

Administrator account that does not use up a tech license

Just purchased Web Help Desk with 3 tech licenses. Was not told that the administrator takes up a tech license. So now we either lose a tech license or we lose administration, purchasing another tech license is not an option.

Would be a good feature to have the administrator account not included as a tech license and used solely to administer web help desk.

Most software packages I have used always include an administrator account built in.