Tip of the Month: Billing for Inactive Timekeepers & Managing User Status

When it comes to managing staff in TimeSolv, we know that team changes happen – whether it's someone leaving your firm or taking a temporary break. But before you make a user inactive, there are a few important steps to protect your billing data and avoid unexpected charges.

Before You Inactivate a User: Enter All Time & Expenses

The golden rule is simple: **always enter or update all time and expense entries before inactivating a user.**

If you inactivate a user and then later reactivate them, TimeSolv treats Status 'Active' as a paid user license and new charges may apply.

To avoid these potential charges, make sure all entries are finalized before you hit the inactivate button.

What if You Still Need to Bill Time for an Inactive Timekeeper?

If you've already inactivated a user but realize they still have unbilled time, don't worry – you can still bill for that time. TimeSolv retains all historical entries, so you can generate invoices from their logged hours, even if the timekeeper is no longer active.

What you *cannot* do, however, is add or edit new time once the user is inactive. That's why entering everything in advance is so critical.

How to Remove a User in TimeSolv

1. Navigate to **Account > Professional**.
2. Select the name of the user you'd like to inactivate.
3. Confirm all time and expense entries have been submitted.

4. Change Status from Active to Inactive to remove them from your active roster.

Remember: once inactive, the user will no longer count toward your active user total, but reactivating them later creates a new billing instance.

Need Help Deciding?

Not sure whether to inactivate or reactivate a user? **Reach out to our support team before making changes.** We're happy to review your account with you and ensure you understand how active user status and charges apply to your specific situation.

Contact Us