



Credit Limit Error

Fusion Connect Client Portal

Resources

Watch a Video:

[Credit Limit Error](#)

More Resources:

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

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

Credit Limit Error...

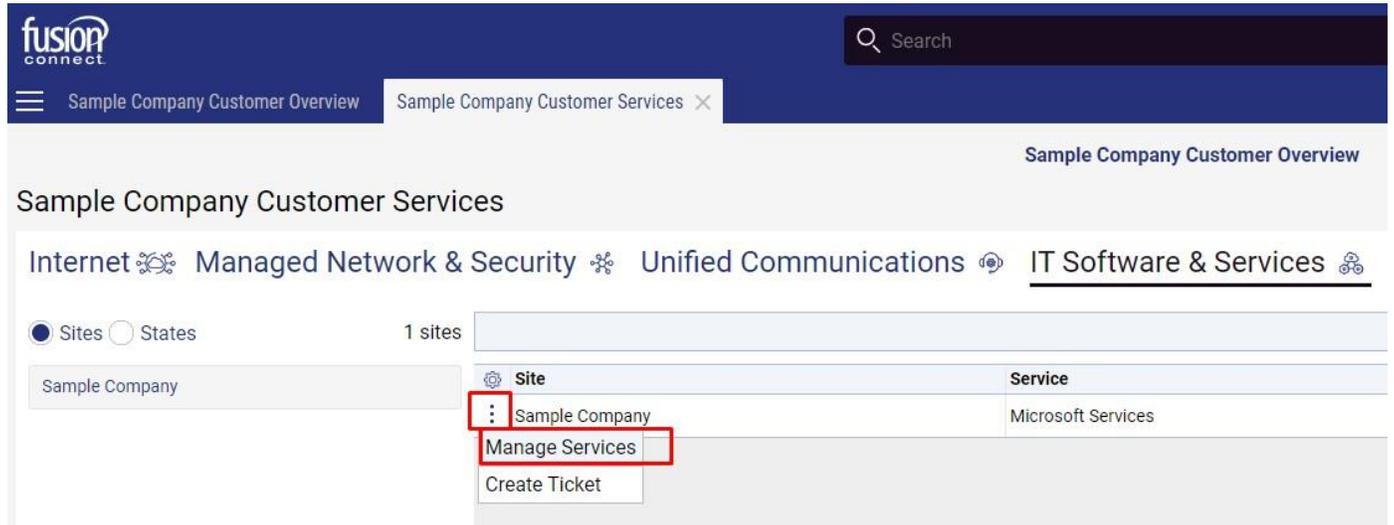
The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

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

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

Services				
Internet (1) 	Managed Network & Security (1) 	Unified Communications (6) 	IT Software & Services (5) 	WiFi (0)
Equipment (57) 	Phone Lines (0) 			

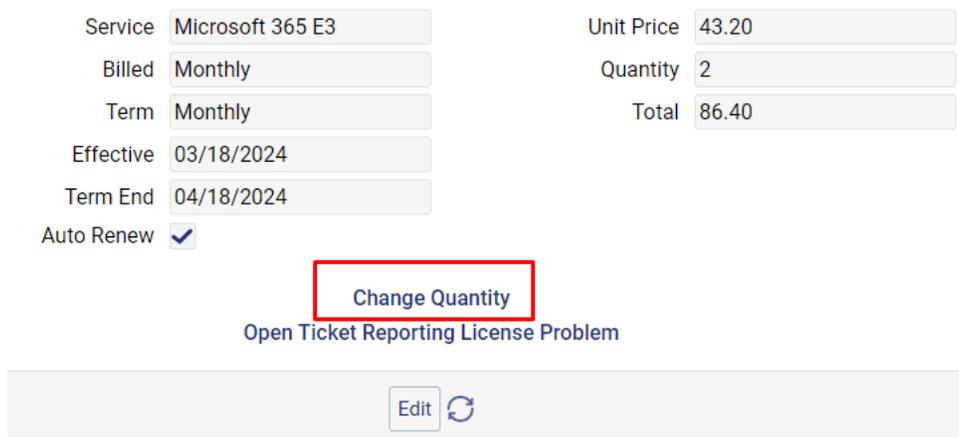
This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":



In the Services section, you will see a list of your existing products/licenses. If you wish to add additional quantities of a product, select a specific Product/License by clicking its "pop-out window" icon:



Once in your specific Product/License portal tab, you can change quantities by clicking the "Change Quantity" button.



If your requested increased amount of Product will cost more than your Microsoft Services Credit Limit allows, you will receive the below message stating a *Ticket has been created on your behalf* to review your Microsoft Services credit limit. **Click CANCEL:**

Change Quantity of Microsoft 365 E3

Current Quantity

New Quantity *

Change Effective *

Order Reference

This order is more than your current available credit. We have opened ticket AN9989207 on your behalf to review your credit. You can manage this ticket in your tickets view.

After clicking "Cancel", go back to your login *Overview Tab*:

fusion connect

Search

Sample Company Customer Overview × Sample Company Customer Services × Sample Company Microsoft Services × Sample Company Microsoft 365 E3 ×

Sample Company Microsoft 365 E3

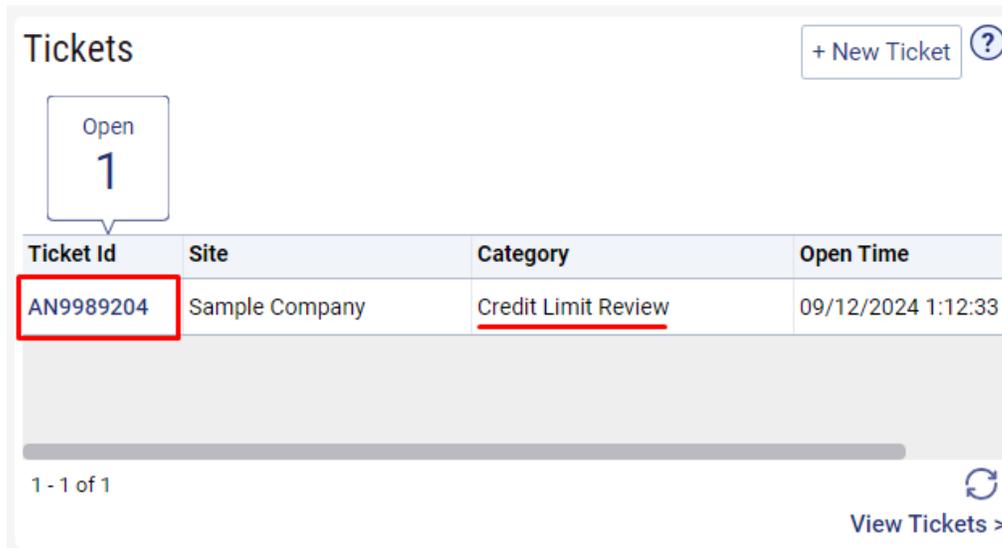
Service	Microsoft 365 E3	Unit Price	43.20
Billed	Monthly	Quantity	2
Term	Monthly	Total	86.40
Effective	03/18/2024		
Term End	04/18/2024		
Auto Renew	<input checked="" type="checkbox"/>		

[Change Quantity](#)
[Open Ticket Reporting License Problem](#)

Click Refresh (top right corner), and under your TICKETS Tile, you will see your "Credit Limit Review" ticket listed.

Note: All Microsoft Service-related tickets will be worked within 24 hours.

Once your Credit Limit has been approved, you will receive an email. You can also view and make ticket comments to your ticket by clicking the "Ticket Id":

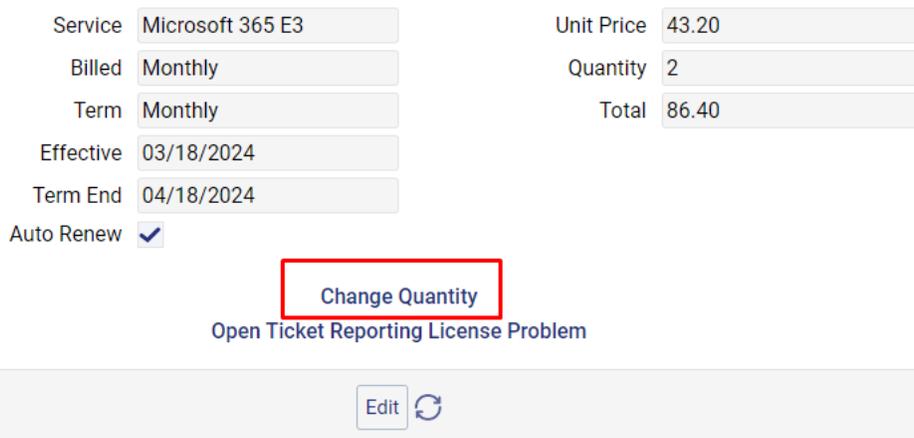


The screenshot shows a 'Tickets' section with a '+ New Ticket' button and a notification bubble indicating 'Open 1' ticket. Below is a table with the following data:

Ticket Id	Site	Category	Open Time
AN9989204	Sample Company	Credit Limit Review	09/12/2024 1:12:33

At the bottom of the table, it shows '1 - 1 of 1' and a 'View Tickets >' link with a refresh icon.

***After your Microsoft Services Credit Limit has been increased, you can now add your additional Microsoft Service licenses, simply by accessing your License page again and click "Change Quantity".



The screenshot shows a license configuration form with the following fields:

Service	Microsoft 365 E3	Unit Price	43.20
Billed	Monthly	Quantity	2
Term	Monthly	Total	86.40
Effective	03/18/2024		
Term End	04/18/2024		
Auto Renew	<input checked="" type="checkbox"/>		

Below the form, there is a 'Change Quantity' button highlighted with a red box, and a link 'Open Ticket Reporting License Problem'. At the bottom, there is an 'Edit' button with a refresh icon.