FOCUS FAMILY

Desktop Handbook

macOS, Windows and Linux – 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, Windows and Linux**. 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

System requirements

System	Minimum version
macOS	macOS 14 Sonoma or newer, Apple silicon or Intel
Windows	Windows 10 version 22H2 (build 19045) or Windows 11, x64 or ARM64 (Windows on ARM)
Linux	Ubuntu 22.04 LTS, Debian 12 or Fedora 42 and newer, x64 or ARM64, with a system keyring

Older versions no longer receive security updates and are not supported; the installer refuses them.

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** – one for **x64** (Intel and AMD processors) and one for **ARM64** (Windows on ARM, for example devices with a Snapdragon processor).

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.

Which variant do I need? Open **Settings** → **System** → **About**: if **System type** says "ARM-based processor", take the ARM64 variant, otherwise the x64 one. The ARM64 variant replaces an existing x64 installation; your data is kept.

Text recognition on Windows on ARM: the ARM64 variant uses the text recognition built into Windows. It needs the language feature **Optical character recognition** for your language under **Settings** → **Time & language** → **Language & region** (usually present on a German Windows installation). If it is missing, the app points this out in the case file and stores documents without searchable text.

Linux

Ubuntu, Debian and Linux Mint get a **.deb package**, Fedora an **.rpm package** – each for x64 and ARM64.

1. Install the package with the package manager, for example `sudo apt install ./FocusFamily-1.3.0-amd64.deb` or `sudo dnf install ./FocusFamily-1.3.0-x86_64.rpm`. The required system libraries are installed along with it.
2. Start **Focus Family** from the application menu or with `focusfamily` in a terminal.
3. The app keeps its encryption key in the **system keyring** (GNOME Keyring or KDE Wallet). If no keyring is reachable, the app shows a notice and exits without creating any data. Common desktops (GNOME, KDE, Cinnamon, XFCE with GNOME Keyring) already provide one.

Limitations on Linux: no text recognition (OCR) for imported documents, no biometric unlock (the app lock uses a PIN).

Screenshots: the desktop app does not prevent screenshots or screen recordings on any operating system. The organisation-enforceable "screen protection" setting only applies to the mobile app. With an app lock set up, the desktop app covers its content as soon as none of its windows is active.

Where do I get the packages?

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

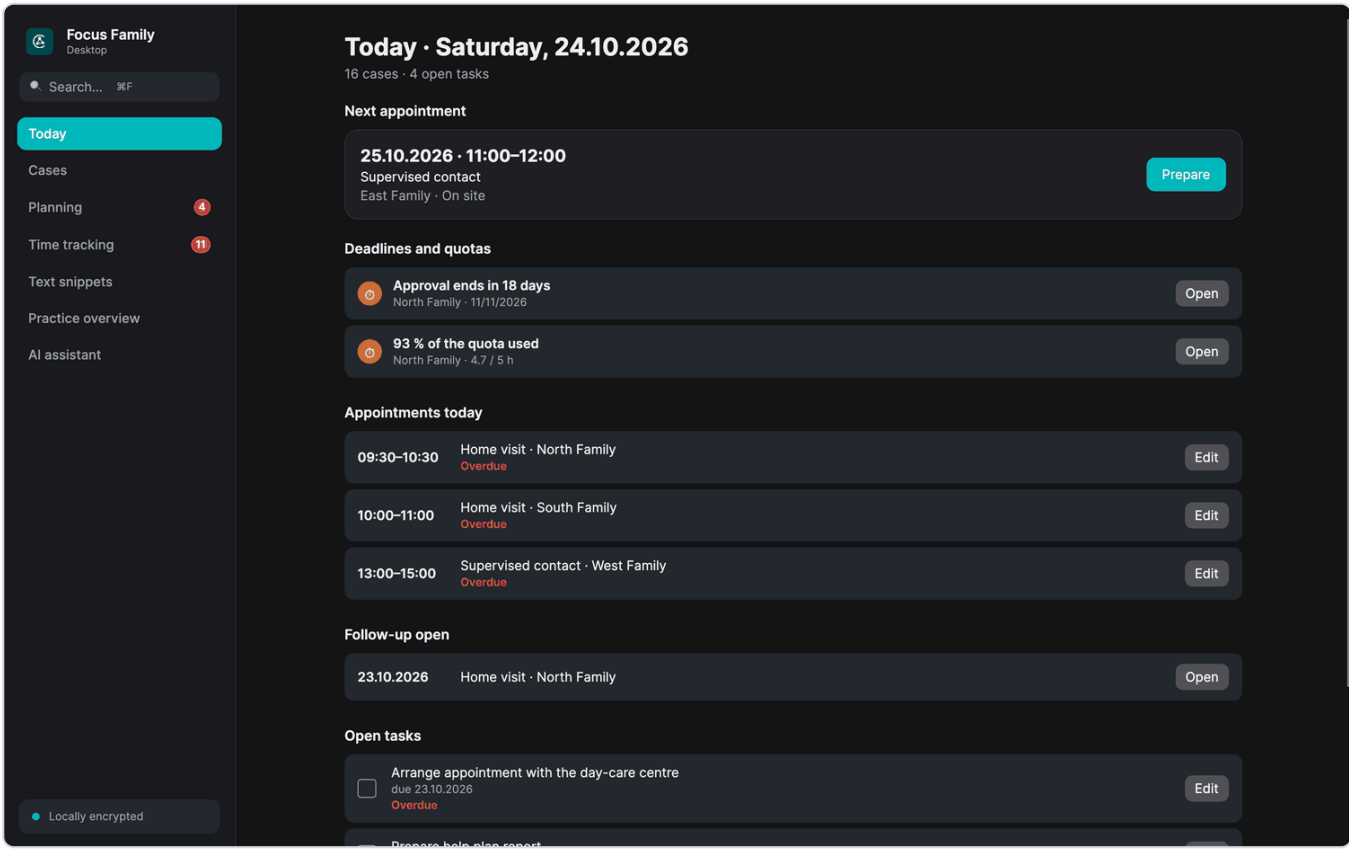
Getting started

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 Family → 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
Practice overview	monthly figures for freelance professionals (Pro)
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 and appointments in planning, open signatures in time tracking. On macOS the planning number also appears on the app icon in the Dock.

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

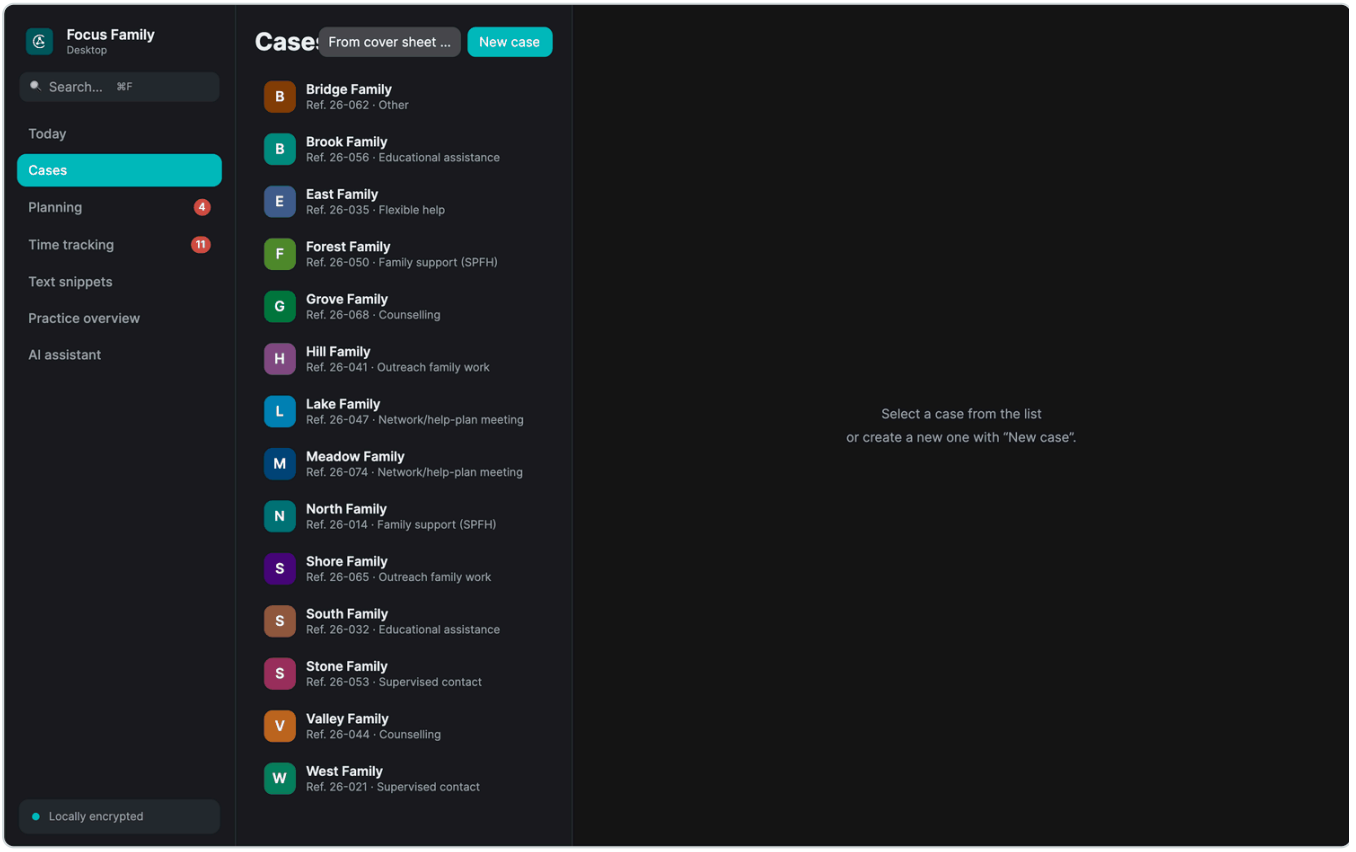
Today

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,
- **Deadlines and quotas** – the deadline radar: approvals ending (from 6 weeks before), expired approvals, upcoming help plan meetings, help plan reviews due, and quotas from 80 % used, exceeded or with a forecast of when they run out. **Open** takes you into the case. The list only appears when something is due and is included in the free version.

> Reminders by notification for these deadlines are offered by the mobile app (Pro).

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; **From cover sheet …** takes the case and its participants from an existing document.

Creating and maintaining a case

1. Click **New case**.
2. Enter the **alias**, **file number**, **type of support** (among others family support, educational assistance, supervised contact or **school accompaniment**), **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**.

New case from a cover sheet

1. Above the case list, click **From cover sheet …**.
2. Drop the file onto the window or click **Choose file …**. The app reads PDF, Word (`.docx`), Excel (`.xlsx`), CSV, text and photos or scans (JPG, PNG, TIFF, on macOS also HEIC/HEIF). Export Pages files from Pages as PDF or `.docx` first. PDF files with permission restrictions are read; PDF files that need a password to open are not – use a version without a password instead.
3. **Optional (Pro):** switch on **Use local AI** and describe in your own words under **Instruction for the local AI** what should be created – for example "Set up a new family: mother Anna Weber, son Ben (8),

school accompaniment from 1 November". An instruction without a file needs the local AI. If the model has not been loaded yet, download it in the **AI assistant** area; without a model only the cover sheet itself is analysed.

4. **Read data** analyses the document on this computer.
5. Check the case, **people**, **addresses** and **questions** and correct them if needed. Mandatory details are marked. Remove people who do not belong to the case with the **Include** checkbox. The suggested **case name** is taken from the names in the document – choose an alias for better privacy.
6. **File source document in the case file** (on by default) stores the original in the new case. Nothing is saved until you click **Create case**.

The AI only takes over values that appear in the document or in the instruction; the app discards everything else. If text was read by text recognition or the AI added details, the window says so – always check the result. On Linux there is no text recognition; photos and scans without a text layer cannot be read there.

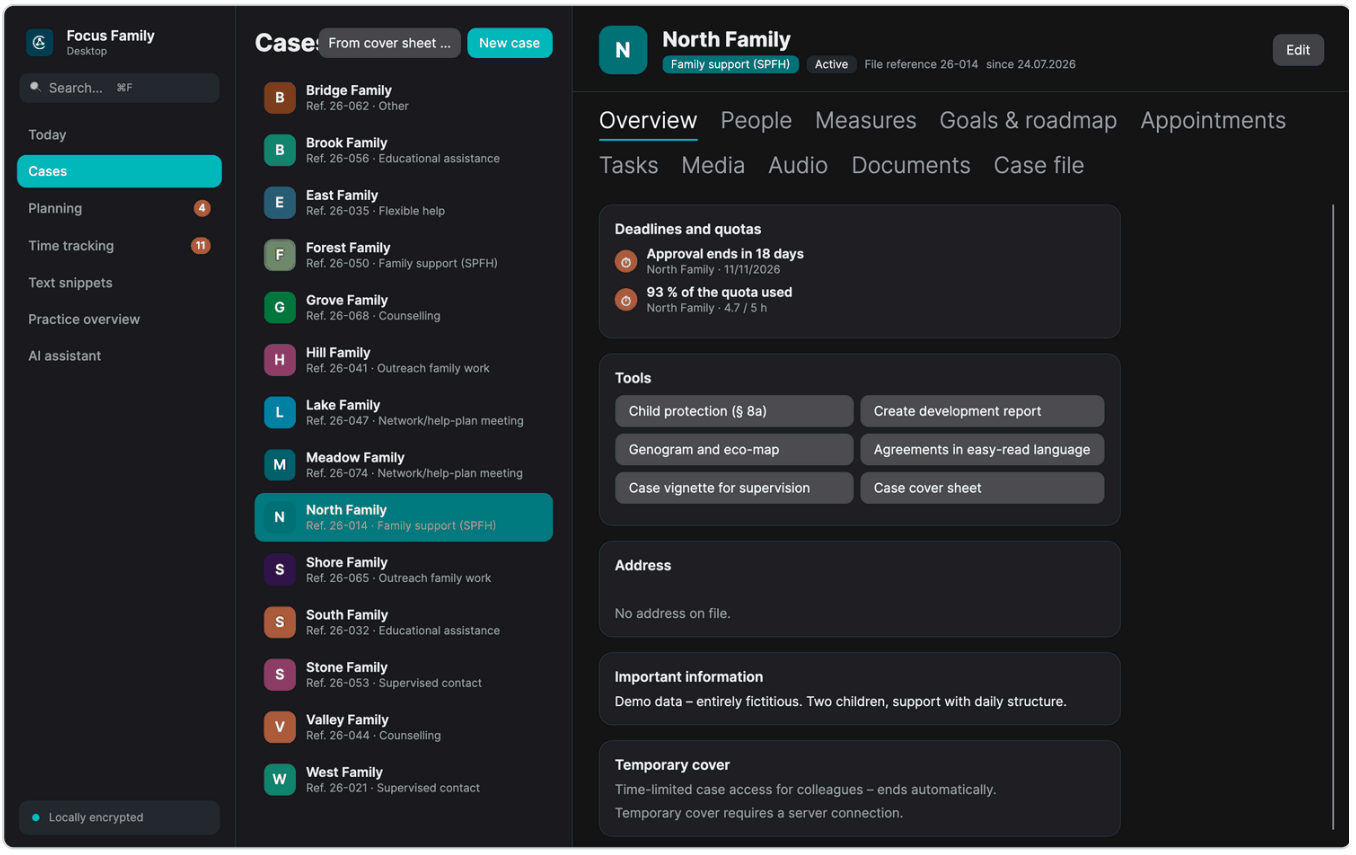
Participants and addresses

In the **People** tab you add and edit the people involved. The dialog offers the same details as the mobile app:

- **Role** – besides child, mother, father, foster carer, reference person, legal guardian and the network roles also **sibling**, **half-sibling**, **grandmother**, **grandfather**, **aunt**, **uncle**, **step-parent**, **partner of a parent**, **cousin**, **other relative** and **youth welfare provider**. For half-siblings, grandparents, aunt, uncle and cousin you also choose the **side of the family** (maternal or paternal).
- **Is a minor** marks children and adolescents.
- **Further details** (expandable): gender, place of birth, date of death, nationality, marital status, health insurance, child benefit number and institution/department.
- **Phone** with a type: mobile (private), mobile (work), landline (private), landline (work) or other.
- **Address** – choose an existing one or create one right in the dialog with **New address …**; it is created together with the person when you save. As long as **Use the address details of the selected address** is ticked, that address applies; only without the tick do you enter a different address under **Own address**.

People at the same address belong together – if the parents live apart, there are two addresses. The genogram and the case cover sheet build on this.

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 addresses,
- **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.

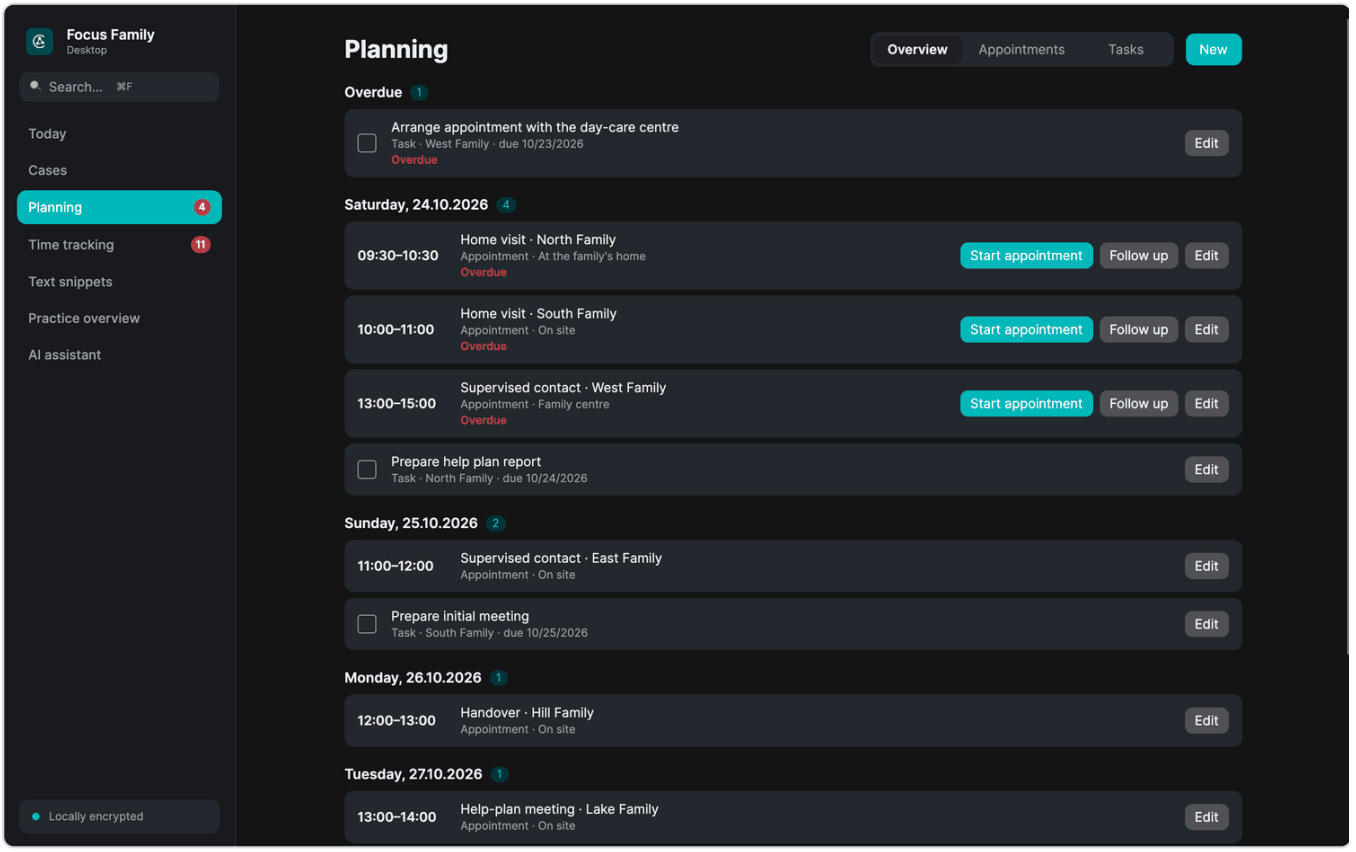
On the desktop you have more room: lists and detail areas sit side by side, and longer texts are comfortable to type.

The case **overview** also shows the **deadlines and quotas** of this case and the **Tools** card:

Tool	What it does
Child protection (§ 8a)	structured risk assessment in six steps (occasion, significant indications, assessment and child protection specialist, involvement, protection plan with review date, informing the youth welfare office). On the first save the window lists missing details; a second click saves anyway. It creates documentation of the type **Child protection assessment (§ 8a)** with follow-up tasks and then opens the editor. Free.
Development report (Pro)	compiles reason, setting of the support, course with sources, progress on goals, agreements and placeholders for assessment and recommendation for a period – pre-written by the local AI if you like – and opens the draft as a **Development report** in the editor.
Genogram and eco-map (Pro)	draws family, addresses and services involved from the participants: grandparents, parents and children in generations, maternal side left and paternal side right, deceased people with a cross, separated partnership, cohabitation and care as separate lines, frames "Address 1" or **Other address**. Names can be hidden (roles and "Address 1" instead of names; the PDF export then contains neither the case name nor the file reference). Save as **PDF** with legend, as **PNG** or via **As case cover sheet (table) …** as a case cover sheet.
Easy-read language (Pro)	open goals and agreements in simple words, editable, as a PDF sheet for the family with signature fields.
Case vignette (Pro)	pseudonymised summary for supervision and peer consultation with your own question, additionally cleaned via the "Supervision / consultation" profile, as PDF.
Case cover sheet	tabular front sheet as youth welfare offices keep it, with young people, parents, siblings and other participants from the case data. In the window choose **PDF** and/or **Word (DOCX)**, optionally a **place**, **Pseudonymise names** and **File in the case file**; **Export** saves the files via the save dialog. When pseudonymised, roles replace the names, the file number and the name of the youth office caseworker are left out, only the town and the year remain of address and birth date; phone numbers, e-mail addresses, place of birth, health insurance and child benefit number are not included.

Child protection assessments are not included in reports or vignettes. The mobile app handbook describes all tools in detail in the chapter "Tools in the case".

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**.

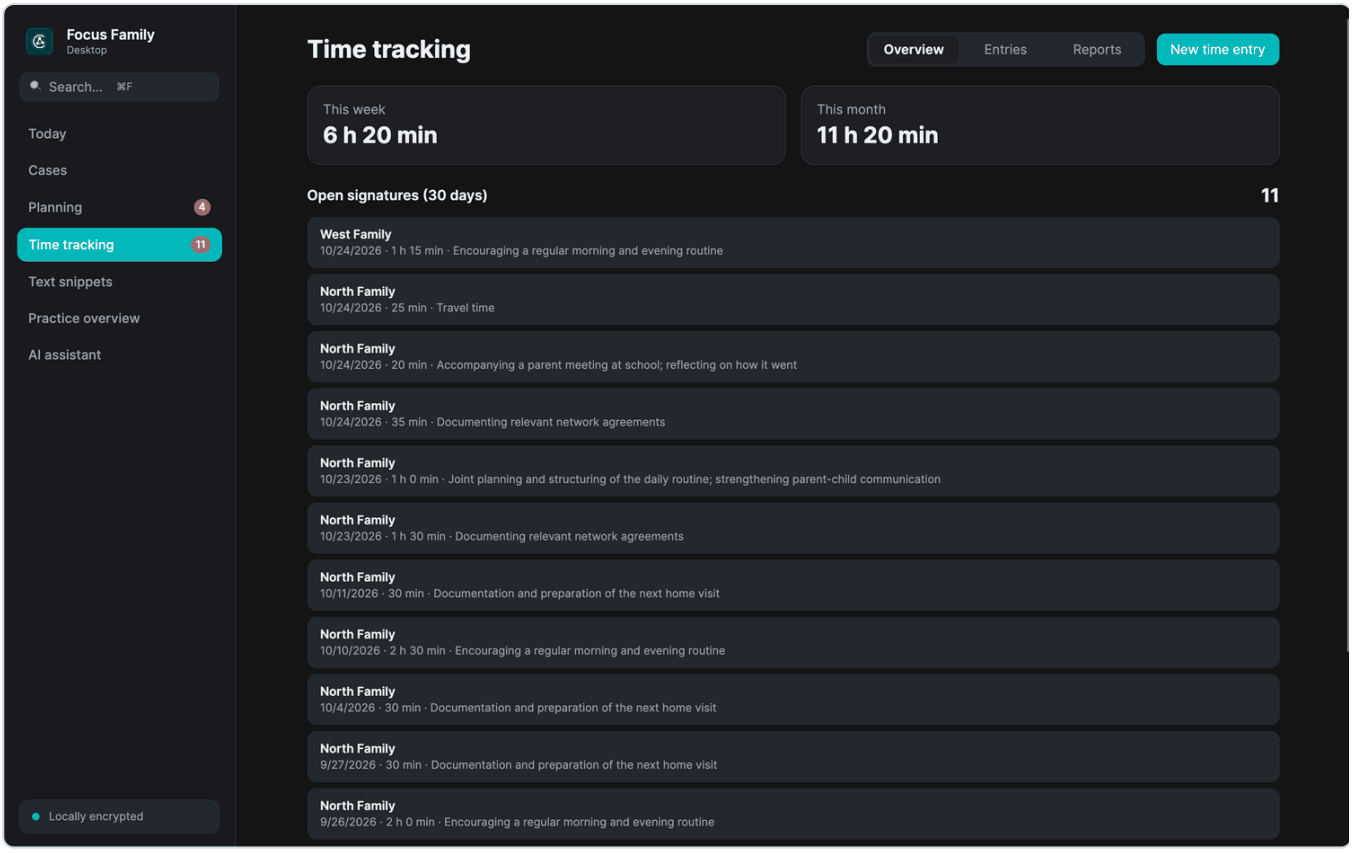
Appointments

- **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.
- **Edit** is available on every appointment in Planning, Today and the case (**Appointments** tab). **Delete appointment** in the editor removes a single appointment after a confirmation; appointments with a signature, time entries or documentation are kept and the editor names the reason.
- A planned appointment that has not started is **overdue** as soon as its end time has passed – on the same day, too. Overdue appointments from the last 30 days are listed at the top of **Overview** and **Appointments** in the **Overdue** group (with their date); overdue appointments from today stay in today's group and carry the **Overdue** label. The number on **Planning** in the sidebar counts overdue tasks and appointments in the same way as the mobile app.

Tasks

New task creates an item with title, description, due date, priority and case reference. Tick completed items off in the list. **Edit** opens the task; **Delete task** removes it after a confirmation. A task is overdue once its due date or, on the due date, its due time has passed.

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**.

Recorded trips

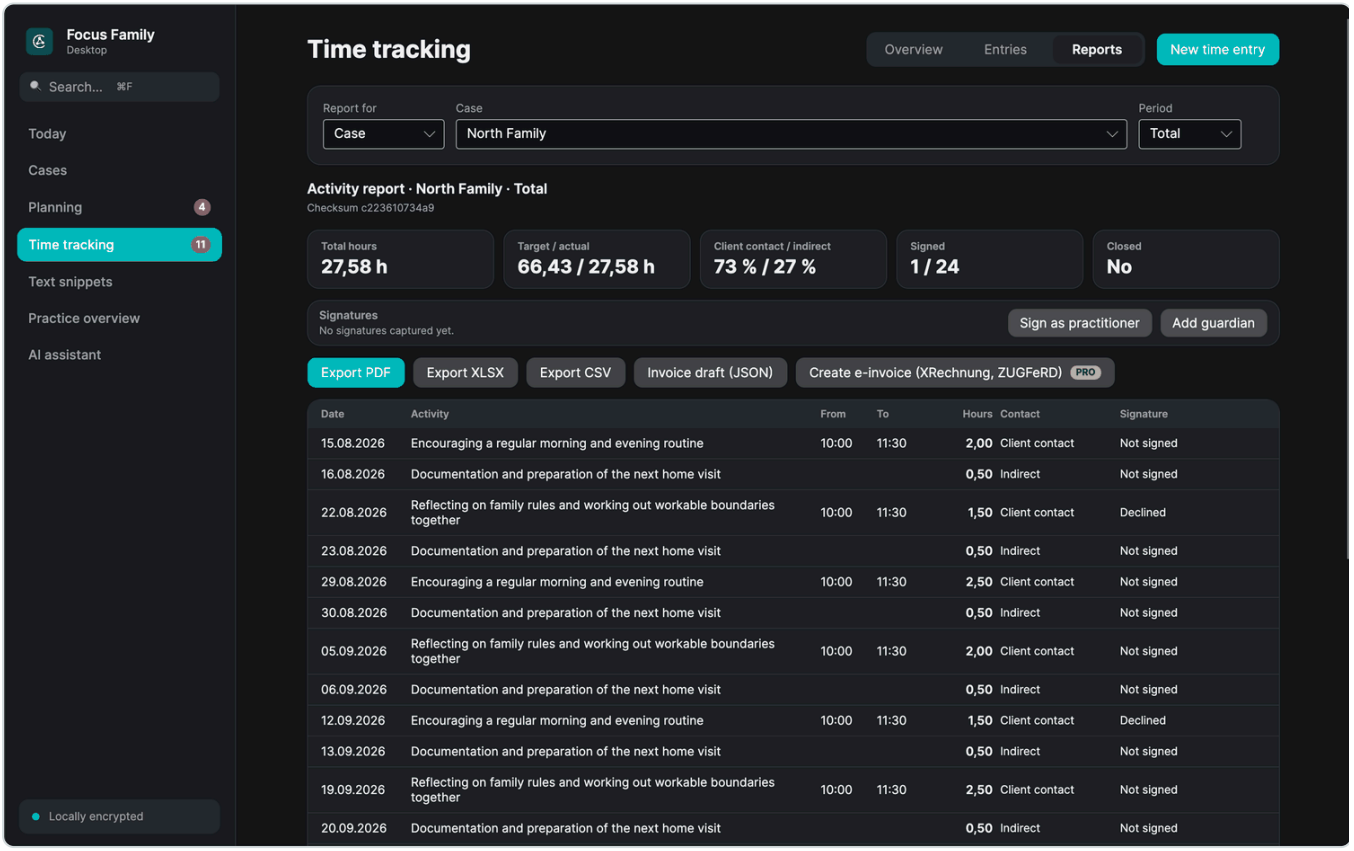
Trips recorded on a smartphone with **Start trip now** and **Arrived** arrive on the desktop through synchronisation as a time entry of type **Travel time**. In the list of entries, such an entry carries the note **Trip**

… km. When you open it, the section **Recorded trip** shows kilometres, duration, departure and arrival, the destination and a route sketch. The sketch is drawn from the encrypted route without a map service. Deleting the time entry also deletes the linked trip including its route. Kilometres, times, case, destination and purpose of a trip are corrected in the mobile app on the **Trip** page; the changes reach the desktop through synchronisation.

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



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.
5. **Create e-invoice (XRechnung, ZUGFeRD)** (Pro) creates an **XRechnung 3.0** (UBL) from a case record. The window takes over issuer, recipient and items, keeps showing missing mandatory details and saves the **.xml** file via the save dialog. If the case has several funding bodies, choose the **Invoice recipient**; each invoice contains only that recipient's items and gets its own number. Exporting again for the same recipient keeps its number, and a number already used for another recipient is rejected.

The **Leitweg-ID** is remembered per recipient and the invoice number increments afterwards. You maintain your own details (address, contact, tax number or VAT ID, IBAN, VAT treatment, number range, payment term) under **Settings** → **Invoice issuer for e-invoices** or directly from the window. **Save ZUGFeRD (PDF + XML)** creates a **ZUGFeRD invoice** (ZUGFeRD 2.x / Factur-X, EN 16931 profile) from the same details: a readable **PDF/A-3** with the embedded **factur-x.xml** and the same XML file separately in the same folder. Mandatory details and number range are the same as for the XRechnung.

Provider billing basis: If the device is connected to your provider's server, the provider can set a billing basis (rate per specialist hour, billing increment and rounding, mileage rate, billable share of travel time, VAT). It appears under **Settings** → **Provider / organisation** with the note **"Set by the provider"**. New rate items are prefilled with it and remain editable. Time without a matching rate item appears in the invoice draft and e-invoice as "Specialist hour (default)" or "Travel time (default)"; kilometres from recorded trips as "Mileage allowance (default)" unless a kilometre item of the rate agreement applies on the trip date. The VAT treatment is then locked. Your own rate items remain authoritative; closed periods do not change. Without a server connection only your own settings and rate agreements apply. Kilometres of linked trips count automatically for items with the unit kilometre, each trip exactly once.

E-invoices with a server connection: If the device is connected to your provider's server, the provider maintains the invoice issuer (name, address, contact, tax number or VAT ID, bank details, invoice-number prefix, payment term) centrally. The local **Invoice issuer for e-invoices** settings are then hidden and can be neither viewed nor changed; the e-invoice automatically uses the central details. Only accounts with the permission **"Create e-invoices"** can create e-invoices – without it the button is hidden and the app shows "A permission is required for e-invoices." If the provider has not entered any details yet, the app reports "Invoicing details have not been set up yet." The central details are refreshed on every sync, cached encrypted on the device (usable offline as well) and deleted when the permission is withdrawn or the device is disconnected from the server. The prefix applies to all devices. Invoice numbers are unique across the organisation, even without a connection at creation time: on its first fetch of the invoicing details the server assigns each device a fixed **number series** (never reused, not even after a device is removed). Format: prefix + series (at least two digits) + `-` + four-digit counter, e.g. `TR-07-0001`, with the default prefix `RE-2026-07-0001`. The invoice number is assigned automatically from the device's series and cannot be edited by hand ("The invoice number is assigned automatically."). The device keeps the counter and the issued numbers encrypted; a number only counts as issued after it has been saved successfully – a cancelled or failed export does not use up a number. Before every export the app checks that the number belongs to its own series and has not been issued in that series before; an issued number is never reused, not even after a restart or when returning to an earlier series. The counter only moves forward and restarts at 1 only with a new series (e.g. after re-registration). Without an assigned series no e-invoices can be created ("Invoicing details have not been set up yet."). Permission and invoicing details are re-checked immediately before every export. Without a server connection your own details apply as before.

Identification: every export receives a **record number** (`TN-<year>-<device code>-<sequence>`), the **export time**, a **version** (exporting the same record again increments it and names the previous version), a **SHA-256 checksum** over the content and a **QR code**. PDF and Word show these details in the footer of every page, Excel on the **Identification** sheet, CSV in the **Identification** block at the end of the file (the column headings stay in the first line), JSON in the `identification` section. The number appears in the

notice after the export. This works fully offline; the device code is generated randomly once, so several devices never issue duplicate numbers.

Archive at the provider: if the desktop app is connected to the server, every export is filed encrypted in the provider's record archive after saving – buffered while offline and uploaded with the next synchronisation. There it can be verified at any time by number and checksum. Without a server connection only the identification applies.

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** – including forms with permission restrictions; the result is a normal PDF file without protection. Every document carries a **record sheet** with version, timestamps and checksum.

Import images as document: the app combines photos or scanned pages (JPG, PNG, on macOS also HEIC/HEIF) into one PDF in the case file.

1. In the **Case file** tab, click **Import images as document …** and pick the pages with **Add images …**.
2. Arrange the order with **Move up** / **Move down** and straighten pages with **Rotate left** / **Rotate right**.
3. Choose **Name** and **Section**. **Recognise text (OCR, on this device)** makes the content searchable.
4. **File in case file**.

On macOS the app converts HEIC images (the default format of iPhone photos) on the device into an upright JPG using the system tool `sips`; location (GPS), camera data and other metadata are removed and intermediate files are deleted straight away. This also applies to photos for a **New case from a cover sheet**. On Windows and Linux HEIC images are rejected with a notice – export them as JPG or PNG there first. On Linux there is no text recognition; the document is then filed without searchable text. A document camera with edge detection is available in the mobile app.

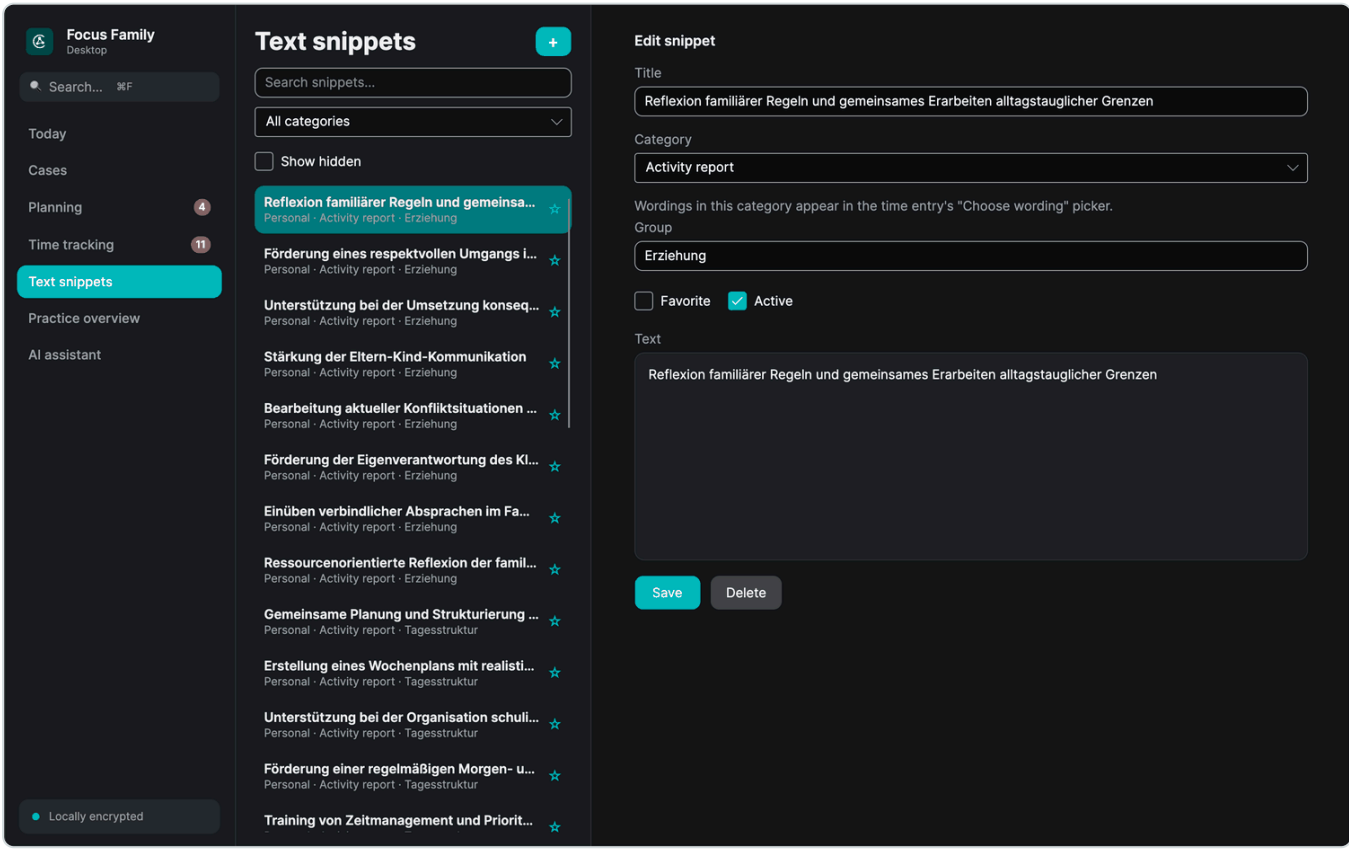
Editing form entries: for a completed form, **Edit** opens the **Edit form** window, pre-filled with the filed version. **File new version** saves a new version; the previous one stays in the history (**Older versions (n)**). Changed details discard the existing signatures – the window states how many and asks first. If the content

is unchanged, the signatures are kept and further ones can be added. Without changes no new version is created. If the template has changed since the form was filled in, the new version uses the current template.

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. Each title may appear only once – also not equal to an organisation snippet you can see; the app then names the origin of the existing snippet. If two snippets still share a title, the selection shows their origin, e.g. "Greeting · Organisation".

The desktop app checks the addresses of persons, address entries and the invoice issuer when saving: a German postal code has five digits, a street needs a postal code and town, a house number needs a street.

A town on its own is allowed.

Practice overview

The **Practice overview** area (Pro) shows per month working time, direct contact, travel time, documentation time with its share, kilometres, contacts, **billable revenue** from times and rates compared with the previous month, hours without a matching rate, open signatures, quota warnings and the cases with the most hours. Use the arrows to switch months.

Pro features and licence

The desktop app works without an account, a server or a purchase: basic case documentation, planning, time tracking, the case file, the deadline radar and § 8a are free. Features such as the report assistant, AI assistant, e-invoice, practice overview, genogram, easy-read language, case vignette, text snippets and scheduling belong to **Professional**; an **organisation licence** includes all of them. Pro features carry a golden **PRO** badge. Without a matching licence a window explains the feature; **Subscribe to Pro** opens the licence window, **Learn more** the product page in the browser, **Close** returns. If your organisation provides the licence, the window names your administration as the contact instead.

Licence window: Settings → Licence → Manage licence shows plan and status, where a subscription comes from and your **Focus Family ID**. The ID is only created when you open the licence window; as long as you do not use it, the free version does not contact the licence server.

Subscribe to Pro: Subscribe monthly or **Subscribe yearly** opens the secure checkout of our payment provider **Paddle** in the browser, which shows the price before you complete the purchase. After paying you can close the browser window – the desktop app detects the activation by itself (at the latest with **Check now**). As in the mobile app, the subscription applies to up to **three devices** with the same Focus Family ID, including the app for iPhone, iPad and Android. **Manage subscription** opens Paddle's customer portal to cancel or change the payment details. If your subscription runs through the App Store or Google Play, the licence window says so; it is then managed in the settings of that store account.

Use an existing Focus Family ID: If you already have Pro in the mobile app or on another computer, enter the ID and **recovery code** shown there under **Use an existing Focus Family ID**. This replaces the computer's previous ID and creates a new recovery code; the code you entered is no longer valid afterwards. If a Paddle subscription runs on the previous ID, the app refuses the switch so that the subscription is not lost.

Show recovery code: If the app lock is set up, the app asks for your PIN (or Touch ID) before showing the code, otherwise for a confirmation with a warning. If the ID has meanwhile been taken over on another device, the code stored here is no longer valid; the app says so and offers **Create new code** – the previous code then no longer works on any device. A copied code is cleared from the clipboard after 60 seconds. Keep ID and code in a safe place, for example a password manager – they let you use Pro on further devices and restore the ID after changing devices.

As in the mobile app, a paid licence has to be confirmed online from time to time; in between, working offline remains fully possible. The free version is exempt from this.

Finding a time

> Pro feature: without a licence the entry points stay hidden.

In the appointment editor (**Planning** → **New** → **Appointment**) **Find a time** opens its own window: participants, period, time of day and duration on the left, the proposals on the right. The case is the one the appointment belongs to and stays fixed. The search takes your own appointments and the commitments of the selected participants into account; an appointment you are moving does not block itself. Where reliable calendar data is missing, the proposal marks that person as **unclear** instead of counting them as free. **Use this time** fills date and time back into the editor; you save there.

You maintain the commitments in the case on the person: **Case** → **Participants** → **Calendars**. There you read an `.ics` file or a shared calendar link and record appointments that happen without you. Every import is listed with its timestamp and number of entries. For link calendars, pick the automatic refresh interval at the top (default: every 3 days).

Contact card

Settings contains a **contact card** section with a preview of your details. **Edit** opens a separate window with all fields: role, provider, department, phone, mobile, email, web, a note on availability, the emergency contact and the sharing switch. Availability windows are set there as well – up to two per weekday.

Save vCard writes a contact file you can email or import into an address book; **copy** puts the details on the clipboard as text, **email** opens a prepared message, and **QR code** shows the card in its own window for scanning – the family saves the details straight to their phone, no app required.

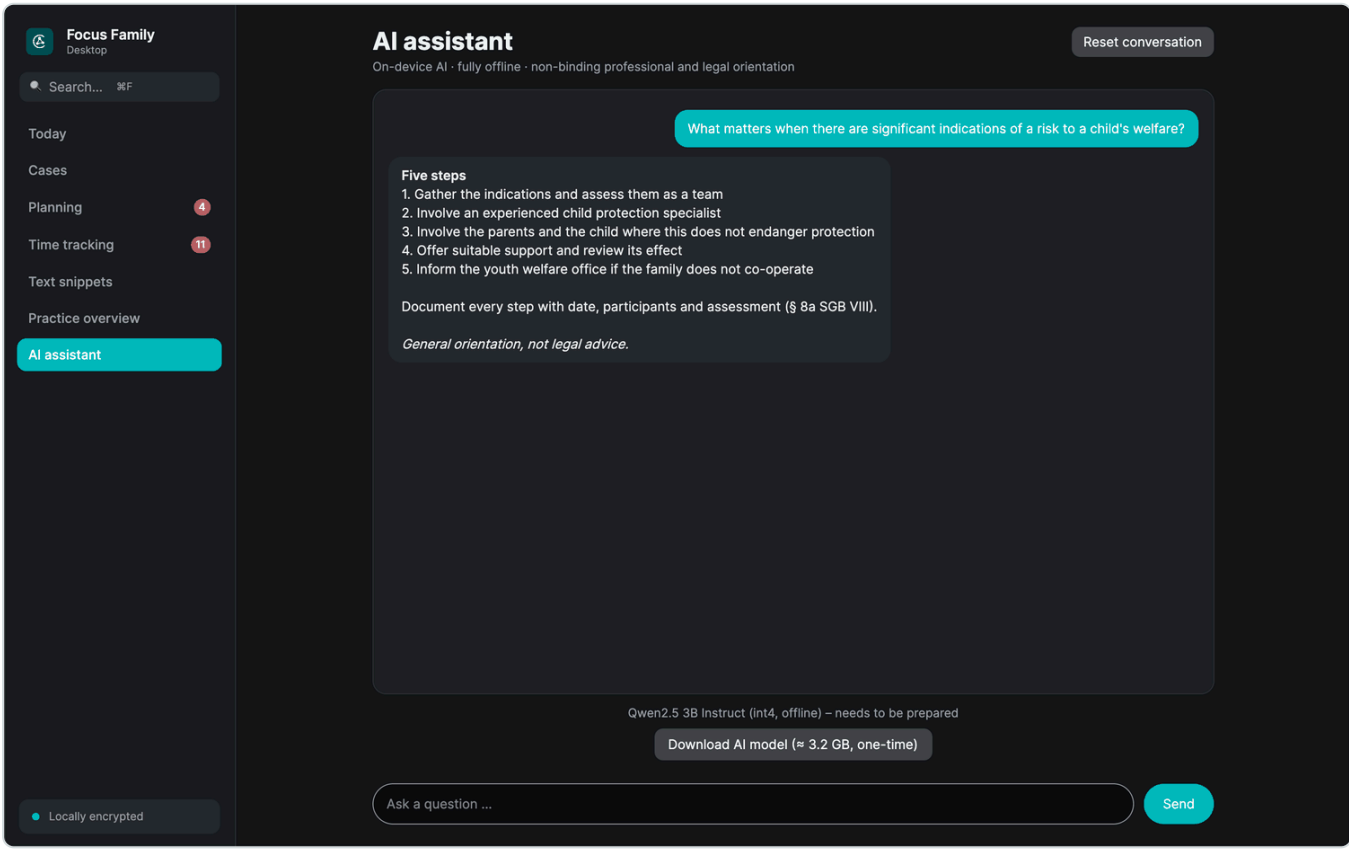
Current cover arrangements is collapsed and shows the count in its heading; expanded, it lists the cards of the practitioners covering for you, with the same four buttons.

Changes go to the server with the next sync, provided your provider allows self-service.

If the card was changed elsewhere in the meantime – by your management in the admin panel, for example – the section reports **“Change not applied”**. Your entries are kept; you decide with **Send my version** or **Take the other version** which one applies.

If your provider has blocked passing the card on, “Save vCard”, “Copy”, “Email” and “QR code” are greyed out and a note on the card says why.

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 – the local data can then no longer be opened.

Renewing the encryption

The same section holds **Renew encryption …**. It creates a new data key and rewraps your local store, attachments included, onto it. The old key is discarded only afterwards – until then everything stays readable, even if you abort the run or the machine goes down. On the next start the app picks up where it left off.

Feel free to keep working during the run: whatever you change or delete at the same time is kept and picked up by the next run.

Messages you may see:

- **Encryption renewed** – finished, the old key is discarded.
- **Not complete – please start again** – something was left behind, usually because it was being edited at the same time. Start the run again later.
- **A rewrapping is already running** – a run is already working. Closing the window in between does not stop it; wait until it finishes.

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. Passkey accounts use **Sign in with passkey**; you confirm in the browser with fingerprint, face or a security key.
4. After connecting, the status line at the bottom left shows the sync state.

With every request to the server the app sends its version; the administration sees it in the device list of the admin panel.

Organisation account (SSO): If your organisation uses single sign-on, **Sign in with organization account** (or **Sign in with**) appears in addition; sign-in then runs in the browser at the organisation's identity provider. The same button is available for the server sign-in on the lock screen. If an SSO account signs in with e-mail and password, the app switches to the browser sign-in by itself. If SSO is **enforced**, the dialog shows no e-mail and password fields and no passkey button, only the organisation sign-in with the note "Sign-in uses the organization account." PIN and biometric unlock stay unchanged.

While the app waits for the browser, **Cancel sign-in** stops the attempt; after 5 minutes without an answer the app stops by itself. If sign-in fails (for example a "502" error page in the browser), the connection stays and sign-in can be repeated. Until the first successful sign-in the dialog also offers **Change server address**; afterwards the connection can only be removed by the administration.

Setup link: If a setup link from the administration opens the desktop app, it only connects after two confirmations: **Confirm server connection** names the server address (**Check server** only queries the server, without case data), then **Connect to this organization?** shows server, organisation and instance ID; only **Connect** signs in. If the app is locked or not yet set up, the link waits until it is unlocked.

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. Under **Practitioners with access**, the person responsible for the case is marked **responsible**.

Transferring a case: when responsibility changes permanently, **Transfer case …** in the case overview opens a separate window. Choose the **colleague**, decide on **Keep access** and click **Transfer**. Without that option the case is removed from this computer afterwards. Only the responsible practitioner can transfer a case, and only with a server connection. A complete sync runs first; if it fails or unsynchronised changes, open conflicts or files not yet uploaded remain, nothing is transferred. Private cases can only be transferred without **Keep access**. The new practitioner takes over the case with all entries, documents and appointments; time entries and signatures stay with the person who recorded them.

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

The desktop app has **no backup function of its own**. You create and restore encrypted backups (**.ffbackup**) in the mobile app under **More** → **Backup**.

- **With a server connection**, all shared cases are also stored on your organisation's server and backed up there.
- **Without a server connection**, keep important documents safe via **Export** (e.g. as PDF or encrypted **.ffexport** package).

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
Invoice issuer for e-invoices	details for XRechnung and ZUGFeRD (Pro)
Server / synchronisation	connect and manage the connection, sync now
Security	app lock, PIN, auto-lock, notice when the system keyring is unavailable
Privacy	case alias in notifications, send crash reports to the server (on by default, no case data)
Assistance	local AI support and model management
Data	sample data, delete all data
About	version, key rotation, help & contact (bug report, feature request, contact, security report), links to privacy policy, imprint and contact

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
Scanning documents	document camera with edge detection (iOS and Android), also for case import	**Import images as document** (JPG, PNG; HEIC on macOS only)
Number on the app icon	sum of the tab numbers (on Android via a silent notification)	numbers on the sidebar areas; on macOS the planning number also appears on the Dock icon
Signatures	finger or pen	mouse, trackpad or pen on touch devices
Apple Watch, Live Activity, shortcuts	available	not available
Deadline reminders by notification	available (Pro)	not available; the deadline radar is shown in Today and in the case
Structure dictations	available (Pro)	not available
Trips	record and correct	view recorded trips
Biometrics	Face ID, Touch ID, fingerprint	Touch ID where available
Window	one screen at a time	lists and details side by side, keyboard shortcuts

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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 – with a Professional subscription (see "Pro features and licence") or through your organisation's licence; in the latter case your administration can help.

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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