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

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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 the properties of a ticket titled "Parts for redundant model" (ID: 40). The ticket is assigned to "Maria Cama" and is part of "Project PLUTO". The status is "Awaiting Agent". There are 3 attachments. The properties tab is selected. A red arrow points to the "BILLING & TIME LOG" tab, which is the target of the question. Below the tabs, there are dropdowns for "Agent" (Annie Golding) and "Team" (Support Managers).