How to Assign and Remove a License for NextTicket Manager

An admin assigns technicians and other users licenses to access and use NextTicket Manager.

What's in this article?

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- What happens if a user has no license?
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*This procedure applies to NextTicket for Autotask, NextTicket for ConnectWise Manage, NextTicket for Kaseya BMS, and NextTicket for Syncro. Users must have admin rights to perform these steps.*

Assign a NextTicket license

1. Log in to the MSPbots app and go to **Apps**.
2. Open the **NextTicket** and navigate to the upper right-hand section. Select **Settings**. > **Assign License**.
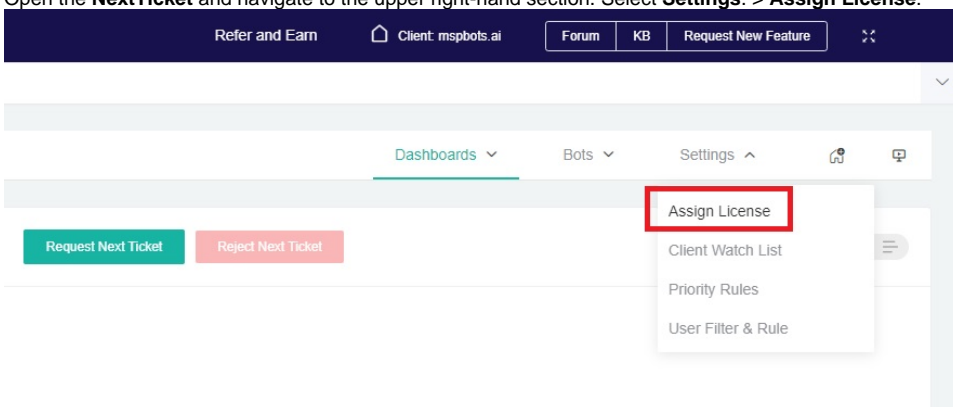
3. On the Customize your purchase plan pop-up, click the **+ Add** button.
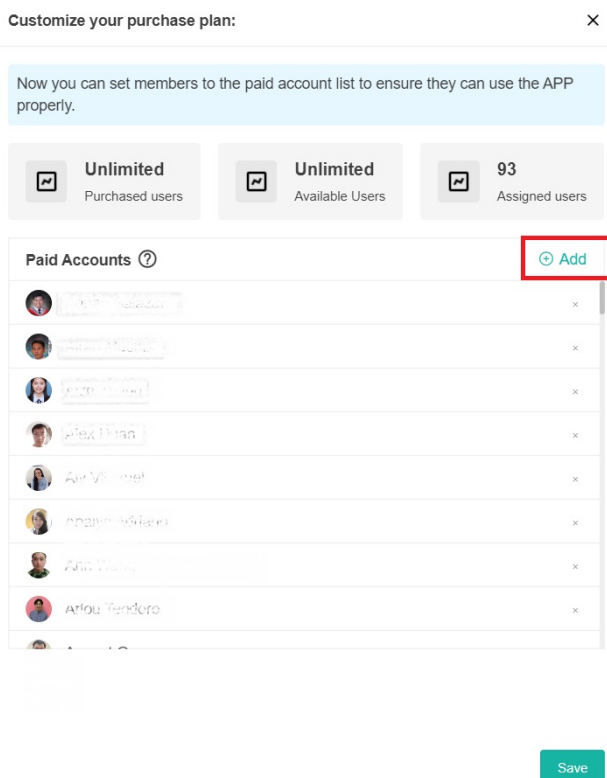
4. Click the name of the member you want to give access to the NextTicket app. This will put a checkmark beside the name and will add the member to the list.

You can only add the maximum number of users allowed in your package. File a request through support@mspbots.ai, or update your plan if you need more user access.
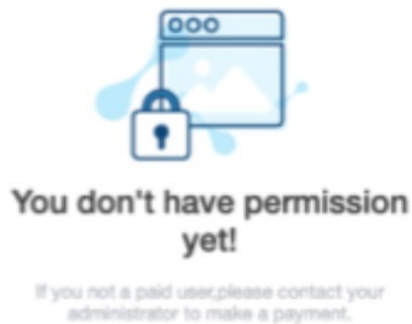
5. Click **Save**.

Remove a NextTicket license

1. To remove a member's license, follow Steps 1 to 3 above.
2. In Step 4, click on the member's name to remove the checkmark.
3. Click **Save.**

What happens if a user has no license?

Users and technicians without a license will see a No Permission error when they access the NextTicket Manager app.

Related Topics

- How to Assign and Remove a Bot License
- How to Assign and Remove a License for Attendance Manager