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

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## **Ouestion:**

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.

