

How to Assign and Remove a License for NextTicket Manager

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

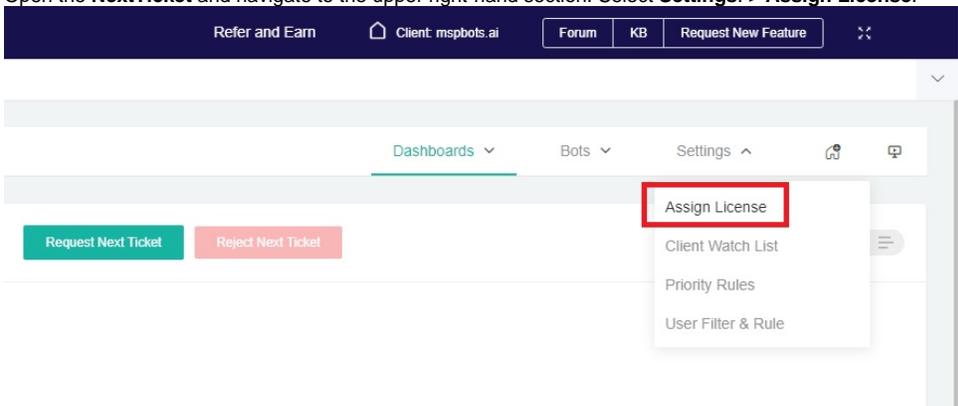
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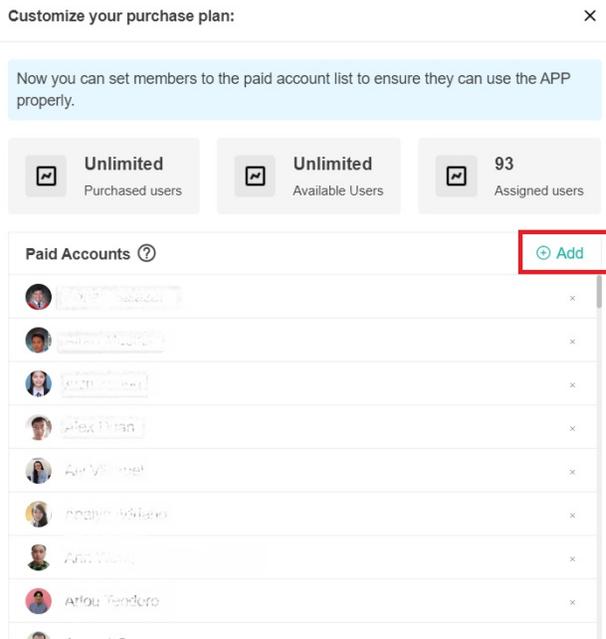
This procedure applies to *NextTicket for Autotask*, *NextTicket for ConnectWise Manage*, *NextTicket for Kaseya BMS*, and *NextTicket for Syncro*. Users **must** have admin rights to perform these steps.

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**.

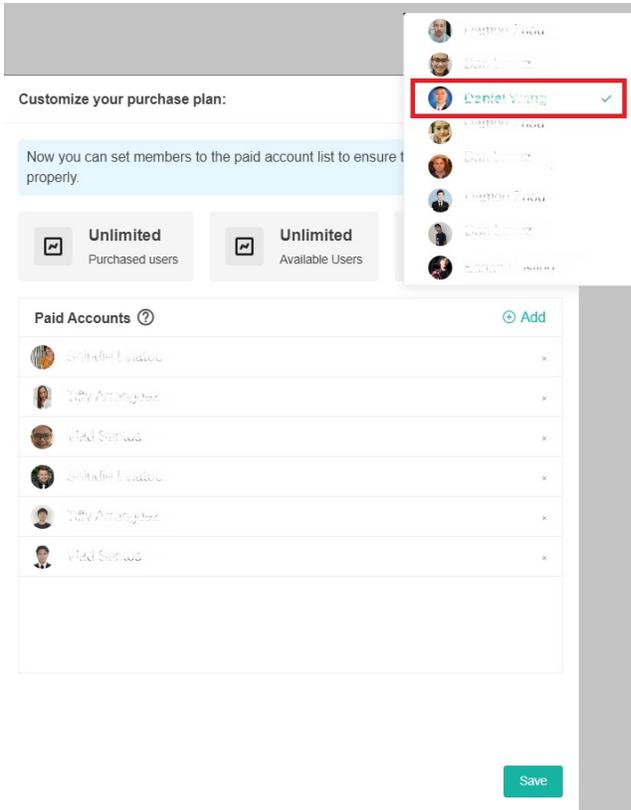


3. On the Customize your purchase plan pop-up, click the + **Add** button.



Save

- 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.

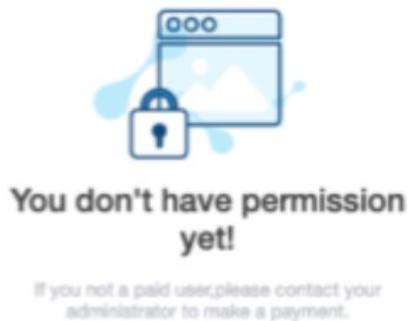
- Click **Save**.

Remove a NextTicket license

- To remove a member's license, follow Steps 1 to 3 above.
- In Step 4, click on the member's name to remove the checkmark.
- 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](#)