



# Reporting a License Problem

Fusion Connect Client Portal

## Resources

### Watch a Video:

[Reporting a License Problem](#)

### More Resources:

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

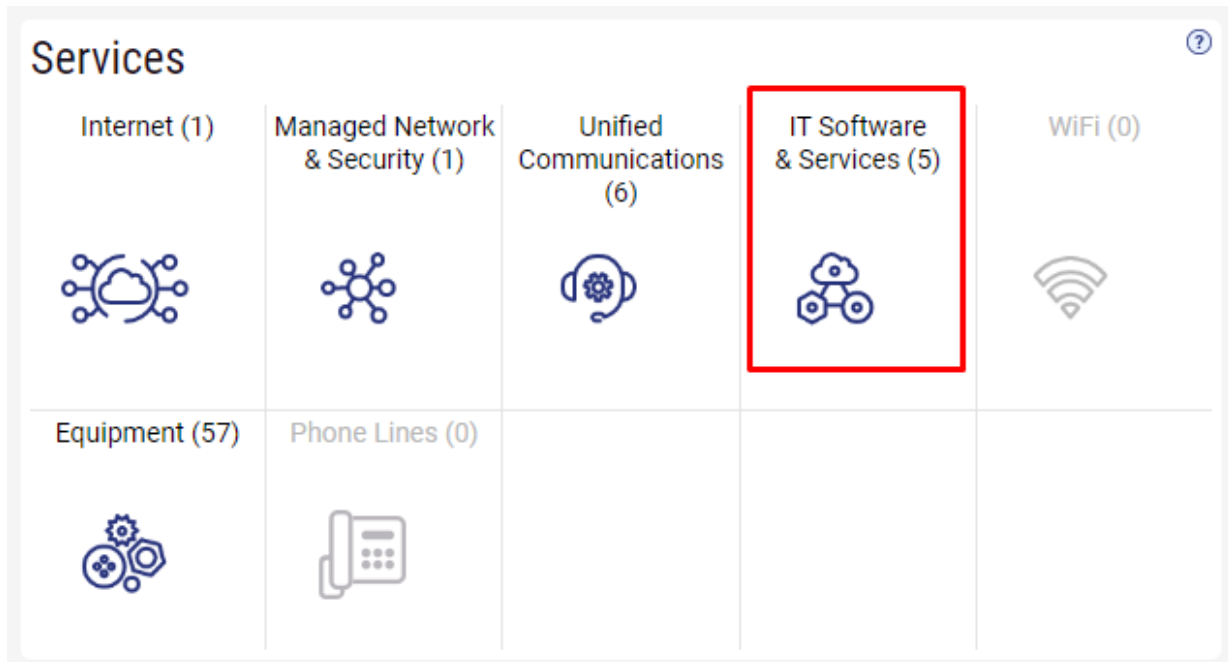
<https://www.fusionconnect.com/support/ms-teams-support>

## Reporting a License Problem...

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:

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

Service  X

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

If you Encounter a Product/Licensing issue, you can click the “Open Ticket Reporting License Problem” option...

Service  Unit Price

Billed  Quantity

Term  Total

Effective

Term End

Auto Renew

[Change Quantity](#)  
[Open Ticket Requesting Credit Review/Increase](#)  
[Open Ticket Reporting License Problem](#)

Enter your issue in the “Additional Message” field and click “Open Create” to submit.

\*\*\*You will receive an email confirmation for your ticket creation. You can manage Tickets in your Ticket Tile on the main Dashboard/Overview page of your Portal. All Microsoft Tickets will be responded to within 24 hours.

### Open Ticket Reporting Microsoft License Problem

Please describe the problem with Microsoft 365 E3 and click Open Ticket.

Contact Name \*

Contact Phone \*

Additional Message

#### Access Hours

Use Custom Service Hours