====== ======time credit

This article does not apply to Gestan Cloud; technical support is included as part of the service.

The telephone technical support (hotline) operates on a time-credit basis : you purchase support technician time and use it whenever you wish.

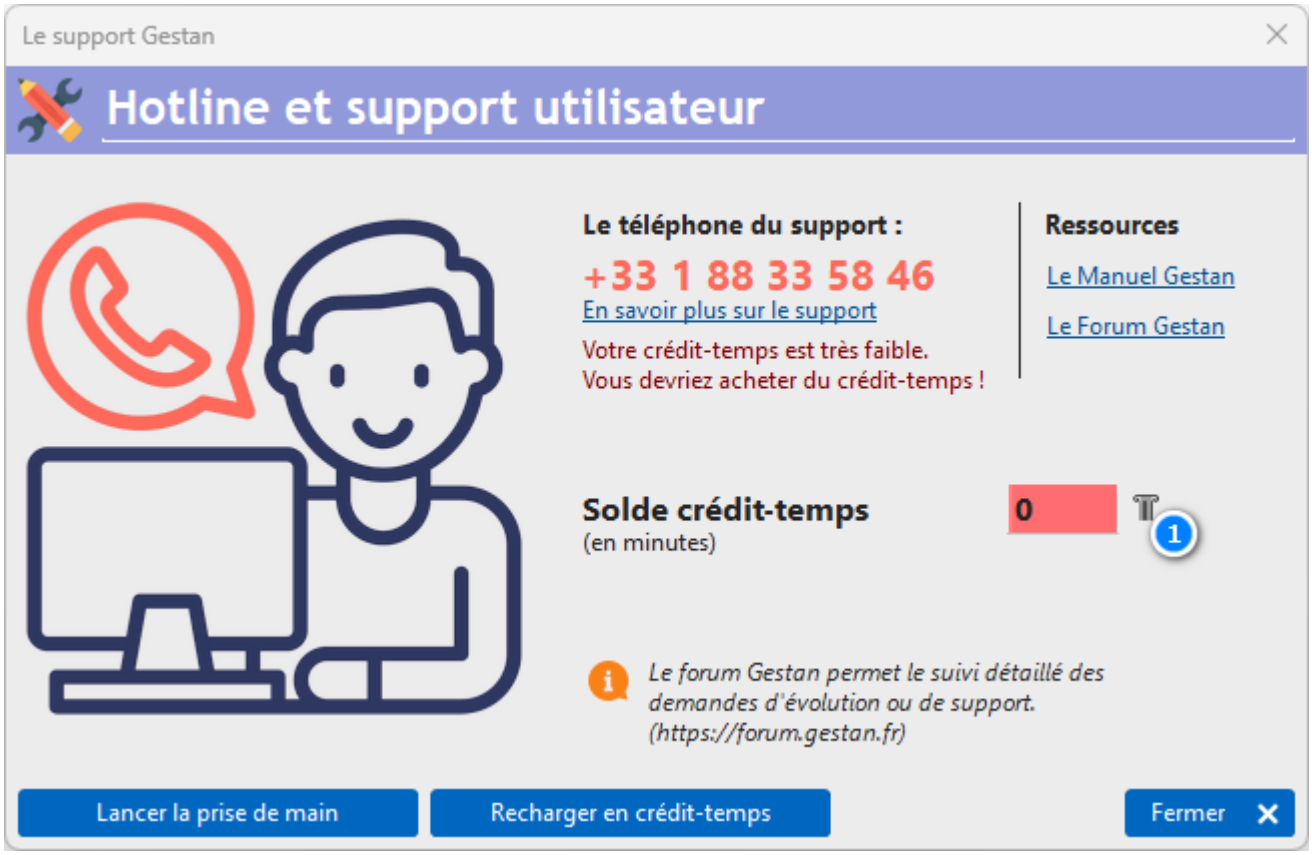
After each call to the technical support hotline, a report is sent to you by email, detailing the work carried out and the time deducted.

Of course, any assistance required due to a software fault is provided free of charge.

Buy time credit

If Gestan opens

**Access: ** *via Help → Support → Contact Support*



Use the button **Top up time credit** button to top up your account. You can pay online.

The 1 allows you to view your support history.

If Gestan does not open

You can proceed directly to making an online purchase:

- 15 minutes
- 30 minutes
- 60 minutes

- Once you have completed your purchase, please notify ICS of your purchase by email contact@ics-informatique.com or by telephone to let us know, so that our team can manually credit your account.
- If you are not liable for French VAT (20%), please contact ICS before purchasing any credit online.

Other “Admin” articles

Audit des données
Base de test
Benchmark lectures
Connexion administrateur
Crédit-temps
Extensions Gestan
Fonctionnement en mode Client/Serveur (C/S)
Formations Gestan
Historique des modifications
Impression d'étiquettes
Installation de Gestan - Mode Classique
Journal des événements de l'application
Licence des extensions *
Licence Gestan
Messages désactivables
Migrer son ERP actuel vers Gestan
Multilinguisme
Nettoyage des liaisons C/S
Ordinateurs du réseau
Prise de main à distance
Sessions
Support Gestan

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https://manuel.gestan.fr/en/wiki/admin/credittemps

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