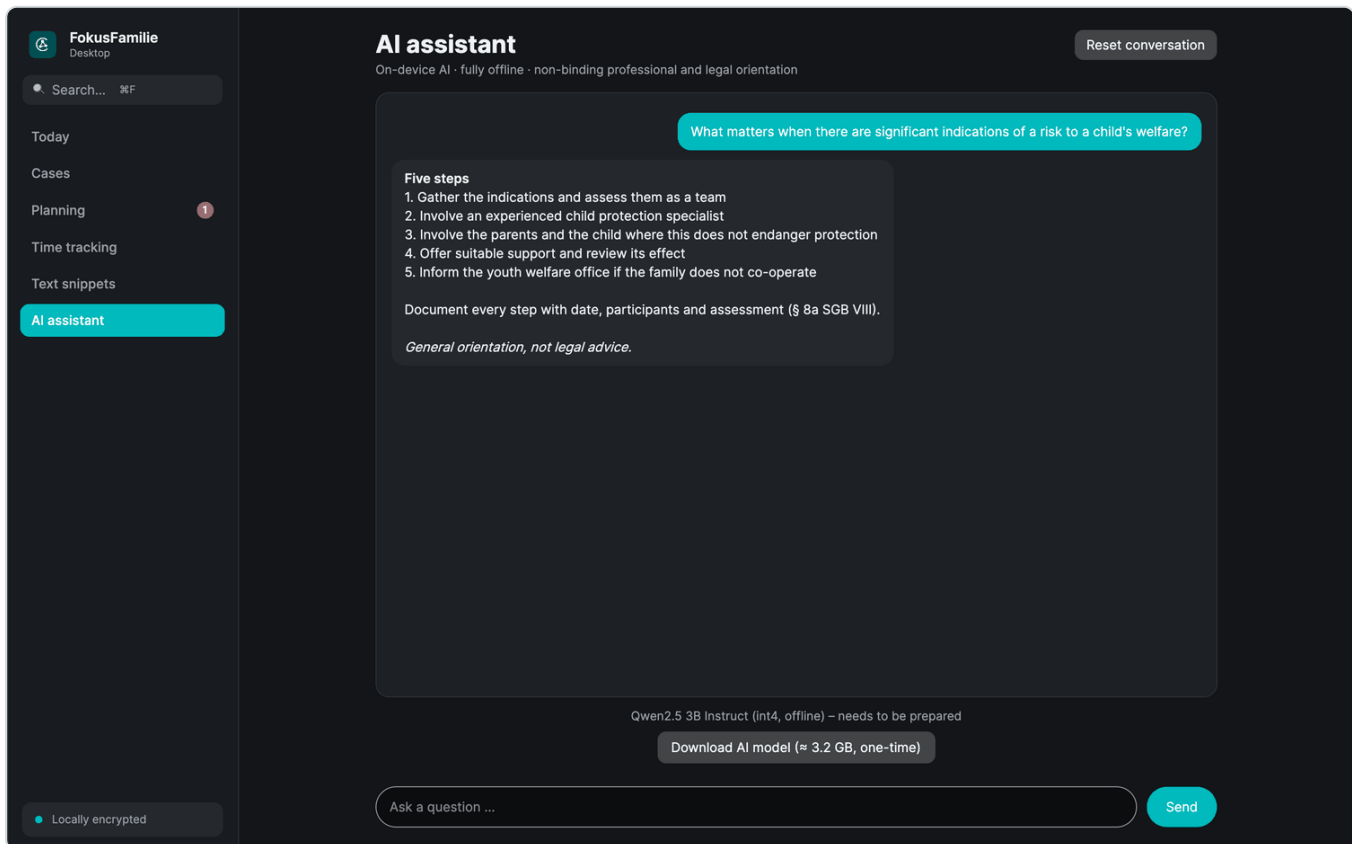
Personal, team and organisation snippets in one place – with category and search.

The dedicated **Text snippets** area is especially handy on the desktop because longer wording is comfortable to maintain here.

1. Click **New text snippet**.
2. Enter **title**, **text** and **category** (e.g. documentation or activity record).
3. **Save** – with a server connection the snippet is immediately available on your other devices too.

Snippets from your organisation (organisation or team level) also appear in the list; you can use them but not change them.

AI assistant



The assistant answers entirely offline. On first use the app downloads the language model once.

The **AI assistant** appears in the sidebar as soon as your licence unlocks it. It runs **entirely offline on your computer**.

1. On first use click **Download AI model**. Depending on the model this is a few hundred megabytes to a few gigabytes. Your organisation can specify which model is used.
2. Afterwards type your question in the field at the bottom.
3. **Reset conversation** starts a new dialogue.

The assistant helps with wording and offers professional and legal orientation. Its answers are **not binding** and replace neither legal advice nor your professional judgement.

Security

The security settings live in the **settings** under **Security**.

- **Enable app lock** – protects the app with a **PIN (at least 6 digits)**.
- **Change PIN** – always requires the current PIN.
- **Auto-lock after** – the app locks itself after the chosen time.
- **Biometrics** – on devices with Touch ID you can unlock with a fingerprint.
- While locked the app **obscures** its content so nothing can be read in passing.

Protection against guessing: after three failed attempts the waiting period before each further attempt grows (5 seconds → 10 → 20 → ...). Restarting the app does not help – the counter persists. Every successful unlock resets it.

Forgotten your PIN? If the computer is connected to an organisation server, **server sign-in** appears from the third failed attempt: sign in with e-mail and password and then set a new PIN. Alternatively your administration can reset the lock in the admin panel. Without a server connection there is deliberately no back door – then only a backup helps.

Server and team

A server connection is **optional**. You only need it if your organisation shares cases in a team.

1. **Settings** → **Server / synchronisation** → **Connect server...**
2. Enter the **server address** or use the setup provided by your administration.
3. Sign in with **e-mail and password**. The sign-in dialog opens in the system browser; if your organisation requires two-factor sign-in, enter the **6-digit code** there. With passkey sign-in you confirm with fingerprint, face or a security key.
4. After connecting, the status line at the bottom left shows the sync state.

Sharing and cover: inside a case you decide who may see it and can set up a **time-limited cover arrangement** (person, from, to). Private entries are never shared.

Conflicts: if someone changed the same thing, the app reports a conflict and asks whether your version or the server version should win.

Disconnecting: only your administration can do that in the admin panel (remove device).

Backup

Back up regularly on the desktop too – especially if you work **without** a server connection.

1. **Settings** → **Data** → **Create backup**.
2. Set a **password** and store the **.ffbackup** file in a safe place.
3. To restore, choose **Restore backup**, select the file and enter the password. Current data is replaced.

Without the password a backup cannot be opened. Keep file and password separately and safely.

Settings at a glance

Section	Content
General	practitioner name, start address for travel times, appearance, language
Organisation	name, address and contact – appears as the letterhead in exports
Server / synchronisation	connect and manage the connection, sync now
Security	app lock, PIN, auto-lock
Assistance	local AI support and model management
Data	create and restore backups, sample data, delete all data
About	version, legal information

Values set centrally by your organisation are locked and carry a note.

Differences from the mobile app

The desktop application offers the same scope. These points differ by nature:

Topic	Mobile	Desktop
Camera and recording	take photos and videos directly	import files; recording depends on the hardware
Signatures	finger or pen	mouse, trackpad or pen on touch devices
Apple Watch, Live Activity, shortcuts	available	not available
Biometrics	Face ID, Touch ID, fingerprint	Touch ID where available
Window	one screen at a time	lists and details side by side, keyboard shortcuts

Troubleshooting

The app will not open (macOS). Check that you installed the right variant (Apple Silicon or Intel). If macOS raises concerns about the origin, open **System Settings** → **Privacy & Security** and allow it to run.

Windows SmartScreen warns during installation. Choose **More info** → **Run anyway**, provided you received the package from your organisation.

I cannot see the cases from my phone. The desktop application must be connected to the same organisation server and the device must be approved. Check the status line at the bottom left and sign in again if needed.

The AI assistant is missing from the sidebar. It only appears if your licence includes the local AI. Contact your administration.

A time entry cannot be changed. The period has been closed. Ask your management to reopen it in the admin panel.

The app asks for a licence check. Paid licences must be confirmed online from time to time. Connect the computer to the internet briefly; your data stays untouched.

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