

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

