

Home screen

Support by Time module **WHMCS**

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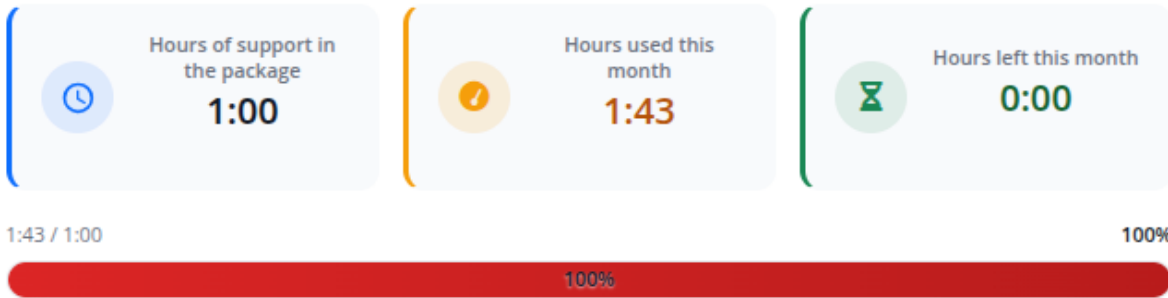
Client area home screen

After logging in to the client area and opening their support service, the customer sees a modern card-based layout with the following sections.



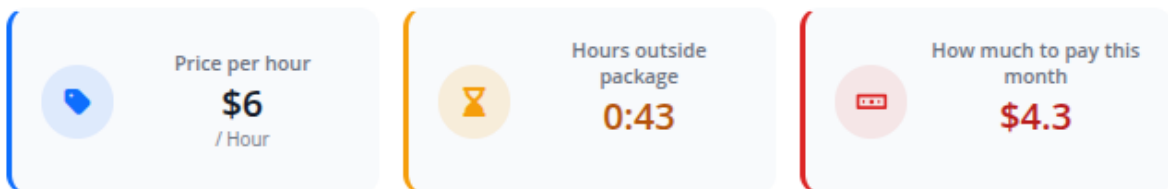
This month

June 2026



Billing

Price per hour of support outside the package



Cost calculator Estimate the cost if you use more hours

Add hours

Estimated total this month

\$4.3

= 0.72 h × \$6



List of tickets

1 Ticket

TICKET (TITLE)	TIME	OPERATOR	DATE	STATUS
> #454962 TEST2	🕒 1:43 4 entries	Ruslan Polovyi	2026-06-04	Open

This month / Support package

A summary of the current period as three stat cards:

- **Hours of support in the package** — the hour allocation included in the product
- **Hours used this month** (or *Hours used* for One Time) — total hours logged in the current month / bucket
- **Hours left this month** (or *Hours left*) — remaining hours in the allocation

A progress bar shows the percentage of the allocation that has been consumed (it turns amber as the package fills and red at 100 %).

Billing (recurring billing cycle only)

- **Price per hour** — hourly rate charged for overage hours, in the client's currency
- **Hours outside package** — hours that have already exceeded the included allocation
- **How much to pay this month** — running total of overage cost ($(\text{hours outside package} \times \text{price per hour})$)

Cost calculator

An interactive predictor: the client enters a number of additional hours and instantly sees the estimated total for the month, with the underlying $(\text{overage hours} \times \text{rate})$ calculation shown beneath it.

List of tickets

A table with all tickets that have time logged in the current period:

- Ticket number and title (clickable, opens the ticket), with the number of time entries
- Total time spent (human-readable)
- **Operator** and **Note** — shown only when *Show work log to client* is enabled for the product
- Date of the most recent entry
- A status badge (Open / Billed / Paid / Unpaid)

Each ticket row can be expanded to reveal its individual time entries (date, time, operator, note):

List of tickets

1 Ticket

TICKET (TITLE)	TIME	OPERATOR	DATE	STATUS
▼ #454962 TEST2	🕒 1:43 4 entries	Ruslan Polovyi	2026-06-04	Open

TIME ENTRIES

DATE	TIME	OPERATOR	NOTE
2026-06-04	0:20	Ruslan Polovyi	—
2026-06-04	0:12	Ruslan Polovyi	—
2026-06-04	1:00	Ruslan Polovyi	—
2026-06-04	0:11	Ruslan Polovyi	—

Sidebar navigation

The client area sidebar contains two menu items:

- **Information** — the home screen described above
- **History** — per-month history view (only for recurring billing cycles, see [History](#))

“ **Note:** For *One Time* services, only the *Information* tab is shown — there is no per-month history because the service uses a single bucket of hours.

Revision #10

Created 27 September 2022 04:36:55 by Ruslan

Updated 4 June 2026 18:16:05 by Ruslan