



Canceling a Scheduled Change

Fusion Connect Client Portal

Resources

Watch a Video:

[Canceling a Scheduled Change](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

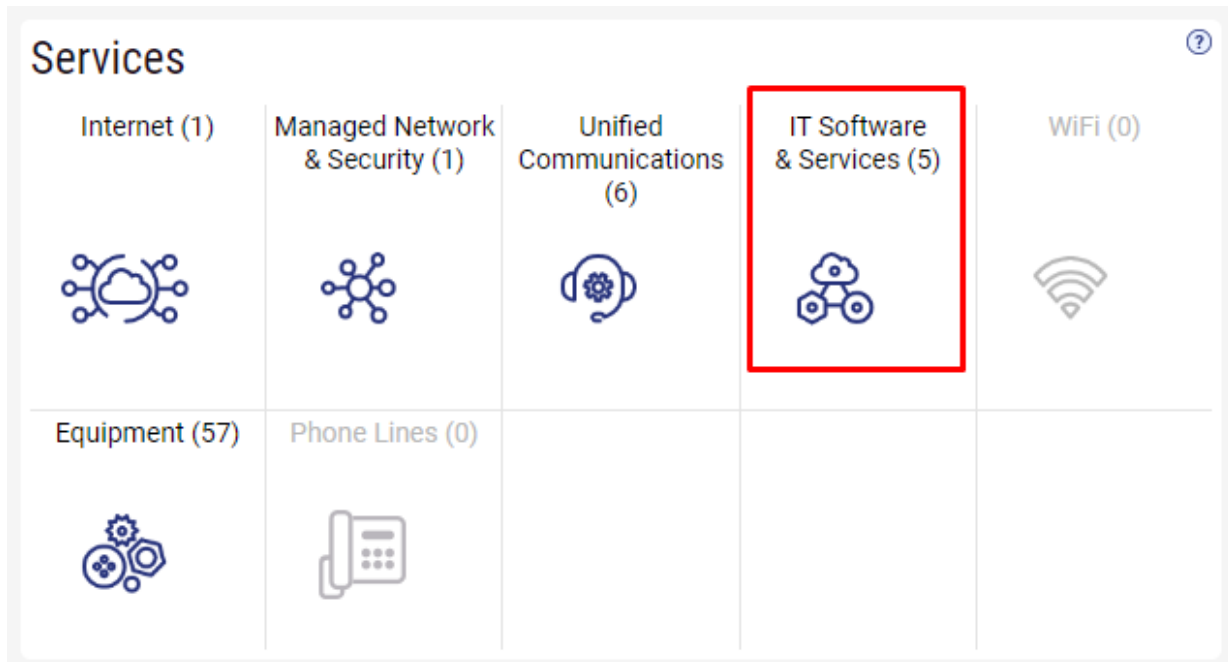
<https://www.fusionconnect.com/support/ms-teams-support>

Canceling a Scheduled Change...

The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

Note: Services you do not currently subscribe to will appear in grey.

For Microsoft Services, click on your *IT Software & Services* section:



This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services".

fusion connect

Search

Sample Company Customer Overview | Sample Company Customer Services

Sample Company Customer Overview

Sample Company Customer Services

Internet | Managed Network & Security | Unified Communications | IT Software & Services

Sites | States | 1 sites

Site	Service
Sample Company	Microsoft Services

Manage Services

Create Ticket

In the Services section, select a specific Product/License by clicking its “pop-out window” icon:

Services for Sample Company Provider (samplecompany.something.com)

Service

Service	Billing Type	Billed	Term	Unit Price	Quantity	Total	Effective	Term End	Auto Renew
Azure Plan	Usage	Annual	Monthly						
Microsoft 365 E3	License	Monthly	Monthly	43.20	1	43.20	03/18/2024	04/18/2024	✓
Microsoft 365 E5	License	Annual	Annual	684.00	1	684.00	03/18/2024	03/18/2025	✓

A new tab will open pertaining to your chosen Product/License.

Scrolling to the bottom of your Product/License page, in the Scheduled Changes section you can view all scheduled changes to be made for your Product/License...

You can view:

- **Change Time** - When the scheduled change was created
- **Effective** – When the scheduled change will take place
- **Quantity** – The Quantity of what will be changed
- **Ordered By** – who scheduled the change
- **Source** - source values:
 1. *Customer* - change made in the Client Portal by the Admin
 2. *Provider* - The change came from Microsoft (someone changed in partner center which shouldn't happen or there was a mismatch between Microsoft and Work365 that was fixed up by a system process.
 3. *Sales Order* - When the order is initially provisioned by Fusion Connect

Scheduled Changes

Effective

Change Time	Effective	Quantity	Ordered By	Source
03/27/2024 10:40:42 AM	04/19/2024	-1	Billy Fisher	Customer

1 - 1 of 1 Delete

Note: All Scheduled Changes are "scheduled", meaning they can be deleted/canceled at any time prior to the Effective Date ...by **clicking DELETE** at the bottom, **selecting the scheduled change**, and **click DELETE**.

Scheduled Changes

DELETING

Change Time	Effective	Quantity	Ordered By	Source
<input checked="" type="checkbox"/> 03/27/2024 10:40:42 AM	04/19/2024	-1	Billy Fisher	Customer

Clear All Show Modified Only Delete Cancel