Requesting Service-License

Fusion Connect Client Portal

Resources

Watch a Video:

[Requesting Service-License](#)

More Resources:

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

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


Requesting Service-License…

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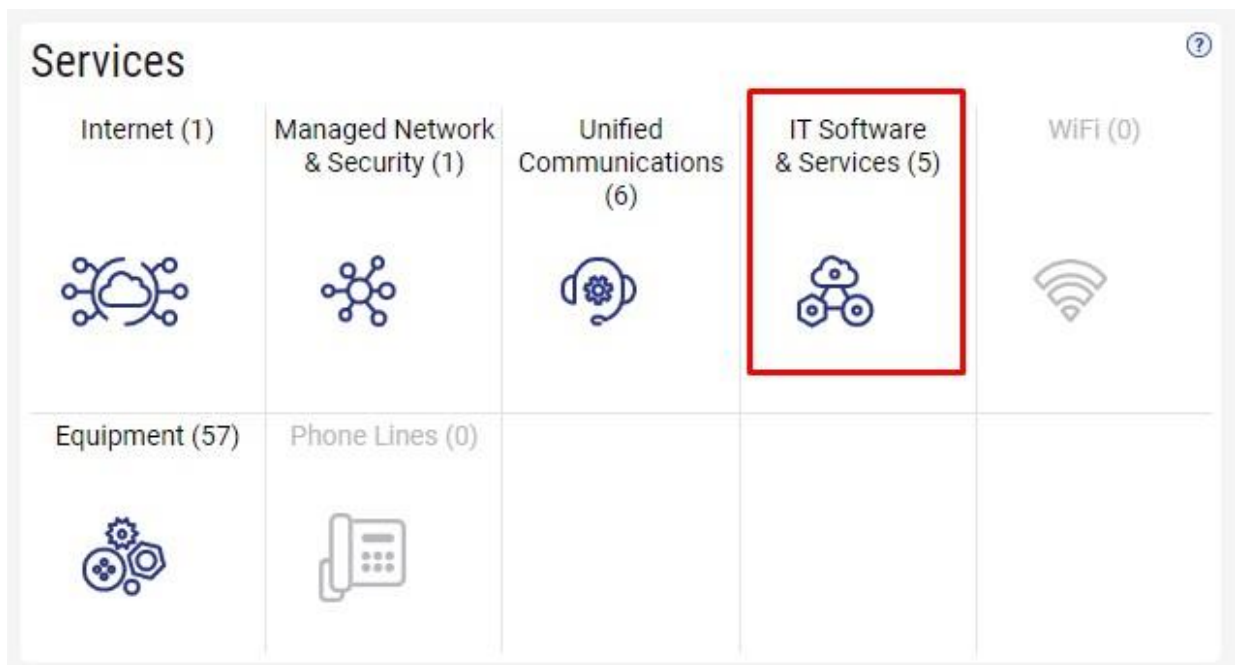
This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":

Once in your Microsoft Services tab, you can request "availability" of a new Microsoft Product by opening a Ticket. Click on **"Open Ticket Requesting Product Availability"**…

In the "Request Product Availability" window (above screen capture):
Product*, enter the specific name of the Microsoft Product you want "available"
Billing Frequency*, choose from the dropdown how you want to be billed for the service, i.e. Monthly/Annually/ Triennial
Commitment*, choose from the dropdown how long you wish to commit to term for the product, i.e. Monthly/Quarterly/Annually/Triennial

Add in the "Additional Message" field why you are requesting the product to become "Available".

Click **"Open Ticket"**

After your ticket is created, you will receive a response via email once your Product is available to "ADD" it as a Microsoft Service.

All tickets created will be available in your Tickets Tile of your Portal login Overview tab. There, you can access your ticket to make comments to the Fusion Connect Team working your specific ticket request.