The Key to Optimizing Bill4Time's Technical Support

The key is in the details. The more information you provide, the faster our technical support team can resolve it. A lot of back-and-forth dialogue us wanting a better understanding of your situation. Let's reduce the dialogue!
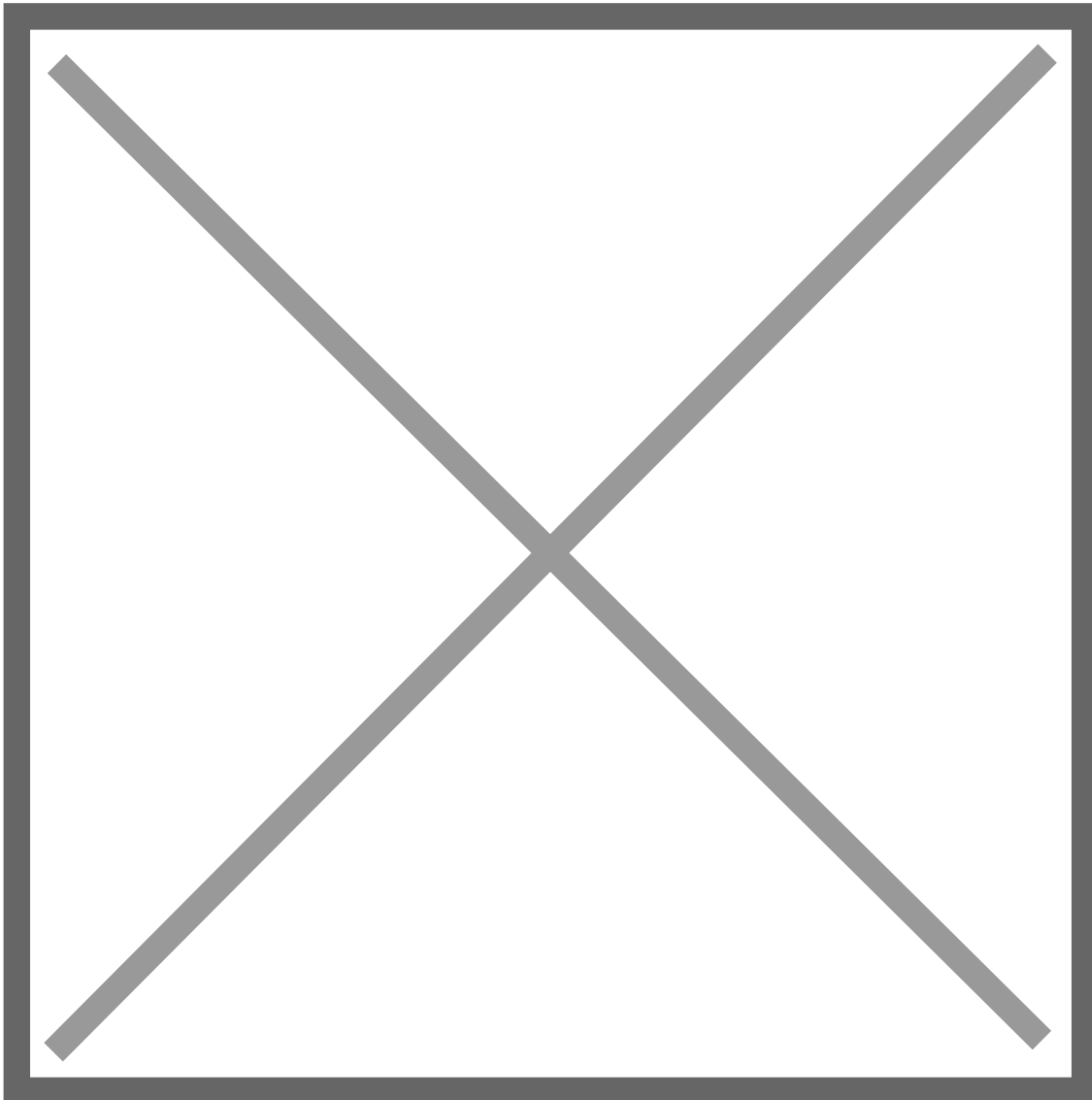
Many questions are on a case-by-case basis. Specifics are the key! Here are some very important details we need from you:

- **Company Name**
- **Firm ID** – When you click on the blue "Dashboard" tab, you will see your firm ID in grey letters, next to your company's name at the top right corner of the page.
- **The name of relevant client and project/case/matter**
- **The invoice number** – Sometimes invoices are included in batches, not making them easily visible on the Invoice Management screen. The invoice number is the best way for us to find the invoice and take a deeper look at it.
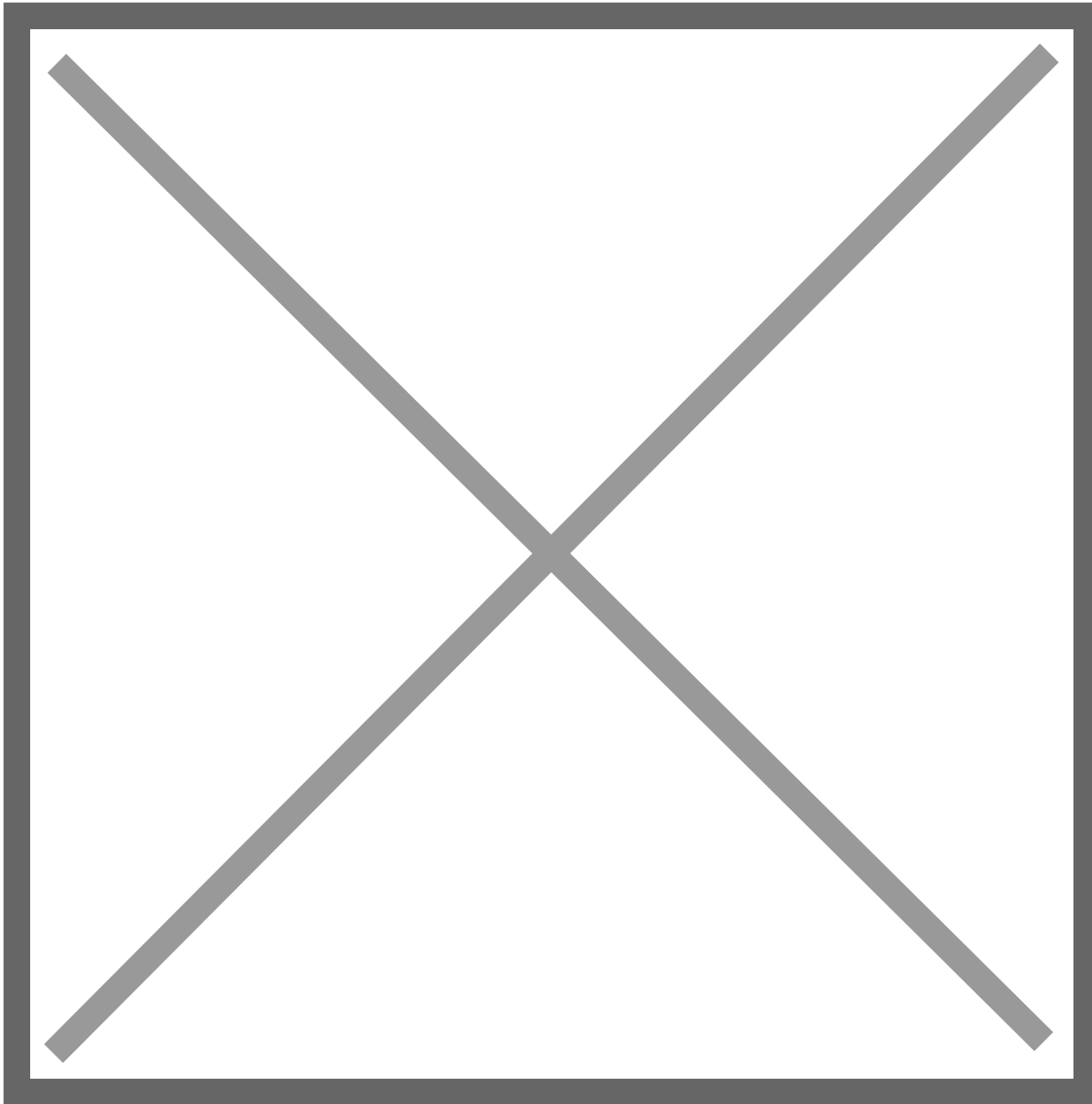
Should you call us at 1-877-245-5484 or chat with us, make sure you also provide this information too.

Help Directly from the Software

If you have a quick question while you're working in Bill4Time, peek into the Knowledge Base by clicking on "help" at the top of the screen. Once you click on it, you will see a pop-up window. Put in your question, just like this:

You will then see Knowledge Base articles pertaining to your question.

If none of the articles answer your question, click on the bottom right button and submit your support ticket with your name, company, firm ID, invoice number, client/project name, and any other details to your question.

Try Video

We also have some great learning materials at your fingertips! This may provide you with a faster answer. Our short **YouTube videos** walk you though basic functions, while our webinars give a more thorough video tutorial through the system. We have a **few recorded webinars** for your viewing pleasure and a **few live ones** where you can ask your questions to the presenter and they can demonstrate the answer right there!

Simply Billing Webinar