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How do I bill users or record time spent on support?

[Using Deskpro](#) - [تعليقات \(٠\)](#) - Ben Henley - 2023-08-16

:Question

.Where do I bill a user for a support fee or log support time? I can't find any way to do it from a ticket

:Answer

An admin must enable the billing and time log options from **Admin > Tickets > Time Log & Billing**. Billing and time log can be enabled separately

.You will then see a tab in the Properties area when you view the details of a ticket

The screenshot shows a ticket interface with the following elements:

- Top navigation: + ADD, Runway preparat, Robo-Cat, Parts for redund.
- Ticket ID: 40, Title: Parts for redundant model
- Agent: Maria Cama (maria1961@example.com), Project: Project PLUTO
- Status: Support, Awaiting Agent, 3 tickets in queue
- Properties area tabs: PROPERTIES, SLAS, **BILLING & TIME LOG** (highlighted with a red arrow)
- Agent assignment: Agent - Unassign, Annie Golding
- Team assignment: Team - Unassign, Support Managers