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*:

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:

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…

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