



# View Change History

Fusion Connect Client Portal

## Resources

### Watch a Video:

[View Change History](#)

### More Resources:

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

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

## View Change History...

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 <span>?</span>				
<b>Internet (1)</b> 	<b>Managed Network &amp; Security (1)</b> 	<b>Unified Communications (6)</b> 	<b>IT Software &amp; Services (5)</b> 	WiFi (0) 
<b>Equipment (57)</b> 	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".

The screenshot shows the Fusion Connect interface. At the top, there is a search bar and navigation tabs for 'Sample Company Customer Overview' and 'Sample Company Customer Services'. Below the navigation, there are sections for 'Internet', 'Managed Network & Security', 'Unified Communications', and 'IT Software & Services'. A filter section shows 'Sites' selected with '1 sites' and a search input. A table lists services for 'Sample Company', with a dropdown menu open for the 'Sample Company' site. The dropdown menu options are 'Sample Company', 'Manage Services', and 'Create Ticket'. The 'Manage Services' option is highlighted with a red box.

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 [dropdown] [input] X

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.

In the Change History section you can view all changes made for your Product/License...

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

[Edit](#)

### Change History

Change Time	Change Description	Effective	Order Reference	Ordered By	Source	Provisioning Status
03/27/2024 10:24:44 AM	Quantity increased by 1	03/27/2024		Billy Fisher	Customer	Not Applicable
03/24/2024 12:11:04 PM	Auto Renew enabled	03/24/2024		Billy Fisher	Customer	Not Applicable
03/24/2024 12:07:33 PM	Auto Renew disabled	03/24/2024		Billy Fisher	Customer	Not Applicable
03/22/2024 2:29:30 PM	Auto Renew enabled	03/22/2024		Billy Fisher	Customer	Not Applicable
03/22/2024 2:29:17 PM	Auto Renew disabled	03/22/2024		Billy Fisher	Customer	Not Applicable
03/18/2024 2:11:36 PM	Created	03/18/2024	ORD-01003-W6F0F3	Chris.Updegraft@fusionconnect.com	Sales Order	Not Applicable

#### Change History section details:

- The Change Date/Time
- Change Description
- Effective Date
- Order Reference (if added by the Admin)
- Ordered By (who ordered the product/Service)
- 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

#### Provisioning Status:

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