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

Ben Henley - 2023-08-16 - [Comments \(0\)](#) - [Using Deskpro](#)

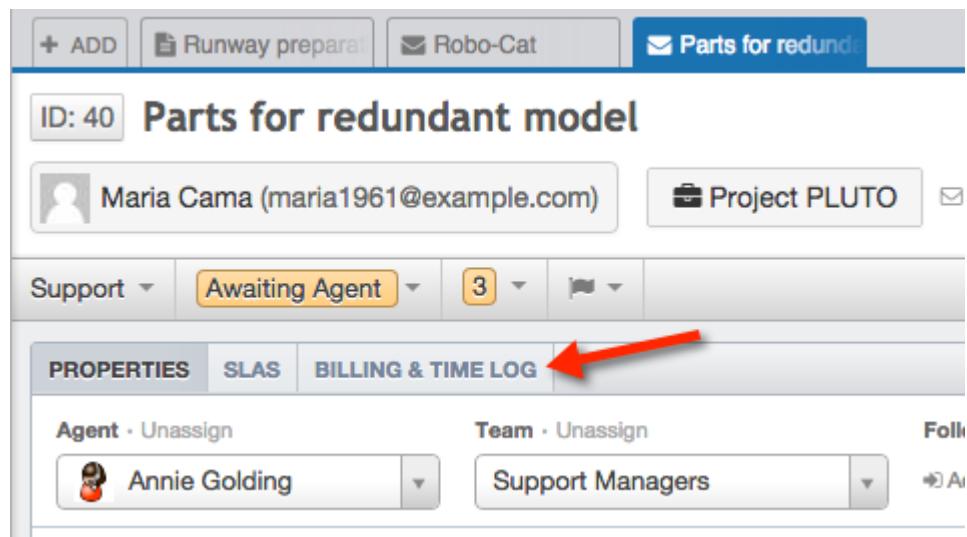
Question:

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.



ID: 40 **Parts for redundant model**

Maria Cama (maria1961@example.com) Project PLUTO

Support Awaiting Agent 3

PROPERTIES SLAS **BILLING & TIME LOG** (arrow)

Agent · Unassign Team · Unassign

Annie Golding Support Managers