



# Increasing Quantity of Existing Service-Licenses

**Fusion Connect Client Portal** 

# Resources

#### Watch a Video:

**Increasing Quantity of Existing Service-Licenses** 

## **More Resources:**

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

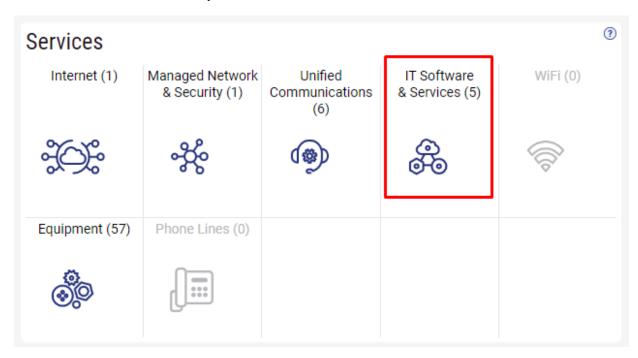
https://www.fusionconnect.com/support/ms-teams-support

Increasing Quantity of Existing Service-Licenses...

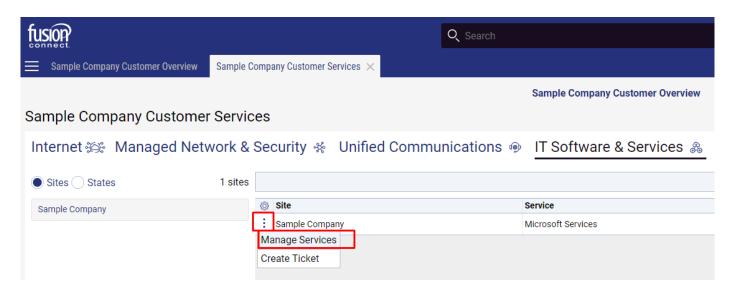
The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

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

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



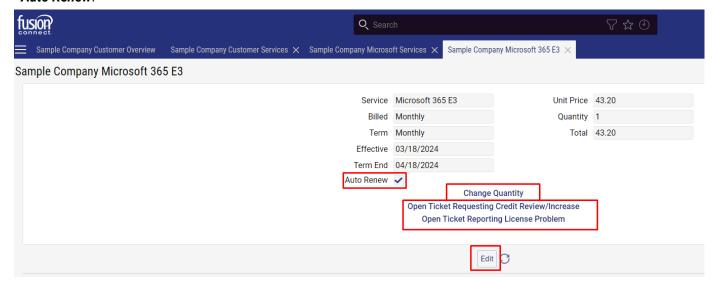
This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":



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



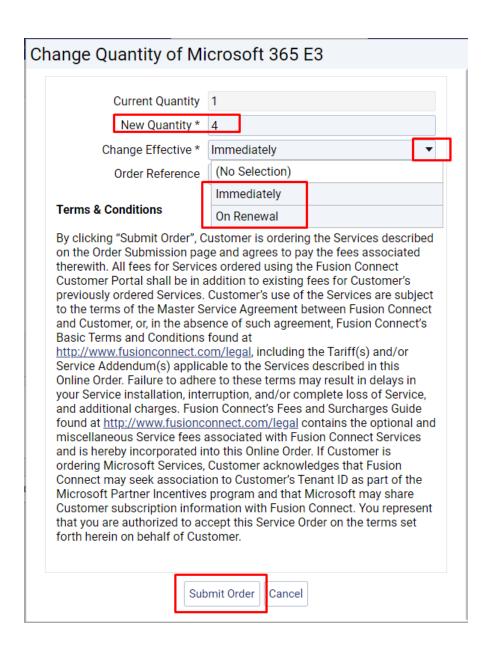
Here, you can change the quantity of your service by clicking "Change Quantity". You can also "Open Ticket Requesting Credit Review/Increase", or "Open Ticket Reporting License Problem". You can click "EDIT" to edit your Auto Renew:



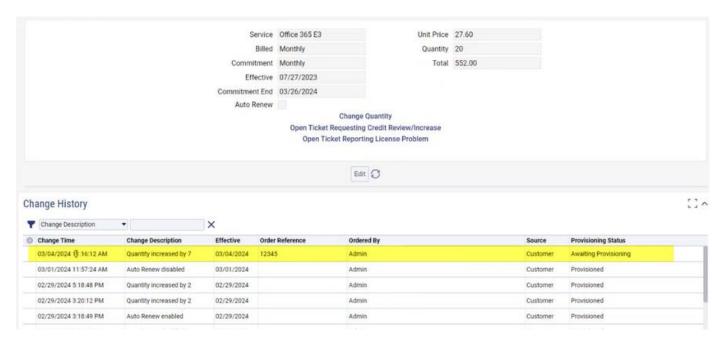
This allows the ability to change the quantity of your service. Add your New Quantity\* of service.

For **Change Effective\***, click the drop down and choose either "Immediately" (if you want the additional services immediately) -or choose "On Renewal" if you want services added when you auto-renew. You can also add your own alpha/numeric Order Reference if you wish.

Clicking "Submit Order", your new service will be added within the Change Effective time frame chosen:



Because this process is automated, the Change History (which appears below) will automatically be updated with the request:



### **Provisioning Status:**

- 1. Awaiting Provisioning Awaiting provisioning with Microsoft
- 2. Failed Provisioning Failed to provision with Microsoft
- 3. Provisioned Successfully provisioned with Microsoft
- 4. Not Applicable The operation considered successful / nothing required by Microsoft