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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 BILLING & TIME LOG

Agent · Unassign Team · Unassign

Annie Golding Support Managers